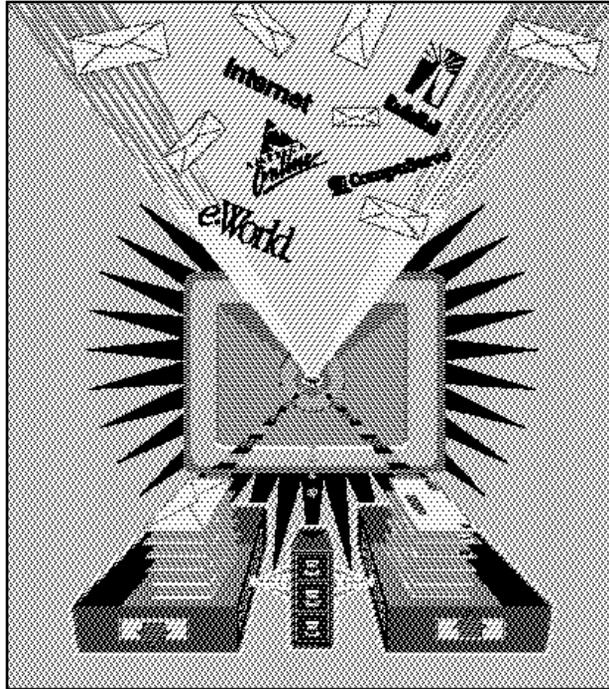


F O R M A C I N T O S H



CLARIS
Em@iler™
USER'S GUIDE

© 1995 Claris Corporation.
© 1995 Fog City Software, Inc. All Rights Reserved.
Portions of the software are © 1995 America Online, Inc.
Portions of the software are © 1995 Apple Computer, Inc.
Portions of the software are © 1995 CompuServe, Inc.
Portions of the software are Mercutio 1.1, © 1993 Ramon M. Felciano
Portions of the software are WASTE text engine, © 1993-94 Marco Piovaneli
Portions of the software are © 1990 - 1995 Aladdin Systems, Inc.

Claris Corporation
5201 Patrick Henry Drive
Santa Clara, California 95052

Claris is a registered trademark and Claris Emailer and Claris Emailer design are trademarks of Claris Corporation.

StuffIt is a trademark of Aladdin Systems, Inc. and Raymond Lau.

America Online is a registered trademark of America Online, Inc.

AppleLink, Macintosh and PowerBook are registered trademarks and Finder is a trademark of Apple Computer, Inc. Power Macintosh is a trademark of Apple Computer, Inc. Used under license.

AT&T Mail is a trademark of AT&T.

BIX is a trademark of Byte Magazine, Inc.

BMUG is a trademark of Berkeley Mac Users Group.

CompuServe is a trademark of CompuServe, Inc.

Hayes is a registered trademark of Hayes Microcomputer Products, Inc.

Eudora and Netscape are trademarks of Netscape Communications Corporation.

RadioMail is a trademark of RadioMail Corporation.

Sprint is a registered trademark of Sprint Communications Company.

All other persons and companies listed in the examples here are purely fictitious and any resemblance to existing companies and persons is purely coincidental.

LIMITED WARRANTY AND DISCLAIMER, LIMITATION OF REMEDIES AND DAMAGES YOU ACKNOWLEDGE THAT THE SOFTWARE MAY NOT SATISFY ALL YOUR REQUIREMENTS OR BE FREE FROM DEFECTS. CLARIS WARRANTS THE DISKETTES ON WHICH THE SOFTWARE IS RECORDED TO BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP UNDER NORMAL USE FOR 90 DAYS FROM PURCHASE, BUT THE SOFTWARE AND ACCOMPANYING WRITTEN MATERIALS ARE LICENSED "AS IS." ALL IMPLIED WARRANTIES AND CONDITIONS (INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) ARE DISCLAIMED AS TO THE SOFTWARE AND ACCOMPANYING WRITTEN MATERIALS AND LIMITED TO 90 DAYS AS TO THE DISKETTES. YOUR EXCLUSIVE REMEDY FOR BREACH OF WARRANTY WILL BE THE REPLACEMENT OF THE DISKETTES OR REFUND OF THE PURCHASE PRICE. IN NO EVENT WILL CLARIS OR ITS DEVELOPERS, DIRECTORS, OFFICERS, EMPLOYEES OR AFFILIATES BE LIABLE TO YOU FOR ANY CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES (INCLUDING DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, AND THE LIKE), WHETHER FORESEEABLE OR UNFORESEEABLE, ARISING OUT OF THE USE OF OR INABILITY TO USE THE SOFTWARE OR ACCOMPANYING WRITTEN MATERIALS, REGARDLESS OF THE BASIS OF THE CLAIM AND EVEN IF CLARIS OR AN AUTHORIZED CLARIS REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Claris' liability to you for actual damages for any cause whatsoever, and regardless of the form of the action, will be limited to the greater of \$500 or the money paid for the Software that caused the damages.

THE ABOVE LIMITATIONS WILL NOT APPLY IN CASE OF PERSONAL INJURY ONLY WHERE AND TO THE EXTENT THAT APPLICABLE LAW REQUIRES SUCH LIABILITY. BECAUSE SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

Welcome to Claris EMailer

This user's guide introduces you to the Claris EMailer™ application from Claris Corporation. Claris EMailer is an electronic mail manager program for the Macintosh. With Claris EMailer, you can:

- send and receive messages and files using America Online, CompuServe, eWorld, an Internet mail server, or RadioMail
- schedule automated connections to online services, which can reduce costs by connecting during off-peak hours
- quickly change the local access numbers and connection information you need to use when you travel
- store sent and received messages and files
- keep an address book of individuals or groups. You can also import addresses directly from your existing address books
- automatically file, prioritize, reply to, or forward messages received from a certain sender or that contains specific text

Using this user's guide

This book provides instructions for installing and using Claris EMailer.

Chapter 1 explains how to install Claris EMailer on your hard drive and to set up the account and service information needed to send and receive mail.

Chapter 2 gives an overview of Claris EMailer. If you are new to electronic mail applications, be sure to read this chapter. If you are familiar with other electronic mail applications, this chapter will help you quickly understand how to use Claris EMailer.

Chapters 3 and 4 explain how to create, address, send, receive, file, and print mail messages and add addresses to the Address Book.

Chapter 5 explains how to use mail actions to automatically file, prioritize, reply to, and forward the mail you receive.

Chapter 6 describes how to configure Claris EMailer by adding or changing schedules, locations, service information, and destinations.

Chapter 1: Installing Claris EMailer

This chapter provides step-by-step instructions for installing the Claris EMailer application and associated files on your Macintosh.

Important These instructions assume that you're familiar with standard mouse techniques such as clicking and dragging. If you need more information about mouse techniques, or working with disks, see the documentation that came with your Macintosh.

What you need

To use Claris EMailer, your system must meet the following minimum requirements:

- a Macintosh II (a 68020 processor) or any later Macintosh model
- System 7.0 or later
- 1.5 MB of available memory (RAM) to run Claris EMailer (4 MB of total memory recommended)
- 2 MB of disk space to install all Claris EMailer files plus 1 MB for your saved messages and files (you may require more disk space if you save many messages or large files)
- a modem, if you connect to an online service using a phone line

You also must have the following:

- at least one account on America Online, CompuServe, RadioMail, or the Internet. Claris EMailer does not join the service for you. You must already have an active account.
- if you use an Internet account, access to a mail server supporting the POP3 and SMTP protocols and your connection to the mail server must be through MacTCP.

Installing Claris EMailer

You must use the Installer program to install the Claris EMailer application—you can't copy the files to your hard disk by dragging the files to your desktop. The files are compressed, and the Installer program decompresses them.

Before you begin the installation, get the following information:

- account information for each online service that you use. This includes your account IDs or addresses and the passwords to access your accounts.

- information needed to connect to each online service. This includes modem information, phone numbers, and other information needed to connect to a specific online service.

Note Some system extensions and control panels (like virus protection utilities) might interfere with the Claris EMailer installer. If you want to disable these system utilities, start your computer and hold down the Shift key until you see **Welcome to Macintosh. Extensions Off.**

To install Claris EMailer:

1. Turn on your Macintosh or PowerBook.
2. Place the CD-ROM disc, or the 3.5 inch disk labeled *Disk 1* into the appropriate drive and double-click the Installer icon.

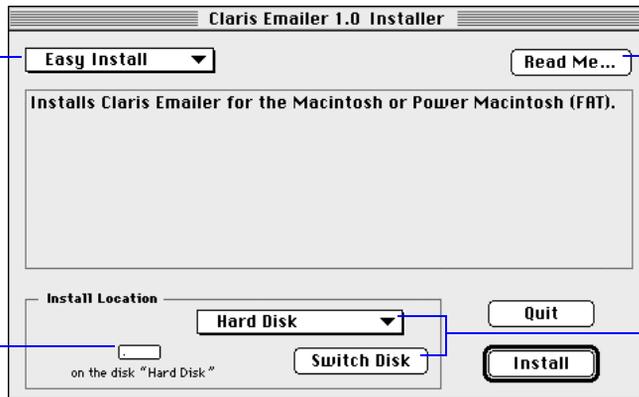
You see the Claris EMailer startup screen.

3. Click **Continue.**

You see the Claris EMailer Installer dialog box.



Leave as Easy Install to install a version that runs on any Macintosh, or select Custom Install to install for a specific Macintosh or RadioMail network support



Click to see additional information about Claris EMailer

Disk where Claris EMailer will be installed

Click to select a different disk or folder for the installation location

4. Click **Install.**

The Installer begins copying files. A dialog box tells you what the Installer is doing. After all the files are installed, a final dialog box tells you the installation on your hard disk was successful.

5. Click **Quit.**

You see the opened Claris EMailer Folder on your desktop. You now go through a brief, one-time setup of the accounts and services you use. You can also set up a connections schedule. You cannot use Claris EMailer to send or receive mail until you've entered account and service information.

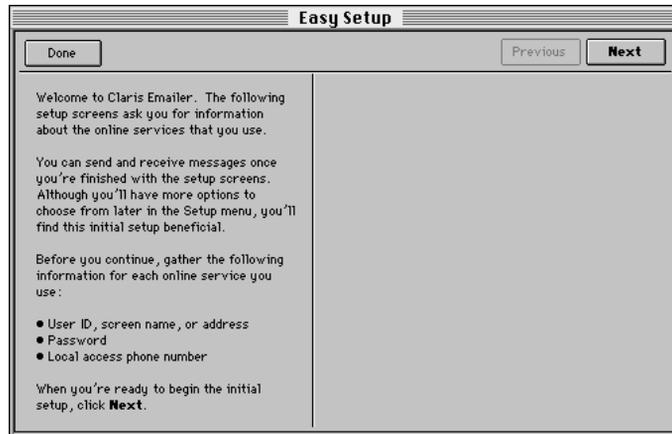


6. Double-click the Claris EMailer icon.

You see the Personalize dialog box, where you enter your name, company name (if applicable), and software serial number.

7. Type your name, company name, and serial number, pressing Tab between each one. Then, click **OK**.

You see the first setup screen.



The initial setup can get you using Claris EMailer quickly. You can always change or add to your initial settings later.

If you would rather use the Setup menu to enter more customized setup information, click **Done**. For more information about configuring Claris EMailer, see chapter 6, “Configuring Claris EMailer.”

8. To step through the setup screens, click **Next**.

Follow the directions on each screen. See the next sections for information about what you’ll enter on the setup screens. When you finish the last screen, click **Done**.

When you finish the initial setup, you see a dialog box asking if you want to check your mail now.

9. If you want to receive email now, click **Yes**. Otherwise, click **No**.

Note If you clicked **Yes** and entered more than one service, you see the Connect Now Setup dialog box. Click next to the services you want to use to receive your messages and click **Connect**. For more information, see “Connecting to a service” on page 3-1.

Setting up Internet accounts

The following table describes entries you see when setting up Claris EMailer for an Internet account.

In this text box	Type
POP account	The full address of your POP account. Generally, it's the Internet address that people use to send you mail (for example, <i>your_name@host.domain</i>).
POP password	The password you use to access your email
SMTP server	The name of your mail server. This is usually the host domain. Ask your network administrator if you are unsure of your SMTP server name.
Return address	The address for replies you want sent to a different address. Otherwise, leave this entry blank.

Setting up CompuServe accounts

The following tables describe entries you see when setting up Claris EMailer for a CompuServe account.

In this text box	Type
Phone number	The local phone number you call to connect to the service. Include all numbers you use when dialing manually, such as 9 for an external line or 1 for a long distance prefix.
Retries	The number of times to try reconnecting to the service if a connection error occurs
User ID	Your account user identification number
Password	The password for your account

From this pop-up menu	Choose
Modem type	The kind of modem you use. If your modem is not in the pop-up menu, leave the setting as Hayes .
Baud rate	The baud rate of your modem. If you are unsure of the rate, try using 2400.
Network	The network that you use to connect to the service. This is usually the CompuServe network.

Click **Speaker on** if you want to hear the modem connect.

Setting up America Online accounts

The following table describes entries you see when setting up Claris EMailer for America Online.

For this text box or pop-up menu	Do this
Screen name	Type your account screen name.
Password	Type the password for your account.
Network	Choose the network that you use to connect to the service from the pop-up menu. This is usually AOLnet or the Sprint network.

Click **Configure** to enter the connection settings for America Online. This usually includes the phone number, modem type, and baud rate, depending on the connection tool you use.

Setting up RadioMail accounts

The following table describes options you see when setting up Claris EMailer for a RadioMail account.

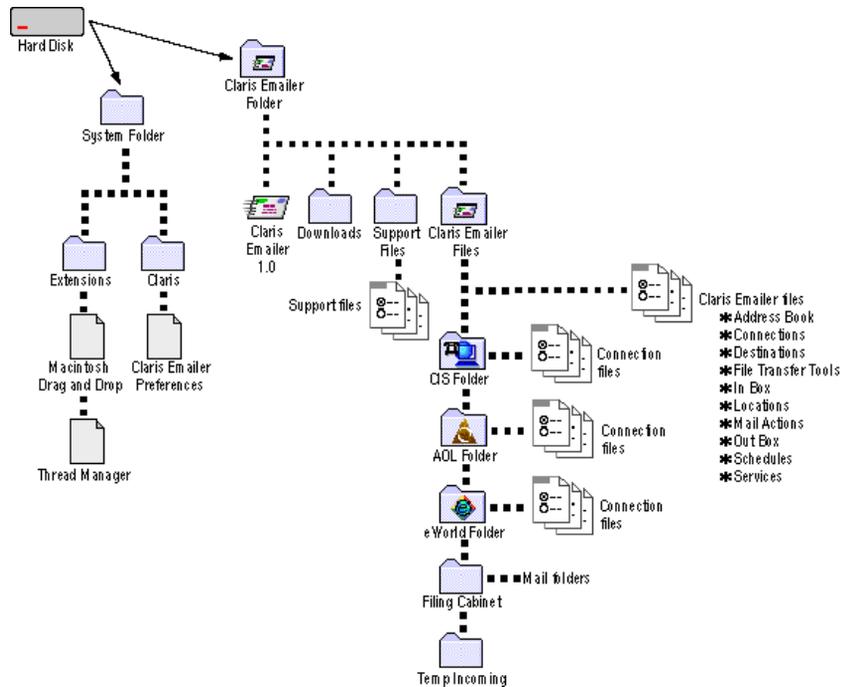
In this text box	Type
Account ID	Your RadioMail account name
Return Address	The address for replies you want sent to a different address. Otherwise, leave this entry blank.

When you're finished installing

When you finish installing Claris EMailer, setting up your accounts, and optionally gathering your mail, the Browser opens to the In Box. If you are ready to start using Claris EMailer, you can now send, receive, print and file your mail. However, if you turned off extensions before installing, you may want to quit Claris EMailer and restart your computer. To quit, choose **Quit** from the File menu.

What gets installed on your hard disk

The Installer creates and places files into the Claris EMailer Folder. (The installer also places files, if you need them, in the System Folder.) When you set up and use Claris EMailer, other folders and files are also created. The following illustration shows where Claris EMailer places folders and files.



Note If you use System 7.5 or later, the Macintosh Drag and Drop and the Thread Manager files are built into your system. For a description of the mail folders, see “Setting up folders in the Filing Cabinet” on page 3-17.

Removing Claris EMailer from your hard disk

To remove Claris EMailer and its associated files from your hard disk:

1. Drag the Claris EMailer Folder to the trash can.

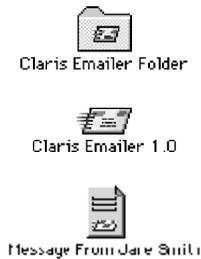
If you saved messages that you don't want thrown away, make sure to remove them from the folders in the Filing Cabinet first.

2. Drag the Claris EMailer Preferences file from the Claris folder to the trash can.

If you moved Claris EMailer from its original folder, you also need to locate the original folder and put that folder in the trash can.

Chapter 2: Claris EMailer basics

This chapter provides an overview of Claris EMailer, giving you the basic information you need to get started using the product. If you want more detailed information on any of the concepts presented in this chapter, see chapters 3-6 and appendixes A-C.



Starting Claris EMailer

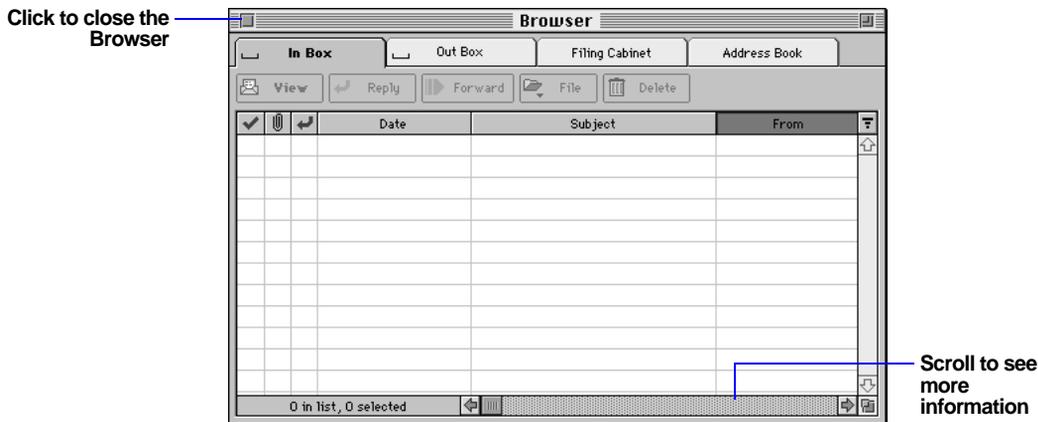
To start Claris EMailer, double-click the Claris EMailer Folder to display its contents, and then double-click the Claris EMailer 1.0 icon. If you file a message in a folder or on the desktop (see “Filing messages” on page 3-16), you can also start Claris EMailer by double-clicking the message.

Getting around

When you open Claris EMailer, you see the Browser, which is where you send, receive, address, and file mail messages. You can close the Browser while you work in other applications, and open it to check incoming mail. To close the Browser, click its close box or choose **Close** from the File menu. To reopen the Browser, choose **Browser** from the Window menu.

To switch to a different area of the Browser, click a tab or choose **In Box**, **Out Box**, **Filing Cabinet**, or **Address Book** from the Window menu.

Tip To set which area of the Browser you see when you open Claris EMailer, choose **Preferences** from the Setup menu. Then click the **General** tab, select **Open Browser to**, and choose an option from the pop-up menu. (If you want to open Claris EMailer with the Browser hidden, deselect **Open Browser to**.)



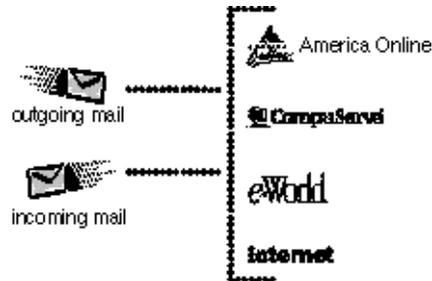
You can sort and resize columns in any area of the Browser.

To	Do this
Resize a column	Position the pointer over the vertical line between two column headings. When the pointer changes to a double arrow, drag it left or right until the column is the size you want. 
Sort a column	Click the column heading. If a column can be sorted, the pointer changes to a  when you move it over the column heading. 
Change the sort order	Click  or  .

Connecting to services

You send and receive mail by *connecting* to one or more online services, such as CompuServe or America Online. You can connect immediately, or set up regularly scheduled connections. To connect right away, choose **Connect Now** from the Mail menu. To schedule a connection, choose **Schedules** from the Setup menu. (Then double-click a schedule to change it, or click **Add** to create a schedule.)

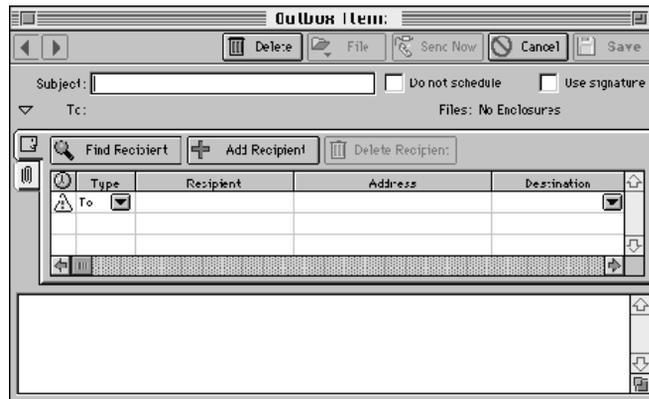
Important You must turn on your computer and modem, and launch Claris EMailer for a connection to work. If you schedule a connection for a time you'll be away from the computer, be sure to leave your computer and modem on, and leave Claris EMailer running.



Sending mail

To create a message, choose **New** from the Mail menu. You can then title and address the message, type the message body, and save the message to the Out Box.

New outgoing message



To **Create the message and click**

Save a message and send it at the next connection **Save**

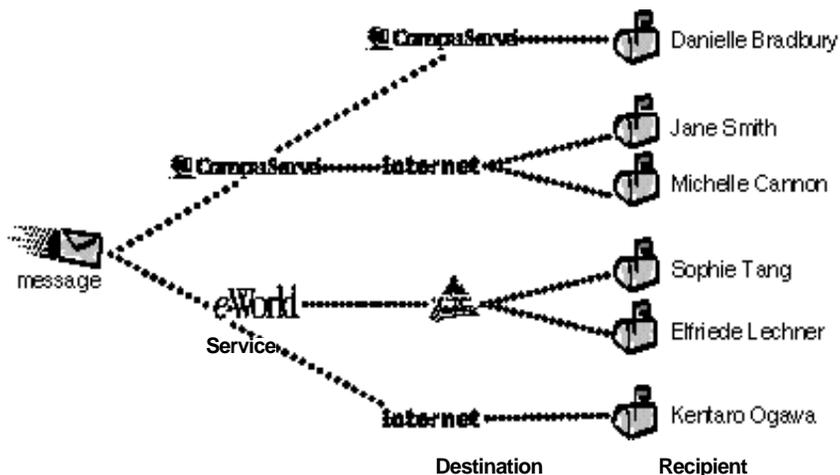
Save a message without sending it **Do not schedule**, and then click **Save**

Send a message immediately **Send Now** (When you send a message using Send Now, the message is saved automatically.)

If you want, you can enclose files from your hard disk with messages you send. To add an enclosure, double-click a message in the Out Box to open it, click the  icon, and then click **Find Enclosure** or **Add Enclosure**.

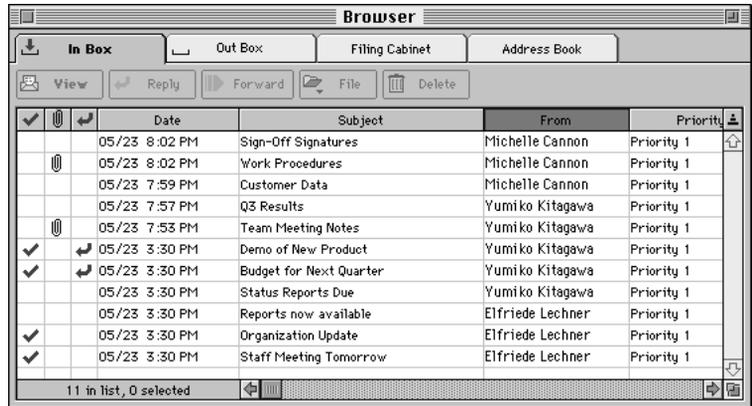
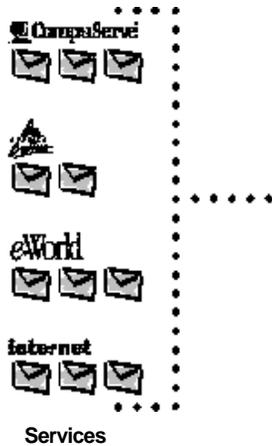
Important Some commercial services do not accept enclosed files over the Internet. Before sending an enclosure, you may want to contact both the sending and receiving services to make sure they accept enclosed files.

You send messages through one or more online services on which you have accounts. Those services forward the message to one or more *destinations*. For example, if you have an account on CompuServe, you can send a message to another CompuServe user, or to recipients at other destinations, such as the Internet.



Receiving mail

You can retrieve incoming mail from one or several services, either right away or at scheduled connections. Incoming mail is stored in the In Box. To open a message in the In Box, double-click it.



In Box

You can reply to or forward incoming messages at any time.

To Open the message and then click

Reply to a message **Reply** or choose **Reply** from the Mail menu

Forward a message **Forward** or choose **Forward** from the Mail menu

Setting up mail actions

If you receive a large number of incoming messages, use *mail actions* to prioritize, reply to, file, and forward your messages automatically.



Mail actions

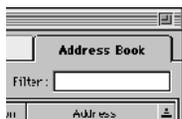
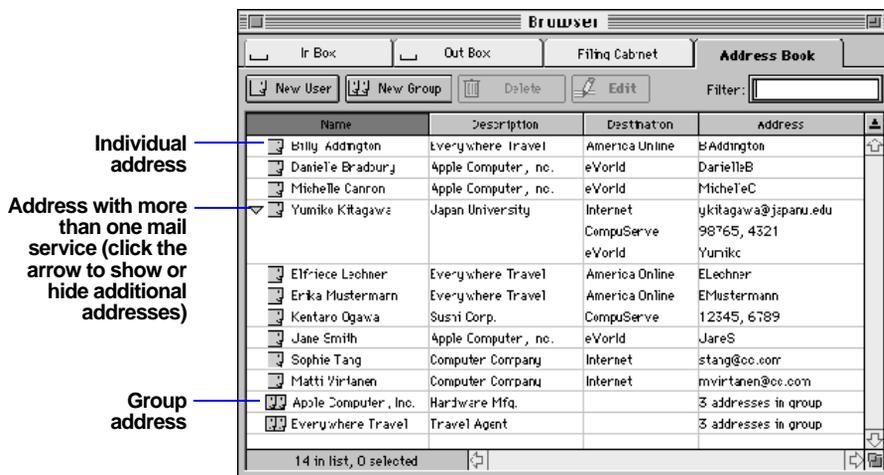
Mail actions execute tasks based on criteria you specify. For example, you can create mail actions to:

- set messages from your boss to Priority 1 status so that they'll appear at the top of your In Box when you sort by priority
- file messages containing specific text in the message body in a folder you choose
- automatically reply to specific messages with text you prepare in advance, such as a note saying that you're away and will reply upon returning

Setting up the Address Book

Use the *Address Book* to store addresses for individuals and groups, and to address messages. To open the Address Book, choose **Address Book** from the Window menu. To add an address, click **New User**.

You can also consolidate several addresses into a *group*. When you send a message to a group, every recipient in the group receives the message. To create a group, click **New Group**.



To find specific addresses in the Address Book, type a few characters in the **Filter** text box. Claris EMailer finds only those addresses that contain the specified characters in the recipient's name or description.

Addressing a message

Once you add names to your Address Book, you can use them to address outgoing messages. You add addresses to the address area of an outgoing message.



There are many ways to address a message. For instance, you can:

- type addresses manually
- drag addresses from the Address Book to the address area of the message
- select addresses in the Address Book and then choose **New** from the Mail menu to create a pre-addressed message

Printing mail

This section covers printing incoming, outgoing, and saved messages. You can print one message at a time, and you must open a message to print it.

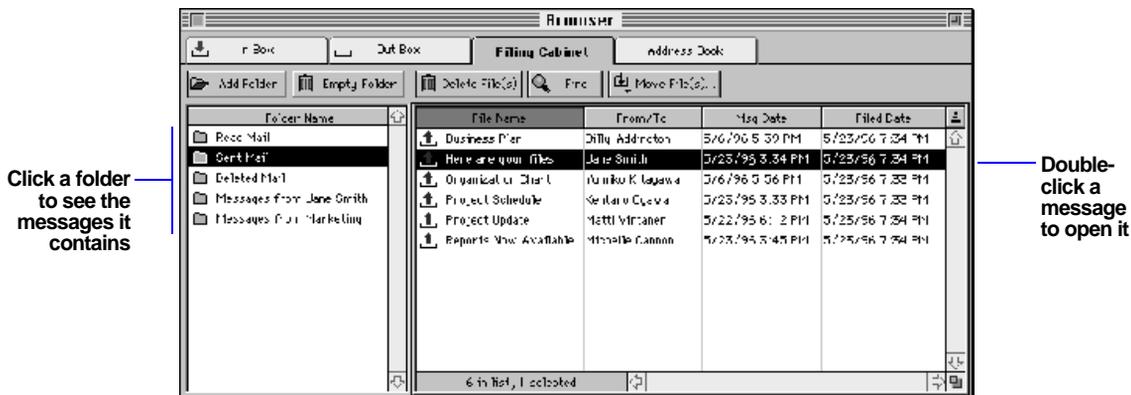
To print a message, open the message from the In Box, Out Box, or Filing Cabinet, and then choose **Print** from the File menu. (In an incoming message, you can also click the **Print** button.) In the Print dialog box, select the options you want, and click **Print**.

To bypass the Print dialog box and print a message, choose **Print One** from the File menu. Your message prints using the default print settings.

Filing mail

You can file both incoming and outgoing messages. To file a message, select it in the In Box or Out Box, and then click **File**.

In the Filing Cabinet, you can view and open filed messages. To open the Filing Cabinet, choose **Filing Cabinet** from the Window menu.



Using Macintosh drag and drop

Claris EMailer supports Macintosh drag and drop, a technology you can use to move items—such as addresses, messages, or enclosures—without copying and pasting. For instance, with Macintosh drag and drop, you can drag an address from the Address Book to the address area of an outgoing message.

Macintosh drag and drop comes with System 7.5. If you are using an earlier system version, Macintosh drag and drop is installed automatically when you install Claris EMailer.



If your system has the System 7.5 Clipping Extension installed, you can also drag an address from Claris EMailer to your desktop to create a *text clipping*. A text clipping is a file that you can drag from the desktop into another document, such as an outgoing message. You can rename a text clipping to reflect its content.

Tip You can also create a text clipping by selecting some text and dragging it from the body of a message to the desktop. Later, you can drag the text to another message, or to any application that supports Macintosh drag and drop.

To drag	See
Addresses to an outgoing message	“Addressing messages using Macintosh drag and drop” on page 3-5.
Enclosures to an outgoing message	“Dragging an enclosure to a message” on page 3-9.
Enclosures from an incoming message to the desktop	“Moving an enclosure using Macintosh drag and drop” on page 3-14.
Messages to, from, and within the Filing Cabinet	“Moving messages using Macintosh drag and drop” on page 3-17.
Addresses to the desktop	“Dragging addresses to the desktop” on page 4-3
Addresses to a group	“Adding addresses to a group” on page 4-4

Chapter 3: Using Claris EMailer

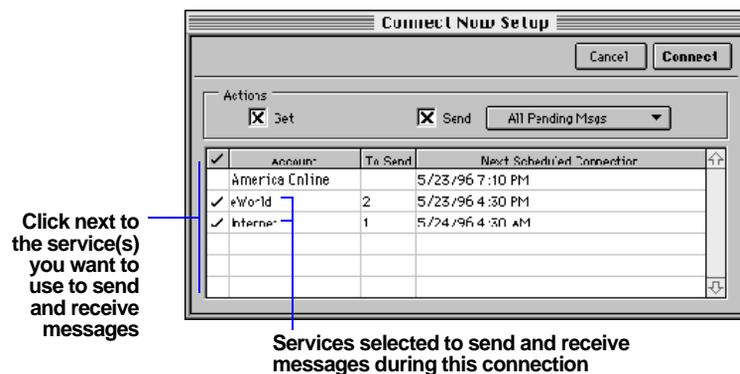
This chapter covers most of the day-to-day tasks for which you'll use Claris EMailer—creating, sending, receiving, filing, and printing mail messages. You send and receive messages during a *connection* to an online service, such as America Online or CompuServe. You can set up a connection to communicate with one service or many services.

Connecting to a service

You can connect to a service immediately or at your next scheduled connection. For more information on scheduling a connection, see “Scheduling account connections” on page 6-1.

Important You must turn on your computer and modem, and launch Claris EMailer, for a connection to work. If you schedule a connection for a time when you'll be away from the computer, be sure to leave your computer and modem on, and leave Claris EMailer running.

To connect to a service immediately, choose **Connect Now** from the Mail menu. If you subscribe to more than one online service, you see this Connect Now Setup dialog box.



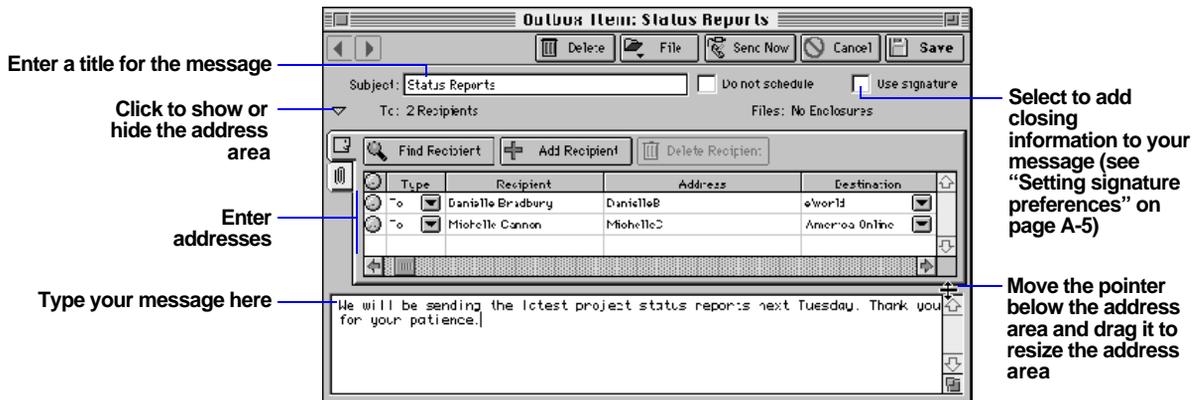
If you subscribe to only one service, then you see this smaller dialog box.



To	Do this
Retrieve incoming messages during the connection	Select Get .
Send messages during the connection	Select Send and choose an option from the pop-up menu. Choose Specified Msg to send an open message, or choose All Pending Msgs to send all the unsent messages in your Out Box.
Initiate the connection	Click Connect .

Creating messages

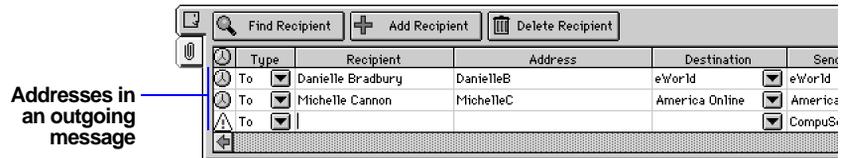
To create a message from the Out Box, choose **Out Box** from the Window menu and then click **Add**. To create a message at any time, choose **New** from the Mail menu. You see a new blank message.



Tip To create a message that's already addressed to your intended recipients, choose **Address Book** from the Window menu, select one or more addresses, and then choose **New** from the Mail menu.

Addressing messages

After you create a message, you can address it by typing addresses manually, using the Find Address dialog box, or using Macintosh drag and drop.



When you finish addressing a message, you see the  icon next to the recipient's name. If you see the  icon, your address is incomplete. If this happens, read this section carefully to make sure you entered all the required addressing information.

Addressing a message manually

To address a message manually, you type information in the address area of the message. To add another recipient, click **Add Recipient**. To delete a recipient, click anywhere in the recipient line and then click **Delete Recipient**.

To enter the

Do this

Recipient name



Type a name in the Recipient field. As you begin typing the recipient's first name, Claris EMailer fills in the rest of the name for you. Keep typing until Claris EMailer fills in the correct name.

If the recipient is in the Address Book, press Tab to have Claris EMailer automatically enter the rest of the addressing information. If the Address Book has two or more recipients with the same name, or if the recipient is a group, you see the Find Address dialog box (see the next section). If you inadvertently enter the wrong recipient, you can type over the recipient's name and addressing information, or delete the recipient and add a new one.

Recipient address

Type the recipient's mail address in the Address field.

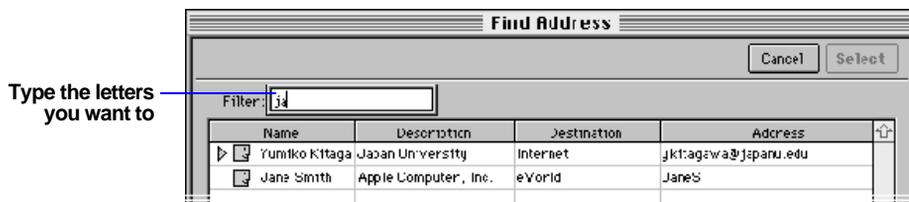
To enter the	Do this
Destination 	Type the name of the service that the recipient uses to retrieve mail. For example, type <i>America Online</i> if the recipient receives mail in an America Online account. As you type, Claris EMailer fills in the rest of the destination for you. Keep typing until Claris EMailer fills in the correct destination. (If you want, you can choose a destination from the pop-up menu instead of typing.) If the recipient is in the Address Book, the destinations they have addresses for are in bold in the Destination pop-up menu. If you choose one of these destinations, Claris EMailer updates the Address field with the correct address. For more information about destinations, see “Routing your mail using Destinations” on page 6-11.
Send Mail Via service	Type the name of the service you want to use to send the message. For example, type <i>CompuServe</i> if you want to use your CompuServe account to send this message. As you type, Claris EMailer fills in the rest of the service name for you. Keep typing until Claris EMailer fills in the correct service. (If you want, you can choose a service from the pop-up menu instead of typing.)

Using the Find Address dialog box

To find recipient addresses and add them to an outgoing mail message:

1. Create an outgoing message.
See “Creating messages” on page 3-2.
2. Click **Find Recipient**.
You see the Find Address dialog box.
3. If you want to narrow down the number of recipients in the Find Address dialog box, type a few letters in the **Filter** text box.

You can type lowercase or uppercase letters. Claris EMailer finds all the recipients that contain the specified letters in the Name and Description fields. For example, typing *ja* finds “Japan University” and “Jane Smith.”



Note You cannot enter part of a first name and a last name to create a match. For example, entering *sal will* doesn't find “Sally Willford.”

4. Select one or more recipients.

To select	Do this
A recipient	Click anywhere on the recipient's row.
More than one recipient	Shift-click the recipients you want to select. To deselect a recipient, or to select noncontiguous recipients, ⌘ -click the recipients.
The recipient above or below the currently selected recipient	Press the Up or Down Arrow key.
A recipient and close the Find Address dialog box	Double-click the recipient.
A different destination for a recipient that subscribes to more than one mail service	Click the triangle next to the recipient's name to display other destinations for a recipient. Then select the row containing the destination you want. For information on adding recipients with more than one address, see "Adding addresses" on page 4-1.

5. Click **Select**.

If the selected address is a group, all the recipients in the group are added to the recipient list.

Addressing messages using Macintosh drag and drop

You can address a message by dragging the recipients' addresses to the message. The recipients' addresses can be from the Address Book or from text clippings on the desktop. See "Using Macintosh drag and drop" on page 2-8.

You can drag addresses or text clippings to either the address area of the message or to the icon for the address area . If you drop the addresses on the address area, you see a border around the address area.

To drag addresses from the Address Book to a message:

1. Create an outgoing message.

If you need help, see "Creating messages" on page 3-2.

2. Choose **Address Book** from the Window menu.

3. Arrange the windows so that you can see both the Address Book and the address area of the message.

- In the Address Book, select the recipients that you want to add to the message.

Shift-click to select more than one recipient. To deselect a recipient, or to select noncontiguous recipients, **⌘**-click the recipients.

- Drag the recipients from the Address Book to the message.

To drag addresses from the desktop to a message:

- Create an outgoing message.

If you need help, see “Creating messages” on page 3-2.

- Arrange the windows so that you can see your outgoing message and the desktop.

- On the desktop, select the text clippings containing the addresses you want to add to your message.

For information on dragging addresses to the desktop to create text clippings, see “Dragging addresses to the desktop” on page 4-3.

- Drag the text clippings from the desktop to the address area of the message.



Including carbon copy and blind carbon copy recipients

There are three types of recipients in a message. You can change a recipient's type at any time by choosing an option from the Type pop-up menu in the address area.



Choose	When the recipient is
To	<p>The primary recipient.</p> <p>It's best to include at least one To recipient in a message. You aren't required to include To recipients.</p> <p>All recipients can tell who the To recipients are.</p>
CC (Carbon Copy)	<p>Not the primary recipient, but the recipient may be interested or involved in the content of the message.</p> <p>All recipients can tell who the Carbon Copy recipients are.</p>
BCC (Blind Carbon Copy)	<p>Not the primary recipient, but the recipient may be interested or involved in the content of the message.</p> <p>No recipient can tell whether there are any Blind Carbon Copy recipients. A Blind Carbon Copy recipient cannot tell whether there are other Blind Carbon Copy recipients.</p>

Important You may want to check with both the sending and receiving services before setting up carbon copies or blind carbon copies. (Not all services support carbon copies and blind carbon copies.)

Enclosing files

You can enclose any type of file in an outgoing message using the Find Enclosure button, the Open dialog box, or the Macintosh drag-and-drop feature.

You enclose files by adding them to the Enclosure area of an outgoing message. To see the Enclosure area, click the  icon.



Click to hide or show
the Enclosure area

Click an icon to
switch between the
Enclosure and
Addressing areas

Before you send an enclosure, consider the following:

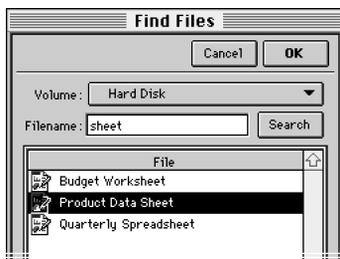
- To enclose an entire folder, you must enclose each file within the folder separately, or use an application, such as StuffIt, to convert the folder to a single file.
- Be sure to enclose the original file and not an alias to the file.
- Check with both the sending and receiving services before sending enclosures over the Internet. (Some services do not support sending and receiving enclosed files over the Internet.)
- Check with the recipient to make sure that they have the applications necessary to open the files you're sending. If you save your files in text (ASCII) format, they can be opened in most applications that accept text.
- If you're enclosing a text file of less than a few pages, you may want to include the text in the message body instead of sending it as an enclosure.

Using the Find Enclosure button

Follow these steps to add an enclosure using the Find Enclosure button. If you are not already in the Enclosure area, click the  icon.

1. Click **Find Enclosure** in the Enclosure area of a message.

2. In the Find Files dialog box, choose the name of the disk you want to search from the Volume pop-up menu.
3. Type the name (or partial name) of the file you want to search for.
4. Click **Search**.
5. Select the file(s) you want to enclose.

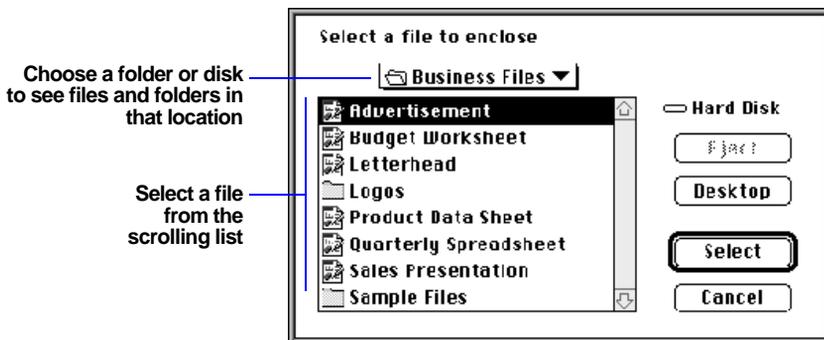


6. Click **OK**.

Using the Open dialog box to add an enclosure

Follow these steps to add an enclosure using the Open dialog box. If you are not already in the Enclosure area, click the  icon.

1. Click **Add Enclosure** in the Enclosure area of a message.
2. Select a file from the Open dialog box.



3. Click **Select**.

Dragging an enclosure to a message

Follow these steps to add an enclosure using the Macintosh drag-and-drop feature. See “Using Macintosh drag and drop” on page 2-8. If you are not already in the Enclosure area, click the  icon.

1. Arrange the windows so that you can see the desktop and the Enclosure area of the message.
2. From the desktop, select the files you want to enclose.
3. Drag the files from the desktop to the scrolling list in the Enclosure area.

As you drag the files into the message, you see a border around the Enclosure area. When you release the mouse, the enclosures are added to the message.

Tip You can also drag enclosures to the  icon of a message.

Setting options for sending enclosures

To set the way Claris EMailer handles the sending of enclosures, select options from the Enclosure area of a message.

To	Do this
Compress the files you're sending	Select Compress Files . You must compress files if you include more than one enclosure. Compressing enclosed files saves time during the transfer and can reduce the charges on some services. Claris EMailer uses the StuffIt compression technology to compress the files. The recipient of the message must have a StuffIt expansion tool (available from the public domain) to expand any compressed files. If the message is received using Claris EMailer, enclosures are automatically expanded.
Set the encoding of compressed files	Choose an option from the Encoding pop-up menu. Enclosed files are sent using special encoding to ensure that they arrive without errors. If the recipient's destination is the same as the service you're sending the message through, choose Service Default , the optimal encoding for your service. If your service doesn't support enclosures, try choosing BinHex , which appends the enclosure as text in the message body.

Removing enclosures

To remove enclosures, select one or more enclosures in the Enclosure area of a message and click **Delete Enclosure**.

Sending messages

After you create a message, you can:

- save it and send it at the next connection to a service
- save it without sending it
- send it immediately. (When you send a message immediately, it is automatically saved for you.)

You can also reply to or forward a message you receive. (See “Replying to a message” on page 3-14, and “Forwarding a message” on page 3-16.)

Outgoing messages are saved in the Out Box. To open a message in the Out Box, double-click it.

Sending a message at the next connection

To save a message and send it at the next connection to a service, click **Save**. Claris EMailer saves your message, closes it, and stores it in the Out Box. To save your message without closing it, choose **Save** from the File menu. For information on setting up scheduled connections, see “Scheduling account connections” on page 6-1.

Saving a message without sending it

If you're not finished composing a message, you can save it without sending it, and continue working on it later. To do this, select **Do not schedule**, and then click **Save**. Claris EMailer saves your message, closes it, and stores it in the Out Box. To save your message without closing it, choose **Save** from the File menu.

Sending messages immediately

After you create a message, you can send it immediately. You can also immediately send all the unsent messages in your Out Box.

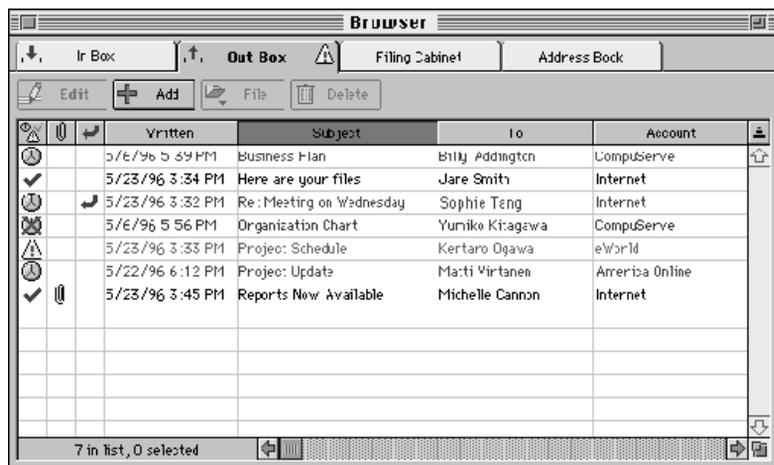
To	Do this
Save a message and send it immediately	Click the Send Now button at the top of the message screen. (The Send Now button is dimmed if you try to send a message while a connection is open.)
Immediately send all the unsent messages in your Out Box	Choose Connect Now from the Mail menu.

Note You must close a message before you can send it. Clicking **Send Now** automatically closes a message before sending it.

After either of these actions, you see the Connect Now Setup dialog box. For information on setting connection options, see “Connecting to a service” on page 3-1.

Checking the status of messages you send

After you save or send a message, you can check its status in the Out Box. To go to the Out Box, choose **Out Box** from the Window menu.



The icons in the first three columns show the status or give information about a message.

This icon Shows that the message



Will be sent at the next scheduled connection



Has been saved but will not be sent because the **Do not schedule** option was selected in the message. If you want, you can edit the message and save it again and/or send it.



Has been sent successfully



Has an addressing error.

This icon is also shown in the Out Box tab.



Contains one or more enclosures



Is a reply to a message you received

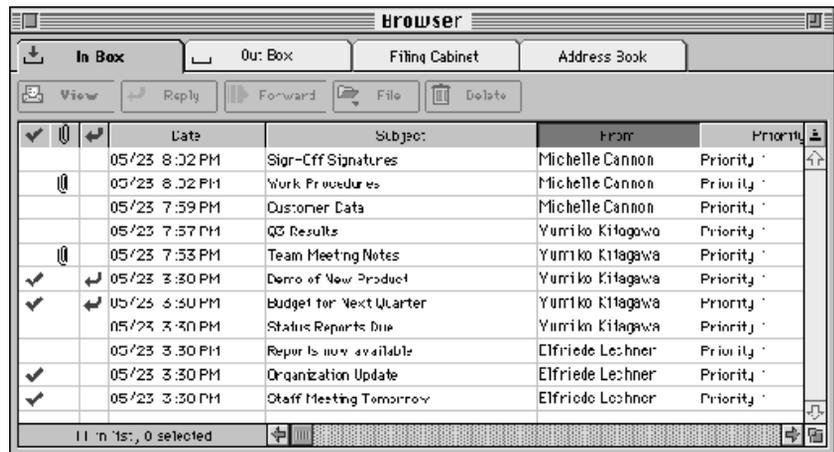
Receiving messages

This section covers reading, replying to, and forwarding messages you receive, and storing and opening enclosed files.

You can immediately retrieve incoming messages from one or more online services, or wait until messages are retrieved automatically at the next scheduled connection. To retrieve messages immediately, follow the instructions on connecting to a service on page 3-1.

Messages you receive are stored in the In Box. When you receive a message, you see:

- a flashing  at the far right of the menu bar (when Claris EMailer is hidden), and
- an arrow  in the In Box tab in the Browser



This icon

Shows that

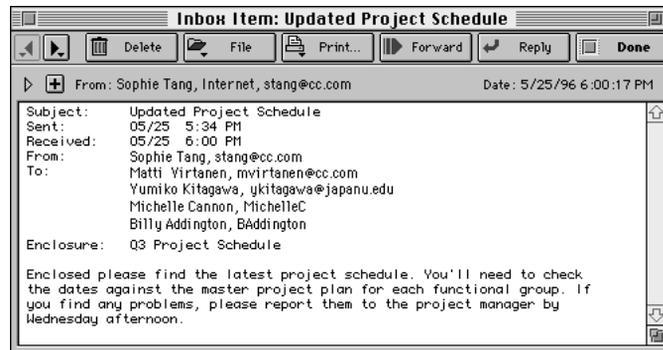
 You read the message

 The message contains one or more enclosures

 You replied to the message

Reading messages

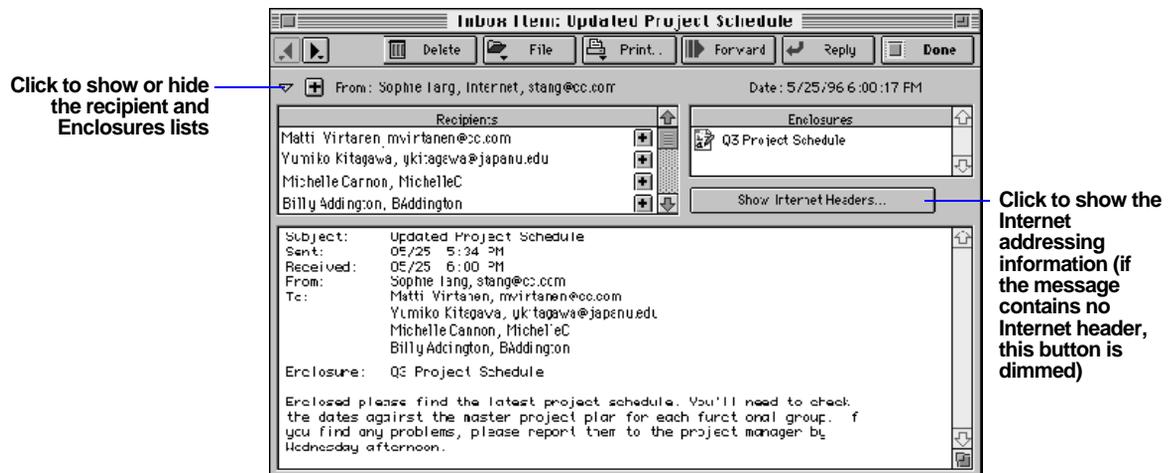
To read a message, choose **In Box** from the Window menu, select the message you want to read, and click **View** (or double-click the message). You see the message window for the current message.



To go to the next or previous message, click the left or right arrow in the upper-left corner. (Press Option as you click an arrow to delete the current message and go to the next or previous message.) Or, hold the mouse down over an arrow to see a pop-up menu.

Opening and moving enclosed files

If a message has an enclosure, you see the Enclosures list the first time you open the message. You can also show the Enclosures list at any time by choosing **Toggle Mailer** from the Edit menu or clicking the triangle above the message area. You can open an enclosure from Claris EMailer, or move it to a convenient location on your hard drive and open it there. You move an enclosure on the desktop, or by dragging it from the Enclosures list using Macintosh drag and drop.



Opening an enclosure in Claris EMailer

To open an enclosure, double-click it in the Enclosures list. Claris EMailer launches the application used to create the enclosure.

Important Claris EMailer cannot open an enclosure by itself. To open an enclosure, you must have the application used to create that enclosure.

Moving an enclosure on the desktop

Enclosures are automatically saved in the Downloads folder in the Claris EMailer folder. You can drag an enclosure from the Downloads folder to another location on the desktop.

Tip To change the default folder where downloaded enclosures are saved, choose **Preferences** from the Setup menu, click the **General** tab, click **Set**, and then select a folder. See “Setting general preferences” on page A-2.

Moving an enclosure using Macintosh drag and drop

Follow this procedure to drag a message from the Enclosures list to a folder or disk on the desktop. See “Using Macintosh drag and drop” on page 2-8.

1. Open the Enclosures list for an incoming message.
2. On the desktop, set up the windows so that you can see both the Enclosures list and the folder or disk into which you want to move the enclosure.
3. Select one or more enclosures in the Enclosures list.
Shift-click the enclosures you want to select. To deselect an enclosure, or to select noncontiguous enclosures, ⌘-click the enclosures.
4. Drag the enclosures to the desired folder or disk on the desktop.

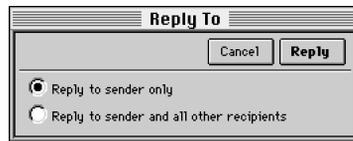
Replying to a message

To reply to a message:

1. From the In Box, open the message you want to reply to.
2. Click **Reply** or choose **Reply** from the Mail menu.

If there is more than one recipient, select an addressing option in the Reply To dialog box, and click **Reply**.

Tip While you're still in the message, press Option as you click **Reply** to bypass the Reply To dialog box.



In your reply, you can add and remove recipients as you do for a message you create. For information, see “Addressing messages” on page 3-3.

Including text from the original message

You may want to include part of the original message in your reply, especially if:

- there is a long delay between the original message and the reply
- you want your reply to be seen in the context of the original message
- one or more recipients did not receive the original message

Claris EMailer has a *quoting* feature you can use to mark the text of an original message in a reply. Every line of a quote is preceded by a quoting character (>).

```
>Updated Project Schedule
>Enclosed please find the latest project schedule. You'll need to check the
>dates against the master project plan for each functional group. If you find
>any problems, please report them to the project manager by Wednesday
>afternoon.
```

Thank you for sending the project schedule. However, I will be on a business trip until Wednesday afternoon. Can we extend the deadline for reporting problems to Thursday morning?

Use one of the following methods to add a quote to a reply:

To	Open
Use text from an original message in a reply	The original message, select the text that you want to include in the reply, and then create the reply. For information on creating a reply, see the previous section.
Copy text from a message (or any other type of document) and then paste it into another message	A message or other document containing text, and copy the text you want to quote. Then position the insertion point in the reply and choose Paste as Quotation from the Edit menu.
Copy the entire body of a message, including details about the sender and subject	A message, and then choose Copy Entire Message from the Edit menu. You can then paste the text into a reply, or any other document that accepts text.

Forwarding a message

A message you forward contains the complete original message. You can edit the text of the forwarded message just as you would a new message.

To forward a message, open the message you want to forward and click **Forward** or choose **Forward** from the Mail menu. To address the message, see “Addressing messages” on page 3-3.

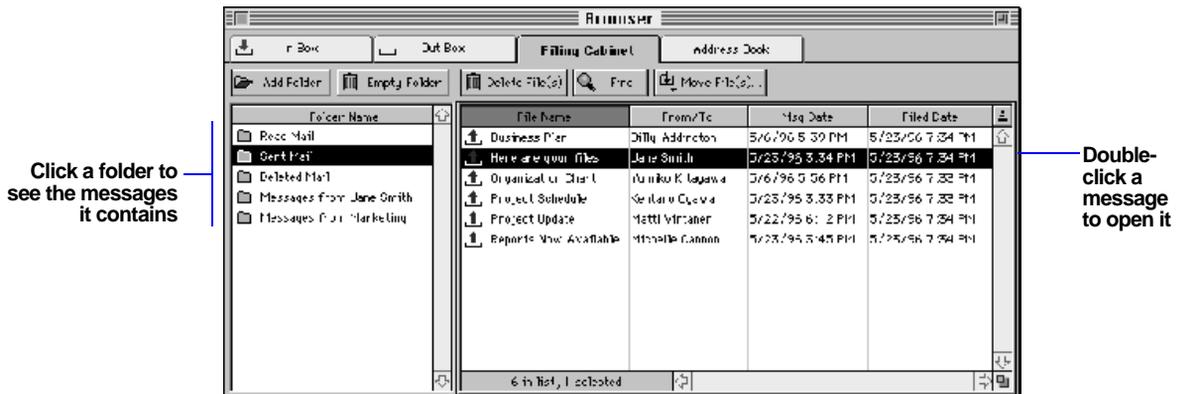
Filing messages

You can file incoming and outgoing messages in folders in the Filing Cabinet. Filing messages helps you to organize your In Box and Out Box.



To file a message, select it in the In Box or Out Box, and then click **File**. Or, if you hold the mouse down over the **File** button, you see a pop-up menu. Choose a folder from the menu to save the selected message in that folder. (Claris EMailer is preset to save the message in the folder shown in bold in the pop-up menu.)

In the Filing Cabinet, you can view and open filed messages. To open the Filing Cabinet, choose **Filing Cabinet** from the Window menu.



Important You cannot open enclosures in a filed message. To open an enclosure, move the message back to the In Box or Out Box. See the next section, and “Moving messages using Macintosh drag and drop” on page 3-17.

Working with filed messages

You can select and delete messages, find text in a message, and move messages back to the In Box or Out Box or to a different folder in the Folder Name list.

To	Do this
Select a message	Click anywhere on the message. Shift-click to select more than one message. To deselect a message or to select noncontiguous messages, ⌘-click the messages.
Delete selected messages	Click Delete File(s) .
Find text in a message	Click Find . In the dialog box, type the text you want to search for, select where you want to search, and click OK .
Move selected messages to the In Box or Out Box	Hold the mouse down over the Move File(s) button, and choose In/Out Box from the pop-up menu.
Move selected messages to another folder in the Folder Name list	Click Move File(s) . In the dialog box, select the folder you want to move the messages to, and click OK .

Moving messages using Macintosh drag and drop

You can drag messages from the Filing Cabinet to:

- the In Box or Out Box (by dropping them on the In Box or Out Box tab)
- another folder in the Folder Name list
- a folder or disk on the desktop

See “Using Macintosh drag and drop” on page 2-8.

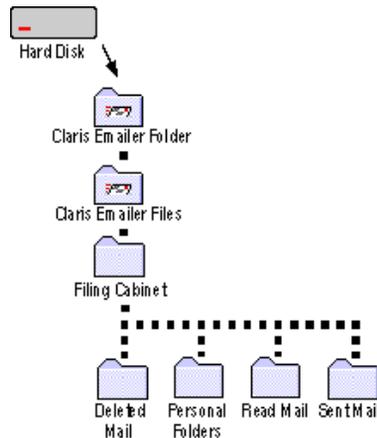
Note You cannot drag incoming messages to the Out Box or outgoing messages to the In Box.

Setting up folders in the Filing Cabinet

You can add and delete folders, and delete all the messages in a folder.

To	Do this
Add a folder to the Folder Name list	Click Add Folder and then type a name for the folder. You can add as many folders as you want to the Filing Cabinet. When you name a folder, use a meaningful name, such as “Project Status Messages.”
Delete all the messages in a folder	Select the folder and click Empty Folder . You can empty only the Read Mail, Sent Mail, and Deleted Mail folders.
Delete a folder	Select the folder and click Delete Folder . You can only delete folders you’ve added to the Filing Cabinet.

The folders in the Filing Cabinet are stored on the desktop. Any folders you add to the Filing Cabinet go in the Personal Folders.



Tip If you file a message in a folder, or drag it to the desktop, you can open the message by double-clicking it.

Printing messages

This section covers printing incoming, outgoing, and saved messages. You can print one message at a time, and you must open a message to print it.

If you want to change the page setup before you print—for example, to change the page orientation or size—choose **Page Setup** from the File menu. Then choose your options and click **OK**.

Note To change the default options in the Page Setup dialog box, choose **Preferences** from the Setup menu, click **General**, and then click **Default Page Setup**. Then choose your options and click **OK**. For more information, see appendix A, “Setting preferences.”

To print a message, open the message from the In Box, Out Box, or Filing Cabinet, and then choose **Print** from the File menu. (In an incoming message, you can also click the **Print** button.) In the Print dialog box, select the options you want, and click **Print**.

To bypass the Print dialog box and print a message, choose **Print One** from the File menu. Your message prints using the default print settings.

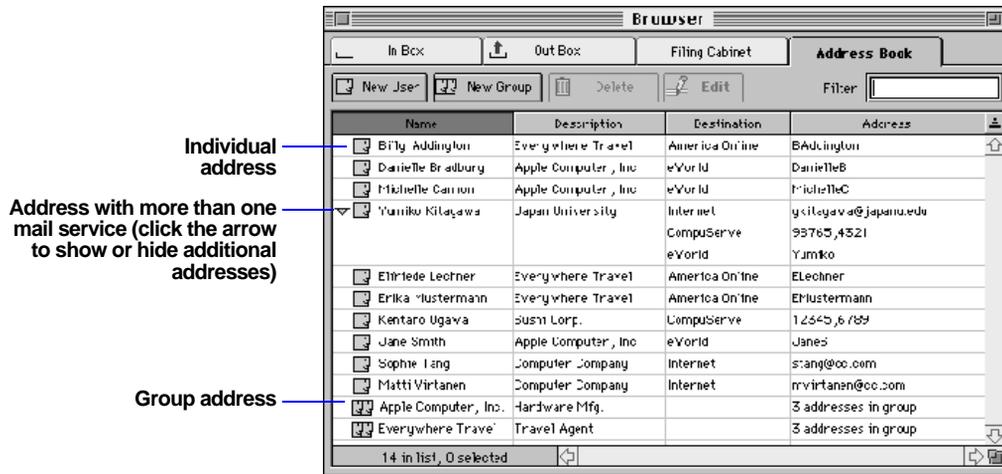
Chapter 4: Using the Address Book

Use the Address Book to store addresses. You can add addresses to the Address Book and set up group addresses. You can also import and export addresses to and from other applications and text files. When you're finished adding addresses, you can find an address quickly by typing text in the **Filter** text box.

After you add addresses to the Address Book, you can use them to address outgoing messages. See "Addressing messages" on page 3-3.

Adding addresses

You add addresses to the Address Book by either typing them manually or by adding the sender or recipient addresses from messages you receive. You can also exchange addresses with other people by saving them as text clippings. For more information about text clippings, see "Using Macintosh drag and drop" on page 2-8.



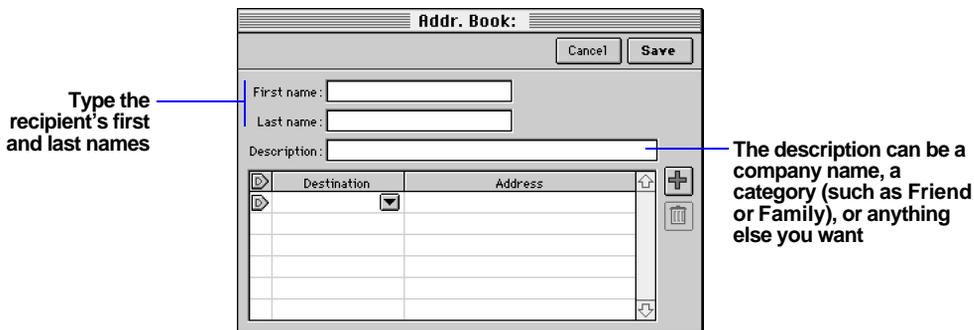
Important You enter addresses differently depending on the recipient's destination. To avoid addressing errors:

If this is your destination	Enter this for the recipient's address	Example
Internet	The full Internet address	BAddington@aol.com
Any other destination	The user's address only	BAddington

Adding addresses manually

To add an address manually to the Address Book:

1. Choose **Address Book** from the Window menu.
2. Click **New User**.
3. Enter a name and description for the recipient.



4. For Destination, type the name of the service that the recipient uses to retrieve mail.

For example, type *America Online* if the recipient receives mail in an America Online account.



As you type, Claris EMailer fills in the rest of the destination for you. Keep typing until Claris EMailer fills in the correct destination. (If you want, you can choose a destination from the pop-up menu instead of typing.)

If the destination does not appear in the pop-up menu, choose **Internet** and add the recipient's full Internet address. (To add a destination to the pop-up menu, see "Routing your mail using Destinations" on page 6-11.)

5. Enter the mail address in the Address field.
6. If the recipient has more than one mail address, click the  icon to add another address line, and then repeat steps 4 and 5.

Continue adding lines until you've added all of the recipient's addresses.

Note To delete one of the recipient's addresses, click anywhere in the address line and click the  icon.

7. Click in the  column next to the address that you want to be the preferred address.

Claris EMailer uses the preferred address when addressing a message.

You see this marker next to the preferred address

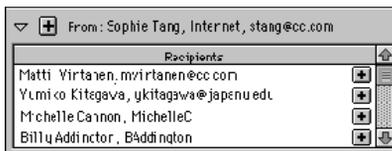
Destination	Address
Internet	ykitagawa@japanu.edu
CompuServe	98765,4321
eWorld	Yumiko

8. Click **Save**.

Adding a sender or recipient address from an incoming message

To add a sender or recipient from an incoming message to your Address Book:

1. Choose **In Box** from the Window menu.
2. Select the message containing the address you want to add, and click **View**.
3. Choose **Toggle Mailer** from the Edit menu.
4. Click the  button to the left of the sender's name or to the right of the recipient's name.



5. In the dialog box, edit the name and add a description, if necessary.

If the **Name** and/or **Description** text boxes are blank, enter text for them.

6. Click **Save**.

Dragging addresses to the desktop

You can drag addresses and groups from the Address Book to the desktop, where they become text clippings. See “Using Macintosh drag and drop” on page 2-8. Later, you can drag a text clipping to an outgoing message (see “Addressing messages using Macintosh drag and drop” on page 3-5), or to a group (see “Creating groups” on page 4-4).

To drag addresses to the desktop:

1. Choose **Address Book** from the Window menu.
2. Arrange the windows so that you can see the Address Book and the desktop.
3. Select one or more addresses from the Address Book.

Shift-click to select more than one recipient. To deselect a recipient, or to select noncontiguous recipients, ⌘-click the recipients.



4. Drag the addresses from the Address Book to the desktop.
The addresses become text clippings.

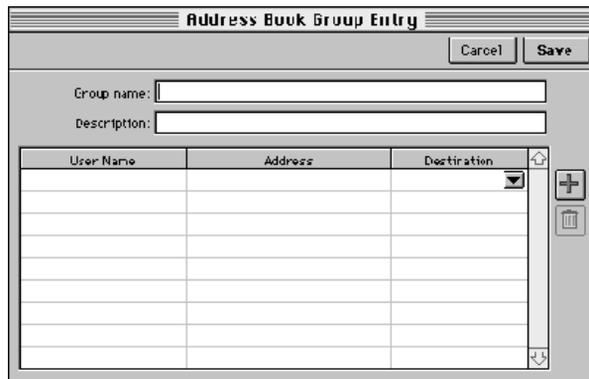
Creating groups

You can consolidate several recipient addresses into a group. When you send a message to a group, every recipient in the group receives the message.

Note Addresses you add to a group are not linked to individual addresses in your Address Book. If you edit individual addresses, they do not change the addresses in any group. To edit addresses in a group, you must select the group, click **Edit**, and make the changes there.

To create a group:

1. Choose **Address Book** from the Window menu.
2. Click **New Group**.
3. In the Address Book Group Entry dialog box, enter a group name and description.



4. Follow the instructions in the next section for adding addresses to a group.
5. Click **Save**.

Adding addresses to a group

You can add addresses to a group by typing them manually, or by dragging them to the Address Book Group Entry dialog box using Macintosh drag and drop. You can drag addresses from the Address Book, or from the desktop.

Adding group addresses manually

To type addresses directly into Address Book Group Entry dialog box:

1. Choose **Address Book** from the Window menu.
2. Select the group to which you want to add addresses, and click **Edit**.
3. Enter the first and last name of a recipient in the User Name column.
4. Enter the recipient's mail address in the Address column.
5. For Destination, enter the service that the recipient uses to retrieve mail.

For example, type `America Online` if the recipient receives mail through an America Online account.



As you type, Claris EMailer fills in the rest of the destination for you. Keep typing until Claris EMailer fills in the correct destination. (If you want, you can choose a destination from the pop-up menu instead of typing).

If the destination does not appear in the pop-up menu, choose **Internet** and add the recipient's full Internet address. (To add a destination to the pop-up menu, see "Routing your mail using Destinations" on page 6-11.)

6. For additional recipients, click the  icon and then repeat steps 3 - 6.

Dragging addresses from the Address Book to a group

Follow these steps to drag addresses from the Address Book to a group. See "Using Macintosh drag and drop" on page 2-8.

1. Choose **Address Book** from the Window menu.
2. Select the group to which you want to add addresses, and click **Edit**.
3. Arrange the windows so that you can see both the Address Book and the Address Book Group Entry dialog boxes.
4. In the Address Book, select the recipients you want to add to the group. Shift-click to select more than one recipient. To deselect a recipient, or to select noncontiguous recipients, -click the recipients.
5. Drag the selected addresses from the Address Book to the Address Book Group Entry dialog box.

As you drag the addresses into the Address Book Group Entry dialog box, you see a border around the address area. When you release the mouse, the recipients are added to the group.

Dragging addresses from the desktop to a group

If you drag addresses to the desktop (see "Dragging addresses to the desktop" on page 4-3), they become text clippings you can drag from the desktop to the Address Book Group Entry dialog box. For information about text clippings, see "Using Macintosh drag and drop" on page 2-8.

Follow these steps to drag addresses from the desktop to the Address Book Group Entry dialog box:

1. Choose **Address Book** from the Window menu.
2. Select the group to which you want to add addresses, and click **Edit**.
3. Arrange the windows so that you can see the Address Book Group Entry dialog box and the desktop.
4. On the desktop, select the text clippings containing the addresses you want to add to your message.
5. Drag the text clippings from the desktop to the address area of the message.

You see a border around the address area. When you release the mouse, the recipients are added to the group.



Removing addresses from a group

To remove an address from a group, open the Address Book Group Entry dialog box, click anywhere in the address line, and click the  icon.

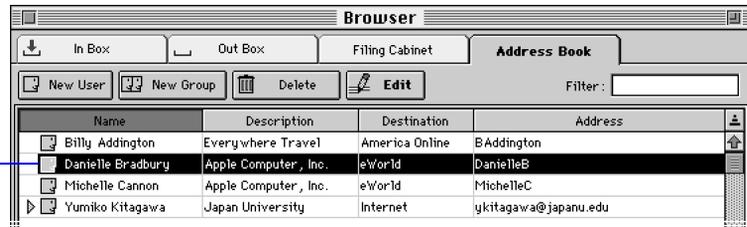


Note Removing an address from a group does not delete it from the Address Book.

Deleting an address or group

To delete an address or group permanently from the Address Book, choose **Address Book** from the Window menu, select the address or group that you want to delete and click **Delete**.

Select the address to be deleted (Shift-click to select more than one address, or ⌘-click to deselect an address or select noncontiguous addresses)



Claris E-mailer asks you to confirm the deletion.

Tip Press Option as you click **Delete** to bypass the confirmation dialog box and delete the address.

Importing addresses

You can import addresses into your Claris E-mailer Address Book from another mail program, or from a tab-delimited text file.

Importing addresses from another mail application

If you have addresses in one of the following mail programs, you can import them directly into Claris E-mailer.

Mail program	Address book filename	Location
America Online	Address Book	Online Tools folder in AOL folder
CompuServe Information Manager	CompuServe Addresses	CompuServe folder in System Preferences folder
Eudora	Eudora Nicknames	Eudora Folder in System Folder
Navigator	CompuServe Addresses	Navigator folder

To import addresses from another mail program, choose **Import Addresses** from the File menu, find the file you want to import, and click **Open**.

Importing addresses from a text file

If your addresses are not in one of the mail applications listed in the previous section, you can import them from a tab-delimited text file.

Setting up the text file

At a minimum, your text file should include fields for the following four types of data (in this order): first name, last name, company, and address. If necessary, include additional address fields for recipients who subscribe to more than one mail service.

Billy*	Addington*	Everywhere Travel*	BAaddington@aol.com*	BAddington@eworld.com*
Danielle*	Bradbury*	Apple Computer, Inc.*	DanielleE@eworld.com*	23456,7890@compuserve.com*
Michelle*	Cannon*	Apple Computer, Inc.*	MichelleC@eworld.com*	MichelleC@aol.com*
Yumiko*	Kitagawa*	Japan University*	YKitagawa@japanu.ccu*	YKitagawa@eworld.com*
Kenji*	Ogawa*	SushiCorp.*	KOgawa@aol.com*	12345,6789@compuserve.com*
First names	Last name	Company	Address 1	Address 2

Note If your text file includes full Internet addresses, Claris Emailer automatically chooses the correct destination for those addresses. For example, Claris Emailer automatically chooses **America Online** as the destination for the address *DanielB@aol.com*. If the destination for an imported address isn't in the Destinations List, Claris Emailer chooses **Internet** as the destination. (See "Routing your mail using Destinations" on page 6-11.)

If you've organized your addresses by service, you may want to add a header, and import the user names without the full Internet address. For example, your text file could have a header for America Online, and contain addresses like *DanielB* instead of *DanielB@aol.com*.

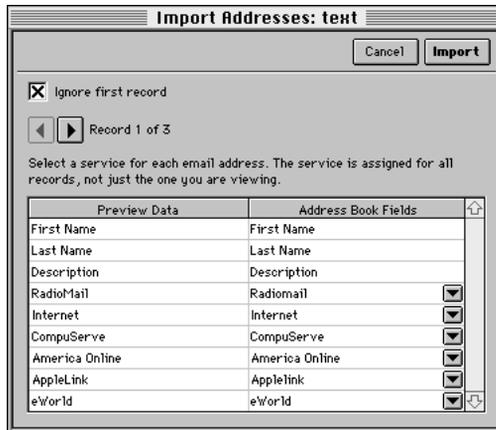
Header	First Name	Last Name	Company	America Online	eWorld	CompuServe
Addresses	Billy*	Addington*	Everywhere Travel*	BAddington*	BAddington*	
	Danielle*	Bradbury*	Apple Computer, Inc.*	*	DanielleE*	23456,7890*
	Michelle*	Cannon*	Apple Computer, Inc.*	MichelleC*	MichelleC*	
	Yumiko*	Kitagawa*	Japan University*	*	YKitagawa*	
	Kenji*	Ogawa*	SushiCorp.*	KOgawa*	*	12345,6789*

Note Be sure to include data in every field, or if there's no data in a field, add a tab character for that field.

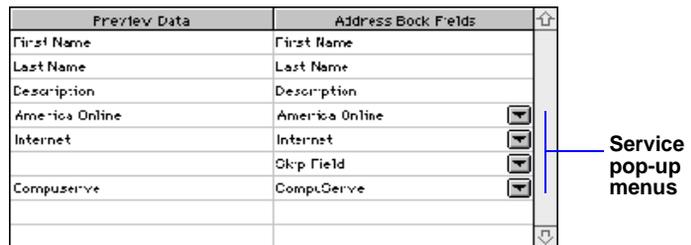
Importing the addresses

Follow these steps to import addresses from a text file:

1. Open Claris Emailer and choose **Import Addresses** from the File menu.
2. In the Open dialog box, find the file you want to import and click **Open**.
3. In the Import Addresses dialog box, select **Ignore first record** if the text file contains a header.



4. If necessary, choose options from the service pop-up menus to tell Claris EMailer how to import your data.



Choose	To
Skip Field	Ignore the field and not import it. For example, you can choose this option if a field is blank, or contains phone numbers or other data you don't need to import.
No Service	Import the address without specifying the service. (Later, you can go to the Address Book and specify a service for each imported address.)
A service name	Select that service for the field

5. Click  and  to preview records to make sure the preview data corresponds to the correct Address Book fields.

If the file is not properly formatted (for example, if the last name appears in the first name line), click **Cancel** and create a new import file.

Note If a line doesn't have an address, that line is not imported.

6. Click **Import**.

Exporting addresses

To export the addresses from your Address Book to a text file, choose **Export Addresses** from the File menu, type a name and choose a location for the export file, and click **Save**.

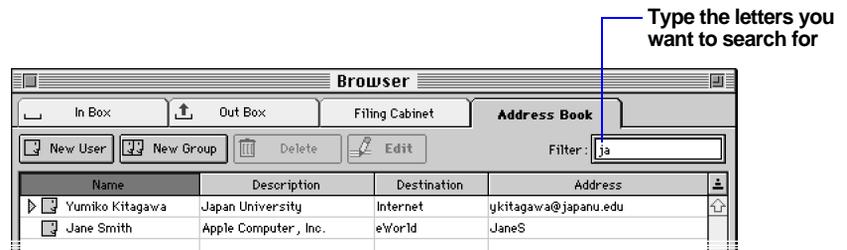
Selecting addresses in the Address Book

You can select addresses in the Address Book and add them to messages. (See “Creating messages” on page 3-2 and “Addressing messages” on page 3-3.)

To select	Do this
An address	Click anywhere on the address row.
More than one address	Shift-click the addresses you want to select. To deselect an address, or to select noncontiguous addresses, ⌘ -click the addresses.
The address above or below the currently selected address	Press the Up or Down Arrow key.
Every address in the Address Book	Choose Select All from the Edit menu.
A different destination for an address	Click the triangle next to the recipient's name to display other destinations for the recipient. Then select the row containing the destination you want.

To narrow down the number of addresses in the Address Book, type a few letters in the **Filter** text box.

You can type lowercase or uppercase letters. Claris Emailer finds all the recipients that contain the specified letters in the Name and Description fields. For example, typing **ja** finds “Japan University” and “Jane Smith.”



Note You cannot enter part of a first name and a last name to create a match. For example, entering `sal will` doesn't find "Sally Willford."

Chapter 5: Using mail actions

This chapter explains how to organize and manage your incoming mail by using *mail actions*. When you receive a message, you can automatically prioritize it, file it in a folder, send a reply, or forward the message.

You can use mail actions in several ways. For example, you can:

- place important messages at the top of your In Box when you sort it by priority
- file incoming messages from certain people or groups in different folders
- automatically send a return message saying you are away for awhile, such as when you are on vacation
- automatically forward messages from all of your accounts to a single account, such as when you travel

Creating or changing mail actions

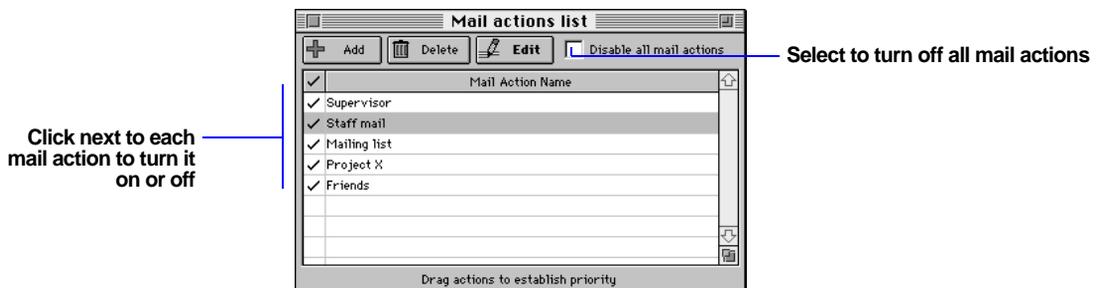
Mail actions compare areas of a received message with a word or phrase that you enter. When a comparison tests true, the actions you select occur. For example, you could create a mail action to test if the subject of a message contains *Project X*. If it does, then the mail action could automatically prioritize the message so that it appears at the top of your In Box. You could also send an automatic reply saying that you received the message.

You can create several different mail actions and turn them on and off as needed.

To create or change a mail action:

1. Choose **Mail Actions** from the Setup menu.

You see the Mail Actions List window.



2. Click **Add** to create a new action. To change an existing mail action, double-click the mail action name.

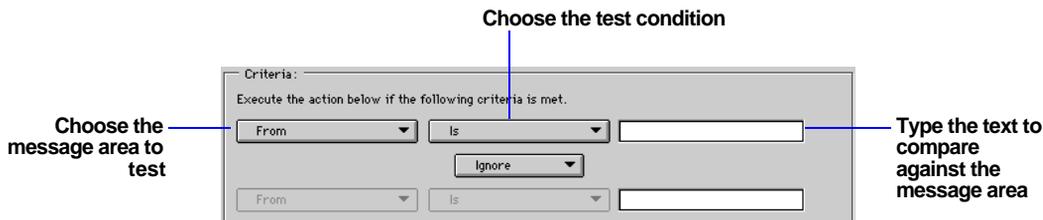
You see the Mail Action Entry dialog box.



3. Type a name for the mail action.

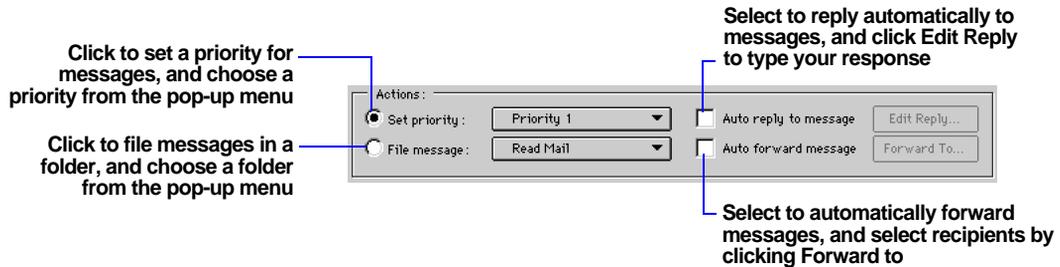
It's a good idea to name the mail action so it is easily recognizable. For example, an action named *Project X* might file all project-related mail in a special folder.

4. In the Criteria area, set the criteria to make the mail action occur.



For information on setting criteria, see “Setting mail action criteria” on page 5-4.

5. In the Actions area, set the actions to occur when the message meets the criteria.



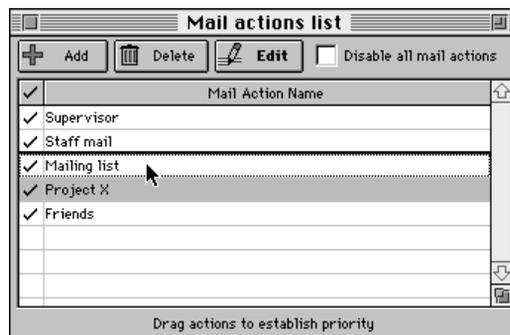
For information on setting actions, see “Setting actions for criteria-met mail” on page 5-6.

6. Click **Save**.

Ordering mail actions

The order of mail actions affects how your incoming messages are processed. Once a received message meets the criteria of a mail action, only that action occurs. No additional mail actions test the message. Be sure to move the most important actions or the ones you always want performed to the top of the list. For example, if you always want messages from your boss prioritized, you should probably move that mail action to the top of the list.

To change the order of your mail actions, drag a mail action to a new place on the Mail Actions List. When you drag a mail action upwards, you see a heavy line over the line where the action will be placed. When you drag a mail action downwards, you see a heavy line underneath the line where the action will be placed.



Deleting a mail action

To delete a mail action, select the mail action to delete, and click **Delete**.

Setting mail action criteria

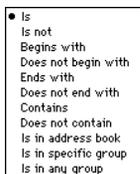
A mail action tests each incoming message using the criteria you select. You can apply the criteria to different areas of a message. For example, you can test for the sender's name or address, or even for words in the message itself. You can also set a second test to evaluate the message further.



1. Choose the message area to test in the incoming message from the pop-up menu in the Criteria area of the Mail Action Entry dialog box.

You can apply a test to each of the following areas of a message.

Choose	To test
From	The name or address of the message sender
To	The name or address of the recipients
CC	The name or address of a carbon copied (CC) recipient
Reply-to	The name or address of the reply-to field. Use a reply-to field primarily in messages sent via the Internet
Any recipient	The name or address of any recipient
Subject	The subject of the message
Message body	The text of the message
Mail account	The specific account at an online service used to receive the mail
Mail service	The online service used to receive the mail
All mail	All incoming messages



2. Choose the test condition to apply to the message from the pop-up menu in the Criteria area.

Choose	If the text
Is	Must match exactly
Is not	Must not match exactly
Begins with	Begins with the text you enter
Does not begin with	Does not begin with the text you enter

Choose	If the text
Ends with	Ends with the text you enter
Does not end with	Does not end with the text you enter
Contains	Contains the text you enter
Does not contain	Does not contain the text you enter
Is in address book	Is in the Address Book. This test can only be applied to address fields. The sender can be an individual or part of an address group.
Is in specific group	Is in a specific group. A pop-up menu allows you to choose the name of the group.
Is in any group	Is in any group

Note You cannot apply some tests to all areas of a message. For example, the subject of a message cannot be in the Address Book.

3. Type the text to compare against the message area in the blank text box.

The screenshot shows a dialog box titled "Criteria:" with the instruction "Execute the action below if the following criteria is met." It contains two rows of criteria. The first row has a dropdown menu set to "From", a dropdown menu set to "Is", and a text input field containing "Sam". A blue arrow points to the text input field with the label "Type text here". Below the first row is a dropdown menu set to "Ignore". The second row has a dropdown menu set to "From", a dropdown menu set to "Is", and an empty text input field.

Important Consider what text you use, as Claris EMailer looks for any text matching the criteria, regardless of case. For example, *Sam* tests true for both *Sam* and *Samantha*. The most accurate tests use a mail address.

If a single test is not enough to identify the message accurately, you can add a second test. For example, when you receive mail containing *Sam* in the sender's name, you could apply a second test to look for *Project X* in the subject line. If both tests that look for *Sam* and *Project X* are true, then you could set a high priority to the message and file it in a special folder.

The screenshot shows the same "Criteria:" dialog box, but now with two criteria. The first row is identical to the previous screenshot: "From" dropdown, "Is" dropdown, and "Sam" text input. A blue arrow points to the "Is" dropdown menu with the label "Choose how to apply the second test". Below this is a dropdown menu set to "And". The second row has a dropdown menu set to "Subject", a dropdown menu set to "Is", and a text input field containing "Project X". A blue arrow points to the "Subject" dropdown menu with the label "Set the second test criteria by choosing from the pop-up menus and typing the text to compare".

You can connect two tests in the following ways.

Choose	If you want
Ignore	To disable the second test
And	Both the first and second tests to be true for the action to occur
Or	Either the first or second test to be true for the action to occur
Unless	Both the first and second tests to be true for no action to occur

Setting actions for criteria-met mail

When the mail action criteria is true for your message, you can have Claris EMailer:

- assign a priority to the message
- file the message in a folder
- create an automatic reply
- forward the message to one or more addresses

Note Messages created by a mail action are saved in the Out Box. You can send these messages manually or using a schedule. If you're away from your computer for a long time, be sure to create a schedule that sends the mail generated by your mail actions.

Assigning a priority

Assigning priorities to your mail helps you identify the importance of a message. You can sort messages with a higher priority so they appear at the top of the In Box. You can also show these messages in a different color. Priorities are set by choosing **Preferences** from the Setup menu. For information on setting priorities, see "Setting priorities preferences" on page A-5.



To set a priority automatically, click **Set priority** in the Actions area of the Mail Action Entry dialog box. Then, choose a priority from the pop-up menu.

Filing a message

Filing messages automatically can help you organize your incoming messages.

When you automatically file messages, you'll see a message called *Auto-file Log* in the In Box. The message tells you where Claris EMailer stored your automatically filed messages. To see an automatically filed message, double-click the message described in the Auto-file Log.



To file a message automatically, click **File message** in the Actions area of the Mail Action Entry dialog box. Then, choose a folder from the pop-up menu.

The folders you see in the pop-up menu are within the Filing Cabinet. For more information on creating folders, see “Filing messages” on page 3-16.

Creating an automatic reply

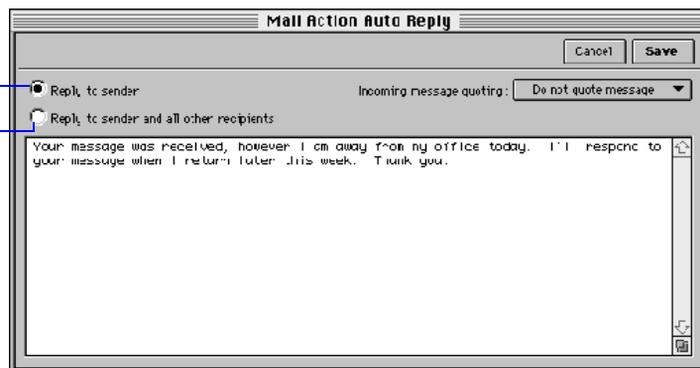
You can have a mail action automatically send a reply to a received message. Automatic replies are most useful when you want to acknowledge received messages, but cannot respond to your mail.



To reply to a message automatically, select **Auto reply to message**, and click **Edit reply**.

You see the Mail Action Auto Reply dialog box.

Click to reply only to the sender
Click to reply to everyone receiving the message



1. Type your reply.

If you quote the incoming text, you may want to separate it from the response by leaving at least one blank line in your reply.

2. Optionally, choose one of the message quoting options from the Incoming Message Quoting pop-up menu.



Choose	To
Do not quote message	Not include the incoming message in the reply
Quote before reply	Include and quote the incoming message before the reply text
Quote after reply	Include and quote the incoming message after the reply text

For more information on quoting text, see “Including text from the original message” on page 3-15.

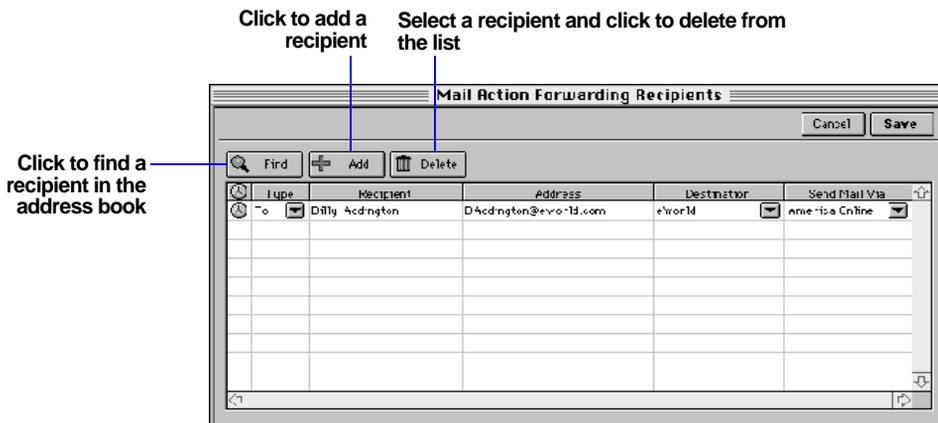
3. Click **Save**.

Forwarding a message automatically

You can have a mail action automatically forward specific messages that you receive. Automatically forwarding a message helps you send important messages to other people when you're away. For example, you could forward messages with *Project X* in the subject to a colleague while you are on vacation.

To forward a message automatically:

1. Select **Auto forward message** in the dialog box, and click **Forward to**.
2. In the Mail Action Forwarding Recipients dialog box, enter the names of the recipients for the forwarded message. For more information on entering recipients, see “Addressing messages” on page 3-3.



3. Click **Save**.

Chapter 6: Configuring Claris EMailer

This chapter provides step-by-step instructions for configuring Claris EMailer, which includes scheduling connections to services, modifying locations, changing service information, and routing your mail.

Scheduling account connections

You can automate when Claris EMailer sends and receives your mail by creating *schedules*. Schedules help you efficiently manage your computer and automate connections to online services. For example, you could create one schedule to check your mail often during the week and another to check only once a day on the weekends.

Important You must have your computer and modem on and the Claris EMailer application running for schedules to run. Schedules do not launch Claris EMailer.

Creating or changing a schedule

You can create several schedules to send and receive your mail. Schedules can help you control connections to different services at various times during the day. For example, you can retrieve your mail from one service once a day, but send mail to another service once an hour.

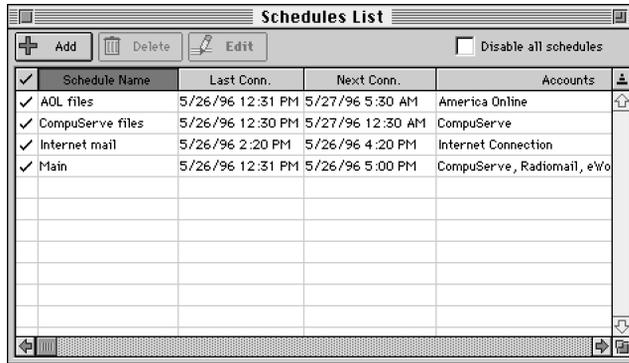
Claris EMailer staggers the connection times within the ten-minute intervals you can choose for a schedule. This random interval relieves peak congestion at online services, helping you avoid connection errors.

Note You might want to consider the monthly costs of connecting to your services when you create a schedule. For example, if you create a schedule to connect once every 30 minutes to a service, you'll connect 1,440 times per month. At one minute per connection, you would accumulate 24 hours of connect time.

To create or change a schedule:

1. Choose **Schedules** from the Setup menu.

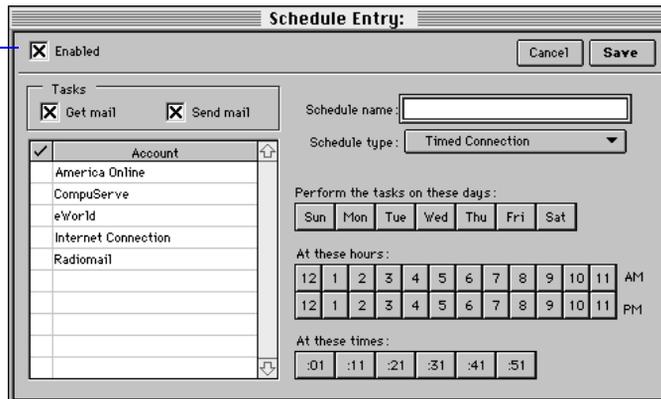
You see the Schedules List window.



- Click **Add** to create a schedule. To change an existing schedule, double-click the name of the schedule.

You see the Schedule Entry dialog box.

Deselect if you do not want the schedule to run



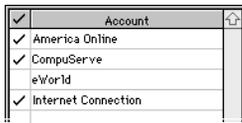
- Type the new or changed name of the schedule.

It's a good idea to name the schedule so that it is easily recognizable. For example, you might name a schedule that retrieves mail from America Online, *AOL Mail*.

- Select the tasks to perform during the connection. You can select **Get Mail** or **Send Mail**, or both.

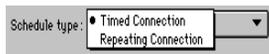
Note If you want to get your mail at one time and send it at another, you'll need to create a schedule for each task.

- Select the account(s) that you want to make a scheduled connection to. You see a next to each selected account.



You can connect to several accounts with one schedule. To disable an account without removing it from the schedule, deselect it.

Important Changing how you connect to an account does not change a schedule; the schedule still runs, but using the connection information selected in the Service Entry dialog box. Likewise, if you select a different location in the Locations List window, be sure that the schedules you create for an account are still valid for the new location. For more information, see “Selecting locations” on page 6-5 and “Changing service information” on page 6-5.



6. Choose either a timed or repeating connection from the Schedule Type pop-up menu.

If you choose a timed connection, select the days, hours, and times that you want the schedule to run. You must select at least one day, hour, and time to activate the schedule.

If you choose a repeating connection, choose how often the schedule will run from the Frequency pop-up menu.

Note The scheduling options in the Schedule Entry dialog box change when you select either a timed or repeating connection from the Schedule Type pop-up menu.

7. Click **Save**.

Deleting a schedule

To delete a schedule, choose **Schedules** from the Setup menu, select the schedule you want to delete, and click **Delete**.

Changing Locations settings

If you use Claris EMailer on a PowerBook and travel to different places, you may need to change your connection information as you change locales. To do this, use *locations*. When you create locations in Claris EMailer, you can then quickly change connection information at any time. You do this by selecting a new location in the Locations List window.

Note If you do not use Claris EMailer in multiple locations or have a need to change any connection information, then you probably don't need to use locations.

Creating or changing locations

You should create a location for each place where you plan to use Claris EMailer that requires different connection information. You can also use locations to change connection information, such as the baud rate for your modem, even if you do not travel with Claris EMailer.

To create or change a location:

1. Choose **Locations** from the Setup menu.

You see the Locations List window.

2. Click **Add** to create a new location. Double-click the location name to change an existing location.

You see the Location Entry dialog box.

Service	Connection
America Online	Main
CompuServe	Main
eWorld	Main

3. Type the new or changed name of the location. For example, you could use the city name.

4. Type the local three-digit area code number.

This area code helps you reference your location, but is not used when Claris EMailer dials a number.

5. For each service, choose the connection from the pop-up menu.

Service	Connection
America Online	Main
CompuServe	Main
eWorld	Main

The connections in the pop-up menu were defined when you set up connection information for the service.

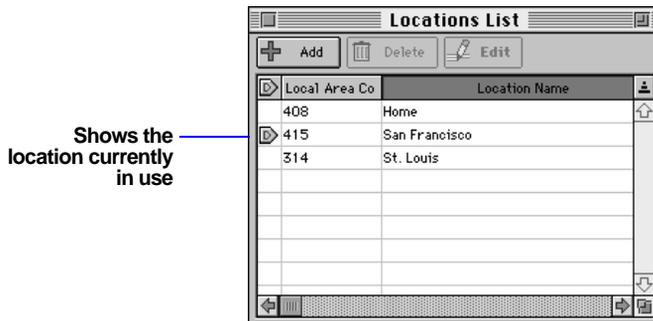
If a connection does not yet exist for the location, choose **Edit Connections** from the pop-up menu. You see the Service Entry dialog box. For information on creating or changing services, see “Changing service information” on page 6-5.

6. Click **Save**.

Selecting locations

When you select a location, you change the information Claris EMailer uses to connect to your online services.

To select a different location, click in the column next to the new location.



Deleting locations

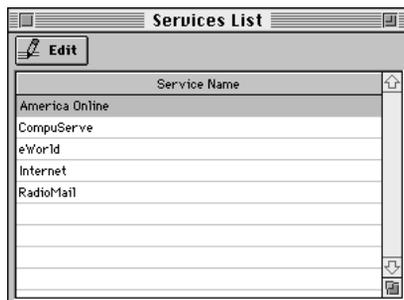
To delete a location, choose **Locations** from the Setup menu, select the location to delete, and click **Delete**.

Changing service information

When you installed Claris EMailer, you were asked to enter information about the services you use. When you change your accounts and connections, you’ll need to change that information in Claris EMailer as well.

You can also choose **Easy Setup** from the Setup menu to step through the initial setup screens if you use only one account per service. For more information on the initial setup screens, see “Installing Claris EMailer” on page 1-2.

For a list of services that you can connect to using Claris EMailer, choose **Services** from the Setup menu. You see the Services List window.



To edit your account and connection information, select the service to change, and click **Edit**. See the next sections for information about changing each service.

When you add new connections, Claris EMailer copies the configuration information from the connection selected in the Connection list. For example, if you select the Main connection, and then click **Add**, the configuration in the new, untitled connection is identical to Main. Select the new connection and change information as required.

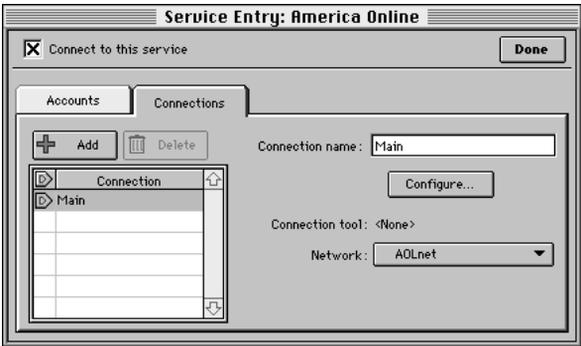
Important When you add a new service to Claris EMailer, be sure that **Connect to this service** in the Service Entry dialog box is selected. Otherwise, the service will not be available to use.

Changing America Online information

To add or change the information for America Online, select **America Online** in the Services List window, and then click **Edit**. You see the Service Entry: America Online dialog box. When you've finished changing the information, click **Done**.

America Online connections

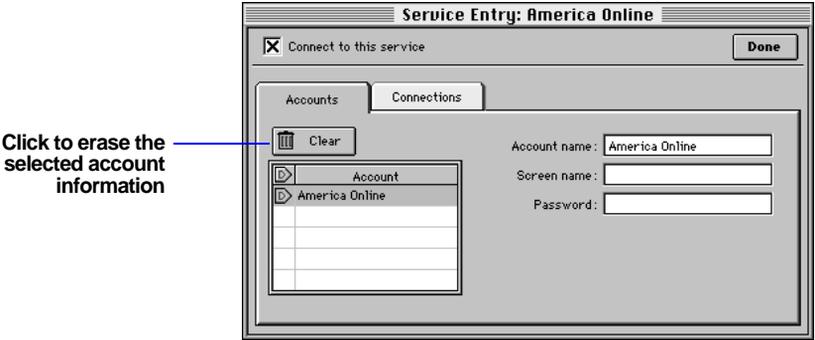
To add or change an America Online connection, click the **Connections** tab. You see the America Online connection information.



1. To add a new connection, click **Add**, and type the name of the new connection.
 To change a connection, first click the connection. Then, select the text in the **Connection name** text box, and type the new name.
2. Click **Configure**, and change the connection settings as needed. When you're finished, click **OK**.
3. Choose the network you use from the pop-up menu.
4. Click in the column next to the connection you want used when connecting to America Online.

America Online accounts

To add or change an America Online account, click the **Accounts** tab. You see the America Online account information.



1. To add a new account, click a blank line.
 To change an account, click the account name that you want to change.
 You can enter up to five different America Online accounts.

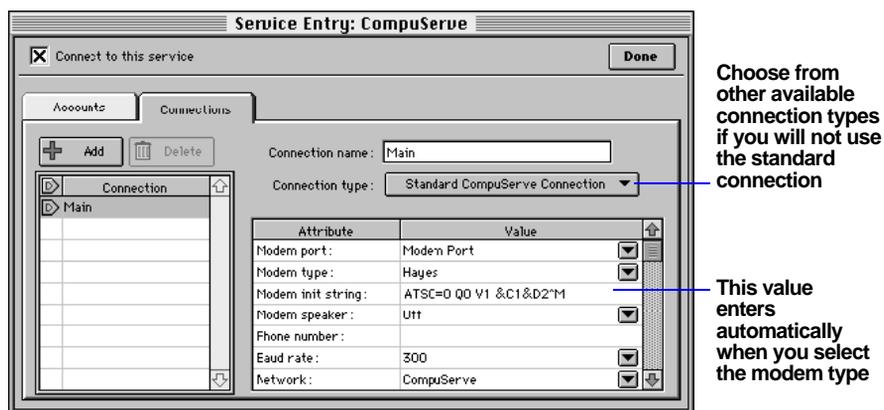
2. Type the account information in the text boxes. For descriptions of America Online account information, see “Setting up America Online accounts” on page 1-5. You can type anything for the Account name, but the other text boxes must be valid for America Online.
3. Click in the column next to the account you want used when sending mail through America Online.

Changing CompuServe information

To add or change the information for CompuServe, select **CompuServe** in the Services List window, and then click **Edit**. You see the Service Entry: CompuServe dialog box. When you've finished changing the information, click **Done**.

CompuServe connections

To add or change a CompuServe connection, click the **Connections** tab. You see the CompuServe connection information.



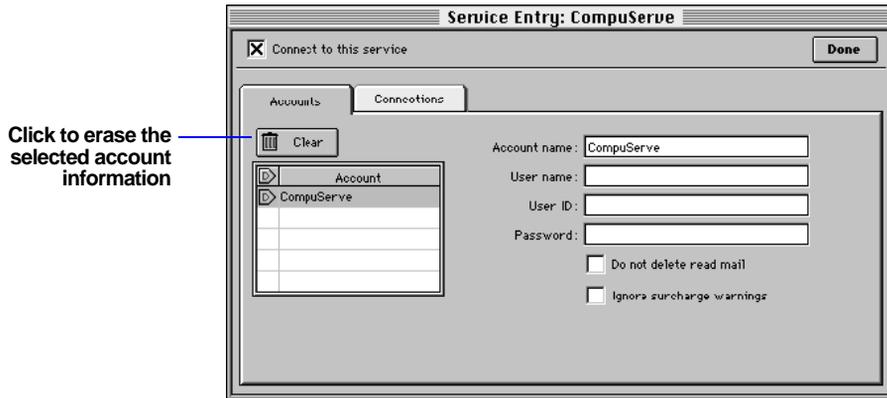
1. To add a new connection, click **Add**, and type the name of the new connection.

To change a connection, first click the connection. Then, select the text in the **Connection name** text box, and type the new name.

2. Type the connection information or choose the value from the pop-up menu for the field. For descriptions of standard CompuServe connection information, see “Setting up CompuServe accounts” on page 1-4.
3. Click in the column next to the connection you want used when connecting to CompuServe.

CompuServe accounts

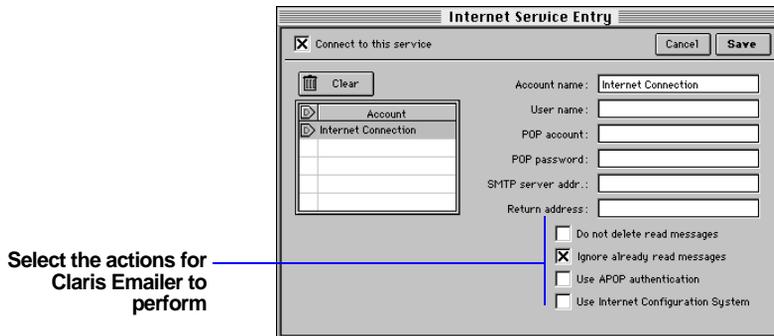
To add or change a CompuServe account, click the **Account** tab. You see the CompuServe account information.



1. To add a new account, click a blank line.
To change an account, click the account name that you want to change.
You can enter up to five different CompuServe accounts.
2. Type the account information in the text boxes. For descriptions of CompuServe account information, see “Setting up CompuServe accounts” on page 1-4. You can type anything for the Account name, but the other text boxes must be valid for CompuServe.
3. Select **Do not delete read mail** if you do not want your mail deleted after Claris EMailer gathers it from CompuServe. Select **Ignore surcharge warnings** if you do not want Claris EMailer to warn you about surcharges you may incur.
4. Click in the column next to the account you want used when sending mail through CompuServe.

Changing Internet account and connection information

To add or change an Internet account, click **Internet** in the Services List window, and then click **Edit**. You see the Internet account and connection information.



Select the actions for Claris EMailer to perform

1. To add a new account, click a blank line.
To change an account, click the account name that you want to change.
You can enter up to five different Internet accounts.
2. Type the connection information in the text boxes. For descriptions of Internet account information, see “Setting up Internet accounts” on page 1-4. You can type anything for the Account name, but the other text boxes must be valid for the Internet.
3. Click in the column next to the account you want used when sending mail through the Internet.
4. Click **Save**.

Changing RadioMail account information

To change a RadioMail account:

1. Click **RadioMail** in the Service List window, and then click **Edit**.
You see the Service Entry: RadioMail dialog box
2. Type the account information in the text boxes. For descriptions of RadioMail account information, see “Setting up RadioMail accounts” on page 1-5.
3. Click **Save**.

Routing your mail using Destinations

Claris EMailer routes your mail over the Internet. Because Internet addressing can be confusing, Claris EMailer lets you define shorter names for the address of your mail, called *destinations*. For example, *applelink.apple.com* is the Internet address for AppleLink. Destinations let you use *AppleLink* instead of the full Internet address. You'll find it helpful to create destinations for the places you frequently send electronic mail.

If you use more than one online service, Claris EMailer sends your mail through the service selected in the Default Send Via pop-up menu. You can override this default. Changing the Send Mail Via setting lets you send mail for some destinations through one service and send mail for other destinations through a different service.

Create destinations and change the Default Send Via and Send Mail Via settings in the Destinations List.

Setting the Default Send Via service

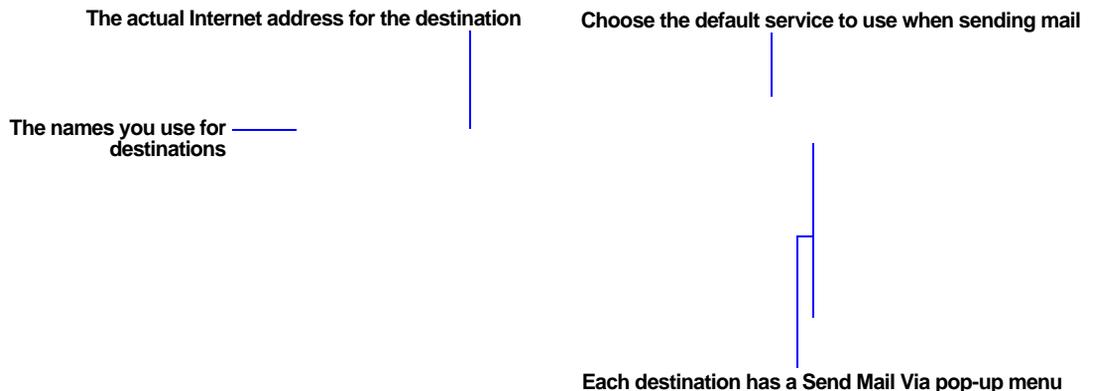
Claris EMailer uses the service in the Default Send Via setting to send mail to destinations with Send Mail Via set to **Default**.

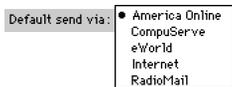
If you use only one online service, you cannot change the default for both Send Mail Via and Default Send Via.

To select the default service used to send your mail:

1. Choose **Destinations** from the Setup menu.

You see the Destinations List window.





2. Choose the service to use from the Default Send Via pop-up menu.

Changing the online service used for a specific destination

Change the Send Mail Via setting when you want mail addressed to a destination to go through a service other than the default.

If you use only one online service, all of your mail is routed through that service. You can only change the routing when you use more than one online service.

To change the service used to send mail to a specific destination:

1. Choose **Destinations** from the Setup menu.

You see the Destinations List window.

2. Choose the service to use when sending your mail to a specific destination from the Send Mail Via pop-up menu.

Adding or changing a destination

You can add or change destinations for the mail you send to any address.

Note You should not change destination information for America Online, CompuServe, the Internet, or RadioMail.

To add or change a destination:

1. Choose **Destinations** from the Setup menu.

You see the Destinations List window.

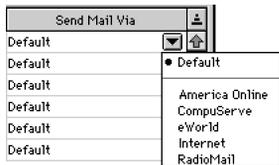
2. To add a new destination, click **Add**. To change an existing destination, double-click the destination name.

You see the Destination Entry dialog box.

3. Type the name of the destination.

4. Choose the service to use for this destination from the Send Mail Via pop-up menu.

You can also change the Send Mail Via setting later in the Destinations List window.



Choose **Default** in the Send Mail Via pop-up menu if you connect only to one service.

5. Type the Internet address for the destination in the **Internet domain name** text box.

The Internet domain name should not contain the @ symbol. For example, *aol.com* is the domain name for America Online accounts.

6. Click **Save**.

Deleting a destination

When you delete a destination, be sure to change your Address Book as well. If an address in the Address Book uses the destination you delete, that address is no longer valid.

To delete a destination, select the destination you want deleted, and click **Delete**.

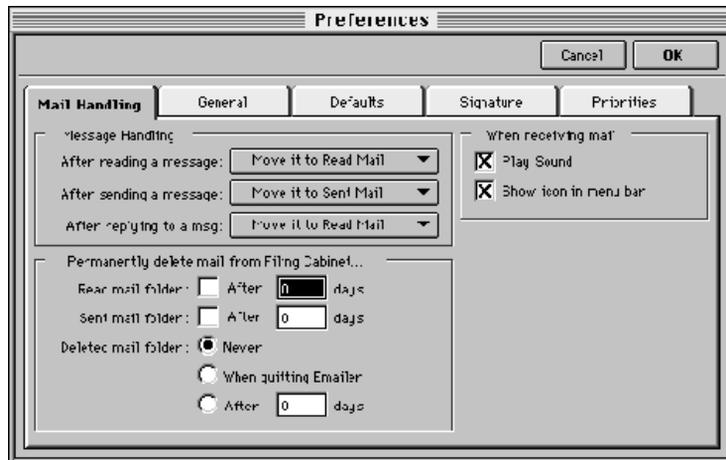
Note You cannot delete destinations for America Online, CompuServe, the Internet, and RadioMail.

Appendix A: Setting preferences

You can use the Preferences dialog box to customize the way you work in Claris EMailer. For example, you can set Claris EMailer to connect when you launch the application, and file your mail after you read it.

Opening the Preferences dialog box

To set preferences, choose **Preferences** from the Setup menu and click a tab. Then select the options you want and click **OK**. For information on specific preferences, see the following sections.



Setting mail handling preferences

Select mail handling preferences to set where mail is stored, automatically delete mail after a specified number of days, and set how Claris EMailer alerts you about incoming mail.

To	Do this
Set where Claris EMailer stores or files your messages	Choose options from the After reading a message , After sending a message , and After replying to a message pop-up menus.
Permanently delete mail you've read or sent after a specified number of days	Select Read mail folder or Sent mail folder , and enter the number of days you want to keep messages before they're deleted.

To	Do this
Delete mail permanently in your Deleted Mail folder after a specified amount of time	Select an option for Deleted Mail Folder. If necessary, enter the number of days you want to keep messages before they're permanently deleted. Claris EMailer keeps mail messages even after you delete them. Unless you throw them in the trash can or tell Claris EMailer to delete them automatically, deleted messages are kept in the Deleted Mail folder. See "Filing messages" on page 3-16.
Hear a tone when you receive messages	Select Play Sound .
See a flashing  icon in the upper-right corner of the screen when you receive messages	Select Show icon in menu bar . (You see the icon when Claris EMailer is open, but not in the foreground.)

Setting general preferences

Select general preferences to set defaults such as the area of the Browser you see when you start Claris EMailer, the font used for messages, and the location for downloaded enclosures. You can also set a preference to connect automatically to your online services when you start Claris EMailer.

To	Do this
Connect to a service every time you start Claris EMailer	Select Connect Using . Then choose Connect Now to connect as you would if you chose Connect Now from the Setup menu. Or, choose a scheduled connection to connect immediately using the service and account settings in your scheduled connection.
Set which area of the Browser you see when you start Claris EMailer	Select Open Browser to , and then choose an option from the pop-up menu.
Compact the In Box and Out Box when you quit Claris EMailer	Select Compact mailboxes . Then choose Always to compact the In Box and Out Box every time you quit Claris EMailer. Or, choose a numeric value to compact the In Box and Out Box when the free space in either the In Box or the Out Box exceeds a specific size. (When you delete messages, Claris EMailer creates free space but does not reduce the size of the In Box and Out Box unless you set the Compact mailboxes preference.)
Set where enclosures you download are stored	Click Set , select a folder or disk from the dialog box, and then click Select .

To	Do this
Set the default font and font size for messages	<p>Choose a font from the Font menu, and choose a font size from the Size menu.</p> <p>It's best to choose a monospaced font, such as Monaco or Courier, because most mail messages are formatted using monospaced fonts. You can also use spaces to line up columns of text with a monospaced font.</p> <p>The font and font size you choose are used in the body of both incoming and outgoing messages.</p>
Set the text color for quotes in incoming messages	Click the sample color box for Quoting Color. Then select options from the dialog box for setting colors. See "Selecting a color" on page A-5.
Set the default options for the Page Setup dialog box	Click Default Page Setup , select the options you want the Page Setup dialog box to default to, and then click OK .

Setting defaults preferences

Select defaults preferences to set the default options for the Reply and Connect Now Setup dialog boxes, the service used to send replies, and the date and time source for incoming messages. You can also set preferences to bypass certain dialog boxes, such as the dialog box that asks you to confirm message and address deletions.

Tip You can reverse the settings for bypassing or showing dialog boxes and alert messages by pressing Option each time you choose the command or select the button that opens the dialog box or alert message. For example, if you select the preference to bypass the Connect Now Setup dialog box, you can show the Connect Now Setup dialog box by pressing Option as you click the **Send Now** button in an outgoing message.

To	Select
Show or bypass the Reply To dialog box you see when you reply to a message	<p>Or deselect Prompt in the When Replying to Messages area.</p> <p>To set which option is selected by default in the Reply To dialog box, select Reply to sender or Reply to sender and all other recipients.</p>
Set the default service used to send replies	<p>Send via account that received mail to send replies via the service used to retrieve the original message, or select Use default send via to send replies via the default service in the Destinations List.</p> <p>For information about setting the default service in the Destinations List, see "Routing your mail using Destinations" on page 6-11.</p>

To	Select
Show or bypass the Connect Now Setup dialog box you see when you choose Connect Now from the Mail menu	Or deselect Prompt in the When Clicking Send Now Button area. To set which option is selected by default in the Connect Now Setup dialog box, select Send message or Send message and get waiting mail .
Show or bypass the dialog box you see when you delete messages or addresses	Or deselect Prompt for deletions . If you deselect this option, and then delete a message or address, you cannot cancel or undo the action.
Show or bypass the dialog box you see when you cancel a message you haven't saved, or cancel the changes to a message you've saved	Or deselect Prompt when cancelling messages . If you deselect this option and then cancel a message, you permanently discard the message (or changes to the message), and cannot undo the action.
Set the source of the date and time for incoming messages	Or deselect Use sender's date/time for received mail . Select this option to show the date and time that the sender sent the message. Deselect this option to show the date and time that Claris EMailer retrieved the message.
Show or bypass the dialog box you see when you save an outgoing message that has no subject	Or deselect Prompt when message has no subject
Show or bypass the dialog box you see when you save an outgoing message that has no body text	Or deselect Prompt when message has no body

Setting signature preferences

Select signature preferences to set up closing information for your outgoing messages. A signature generally includes your name, company name, and mail address. Some signatures also include a phone number.

To	Do this
Use the signature in the Internet Configuration System	Select Use Internet Configuration System . Select this option only if your system has the Internet Configuration System installed and configured for signatures. If you deselect this option and select the Use signature option in a message, the message uses the signature you create in the Preferences dialog box.
Automatically select the Use signature option when you create an outgoing message	Select Use signature by default .
Create a signature	Type text in the text area in the lower part of the dialog box. A signature should be short and concise, and should include a blank line at the end to make it easier to reply to your messages.

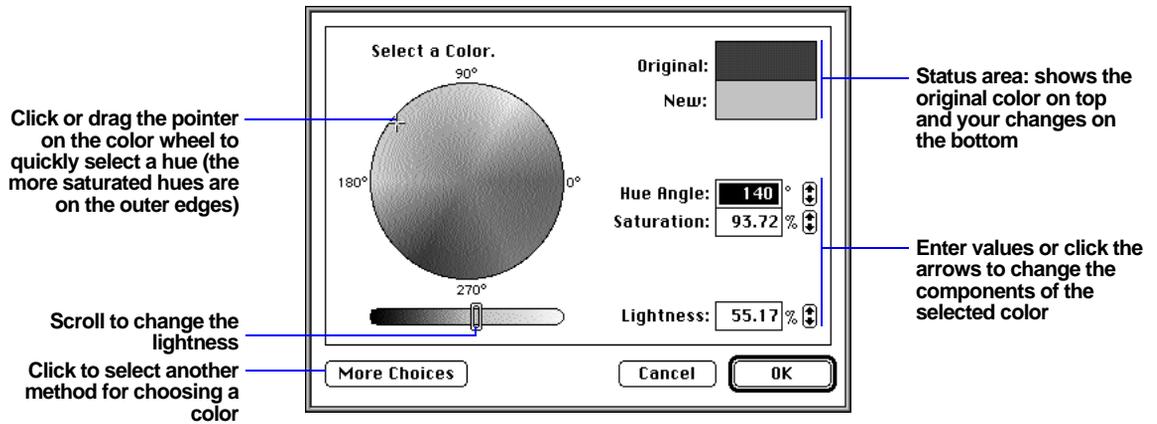
Setting priorities preferences

Select priorities preferences to rename and set the color for the priority designations for incoming messages. (You see a message's priority in the Priority column in the In Box.)

To	Do this
Set the color for a priority	Click the sample color box next to the priority whose color you want to change. Then select options from the dialog box for setting colors (see the next section).
Rename a priority	Type over its current name.

Selecting a color

Select options in this dialog box to set the color of quotes and priority designations.

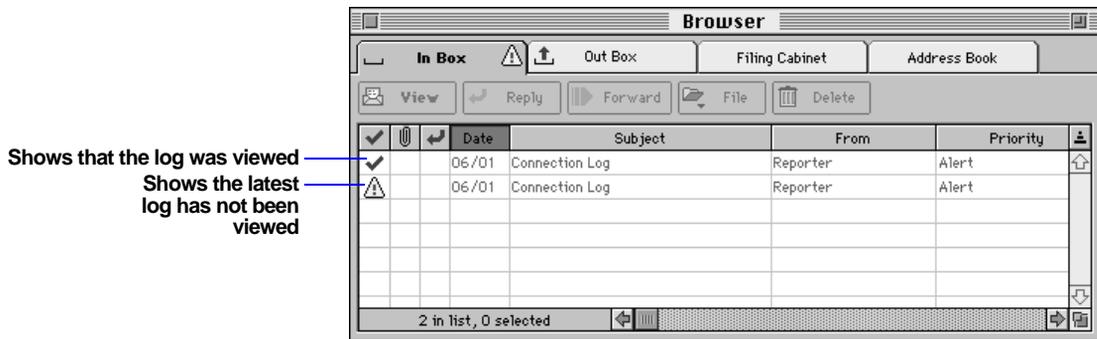


Note This dialog box may look different, depending on your system version and the number of colors your monitor can display.

Appendix B: Troubleshooting

With all of the flexibility and capability provided by the Internet and online mail services, it is not uncommon to receive error messages occasionally. You can expect that your mail will sometimes generate an error at its destination, return to you as undeliverable, or even get lost.

Connection problems produce the most common errors. When a connection error occurs, you see an error log in the In Box. The log continues to accumulate any error messages until you open it. After that, a new error log contains only the errors you have not yet seen.



Claris Emailer shows you the error messages received from your online service. The most common resolution to an error message is merely to resend your mail or try to connect again.

The following table describes common errors and suggested resolutions:

When this happens	Do this
Messages are returned	<ul style="list-style-type: none">Check that the message is properly addressed, and resend the message.
Modem does not connect	<ul style="list-style-type: none">Turn the speaker on to hear if a connection attempt occurs.Make sure the modem setting matches the type of modem you use. If your modem is not on the list, try using Hayes.Try a lower baud rate.

B-2 Claris EMailer User's Guide

When this happens	Do this
Mail was not sent	<ul style="list-style-type: none">■ Make sure that an account is selected in the Accounts list on the Connect Now or Schedule Entry dialog boxes.■ Include both a subject and message text. Some services require both.■ Check that a connection occurred.■ Check the addresses for the message. If you see an alert icon in the Out Box, an addressing problem occurred.■ Make sure that Do Not Schedule on your Outbox Item is not selected.■ Open the Service Entry dialog box for your service, and make sure Connect to this service is selected.■ Make sure that Claris EMailer is running. Scheduled connections with not occur otherwise.■ Try choosing Connect Now from the Mail pop-up menu.
A connection error occurs and an alert icon appears on the In Box tab	<ul style="list-style-type: none">■ View the error message in the In Box describing the connection error and take appropriate action.
Received an error message from an online service	<ul style="list-style-type: none">■ Seek assistance from the online service.
Connection won't occur	<ul style="list-style-type: none">■ Redial. Poor connections or bad lines often cause connection problems.■ Check for missing phone prefixes, such as 9, in your connection information. Check your other connection information too.■ Try again later. You are likely experiencing a technical problem or congestion with the online service or Internet.■ Check your modem for proper operation. Try lowering your baud rate or using the Hayes compatible setting in your connection information.■ Disable call waiting, usually by inserting *70 before the number dialed.
A PowerBook won't connect to a service	<ul style="list-style-type: none">■ Select the appropriate modem tool (for example, Express Modem Tool) by clicking Configure in the Service Entry dialog box.
A connection will not stop when clicking Stop	<ul style="list-style-type: none">■ Wait for the connection to complete, and then end the connection. Some actions cannot stop because of interactions with the host computer.
Message was sent more than once	<ul style="list-style-type: none">■ No action is required. Some services limit the number of recipients for a single message. The message was resent until all recipients received a copy.
Address Book destinations change	<ul style="list-style-type: none">■ If you moved the Destinations file, return it to the Claris EMailer Files folder. If the file was deleted or is missing, update the addresses in your Address Book.
The dial-up Internet won't work	<ul style="list-style-type: none">■ Resolve with your Internet connection software. Claris EMailer has no control over dial-up connections with the Internet.
The Internet mail you send does not contain your name	<ul style="list-style-type: none">■ Enter your name in User Name on the Internet Service Entry dialog box.■ If you connect to an online service, add your name to your user profile.

Appendix C: Using Uniform Resource Locators (URLs)

Uniform Resource Locators (URLs) describe locations on the Internet, such as mail addresses.

In Claris EMailer, you can:

- convert addresses in the Address Book to URLs
- use URLs to address outgoing mail messages
- use URLs to add addresses to the Address Book

You use the Macintosh drag-and-drop feature when working with URLs. See “Using Macintosh drag and drop” on page 2-8.

Tip If your system has the Internet Configuration System installed, you can ⌘-click a URL from within Claris EMailer to open it in the appropriate application. For example, if you have installed an application such as Netscape, you can ⌘-click a World Wide Web address to open the World Wide Web browser.

Converting addresses in your Address Book to URLs

To convert addresses in the Address Book to URLs, select an address and drag it to the desktop, to the address area, or to the body of an outgoing message.

If you	You create
Drag one or more addresses to the desktop	Desktop clippings containing URLs for each address
Drag more than one address to the address area or the body of an outgoing message	A list of URLs
Drag a group address to the address area or the body of an outgoing message	A list of URLs for that group
Drag a group address to the desktop	A single text clipping with all URLs for every address in the group

You can send someone one or more addresses from your Address Book by selecting the addresses that you want to send, and dragging them to the body of an outgoing message. To send your entire Address Book, choose **Address Book** from the Window menu, choose **Select All** from the Edit menu, and then drag all your addresses to the body of an outgoing message.

Using URLs to address outgoing mail messages

To use a URL to address an outgoing message, drag the URL to the address area of an outgoing message. If you drag more than one URL, an address is added for each URL.

Using URLs to add addresses to the Address Book

To use URLs to add addresses to the Address Book, drag the URLs from an incoming message or from the desktop to the Address Book. If you drag more than one URL, a group address is created.

Index

A

Account information
 America Online 1-5, 6-8
 changing and adding 6-6
 CompuServe 1-4, 6-10
 Internet 1-4, 6-12
 RadioMail 1-5, 6-13

Actions on received mail 5-6

Add Enclosure button 3-8

Add Sender or Recipient button 4-3

Adding
 a signature to a message A-4
 accounts 6-6—6-13
 addresses to
 a group 4-5
 a message 3-3—3-6
 the Address Book 4-1—4-3
 destinations 6-15
 enclosures to a message 3-7—3-9
 folders to the Filing Cabinet 3-17
 groups to the Address Book 4-4—4-7
 locations 6-4
 mail actions 5-1
 quotes to a reply 3-15
 schedules 6-1
 text to a message 3-2

Address Book
 adding groups to 4-4—4-7
 adding senders and recipients to 4-3
 addressing messages with 3-3, 3-5, 4-4
 deleting addresses from 4-7
 described 2-6
 exporting 4-10
 importing addresses into 4-7—4-10
 opening 2-1
 previewing addresses to be imported 4-9
 saving addresses in 4-1
 selecting addresses in 4-10
 using 4-1—4-11

Address fields, requirements for importing 4-8

Address icon 3-7

Addresses
See also Recipients
 adding to the Address Book 4-1—4-3
 converting to Uniform Resource Locators (URLs) C-1
 deleting 4-2, 4-7
 dragging 2-8, 2-9, 3-5, 3-6, 4-3, 4-4, 4-5, 4-6
 email 3-3
 exporting 4-10
 finding 3-4
 groups 4-4—4-7
 importing 4-7—4-10
 preferred 4-2
 removing from a group 4-6
 saving 4-1
 selecting 3-4, 4-10
 showing and hiding 3-2

Addressing messages
 adding
 addresses 3-3—3-6
 signatures A-4
 error, icon for 3-11

Alert, for incoming messages A-2

America Online
 account information 1-5, 6-8
 connection information 6-7
 importing addresses from 4-7

Arrows, next or previous (incoming messages) 3-13

ASCII text files (enclosures) 3-7, 3-14

Assigning priorities 5-6

Automatically
 forwarding messages 5-8
 replying to messages 5-7

Automating connections 6-1

B

BCC. *See* Blind carbon copies

Beep, for incoming messages A-2

BinHex encoding 3-9

Blind carbon copies 3-6

Body, message 3-2

Browser
 navigating in 2-1, A-2
 opening and closing 2-1
 resizing columns in 2-2
 sorting in 2-2

Buttons

Add Enclosure 3-8
 Add Sender Or Recipient 4-3
 Edit 4-5, 4-6
 Find Enclosure 3-7

Bypassing dialog boxes and alert messages A-3

C

Canceling messages, bypassing the dialog box for A-4

Carbon copies 3-6

CC. *See* Carbon copies

Changing locations 6-4

Checkmark icon 3-11, 3-12

Choosing a service
 Destination 3-3, 3-5, 6-14
 Send Mail Via 3-4, 6-14

Claris customer assistance W-1

Claris EMailer
 described W-1
 error log B-1
 folder contents 1-6
 hardware requirements 1-1
 initial setup 1-3—1-5
 installing 1-2
 package contents 1-1
 quitting 1-6
 starting 2-1
 system requirements 1-1
 troubleshooting B-1
 using in different locations 6-4

Claris technical support W-1

Clippings. *See* Text clippings

Clock icon 3-11

Closing
 a message A-4
 the Browser 2-1

Color wheel A-5

Colors

- for priorities A-5
- for quotes A-3
- lightness A-5
- saturation A-5
- selecting A-5

Columns, resizing and sorting 2-2

Compacting messages A-2

Compressing files 3-9

CompuServe

- account information 1-4, 6-10
- connection information 6-9
- importing addresses from 4-7

Confidential recipients. *See* Blind carbon copies

Connecting

- bypassing the Connect Now Setup dialog box A-4
- connection error log B-1
- described 2-2
- immediately 3-10
- mail action tests 5-5
- setting up and 3-1, 3-2
- using schedules 6-1
- when you start Claris EMailer A-2

Connection information

- America Online 6-7
- CompuServe 6-9
- Internet 6-12

Connection log B-1

Consolidating addresses in a group 4-4—4-7

Converting addresses to Uniform Resource Locators (URLs) C-1

Copying quotations 3-15

Courier font A-3

Criteria, mail actions 5-4

Customer assistance W-1

D

Date received (incoming messages) A-4

Default

- dialog box options A-3
- folder for enclosures A-2
- font A-3
- page setup A-3
- service used 6-14
- signature A-4

Deleted Mail folder A-2

Deleting

- addresses and groups 3-3, 4-2, 4-7
- addresses from a group 4-6
- destinations 6-16
- enclosures 3-9
- folders in the Filing Cabinet 3-17
- locations 6-5
- mail actions 5-4
- messages
 - bypassing the dialog box for A-4
 - in the Filing Cabinet 3-17, A-1
- schedules 6-3

Description field 3-4

Desktop 3-6, 3-9, 3-14, 3-17, 4-4, 4-6

Destinations

- adding or changing 2-4, 3-3, 3-5, 4-2, 4-5, 4-10, 6-15
- deleting 6-16
- routing mail with 6-13

Dialog boxes, bypassing A-3

Do Not Schedule option 3-10, 3-11

Documents. *See* Files

Downloading enclosures 3-14, A-2

Dragging

- addresses 2-8, 2-9, 3-5, 3-6, 4-3, 4-4, 4-5, 4-6
- enclosures 3-9, 3-14
- mail actions 5-3
- text from a message to the desktop 2-9

E

Edit button 4-5, 4-6

Electronic mail. *See* Messages

Email. *See* Messages

Emptying folders in the Filing Cabinet 3-17

Enclosing files

- enclosure icon 3-7, 3-8, 3-11, 3-12
- in an outgoing message 3-7—3-9

Enclosures

- adding 3-7—3-9
- default folder for A-2
- deleting 3-9
- downloading 3-13, 3-14, A-2
- dragging
 - to a message 3-9
 - to the desktop 3-14

enclosure list, showing 3-13

- filing A-2
- finding 3-7, 3-8
- opening 3-14
- options for 3-9
- viewing 3-13

Encoding compressed files 3-9

Enlarging columns 2-2

Entering addresses 3-2—3-5, 4-1—4-3

Errors

- icon for 3-11
- receiving B-1

Eudora, importing addresses from 4-7

Exclamation point icon 3-11

Expanding compressed files (enclosures) 3-9

Exporting addresses 4-10

F

Fields, requirements for importing address 4-8

File formats for

- enclosures 3-7, 3-14
- importing addresses 4-7—4-8

Files

- compressing 3-9
- enclosure 3-7—3-9

Filing Cabinet

- compressing messages in A-2
- dragging and dropping messages in 3-17
- filing messages

- automatically 5-6, A-1

- manually 2-8, 3-16—3-18

- folders in 3-17, 3-18

- opening 2-1, 3-16

- saving mail in 3-16—3-17

Filling the Address Book 4-1—4-3

Filter text box 2-6, 3-4, 4-1, 4-10

Find Enclosure button 3-7

Finding

- addresses 3-4
- enclosures 3-7, 3-8
- text in a message 3-17

Folders, in the Filing Cabinet 3-17, 3-18

Font

- color for priorities A-5

- for messages A-3
- for quotes A-3
- monospaced A-3
- Formats, file
 - for enclosures 3-7, 3-14
 - for importing addresses 4-7—4-8
- Forwarding messages
 - automatically 5-8
 - manually 3-16

G

- Getting messages. *See* Receiving messages
- Groups
 - creating 4-4—4-7
 - deleting 4-7
 - removing addresses from 4-6
 - saving 4-4

H

- Hardware requirements 1-1
- Hiding
 - alert messages and dialog boxes A-3
 - enclosures 3-7
 - the address area (outgoing messages) 3-2
 - the enclosure and recipient lists (incoming messages) 3-13
- Hue angle A-5

I, J, K

- Icons
 - address 3-3, 3-7, 4-1
 - enclosure 3-7, 3-8, 3-9
 - for incoming messages 3-12, A-2
 - for text clippings 2-8
 - In Box 3-12
 - Out Box 3-11
 - plus sign 4-2, 4-5
 - preferred address 4-2
 - trash can 4-2, 4-6
- Immediately sending a message 3-10
- Importing addresses from
 - a text file 4-8
 - America Online, CompuServe, Eudora and Navigator 4-7
- In Box 2-1, 3-12, 3-16, 3-17, 4-3

- Including quotes in a reply 3-15
- Incoming messages
 - addresses from, adding to the Address Book 4-3
 - beep for A-2
 - date and time received A-4
 - filing 3-16—3-18
 - forwarding 3-16
 - icons for 3-12, A-2
 - Internet header 3-13
 - replying to 3-14, 5-7
 - seeing a list of 3-12
- Installing Claris EMailer 1-2—1-5
- Internet
 - account information 1-4, 6-12
 - configuration system A-4
 - connection information 6-12
 - header, viewing 3-13
 - sending messages via 2-2, 2-4, 3-7
 - using short names 6-13

L

- Lightness, color A-5
- Lines in a text file 4-8
- Locations
 - adding 6-4
 - changing connection information 6-5
 - creating and changing 6-4
 - deleting 6-5
 - editing connections 6-5
 - selecting 6-5

M

- Macintosh drag and drop 1-6, 2-8, 2-9, 3-5, 3-6, 3-9, 3-14, 3-17, 4-3, 4-5, 4-6
- Mail actions
 - adding second tests 5-5
 - assigning priorities 5-6
 - comparing text 5-5
 - creating and changing 5-1
 - creating automatic replies 5-7
 - deleting 5-4
 - described 2-5, 5-1
 - filing messages 5-6
 - forwarding messages 5-8
 - naming 5-2
 - ordering 5-3
 - prioritizing 5-3
- setting criteria 5-4
- Mail. *See* Messages
- Messages
 - adding and removing
 - enclosures 3-7—3-9, 3-13
 - addressing 3-3—3-6
 - automatically
 - forwarding 5-8
 - replying 5-7
 - compressing A-2
 - creating 3-2
 - date and time received A-4
 - default font A-3
 - deleting A-1
 - filing
 - automatically 5-6
 - manually 3-16—3-18, A-1
 - forwarding 3-16
 - opening from the desktop 2-1
 - pre-addressed 3-2
 - printing 3-18
 - prioritizing 5-6, A-5
 - quoting 3-15, A-3
 - reading 3-12
 - receiving 3-12—3-16
 - replying to 3-14
 - sending 3-10, 3-11
 - showing status of 3-11
 - signatures in A-4
 - testing 5-5
 - title 3-2
 - with no subject or body A-4
- Modem 1-5, 2-2, 3-1
- Monaco font A-3
- Monospaced fonts A-3
- Moving
 - addresses to
 - a group 4-5
 - a message 3-4, 3-5, 3-6
 - the desktop 4-3, 4-4
 - around in the Browser 2-1
 - enclosures 3-9, 3-13, 3-14
 - messages to folders 3-16—3-18, A-1

N

- Name, recipient 3-3, 3-4
- Naming
 - destinations 6-13
 - groups 4-4
 - mail actions 5-2

I-4 Claris EMailer User's Guide

- messages 3-2
- schedules 6-2
- Navigating in Browser 2-1, A-2
- Navigator, importing addresses from 4-7
- Next message, viewing 3-13

O

- Online services
 - See also* Services
 - connecting to 3-1, 3-2
 - Destination 3-3, 3-5
 - Send Mail Via 3-4
 - setting up 6-6—6-13
- Open dialog box 3-8
- Opening
 - enclosures 3-14
 - filed messages 3-16
 - messages from the desktop 2-1
 - the Browser 2-1
- Options
 - for enclosures 3-9
 - for starting Claris EMailer A-2
- Ordering mail actions 5-3
- Organizing mail. *See* Filing Cabinet
- Orientation, page 3-18
- Out Box 2-1, 3-2, 3-10, 3-11, 3-16, 3-17
- Outgoing messages
 - filing 3-16—3-18
 - icons for 3-11
 - sending 3-10, 3-11
 - status of 3-11

P

- Page Setup dialog box 3-18, A-3
- Page setup, default A-3
- Page size and orientation 3-18
- Paperclip icon 3-7, 3-8, 3-11, 3-12
- Pasting quotations 3-15
- Plus sign 4-2, 4-5
- Pre-addressed messages 3-2
- Preferences
 - Page Setup 3-18
 - setting A-1, ??—A-5
 - Startup Options 2-1
- Preferred address 4-2

- Previewing addresses to be imported 4-9
- Previous message, viewing 3-13
- Printing 2-7, 3-18, A-3
- Prioritizing
 - incoming messages A-5
 - mail actions 5-3
 - received messages 5-6
- Problems B-1
- Purging messages A-2

Q

- Quitting Claris EMailer 1-6
- Quoting
 - a message 3-15
 - character (>) 3-15
 - color (incoming messages) A-3, A-5
 - in automatic replies 5-7

R

- RadioMail, account information 1-5, 6-13
- Reading messages 3-12
- Received messages. *See* Incoming messages
- Receiving
 - enclosures 3-13
 - errors B-1
 - messages 2-4, 3-12—3-16
- Recipient types
 - blind carbon copy (BCC) 3-6
 - carbon copy (CC) 3-6
- Recipients
 - See also* Addresses
 - adding to a message 3-3—3-6
 - finding 3-4
 - from an incoming message, adding to the Address Book 4-3
- Reducing column size 2-2
- Registering your software W-1
- Removing
 - addresses from
 - a group 4-6
 - a message 3-3
 - the Address Book 4-7
 - enclosures 3-9
 - messages A-2

- software 1-7

- Renaming
 - priorities A-5
 - text clippings 2-8
- Replying
 - automatically 5-7
 - bypassing the Reply To dialog box A-3
 - icon for 3-11, 3-12
 - to a message 3-14
 - with a quote 3-15

- Resizing
 - columns 2-2
 - the address area 3-2
- Retrieving messages 3-2
- Returned messages B-1
- Routing mail 6-13

S

- Saturation, color A-5
- Saving
 - See also* Exporting addresses
 - addresses in the Address Book 4-3
 - groups 4-4
 - mail in Filing Cabinet 3-16—3-17
 - messages 3-10, 3-11, A-4
- Schedules
 - creating or changing 6-1
 - deleting 6-3
 - naming 6-2
 - selecting accounts 6-3
- Scheduling
 - account connections 6-1
 - outgoing messages 3-10
- Searching for
 - addresses 3-4
 - enclosures 3-7, 3-8
 - text in a message 3-17
- Selecting
 - a preferred address 4-2
 - addresses
 - in a message 3-4, 3-5
 - in the Address Book 4-5, 4-7, 4-10, 4-11
 - colors A-5
 - enclosures 3-8, 3-14
 - groups 4-5, 4-6
 - messages in the Filing Cabinet 3-17
 - services for destinations 6-14

Send Mail Via 2-4

Sender, adding to the Address Book 4-3

Sending

- automatic replies 5-7
- compressed files 3-9
- enclosures 3-7—3-9
- messages 2-3, 3-2, 3-10, 3-11
- showing status 3-11

Service Default encoding 3-9

Services

- See also* Online services
- changing and adding 6-6—6-13
- described 1-3—1-5

Setting

- options for enclosures 3-9
- preferences A-1
- the source for the receiving date and time A-4

Setting up

- accounts 1-3—1-5, 6-6—6-13
- connections 3-1, 3-2

Showing

- addresses 2-1, 3-2
- alert messages A-3
- Browser 2-1
- dialog boxes A-3
- enclosures 3-7, 3-13
- error messages B-1
- filed messages 2-1, 3-16
- incoming messages 2-1, 3-12
- Internet header 3-13
- outgoing messages 2-1
- recipients 3-13
- sending status 3-11
- signatures in messages A-4
- when a message is received A-4

Signatures 3-2, A-4

Size, page 3-18

Skipping dialog boxes and alert messages A-3

Software requirements 1-1

Sorting columns 2-2

Sound, for incoming messages A-2

Spaces, in message body, using to line up columns A-3

Starting Claris EMailer 2-1, A-2

Status, of messages you send 3-11

Storing

- addresses 4-1
- groups 4-4—4-7
- messages, in folders 3-16, A-1

StuffIt 3-9

T

Test conditions, choosing 5-4

Testing messages 5-4, 5-5

Text

- address, typing in
 - a group 4-5
 - a message 3-3
 - the Address Book 4-2
- ASCII files (enclosures) 3-7
- color for priorities A-5
- color for quotes A-3
- comparing in mail actions 5-5
- font and size (message body) A-3
- reading, in a message 3-12
- signature A-5
- tab-delimited 4-8
- typing, in the message body 3-2

Text clippings 2-8, 3-5, 3-6, 4-3, 4-4, 4-6

Time received (incoming messages) A-4

Title, message 3-2

Tone, audible, for incoming messages A-2

Trash can 4-2, 4-6

Troubleshooting B-1

Type, recipient 3-6

Typing

- addresses in
 - a group 4-5
 - a message 3-3
 - the Address Book 4-2
- signatures A-5
- text in a message 3-2

U

Uniform Resource Locators (URLs) C-1

Users. *See* Addresses

Using text in a quote 3-15

V, W, X, Y, Z

Viewing

- error messages B-1
- filed messages 3-16
- messages 3-12
- recipients and enclosures 3-13