

Lotus cc:Mail

Release 6

MS-DOS User's Guide

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cc:Mail's Compatibility with Hardware and Software:

Lotus Development Corporation does not warrant that cc:Mail will function properly in every hardware/software environment.

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Preface

cc:Mail for MS-DOS is a powerful electronic mail program that allows you to send and receive messages and attachments on your PC. You can use cc:Mail for MS-DOS to communicate with other cc:Mail users regardless of their platform type. This release of cc:Mail for MS-DOS includes major new features that significantly enhance the product. These changes are summarized in the next section and detailed in the rest of this guide. This Preface contains notes on upgrading to Version 4.0 from earlier releases and instructions on using this guide. See also *Lotus cc:Mail for MS-DOS Administrator's Manual* for a detailed description of the installation procedures.

Getting Started Right Away

Your administrator should have already set up the cc:Mail post office and installed cc:Mail for MS-DOS on your local area network (LAN). If you wish, you can go immediately to Chapter 2 for instructions on how to start cc:Mail. You can then use this guide as a reference when you need it.

What's New in Version 4.0?

Version 4.0 of cc:Mail for MS-DOS has a whole series of new features designed to improve the product and make it easier to use. This section covers enhancements to the user programs. For a list of enhancements to the cc:Mail administrator programs, refer to the *Lotus cc:Mail for MS-DOS Administrator's Manual*.

Enhancements to the User Programs

Enhancements to the cc:Mail user programs are documented in this section.

MESSENGR Replaced by TSRMAIL

A new program called TSRMAIL (the “TSR” is for “Terminate and Stay Resident”) replaces the MESSENGR program of previous versions.

It requires less memory than MESSENGR while providing the full functionality of the MAIL program. It also includes a notification feature. NOTIFY itself is still available.

To use Version 4.0, users simply have to load TSRMAIL instead of MESSENGR.

Application Integration

With cc:Mail’s application-integration feature, you can now create or edit a message file attachment using an outside application without exiting cc:Mail. Conversely, when you receive a message with a file item attached, you can go directly to the application that created the file to view it.

For example, if you receive a message with a Lotus 1-2-3 file attached, you can select “display Item” on the Action Menu and press **SHIFT-ENTER**. cc:Mail will then start Lotus 1-2-3 and open the spreadsheet file. When you quit Lotus 1-2-3, you will return to cc:Mail.

Spelling Checker

cc:Mail’s word processor now has a built-in spelling checker. Pressing the hot key (**CTRL-F3**) starts the spelling checker whenever you are writing or editing a message. Dictionaries are provided on a separate diskette (dictionaries are available for languages other than English).

Word Processor Key Customizing

The text-editing keys used in cc:Mail can now be configured to match the key settings used by these word processors:

- cc:Mail for DOS
- cc:Mail for Windows
- Ami Pro, Version 2, for Windows

You will now be able to create cc:Mail messages using key settings you are most familiar with. For a list of the key settings for each of the word processors, see Appendix F, “Word Processor Key Mappings.”

Full Text Search

You can search for any keyword or phrase within messages and message subjects. For example, you can search the Inbox or any folder for all messages that mention a particular product or person.

Prior versions of cc:Mail only searched the message subject line or item titles.

Drafts Folder

This folder is where you can store messages in progress. If you are not finished writing or addressing your message, you can save your work in the Drafts folder. This folder is created automatically.

Trash Folder

In Version 4.0, when you delete a message, the message is not actually deleted but goes into the Trash folder (if you have created this folder). Messages remain in the folder until you “empty the trash.”

The Trash folder is intended to make it easy to recover messages that have been accidentally discarded. The administrator must enable the Trash folder before you can create it.

DOS Shell Swapping

A memory-saving feature introduced in this version is the ability of the MAIL program to swap most of itself out of memory, leaving more space available for you to run other applications without exiting cc:Mail. The swapping occurs when you press the **F9** key from within MAIL to exit to DOS.

New User Profile Window

The new user Profile window is now easier to use. The right side of the Profile window shows each of your post office defaults. The left side of the window reflects any changes you may have made to these defaults. The lower portion of the Profile window shows the following defaults that have been set by the administrator using a configuration file:

- Configuration file
- Resource file
- Color palette
- Key mapping

Configuration File

The use of the *configuration file* to set program defaults is new to this version of cc:Mail for MS-DOS. The configuration file can be used to keep track of the following:

- Application integration
- Word processor key mapping
- Default command-line parameters
- International resource file to be used by program
- Defaults for TSR utility programs

Administrators can set system defaults for all cc:Mail users, and advanced users can set their own local defaults.

Directory Full View

A new cc:Mail feature called “directory full view” allows you to view the full length of extended fields for mail-directory entries by pressing the **ALT-F1** keys. A dialog box of complete information about a selected directory entry appears when you press **ALT-F1**. The directory-full-view feature is useful for displaying information in fields that may appear cut off in the directory.

Fax Rotation

Sometimes, when you receive a fax page, it appears upside down on the screen. This happens because the person sending the fax inserted the page into the machine upside down.

Version 4.0 supports a fax-rotation key, the asterisk (*). When you press the asterisk key, the fax page now rotates 180 degrees.

Upgrading to Version 4.0

If you are upgrading from any version of cc:Mail for MS-DOS prior to 3.2, you need to upgrade your database. During installation the version of cc:Mail software you are currently running is detected. The complete installation process is described in Chapter 2 of the *Lotus cc:Mail for MS-DOS Administrator's Manual*.

Conventions in This Guide



This section tells you about the style conventions employed in this guide and gives you some advice on how to use this guide.



Text Type

In this guide, **boldface** type is used for the names of keys you are to press and for commands you are to type, and to emphasize words to make it harder for you to miss them.



Italic type is used for terms being introduced and defined, and for the titles of publications.

In command syntax, *italic* lowercase type stands for variables that you must replace with other information. Optional variables are shown enclosed within square brackets—[].

Lists

Numbered lists are used for the steps in a procedure that you are to follow in sequence. Where order is not important, bulleted lists are used.

Notes, Cautions, and Tips

The following icons are used to indicate different types of important information:

Note Indicates information relevant only to some users or in some situations.

Caution Indicates an area where you need to be careful to avoid a possible error or loss of data.



Tip Indicates a shortcut or a suggestion about how to optimize performance.

New Command-Line Delimiters and Parameters

In this version of cc:Mail for MS-DOS, parameter syntax has been updated. You can now enter hyphens (-) or forward slashes (/) as part of the command-line syntax. The hyphen or forward-slash delimiter helps the program distinguish between, for example, a user name and a password. This syntax is optional. The three most frequently used parameters have a one-character identifier in front of them:

/Nusername

/Ppassword

/Dlocation of database files

or



- Nusername
- Ppassword
- Dlocation of database files

Note There is no space between the identifier and the parameter.

This version of cc:Mail for MS-DOS also supports the old command-line-option syntax (namely, without delimiters and the three new parameters described above).

However, if you use a local configuration file to set defaults, you cannot use the old syntax. Only the new syntax is supported in the configuration file.

Entering Command-Line Parameters

When using the “old” (prior to version 4.0) command-line syntax, you must enter the three required parameters (user name, password, and post office path) in the correct order. For example, your user name must be followed by your password, and then by the post office path. If you don’t enter the required parameters at the command line, you are prompted by the mail program to enter them. Optional command-line parameters can be entered in any order after you enter the post office path using the new syntax format.

Caution Some examples are too long to fit on one line in this manual and wrap to a second line. You should still treat them as a single line. For example, this is one long command line (**not** two separate lines):

```
TSRMAIL /N“CARMEN RAMIREZ” /PMYPASSWORD  
/DM:\CCDATA
```

Figure P-1 shows how to type a command line using the new syntax and parameters. See Appendix A for a complete list of command-line parameters for each of the cc:Mail for MS-DOS programs.

Current-directory DOS prompt

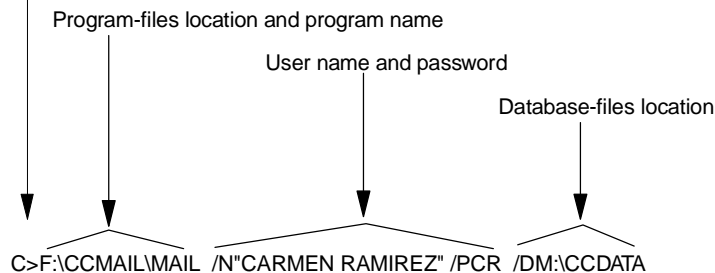


Figure P-1: @Body Text@Typing the Command Line

How to Use This Guide

The way you use this guide depends somewhat on whether you are a new user, an experienced user, or an administrator of cc:Mail for MS-DOS.

New Users

If you are a new user, you should:

Read Chapter 1.

Load either the MAIL or TSRMAIL program as described in Chapter 2. The differences between the two mail programs are described in Chapter 2.

Start using cc:Mail for MS-DOS, following the instructions in Chapters 3 through 12.

Explore the remaining chapters and appendices as needed.

Experienced Users

If you are an experienced user of cc:Mail for MS-DOS, you should:

1. Read the list of new features and the upgrading information in this Preface.
2. Learn about the differences between the MAIL and TSRMAIL programs in Chapter 2.
3. Turn to Chapter 11, “Customizing Your cc:Mail Setup,” to learn how to change your configuration file so you can set local configuration settings for your PC.

Administrators

If you are a cc:Mail administrator, see *Lotus cc:Mail for MS-DOS Administrator's Manual* for a detailed description of administrative programs and utilities. Refer to the instructions in Chapter 2 in this guide to learn about the differences between the MAIL and TSRMAIL programs and about the new command-line parameters and syntax. This guide will also provide a resource for you in answering users' questions about cc:Mail for MS-DOS.

Where to Go From Here

No matter whether you are a new user or an experienced user, you can go immediately to Chapter 2 for instructions on loading either the MAIL or TSRMAIL program. Then you can use this guide as a reference when you need it.

Chapter 1

Introduction to cc:Mail

Introduction to cc:Mail

cc:Mail for MS-DOS is the DOS platform version of cc:Mail's multiplatform family of LAN-based products. A unique electronic mail program, cc:Mail for MS-DOS allows you to send and receive as mail messages virtually anything that can be created on a PC. You can send and receive mail with cc:Mail users on your local LAN, cc:Mail users on another LAN, cc:Mail Remote users, and Microsoft Windows, OS/2, Macintosh, and UNIX users who are running cc:Mail. Mail is routed through a central post office for distribution. A post office can reside on a local area network or on a dedicated central PC.

cc:Mail for MS-DOS is flexible. You can do just about anything you would like to do at any point in the program without backtracking through several layers of menus. This means that you can do things such as create a new file folder while you are working with messages. In addition, you can always modify text and graphics message items without exiting cc:Mail and starting up an outside application. You can edit items you received as well as those you created yourself.

Whether you are an experienced user of electronic mail or a newcomer, you will find that cc:Mail for MS-DOS opens a new world of communications and increases your effectiveness on the job.

Product Overview

This section lists an overview of product features.

Message Actions

cc:Mail for MS-DOS allows you to address, send, receive, edit, forward, delete, reply to, and file a variety of message types. You can communicate with cc:Mail users on the following operating systems or environments: Windows, OS/2, Macintosh, and UNIX. If your post office is running cc:Mail Gateway, you can also connect to other foreign mail systems.

Message Attachments

With cc:Mail for MS-DOS, you can also attach multiple message items such as text, graphics, facsimiles, and other DOS files in the same message.

Application Integration

The cc:Mail application-integration feature allows you to create, edit, or view a message attachment using an outside application without exiting cc:Mail.

Message Organization and Storage

cc:Mail for MS-DOS allows you to store messages in a Drafts folder, private folders, and archive files, and to send them to public bulletin boards. Messages accidentally discarded may be retrieved from the Trash folder. You can also organize who receives messages by creating private mailing lists or by using public lists created by your network administrator.

Message Notification

Whenever you have new mail, the program can notify you by pop-up message windows or by an audible tone. Using command-line parameters when you load TSRMAIL or NOTIFY allows you to further customize message-notification options.

Screen Capture

While working within cc:Mail or using an outside application, you can also use cc:Mail for MS-DOS's Snapshot feature to capture a screen of information and include it as part of a message.

Word Processor

cc:Mail has its own built-in word processor for creating and editing text. By defining configuration-file statements, you can customize the text-editing keys to match one of the three available word processors. You can change margins and text highlight color by setting options in the Profile window.

Graphics Editor

The graphics editor lets you create original drawings and annotate graphics from other programs. You can then include these graphics in mail messages.

TSRMAIL

With TSRMAIL you are only a keystroke away from the complete cc:Mail program whenever you are using any outside application.

Administrative Programs

The cc:Mail for MS-DOS administrative programs include utilities for monitoring and reorganizing the cc:Mail database file, as well as the ADMIN program for maintaining the directory.

Configuration Files

The configuration file contains settings for application integration, text editor key mapping, locations of resource and help files, screen color palette, as well as other product settings. To see your current configuration file and other default settings, check the Profile window, which is described in Chapter 11.

Advanced users or administrators can specify a local configuration file for individuals who want to change some of their system settings. For more information about setting and changing configuration files, see Chapter 11 of this manual, “Customizing Your cc:Mail Setup.”

Other Products

You can add any of the cc:Mail companion products listed later in this chapter to increase the power and connectivity of the cc:Mail for MS-DOS platform product.

About cc:Mail

Before using cc:Mail for MS-DOS, you may want to become familiar with the basic ideas of cc:Mail, which are introduced in this section.

The structure, concepts, and terms of cc:Mail are founded on a very simple and intuitive metaphor—paper mail. To use cc:Mail for MS-DOS, all you have to do is apply your understanding of the letters and packages you receive and send daily to the electronic mail messages delivered through cc:Mail for MS-DOS.

cc:Mail Messages

The basic unit of exchange in the cc:Mail system is the *message*. A cc:Mail message is like a mail envelope that can contain a number of different forms of paper communication—a cover letter, a document, a picture, and so on. In cc:Mail, the contents of a message are called *message items*, and they can include up to 20 elements such as text, graphics, DOS files, and fax pages.

The Mailbox

Just as with paper mail, your messages are contained in a *mailbox*. Each local user of a post office has an individual mailbox. Your mailbox, as with paper, has an *Inbox* for incoming messages. Different types of message items, such as text, graphics, files, facsimiles, and DOS files can be part of one message. cc:Mail also has *return receipts*, like certified mail, to tell you if your messages have been read.

The Post Office and Administrator

Your paper mail goes into and out of post offices. Similarly, you connect with cc:Mail users on a LAN or dedicated PC through a cc:Mail *post office*.

The postmaster functions of paper mail are performed in cc:Mail by the *administrator*, who manages the use of the cc:Mail post office. The cc:Mail ADMIN program lets the cc:Mail administrator create and manage a cc:Mail post office.

The Mail Directory and Mailing Lists

With paper mail, you can have a master list of names and addresses. In cc:Mail, this concept is embodied in the *mail directory*, which lists all the people and post offices you exchange mail with. Just as you can have special lists for particular mailings, cc:Mail has *mailing lists*, both public and private, that you can use to send messages to groups of people, such as “Sales Managers.”

Bulletin Boards, Folders, and Archives

You might post notices you receive in the mail in a public place for all to see. Similarly, cc:Mail post offices have *bulletin boards*, where you can place and read messages for everyone.

You probably file away much of the paper mail you receive and copies of the mail you send. cc:Mail too has *archive files* and several types of *folders* for storing electronic messages.

Companion Programs and Products

The software and documents included with the cc:Mail for MS-DOS Platform Pack are listed and described in Chapter 2. In addition to these materials, you can use a number of other cc:Mail products with cc:Mail for MS-DOS. The cc:Mail for MS-DOS Platform Pack allows you to run cc:Mail on the DOS platform only. To run cc:Mail on other platforms, you can use any of the following cc:Mail Platform Packs: Macintosh Platform Pack, Windows Platform Pack, OS/2 Platform Pack, and UNIX Platform Pack.

cc:Mail ADMIN

The cc:Mail ADMIN program, which is included with the cc:Mail for MS-DOS Platform Pack, lets the cc:Mail administrator create and manage a cc:Mail post office. The DOS version of ADMIN is included in the cc:Mail Platform Packs available for MS-DOS, Windows, and OS/2. In addition, cc:Mail can be administered through the Macintosh version of ADMIN, which comes with the cc:Mail for Macintosh Platform Pack. See *Lotus cc:Mail for MS-DOS Administrator's Guide* for more information about the ADMIN program.

cc:Mail User Packs

The cc:Mail User Packs allow you to add groups of users to your cc:Mail post office. See the document on adding cc:Mail users to your post office that comes with your cc:Mail for MS-DOS User Pack for more information.

cc:Mail Gateway

cc:Mail Gateway is a separately purchased product that allows a cc:Mail post office to connect with post offices on other LANs and with stand-alone PCs. Gateway also lets you exchange mail with other types of electronic mail systems, such as MCI Mail or UNIX mail, through optional cc:Mail Link software products. In addition, Gateway can be used to automate administrative procedures such as backing up a cc:Mail post office.

cc:Mail Dialin

cc:Mail Dialin is part of the cc:Mail for MS-DOS Platform Pack product. Dialin permits users of cc:Mail Remote and other cc:Mail post offices to call a LAN-based cc:Mail post office. Dialin can also be used to provide access to a stand-alone post office. See *Lotus cc:Mail for MS-DOS Administrator's Guide* for more information about Dialin.



cc:Mail Remote

cc:Mail Remote, available separately, enables users with stand-alone PCs running DOS to communicate with users at a cc:Mail post office.

cc:Fax and FaxView

cc:Mail FaxView is now included in the DOS Platform Pack. If your cc:Mail post office is running cc:Fax, the cc:Mail fax gateway program, you can send facsimile (fax) messages to, and receive them from, any Group 3 fax machine anywhere in the world.

Note cc:Mail Gateway, cc:Mail Remote, and associated products require a dedicated PC attached to the LAN.

cc:Mail Import/Export

cc:Mail Import/Export is a software product that provides a simple and efficient way of importing messages and directory entries into, and exporting them out of, a cc:Mail post office. In cc:Mail Import/Export, to *import* information means to read it from a file into the format used by the post office database. To *export* means to take information from the post office database and write it to a file.

cc:Mail Automatic Directory Exchange

cc:Mail Automatic Directory Exchange allows directory entries created on one post office to be automatically propagated to other post offices or to cc:Mail Remote users.

Where to Go From Here

The next chapter defines the product requirements and tells you how to load and use the cc:Mail programs.

Chapter 2

Getting Started with cc:Mail for MS-DOS

This chapter lists product requirements and explains how to start cc:Mail. This chapter assumes that your administrator has already installed cc:Mail for MS-DOS on the network and set up the path to access the post office database and all program files.

Requirements

cc:Mail for MS-DOS is designed to operate on IBM personal computers (and on other machines that are completely compatible with IBM products) that are connected with a local area network. Specifically, you need the following equipment to run cc:Mail:

- An IBM PC/XT/AT, an IBM PS/2, or a 100-percent IBM-compatible computer
- 400 Kbytes free random-access memory (RAM)
- MS/PC-DOS Version 3.1 or higher
- Optional: IBM- or Epson-compatible printer, IBM- or Epson-compatible graphics printer, HP LaserJet printer, or PostScript printer

Microsoft Windows, OS/2, Macintosh, and UNIX users may also exchange mail with DOS users on the same LAN if they have cc:Mail for Macintosh, cc:Mail for OS/2, or cc:Mail for Windows running on their workstations.

MAIL or TSRMAIL?

There are two main cc:Mail programs: MAIL.EXE and TSRMAIL.EXE. The two programs are virtually identical once you are running either one. Both are full-featured mail programs.

The one major difference between the two programs is that when you run TSRMAIL you can easily (by pressing a hot key) get in and out of the mail program at any time, whether you are at the DOS prompt or inside another application. MAIL, on the other hand, is a stand-alone application.

Which program you pick depends on how you do your work. If you use one or more DOS applications but want quick access to the mail program, choose TSRMAIL. If you run a variety of Windows and DOS applications, you should run MAIL instead of TSRMAIL, since TSR programs do not run dependably in the Windows environment.

There are a wide variety of command-line parameters you can enter at the DOS prompt to customize how MAIL and TSRMAIL operate. See Appendix A, “Command-Line Parameters,” for more information.

The next sections describe how to use and load the TSRMAIL program. See “Starting MAIL” later in this chapter for information about running the MAIL program.

Using TSRMAIL

TSRMAIL replaces the MESSENGR program of previous versions of cc:Mail for MS-DOS. Once loaded, TSRMAIL allows you to start up the complete mail program simply by pressing a configurable hot-key combination (the default is **Alt-2**). Once you have read, answered, or in any way processed your mail, simply exit mail by selecting the “eXit” option from the cc:Mail Main Menu to return to the application you were originally running. TSRMAIL also notifies you when you have new mail, regardless of what application you are currently running.

You can also set TSRMAIL to remind you when you have unread messages. You can specify default settings (such as hot-key preference) either by entering the command-line parameters at the DOS prompt when you load the program or by using a local configuration file. As a security precaution, you can set the program to prompt you for your password every time you press the hot key to start TSRMAIL.

If you want to add or change parameters for TSRMAIL after it's loaded, you can go to the DOS prompt and enter the command-line parameter for the desired option. The program will set the new parameters without having to be reloaded. For further information, see Appendix A, “Command-Line Parameters.”

Loading TSRMAIL

When you load TSRMAIL, you can enter any of the optional parameters listed in Appendix A to determine other settings for the TSRMAIL program. For example, you can choose whether to be notified of new messages either by tone or pop-up window.

To load TSRMAIL:

1. At the DOS prompt type:

TSRMAIL

cc:Mail checks to see if your post office database resides in the default directory M:\CCDATA or on drive M:. If it does not find it there, you are prompted to enter the post office directory.

2. Enter the post office database directory if you are prompted for it, and then press **ENTER**.

For example, if your post office were located on drive N: in the SILVER directory you would type the following:

N:\SILVER

Consult your cc:Mail administrator if you are unsure about the location of the cc:Mail post office.



3. Enter your name in the dialog box when prompted, and then press **ENTER**.
4. Enter your password in the dialog box when prompted, and then press **ENTER**.

The use of passwords is an option determined by your administrator. If your administrator has set up cc:Mail so that it does not require a password, you do not need to enter one as described in this step.

Note The first time you use cc:Mail, the program creates a user account for you. If your administrator has set up cc:Mail to require passwords, you will be prompted to enter your password twice to validate that you typed it correctly.

After you enter your password the cc:Mail Main Menu appears, as shown in Figure 2-1 later.

Starting MAIL

When you start MAIL, you can enter any of the optional parameters listed in Appendix A to determine other settings for the MAIL program.

To start MAIL:

1. At the DOS prompt type:

MAIL

cc:Mail checks to see if your post office database resides in the default directory M:\CCDATA or on drive M:. If it does not find it there, you are prompted to enter the post office directory.

2. Enter the post office database directory if you are prompted for it, and then press **ENTER**.

For example, if your post office were located on drive N: in the SILVER directory you would type the following:



N:\SILVER

Consult your cc:Mail administrator if you are unsure about the location of the cc:Mail post office.

3. Enter your name in the dialog box when prompted, and then press **ENTER**.
4. Enter your password in the dialog box when prompted, and then press **ENTER**.

The use of passwords is an option determined by your administrator. If your administrator has set up cc:Mail so that it does not require a password, you do not need to enter one as described in this step.

Note The first time you use cc:Mail, the program creates a user account for you. If your administrator has set up cc:Mail to require passwords, you will be prompted to enter your password twice to validate that you typed it correctly.



After you enter your password the cc:Mail Main Menu appears, as shown in Figure 2-1.

The cc:Mail Main Menu

From the Main Menu you can read, prepare, and retrieve messages, as well as manage your mailbox and exit cc:Mail. Before exiting, try your hand at preparing and sending a message, and use this guide for reference about specific tasks. If you have messages in your Inbox try to read them.

Tip Pressing **F1** will provide extended help on anything you are doing.

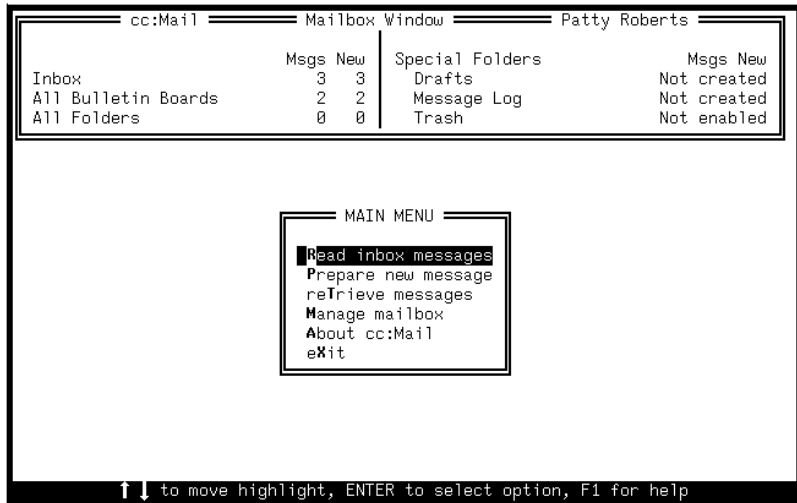


Figure 2-1: Main Menu

Where to Go From Here

To learn further details about using the cc:Mail menus, power user keys, and on-line help, refer to Chapter 3, “Using the cc:Mail for MS-DOS Menus.” See also Chapter 4, “Preparing, Sending, and Saving Messages.”

Chapter 3

Using the cc:Mail for MS-DOS Menus

This chapter tells you how to use the menus in cc:Mail for MS-DOS. It discusses the main screen and describes list windows.

About cc:Mail for MS-DOS Menus

The commands in cc:Mail for MS-DOS are organized into lists called *menus*. The commands on each menu are grouped into logical units—one menu handles addressing messages, another deals with mailing lists, and so on.

The menus in cc:Mail for MS-DOS are layered. When you select a command on a cc:Mail for MS-DOS menu, it will often lead to a subsidiary menu that presents you with more options concerning your selection. You can at any time press **Esc** to return to the previous menu. In addition, cc:Mail for MS-DOS menus are “smart.” The selections on a menu change to reflect the current context. Thus, a particular option will appear only if it is relevant.

A typical cc:Mail for MS-DOS menu appears in the middle of your screen and has either one or two sections. For example, the Main Menu, which is shown in Figure 3-1 on the next page, has one section.

Highlighting and Selecting

cc:Mail for MS-DOS menus are organized so that the most commonly used option normally appears at the top or, on a two-section menu, in the upper left-hand corner. For example, when you have messages in your Inbox, the first menu choice on the Main Menu, “Read inbox messages,” is emphasized by a bar (the “highlight”) that makes it stand out from the other menu choices. In many cases, you can simply press **ENTER** to select the option without having to move the highlight. You may choose another selection on the menu by moving the highlight to it and then pressing **ENTER**.

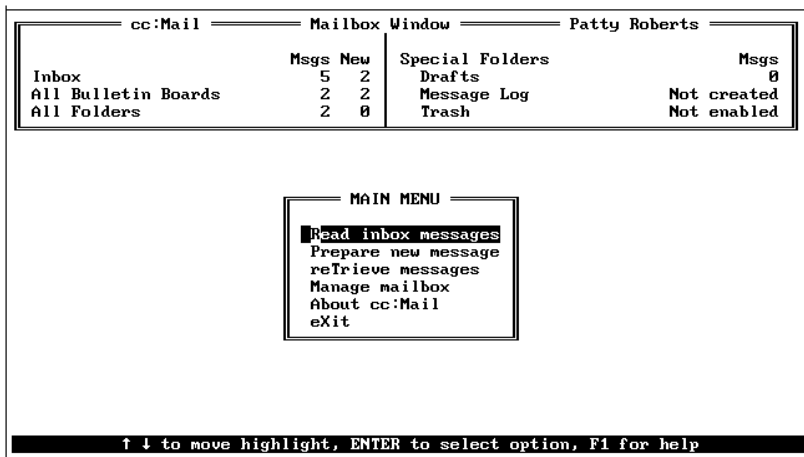


Figure 3-1: cc:Mail Main Screen

You may move the highlight around within a menu in several ways. Most often, you will probably use the cursor, or arrow, keys on the right side of the keyboard. (Many keyboards have two sets—one separate and the other on the numeric keypad.) The **Up** and **Down** cursor keys move the highlight up and down, and the **Right** and **Left** cursor keys move it from side to side.



Note To use cursor keys on the numeric keypad, make sure **NumLock** is off.

The most commonly used menu options are placed in the four corners of double-sided menus. You may select these by using the keys in the corresponding corner of the numeric keypad **Home** moves the highlight to the upper left corner of the menu, **PgUp** to the upper right corner, **End** to the lower left corner, and **PgDn** to the lower right corner.

An alternative to the cursor and corner keys is the space bar. Each time you press the space bar, the highlight will move down one option on the menu. If you hold down the space bar, the highlight will scroll through the menu. The use of keys in cc:Mail for MS-DOS is summarized in Table 3-1.

Power User Keys

For experienced users, cc:Mail for MS-DOS provides *power user keys*. These allow you to select a menu option by pressing a single letter key. To help you spot these keys, they are both capitalized and intensified in the menu option.

As you can see in Figure 3-1 on the previous page, the **R** key is set off in this way in the menu option “**Read** inbox messages.”



Note If you have trouble seeing the power user keys on your screen, adjust the contrast on your monitor.

Power user keys give you two advantages:

- You can select a menu option by pressing one key instead of by moving the highlight and then pressing **ENTER**.
- You can enter a series of keystrokes that will advance you through the menus even before they are displayed.

Table 3–1: Important Keys in cc:Mail for MS-DOS

Key(s)	Use
Cursor keys	Move the highlight up, down, left, and right
H OME, PgUP ,	Move the highlight to the four corners of the menu
ENTER	Selects the option or ends a line of input; also called “Return”
ESC	Returns to the previous menu or screen
F1	Displays a detailed Help screen
F10	Alternative to the Enter key; see above
Power user keys	Single letters that select menu options; alternatives to highlighting and pressing ENTER

The Help Bar and On-Screen Help

Whenever you are offered menu selections or asked to enter information in cc:Mail for MS-DOS, a Help bar appears at the bottom of the screen. This bar summarizes what you can do at this point. The Main Menu Help bar is shown in Figure 3-2.



Figure 3-2: Main Menu Help Bar *Main Menu Help Bar*

This bar tells you that you can:

- Use the cursor keys to move the highlight to the option you want
- Press **ENTER** to select an option
- Press **F1** to call up a Help message about the option

When you press **F1** for Help, the message appears at the top of the screen. It remains displayed while you go on to make your selection or enter information. If you press **F1** when the “Prepare new message” option is highlighted on the Main Menu, the Help message shown in Figure 3-3 will appear.

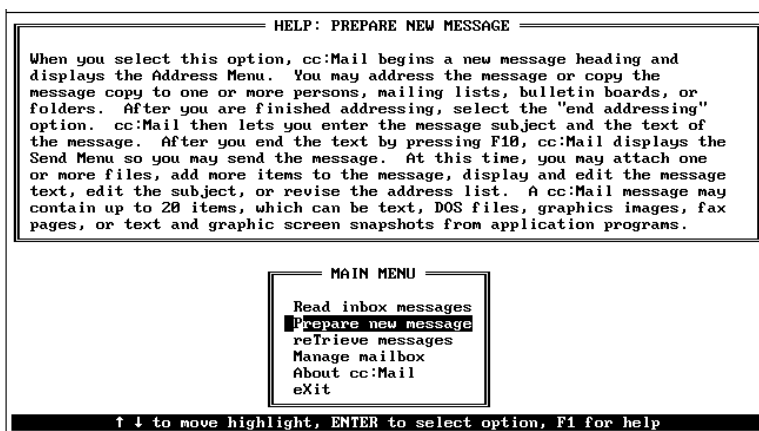


Figure 3-3: cc:Mail Main Screen

Press **Esc** if you wish to clear the Help message from the screen.

Help is available at all points within cc:Mail for MS-DOS. If you are ever unsure about what to do, just press **F1** to get information about the options available to you.

Going to DOS

From any cc:Mail for MS-DOS menu, you can return immediately to DOS by pressing **F9**. From the DOS prompt, you can run other applications. To get back to cc:Mail, type **EXIT** and then press **ENTER**.

About the Main Screen

Once you begin running cc:Mail for MS-DOS, a main screen appears first, as shown in Figure 3-4.

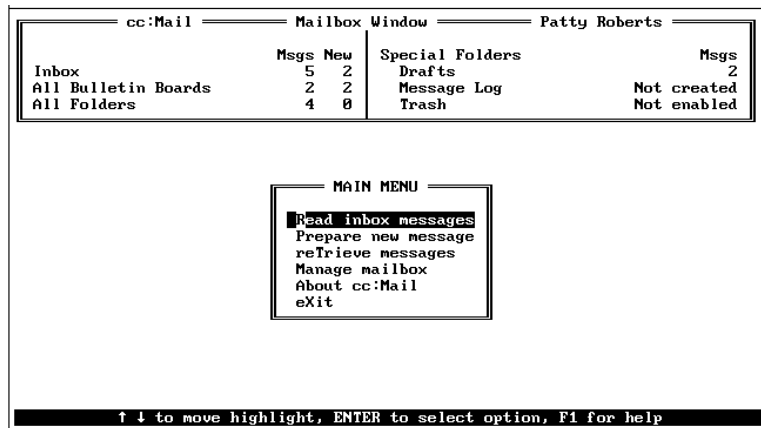


Figure 3-4:Main Menu

This main menu screen has three parts:

- The upper portion of the screen, the Mailbox Window, contains two status windows that give message summaries for your inbox, bulletin boards, and folders.
- The middle area of the screen contains the Main Menu proper, which lists the available commands.
- The bottom line of the screen is the Help bar, which displays brief help prompts. Press the **F1** key for more detailed help.

The Status Windows

The rectangular area at the top of the main screen, the Mailbox Window, consists of two smaller status windows. Each of these windows gives you information concerning the current status of your mailbox. The status window on the left displays the total number of messages and new messages currently in your Inbox, bulletin boards, and private folders. The Inbox contains your private messages. Bulletin boards contain public messages that can be retrieved according to their headings. Private folders contain your stored messages.

The status window on the right side of the screen displays the number of messages in the three special folders: Drafts, Message Log, and Trash folders.

When you move, copy, read, or delete messages in the Inbox or any of the folders, the status of these messages is reflected in the Mailbox Window. The status of new and unread messages contained in bulletin boards is also reflected in the Mailbox Window.

The Inbox

The *Inbox* is like an inbox for paper mail that you might have on your desk. This is where you receive mail from other cc:Mail users. By glancing at the Inbox, you can tell how many messages you have received. You can handle these messages much as you deal with paper mail on your desk:

- You may read the messages and leave them in your Inbox for future action. As each new message is read, the number of Inbox messages listed as “New” in the Mailbox Window decreases by one. A “New” message is one you have not yet read. If the message is discarded, the number of messages listed in the Inbox window decreases by one. If you move or copy a message to a folder after reading it, the number of messages in folders increases by one in the status window.
- You may delete the messages or file them away in electronic “folders.” When you delete or file a message, the Inbox message total in the status window decreases by one. If you move or copy a message from the Inbox to a folder without first reading it, the number of messages listed as “New” for All Folders increases by one in the Mailbox Window.

Bulletin Boards

Bulletin boards are like public folders. They are created and maintained by the network administrator. There can be up to 200 bulletin boards, each of which can store up to 32,000 messages (although only 1,600 messages are visible at one time). If you have more than 1,600 messages you must delete some of these messages before you can see the others. Use the Address Menu to send messages to specific bulletin boards. See “Addressing to Bulletin Boards” in Chapter 4 for more information about bulletin boards.

Folders

In cc:Mail for MS-DOS, *folders* are an electronic equivalent of manila file folders. Electronic mail, like regular mail, can pile up. There may be many messages you will want to keep for future reference. If you left all these messages in the Inbox, you would soon find it very difficult to locate any one particular message.

By placing messages in an appropriate folder, you will keep your Inbox clear for new messages and simplify the task of finding old ones. You can also create private folders for messages such as form letters that you use frequently. You should give each folder you make a title that describes its contents. You can have up to 200 folders, each of which can contain up to 1,600 messages.

The *Drafts folder* is for messages you are not finished writing or addressing. The Drafts folder is automatically created when you save a message to be stored there.

You can also create and use the Message Log and Trash folders if they were enabled by your administrator. A *Message Log* automatically stores all messages you send. A Message Log is handy because it allows you to keep a copy of all messages you send without sending a copy to yourself.

A *Trash folder* stores messages that you mark for deletion. This feature is useful for recovering messages that you accidentally delete.

See Chapter 10, “Managing Your Folders,” for more information about folders.

The Main Menu

The Main Menu that appears in the middle of the main screen in cc:Mail for MS-DOS is the starting point from which you get to other menus. You can quit cc:Mail for MS-DOS by choosing the “eXit” option and find out the version number by choosing the “About cc:Mail” option. The other options on the Main Menu are discussed in detail in the chapters that follow:

- Chapter 6 covers reading Inbox messages.
- Chapter 4 describes preparing new messages.
- Chapter 7 has instructions on retrieving messages.
- Chapter 8 tells you how to manage your cc:Mail for MS-DOS mailbox.

List Windows in cc:Mail for MS-DOS

Four types of windows in cc:Mail for MS-DOS allow you to access and manage a list of information, only part of which may be displayed on your screen at one time. These windows list the mail directory, mailing lists, bulletin boards/folders, and message headings. The first three are similar and are discussed below; the message-headings window is covered in the next section.

The information for the mail-directory, Mailing Lists, and Bulletin Boards/Folders windows is displayed alphabetically. The way you access information in any of these three windows is described below.

You can call up cc:Mail list windows by selecting the “manage Mailbox” option on the Main Menu and then choosing “manage Mail directory,” “manage mailing Lists,” or “manage Folders” on the Manage Menu, as shown in Figure 3-5. You can also call up these same windows while performing other specific mail functions. For example, you use the mail

directory and mailing lists when you address a message. You use the Bulletin Boards/Folders window when you retrieve messages from, or address them to, bulletin boards or folders. (The mail directory is covered in Chapter 8, mailing lists in Chapter 9, bulletin boards in Chapters 4 and 8, and folders in Chapter 10.)

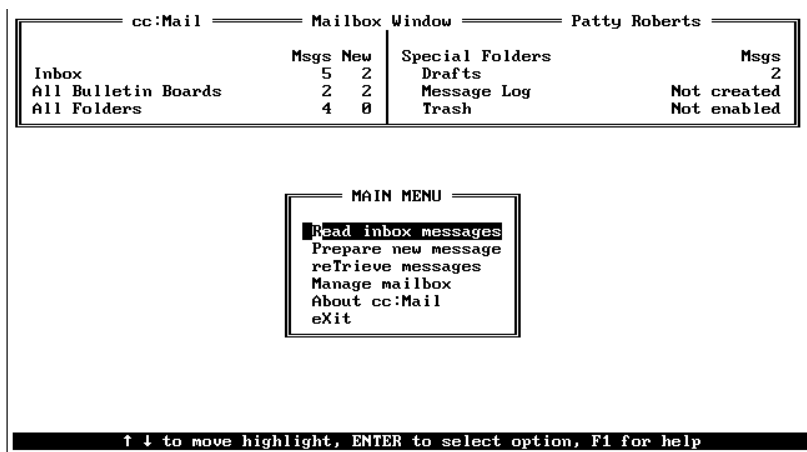


Figure 3-5: Manage Menu

If you select “manage Mailing lists,” for example, a screen similar to the one in Figure 3-6 appears.

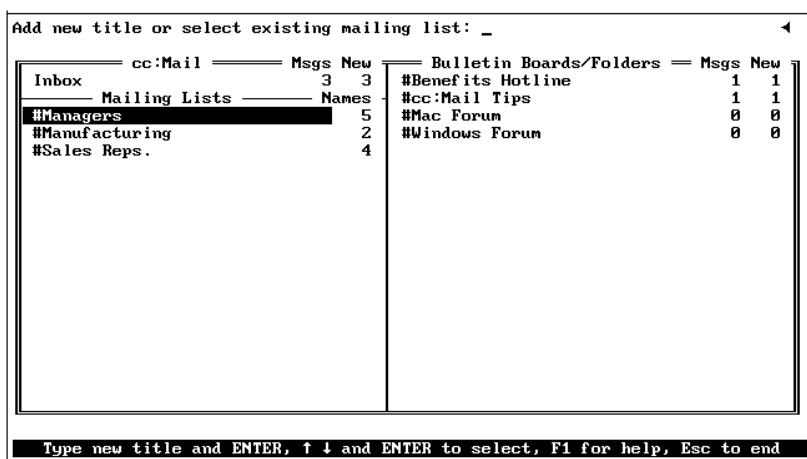


Figure 3-6: Mailing Lists Window

The window will be as large as it can be and still allow you to perform the function you chose. Anywhere between 1 and 20 lines of information will be displayed.

When the window appears, the first item on the list is highlighted. As on the cc:Mail for MS-DOS menus, you can make selections in the window by using the **UP** and **DOWN** cursor keys to move the highlight to the item you want and then pressing **ENTER**.

When the highlight is at the top or bottom of the window, you can keep pressing the cursor key to scroll the screen. **PGUP** and **PGDN** will scroll half or more of the screen. **CTRL-PGUP** and **CTRL-PGDN** will always move the highlight a full window at a time. **HOME** will take you to the first line on the screen, and **END** will take you to the last line on screen. To get to the first or last line in the window, press **CTRL-HOME** or **CTRL-END** respectively.

You can also move the highlight by beginning to type the first letters of the selection you want. This allows you to move quickly through long lists.

Message-Headings Window

The message-headings window, which displays the headings of all messages currently in your Inbox, bulletin boards, and folders (see Figure 3-7) differs somewhat from those described in the previous section. The information is organized by message number rather than alphabetically. In addition, a maximum of 20 lines of information can be displayed.

When a message-headings window appears, the highlight is on the first message in the list. New, unread messages are intensified. You can use the same keys to scroll the list as on the other windows, except that you cannot type the first letters of the entries, as they are not arranged alphabetically.

Inbox			
9	Denise Allison	4/24/92	151t New hire
8	Lee Wong	4/24/92	157t Congratulations
7	John Valentine	4/24/92	152t Vacation
6	Denise Allison	4/23/92	191t Tomorrow's meeting
5	Denise Allison	4/20/92	177t Receipt of 4/10/92 5:56PM messa
4	Denise Allison	4/10/92	380t New product training
3	Lee Wong	1/21/92	437tf Quality Plan
U 2	John Valentine	1/20/92	12790tf Staff Meeting
1	Carmen Ramirez	1/20/92	251t New Year Staffing Budget
Bulletin Board: #Benefits Hotline			
1	Carmen Ramirez	1/20/92	186t 1992 Benefits Info.
Bulletin Board: #cc:Mail Tips			
1	Franco Panacci	1/20/92	179t Power key summary
Folder: Drafts			
1	To: Tom Fernandez	4/20/92	149t Travel Plan
2	To: Denise Allison	4/22/92	149t Sales Updates
3	To: John Alexopoulos	4/22/92	174t News Flash
Folder: Message Log			
1	Patty Roberts	4/23/92	158t New Customers
2	Patty Roberts	4/23/92	146t Report
3	To: John Valentine	4/24/92	241t Vacation

↑ ↓ and ENTER to display message, F5 and F6 to select, Esc to end

Figure 3-7: Message-Headings Window

Selecting Multiple Messages

You can select single or multiple messages to act on. For example, you may want to delete a group of messages or move them to a folder. You can select a range of contiguous messages, or pick and choose individual messages that are not next to each other in the window.

On a message-headings window, you press **ENTER** to select a single message for further action. To select a contiguous range of messages, highlight the first message and mark it by pressing **F5**, and then move to the last message in the range and mark it by pressing **F6**. To deselect a message you already marked, move to that message and press **F5**. To select individual messages that are not next to each other, move to each message you want to select and press **F5**. Press **Esc** to deselect all selected messages. When all the messages you want to act on are selected, press **ENTER** to continue.

You can also scan message headings when searching for messages. Scanning message headings is discussed in Chapter 7, "Managing Stored Messages," and Chapter 10, "Managing Your Folders."

Where to Go From Here

Now that you know how to use cc:Mail menus, windows, and power keys, you're ready to start creating and addressing messages. Refer to Chapter 4, "Preparing, Sending, and Saving Messages," for more information.

Chapter 4

Preparing, Sending, and Saving Messages

In this chapter, you will see how cc:Mail for MS-DOS makes it easy for you to quickly prepare, send, and save electronic mail messages.

Running cc:Mail for MS-DOS

Before you can prepare messages, you have to follow the correct procedure for running cc:Mail for MS-DOS. As explained in Chapter 2, you start the MAIL and TSRMAIL programs by typing commands at the DOS prompt. Refer to Chapter 2 for information about the differences between the MAIL and TSRMAIL programs. Refer to Appendix A for information about command-line parameters and syntax for both of the mail programs.

To run cc:Mail:

1. Type **MAIL** at the DOS prompt.
Replace the word “MAIL” with “TSRMAIL” if you want to start the TSRMAIL program instead.
2. cc:Mail checks to see if your post office database resides in the default directory M:\CCDATA or on drive M:. If it does not find it there, you are prompted to enter the post office directory.
3. Enter your name in the dialog box when prompted, and then press **ENTER**.
4. Enter your password in the dialog box when prompted, and then press **ENTER**.

You can enter your user name (in quotation marks) and your password after the MAIL or TSRMAIL command if you do not wish cc:Mail for MS-DOS to prompt you for them on startup. Otherwise, you will be prompted for your name and password. If your administrator did not use the default post office path, you will also have to enter it at the command line or when prompted by the program.

Using Command-Line Options

In addition to your name and password, there are a number of optional parameters you can include on the line with the MAIL or TSRMAIL command when you run cc:Mail for MS-DOS. These allow you to tailor cc:Mail to fit your specific environment or a particular situation. Command-line parameters are discussed in Appendix A in this guide.

Creating a Text Message

Most of the e-mail messages you prepare will probably just contain one item consisting only of text.

To prepare a simple text message:

1. Select the “Prepare new message” option on the Main Menu. The Address Menu appears.

```
From: Patty Roberts 4/10/92 2:12PM
To:
Subject:
----- Message Contents -----
None

                        ADDRESS MENU
-----
Address to person      Copy to person
address to Mailing list copy to mailing List
address to bboard/Folder Blind copy to person
set Priority level      bIind copy to list
eNd addressing          reQuest receipt
Return to main menu

↑ ↓ ← → to move highlight, ENTER to select option, F1 for help
```

Figure 4-1: Address Menu

The first lines at the top of the message screen are the *message heading*. These include your name and the current date and time on the first line, and blank lines for you to enter the address(es) of the recipient(s) and the subject of the message. Below these lines, separated by a double line, is a space for the contents of the message, now occupied by the word “None.”

2. Select one of the options from the Address Menu. You may choose as many options as you like in any order. The Address Menu options are summarized in Table 4-1 and discussed in the rest of this chapter.
3. When you are finished addressing your message, select “eNd addressing.”

4. The message screen returns with the cursor on the subject line. Type a subject for your message, and then press **ENTER**.
You can also press **ENTER** without typing a subject and continue with the message. In addition, you can skip the next step if you want to send a message that has only a subject and no contents; this is useful for sending short reminders.
5. The word “None” disappears and the cursor moves to the message-contents area. Type the text of your message. You do **not** need to press **ENTER** at the end of each line, since the text automatically “wraps”; you can use **ENTER** to end a paragraph.
The Help bar indicates the line and column on which the cursor is located, the percentage of allowable space used (the maximum is 20,000 characters), and the current highlighter setting. For more information about the word processor in cc:Mail for MS-DOS, press **F1** to display a Help message or see Chapter 12.
6. Press **F10** when you have finished entering your message.
7. When the Send Menu appears, select the “Send message” option.
If you are not finished writing or addressing your message, you can file it in the Drafts folder instead of sending it now by choosing the “save to Drafts folder” option from the Send Menu. The Send Menu is discussed at the end of this chapter.

Table 4–1: Address Menu Options

<i>Option</i>	<i>Meaning</i>
Address to person	Calls up your mail directory so you can direct the message to one or more persons
address to Mailing list	Displays your mailing lists so you can send the message to a preselected group (or groups)
address to bboard/Folder	Displays a list of bulletin boards and folders so you can place a copy of the message in one (or more) of them
set Priority level	Lets you choose normal (the default), low, or urgent priority for the message
eNd addressing	Returns you to the subject line of the message heading (when you address a message before writing the message text)
Return to main menu	Cancels message preparation and displays the Main Menu
Copy to person	Calls up your mail directory so you can address a copy (cc:) of the message to one or more persons

<i>Option</i>	<i>Meaning</i>
copy to mailing List	Displays your mailing lists so you can send a copy of the message to a preselected group (or groups)
Blind copy to person	Calls up your mail directory so you can send a blind copy (bcc:) of the message to one or more persons
blInd copy to list	Displays your mailing lists so you can send a blind copy (bcc:) of the message to a preselected group (or groups)
reQuest receipt	Allows you to ask for a receipt from those directly addressed in the message
cancel receipt reQuest	Undoes the above
Delete address list	Permits you to delete the addresses you have already chosen and start over again

Addressing a Message to People

To address a message to one or more persons:

1. Select the "Address to person" option on the Address Menu. The mail-directory window appears, as shown in Figure 4-2.

Another addressing option is "Copy to person," which will then add a "cc:" line to the message heading.

If you do not wish the other addressees to know that you are sending the message to someone, select "Blind copy to person," which adds a "bcc:" line to the heading. Continue as with regular addressing after selecting either or both of these options.

From: Patty Roberts 4/10/92 2:38PM
 To:
 Subject: _____ Message Contents _____

None

Address to person:

Name	Loc	Last Checked In	Comments
Administrator	a		Alias Tom Fernandez
Alexopoulos, John	r		Customer
Allison, Denise	L	3/27/92 10:37AM	Director of Marke...
Castro, Manuel	L	2/26/92 10:50AM	Manufacturing
Fernandez, Tom	L	1/20/92 4:50PM	cc:Mail Administr...
Goulart, Carlos	r		Consultant
Internet-Mail	P		Internet Gateway
Martin, Cindy	L		Accounting
Matsuura, Miya	L		Order Entry
MHS-PO	P		MHS
MicroCircuits	P		Customer
Mubarik, Jamal	L	1/21/92 10:00AM	Manufacturing
Murphy, Patrick	R		Eastern Region Sa...

Type name or ↑ ↓, ENTER to select, DEL to deselect, F1 for help, Esc to end

Figure 4-2: Addressing to a Person

2. Select the name of the person to whom you wish to address the message in one of these three ways:
 - Move the highlight to the name you want.
 - Type the first letter or the first few letters of the last name of the recipient. The highlight will automatically move to the first entry in the mail directory that matches the letter(s) you enter. This technique is very useful if your mail directory contains many names, in which case you may also need to use the cursor keys to select the one you want. You can also press the **ALT-F1** keys to view the full length of extended fields for mail-directory entries. The directory-full-view feature is useful for displaying information in fields that may appear cut off in the directory.
 - If the name of your addressee is not in the mail directory, you can select a different post office listed in the directory and press **ENTER**. You are then prompted for a name. You cannot add a new name to the directory without using the cc:Mail administrative program. See the *Lotus cc:Mail for MS-DOS Administrator's Guide* for details on adding names to the mail directory.
3. When the name of your addressee is highlighted, press **Enter** to select it.

While addressing, you can also press **DEL** to deselect a highlighted name. If you highlight the name of a post office and press **DEL**, all addressees at that post office will be deleted from the list.



Note You can only delete addresses from your address list as described above. When you address a message to a folder, bulletin board, or mailing list, you **cannot** press **DEL** to delete it from your address list.

4. If you wish, repeat steps 2 and 3 above to select other names.

5. Press **Esc** to exit from the mail directory. The name(s) you have selected are entered on the address line of the message heading, and the Address Menu reappears.

You can also press **Esc** to leave the mail directory without selecting anything.

```

From: Patty Roberts 4/11/92 5:23PM
To: Denise Allison, Tom Fernandez, Miya Matsuura, Patrick Murphy
Subject:

```

Message Contents

None

Address to person: _

Name	Loc	Last Checked In	Comments
Administrator	a		Alias Tom Fernandez
Alexopoulos, John	r		Customer
Allison, Denise	L	4/11/92 4:01PM	Director of Marke...
Castro, Manuel	L	2/26/92 10:50AM	Manufacturing
Fernandez, Tom	L	1/20/92 4:50PM	cc:Mail Administr...
Goulart, Carlos	r		Consultant
Internet-Mail	P		Internet Gateway
Martin, Cindy	L		Accounting
Matsuura, Miya	L		Order Entry
MHS-PO	P		MHS
MicroCircuits	P		Customer
Mubarik, Janal	L	1/21/92 10:00AM	Manufacturing
Murphy, Patrick	R		Eastern Region Sa...

Type name or ↑ ↓, ENTER to select, DEL to deselect, F1 for help, Esc to end

Figure 4-3: Entering Addresses

6. If you wish to delete all the names you have entered and start over again, select the “Delete address list” option, which now appears on the Address Menu. When asked if you are sure that you wish to delete the address list, type **Y** for “yes.” If you change your mind about deleting the list, you can type **N** for “no” instead.
7. When you are satisfied with the names you have entered, select the “eNd addressing” option to continue with the message.

Canceling Messages

At any time while creating a message, you can cancel it by pressing **Esc**. Once you have sent a message, however, you can no longer cancel it.

Addressing and Copying Messages to Mailing Lists

Mailing lists allow you to address or copy messages to a group of people with just one operation. Mailing-list titles are listed in alphabetical order in the Mailing Lists window. Public mailing lists, which are preceded by a pound sign (#), appear before private mailing lists. You may create your own mailing lists for your private use or use public mailing lists. The cc:Mail administrator at your home post office creates public mailing lists. You address a mailing list just as you would an individual user at a post office (see earlier).

Using Existing Mailing Lists

To address a message to a mailing list:

1. Select the “address to Mailing list,” “copy to mailing List,” or “bllnd copy to list” option from the Address Menu. The cc:Mail for MS-DOS status windows reappear at the top of your screen; below is the Mailing Lists window with the first entry highlighted.

cc:Mail		Msgs	New	Bulletin Boards/Folders		Msgs	New
Inbox		9	3	#Windows Forum		0	0
Mailing Lists	Names			Drafts		3	
Orders		5		Message Log		5	
Sales		4		Sales Leads		2	
Sales Managers		3		Trash		1	
Training		6		Windows		2	

From: Patty Roberts 4/27/92 4:25PM
To:
Subject:

----- Message Contents -----

None

Address to mailing list: _

Type new title and ENTER, ↑ ↓ and ENTER to select, F1 for help, Esc to end

Figure 4-4: Mailing-Lists Window

2. As prompted, enter the mailing-list title by choosing it with the cursor keys or by starting to type the name.

When the proper title is highlighted, press ENTER to select it. The message heading then indicates that the message is addressed to the people on the mailing list.

Using New Mailing Lists

If you do not have the mailing list you need, you can create a mailing list while addressing a message.

To create a new mailing list while addressing a message:

1. When prompted for the mailing-list title (see above), type a new title, using up to 30 characters, and then press **ENTER**.



Note If you want to create a new mailing list that has part of the same name as an existing one, you must press **SHIFT-ENTER** after you type the new name at the prompt. For example, if you had a mailing list called “Sales Managers” and you wanted to create one simply called “Sales,” you would press **SHIFT-ENTER** after typing the word “Sales” to uniquely identify the new mailing list.

2. When the mail directory appears, highlight each name you wish to have in the new mailing list and then press **ENTER**.

Mailing list title: Training

Fernandez, Tom Martin, Cindy Panacci, Franco Rizzo, Teresa
Sage, Jacques Valentine, John Wong, Lee

Add name: _

Name	Loc	Last Checked In	Comments
O'Leary, Donna	L		Central Region Sa...
Panacci, Franco	L	1/20/92 4:55PM	Italy Sales Repre...
Pryor, Sue	L	1/22/92 3:23PM	Admin. Assistant
Ramirez, Carmen	L	1/31/92 5:40PM	Personnel
Rizzo, Teresa	L		Administration
Roberts, Patty	L	4/19/92 5:51PM	Vice President of...
Sage, Jacques	L	1/20/92 4:53PM	Sales Manager
Silver-London	P		London Office
Silver-Rome	P		Italy Sales Office
Silver-Sales	P		Sales Dept. Server
Silver-Taiwan	P		Taiwan Plant
Smith, James	r		Education Consultant
Valentine, John	L	1/20/92 5:08PM	President
Wong, Lee	L	1/21/92 8:48AM	Quality Assurance

Type name or ↑ ↓, ENTER to select, F1 for help, Esc to end

Figure 4-5: Adding Names to a New Mailing List

3. When you have added all the names you want to the list, press **Esc** to end mailing-list preparation and go back to the Address Menu.

Chapter 9 has more information about mailing lists.

Addressing to Bulletin Boards

cc:Mail post offices have *bulletin boards*, where you can place and read messages for everyone. You can address messages to bulletin boards that are created by the administrator. The names of bulletin boards, like the names of public mailing lists, are preceded by a pound sign (#).

Saving a Copy of a Message in a Folder

When you complete and send a message, you may want to keep a copy for yourself. There are three ways of doing this:

- If the Message Log folder exists, a copy of each message you send will automatically be stored there (see Chapter 10, “Managing Your Folders”).
- If you address a message to yourself, a copy of the message will be placed in your Inbox. Later, you can move the message to an appropriate folder for storage. See Chapter 10 for more information on managing folders.
- You can file a message directly into a folder while you are addressing it. This technique is discussed next.

Using Existing Folders

To save a copy of a message in a folder:

1. Select the “address to bboard/Folder” option from the Address Menu. The cc:Mail status windows reappear at the top of your screen, with the first entry in the Bulletin Boards/Folders window highlighted.
2. As prompted, enter the bulletin board or folder title by choosing it with the cursor keys or by starting to type the name.
3. When the proper title is highlighted, press ENTER to select it. The message heading then indicates that the message is addressed to the bulletin board or folder.

	cc:Mail	Msgs	New		Bulletin Boards/Folders	Msgs	New
Inbox		9	3	#Windows Forum	0	0	
Mailing Lists				Drafts	3		
#Managers		5		Message Log	5		
#Manufacturing		2		Sales Leads	2		
#Sales Reps.		4		Trash	1		
Customers		2		Windows	2		

From: Patty Roberts 4/27/92 4:25PM
To:
Subject:

----- Message Contents -----

None

Address to bboard/folder: _

Type new title and ENTER, ↑ ↓ and ENTER to select, F1 for help, Esc to end

Figure 4-6: Addressing to a Bulletin Board or Folder

Using New Folders

If you do not have the folder you need, you can create a folder while you are addressing a message, just as with mailing lists (see the previous section).

To create a new folder while addressing a message:

When prompted for the bulletin board/folder title (see above), type a new title, and then press **ENTER**.



Note If you want to create a new folder that has part of the same name as an existing one, you must press **SHIFT-ENTER** after you type the new name at the prompt. For example, if you had a folder called “Windows Forum” and you wanted to create one simply called “Windows,” you would press **SHIFT-ENTER** after typing the word “Windows” to uniquely identify the new folder.

The next time the Bulletin Board/Folders window is displayed, the title of the new folder will appear there. Chapter 10 has more information on creating and using folders.

Setting Message Priorities

cc:Mail for MS-DOS lets you set a priority for each message you prepare. You may send a message with normal, low, or urgent priority. Normal priority is the default. Message priorities help you determine which messages are most important to read first.



Note You do **not** need to set a priority for a normal message, since that is the default.

To set a priority for a message:

1. Select the “set Priority level” option from the Address Menu. The “Enter priority level” screen appears, as shown in Figure 4-7.

From: Patty Roberts 4/18/92 4:57PM	
To:	
Subject:	Message Contents
None	
Enter priority level (Normal, Low, or Urgent): _4	
Type the requested data and press ENTER, F1 for help	

Figure 4-7: Setting the Priority Level

2. Select the priority you want by typing N, L, or U, and then pressing ENTER.

If a message has a low or urgent priority, the priority level appears in the message heading, as shown in Figure 4-8.

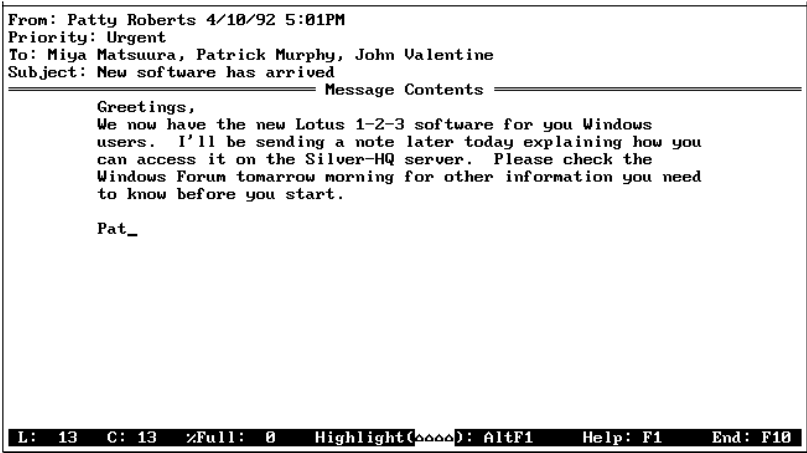


Figure 4-8: Priority Level in the Message Heading

With low- and urgent-priority messages, an “L” or “U” will appear at the left end of the message heading in the Inbox window, as shown in Figure 4-9:

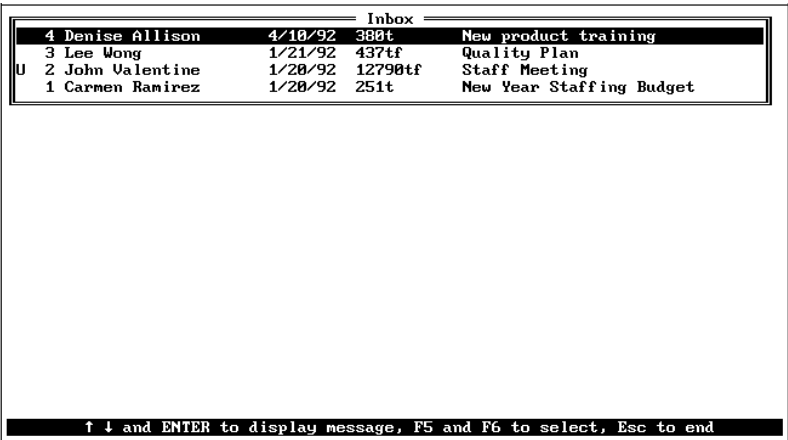


Figure 4-9: Priority Level in the Inbox

Requesting a Return Receipt for Messages

cc:Mail for MS-DOS provides you with an automatic “certified mail” capability by allowing you to request a *return receipt*. This is a message indicating when the primary addressees on your message read it. This feature is particularly useful when you are sending messages to cc:Mail Remote users, since such people may only access the mail system periodically.

To request a return receipt:

Select the “reQuest receipt” option on the Address Menu.

When you make this selection, the words “Receipt Requested” appear in the message heading directly below the primary addressees, as shown in Figure 4-10. This phrase also appears in the message heading when the message is read by the recipients.

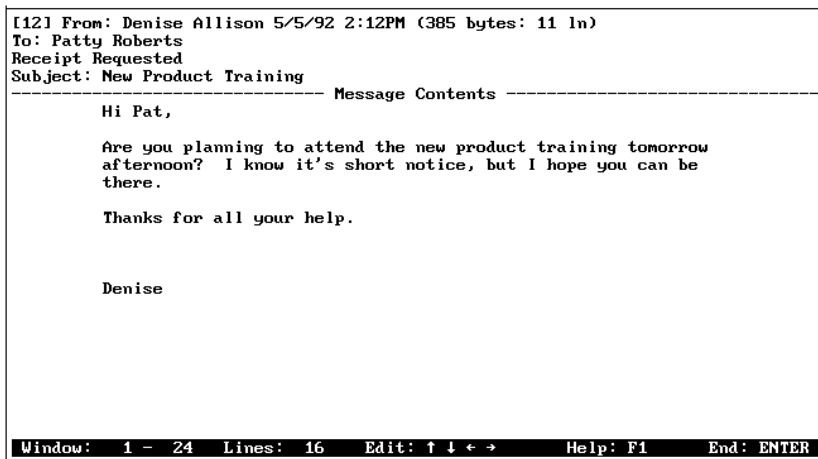


Figure 4-10: Message with Return Receipt Requested

A receipt request applies to all primary addressees in a message. These include all parties and mailing lists (both public and private) to which the message is directly addressed. Receipts are **not** returned for:

- Individuals or mailing lists receiving copies (cc:) of the message
- Individuals or mailing lists receiving blind copies (bcc:)
- Bulletin boards
- Folders

Canceling the Request for a Return Receipt

When you request a return receipt, the “Request receipt” option is replaced by “cancel receipt request” on the Address Menu. This option allows you to cancel your request for a return receipt. You may do this at any point before you actually send the message. When you do so, the “Receipt Requested” line disappears from the message heading.

Return-Receipt Messages

When the recipients read messages for which you have requested a return receipt, a return-receipt message is sent back from each primary addressee. These return receipts consist of short text messages addressed from the recipients to you, as shown in Figure 4-11. The subject of the return-receipt message gives the date and time of the original message. The subject line from the original message is included in the body of the receipt.

When return-receipt messages arrive, you may handle them like any other messages. You can store them in folders for future reference, delete them, or use them to create new messages.

Note A message receipt is not returned to its sender until the message is read, deleted, or printed. Therefore, if you move a message with a request receipt attached from your Inbox into a folder without first reading it, the receipt will not be returned.

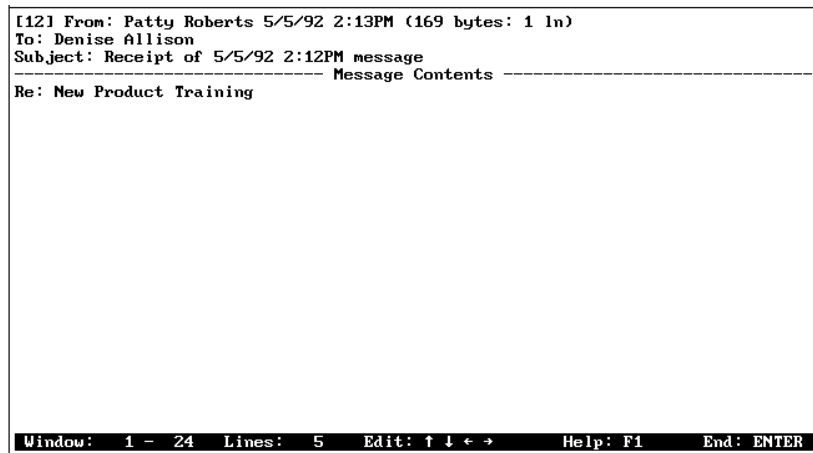


Figure 4-11: Return-Receipt Message

Sending Messages

After you prepare messages in cc:Mail for MS-DOS, you use the Send Menu. The Send Menu is not presented to you until a message has at least one addressee, **and** either a subject or one message item.

To send a message:

1. When you press **F10** after you have finished preparing a message, the Send Menu appears (if the message is sufficiently complete; see above). If, at this point, you press **F10** a second time, the message is immediately sent to the addressees. Otherwise, continue with the steps below.

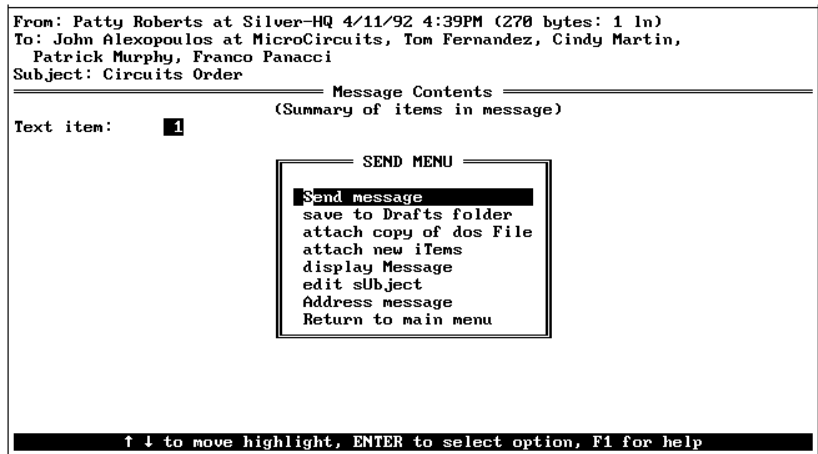


Figure 4-12: The Send Menu

2. If you wish, select any of the options listed below:
 - “Save to Drafts folder” lets you store a message that you are not through addressing or writing.
 - “Attach copy of dos File” and “attach new iItems” allow you to attach a graphics, text, or any type of DOS file to a cc:Mail message. With cc:Mail’s application- integration feature, you can create and view file attachments from within cc:Mail.
 - “display Message” lets you display the message again so you can check or append information before sending it.
 - “edit sUbject” and “Address message” let you display the message subject and addressee(s) so you can check or change them before you send the message.

3. Select the “Send message” option when you are finished using the Send Menu.

You can also select the “Return to main menu” option to cancel the message without sending it.

Using the Drafts Folder

If you are not finished writing or addressing your message, you can file it in the Drafts folder by choosing the “save to **Drafts** folder” option from the Send Menu. When you are ready to finish the message you can retrieve it from the Drafts folder in the Bulletin Board/Folders window.

To retrieve a message in the Drafts folder:

1. Select “reTrieve messages” from the Main Menu.
2. Select “retrieve from **Drafts** folder” from the Retrieve Menu.
3. Select any of the search options on the Retrieve Menu, if desired, to further narrow the search.
4. Select “scan message **Headings**” to locate the message in the Drafts folder you wish to display.
5. Press **ENTER** to display the message.
6. Edit the message if you wish, and then press **F10** when you are finished.
7. If you did **not** edit the message, you can send it now by choosing **Send message**“ from the Action Menu. Otherwise, continue with the following steps.
8. Select “eNd addressing“ from the Address Menu when you are through addressing.
9. Select “Send message“ from the Send Menu.

or

You may also select “save to **Drafts** folder“ if you are still not ready to send the message.

When you resave a message that is already stored in the Drafts folder, the original message is not deleted. Instead, a new copy of the original message is saved, and you are returned to the Main Menu. If you want to continue editing this message, follow steps 1 through 6 above. To work on the latest version of your message, check the date and size of the message heading to determine which copy of the message you want to display.

10. If you sent the message, you are prompted to indicate whether or not you want to delete the draft message. Type **Y** for "yes" to delete the draft message or **N** for "no" to retain it.

See Chapter 10, "Managing Your Folders," for more information about managing messages in folders.

Quitting cc:Mail

To quit cc:Mail:

Select "eXit" from the Main Menu by moving the highlight to "eXit" and pressing **ENTER**, or by typing the power user key **X**.

Chapter 5

Attaching Files and Other Items to Messages

This chapter tells you how you can employ cc:Mail for MS-DOS to create messages containing almost any information that you use on your PC. Just as you might write a letter or note on paper and then include a floppy diskette, a chart, a table of numbers, a copy of another letter, or other documents in the same envelope, you can attach *message items* to messages.

With cc:Mail's application-integration feature, you can create and view attached message items using outside applications without exiting cc:Mail. A single cc:Mail message may contain up to 20 text, file, graphics, and facsimile items. This chapter explains:

- How you can expand a message to contain one or more items
- What kinds of items you can include
- How you can create and view message items using outside applications
- How to import items into your message
- How to manipulate multiple items contained in your message

Attaching DOS Files as Items

You may attach any kind of DOS file to a cc:Mail message. This can include a text file, a data file in any format, and even an executable program such as a COM or EXE file.

To attach a DOS file as an item in a message:

1. After preparing a message as described in Chapter 4, select the “attach copy of dos File” option from the Send Menu.
2. Your current drive and directory are shown, together with an alphabetized directory listing that includes all files and subdirectories.

(However, if you specified a drive and directory by using the command-line option “FILES/*path*,” the specified drive and directory are displayed instead; see Appendix A for more information.) If you wish, you can:

- Press **BACKSPACE** to delete part of the displayed path or **CTRL-BACKSPACE** to delete all of it, which will generate a new directory listing. Your administrator may disable this option for your post office.
- “Walk through” the directory structure by selecting the appropriate subdirectories.
- Use DOS “wild card” characters to narrow the selection of files in any directory (see your DOS manual for information).

```

From: Patty Roberts 4/12/92 1:10PM (17486 bytes: 9 ln, 1 fl)
To: Denise Allison
Subject: Software Update
===== Message Contents =====
                (Summary of items in message)
Text item:      1
File item:      2
Attach copy of dos file:
C:\DOS\
4201.CPI      5202.CPI      ANSI.SYS      APPEND.EXE      ASSIGN.COM
ATTRIB.EXE    BACKUP.COM    CHKDSK.COM    COMMAND.COM     COMP.COM
COUNTRY.SYS  DEBUG.COM    DISKCOMP.COM  DISKCOPY.COM    DISPLAY.SYS
DRIVER.SYS    EDLIN.COM    EGA.CPI       EXE2BIN.EXE     FASTOPEN.EXE
FC.EXE        FDISK.COM    FIND.EXE      FORMAT.COM       GRAFTABL.COM
GRAPHICS.COM  GWBASIC.EXE  JOIN.EXE      KEYB.COM         KEYBOARD.SYS
LABEL.COM     LCD.CPI      LINK.EXE      MODE.COM         MORE.COM
NLSPUNC.EXE   PRINT.COM    PRINTER.SYS   RAMDRIVE.SYS    RECOVER.COM
REPLACE.EXE   RESTORE.COM  SELECT.COM    SHARE.EXE        SORT.EXE
SUBST.EXE     SYS.COM      TREE.COM      XCOPY.EXE
↑ ↓ ← → to move highlight or type filename, ENTER to select, Esc to cancel

```

Figure 5-1: Attaching a Copy of a DOS File

3. As prompted, use the cursor keys to move the highlight over the name of the DOS file you wish to attach, or type it directly; and then press **ENTER**. The file is now attached to your message as the next item.

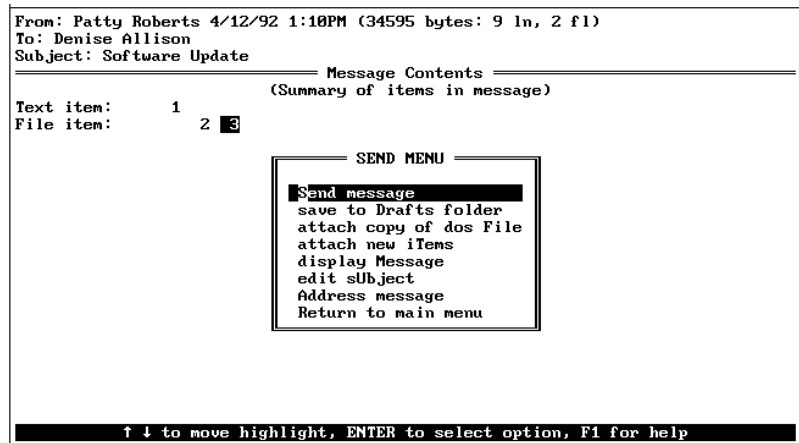


Figure 5-2: Message with Files Attached

4. To attach other files, repeat steps 1 to 3 above as appropriate. You can also mark files by highlighting each and pressing **F5**, and then pressing **ENTER** to attach them. You may attach up to 19 files to a single text-item message.
5. Select “eNd attaching” from the Attach Menu when you are through adding message attachments.



Note When you are viewing files and subdirectories (as in step 2 on the previous page), the maximum number of files displayed by cc:Mail is 480.

Application Integration

The application-integration feature allows you create or edit a message file attachment using an outside application without exiting cc:Mail.

Conversely, when you receive a message with a file item attached, you can go directly to the application that created the file to view it.

For example, if you receive a message with a Freelance Graphics file attached, you can select “display Item” on the Action Menu and press **SHIFT-ENTER**. cc:Mail will then start Freelance Graphics and open the graphics file. When you quit Freelance Graphics, you will return to cc:Mail.



Note The default key combination for launching a program using the application-integration feature is **SHIFT-ENTER**. You can change this default to **ENTER** alone by entering the text **LAUNCHKEY = ENTER>** in your configuration file. See Chapter 11 for information about the configuration file.

Before you can use the application-integration feature, your configuration file must first be set up so that the application file types you want to use match specified file extensions. For example, if you want to create a Freelance Graphics drawing file, your configuration file must be able to match the Freelance file extension (.DRW) to the Freelance program file. See Chapter 11, “Customizing Your cc:Mail Setup,” for information about setting up your configuration file.

To use application integration, you must have access to the application you want to use to create or edit files, either by having the application installed on your PC or by having it available on your network. Check with your network administrator to see which applications are installed on the network.

To edit and attach an existing file using application integration:

1. After preparing a message as described in the previous chapter, select the “attach copy of dos File” option from the Send Menu.

or

Select “attach new iTems” from the Send Menu and then select the “attach copy of dos File” option from the Attach Menu.

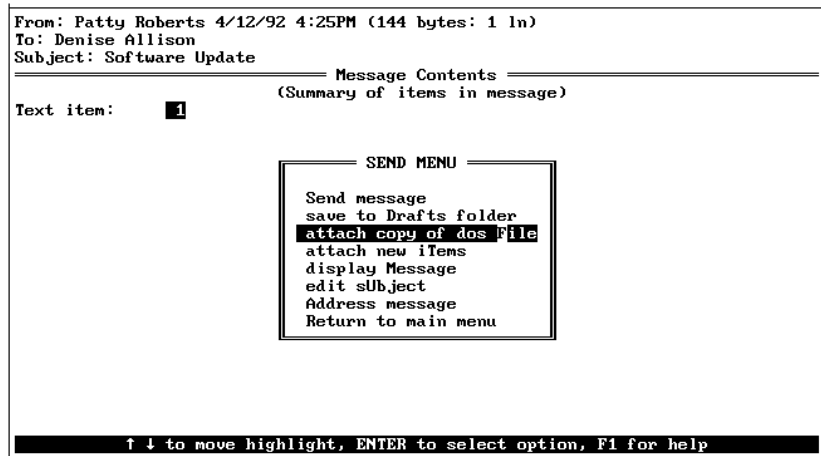


Figure 5-3: The Send Menu

2. Your current drive and directory appears, together with an alphabetized directory listing that includes all files and subdirectories.
As prompted, use the cursor keys to highlight the name of the DOS file you wish to edit, and then press **SHIFT-ENTER**. If the application is contained in the configuration file, the application launches and displays the specified file.
3. From within the application, edit the file. Save your file, then exit from the application. You should save the file using the same name you specified in step 2.
4. The file you just edited is automatically attached to your message. To send the message now, select “Send message” from the Send menu; otherwise, continue to the next step.
5. To edit and attach other files, repeat steps 1 through 3 above as appropriate.
6. When you are through adding message attachments, select “eNd attaching” from the Attach menu and send the message as in step 4 above.

To create and attach a new file using application integration:

1. After preparing a message as described in the previous chapter, select the “attach new iTems” option from the Send Menu. The Attach Menu appears, as shown in Figure 5-4. Select “attach copy of dos File.”
2. Your current drive and directory appear, together with an alphabetized directory listing that includes all files and subdirectories. As prompted, use the cursor keys to move the highlight a specific directory (if desired) and then type the name of the DOS file (including extension) you wish to create.
3. Press **SHIFT-ENTER**. If the application is contained in the configuration file, the application launches and displays the specified file.

If the cc:Mail program cannot match your filename and file extension to an application, a dialog box appears that contains possible applications you can choose from.

One of the options in this dialog box is the cc:Mail word processor, which allows you to view but not edit the file. Press **Esc** to if you do not wish to choose one of the options in the dialog box or to view the file in the cc:Mail word processor.

4. Create, name, and save your file(s) in the outside application. If you do not save your file, the cc:Mail program will prompt you to enter a filename when you attach the file.
5. Exit from the outside application.
6. **Select “eNd attaching”** from the Attach menu and then send the message.

Attaching Other Items

In addition to files, you can attach text, graphics, and fax items to messages. You can attach message items created with cc:Mail or with outside applications. This section describes attaching message items.

To add additional items to a message:

1. After preparing a message as described in the previous chapter, select the “attach new iTems” option from the Send Menu. The Attach Menu appears, as shown in Figure 5-4.

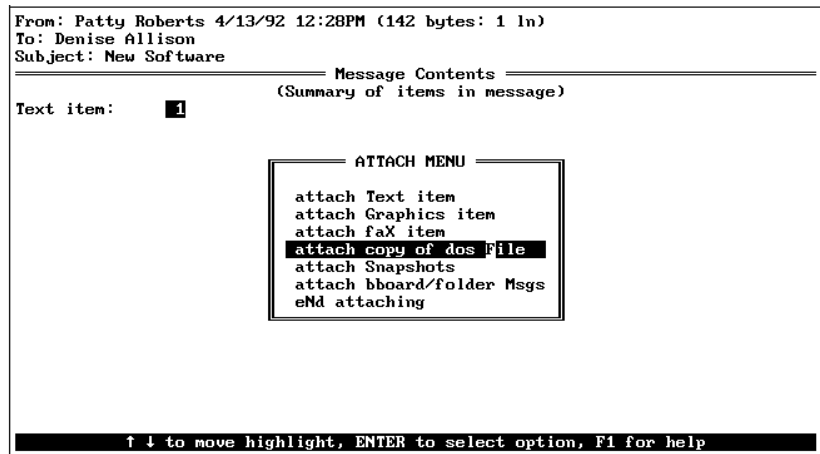


Figure 5-4: The Attach Menu

2. Select the appropriate option for attaching the item you want:
 - “attach Text item” calls up the cc:Mail for MS-DOS word processor so you can enter a message item consisting of text (see Chapter 12 for information on the word processor). This is useful for attaching additional comments to a message or for breaking up long text messages (the maximum length of one text item is 20,000 characters).
 - “attach Graphics item” starts the cc:Mail for MS-DOS graphics editor, which permits you to create a graphics message item; graphics items are discussed later in this chapter, and the graphics editor is covered in Appendix D.
 - “attach faX item” lets you attach a fax file as a message item. The following section describes fax message attachments in cc:Mail. See also “Reading Faxes,” in Chapter 6 for information about faxes in cc:Mail.
 - “attach copy of dos File” allows you to add any file, as explained in the previous section.

- “attach Snapshots” permits you to attach a file containing a screen shot; see Appendix C for information on taking snapshots.
 - “attach bboard/folder Msgs” lets you add a message you have stored in a bulletin board or folder; this procedure is outlined later in this chapter.
3. Since your message now contains more than one item, you will be prompted to enter a title for the item, as shown in Figure 5-5. A title can help both you and the recipients distinguish between multiple items. If you wish, type a title with up to 60 characters, and then press **Enter**.

You may also press **ENTER** without typing any title. In addition, you can move the cursor to any other title line and enter or edit a title for that item.

```

From: Patty Roberts 4/12/92 4:25PM (11151 bytes: 2 ln, 1 gr, 1 fl)
To: Denise Allison
Subject: Software Update

===== Message Contents =====
                (Summary of items in message)
Text item:      1
Graphics item:  3
File item:      2

Item title  1:
            2: LCD.CPI 1/29/92 5:09PM
            3: Presentation
            4: Note_

If desired, type a title for this item and press ENTER, Esc to cancel

```

Figure 5-5: Entering the Item Title

4. If you wish, repeat steps 2 and 3 above to attach other items.
5. When you are finished attaching items, select the “eNd attaching” option on the Attach Menu and then send the message.

Fax Messages in cc:Mail

cc:Fax allows cc:Mail users to send and receive fax message items anywhere in the world. To route fax message items, a cc:Mail post office must include a gateway PC equipped with a CAS-compatible fax board and running cc:Mail Gateway.

As a cc:Mail user, you can send text, graphics, and PCX files as facsimile message items to fax machines connected to a cc:Mail post office. You can receive faxes at any post office where you have a mailbox.

Displaying Faxes and Graphics

In order for you to prepare or display a fax or graphics message item, your PC must have one of these display adapters:

- IBM (or compatible) Video Graphics Array (VGA)
- Enhanced Graphics Adapter (EGA)
- Color Graphics Adapter (CGA)
- Hercules graphics card



Note cc:Mail for MS-DOS will **not** display graphics or fax message items if you have a VGA or EGA graphics adapter and a monochrome monitor, or if you have a monochrome adapter card. Graphics and fax items will be displayed if you have a monochrome Hercules adapter card.

Creating Graphics Items

One of the important features of cc:Mail for MS-DOS is its ability to include graphics in mail messages. There are several ways to include graphics items in cc:Mail for MS-DOS messages:

- Create original drawings with cc:Mail's built-in graphics editor. (See Appendix D for a detailed description of the graphics editor.)
- Use cc:Mail for MS-DOS's Snapshot feature to include graphics from any DOS application, such as a spreadsheet or graphics package. (Snapshots are discussed in Appendix C.)
- Combine the two methods above by bringing in graphics from another program and then using the cc:Mail for MS-DOS graphics editor to modify the images.

Preparing a graphics item is very similar to preparing a text item. The only difference is that you use a graphics editor instead of a word processor to produce the contents of the item. In cc:Mail for MS-DOS, each graphics item is the size of one screen. Graphics items **cannot** be scrolled on the screen.

To use the graphics editor to create a message item:

1. After preparing a message as described in the previous chapter, select the “attach new iTems” option from the Send Menu. The Attach Menu appears.
2. Select the “attach Graphics item” option to activate the cc:Mail for MS-DOS graphics editor.
3. When the graphics menu appears, create your drawing.

As needed, press **F1** for help, or see Appendix D for instructions on using the graphics editor.

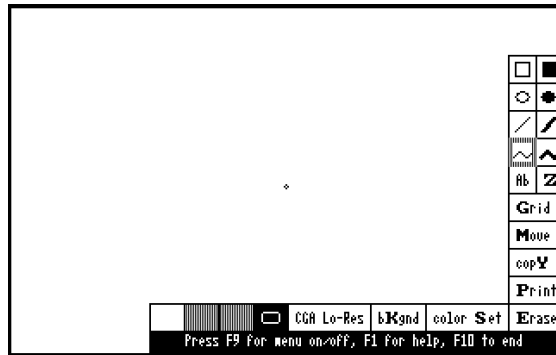


Figure 5-6: Graphics Menu

4. When you are finished with your drawing, press **F10**.

Creating Snapshot Items

You can include files created in other applications in cc:Mail for MS-DOS messages. However, this requires the recipients to have the application you used and to run that application in order to view the file you sent. cc:Mail provides an alternative to this procedure: *snapshots*.

The Snapshot feature allows you to “photograph” a screen of information in any DOS application and include it in a cc:Mail for MS-DOS message. You can also use the cc:Mail word processor or graphics editor to modify the screen snapshot. The snapshot becomes a text or graphics item in your message. Recipients do not need to have or to run the application to view the snapshot.

cc:Mail for MS-DOS’s Snapshot feature allows you to add the critical parts of supporting documents to a message. You can annotate the snapshots with the word processor or graphics editor to emphasize important points. Recipients can focus on the main ideas in your message and attachments without wading through large documents.

In cc:Mail for MS-DOS, the SNAPSHOT utility is a terminate-and-stay-resident (TSR) program that runs in the background while you create the screen you want in an application. The general steps in creating snapshots are given below; see Appendix C for details.

To use the SNAPSHOT program to create a message item:

1. Before running your application, load the SNAPSHOT TSR program by going to the appropriate drive and directory, typing the following command, and then pressing **ENTER**:

SNAPSHOT

2. Run your application and create the screen you want.
3. Type **ALT-1** (or other key combination you have configured; see Appendix C).
4. If you are taking a snapshot of a graphics screen, the snapshot file will be given a default name (see Appendix C). Skip to step 7 below.
5. If you are taking a snapshot of a text screen, the Snapshot Menu will appear. Select the option "Take and store snapshot."
6. When prompted, enter a pathname, if appropriate, and a filename for the snapshot.
7. If you wish, repeat the appropriate steps above to take other snapshots.
8. Quit your application and run cc:Mail for MS-DOS.
9. After preparing a message as described in the previous chapter, select the "attach new iTems" option from the Send Menu. The Attach Menu appears.
10. Select the "attach Snapshots" option.
11. A screen similar to the one for attaching a copy of a DOS file appears. Select the snapshot file as described at the beginning of this chapter.
12. The snapshot item will be displayed. If you wish to modify the snapshot, use the cc:Mail for MS-DOS word processor or graphics editor, as appropriate.
13. When you are satisfied with the snapshot, press **F10**.
14. Type a title for the snapshot item, and then press **ENTER**.
15. If you wish, repeat steps 10 to 14 above to attach additional snapshot items.
16. Press **Esc** when you are finished attaching snapshots.

Attaching Items from a Stored Message

You can attach to a cc:Mail for MS-DOS message any message stored in a bulletin board or folder, together with all or any of its attached message items. This allows you to gather in your message material from a variety of sources. For example, you can attach other messages that you have previously sent or received from other people, or messages and items of any kind that you use over and over. In addition, you can annotate attachments with cc:Mail for MS-DOS's word processor or graphics editor.

To attach messages from a bulletin board or folder:

1. After preparing a message as described in Chapter 4, select the “attach new iTems” option from the Send Menu. The Attach Menu appears.
2. Select the “attach bboard/folder Msgs” option. The Bulletin Boards/Folders window appears, and your screen looks similar to the one shown in Figure 5-7.

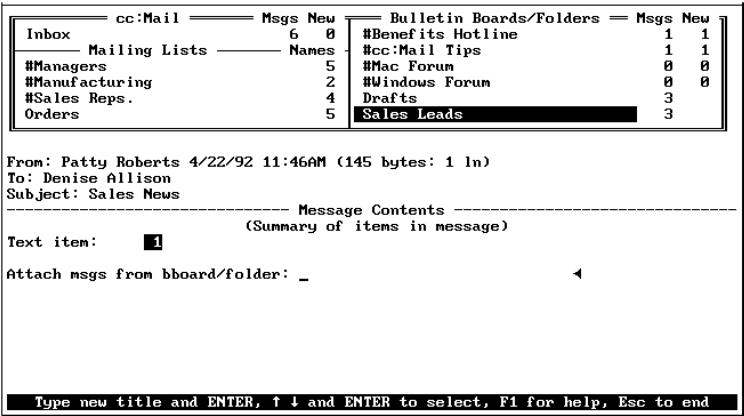


Figure 5-7: Attaching a Message from a Bulletin Board or Folder

3. As prompted, enter the name of the bulletin board or folder containing the message you want to attach. Select it either with the cursor keys or by starting to type the name, and then press ENTER.
4. If there is more than one message in the bulletin board or folder, you are asked to enter the message number. Enter a message number or a range of numbers (for example, “2” or “3-5”), and then press ENTER.

As each item in the message is added to your new message, it is displayed. If you wish, you can use the word processor (for text items) or the graphics editor (for graphics items) to modify the attached items. Press F10 to end editing, ENTER to accept the item without modification, or Esc to stop adding items.

When attaching items, particularly those from another message, you may frequently want to edit the item titles, delete items, or move items. The next section tells you how to perform these procedures.

Working with Message Items

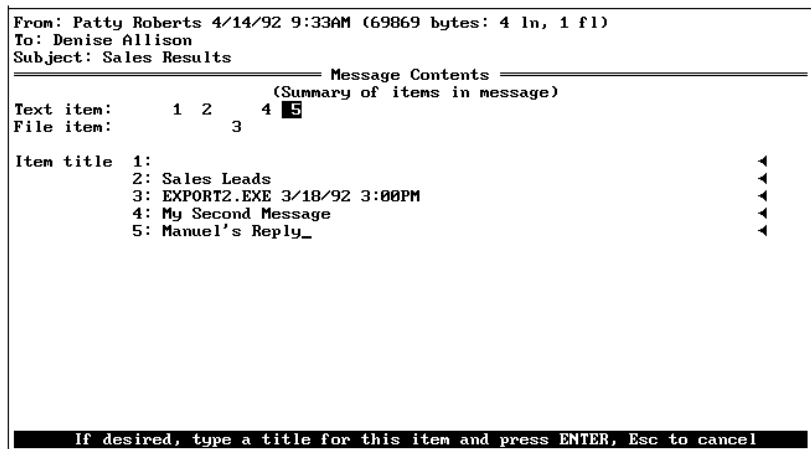
When you attach multiple message items, they have the titles you gave them and are shown in the order in which you created them. This is the way the message will appear to the recipients. Before you send the message, you can:

- Edit item titles
- Display and edit items
- Erase items
- Move and copy items

Editing Item Titles

To edit item titles:

1. Select the “List item titles” option from the Action Menu. A screen like the one in Figure 5-8 will appear.



The screenshot shows a terminal window titled "Message Contents" with a subtitle "(Summary of items in message)". It lists the following items:

Text item:	1	2	4	5
File item:			3	
Item title	1:			
	2: Sales Leads			
	3: EXPORT2.EXE 3/18/92 3:00PM			
	4: My Second Message			
	5: Manuel's Reply_			

At the bottom, a black bar contains the text: "If desired, type a title for this item and press ENTER, Esc to cancel".

Figure 5-8: Item Titles

2. Move the cursor to the title(s) you want to change, and edit them.
3. Press **F10** when you are finished editing the title(s).

You can also press **Esc** to return to the Action Menu without editing any titles.

Displaying and Editing Message Items

The way you display an item depends on whether it was created within cc:Mail or by using an outside application. Most items can be displayed using either the cc:Mail word processor or graphics editor. If you want to view a file in the application it was created in, use the cc:Mail application-integration feature. Once you have displayed an item, you can edit it.

To display a message item:

1. If the item you want to display is not highlighted on the item-summary screen, select the “cHoose another item” option from Action Menu.

You can also select “List item titles” from the Action Menu if you want to see more information about each message item. A screen like the one in Figure 5-9 will appear.

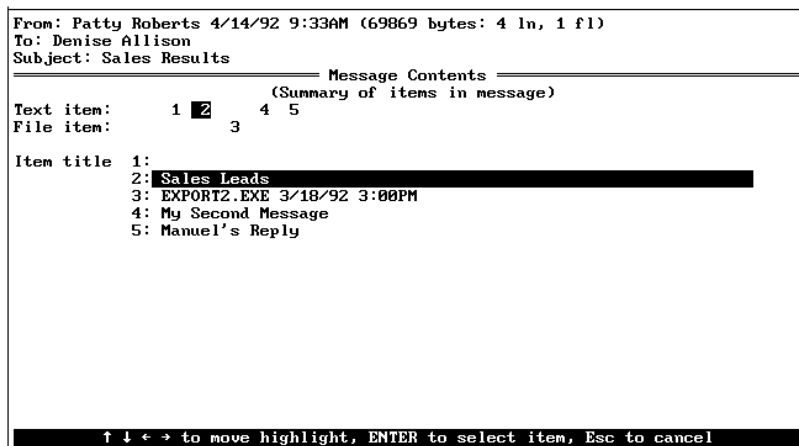


Figure 5-9: Choosing Another Item

2. Use the cursor keys to move the highlight over the name of the item you wish to display, and then press **ENTER**.

or

If you want to display the file using application integration, use the cursor keys to move the highlight to the item you want to display, and then press **SHIFT-ENTER**. If the application is contained in the configuration file, the application launches and displays the specified file. If the cc:Mail program cannot match your filename to an application, a dialog box appears containing possible applications you can choose from (by moving the highlight and pressing **ENTER**.) If you do not want to choose one of the options in the dialog box, press **Esc** to continue.

3. If the message item was created in cc:Mail, you can edit it using the cc:Mail word processor or graphics editor. Press **Enter** when you are finished viewing or editing the item.

or

If you launched an outside application, exit the application after you are through viewing or editing the file. Be sure to save any changes you may have made before exiting.

Erasing Message Items

To erase message items:

1. If the item you want to erase is not highlighted on the item-summary screen, select the “cHoose another item” option from the Action Menu. Use the cursor keys to move the highlight to the item you want to erase, and then press **ENTER**.
2. Select the “Erase item” option from the Action Menu, and then type **Y** for “yes” to confirm that you want to erase it.
You can also type **N** for “no” (or press **Esc** or **ENTER**) to cancel the erasing of the item.
3. Repeat the appropriate steps above to erase other items.

Moving and Copying Message Items

To move and/or copy message items:

1. Select the “List item titles” option from the Action Menu.
2. Use the **Up** and **Down** cursor keys to move the highlight to the item you want to move or copy.

3. Mark the item for moving or copying by pressing **F5**.

Note that a small triangle, the item pointer, has appeared in the item summary, as shown in Figure 5-10.

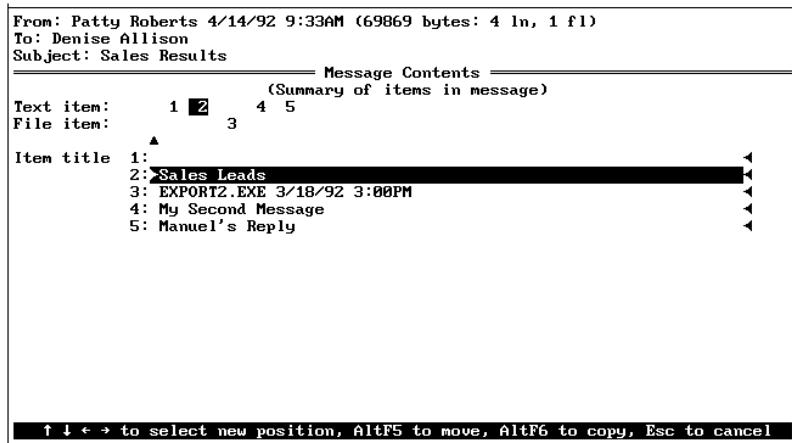


Figure 5-10: Marking an Item for Moving or Copying

4. Use the **LEFT** and **RIGHT** cursor keys to reposition the pointer at the place where you want to move or copy the item.
5. Press **ALT-F5** to move the highlighted item to the new position.

or

Press **ALT-F6** to put a copy of the item at the new position.

The items will be rearranged and renumbered automatically.

Note If you copy a message to an ASCII file, and the file already exists, the message is appended to the file.



Chapter 6

Reading Your Mail

In cc:Mail for MS-DOS, all incoming messages appear in your *Inbox*. This chapter describes how to read different types of message items. It also describes what you can do with messages after you have read them.

Reading cc:Mail for MS-DOS Messages

You may read your mail by selecting the “Read inbox messages” option on the Main Menu (see Figure 6-1). If your Inbox contains one or more messages, this choice will be displayed at the top of the menu and will be highlighted. (If your Inbox is empty, this choice will not be shown.) As explained in Chapter 3, you select menu options by highlighting them and pressing ENTER, or by pressing the power user key, in this case **R**.

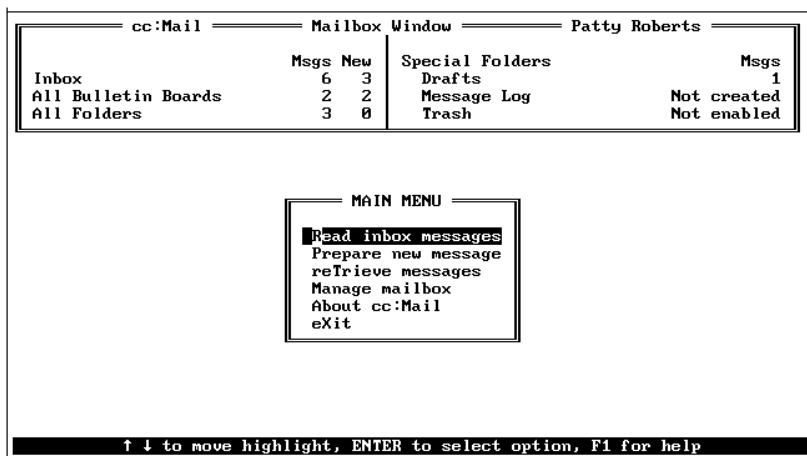


Figure 6-1: Main Menu

When you select “Read inbox messages,” cc:Mail gives you a summary of the messages in your Inbox, as shown in Figure 6-2.

Inbox			
9	Denise Allison	4/24/92	151t New hire
8	Lee Wong	4/24/92	157t Congratulations
7	John Valentine	4/24/92	152t Vacation
6	Denise Allison	4/23/92	191t Tomorrow's meeting
5	Denise Allison	4/20/92	177t Receipt of 4/10/92 5:56PM messa
4	Denise Allison	4/10/92	380t New product training
3	Lee Wong	1/21/92	437tf Quality Plan
U 2	John Valentine	1/20/92	12790tf Staff Meeting
1	Carmen Ramirez	1/20/92	251t New Year Staffing Budget

↑ ↓ and ENTER to display message, F5 and F6 to select, Esc to end

Figure 6-2: Inbox Messages

New messages, ones that you have not yet read, are intensified. The heading line for each message gives you this information:

- The priority (“U” for urgent, “L” for low, blank for normal)
- The number of the message
- The first 20 characters of the message sender’s name
- The date on which the message was sent
- The size of the message in bytes, followed by one or more letters indicating the kinds of message items it includes (“t” for text, “g” for graphics, “f” for file, and “x” for facsimile)
- The first 34 characters of the message’s subject (including the number of times the messages was replied to, if applicable)

When the Inbox window appears, the most recent message is highlighted. You can display this message (if it is a text message) by pressing **ENTER**, or you can move the highlight to another message and press **ENTER** to select it. When you select a message, a message screen such as the one in Figure 6-3 appears. The heading gives you full information about the message, the contents of which are displayed below the heading.



Tip After you select the “Read inbox messages” option, you can immediately press **ENTER** to display the first message in your Inbox. This feature is useful if you have a slow machine and you do not want to wait for all the message headings to appear on screen.

```
[11] From: Patty Roberts 4/28/92 1:25PM (457 bytes: 10 ln)
To: Denise Allison
Subject: AdminPlan Deadline

----- Message Contents -----

Hi Denise,

The deadline for all departments' budget and staffing plans
is this Friday (4/29). Please get your group's plan to me
as soon as you can. I will be setting up a meeting as soon
as possible for everyone concerned.

Thanks,

Pat_

L: 14 C: 13 %Full: 0 Highlight(####): AltF1 Help: F1 End: F10
```

Figure 6-3: Message Screen

When you are finished reading the message, you should press Enter to display the Action Menu, as shown in Figure 6-4.

```
cc:Mail      Msgs New  Bulletin Boards/Folders  Msgs New
Inbox        10 2      #Benefits Hotline      1 1

[10] From: Denise Allison 4/28/92 1:31PM (460 bytes: 10 ln)
To: Patty Roberts
Subject: Re: AdminPlan Deadline

----- Message Contents -----
(Summary of items in message)

Text item: 1

ACTION MENU
display Next message
display item
attach new items
Return to main menu

Move to folder
Copy to folder
Forward message
reply to message
Print message
Write to ascii file
archive message
Delete message

↑ ↓ ← → to move highlight, ENTER to select option, F1 for help
```

Figure 6-4: Action Menu

When the Action Menu appears, the status windows are again shown at the top of the screen, and the message's contents are replaced by a list of the item(s) the message contains. If you press Enter at this point to select the highlighted option "display Next message," the summary of Inbox messages returns to the screen with the message that follows highlighted. You can then continue to read your mail as explained above.

Reading Multi-item Messages

You will probably receive many messages that contain an item other than text or more than one item—text, graphics, file, or facsimile. The procedure for reading such messages is somewhat different than with simple, one-item text messages.

When you receive a nontext message item or a multi-item message, a screen like the one in Figure 6-5 appears. This screen shows you the item(s) contained in the message and displays the Action Menu so you can manipulate these items.

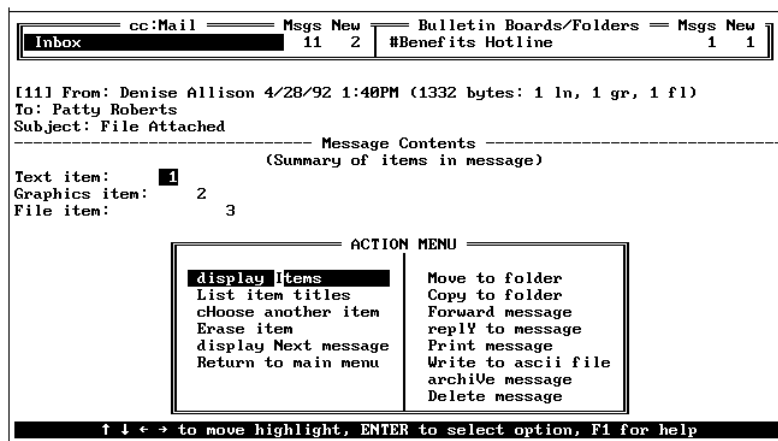


Figure 6-5: Multi-item Message

The Action Menu allows you to:

- Display an item
- List the titles of the items and edit them
- Copy a file item to a DOS file
- Choose another item
- Attach new items
- Skip from one file item to another file item
- Erase, move, and copy items



Note If you want to display a file created using an outside application within its original environment, highlight the item you want to display, and then press **SHIFT-ENTER**. If the item you want to display is not highlighted, select “Choose another item” from the Action menu before pressing **SHIFT-ENTER**. To display a file without using the application-integration feature, simply highlight the item you want and press **ENTER**. As described in Chapter 11, you can configure how the **ENTER** and **SHIFT-ENTER** keys operate.

For more information about these procedures, see the section on working with message items in Chapter 5.

Reading Faxes

If your cc:Mail post office is running cc:Fax, the cc:Mail fax-gateway program, you can send facsimile (fax) messages to, and receive them from, any Group 3 fax machine anywhere in the world. The special keys used for viewing fax images are listed in Table 6-1. See Table D-1 in Appendix D for a list of key functions for viewing graphics with the cc:Mail graphics editor.

Table 6–1: Keys for Viewing Faxes

<i>Key</i>	<i>Use</i>
ENTER OR F10	Ends viewing this item
Esc	Ends viewing item and returns to previous menu
+ (on keypad)	Zooms in
- (on keypad)	Zooms out
*	Rotates 180 degrees
↑	Moves up
↓	Moves down
PgUp	Moves up half a screen
PgDn	Moves down half a screen

<i>Key</i>	<i>Use</i>
CTRL-PgUp	Moves up a full screen
CTRL-PgDn	Moves down a full screen
HOME	Moves to the top of the screen
END	Moves to the bottom of the screen
CTRL+HOME	Moves to the upper left edge of the screen
CTRL+END	Moves to the lower left edge of the screen
←	Moves left
→	Moves right
SHIFT + ←	Moves one half screen to the left
SHIFT + →	Moves one half screen to the right
CTRL + ←	Moves one full screen to the left
CTRL + →	Moves one full screen to the right

With cc:Mail for MS-DOS, Version 4.0, you can now rotate faxes 180 degrees by pressing a fax-rotation hot key, the asterisk (*). Fax rotation allows you to display an on-screen fax message in the proper orientation even if pages were inserted upside down into the sending fax machine.

Replying to a Message

You may reply to a message right after you have read it. There are two ways to do this:

- Create an entirely new message without retaining the original message text
- Add your comments to the message you received

These procedures are summarized below; full information on preparing and storing messages is contained in Chapter 4.

To reply to a message with a new message:

1. Select “reply to message” from the Action Menu.
2. If the original message had more than one addressee, you are asked if you wish to retain all of them for your reply. Press **Y** for “yes” or **N** for “no.”
3. A message heading and subject are automatically created for you. The blinking cursor indicates that the full cc:Mail for MS-DOS word processor is active. You may now type your reply.

If necessary, press **F1** for help, or see Chapter 12 for more information about the word processor.

4. When you are finished, press **F10**. The Send Menu appears.
5. Press **ENTER** to send the message.

To reply by adding comments to a message:

1. After reading the message, press any cursor key to display the blinking cursor. The cursor indicates that the full cc:Mail for MS-DOS word processor is active.

If necessary, press **F1** for help, or see Chapter 12 for more information about the word processor.

2. Move the cursor to the section of the message you want to add to or change, and press **INS**. Pressing **INS** toggles between overstrike and insert typing modes.

or

Move the cursor below the message by pressing **END** (or **CTRL-END** if the message is long) and then **ENTER**, or just begin typing at the top of the message. To add a blank line in the message text before typing, press **ALT-F3**.



Note The keys described in this chapter apply to the cc:Mail for MS-DOS (default) word processor. See Chapter 12 and Appendix F for more information about using other word processor keys.

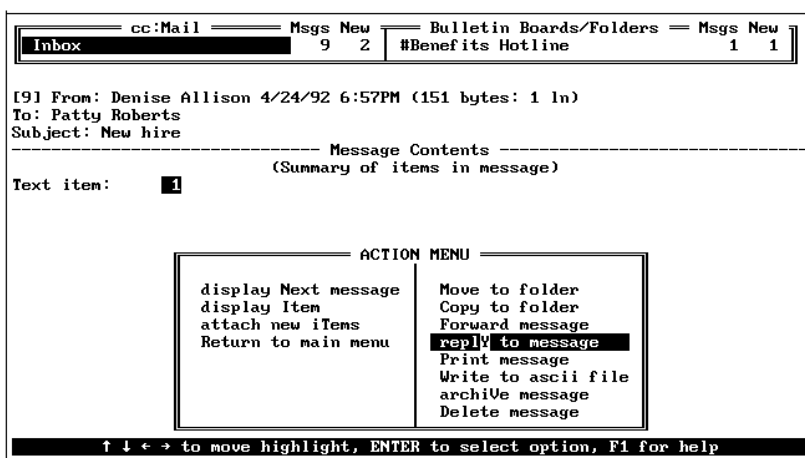


Figure 6-6: Replying to a Message

3. When the cursor is at the place you want, type your reply.
4. If you want to change the color of your comments to make them stand out from the original message, press **ALT-F1** to display the highlight menu.

See Chapter 12 for more information on using highlighting.

5. When you are finished entering your reply, press **F10**. The Address Menu appears.
6. Select “reply to sender.”
7. If the original message had more than one addressee, you are asked if you wish to retain all of them for your reply. Press **Y** for “yes” or **N** for “no.”
8. If you wish, select additional addressing options, such as sending the reply to other people or putting it in a folder.
9. Select “eNd addressing” when you are finished with the addressing options. The Send Menu appears.
10. Press **ENTER** to select “Send message.”



Note When you read messages or look at their headings in your Inbox or folders, you can see how many times a message has been replied to by the subject-heading line. For example, a message that has been replied to three times will have the text “Re[3]:” preappended to the subject heading. The preappended subject-heading number may not be correct if you or others are running a version of cc:Mail for MS-DOS prior to Version 4.0.

Chapter 7

Managing Stored Messages

In cc:Mail for MS-DOS, you can store messages in your Inbox, folders, and archive files. You can use bulletin boards, which are managed by the network administrator, to store public messages. cc:Mail gives you several ways to retrieve, read, and handle stored messages. These options are discussed in this chapter.

Scanning and Retrieving Messages

An easy way of beginning any action involving messages is to look at a summary of those messages. You can do this in cc:Mail by scanning the message headings and selecting one or more messages for further action. The “**Read inbox messages**” option on the Main Menu permits you to access the messages in your Inbox only. The “**reTrieve messages**” option, on the other hand, allows you to survey messages that are stored anywhere.

When you retrieve messages, you can search for words and phrases within message titles, messages, or documents. See “Searching for Messages” later in this chapter. To scan and retrieve messages:

1. Select the “reTrieve messages” option from the Main Menu. The Retrieve Menu appears, and a status line indicating the total number of messages you have is displayed, as shown in Figure 7-1.

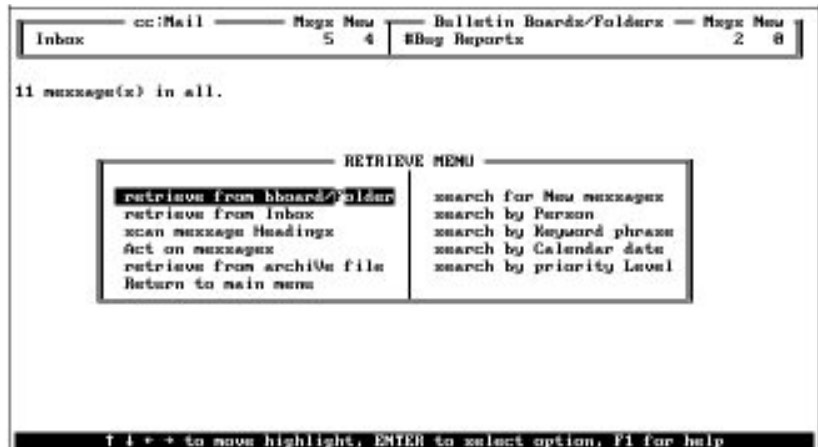


Figure 7-1: Retrieve Menu

2. Select the “scan message Headings” option. A list of all message headings in your Inbox, bulletin boards, and folders appears, as shown in Figure 7-2.

The message headings are grouped according to storage location (Inbox, bulletin boards, and folders). The number of each message is shown just to the left of the heading. The heading indicates:

- The priority (“U” for urgent, “L” for low, blank for normal). If the message is a draft, the priority is replaced by the letter “D.”
- The number of the message in the storage area.
- The name of the person to whom the message was sent or from whom it was received.
- The date the message was sent.
- The size of the message in bytes.
- What types of items the message contains.
- The subject of the message.

3. Select a message for further action by highlighting it with the cursor keys and then pressing **ENTER**. New message headings appear in a different color to distinguish them from old ones.

Index			
Index	From	Date	Subject
5	Bernice Allison	4/23/92 1:77t	Receipt of 4/23/92 5:45PM messa
4	Bernice Allison	4/19/92 3:09t	New product training
3	Lee Wong	4/21/92 4:57t	Quality Plan
2	John Valentin	4/23/92 12:59PM	Staff Meeting
1	Carson Ramirez	4/23/92 2:51t	New Year Staffing Budget
Bulletin Board: Research the Hotline			
1	Carson Ramirez	4/23/92 1:04t	1992 Year-End Info.
Bulletin Board: Soc:Mail Typ			
1	Franco Pascoli	4/23/92 1:29t	Three key summary
Folder: Drafts			
1	To: Tom Fernandez	4/23/92 1:07t	Travel Plan
2	To: Denise Allison	4/22/92 1:09t	Salary Updates
3	To: John Alexandropoulos	4/22/92 1:44t	Hour Plan
Folder: Sales Leads			
1	Patty Roberts	4/19/92 1:57t	New Products
2	Yvonne Dixon	4/21/92 4:55t	AdminPlan Deadline
Folder: Windows			
1	Bernice Allison	4/23/92 1:77t	Receipt of 4/23/92 5:45PM messa
Folder: Windows Users			
1	Patty Roberts	4/19/92 1:55t	Expenses Update

Figure 7-2: Message-Headings Window

You can also select multiple messages. To select a range of messages, mark the first one by pressing **F5** and the last one by pressing **F6**. You can also mark multiple messages by highlighting each one and pressing **F5**. Pressing **F5** will deselect a selected message, and pressing **Esc** will deselect all selected messages.

[23] From: Carson Dixon 4/21/92 7:04PM (956 bytes: 19 kb)	
To: Patty Roberts	
Subject: AdminPlan Deadline	
Message Contents	
Hi Pat,	
The deadline for all departments' budget and staffing plans is this Friday (4/24). Please get your group's plan to me as soon as you can. I will be setting up a meeting as soon as possible for everyone concerned.	
Thanks,	
Terrell	

Figure 7-3: Displaying a Text Message

If you select a simple text message, the message and its heading are displayed, as shown in Figure 7-3. Press **ENTER** when you are finished viewing the message.

4. After you have viewed a text message (see step 3 above), or if you have chosen a message with multiple items, the Action Menu appears, as shown in Figure 7-4.

Act on the message(s) you selected by choosing one of the options on the Action Menu, which are described in the next section. You can also select the “display Next message” option to view another message or the “Return to the main menu” option to exit from the Action Menu without doing anything.



Figure 7-4: Action Menu

Acting on Messages

The Action Menu allows you to manipulate the items in one message and to act on one or more messages. If you have selected a single message, the Action Menu may contain the options discussed below:

- “display Item(s)” allows you to view the text or graphics item(s) in a message. You can press ENTER to view the next item, and you may press Esc at any time to stop viewing items.
- If you have selected a file item, the options “sKip to next item,” “display Item,” and “cOpY file item to dos” may appear, letting you act on file items.
- “List item titles” lets you display and edit a list of the titles of the message items. (Editing titles creates a new message.)
- “cHoose another item” permits you to select an item other than the one presently highlighted.
- “Erase item” gives you the opportunity to remove an item from the message. (Erasing items creates a new message.)

- “attach new iTems” enables you to add other text, graphics, file, snapshot, or fax items to a message. (Attaching new items creates a new message.)
- “Forward message” calls up the Address Menu so you can resend a message. Instructions on forwarding messages are given later in this chapter.
- “replY to message” lets you answer a message. The procedure for replying is given in Chapter 6.

When you have selected one or more messages on the message-headings window, you can choose these options:

- “Move to folder” allows you to transfer messages to a new or existing folder, and “Copy to folder” lets you put a duplicate of a message in such a folder (see Chapter 10 for more information on folders).
- If you have selected more than one message, “display All messages” enables you to view them one at a time.
- “Print message” permits you to send messages to your printer, and “Write to ascii file” lets you save messages in a file. Printing and writing to a file are discussed later in this chapter.
- “archiVe message” gives you the opportunity to store messages in a cc:Mail archive file. Archiving is covered later in this chapter.
- “Delete message” allows you to remove the message from the storage location.

If you created a “Trash folder,” you can recover messages that you accidentally deleted. See Chapter 10, “Managing Your Folders,” for more information.

Forwarding Messages

The “Forward message” option on the Action Menu allows you to readdress the currently displayed message and resend it to other recipients. If you wish the forwarded message to show the original author, do **not** modify the contents of the message until you have addressed it.

When you forward a message in this way, the original message heading appears beneath the new heading, and the two are separated by a dashed line containing the word “Forwarded” to show where the original message begins (see Figure 7-5). If you subsequently change the message, the words “Forwarded with Changes” appear instead. As explained below, you can also forward as new, a message with no changes.

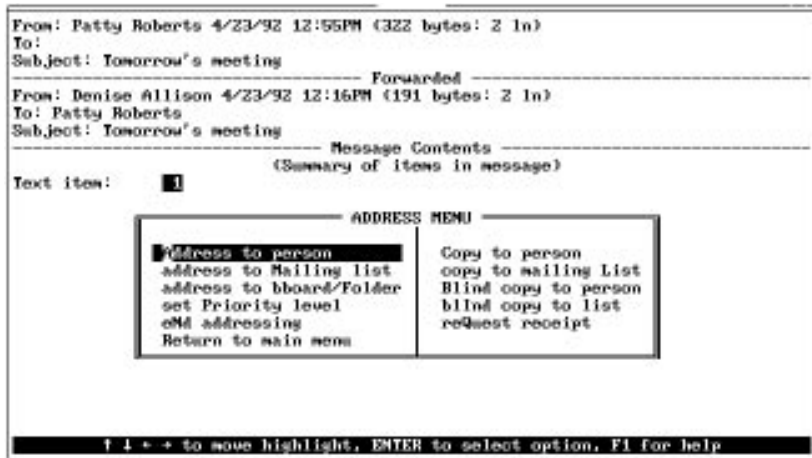


Figure 7-5: Forwarding a Message

To forward a message:

1. Select “reTrieve messages” from the Main Menu.
2. Select a message by using one of the options on the Retrieve Menu.
3. If you do **not** wish to retain the name of the creator, you can modify the message contents at this point and skip to step 5 below.
4. When the Action Menu appears, select the “Forward message” option.
5. When the Address Menu appears, address the message to the recipient(s).

Select the “eNd addressing” option from the Address Menu. The Send Menu appears.

6. If you wish, select the appropriate option from the Send Menu to attach items, to display and modify the message, and/or to edit the subject.



Note Editing the subject by itself does **not** add the “Forwarded with Changes” line.

7. Select the “Send message” option.

Forward as New

There may be times when you want to forward as new a message you have received, making no changes except your name in the message header. When you forward a message as new, the message header lists you as the message sender and does **not** display the word “Forwarded.”

To forward a message as new:

1. Select “reTrieve messages” from the Main Menu.
2. Select and display a message by using one of the options on the Retrieve Menu.
3. Press an arrow key to position the cursor inside the message.
4. Press the **Ins** key to set the text editor to text-insert mode. Type any character (or even just one space), and then delete it. If you’re in text-overstrike mode, you can also position the cursor over a character and type the same character.



Note In order to forward a message as new, you must edit it in some way, even if the changes aren’t visible.

5. Press **F10**.
6. When the Address Menu appears, address the message to the recipient(s).
7. Select the “eNd addressing” option from the Address Menu. The Send Menu appears.
8. If you wish, select the appropriate option from the Send Menu to attach items, to display and modify the message, and/or to edit the subject.
9. Select the “Send message” option.

Printing Messages

You can use the “Print message” option on the Action Menu to print one or more messages. Messages will be printed to the LPT printer port specified in your profile (see Chapter 11). You may stop printing by pressing **Esc**.

To print messages:

1. Select “reTrieve messages” from the Main Menu.
2. Select one or more messages by using one of the options on the Retrieve Menu.
3. When the Action Menu appears, select the “Print message” option.
4. If you wish, you can stop printing at any time by pressing **Esc**.

Printed messages include the complete message heading followed by the title and contents of the first message item. Any subsequent titles and items are printed on separate pages. File items are **not** printed, only their titles.



Tip You may also print any text message by pressing **F8** while viewing the message (see Chapter 12).

Printing File Items

File items are not printed because cc:Mail doesn't know whether the item is a binary, text, or graphics file item. There are two alternate ways to print a file item:

- With the item selected, choose the “cOpy file item to dos” option to save it in a DOS file, and then print that file at the DOS prompt.
- With the item selected, press **SHIFT-ENTER** to start the application that was originally used to create the file item. Print the file using the appropriate DOS application. See Chapter 5 for more information about cc:Mail's application-integration feature.



Note You can print any fax file item using the print option. To print fax or graphics items, make sure that your printer is set to the correct printer port and type on the Profile window.

Writing Messages to a File

The “Write to ascii file” option on the Action Menu allows you to copy the selected message(s) to the ASCII (text) file that you specify. When you use this option, the message heading appears in the ASCII file, together with text items, printer-output versions of graphics items, and titles of file items.

To write messages to a file:

1. Select “reTrieve messages” from the Main Menu.
2. Select one or more messages by using one of the options on the Retrieve Menu.
3. When the Action Menu appears, select the “Write to ascii file” option.
4. When the current directory is displayed, type the name of a new ASCII file, changing the drive and directory first as necessary, and then press **ENTER**.

or

Highlight the name of an existing ASCII file, changing the drive and directory as necessary, and then press **ENTER**. The message(s) will be appended to this file.



Note If you want to attach a DOS file that has part of the same name as an existing one, you must press **SHIFT-ENTER** after you type the new name at the prompt. For example, if you had a file called “SALES.TXT” and you wanted to create one simply called “SALE.TXT,” you would press **SHIFT-ENTER** after typing “SALE.TXT” to uniquely identify the file.

If you specify any of the LPT or COM printer ports (such as LPT3 or COM2) for the file to be written to, the message will be printed rather than written to a file. This gives you an easy way to print to ports other than the one specified in your profile (see Chapter 11).

Archiving Messages

The “archiVe message” option on the Action Menu allows you to store the currently displayed or selected message(s) in the archive file you specify. You can create a new archive file or append the message(s) to an existing one.

An archive file can contain one or many cc:Mail for MS-DOS messages. Each archive file is created in a cc:Mail encrypted format. This protects it from being read by non-cc:Mail users. All the selection options available on the Retrieve Menu are applicable to archive files. You can use archive files as alternatives to folders. Archive files can be stored on a hard disk or on floppy diskettes. Frequently, archive files are used as a transfer medium for moving a user mailbox from one cc:Mail post office to another. Archive files are also useful for transferring a user mailbox between cc:Mail on the LAN and cc:Mail Remote.

To archive messages:

1. Select “reTrieve messages” from the Main Menu.
2. When the Retrieve Menu appears, select the “retrieve from Folder,” “retrieve from inBox,” or “scan message Headings” option.
3. If the storage location contains only one message, it will be displayed. Press **ENTER** when you are finished viewing the message, and skip to step 5 below.
4. Mark the messages you wish to archive by highlighting each one and pressing **F5**. You can mark a range of messages by pressing **F5** on the first and **F6** on the last. Press **ENTER** when you are finished marking messages. Pressing **F5** will deselect a selected message, and pressing **Esc** will deselect all selected messages.
5. When the Action Menu appears, select the “archiVe messages” option.

6. When the current directory is displayed, type the name of a new archive file, changing the drive and directory first as necessary, and then press **ENTER**.

or

Highlight the name of an existing archive file, changing the drive and directory as necessary, and then press **ENTER**. The message(s) will be appended to this file.



Note If you want to name a DOS file that has part of the same name as an existing one, you must press **SHIFT-ENTER** after you type the new name at the prompt. For example, if you had a file called “SALES.TXT” and you wanted to create one simply called “SALE.TXT,” you would press **SHIFT-ENTER** after typing “SALE.TXT” to uniquely identify the file.

Searching for Messages

If you have received or stored a great many messages, it is often difficult to find a particular message or category of messages by looking at the whole list. In cc:Mail for MS-DOS, there are a number of options on the Retrieve Menu that allow you to search for messages according to various criteria. You can use the search options on any messages, including those in the Inbox, folders, and archive files.

To search for messages:

1. Select “reTrieve messages” from the Main Menu. When the Retrieve Menu appears, the status line at the top will tell you how many messages there are in all, as shown in Figure 7-6.

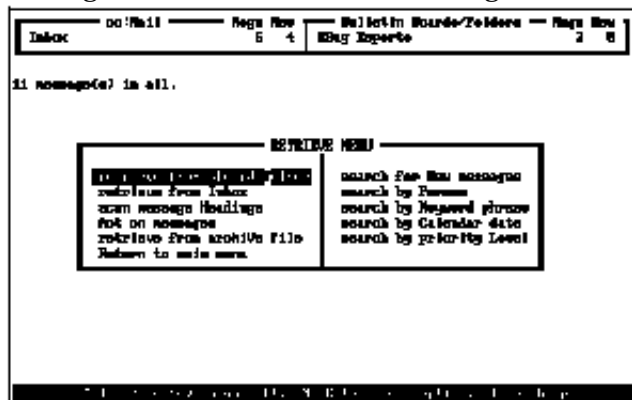


Figure 7-6: Retrieving Messages

2. Choose a category of messages by selecting one of the options on the Retrieve Menu. Additional status lines will indicate the progress of your search.

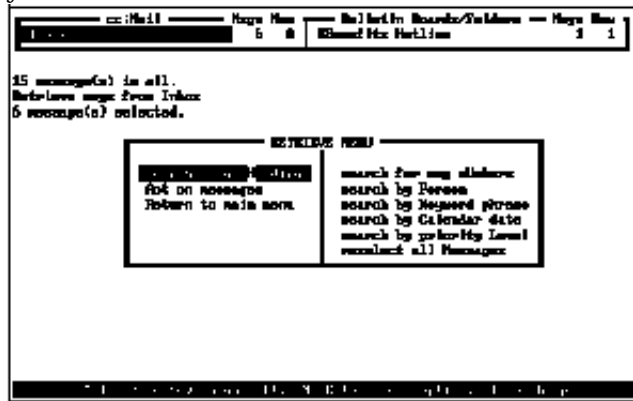


Figure 7-7: Searching Message Headings

For example, if you selected “retrieve from inBox” the screen might look as shown in Figure 7-7.

3. If you wish, select other options on the Retrieve Menu to further narrow the selection criteria. Possible options include:
 - “search for New messages,” which allows you to select all message headings in your Inbox, bulletin boards, and folders that you have received but not yet read.
 - “search by msg nUmbers,” which permits you to look for a particular message (for example, “13”) or range of messages (for example “20-25”).
 - “search by Person,” which calls up the mail directory so you can select the person for whose messages you wish to look.
 - “search by **K**eyword phrase,” which lets you enter a keyword or phrase of up to 30 characters (case is **not** significant), and search for this phrase in message subjects, item titles, and message text. (See the next section, “Searching for Words or Phrases.”)
 - “search by Calendar date,” which enables you to search for messages originating on or after the first date and on or before the second. You can enter either or both dates, or enter the same date for both to narrow the search to one day.



Note Newer messages appear before older messages in your Inbox. You can enter the /FIFO command-line parameter when starting cc:Mail for MS-DOS to display older messages before newer ones. In folders, messages appear in the order you filed them there.

- “search by priority Level,” which allows you to look for messages with a Normal, Low, or Urgent priority.
4. If you have narrowed the selections and still not found the message, you can restart the search process by selecting the “reselect all Messages” option.
 5. When you have finished choosing the message(s), select the “scan message Headings” and/or “Act on messages” option so you can view and/or act on the messages you have found.

Searching for Words or Phrases

To search the subject or item title for a keyword or phrase:

1. Select the “search by Keyword phrase:” option on the Retrieve Menu.
2. Enter the word or phrase you want to find at the prompt “Search keyword phrase:” and then press **Enter**.
3. Enter the type of search you want at the prompt, and then press **Enter**. Type “S” for a subject/item title search or “F” for a full text search.
4. Select the “Scan message headings” option on the Retrieve menu after the search is done to display the results of the search.



Note If network traffic becomes too slow, the administrator may disable the ability of users to search the full contents of messages. If disabled, this feature will only allow you to search message subjects. Even if this feature is disabled, you can always search the full text of messages stored in archive files.

Chapter 8

Using Your Mailbox and Mail Directory

In cc:Mail for MS-DOS, the people and post offices you exchange mail with are listed in the *directory*. Although you can view the directory, it is managed by the administrator. Just as with paper mail, your messages are contained in a *mailbox*. In cc:Mail, the Mailbox Status window, shown below, displays information about how your mailbox is set up.

Using Your Mailbox

The “Manage mailbox” selection on the cc:Mail Main Menu calls up the Mailbox Status window and the Manage Menu, as shown in Figure 8-1.



Figure 8-1: Manage Menu

The Mailbox Status window tells you:

- The name of your cc:Mail post office and administrator
- The number of mailing lists you have (see Chapter 9)
- The number of folders you have (see Chapter 10)

In addition to allowing you to return to the Main Menu, the Manage Menu has these choices:

- “manage mailing Lists” allows you to create new mailing lists, add or delete names, change titles, and delete mailing lists (see Chapter 9).
- “manage Folders” permits you to create new folders, change folder titles, and delete folders and the messages they contain (see Chapter 10).
- “View mail directory” lets you look at and locate names of mailboxes in the post office (see the following sections).
- “Change profile” lets you change your personal and equipment profile in cc:Mail (see Chapter 11).
- “create Trash folder” lets you create this folder (if it doesn’t already exist) for messages you want to eventually delete. The Trash folder, which lets you recover messages that you accidentally marked for deletion, must first be set up by your administrator before you can create it.
- “create message Log” lets you create this folder (if it doesn’t already exist), in which a copy of each message you send will automatically be stored. The Message Log folder must be enabled by your administrator before you can create it.

About the Mail Directory

In cc:Mail for MS-DOS, the *mail directory* lists the people to whom you send messages and the post offices at which they are located, as shown in Figure 8-2. Unless you are the cc:Mail administrator, you cannot add or change names in the mail directory. You can, however, locate and view information about entries in your mail directory by typing the first few letters of any entry.

You use the mail directory when addressing a message to a person or a mailing list. A *mailing list*, which you create and maintain, contains a subset of names in the mail directory. (Mailing lists are described in detail in the following chapter.)



Tip When you use the mail directory, a cc:Mail feature called “directory full view” allows you to press **ALT-F1** to pop up a dialog box of information about the selected entry. Directory full view is particularly useful when you want to see complete information that may appear truncated in the mail-directory fields. Press **Esc** to cancel directory full view.

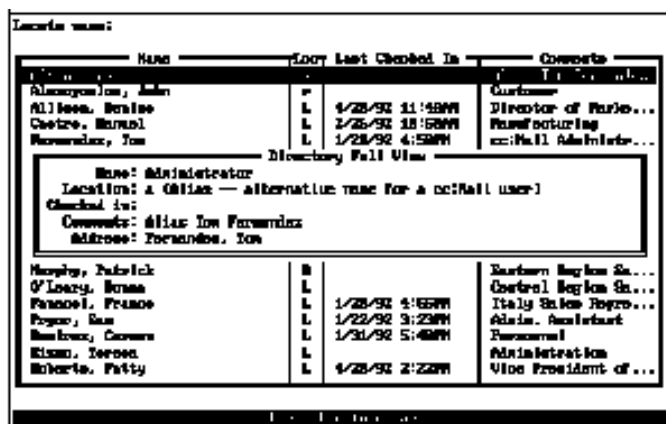


Figure 8-2: Mail Directory with Directory Full View

Mail-Directory Entries

The entries in the mail directory are listed in alphabetical order according to last name. They may include entries for:

- Yourself as a local user (so you can send messages to yourself in order to have a copy for your files if the Message Log is not enabled)
- Other cc:Mail users, both those using cc:Mail on a LAN or dedicated PC, and those using cc:Mail Remote
- Alias names for other cc:Mail users
- cc:Mail post offices serving other users



Note Post office entries appear in a different color than users in the directory.

- Public mailing lists and bulletin boards at cc:Mail post offices (with names preceded by #)

Entries for People

Each entry in the mail directory for a person includes:

- The person's name
- The location of the person in relation to the cc:Mail home post office location
- The time the person last checked in to cc:Mail
- Any comments about the person, such as title or location

Alias Entries

You can ask your administrator to create an alias for you. This allows you to receive mail under two or more different names or titles. For example, John Valentine might have the aliases "JValentine" and "President." You may see a person's alias listed in the Comments field when you are addressing a message or viewing the mail directory (depending on how your administrator set up this field).

Location Types

The second column in the mail directory contains an abbreviation indicating the location of the entry in relation to cc:Mail. These are listed in Table 8-1.

Table 8-1: Location Types in cc:Mail

<i>Location</i>	<i>Meaning</i>
a	An alias name for a cc:Mail user in the mail directory.
L	A user on your LAN who generally gets mail directly from the local cc:Mail post office.
P	A cc:Mail post office that exchanges mail directly with your cc:Mail post office.
p	A cc:Mail post office that must be accessed through another post office.
R	A user who exchanges mail with your cc:Mail post office from a stand-alone system using cc:Mail Remote.
r	A cc:Mail user accessed through a cc:Mail post office that is not the same as the home post office you are logged onto.

Using the Mail Directory

When you address or copy a message to a person in cc:Mail, you use the mail directory.

To address a message:

1. Select the “Address to person,” “Copy to person,” or “Blind copy to person” option on the Address Menu. The mail-directory window appears (see Figure 8-2 earlier).
2. Enter the name of the person to whom you wish to address the message in one of two ways:
 - Move the highlight to the name you want.
 - Type the first letter or the first few letters of the last name of the recipient. The highlight will automatically move to the first entry in the mail directory that matches the letter(s) you enter.
3. Press **ENTER** to select the highlighted name.
4. If you wish, repeat steps 2 and 3 above to select other names.
5. Press **Esc** to exit from the mail directory. The name(s) you have selected are entered into the message heading, and the Address Menu reappears.

You can also press **Esc** to leave the mail directory without selecting anything.



Tip To scroll quickly to the beginning or end of the mail directory, press the **CTRL-HOME** or **CTRL-END** key combinations respectively.

Chapter 9

Managing Your Mailing Lists

If you often send messages to the same groups of people, such as “Department Heads” or “Accounting Department,” you can simplify your task by using mailing lists. A *mailing list* is a subset of the names in your mail directory. If you have created a mailing list and wish to send a message to the entire group contained in it, you only have to address, copy, or blind-copy the message to the mailing list. cc:Mail then automatically sends the message to each person on the mailing list. See Chapter 4 for information about addressing and copying messages to mailing lists.

Managing Mailing Lists

Just as with the mail directory, you work with mailing lists by going to the Manage Menu and selecting the appropriate option. Unlike the mail directory, which you can only view, you can create, change, add to, and delete entries using mailing lists.

To manage mailing lists:

1. Select the “Manage mailbox” option from the Main Menu. The Mailbox Status window appears, giving the number of mailing lists and folders you have created (if any). The Manage Menu is shown in Figure 9-1 on the next page.

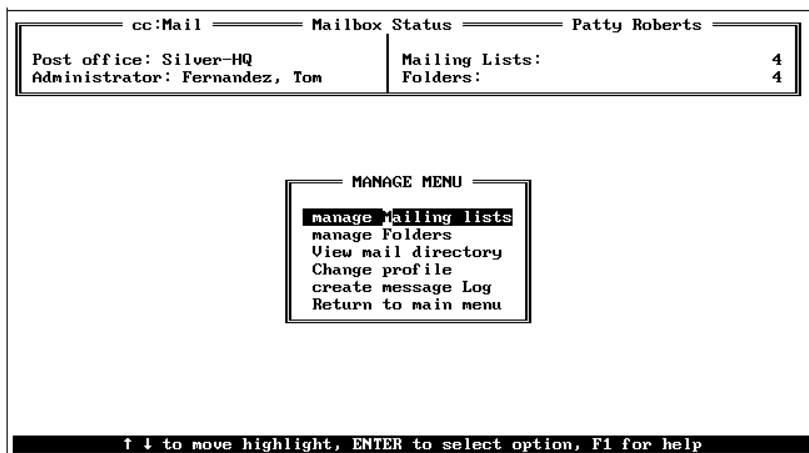


Figure 9-1: Manage Menu

2. Select the “manage Mailing lists” option from the Manage Menu. The Mailing Lists window appears, as shown in Figure 9-2 on the next page.

The left side of the screen, the Mailing Lists window, shows all your mailing lists in alphabetical order and the number of names in each. Public mailing lists, created by the administrator, are preceded by a pound sign (#) and listed before private mailing lists.

3. To create a new list title, type the name you want to use for it, and then press ENTER. The next section of this chapter tells you how to create new mailing lists. You can also create a mailing list while addressing a message; see Chapter 4 for more information.

or



To select an existing mailing list for modification, highlight it with the cursor keys or by typing the first few letters, and then press **ENTER**. Modify mailing lists is described later in this chapter.

Note If you want to create a mailing list that has part of the same name as an existing one, you must press **SHIFT-ENTER** after you type the new name at the prompt. For example, if you had a mailing list called “Sales Managers” and you wanted to create one simply called “Sales,” you would press **SHIFT-ENTER** after typing the word “Sales” to uniquely identify the new mailing list.

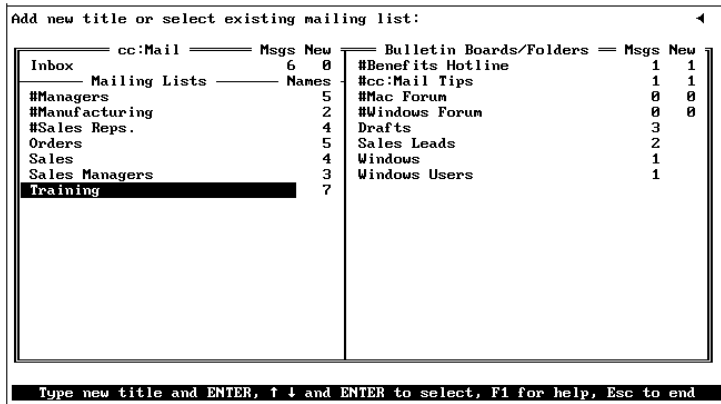


Figure 9-2: Mailing Lists Window

Creating a New Mailing List

You can use the Manage Menu to create new mailing lists at any convenient time, not just when you are addressing a message.

To create a new mailing list:

1. As described in the previous section, type a name for the new list from the Mailing Lists window, using up to 30 characters, and then press **ENTER**.
2. Your mail directory is displayed, as shown in Figure 9-3 on the next page, and you are asked to add a name. Highlight a name you wish to have in the new mailing list with the cursor keys or by typing the first few letters, and then press **ENTER** (or **SHIFT-ENTER** as described earlier).
3. Continue adding names as you wish up to a limit of 200.

4. When you have added all the names you want on the list, press **Esc**.
You can select the “manage Mailing list” option from the Manage Menu to see your new mailing list, which appears in alphabetical order in the Mailing List window. You may have up to 200 private mailing lists.

Mailing list title: Customers

No names in mailing list.

Add name:

Name	Loc	Last Checked In	Comments
Administrator	a		Alias Tom Fernandez
Alexopoulos, John	r		Customer
Allison, Denise	L	4/23/92 12:13PM	Director of Marke...
Castro, Manuel	L	2/26/92 10:50AM	Manufacturing
Fernandez, Tom	L	1/20/92 4:50PM	cc:Mail Administr...
Goulart, Carlos	r		Consultant
Internet-Mail	P		Internet Gateway
Martin, Cindy	L		Accounting
Matsuura, Miya	L		Order Entry
MHS-PO	P		MHS
MicroCircuits	P		Customer
Mubarik, Jamal	L	1/21/92 10:00AM	Manufacturing
Murphy, Patrick	R		Eastern Region Sa...
O'Leary, Donna	L		Central Region Sa...
Panacci, Franco	L	1/20/92 4:55PM	Italy Sales Repre...

Type name or ↑ ↓, ENTER to select, F1 for help, Esc to end

Figure 9-3: Creating a Mailing List

Modifying an Existing Mailing List

In addition to creating new mailing lists, you can use the Manage Menu to modify existing ones.

To modify an existing mailing list:

1. As described earlier, select an existing list from the Mailing Lists window by highlighting it with the cursor keys or by typing the first few letters, and then press **ENTER**. The Mailing List Menu appears, as shown in Figure 9-4 on the next page.
2. From the Mailing List Menu, in addition to returning to the Main Menu, you can:
 - View the names on the mailing list
 - Add or erase names
 - Change the title of the mailing list
 - Delete the mailing list
 - Add a new mailing list or select another one

The procedures for adding and selecting a mailing list are covered earlier in this chapter. The other options on the Mailing List Menu are explained in the rest of this chapter.

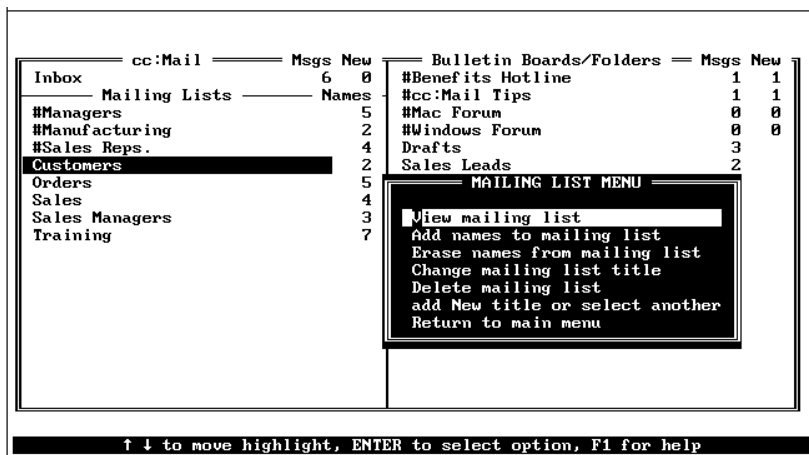


Figure 9-4: Mailing List Menu

Viewing Names on a Mailing List

To view the names on a mailing list:

1. As described earlier, select an existing mailing list to call up the Mailing List Menu.
2. Select the “View mailing list” option. The title of the mailing list and the names it contains are displayed, as shown in Figure 9-5.

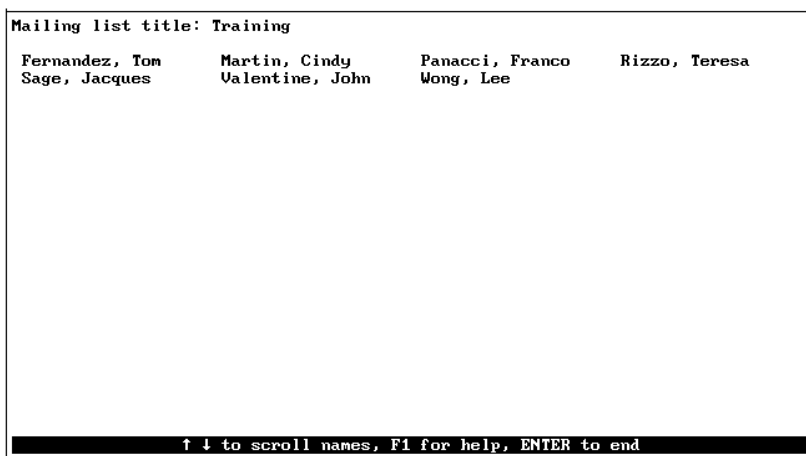


Figure 9-5: Viewing a Mailing List

3. Press **ENTER** when you are finished viewing the mailing list.

You can use this same procedure to view the names contained in any public mailing list

Adding Names to an Existing Mailing List

To add new names to a private mailing list:

1. As described earlier, select an existing mailing list to call up the Mailing List Menu.
2. Select the “Add names to mailing list” option. The selected mailing list and the mail directory are displayed, and you are asked to add a name, as shown in Figure 9-6. (You **cannot** add names to a public mailing list.)

Mailing list title: Training

Fernandez, Tom Martin, Cindy Panacci, Franco Rizzo, Teresa
Sage, Jacques Valentine, John Wong, Lee

Add name: _

Name	Loc	Last Checked In	Comments
Administrator	a		Alias Tom Fernandez
Alexopoulos, John	r		Customer
Allison, Denise	L	4/23/92 12:13PM	Director of Marke...
Castro, Manuel	L	2/26/92 10:58AM	Manufacturing
Fernandez, Tom	L	1/20/92 4:50PM	cc:Mail Administr...
Goulart, Carlos	r		Consultant
Internet-Mail	P		Internet Gateway
Martin, Cindy	L		Accounting
Matsuura, Miya	L		Order Entry
MHS-PO	P		MHS
MicroCircuits	P		Customer
Mubarik, Jamal	L	1/21/92 10:00AM	Manufacturing
Murphy, Patrick	R		Eastern Region Sa...
O'Leary, Donna	L		Central Region Sa...

Type name or ↑ ↓, ENTER to select, F1 for help, Esc to end

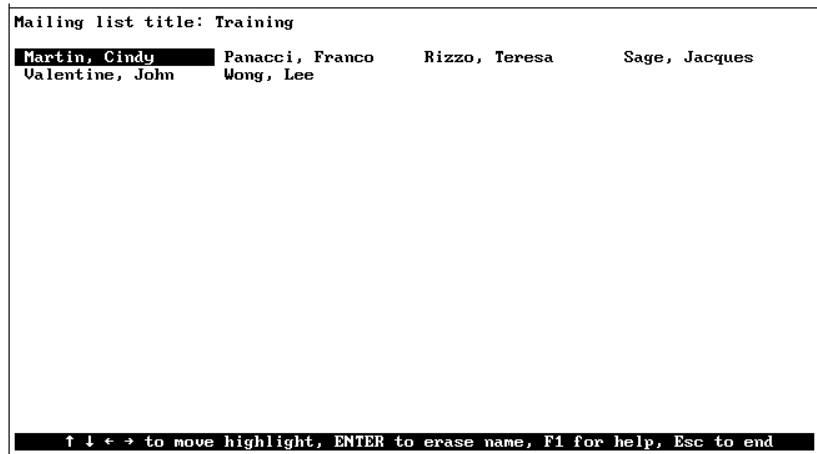
Figure 9-6: Adding Names to a Mailing List

3. Highlight a name you wish to add to the mailing list with the cursor keys or by typing the first few letters, and then press **ENTER**. The new name is added to the list in alphabetical order, and you are asked to add another name.
4. Continue adding names as you wish up to a limit of 200.
5. When you have added all the names you want on the list, press **Esc**.

Erasing Names from a Mailing List

To erase names from a private mailing list:

1. As described earlier, select an existing mailing list to call up the Mailing List Menu.
2. Select the “Erase names from mailing list” option. The mailing list is displayed, with the first name highlighted, as shown in Figure 9-7. (You **cannot** erase names from a public mailing list.)



Mailing list title: Training

Martin, Cindy	Panacci, Franco	Rizzo, Teresa	Sage, Jacques
Valentine, John	Wong, Lee		

↑ ↓ ← → to move highlight, ENTER to erase name, F1 for help, Esc to end

Figure 9-7: Erasing Names from a Mailing List

3. Use the cursor keys to move the highlight to the name you wish to erase, and then press ENTER.
4. The revised mailing list is then displayed, and the highlight is again placed on the first name in the list. Continue to erase names as you wish.
5. Press Esc when you are finished erasing names from the mailing list.



Note Erasing a name from a mailing list does **not** delete the name from the mail directory.

Changing the Title of a Mailing List

To change the title of a private mailing list:

1. As described earlier, select an existing mailing list to call up the Mailing List Menu.
2. Select the “Change mailing list title” option. The prompt “Change mailing list title to:” is displayed at the top of the screen, as shown in Figure 9-8. (You **cannot** change the name of a public mailing list.)

Change mailing list title to: Training Dept._

cc:Mail		Msgs	New	Bulletin Boards/Folders		Msgs	New
Inbox		6	0	#Benefits Hotline		1	1
Mailing Lists	Names			#cc:Mail Tips		1	1
#Managers		5		#Mac Forum		0	0
#Manufacturing		2		#Windows Forum		0	0
#Sales Reps.		4		Drafts		3	
Customers		2		Sales Leads		2	
Orders		5		Windows		1	
Sales		4		Windows Users		1	
Sales Managers		3					
Training		6					

Type the requested data and press ENTER, F1 for help

Figure 9-8: Changing the Title of a Mailing List

3. Type a new title with up to 30 characters, and then press **ENTER**. The name (and position, if appropriate) of the list changes in the Mailing List window.



Note Changing a mailing-list title has no effect on the names in the mailing list.

Deleting a Mailing List

To delete a private mailing list:

1. As described earlier, select an existing mailing list to call up the Mailing List Menu.
2. Select the “Delete mailing list” option.
3. When you are asked if you are sure that you wish to delete the mailing list, type **Y** for “yes.” The mailing list is deleted from the Mailing Lists window. (You **cannot** delete a public mailing list.)

You can also type **N** for “no” (or press **ENTER** or **Esc**) if you change your mind about deleting the mailing list.



Note Deleting a mailing list does **not** delete the names within the mailing list from the mail directory.

Using Public Mailing Lists

Public mailing lists, like private ones, allow you to send the same message to predefined groups of people at an organization. Because public mailing lists are set up by your cc:Mail administrator for everyone to use, you **cannot** delete or modify them. You can use any public mailing list at your post office. The names of public mailing lists are preceded by a pound sign (#) in the mail directory.

Chapter 10

Managing Your Folders

Because you may be sending and receiving a large number of messages, you need a convenient way to organize and store them. In cc:Mail for MS-DOS, you can create your own private storage areas, called *folders*. You can also use any of the three special cc:Mail folders: Drafts, Message Log, or Trash (discussed later in this chapter). If you want to post a message publicly, use any of the bulletin boards set up by the cc:Mail administrator. Although you can view and retrieve posted messages, you should **not** use bulletin boards for storing your private messages.

You can sort your messages and save them in folders, much as you would use manila folders to organize and store paper mail. Folders are useful for storing:

- Messages you receive and wish to keep
- Copies of messages you send
- Draft messages you are still preparing

By using folders, you have what amounts to a “database” of stored messages available to you.

Placing Messages in Folders

When you send, receive, and store messages, you can easily put them in folders. You can also quickly obtain the messages you have placed in folders.

Addressing Messages to a Folder

To address a message to a folder:

1. Select the “Prepare new message” option from the Main Menu.
2. When the Address Menu appears, select the “address to bboard/Folder” option.

3. When the Bulletin Boards/Folders window appears, highlight the name of the folder you want with the cursor keys or by typing the first few letters, and then press **ENTER**.

or

Type of the name of a new folder, and then press **ENTER**. This will create the new folder automatically.

If you want to create a folder that has part of the same name as an existing one, you must press **SHIFT-ENTER** after you type the new name at the prompt. For example, if you had a folder called "Windows Forum" and you wished to create one simply called "Windows," you would press **SHIFT-ENTER** after typing the word "Windows" to uniquely identify the new folder.

4. Continue preparing your message as instructed in Chapter 4.

Storing Messages in a Folder

To store messages in a folder:

1. Select the "Read inbox messages" or "reTrieve messages" option from the Main Menu.
2. Select one or more messages.
3. When the Action Menu appears, select the "Move to folder" option to transfer the message(s) from the current location to the specified folder.

or

Select the "Copy to folder" option to put a copy of the message(s) in the specified folder.

Retrieving Messages from a Folder

To retrieve messages from a folder:

1. Select the "reTrieve messages" option from the Main Menu.
2. When the Retrieve Menu appears, select the "retrieve from bboard/Folder" option.
3. When the Bulletin Boards/Folders window appears, highlight the name of the folder you want with the cursor keys or by typing the first few letters, and then press **ENTER**.
4. Use the options on the Retrieve Menu to select the messages you want to retrieve (see Chapter 7).
5. When you have finished choosing the message(s), select the "scan message Headings" and/or "Act on messages" option so you can view and/or act on the messages you have found.

The Bulletin Boards/Folders Window

When you have put messages in folders, you can easily monitor and access them. The Mailbox Window (shown later in Figure 10-3) displays the status of folders, and the total number of messages and of new messages they contain. You may have up to 200 folders, each of which can store up to 32,000 messages. Only 1600 messages in a folder can be displayed at one time. You can quickly go to the Bulletin Boards/Folders window to manage your folders.

To manage folders:

1. Select the “Manage mailbox” option from the Main Menu.
2. When the Manage Menu appears, select the “manage Folders” option. The Bulletin Boards/Folders window appears, listing the titles of your bulletin boards and folders in alphabetical order and indicating the number of total messages and new messages in each, as shown in Figure 10-1. The first folder (alphabetically) appears highlighted.

Add new title or select existing folder: _					
cc:Mail				Bulletin Boards/Folders	
Inbox	6	0		#Benefits Hotline	1 1
Mailing Lists				#cc:Mail Tips	1 1
#Managers	5			#Mac Forum	0 0
#Manufacturing	2			#Windows Forum	0 0
#Sales Reps.	4			Drafts	3
Customers	2			Sales Leads	2
Orders	5			Windows	1
Sales	4			Windows Users	1
Sales Managers	3				
Training	6				

Type new title and ENTER, ↑ ↓ and ENTER to select, F1 for help, Esc to end

Figure 10-1: Bulletin Boards/Folders Window

3. Highlight the title of the folder you want with the cursor keys or by typing the first few letters, and then press **ENTER**. The Folder Menu appears, as shown in Figure 10-2.

Three special folders—Drafts, Message Log, and Trash—may appear alphabetically in the list.

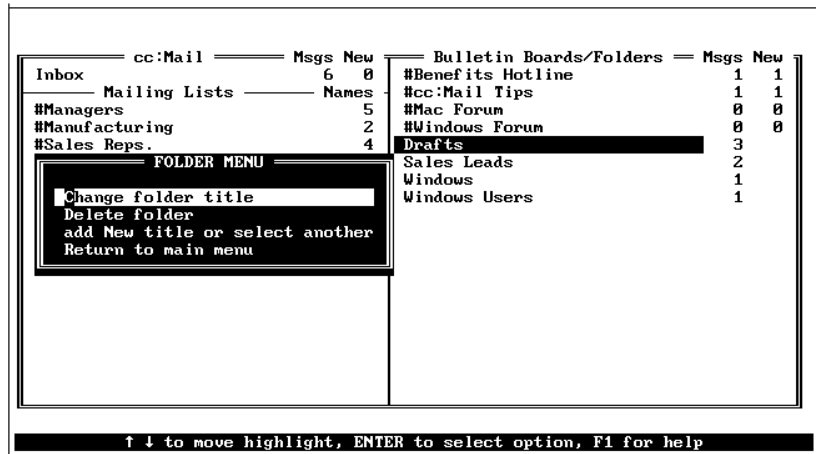


Figure 10-2: Folder Menu

4. To change the title of the folder, select the “Change folder title” option, edit the existing title when it appears or type a new title (with up to 30 characters), and then press **ENTER**. The new title will be displayed in the list in the appropriate alphabetical position. Changing a folder title has no effect on the messages in the folder.
5. To delete a folder, select the “Delete folder” option. When you are asked if you are sure that you want to delete the folder, type **Y** for “yes.” You can also type **N** for “no” (or press **Esc** or **ENTER**) if you change your mind about deleting the folder.



Caution Deleting any folder will also delete all the messages in the folder. You will **not** be able to recover the messages. The only way to recover messages you have deleted is by using the Trash folder. The Trash folder is described later in this chapter.

6. If you want to add a new folder or select another folder, select the “add New title or select another” option, type a new title (with up to 30 characters) or select an existing one, and then press **ENTER**.
7. When you are finished managing folders, press **Esc** twice or select the “Return to main menu” option from the Folder Menu to return to the Main Menu.

Special Folders

The Mailbox Window (shown in Figure 10-3) tells you whether any of the three special folders (Drafts, Message Log, and Trash) have been created or enabled, and how many total messages and new messages they contain.

Drafts Folder

If you are not finished writing or addressing your message, you can save your work in the Drafts folder by choosing the “save to Drafts folder” option from the Send Menu. The Drafts folder does not exist in the Bulletin Boards/Folders window until you store a message there. The “save to Drafts folder” option does not appear on the Send menu until you have prepared a message. The upper right side of the Mailbox Window displays how many messages are currently in your Drafts folder.

When you are ready to complete and send the message, you can retrieve it from the Drafts folder. Notice that, in the Drafts folder, the first recipient will be displayed in the message heading rather than the sender (you).

Message Log and Trash Folders

Two folders, Message Log and Trash, must be enabled by the administrator before you can create them. Check the upper right side of the Mailbox Window, as shown in Figure 10-3, to see whether either of these folders is currently created or enabled.

Message Log Folder

If a folder called “Message Log” exists, a copy of each message you send (see Chapter 4) will be stored there automatically. If the administrator has enabled the Message Log folder, you can follow the procedure given next in order to create it. The “create message Log folder” option will not appear on the Manage Menu unless the administrator has already enabled this folder.

Notice that in the Message Log folder, the first recipient will be displayed in the message heading rather than the sender (you).



Figure 10-3: Checking Folder Status in the Mailbox Window

To create a Message Log folder:

1. Select the "Manage mailbox" option from the Main Menu.
2. Select the "create message Log" option from the Manage Menu.

If you then select "manage Folders" from the Manage Menu, you can see the new folder there. Once this folder is created, a copy of each message you create and send is stored in your Message Log folder.

The upper right side of the Mailbox Window displays how many messages are currently in your Message Log folder.

Trash Folder

If you create a Trash folder, you can recover messages that you accidentally delete. As with the Message Log, the "create Trash folder" option will not appear on the Manage Menu unless the administrator has already enabled it.

To create a Trash folder:

1. Select the "Manage mailbox" option from the Main Menu.
2. Select the "create Trash folder" option from the Manage Menu.

If you then select "manage Folders" from the Manage Menu, you can see the new folder there.

Once the Trash folder exists, a copy of each message you delete is stored there. You retrieve messages from the Trash folder just as you would with any folder. The upper right side of the Mailbox Window displays how many messages are currently in your Trash folder.

To empty Trash-folder messages:

1. Select the “Empty trash folder” option from the Main Menu.
2. When you are asked if you are sure that you wish to empty the Trash folder, type **Y** for “yes.”

You can also type **N** for “no” (or press **ENTER** or **Esc**) if you change your mind about deleting the messages in the Trash folder.

The “Empty trash folder” option does not appear on the Main Menu until the Trash folder contains at least one message.



Note You may want to check to see what messages are in your Trash folder at the end of each day before deleting the entire folder. When you empty the Trash folder, all messages are deleted and can no longer be retrieved.



Caution Your administrator may clean out messages contained in the Message Log and Trash folders every so many days (or other specified time period). If you don’t want to lose your messages, check with your administrator to find out how often these two folders get cleared out. To ensure that a message does not get erased, store it in a private folder.

Chapter 11

Customizing Your cc:Mail Setup

The cc:Mail administrator sets a number of defaults for all users connected to a post office. You may need to change the personal or equipment information after your administrator has installed the cc:Mail for MS-DOS software package. You can change your profile settings by using the cc:Mail Profile window. If you are an advanced DOS user, you can also set a variety of cc:Mail defaults by changing your configuration file. See “Preparing a Local Configuration File,” later in this chapter, for more information.

This chapter outlines the procedures for changing your profile and configuration-file settings. Most cc:Mail users will **not** need to override the values in the system configuration file with a local configuration file.

Changing Your Profile

You can change your profile settings at any time after the cc:Mail administrator has installed the cc:Mail for MS-DOS software. For example, you might want to change your password or to choose a new printer. Profile items that may be altered include:

- Your password
- Your printer port and type
- The default pen color
- The default margins for the cc:Mail word processor

To change your personal profile:

1. Select the “Manage mailbox” option from the Main Menu. The Manage Menu appears, as shown in Figure 11-1.

cc:Mail		Mailbox Status		Patty Roberts	
Post office: Silver-HQ		Mailing Lists:		4	
Administrator: Fernandez, Tom		Folders:		4	

MANAGE MENU

- manage mailing lists
- manage Folders
- View mail directory
- Change profile
- create message Log
- Return to main menu

↑ ↓ to move highlight, ENTER to select option, F1 for help

Figure 11-1: Manage Menu

2. Select the “Change profile” option from the Manage Menu. The cc:Mail Profile window is displayed at the top of the screen and the Profile Menu appears, as shown in Figure 11-2 on the next page.
3. Select the appropriate option from the Profile Menu, and then press ENTER.
4. A prompt or menu for the setting you selected will appear. Make the change you want. The new setting appears in the appropriate profile window.
5. If you wish, select other options from the Profile Menu.

6. When you are finished making the changes you want, select the “Return to main menu” option from the Profile Menu or press Esc to return to the previous menu.

The screenshot shows the 'cc:Mail Profile' window. It is divided into three main sections. The top-left section displays current settings: Name: Roberts, Patty; Password: [REDACTED]; Printer port: LPT3; Printer type: PostScript (text only); Editor highlighting: PO Default; Editor margins: (L: 10 R: 70). The top-right section displays post office defaults: Post office: Silver-HQ; PO Defaults: LPT1, Text only, (aaaa), (L: 10 R: 70). The bottom section displays configuration file information: Config File: E:\CCMAIL.INI; Resource File: E:\ENGLISH.RI; Color Set: EGAnew.pal; Editor Map: DOSMAIL.KEY. In the center, a 'PROFILE MENU' box lists options: Change password (highlighted), change Printer port, change printer Type, change editor Highlighting, change editor Margins, and Return to main menu. At the bottom, a status bar indicates: ↑ ↓ to move highlight, ENTER to select option, F1 for help.

cc:Mail Profile	
Name: Roberts, Patty	Post office: Silver-HQ
Password: [REDACTED]	PO Defaults:
Printer port: LPT3	LPT1
Printer type: PostScript (text only)	Text only
Editor highlighting: PO Default	(aaaa)
Editor margins: (L: 10 R: 70)	(L: 10 R: 70)
Config File: E:\CCMAIL.INI	
Resource File: E:\ENGLISH.RI	
Color Set: EGAnew.pal	
Editor Map: DOSMAIL.KEY	

PROFILE MENU

- Change password
- change Printer port
- change printer Type
- change editor Highlighting
- change editor Margins
- Return to main menu

↑ ↓ to move highlight, ENTER to select option, F1 for help

Figure 11-2: Profile Window

Using the Profile Window

The cc:Mail Profile window, shown in Figure 11-2, is divided into three rectangular sections. This window displays defaults you can change as well as those already set by the administrator.

The upper right section of the cc:Mail Profile window displays the default post office settings. The upper left section of this window shows your current settings. If you don't change these settings, the left side of the screen indicates that your current settings are the same as the post office defaults. If, however, you change the printer type, for example, from the post office default, the left side of the window changes to reflect the current printer-type setting while the right side shows the original post office default. The lower portion of the cc:Mail Profile window shows the current cc:Mail configuration filename as well as the following defaults, which are set in the configuration file:

- The *configuration file* customizes how the cc:Mail programs and utilities run.
- The *resource file* specifies the location of the resource file and the help file to be used by all cc:Mail programs. Different resource files are available for different languages. See the “Statement Descriptions” section later in this chapter for more information about the resource file.

- The *color set* determines which of the available palettes you see when you run cc:Mail.
- The *editor mapping* specifies the word processor key mapping with which you enter text.

To change any program default (such as the key mapping of your word processor, or your color palette), you must create a local configuration file. Refer to “Preparing a Local Configuration File” later in this chapter for instructions on how to do this.

To change profile settings for your password, printer port, printer type, editor highlighting, or editor margins, refer to the following sections.

Changing Your Password

For security reasons, you may wish to change your cc:Mail for MS-DOS password at regular intervals. The administrator also may set an expiration date for passwords. If that is the case, you will be prompted for a new password after you enter your current password.

The administrator of your post office may also set other rules for passwords, such as minimum length. Consult the administrator for more information on password requirements.

To change your password:

1. Select the “Change password” option from the Profile Menu, and then enter your old password at the prompt. You see it as you type it.
2. Enter your new password at the prompt. The characters you type are not visible.
3. At the prompt, enter your new password again to verify that you have typed it correctly.

Changing Printer Settings

To change your printer port:

1. Select the “Change Printer port” option from the Profile Menu. A dialog box of printer-port options appears.
2. Use the **Up** or **Down** cursor key to highlight a printer-port option and press **ENTER**.

The new setting appears in the upper left portion of the cc:Mail Profile window.



Note If you change your printer-port setting by entering a command-line parameter (such as /LPT3) when you start cc:Mail, an asterisk (*) appears next to the printer-port setting on the Profile window.

To change your printer type:

1. Select the “change printer **Type**” option from the Profile Menu. The printer-type options appear.
2. Use the **Up** or **Down** cursor key to highlight a printer type and press **ENTER**.

The new setting appears in the upper left portion of the cc:Mail Profile window.

The printer options include a text-only printer, an IBM graphics printer, a PostScript printer (text only), and a Hewlett-Packard LaserJet printer at either standard or fine resolution. Text message items can be printed on any printer type. Graphics and fax items can be printed on an IBM graphics printer or on an HP LaserJet. You should only use the LaserJet fine-resolution setting for printing fax items if your printer has 1 Mbyte or more of RAM.



Caution If you do not have 1 Mbyte of printer memory and you select the “HP LaserJet Fine resolution” setting, your job may not print, and you may receive printer error messages warning you that sufficient memory is not available.

Changing Editor Highlighting

To change your editor color highlighting:

1. Select the “change editor **H**ighlighting” option from the Profile Menu. The editor-highlighting options appear. These options will vary depending on whether you have a color or monochrome display adapter.
2. To change from the default colors of white text on a blue background, choose “User default” from the editor-highlighting options. You also choose “User default” from the editor-highlighting options to change the monochrome default.

You can choose “**P**ost office default” from the editor-highlighting options to return the editor display to white text on a blue background or to the monochrome display default. If you choose this option, omit step 3.

3. If you have a color monitor, use the **Left** and **Right** cursor keys to choose the foreground (the characters), and the **Up** and **Down** cursor keys to choose the background (the screen). Your setting is shown in the lower right corner of the window. Press **ENTER** when you are ready to select the color setting.

or

If you have a monochrome display adapter, use the **Left** and **Right** cursor keys to move the triangular pointer to the desired display option for characters. The options are standard, standard underlined, reverse video, bold, bold underlined, and reverse video. The current selection is indicated by the arrow at the bottom. Press **ENTER** to select the display setting



Note You can also temporarily change the editor highlighting setting by pressing **ALT-F1** from within the cc:Mail text editor; see “Highlighting” in Chapter 12.

Changing Editor Margins

To change editor margins:

1. Select the “change editor **Margins**” option from the Profile Menu. The editor-margins options appear.
2. If you want to change from the default margins, choose “User default” from the editor-margins options. (The defaults, unless the administrator changed them, are left margin at column 11 and right margin at column 70.)
3. To change the left margin, move the cursor with the **Left** and **Right** cursor keys, and then press **F5**.
4. To change the right margin, move the cursor with the **Left** and **Right** cursor keys, and then press **F6**.
5. Press **ENTER** to save the new margin settings.



Note You can also temporarily change the margin settings by pressing **F4** from within the cc:Mail text editor; see “Setting Margins” in Chapter 12.

Configuration-File Settings

You can set a variety of program preferences using the command-line parameters or *configuration file*. Command-line parameters only affect how the program runs at the time you enter them. Configuration-file settings customize how the program runs until you or the administrator changes the configuration file; they provide greater flexibility than command-line options.

The configuration file is used to keep track of a number of settings, including:

- Application-integration programs and launch key
- Word processor key mapping
- Word processor defaults, such as overstrike mode
- Default command-line parameters
- National language to be used by program
- Color-palette setting
- Spelling checker language and personal dictionary

The use of the configuration file to set either “global” or “local” default settings is new to this version of cc:Mail for MS-DOS. The system configuration file sets global settings for all cc:Mail users on a LAN. The local configuration file sets defaults for a single user.

Preparing a Local Configuration File

The configuration file is an optional feature—you do not need one to run cc:Mail for MS-DOS. However, it can save you time and effort. Advanced users who need particular functions can override the values in the system configuration file with a local configuration file located on their own PC. If created, a local configuration file contains a variety of cc:Mail start-up parameters. Many of the cc:Mail programs access this file (called “CCMAIL.INI”) to get information.

There is a system configuration file on the Platform Pack diskette, which you can copy and modify any way you like. You can use any DOS editor, text editor, or word processor that creates ASCII text files to modify a configuration file. You can also create a local configuration file based on the samples shown later in this section. The default name of the local configuration file is “CCMAIL.INI.”

The system configuration file, which sets “global” settings for the entire cc:Mail network, is located in the executable directory, which is where the mail programs are located. The default location for this directory is M:\CCMAIL. The cc:Mail administrator manages the system configuration file. Your “local” configuration file should be located in a directory on your PC.

To create a local configuration file, you must define an environment variable, called “CCCONFIG.” The CCCONFIG variable defines the drive, directory, and file that contain the local configuration file.

You may want to edit your AUTOEXEC.BAT file on your own PC to include the CCCONFIG variable, as in this example:

```
SET CCCONFIG=C:\MAIL\PRIVATE\CCMAIL.INI
```

If the environment variable is not set, or if the file is not in the specified location, the cc:Mail programs will use the system configuration file, if it exists.



Note You do **not** need to set the CCCONFIG environment variable to use the system configuration file.

Configuration-File Syntax

The configuration file consists of a series of headers with associated statements. There are two general headers, and then one for each cc:Mail program. You can easily recognize the headers because they are set in square brackets.

The cc:Mail configuration-file format is very similar to that used with the Microsoft Windows files WIN.INI and SYSTEM.INI.

These conventions are used in the section on the syntax of the configuration file that follows:

- Variables in the statements are in *italics*.
- Words or characters in the statements (such as section headings) that have to be entered exactly as shown are in **boldface**.
- Comments are in plain text.
- Choices are separated by a vertical bar (|).
- The term *path* means the drive and program path.
- Because of word wrapping, some sample statements appear to be entered on two lines. You should enter statements on one line.

Sample Configuration-File Syntax

[Common Parameters]

Resource=*path\resource_filename*

Color palette=*color_palette_name*

[Application Integration]

ext=*path\program-name parameters ^.ext parameters* **[home]**

[name=*descriptive_application_name*]

[Mail]

Keyboard map=*keymap_filename*

Insert mode=*overstrike* | **insert**

Cmd=*parameters*

Main Dictionary=*language_code, path\dictionary_name*

Personal Dictionary=*path\personal_dictionary_name*

[TSRMail]

Cmd=*parameters*

[Notify]

Cmd=*parameters*

[Snapshot]

Cmd=*parameters*

The following is an example of a configuration file:

[Common Parameters]

;The next line defines what resource file will ;be used.

Resource=M:\ccmail\english.ri

;The next line defines what color palette will ;be used.

Color palette=VGAnew.pal

[Application Integration]

;The next lines define what file extensions are ;associated with application(s).

WK3=C:\LOTUS\123.EXE -W^.WK3 [name=lotus 1-2-3]

[Mail]

;The next line defines default keyboard mapping.

Keyboard map=WINMAIL.key

;The next line sets text entry to insert mode.

Insert mode=insert

;The next line defines the default start-up ;mail directory.

Cmd=/DN:\CCDATA

;The statement below defines where to find the ;dictionary file. It can include a drive and a ;path.

Main Dictionary=4239,M:\ccmail\english.lex

;The statement below defines where to find the ;personal-dictionary file. It can include a ;drive and a path.

Personal Dictionary=user.lex

Statement Types

There are three types of statements allowed within the configuration file: section headings, configuration statements, and comments.

- *Section headings* are always enclosed in square brackets, and they separate sections of the configuration file according to types of program defaults. This is an example of a section heading:

[Common Parameters]

- *Comments* provide additional information about other statements in the configuration file. Comment statements always begin with a semicolon (;). The semicolon must be in column 1. This is an example of a comment line:

;The next line defines what resource file
;will be used.

- *Configuration statements* are the statements in the configuration file that provide the program functionality. This is an example of a configuration statement:

Resource=n:\ccmail\english.ri

Statement Descriptions

This section defines statement parameters and valid values for sample configuration files. The section-heading syntax is [**Common Parameters**].

Common Parameters

The Common Parameters section contains defaults that affect all cc:Mail programs.

Syntax:

Resource=*path\resource_filename*

Examples:

Resource=n:\ccmail\english.ri

Resource=m:\ccmail\deutsch.ri

The “Resource” entry above specifies the location of the resource file and the help file to be used by all cc:Mail programs.

The resource file contains all the text that appears on the screen within the cc:Mail programs. Different resource files are available for different languages. English is the default (the filename is “ENGLISH.RI”). Check the Profile window to see your current resource filename. You can purchase cc:Mail for other languages if needed.

You can store the resource file in any convenient directory on your PC, provided that you specify the path and filename. Otherwise, the resource file must be in both the mail-program directory (the default is M:\CCMAIL) and the administrative-program directory (the default is M:\CCADMIN).

Syntax:

Color palette=*color_palette_name*

Example:

Color palette=VGANew.pal

The “Color palette” entry assigns the name of the color-palette file. This file defines the color for the various elements of the user interface, including screen-background color, headings, and highlights.

There are several color-palette choices. They are not separate files, but instead are built into the cc:Mail programs. You can specify any of these eight available palettes:

VGANew.PAL
VGAOld.PAL
EGANew.PAL
EGAOld.PAL
CGANew.PAL
CGAOld.PAL
MONONew.PAL
MONOOld.PAL



Note The words “new” and “old” in the palette names indicate one of the two available cc:Mail color schemes. Each color scheme assigns a set palette of colors to portions of the user-interface screens. These are cosmetic differences only, and they do **not** affect how the cc:Mail programs operate.

The palette names labeled “old” are the standard, “classic” cc:Mail colors, which include dark blue, black, red, and yellow.

The palette names labeled “new” were designed for this version of cc:Mail for MS-DOS. These palettes include more subtle colors (such as gray, brown, blue, and red) than are used on the older palettes.

Each of the available palettes described above also has a corresponding video-display type: VGA, EGA, CGA, and MONO.

Application Integration

The Application Integration section stores the statements that allow cc:Mail to start other applications while a user is viewing a file item. cc:Mail looks at the extension of the filename to determine which application to start. Table 11-1 below describes the valid values for each statement type. The section-heading syntax is **[Application Integration]**.

Syntax:

[extension]=[application name] [parameters] ^[extension] [parameters]
[home] [name=descriptive_application_name]

Table 11–1: Application-Integration Statement Types

Statement Type	Purpose
[extension]	Enter the file extension with which the application will be associated.
[application name]	Enter the DOS name for the application. You should include the drive and path to the application if necessary.
[parameters]	You can enter any optional parameters for the application before you enter the application name.
^	Expands to what the user types as a filename at the cc:Mail attach-file prompt. The filename does not include an extension, but may include a drive or path.
[extension]	Enter the filename extension. The previous parameter specifies all file-location information except for file extension.
[parameters]	You can enter any optional parameters after you enter the application name.
[home]	Directs cc:Mail to change to the application’s home directory before starting it. The [home] parameter gets the application’s home directory from the [application name] parameter. Enter this parameter in square bracket.
[name=descriptive_application_name]	Enter this parameter followed by the application’s descriptive name (as opposed to a DOS application name). This optional parameter is for display purposes only. Enter this parameter in square brackets.

Example:

PFL=C:\LOTUS\FL.EXE \L ^ .PFL \S [name=Freelance Graphics]

Table 11–2: Application-Integration Parameter Explanation

<i>Parameter</i>	<i>Example</i>	<i>Explanation</i>
[extension]	PFL	Freelance Graphics portfolio-file extension.
[application name]	C:\LOTUS\FL.EXE	Freelance Graphics DOS program name.
[parameters]	\L	Optional Freelance Graphics large-memory-loading parameter.
^		Indicates Freelance Graphics filename to open without extension.
[extension]	.PFL	Indicates extension of Freelance Graphics portfolio file if extension is needed to run program.
[parameters]	\S	Optional Freelance Graphics loading parameter.
[home]		Enter this parameter to use the Freelance Graphics home directory.
[name=xxx]	Freelance Graphics	This parameter followed by the application's descriptive name associates Freelance Graphics to its DOS executable name.



Note Application integration only works with applications that allow you to type a filename on the command line. Application integration will **not** work if an application, such as some versions of Lotus 1-2-3 or Freelance Graphics, does not accept a filename as a command-line parameter. The Lotus 1-2-3 and Freelance Graphics examples in this section are included to demonstrate syntax and may not work with all product versions.

Example:

```
wk3=c:\lotus\123.exe -w^.wk3 [name=lotus123] [home]
```

Table 11–3: Sample Application-Integration File

<i>Parameter</i>	<i>Explanation</i>
wk3	Extension for Lotus 1-2-3.
c:\lotus\123.exe	Path and program name for Lotus 1-2-3.
-w	This optional parameter is specific to Lotus 1-2-3. It instructs the program to load the associated filename.
^	Special character to indicate filename without extension.
[name=lotus123]	Associates application's descriptive name to its DOS executable name.
[home]	Directs cc:Mail to use the Lotus 1-2-3 home directory before starting the program.

In this example, cc:Mail will open the Lotus 1-2-3 application whenever the user presses the **SHIFT-ENTER** key combination while viewing a file item, if the extension of the filename is “wk3.” The “^” character is a placeholder that will be replaced by the real filename. 1-2-3 will then open the file.

The [name=*descriptive_application_name*] parameter is used when the file extension is not found. If the cc:Mail program cannot match a file extension to an application, a dialog box appears containing possible application options. This dialog box allows you to pick the application you want to start even if you have specified an unknown file extension. The [name=*descriptive_application_name*] parameter **must** be entered, as shown, in square brackets.

The [home] parameter is used to direct cc:Mail to the application's home directory before execution. After the application executes, cc:Mail returns to the original directory. The [home] parameter **must** be entered, as shown, in square brackets.

You can add any other parameters you want to use when starting the application. Enter these parameters either after the application name or after the filename, as indicated in the application documentation.

The configuration-file examples in Table 11-4 show additional ways to specify application-integration defaults.

Table 11–4: Additional Application-Integration Examples

<i>Parameter</i>	<i>Explanation</i>
<code>=fl.com ^</code>	Starts Freelance Graphics for filenames with no extensions.
<code>txt=a.exe parm1 ^ parm2</code>	Starts application with parameters “parm1” and “parm2.” The filename goes between the parameters.
<code>grf=command /c b.bat ^</code>	Calls up the batch file for this file extension.
<code>wk3=c:\lotus\123.exe -w^.wk3</code>	Specifies the path and application name for Lotus 1-2-3.
<code>ext=c\ws\ws.exe ^[home]</code>	Changes to application’s home directory before starting application.

Mail

The Mail section stores defaults that affect only the MAIL program. The section-heading syntax is **[Mail]**.

Syntax:

Keyboard map=*keymap_filename*

Example:

Keyboard map=WINMAIL.key

The “Keyboard map” entry specifies the name of the keyboard map for the cc:Mail word processor. This feature allows the word processor to emulate the keystrokes used by cc:Mail for Windows, by Ami Pro, Version 2, or by the cc:Mail for MS-DOS word processor, which is the default.

Like the color palettes, the keyboard mappings are not separate files, but are built into the cc:Mail programs. cc:Mail can always access them. You do **not** have to specify any path, just the name. The list of choices follows:

- DOSMAIL.KEY (cc:Mail for MS-DOS)
- WINMAIL.KEY (cc:Mail for Windows)
- AMIPRO2.KEY (Ami Pro, Version 2)

A table showing the key mapping is in Appendix F.

Syntax:

Insert mode=overstrike | insert

Example:

Insert mode=insert

The “Insert mode” entry is another option you can set for the cc:Mail word processor. It determines whether characters typed in the word processor are inserted at the cursor position or overwrite the characters to the right of the cursor. The default mode is “overstrike.”

You can enter one or the other of these options:

insertCharacters will be inserted at the cursor.

overstrikeCharacters will overwrite existing characters to the right of the cursor.

Syntax:

Main Dictionary=language_code, path\dictionary_name

Example:

Main Dictionary=4239, M:\ccmail\english.lex

The “Main Dictionary” entry identifies and locates which of the available language and dialect dictionaries the cc:Mail program will use to check spelling.

Table 11-5 lists the language dictionaries that are included with cc:Mail for MS-DOS, Version 4.0.

Table 11–5: Dictionary Language Numbers

<i>Language</i>	<i>Number</i>
American English	4239
British English (ise)	4175
British English (ize)	4143

Syntax:

Personal Dictionary=*path\personal_dictionary_name*

Example:

Personal Dictionary=user.lex

The “Personal Dictionary” entry identifies and locates an individual user’s dictionary of terms to be used by the spelling checker. If no path is entered, the personal dictionary will be located in the current directory when the program is run. If no Personal Dictionary statement is entered in the configuration file, the personal dictionary feature will not exist in the cc:Mail program.

Syntax:

Cmd=*parameters*

Example:

Cmd=/DN:\CCDATA

“Cmd” allows you to enter the command-line parameters that you want to use each time any cc:Mail program starts. This statement sets the default start-up command for the post office as a whole in a system configuration file.

The parameters for any Cmd statement in the configuration file must follow the new syntax, which places a hyphen () or forward slash (/) in front of each parameter. The most frequently used parameters also have a one-character identifier in front of them:

/Nuser name
/Puser password
/Dlocation of database files

The parameters in the sample configuration file are as follows:

Cmd=/DN:\CCDATA

The “/D” tells cc:Mail that the next parameter is the path and name of the directory containing the post office database files.

Users with a local configuration file can include their name on the command line. They can also include their password, although for security reasons this is **not** recommended.

Syntax:

Cmd=/N“*user name*”

Example:

Cmd= /N“Carmen Ramirez”



Note If your user name includes your first and last name separated by you have a two-word password, you will also need to enter it within quotation marks.

Parameters for Other Programs

The “Cmd” statement is available for each of the other cc:Mail programs. You use it in the same way as for the MAIL program, entering the parameters you want to include each time the program starts, as in this example:

[TSRMAIL]

;the next line starts the TSRMAIL program

CMD=/N “CARMEN RAMIREZ” /DN:\CCDATA /TIMER/3

This statement starts the TSRMAIL program for Carmen Ramirez. The database files are located on the N: drive in the CCDATA directory. The /TIMER parameter is set to check for new messages every three minutes.



Note You can enter the Cmd parameter with spaces before or after the equal sign (=), or with no spaces at all.

Chapter 12

The cc:Mail for MS-DOS Word Processor

This version of cc:Mail supports three word processors: cc:Mail for MS-DOS, cc:Mail for Windows, and Ami Pro, Version 2. The tables in Appendix F (and on *Lotus cc:Mail for MS-DOS Quick Reference Card*) define how keys are mapped to functions for each of the word processors. Refer to Appendix F or try using any of the word processors to determine which word processor you are most comfortable with. You can see which word processor you are currently using by checking the cc:Mail Profile window.



Note The default word processor is the cc:Mail for MS-DOS screen-based editor. Since this chapter assumes you are using the default, it describes cursor movement and editing procedures for the cc:Mail for MS-DOS screen-based editor. Refer to Chapter 11 for information on changing your profile defaults and on using a configuration file to change keyboard mapping.

You can use any of the cc:Mail word processors to enter up to 20,000 characters in a text item. The word processors provide most of the character-editing functions available in stand-alone programs, including:

- Word wrapping
- Margins and tabs
- Reformatting
- Spelling checker
- Copying and moving blocks
- Finding and replacing phrases
- Printing
- Reading and writing ASCII files

On color monitors, the word processors also enable you to change the foreground and background color of each character. If you have a monochrome monitor, you can alter character attributes.

The Word Processor Screen

Once you have addressed a message and typed a subject, the word processor screen appears, as shown in Figure 12-1. This screen is identical regardless of which keyboard mapping you are using.



Figure 12-1: Word Processor Screen

The contents of your message go in the area beneath the heading, where the blinking cursor appears. The bottom line on the screen, the Help bar, provides information about the message contents. This differs depending on whether you are editing text (see Table 12-1) or displaying a text item previously created (see Table 12-2).

Table 12-1: Word Processor Help Bar (Editing Mode)

<i>Field</i>	<i>Meaning</i>
L	The number of the line of the document on which the cursor is currently located. In Figure 12-1, the cursor is on line 5.
C	The number of the column in which the cursor is currently located. In Figure 12-1, the cursor is at character 10.
%Full	The percentage of the maximum number of characters (20,000) the message contents have currently used up.
Highlight	The type of character attribute currently in effect for entering text. As indicated on the Help bar, you can press ALT-F1 to change the highlighting.
Help: F1	The key you can press to display a Help screen, F1 .
End: F10	The key you can press to end preparation of the message, F10 .

Table 12–2: Word Processor Help Bar (Display Mode)

<i>Field</i>	<i>Meaning</i>
Window	The position of the window in the text item.
Lines	The number of lines in the text item.
Edit	The keys you can press to begin editing the text item: the cursor keys.
Help: F1	The key you can press to display a Help screen, F1 .
End: ENTER	The key you can press to end displaying of the text item, ENTER .

Moving the Cursor and the Text Window

When you begin to create or edit a message text item, the cursor appears in overstrike mode (represented by a blinking thin line) in the upper left corner of the text screen. The cursor indicates the position at which the next action will occur, usually where the next character will appear. You can move the cursor around on the screen and thus perform all the editing tasks where needed. You can move the cursor one space at a time or farther.

Table 12–3: Cursor Movement

<i>Key(s)</i>	<i>Action</i>
LEFT ARROW	Moves the cursor one space left; hold down for repeated movement.
RIGHT ARROW	Moves the cursor one space right; hold down for repeated movement.
UP ARROW	Moves the cursor one line up; hold down for repeated movement.
DOWN ARROW	Moves the cursor one line down; hold down for repeated movement.
CTRL-LEFT arrow	Moves the cursor to the first character of the previous word to the left; hold down for repeated movement.
CTRL-RIGHT arrow	Moves the cursor to the first character of the previous word to the right; hold down for repeated movement.
ENTER	Moves cursor to the beginning of the next line in insert mode.
HOME	Moves the cursor to the upper left corner of the screen.
END	Moves the cursor one space past the last character on the screen.
TAB	Moves the cursor to the next tab stop.
SHIFT-TAB	Moves the cursor to the previous tab stop.
F3	Moves the cursor to the beginning of the line when pressed once and to the end of the line when pressed twice.

Window-Movement Keys

You can view or edit text that is located before or after the portion currently displayed on the screen. If the text item is too large to fit on the screen all at once, think of the screen as a “window” through which you’re looking at the text. Table 12-4 lists keys for the cc:Mail for MS-DOS word processor that allow you to scroll through the text by moving the window.

Table 12-4: Window Movement

<i>Key(s)</i>	<i>Action</i>
PgUp	Moves the cursor up one-half screen (12 lines).
PgDn	Moves the cursor down one-half screen (12 lines).
CTRL-PgUp	Moves the cursor up one full screen (24 lines).
CTRL-PgDn	Moves the cursor down one full screen (24 lines).
CTRL-HOME	Moves the cursor to the beginning of the item.
CTRL-END	Moves the cursor to the end of the item.

Editing

When you begin a new text item using any cc:Mail word processor, the blinking cursor appears on a blank screen. At that point, all the word processing functions are available to you. However, when you display a text item that was previously created, the blinking cursor does not immediately appear on the screen. Press any one of the arrow keys (xad , xaf , xac , or xae) to call up the blinking cursor and activate the editing functions.

The cc:Mail word processors allow you to enter all the display characters that can be generated on an IBM-compatible PC (255 in all), together with all possible foreground and background color combinations. The blink option is **not** supported.

The cc:Mail word processor has two modes: overstrike and insert. In *overstrike mode*, the next character entered overwrites anything to the right of the cursor. In *insert mode*, the next character is inserted to the right of the cursor, pushing any subsequent text to the right. The cc:Mail default word processor is in overstrike mode until you change it. Pressing **Ins** alternates between these two modes.

You can also change editing modes by setting the default in your configuration file. (Chapter 11 describes how to change the system configuration file.) When you are in insert mode, the cursor expands in size, appearing like a small blinking box. This tells you that insert mode is activated. To return to overstrike mode and the normal cursor, press **Ins** again.

Word Wrapping

In the cc:Mail for MS-DOS word processor, *word wrapping* occurs when the line you are typing goes past the right margin. If the cursor is in overstrike mode, the word you are typing beyond the right margin is moved to the next line.

If the cursor is in insert mode, the words to the right of the cursor are scrolled ahead and the remaining lines in the paragraph up to the next blank line are reformatted automatically. **BACKSPACE** also reformats automatically in insert mode. You can disable word wrapping by setting the right margin to column 80.

Inserting and Deleting

Inserting characters is discussed earlier. To insert an entire line of blank space, press **ALT-F3**. A line is inserted before the cursor, and the line containing the cursor and all the following lines are moved down.

There are several ways to delete text while editing:

- To delete the character at the current cursor position, press **DEL**. The remaining characters on the line are shifted one position to the left as the character at the cursor is deleted.
- To delete the character one position to the left of the current cursor position, press **BACKSPACE**. The cursor is moved one position to the left, to the former position of the deleted character. All the other characters on the line remain in their original positions in overstrike mode and shift one position to the left in insert mode.
- To delete the entire line, regardless of where the cursor is, so that the remaining lines are moved up, press **SHIFT-F4**.
- To delete all characters from the cursor to the end of the line, press **ALT-F4**. If the cursor is positioned at the first column or the line is blank, the entire line is deleted and the remaining lines are moved up.
- To delete all characters from the cursor to the end of the line, you can also press **CTRL-F4**. However, unlike with **ALT-F4**, if the cursor is positioned at the first column or the line is blank, the entire line is deleted but the remaining lines are **not** moved up.

Working with Blocks of Text

During the editing process, you may want to perform actions that affect an entire section of text, which is referred to as a *block*. In order to perform any block operations, you must first define the block of text. This is done by placing a start-of-block marker (**F5**) at the beginning of the block and an end-of-block marker (**F6**) at the end.

Once you have marked the block of text, you can delete, reformat, move, and copy it. A block of text can also be printed, written to a DOS file, and highlighted. See the sections below on those operations for instructions.

Marking a Block

To mark a multiline block:

1. Move the cursor to the first character or space in the block, and then press **F5**. The current character at the cursor is temporarily replaced by a downward-pointing triangle, the start-of-block marker.
2. Move the cursor to the last character or space in the block, and then press **F6**. The current character at the cursor is temporarily replaced by an upward-pointing triangle, the end-of-block marker. You must enter the start-of-block marker before the end-of-block marker.
3. If you need to clear the block markers, press **Esc**.

Deleting a Block

When you delete a block, the entire text, including blank lines, is deleted and the text is automatically reformatted. Therefore, you may delete several paragraphs in one operation. The lines immediately following the block are moved up, and the cursor appears on the next line at the left margin.

To delete a block of text:

1. Mark the block to be deleted by using **F5** and **F6** (see earlier).
2. Press **ALT-F4**. The block is deleted, the block markers are removed, and the text is reformatted automatically.

Reformatting a Paragraph or Block

Another action commonly performed on blocks is reformatting. Block reformatting is useful when you want to reformat a message with multiple margin settings.

Although most cc:Mail editing operations automatically reformat the margins, certain operations do not; such as find and replace, replace with a new spelling, and deletions using the **DEL** key.

To reformat a paragraph:

1. Place the cursor on one of the lines within the paragraph; otherwise, the reformatting will not take place.
2. Press **ALT-F8**. All the text within the paragraph is reformatted between the current left and right margins.

To reformat a multiparagraph block:

1. Mark the block to be reformatted by using **F5** and **F6** (see earlier).
2. Place the cursor on one of the lines within the block; otherwise, the reformatting will not take place.
3. Press **ALT-F8**. All the text within the block is reformatted between the current left and right margins, and the block markers are removed automatically. Blank lines are **not** reformatted.

Moving or Copying a Block**To move or copy a block of text to another place:**

1. Mark the block to be moved or copied by using **F5** and **F6** (see earlier).
2. Place the cursor at the place where you want to move or copy the block.
3. To move the block, press **ALT-F5**. All the lines within the block are moved to the position just before the cursor. The block markers are removed automatically.

or

To copy the block, press **ALT-F6**. All the lines within the block are copied to the position just before cursor. The block markers are removed automatically.



Note A block cannot be moved or copied into itself.

Search and Replace Operations

The cc:Mail for MS-DOS word processor has a search-and-replace feature. You can use this to find any phrase in text up to 30 characters in length. You can also replace any such phrase with another phrase of up to 30 characters.

To search for a phrase:

1. Press **F7**. You are asked to enter the phrase that you want to find.
2. Type the phrase, using uppercase and lowercase characters as needed, and then press **ENTER**. cc:Mail for MS-DOS searches for the phrase, beginning at the most recent cursor position. When the phrase is found, the cursor changes to insert mode and is positioned at the beginning of the phrase.

3. If you wish, you can press **ALT-F4** to delete all characters from the first character of the phrase to the end of the line. The characters disappear from the text, and the text that follows is moved up or to the left.
4. To continue searching for the phrase, keep pressing **F7**. When the end of the text is reached, cc:Mail for MS-DOS automatically moves the search back to the beginning. If the phrase is not found during the search, cc:Mail for MS-DOS will tell you so and automatically clear the phrase from the search field.
5. As necessary, press **Esc** to clear the search phrase.

To search for and replace a phrase:

1. Press **ALT-F7**. You are asked to enter the phrase that you want to replace.
2. Type the phrase, using uppercase and lowercase characters as needed, and then press **ENTER**. You are asked to enter the replacement phrase.
3. Type the replacement phrase, using uppercase and lowercase characters as needed, and then press **ENTER**. cc:Mail for MS-DOS searches for the phrase to be replaced, beginning at the most recent cursor position. When the phrase is found, the cursor changes to insert mode and is positioned at the beginning of the phrase.
4. Press **ALT-F7** to replace the phrase, and the cursor will advance to the next occurrence of the phrase.

or

Press **F7** to move the cursor to the next occurrence of the phrase **without** replacing the current one.

When the end of the text is reached, cc:Mail for MS-DOS automatically moves the search and replacement back to the beginning. If the phrase is not found during the search, cc:Mail for MS-DOS will tell you so and automatically clear the phrase from the search and replacement fields.

5. As necessary, press **Esc** to clear the search and replacement phrases.

Setting Margins

By default, the left margin in the cc:Mail for MS-DOS word processor is set to column 11 and the right to column 70. Your administrator may change the default margins. You can also change the default margins in either of the following two ways:

- By using the **F4** key to change the margins temporarily for a particular text item
- By selecting the “change editor **Margins**” option on the Profile Menu to permanently set new margins (see Chapter 11)

To change the margin settings for a text item:

1. Press **F4**. The Margins Menu appears, as shown in Figure 12-2. The current settings for margins are indicated by the margin markers (the small triangles).

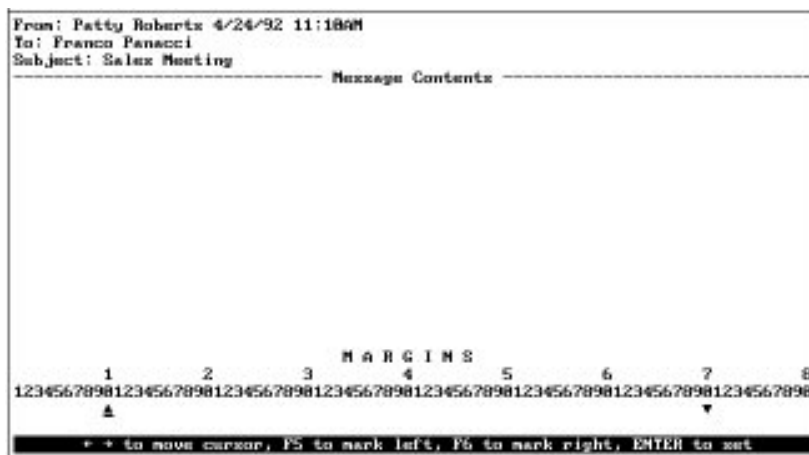


Figure 12-2: Margins Menu



Note You can also move the cursor to the new margin position **before** pressing **F4**.

2. To change the left margin, move the cursor with the **LEFT** and **RIGHT** cursor keys to the column you want, and then press **F5**. The left-margin marker moves to the new position.
3. To change the right margin, move the cursor with the **LEFT** and **RIGHT** cursor keys to the column you want, and then press **F6**. The right-margin marker moves to the new position.



Note You do **not** have to change both margins; you can adjust only one at a time.

4. When you are satisfied with the settings, press **ENTER** to put the new margins in effect. If you change your mind about moving the margins, you can also revert to the original settings by pressing **Esc**.



Note The word-wrapping feature is disabled when the right margin is set to column 80.

Tabs

In the cc:Mail for MS-DOS word processor, tab stops are set every five columns at column positions 1, 6, 11, 16, and so on. These **cannot** be changed. You press **TAB** to move the cursor to the next tab stop (to the right), and **SHIFT-TAB** to move the cursor to the previous tab stop (to the left).

Spelling Checker

You can use the spelling checker to check text in any part of a cc:Mail message. The spelling checker proofreads text against a main dictionary that includes specialized terminology such as medical and legal terms. You specify the main language dictionary in the configuration file (or accept the default, which is American English). You can also specify either of two British English language options, which are shown in Table 12-5.

Using the spelling checker, you can create a personal dictionary of your own terms, which you can add to the main dictionary. In addition to checking misspellings, the spelling checker also alerts you to repeated words (for example, “the the”) and words that have an unusual style of capitalization (such as “MArs”). Words are also checked for unusual punctuation, prefixes, and suffixes.

Checking Spelling

Activate the spelling checker by pressing **CTRL-F3** anytime you are writing or editing a message. Your message is checked for errors beginning at the cursor location. If a word isn't found in the dictionary, it is displayed in a box above the Spell Menu.

The word also appears highlighted in the upper left corner of the screen so that you can see it in the context it was used. The cursor moves to the beginning of each word being checked. You can choose an option from the Spell Menu, shown in Figure 12-3.

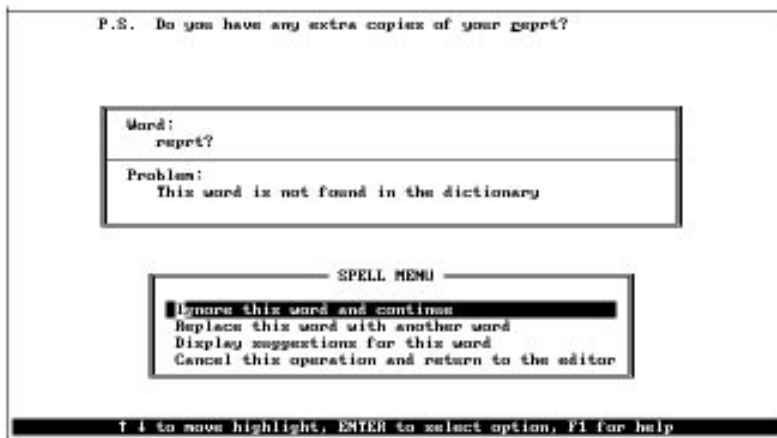


Figure 12-3: Checking Spelling

Once a misspelled word is found, you can select the options listed below:

- When you select “Ignore this word and continue,” the spelling checker only ignores the current instance of the word. Any subsequent occurrences of the same word will not be ignored.
- When you select “Replace this word with another word,” the spelling checker consults both the main dictionary and your personal dictionary for possible word suggestions.
- When you select “Display suggestions for this word,” the spelling checker suggests the most likely replacement word at the top of its list of suggestions.
- “Add this word to the personal dictionary.” (See note below.)
- When you select “Cancel this operation and return to the editor,” the spelling checker stops. The cursor remains positioned at the beginning of the last word checked.



Note You will not see the “Add this word to the personal dictionary” option on the Spell Menu if a personal dictionary is not specified in your configuration file.

You can set up your own personal dictionary by adding a statement, such as the example below, to your configuration file.

Personal Dictionary=user.lex

The “Personal Dictionary” statement in the configuration file identifies and locates an individual user’s dictionary of terms to be used by the spelling checker. See Chapter 11 for information about editing the configuration file.

Configuring the Language Dictionary

The four-digit number in the “Main Dictionary” statement of the configuration file identifies which dictionary language and dialect the cc:Mail program is using to check spelling. The default setting, as shown in the example below, is American English. If no number is entered in the configuration file, the dictionary language is American English.

Main Dictionary=4239, M:\ccmail\english.lex

Table 12-5 lists the language dictionaries that are included with cc:Mail for MS-DOS, Version 4.0. For information about how to purchase supplemental dictionaries, call the cc:Mail Customer Service number on your cc:Mail Product Registration Card.

Table 12–5: Dictionary Language Numbers

<i>Language</i>	<i>Number</i>
American English	4239
British English (ise)	4175
British English (ize)	4143

Editing your Personal Dictionary

Because you often use words that are not likely to be in the main dictionary (for example, product names, acronyms, and other specialized terms), you will want to create a personal dictionary so that the spelling checker will not question such words during spelling checks. To add words to your own personal dictionary, choose “Add this word to the personal dictionary” from the Spell Menu. Your personal dictionary is stored in a local directory on your PC.

Highlighting

When you are preparing a text item in a cc:Mail for MS-DOS message, you may want to emphasize significant information to attract the attention of the reader. In addition, you might want to make comments you are adding to an existing message stand out. cc:Mail for MS-DOS provides a “highlighter” to give you these capabilities. If you have a color monitor, you can also draw diagrams and graphs by creating blocks with different background attributes, thereby transforming text into a graphics medium.

Highlighting is available for both color and monochrome monitors. With a color monitor, you can choose both foreground (character) and background (screen) colors for a total of 128 different combinations. With a monochrome monitor, you can choose character attributes such as bold, reverse video, underline, and so on. The editing features described earlier operate on the display attributes as well as on the characters themselves.

Highlighting is preserved even when a text item that has been prepared on a color monitor is displayed on a monochrome monitor. cc:Mail for MS-DOS uses a translation table to map the color highlighting into reverse video, bold, and bold reverse video for the monochrome screen. The highlighting translation occurs only on the display screen; the actual text still retains the color attributes, even when forwarded.

Color Highlighting

To use color highlighting:

1. Press **ALT-F1**. The Color Highlight Menu appears in the lower right corner of the screen, as shown in Figure 12-4.

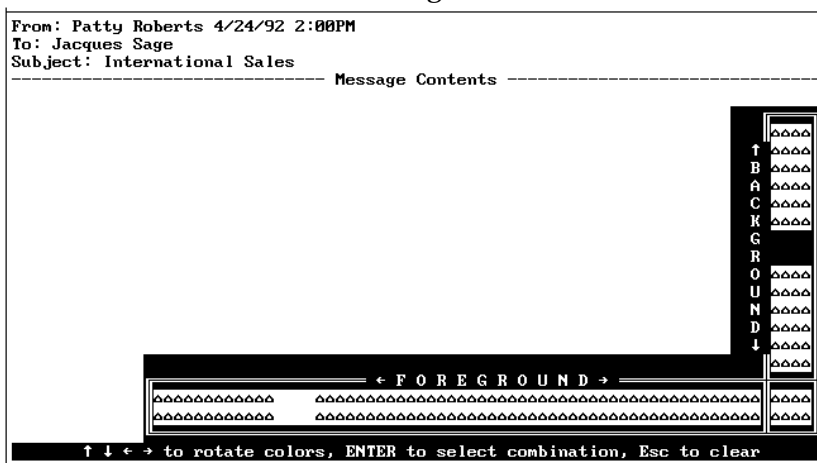


Figure 12-4: Color Highlight Menu



Note When you press **ALT-F1**, the highlight assumes the setting of the character at the current cursor position. This allows you to change the highlight by selecting an example of your choice, and then pressing **ALT-F1** and **ENTER**.

2. Use the **LEFT** and **RIGHT** cursor keys to choose one of the 16 possible foreground (character) colors. Your choice is shown in the box in the lower right corner.
3. Use the **UP** and **DOWN** cursor keys to choose one of the eight possible background (screen) colors. Your choice is shown in the box in the lower right corner.
4. When you are satisfied with the color combination, press **ENTER**. The new highlight setting is displayed in the Help bar at the bottom of the screen.

If you change your mind about altering the highlighting, you can also revert to the original settings by pressing **Esc** instead.

5. Type your highlighted text, or change existing text as explained below. To go back to your original highlighting, repeat steps 1 through 4 above.

Monochrome Highlighting

To use monochrome highlighting:

1. Press **ALT-F1**. The Monochrome Highlight Menu appears in the middle of the screen, as shown in Figure 12-5.

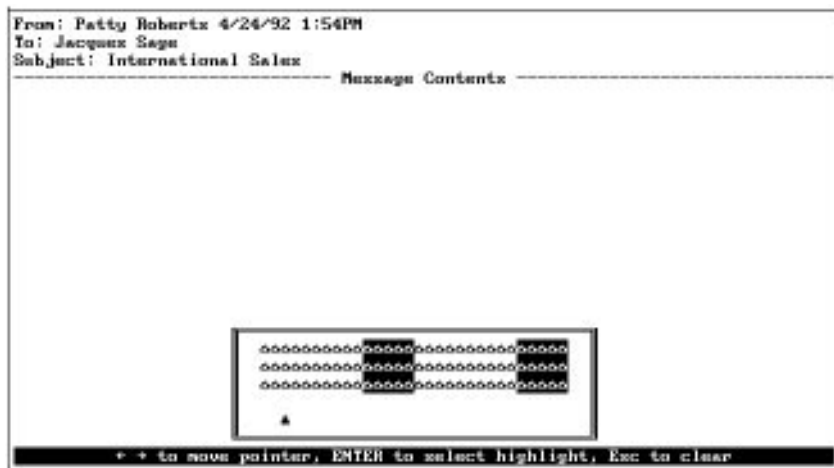


Figure 12-5: Monochrome Highlight Menu



Note When you press **ALT-F1**, the highlight assumes the setting of the character at the current cursor position. This allows you to change the highlight by selecting an example of your choice, and then pressing **ALT-F1** and **ENTER**.

2. Use the **LEFT** and **RIGHT** cursor keys to move the triangular pointer. This allows you to choose one of the six possible character attributes: standard, standard underlined, reverse video, bold, bold underlined, and bold reverse video.
3. When you are satisfied with the character attribute, press **ENTER**. The new highlight setting is displayed in the Help bar at the bottom of the screen.

If you change your mind about altering the highlighting, you can also revert to the original settings by pressing **Esc** instead.

4. Type your highlighted text, or change existing text as explained below. To go back to your original highlighting, repeat steps 1 through 3 above.

Highlighting Existing Text

Once you have made a new highlight selection from either the Color or Monochrome Highlight Menu, all new entries you type or any changes you make will have the new attributes. You may also highlight existing text.

To highlight specific letters or lines:

1. Move the cursor to the first letter you wish to highlight, and then press **F2**.
2. Keep pressing **F2** until all the characters you wish to emphasize are highlighted.

To highlight a block of text:

1. Use **F5** and **F6** to mark the block as explained earlier.

Note For purposes of highlighting, **F5** marks the upper left corner of the block, and **F6** marks the lower right corner of the block. This differs from the way blocks of text are marked (see earlier).

2. Place the cursor within the marked block.
3. Press **Alt-F2**. The entire block of text is highlighted.

To highlight globally:

1. Place the cursor on a character having the attributes you wish to change to the highlight setting.
2. Press **ALT-F2**. All the characters in the text item having the attributes of the character at the cursor position will assume the highlight attributes.

File and Snapshot Operations

The cc:Mail for MS-DOS word processor allows you to import text from other sources, such as ASCII (text) files and text snapshots. It also allows you to write text to ASCII files for use by other application programs.

ASCII Files

Whenever you are in the word processor, you may import all or part of an ASCII file into your text item.

To import an ASCII file:

1. Position the cursor anywhere on the line you want to immediately follow the ASCII file, after it has been imported into the text item.
2. Press **ALT-F9**. A list of the files and subdirectories in the current directory is displayed, and you are asked to enter the name of the ASCII file.
3. Type the name of the ASCII file, changing the drive and directory as needed, or highlight the name of the file, and then press **ENTER**.
4. Press **ENTER** to accept the first line of the file as the starting point, or type a line number of up to four digits, and then press **ENTER**.
5. Press **ENTER** to accept the last line of the file as the ending point, or type a line number of up to four digits, and then press **ENTER**.
6. The item returns with the file incorporated into the text.

Inserting Text Snapshots

The cc:Mail for MS-DOS word processor lets you insert screen snapshots into the document you are creating. (See Appendix C for detailed instructions on using the cc:Mail for MS-DOS Snapshot program.) The Snapshot feature allows you to cut text from any PC application and paste it into a message item. The screen colors and attributes of the snapshots are preserved in the cc:Mail for MS-DOS text item.

To insert a text snapshot:

1. Position the cursor anywhere on the line you want to immediately follow the snapshot, after it has been imported into the text item.
2. Press **ALT-F9**. A list of the files and subdirectories in the current directory is displayed, and you are asked to enter the name of the snapshot file.
3. Type the name of the snapshot file, changing the drive and directory as needed, or highlight the name of the file, and then press **ENTER**.
4. The item returns with the snapshot incorporated into the text.

Writing Text to a DOS File

The cc:Mail for MS-DOS word processor allows you to write a block of text or an entire text item to an ASCII file.

To write text to a DOS file:

1. If you are writing a block of text, use **F5** and **F6** to mark the block, as explained earlier.
2. Press **F9**. A list of the files and subdirectories in the current directory is displayed, and you are asked to enter the name of the file.
3. Type a name for the file, changing the drive and directory as needed, and then press **ENTER**.

If you want to name a DOS file that has part of the same name as an existing one, you must press **SHIFT-ENTER** after you type the new name at the prompt. For example, if you had a file called "SALES.TXT" and you wanted to create one simply called "SALE.TXT," you would press **SHIFT-ENTER** after typing "SALE.TXT" to uniquely identify the file.

If you have marked a block of text, the message heading is **not** written to the file. If you are writing a message with a single text item, the message heading is also written to the file, just as it appears on the screen. If you are working with a multi-item message, only the text item you are currently viewing or editing is written to the file.

Printing Text Items

The cc:Mail for MS-DOS word processor lets you print a block of text or an entire text item.

To print text:

1. If you are printing a block of text, use **F5** and **F6** to mark the block, as explained earlier.
2. Press **F8**. If you have marked a block of text, the message heading is **not** printed. If you are printing a message with a single text item, the message heading will also be printed, just as it appears on the screen. If you are printing a multi-item message, only the text item you are currently viewing or editing will be printed.
3. A message appears indicating that text is being printed. If you wish, you may press **Esc** to stop the printing before it has been completed.

Appendix A

Command-Line Parameters

Command-Line Parameters

When you are loading any of the cc:Mail programs (MAIL, TSRMAIL, SNAPSHOT, or NOTIFY), you can set a variety of optional defaults by entering command-line parameters. These allow you to tailor cc:Mail for MS-DOS to fit your specific environment or a particular situation. The command-line parameters available to you are listed and defined in this appendix. For detailed information about the NOTIFY and SNAPSHOT programs, see Appendixes B and C respectively. See Chapter 2 for more information about using command-line parameters with MAIL and TSRMAIL.

About cc:Mail Parameters

When you start MAIL or TSRMAIL, you are prompted for your name and password if you do not enter them at the command line. If your administrator did not use the default post office path, you will also have to enter it at the command line.



Note There are three ways you can enter your name and password:

- At the command line
- At the program prompts
- Using a configuration file

If you don't include your name in the command line or configuration file, you are prompted for it when you start MAIL or TSRMAIL. Your administrator may also set up cc:Mail to prompt for a password.



Note In cc:Mail for MS-DOS, Version 4.0, the use of a configuration file replaces the need for a batch file, although batch files may still be used. For security reasons, you should **not** include your password in your configuration file when setting preferences.

New Command-Line Delimiters and Parameters

In this version of cc:Mail for MS-DOS, parameter syntax has been updated. You can now enter hyphens (-) or forward slashes (/) as part of the command-line syntax. The hyphen or forward-slash delimiter helps the program distinguish between, for example, a user name and a password. This syntax is optional. The three most frequently used parameters have a one-character identifier in front of them:

/Nusername
/Ppassword
/Dlocation of database files
or
-Nusername
-Ppassword
-Dlocation of database files

This version of cc:Mail for MS-DOS also supports the old command-line parameter syntax (namely, without delimiters and the three new parameters described above). However, if you use a local configuration file to set defaults, you **cannot** use the old syntax. Only the new syntax is supported in the configuration file.



Note Statements of command syntax that you must type are indicated by **boldface** uppercase type. *Italic* lowercase type stands for variables that you must replace with other information, and optional variables are shown enclosed within square brackets—[]. In examples of commands, just regular uppercase type is used. Even though some samples in this manual appear to be on two lines, you should enter commands on one line.

New Syntax

Using the new syntax delimiters, you can enter command-line parameters in any order.

To load TSRMAIL using the new syntax and parameters, type a command using the format below (on one line) and then press **Enter**:

TSRMAIL /N“*user name*” /P“*password*” /D*database_files_location* [*optional parameters*]

For example:

```
TSRMAIL /N"CARMEN RAMIREZ" /PMYPASSWORD  
/DM:\CCDATA /REMOVE
```

In the syntax above:

/N"CARMEN RAMIREZ" is the username.

/PMYPASSWORD is the user's password.

/DM:\CCDATA is the location of the post office database files.

/REMOVE is a parameter that removes TSRMAIL from memory if it was the last TSR program loaded.

Syntax Notes

If your user name includes your first and last name separated by a space, you must enclose it in quotation marks (""). You can enter quotation marks outside of the name parameter. For example, a parameter such as the following:

```
/N"CARMEN RAMIREZ"
```

can also be entered as:

```
"/NCARMEN RAMIREZ"
```

When entering command-line parameters, you must enter a space **before** each of the three required delimiters (/N, /P, and /D), as in this example:

```
/N"CARMEN RAMIREZ" /PMYPASSWORD /DM:\CCDATA
```

Old Syntax

When using the "old" (prior to version 4.0) command-line syntax, you **must** enter the three required parameters (user name, password, and post office path) in the correct order. For example, your user name must be followed by your password, and then by the location of the post office database. Optional command-line parameters can be entered in any order after you enter the post office path using the old syntax format.

To load TSRMAIL using the old syntax and parameters, type a command with this format and then press **Enter**:

```
TSRMAIL user_name user_password database_file_location [optional  
parameters]
```

For example:

```
TSRMAIL CARMEN RAMIREZ MY_PASSWORD M:\CCDATA
```



Note You **cannot** mix old and new syntax when entering a command line. Use one format or the other.

Using Command-Line Options

When you wish to use command-line parameters with cc:Mail for MS-DOS, all you do is include one or more parameters on the same line when you enter the MAIL command. You can also enter parameters for the TSRMAIL, SNAPSHOT, and NOTIFY programs.

The example below shows how to enter a parameter for the MAIL program. To enter command-line parameters for any of the other programs, simply substitute the program name "TSRMAIL," "SNAPSHOT," or "NOTIFY" for the command "MAIL." The tables in the following sections list valid parameters for each of the cc:Mail programs. After entering the command in the following example, you will be prompted for your name and password.

To use command-line parameters with cc:Mail for MS-DOS:

Call the cc:Mail for MS-DOS program by entering this command, followed by appropriate parameter(s):

MAIL [*optional parameters*]

For example, you might enter the following command to run cc:Mail for MS-DOS in monochrome mode, rather than in color mode (the default):

MAIL /MONO

Parameters in cc:Mail for MS-DOS

In the rest of this appendix, the command-line parameters available in the cc:Mail for MS-DOS programs are listed, together with an explanation of each. All command-line parameters are optional **except** "N" for name, "P" for password, and "D" for post office database when you are using the new syntax.



Note To see command-line help for any cc:Mail program, type the program name followed by "/?" at the DOS prompt. For example, to see command-line help for TSRMAIL type:

TSRMAIL /?

MAIL

The following command-line parameters customize preference defaults for the MAIL program.

Table A-1: MAIL Parameters

<i>Option</i>	<i>Use</i>
<i>/?</i>	Displays a brief explanation of command-line parameters.
<i>/ARCHIVE/path</i>	Sets the indicated path as the initial drive and directory for all cc:Mail for MS-DOS operations that involve archived messages. In the absence of this command-line parameter, the default path is the drive and directory from which cc:Mail for MS-DOS was started.
<i>/COLOR</i>	Sets the program to use color display attributes. The cc:Mail default is <i>/COLOR</i> .
<i>/Dpath</i>	Allows you to store the post office database in a subdirectory separate from the program files. For example, while in the subdirectory CCPROG, you might enter this command: MAIL /DN:\CCMAIL
<i>/DIR/y/n</i>	Followed by Y or N, this enables or disables network-directory access. For example, " <i>/DIR /Y</i> " allows you to access the network directory.
<i>/DOSSHELL/y/n</i>	Followed by Y or N, this sets your ability to return to DOS from cc:Mail by pressing F9 . For example, <i>/DOSSHELL /Y</i> allows you to return to DOS from cc:Mail by pressing F9 .
<i>/FIFO</i>	Indicates that the messages in your Inbox are to be displayed from oldest to newest. By default, cc:Mail for MS-DOS displays Inbox messages from newest to oldest.
<i>/FILES/path</i>	Sets the indicated path as the initial drive and directory for cc:Mail operations that involve DOS files. In the absence of this command-line parameter, the default path is the drive and directory from which cc:Mail for MS-DOS was started.
<i>/KEYS/xxx</i>	On startup, enter one or more power user keys for selecting menu options. For example, <i>/KEYS/R</i> would immediately display your Inbox messages if there are any.
<i>/LPT1</i>	Specifies printer port LPT1 for cc:Mail printing.
<i>/LPT2</i>	Specifies printer port LPT2 for cc:Mail printing.
<i>/LPT3</i>	Specifies printer port LPT3 for cc:Mail printing.

<i>Option</i>	<i>Use</i>
/MOUSE	Indicate that you are using a mouse as a pointing device to enter cursor keystrokes into the keyboard buffer. A mouse is useful with the cc:Mail for MS-DOS graphics editor. See Appendix E for additional details.
/MONO	Indicates that you have a monochrome monitor even though you are using a color graphics card. The default is color.
/Nname	This parameter should be followed by a user name. If the name includes a space, it should be enclosed in quotation marks.
/Ppassword	This parameter should be followed by a user's password when MAIL is loaded at the command line.
/REENTER	Enables you to reenter cc:Mail under another name without reloading.
/Sservername	Specifies the server name for dynamic connection.

SNAPSHOT

The following command-line parameters customize preference defaults for the SNAPSHOT program. See Appendix C for more information about SNAPSHOT.

Table A–2: SNAPSHOT Parameters

<i>Options</i>	<i>Use</i>
/?	Displays a brief explanation of command-line parameters.
/@xxxx	Immediately displays a snapshot named "xxxx".
/ALTx	Sets the hot key (x) to display SNAPSHOT menu. The default is Alt-1 .
/COLOR	Sets the program to use color display attributes.
/FILES/path	Sets the default path for snapshot storage and display.
/MONO	Indicates that you have a monochrome monitor even though you are using a color graphics card. The default is color.

<i>Options</i>	<i>Use</i>
/NOGR	Sets the display type to monochrome when the cc:Mail program incorrectly identifies a monochrome board as a Hercules board.
/REMOVE	Removes the SNAPSHOT program from memory if it was the last TSR loaded.

TSRMAIL

The following command-line parameters customize preference defaults for the TSRMAIL program. See Chapter 2 for more information about TSRMAIL.

Table A-3: TSRMAIL Parameters

<i>Options</i>	<i>Use</i>
/?	Displays a brief explanation of command-line parameters.
/ALTx	Sets the hot key (x) to start the MAIL program if TSRMAIL is loaded. The default is Alt-2 .
/AWAKE	Resumes TSRMAIL after it has been suspended by /SLEEP .
/CHKONLY	Displays the number of unread messages without loading TSRMAIL into memory.
/CLEAR/ss	Sets the number of seconds the notification window remains on the screen for TSRMAIL. If you set CLEAR to 0, the notification window remains on screen until you press the Esc key. The default is 5 seconds.
/Dpath	Allows you to store the post office database in a subdirectory separate from the program files. For example, while in the subdirectory CCProg, you might enter this command: TSRMAIL /DN:\CCMAIL
/EMS*	Uses EMS for swapping out the memory image when starting cc:Mail, and also for some of TSRMAIL's resident-memory requirements. This parameter results in the minimum use of conventional memory.
/EMS/ND*	Uses EMS for swapping out the memory image when starting cc:Mail, and also for some of TSRMAIL's resident-memory requirements. TSRMAIL data will not be moved to EMS memory. Although this parameter results in a greater use of conventional memory than the /EMS parameter, it may be necessary for compatibility with some EMS implementations.

<i>Options</i>	<i>Use</i>
/MAIL/cmd	Passes command string(s) to the MAIL program. If there is more than one parameter to be passed, enclose it in quotation marks, as in /MAIL /"MONO FIFO"
/MAXUSERS/xx	When TSRMAIL is initially loaded, /MAXUSERS specifies the number of users that can be added to TSRMAIL. The default is 1, and the maximum is 16.
/MONO	Indicates that you have a monochrome monitor even though you are using a color graphics card. The default is color.
/Nname	This parameter should be followed by a user name. If the name includes a space, it should be enclosed in quotation marks.
/NOEMS*	Indicates that EMS memory is not used by TSRMAIL.
/NOPROMPT	With this setting, the user must enter name, password, and post office path on the command line. If the entry is missing or invalid, no prompt will appear.
/NOGR	Sets the display type to monochrome when the cc:Mail program incorrectly identifies a monochrome board as a Hercules board.
/Ppassword	This parameter should be followed by a user's password when TSRMAIL is loaded at the command line.
/PASSWORD	Sets TSRMAIL to prompt for a password when program hot keys are pressed.
/REMOVE	Removes TSRMAIL from memory if it was the last TSR program loaded.
/REMIND/mm	Reminds the user about unread messages every set number of minutes.
/SLEEP	Temporarily suspends TSRMAIL. Once the program is suspended, the notification and hot keys will not work until the user runs TSRMAIL with the /AWAKE parameter.
/TEMPDIR/path	If there is no (or insufficient) EMS available, this parameter uses the specified path for a temporary swap file. Otherwise, this parameter is ignored.
/TIMER/mm	Checks for new messages every specified number of minutes. The default is 5 minutes.
/TONE	Provides notification by tone only. TSRMAIL users running a batch process who do not want to be interrupted by the notification window (which requires them to press Esc) should use the /TONE parameter.
/WINDOW	Provides notification by window only.

*The parameters /EMS, /EMS/ND, and /NOEMS only take effect when TSRMAIL is initially loaded. If you wish to change the EMS options after TSRMAIL is loaded, you should remove TSRMAIL and reload it with the appropriate parameters.

TSRMAIL, which remains in memory, swaps memory to either expanded memory (if available and sufficient) or to disk. Performance is better if you have EMS. TSRMAIL requires the RAM specified in Table A-4.

Table A-4: TSRMAIL Memory Requirements

	<i>1 user</i>	<i>16 users</i>
No EMS	17 Kbytes	27 Kbytes
EMS	1.5 Kbytes in conventional memory	same
	32 Kbytes in EMS	same

NOTIFY

The following command-line parameters customize preference defaults for the NOTIFY program. See Appendix B for more information about NOTIFY.

Table A-5: NOTIFY Parameters

<i>Options</i>	<i>Use</i>
/?	Displays a brief explanation of command-line parameters.
/ALTx	Sets the hot key (x) to display new message(s). The default is Alt-2 .
/CLEAR/ss	Sets the number of seconds the notification window remains on the screen for NOTIFY. If you set CLEAR to 0, the notification window remains on screen until you press the Esc key. The default 5 seconds.
/CHKONLY	Displays the number of unread messages without starting NOTIFY.
/Dpath	Allows you to store the post office database in a subdirectory separate from the program files. For example, while in the subdirectory CCPROG, you might enter this command: NOTIFY /DN:\CCMAIL.
/EXTENDED	Allows you to load NOTIFY on one workstation for multiple (more than three) users. All users must be included in the same post office. A hot key for each user must also be specified with the /ALTx parameter. If less than three people are sharing a workstation, you do not need to use the /EXTENDED parameter.

<i>Options</i>	<i>Use</i>
/HEADINGS	In NOTIFY only, the hot key lists the headings (subjects) of all new Inbox messages.
/MONO	Indicates that you have a monochrome monitor even though you are using a color graphics card. The default is color.
/Nname	This parameter should be followed by a user name. If the name includes a space, it should be enclosed in quotation marks.
/NOGR	Sets the display type to monochrome when the cc:Mail program incorrectly identifies a monochrome board as a Hercules board.
/Ppassword	This parameter should be followed by a user's password when NOTIFY is loaded at the command line.
/REMOVE	Removes NOTIFY from memory if it was the last TSR loaded.
/Sservername	Specifies the server name for dynamic connection.
/TIMER/mm	Checks for new messages every specified number of minutes. The default is 5 minutes.
/TONE	Provides notification by tone only. NOTIFY users running a batch process who do not want to be interrupted by the notification window (which requires them to press Esc) should use the /TONE parameter.
/WINDOW	Provides notification by window only.

Appendix B

Notification Programs

This version of cc:Mail has two separate TSR programs that let you know when new messages arrive in your Inbox: TSRMAIL and NOTIFY. Which of these two program you choose to load depends upon how you prefer to work.

NOTIFY and TSRMAIL

As described in Chapter 2, TSRMAIL does more than simply notify you about new messages; it allows you to start up the complete mail program by pressing a hot key whenever you are using another outside application along with cc:Mail. If you frequently need to get into and out of cc:Mail and other outside applications, load the TSRMAIL program. See Chapter 2 for more information about TSRMAIL. This appendix focuses primarily on the NOTIFY program, which is described in the following sections.

Memory-Resident Programs

There are three cc:Mail memory-resident programs: NOTIFY, TSRMAIL, and SNAPSHOT. *TSR* (terminate and stay resident) programs remain loaded in memory (RAM) until you turn off or reboot your PC (or until you remove the TSR with the /REMOVE command-line parameter). Before running cc:Mail for MS-DOS, you should first load the TSR program(s) you want by entering the program name and optional command-line parameters at the DOS prompt. See Appendix A for a complete listing of command-line parameters for all three cc:Mail TSR programs.

NOTIFY

If you do not require full-featured pop-up mail, but still would like to be automatically notified when new messages arrive, load the NOTIFY program. Like TSRMAIL, NOTIFY can put a pop-up window on your screen and sound a tone when new messages arrive. Unlike TSRMAIL, NOTIFY can also tell you the number of new or unread messages inside the Inbox and display the subject heading of the new messages. NOTIFY.COM occupies 37 Kbytes of space if you don't specify any parameters. (On the other hand, if you specify the /HEADINGS parameter, for example, additional memory is required.)

NOTIFY Options

Once loaded, NOTIFY automatically notifies you of new messages no matter what else you are doing on your computer at the time. You can set a variety of command-line parameters to customize how the NOTIFY program runs. For example, you can set NOTIFY to display a window in the upper right corner of your screen, as shown in Figures B-1 and B-2 below, whenever you receive a new message. Similarly, when you load NOTIFY.COM, you can specify that whenever you press the hot key (the default is **Alt-2**) you will see either the total number of new messages in your Inbox or their actual headings, as shown in Figures B-1 and B-2.



Figure B-1: NOTIFY Pop-up Window

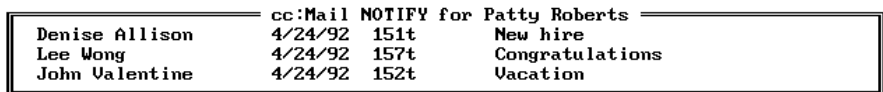


Figure B-2: NOTIFY Message-Headings Window

NOTIFY Windows

The NOTIFY pop-up window, shown in Figure B-1, remains on screen for a short time, though you can still clear it by pressing **Esc**. The NOTIFY message-headings window, shown in Figure B-2, won't clear automatically. You must press **Esc** to clear the message-headings window.



Note The notification windows do **not** appear in graphics-mode programs. If you are being notified automatically of new messages, the tone will still sound when you press the hot key, but NOTIFY will not display the requested window. In addition, since NOTIFY was designed as a DOS-based TSR program, it will not run reliably under Microsoft Windows.

Loading the NOTIFY Program

You run the NOTIFY program much the way you load cc:Mail for MS-DOS. There are a number of optional parameters you can include on the command line when you run the NOTIFY program. These allow you to tailor the NOTIFY program to fit your specific environment or a particular situation. The command-line parameters available to you are defined in Appendix A. See “New Command-Line Delimiters and Parameters” later in this chapter for an example of loading the NOTIFY program using the new syntax.

To load the NOTIFY program:

1. Call the NOTIFY program by entering this command, followed by appropriate option(s), if any:

NOTIFY [*optional parameters*]

For example, you might enter the following command in order to change the default method of notification from tone to window only:

NOTIFY /TONE

2. If you have not already entered your cc:Mail name, you are now prompted for it. If you specified the /HEADINGS parameter you are also prompted for your password.

When the NOTIFY program loads, lines like those below appear, displaying the number of new Inbox messages and the number of new bulletin-board messages:

Version 4.0 Copyright (c) 1992 by cc:Mail, Inc. All rights reserved.

cc:Mail NOTIFY installed for Carmen Ramirez. New-message key is Alt2.

2 new Inbox message(s)

3 new Bulletin Board message(s)

Unless you specifically disabled it, NOTIFY periodically checks the database to see if you have any new messages. You may use NOTIFY for up to 16 users (in the same post office) on one computer if you use either the /HEADINGS or /EXTENDED command-line parameters when loading NOTIFY.



Note When you run NOTIFY, the computer you are using must be logged onto the post office database drive and the directory where the post office is located, so that NOTIFY can check your mailbox. If not, NOTIFY will send you an error message the first time it can't access the cc:Mail post office database. It will keep trying to check the post office database at specified time intervals, but will not display an error message on subsequent attempts. When access is restored, the program will function correctly.

New Command- Line Delimiters and Parameters

In this version of cc:Mail for MS-DOS, parameter syntax has been updated. You can now enter hyphens (-) or forward slashes (/) as part of the command-line syntax. The hyphen or forward-slash delimiter helps the program distinguish between, for example, a user name and a password. This syntax is optional. The three most frequently used parameters have a one-character identifier in front of them:

/Nusername

/Ppassword

/Dlocation of database files

Refer to Appendix A for detailed information about entering command-line parameters using either the “new” or “old” syntax.



Note This version of cc:Mail for MS-DOS also supports the old command-line-option syntax (namely, without delimiters and the three new parameters described above).

New Syntax

To load NOTIFY using the new syntax and parameters, type a command using the format below (on one line) and then press **Enter**:

NOTIFY /N“*user name*” /P“*password*” /D *database_files_location* [*optional parameters*]

For example:

NOTIFY /N“CARMEN RAMIREZ” /PMYPASSWORD
/DM:\CCDATA /ALT3

In the example above:

/N“CARMEN RAMIREZ” is the user name.

/PMYPASSWORD is the user’s password.

/DM:\CCDATA is the location of the post office database files.

/ALT3 is an option that sets **Alt3** as the hot key that will display new messages.

Dynamic Connection

If you are on a network that uses a NET USE command to log onto servers, you may specify the argument to the NET USE command to call the NOTIFY, TSRMAIL, or MAIL program. When either the NOTIFY, TSRMAIL, or MAIL program finds a NET USE argument, it logs onto the specified file server, checks for new mail, and then logs off of the file server. (Note that this will **not** work with a Sun NFS network operating system.)

Since the connection is made dynamically, this option does not require you to log the computer running NOTIFY, TSRMAIL, or MAIL onto the file server prior to starting the program. The option is especially useful if you are using a post office on a file server to which you are not normally attached.

For example, if your cc:Mail post office existed on another server on the same local area network, you might use the following NET USE command to log onto the server (where "PASSWORD" is for the file server):

```
NET USE M: \\SRV02\CCMAIL\CCDATA PASSWORD
```

Then you would enter the argument of the NET USE command (such as the following) on the command line:

```
C>F:NOTIFY /N"CARMEN RAMIREZ" /PPASSWORD /DM:  
/S"\\SRV02\CCMAIL\CCDATA PASSWORD"
```

If you have not specified a password for the file server, omit it in the command line just as in the NET USE command.

If you link the network drive to the file server at a directory higher in the hierarchy than the cc:Mail post office database, you may still connect dynamically to the file server. In this case, the NET USE command might appear as follows:

```
NET USE M: \\SRV02\CCMAIL PASSWORD
```

In this example, the path to the cc:Mail post office database subdirectory is appended to the drive letter on the command line:

```
C>F:NOTIFY /N"CARMEN RAMIREZ" /DM:\CCDATA  
/S"\\SRV02\CCMAIL PASSWORD"
```



Note The /S parameter in the examples above specifies the server name for dynamic connection.

Other Situations

NOTIFY.COM should reside on the same drive (and subdirectory) as the cc:Mail user program (MAIL.EXE). As with MAIL.EXE, you must gain access to both the program and post office database drives and subdirectories to run NOTIFY.

If NOTIFY.COM is on one subdirectory on drive F: (for example, F:\CCMAIL) and the cc:Mail post office database is on a different drive and/or subdirectory (for example, M:\CCDATA), this is the command line to run NOTIFY (using the new syntax):

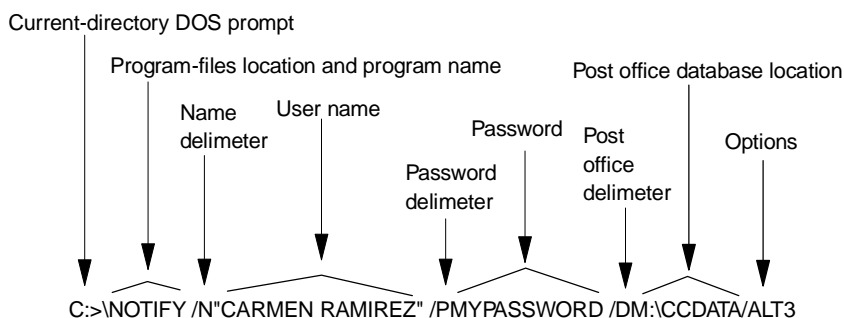


Figure B-3: Sample Command Line

Using NOTIFY

You may load NOTIFY for one or more users on each computer. Run the program for each person with the appropriate command-line parameters. (If you have command lines for more than one person on the same machine, you **must** change the default new-message key for the second and successive persons on the same machine. Otherwise, they will not be able to display their individual new-message counts or headings.) You may also load NOTIFY for one person on several different machines. You may run NOTIFY for remote users and post offices as well as for local users. The messages shown waiting are those queued for sending to the specified remote user or post office.

Unless you specifically disabled it, NOTIFY periodically checks the database to see if you have any new messages.



Note NOTIFY was designed for the DOS operating system and will **not** operate reliably under Microsoft Windows. If you are running cc:Mail for MS-DOS under Windows (from the DOS icon), you should load WNOTIFY instead of NOTIFY. WNOTIFY is available from the cc:Mail Bulletin Board.

Automatic Loading and Settings

There are three ways you can preset program defaults, such as automatically loading cc:Mail:

- At the command line
- Using a configuration file
- Using a batch file (such as AUTOEXEC.BAT)

The Configuration File

In this version of cc:Mail for MS-DOS, the configuration file is an alternative to the use of a batch file for automatically setting defaults for NOTIFY or any of the TSR programs. See Chapter 11 for information about the configuration file.

If you use a configuration file instead of a batch file to set defaults, you **must** use the new command-line-parameter syntax, which is explained earlier in this chapter.

The Batch File

When first run, NOTIFY returns to DOS the number of new Inbox messages as the “program return code” (see your DOS manual for a complete explanation).

Listed below are the ERRORLEVEL values, which appear at the DOS prompt, and their meanings:

Table B-1: ERRORLEVEL Values

<i>ERRORLEVEL</i>	<i>Meaning</i>
0	No new messages
1-253	1-2531 to 253 new messages
254	254 or more new messages
255	An error occurred

You can set NOTIFY to automatically load and start cc:Mail by including in your AUTOEXEC.BAT file the command "IF ERRORLEVEL *n*" where "*n*" is the number of new messages detected by NOTIFY. For example, you might include the following commands in your AUTOEXEC.BAT file to automatically load cc:Mail from NOTIFY:

```
NOTIFY /N"CARMEN RAMIREZ" /PMYPASSWORD  
/DM:\CCDATA  
  
IF ERRORLEVEL 0 GOTO NOMSG  
  
IF ERRORLEVEL 225 GOTO ERROR  
  
MAIL /N"CARMEN RAMIREZ" /PMYPASSWORD  
/DM:\CCDATA
```

If one or more new messages exist, the command line "MAIL /N"CARMEN RAMIREZ" /PCR /DM:\CCDATA" is executed immediately after NOTIFY, putting you directly into the cc:Mail program.

Appendix C

The Snapshot Program

cc:Mail for MS-DOS makes it easy for you to add whatever content you wish to mail messages. This includes the capability of importing information from other applications. In almost any program you run on your PC, you can “photograph” the screen, producing a snapshot file. You can then attach this file to your message as a text or graphics item.

Since snapshot files are items in a cc:Mail for MS-DOS message, recipients can view them without leaving cc:Mail for MS-DOS and without needing to run the software used to create them. Furthermore, you can use the cc:Mail for MS-DOS word processor and graphics editor to edit and annotate the snapshots.

A separate cc:Mail for MS-DOS program, SNAPSHOT.COM, provides the Snapshot feature. You need to run this program first to take or display snapshots from another application. When you run SNAPSHOT.COM, it stays in your computer’s memory as a small terminate-and-stay-resident (TSR) program.

SNAPSHOT.COM remains in memory and available for use until you turn off your computer, reboot it (with **Ctrl-Alt-Del**), or remove the TSR from memory. SNAPSHOT.COM takes up 42.5 Kbytes of random-access memory (RAM), so your PC must have at least that much more RAM than your application requires.

An optional feature of the SNAPSHOT program allows you to display snapshots taken earlier without leaving SNAPSHOT.COM in memory. This capability allows you to present “slide shows” on your PC.

Loading the SNAPSHOT Program

You run the SNAPSHOT program much the way you load cc:Mail for MS-DOS itself. There are a number of options you can include on the command line when you run the SNAPSHOT program. These allow you to tailor the SNAPSHOT program to fit your specific environment or a particular situation.

The command-line options available to you are listed and defined in Table C-1. See Appendix A for detailed information about entering command-line parameters.

To load the SNAPSHOT program:

1. Call the SNAPSHOT program by entering this command, followed by appropriate option(s), if any:

SNAPSHOT [*optional parameters*]

For example, you might enter the following command in order to be able to call up the Snapshot menu with the **Alt-Shift-S** key combination rather than the default of **Alt-1**:

SNAPSHOT /ALTS



Note In this version of cc:Mail for MS-DOS, parameter syntax has been updated. You can now enter hyphens (-) or forward slashes (/) as part of the command-line syntax to separate parameters. This version of cc:Mail for MS-DOS also supports the old command-line-option syntax in which you enter one or more spaces to distinguish between each command-line option. See Appendix A for complete information about command-line-syntax updates.

2. When the SNAPSHOT program loads, lines like these appear on your screen:

C>SNAPSHOT

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cc:Mail SNAPSHOT installed in color. SNAPSHOT key is Alt1.

Run your application and use the SNAPSHOT program as described later in this appendix.



Note Some monochrome display adapters may have compatibility problems with cc:Mail. If you experience problems, enter the /NOGR command-line parameter when you load the SNAPSHOT program. This parameter sets the display type to monochrome when the cc:Mail program incorrectly identifies a monochrome board as a Hercules board.

Table C–1: Command-Line Options for the SNAPSHOT Program

<i>Option</i>	<i>Meaning</i>
/ALT <i>x</i>	Calls up the Snapshot menu, where “ <i>x</i> ” is any single character. Characters are case-sensitive. The default is <i>x</i> = 1 (ALT1).
/MONO	Indicates that you have a monochrome monitor even though you are using a color graphics card.
@filename	Allows you to display the snapshot filename. Note that there is no space between the ampersand (@) and the filename. The SNAPSHOT program does not remain in memory when you use this option.
/REMOVE	Removes the SNAPSHOT program from memory.

Taking Snapshots

Once you have loaded SNAPSHOT.COM into memory, you are ready to take snapshots of the screen. The procedure differs somewhat depending on whether the screen contains text or graphics.

To take text snapshots:

1. Run your application and create the text screen you want.
2. Type **Alt-1** (or other key combination you have configured; see earlier). The Snapshot menu will appear.

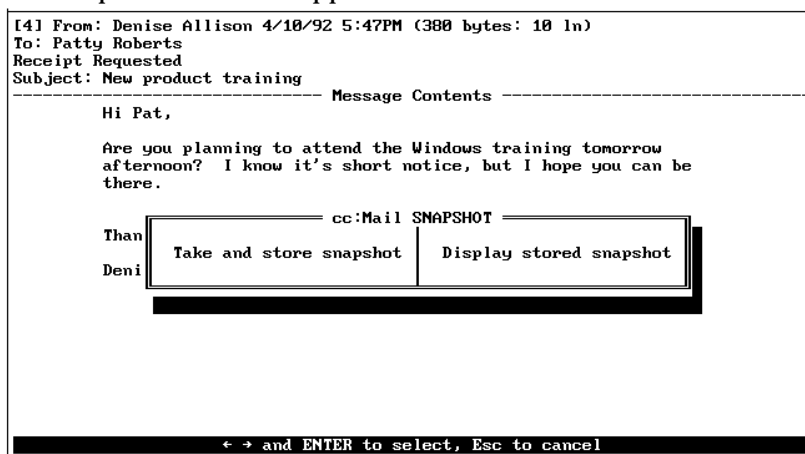


Figure C-1: Snapshot Menu

3. Press **Enter** to select the “Take and store snapshot” option.
4. When prompted, type a pathname, if appropriate, and a filename for the snapshot, and then press **Enter**, as shown in Figure C-2.

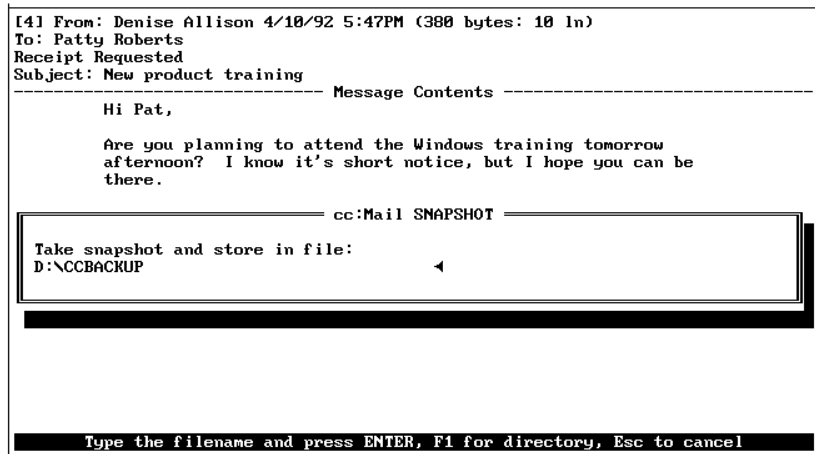


Figure C-2: Entering the Filename for a New Snapshot

If you need information about the current directory, press **F1** to display a list of the files it contains, as shown in Figure C-3.

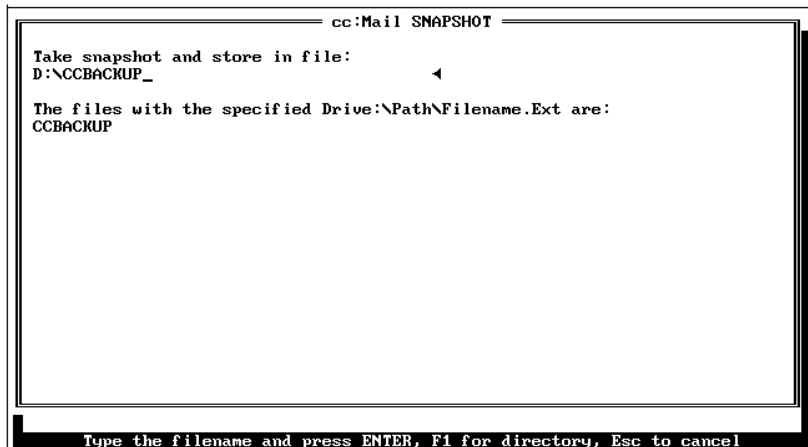


Figure C-3: Displaying a Directory

After you enter the filename, the screen is captured as a file under that name. A small window with the filename appears briefly in the upper right corner of the screen to confirm that the snapshot was taken, as shown in Figure C-4.

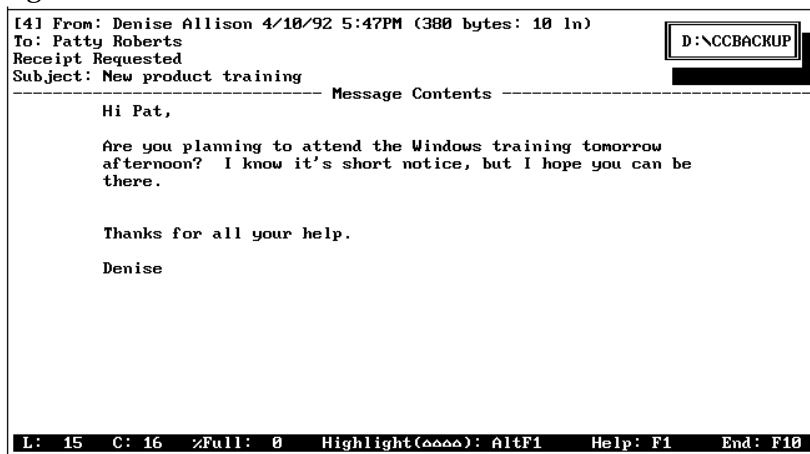


Figure C-4: Snapshot Confirmation Window

5. If you wish, repeat the appropriate steps above to take other text snapshots.

To take graphics snapshots:

1. Run your application and create the graphics screen you want.
2. Type **Alt-1** (or other key combination you have configured; see earlier) to capture the screen image.

A small window with the filename appears briefly in the upper right corner of the screen to confirm that the snapshot was taken.

The snapshot file will be given a default name consisting of the letters "SNAP," followed by an abbreviation for your display adapter (VGA, EGA, CGA, or HGC), and an extension consisting of a sequence number beginning with 001. For example, the third snapshot taken with a CGA monitor would be named "SNAPCGA.003."

3. If you wish, repeat steps 1 and 2 above to take other graphics snapshots.

Displaying Snapshots

In addition to allowing you to take snapshots, the Snapshot menu permits you to display snapshots.

To display snapshots:

1. Type **Alt-1** (or other key combination you have configured; see earlier).
2. When the Snapshot menu appears, select the “**Display stored snapshot**” option by highlighting it with the **Right** cursor key and then pressing **Enter**, or by pressing the power user key **D**.
3. When prompted, type a pathname, if appropriate, and a filename for the snapshot, and then press **Enter**.

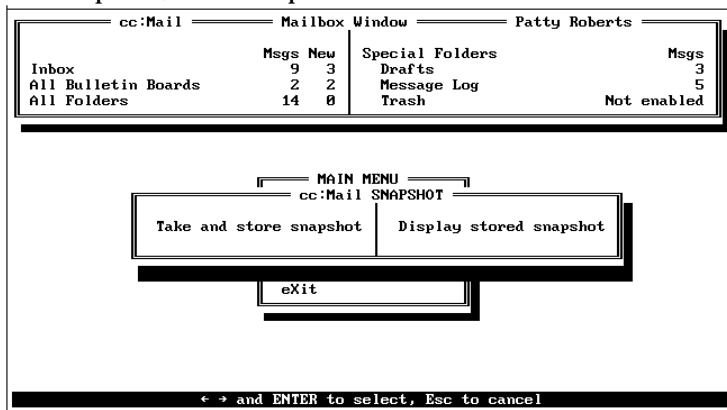


Figure C-5: Entering the Filename for a Stored Snapshot

If you can't remember the name of the snapshot file, press **F1** to display a list of the files in the current directory.

After you enter the filename, the message shown in Figure C-6 appears briefly before the snapshot is displayed.

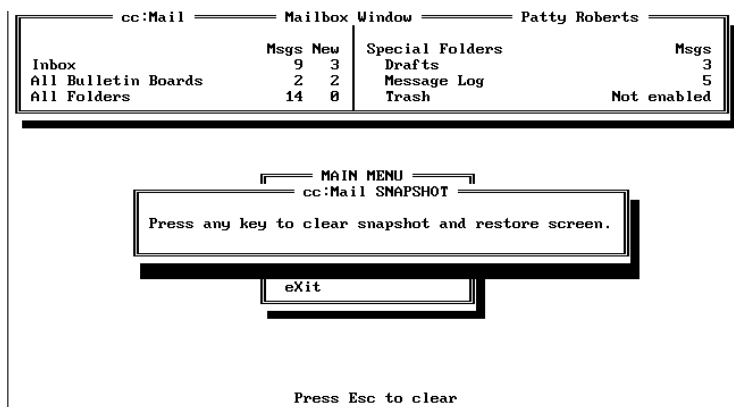


Figure C-6: Snapshot-Clear Message

- As the message indicates, you can press any key to return to your application after you are finished viewing the snapshot.



Note SNAPSHOT was designed for the DOS operating system and will **not** run under Microsoft Windows unless you open a DOS window and use it at the DOS prompt. The cc:Mail SNAPSHOT program supports the video-display modes listed in Table C-2.

Table C-2: SNAPSHOT Video Modes

<i>Video</i>	<i>Resolution*</i>	<i>Colors</i>
CGA color (low)	40 x 25 characters (320 x 200 pixels)	4
CGA (high)	80 x 25 characters (640 x 200 pixels)	2
EGA color (low)	80 x 25 characters(640 x 200 pixels)	16
EGA color (high)	80 x 25 characters (640 x 350 pixels)	16
VGA color (high)	80 x 25 characters (640 x 480 pixels)	16

*SNAPSHOT does not support resolutions higher than 640 x 480 pixels.

Uses of Snapshots

You may use the SNAPSHOT program independently of cc:Mail for MS-DOS to capture and view screens while you are running applications. For example, you might take a snapshot of a screen of data in a spreadsheet program. You could then use the SNAPSHOT program to call up the screen while you are writing a report in a word processor.

Appendix D

The cc:Mail Graphics Editor

This appendix gives you detailed instructions on how to use the cc:Mail for MS-DOS graphics editor. This drawing package allows you to produce or edit graphics items in messages. To use the graphics editor, your PC must have one of these display adapters:

- IBM (or compatible) Video Graphics Array (VGA)
- Enhanced Graphics Adapter (EGA)
- Color Graphics Adapter (CGA)
- Hercules graphics card



Note Graphics options will not appear on the cc:Mail for MS-DOS menus if you have a VGA or EGA graphics adapter and a monochrome monitor, or if you have a monochrome display adapter card (MDA).

A mouse is also helpful with the cc:Mail for MS-DOS graphics editor. For instructions on using a mouse with cc:Mail for MS-DOS, see Appendix E.

Using the Graphics Editor

This section presents the general procedure for using the graphics editor in cc:Mail for MS-DOS. A fuller description of the graphics screen and detailed instructions on using drawing options are given in the rest of this appendix.

To use the graphics editor:

1. Call up the graphics editor by displaying an existing graphics item or snapshot file and then pressing **F9**, or by selecting either the “attach Graphics item” or “attach Snapshots” option on the Attach Menu (see Chapter 5). The Graphics Menu appears.

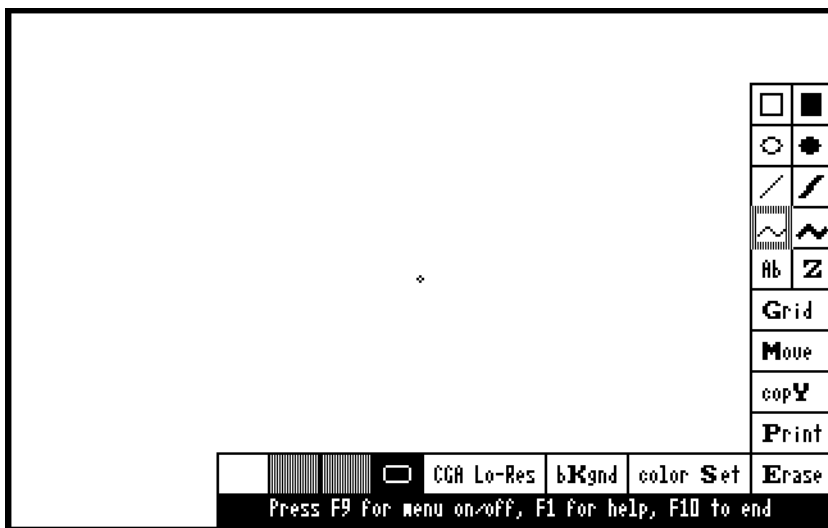


Figure D-1: The Graphics Menu

2. Highlight a drawing color with the cursor keys or by entering the number of the color, and then press **Enter**.
3. Select a drawing option by highlighting it with the cursor keys and then pressing **Enter**, or by pressing the appropriate power user key (press **F1** for help or see Table D-2 later in this appendix).
4. Use the current drawing mode to do as much work as you wish. For example, if you have selected solid red boxes, you can draw as many red boxes as you wish before returning to the menu.
5. Press **F9** to bring the menu back onto the screen. It may cover some of your drawing, but don't worry—the drawing is still intact.
6. Continue with your drawing by choosing other colors and options from the Graphics Menu.
7. When your drawing is complete, end the preparation of the graphics item by pressing **F10**. This includes the current drawing in your message.



Note The Graphics Menu does **not** have to be on the screen for you to end the preparation of a graphics item. You may press **F10** at any time.

The Graphics Screen

This section gives you detailed information about the graphics screen, which includes the Graphics Menu, cursor, and Help bar.

The Graphics Menu

The Graphics Menu appears when you begin a graphics item (see Chapter 5) or press **F9** while an existing graphics item is displayed on your screen. The Graphics Menu differs somewhat depending on what kind of display adapter you have. In all cases, however, the options on the menu are represented by:

- A color bar
- Descriptive words
- *Icons*, symbols that suggest what the options let you draw

Table D–1: Key Functions in the Graphics Editor

<i>Key(s)</i>	<i>Use</i>
Alt-1	Brings up Snapshot Menu (see Appendix C).
Cursor keys	Move the highlight through menu options and move the cursor eight dots at a time during drawing. When used in conjunction with Shift or NumLock , move the cursor slowly one dot at a time.
End, Home, PgUp, PgDn	Move the cursor to the four corners of the screen.
Enter	Selects a menu option. Starts and ends the drawing of all lines, boxes, and circles. Starts and ends move, copy, and erase actions. Also called “Return.”
Esc	Allows you to stop a drawing or screen-manipulation action and begin again.
F1	Displays a detailed Help screen.
F9	Displays and clears the Graphics Menu.
F10	Ends preparation of the graphics item.
NumLock	Changes cursor movement during drawing with the cursor keys to one dot at a time. When used in conjunction with Shift , causes the cursor keys to move the cursor quickly, eight dots at a time.
Power user keys	Single letters that select menu options; alternatives to highlighting and pressing Enter .

Using Keys with the Graphics Editor

As with other cc:Mail for MS-DOS menus, you can select options from the Graphics Menu in two ways:

- By using the cursor keys to move the highlight to the option and then pressing **Enter**
- By pressing the power user key corresponding to the option

The use of these and other keys in the cc:Mail for MS-DOS graphics editor is summarized in Table D-1 earlier and in Tables D-2 and D-3 later.

The Graphics Cursor

The small, diamond-shaped arrangement of dots near the center of the graphics screen is the graphics cursor. You can move it around the screen by pressing the cursor keys **after** you remove the Graphics Menu by pressing **F9** or by selecting an option from the menu.

The Graphics Help Bar

As on other cc:Mail for MS-DOS screens, there is a Help bar beneath the Graphics Menu. It reminds you that you can:

- Display and remove the Graphics Menu by pressing **F9**
- Obtain a detailed Help screen, which explains all the menu items, by pressing **F1**
- End the preparation of the graphics item by pressing **F10**

Using the Color Options

The color bar and color options on the Graphics Menu allow you to set:

- The foreground (drawing) color
- The display mode
- The background (screen) color
- The color set (CGA mode only)

Using the Color Bar

The color bar at the left end of the Graphics Menu shows the set of possible foreground colors for drawing. There are 16 in VGA and EGA, 4 in CGA, and 2 in monochrome. A small box within one of the sections of the color bar indicates the current selection.

To select a new drawing color:

1. Position the selection box in the appropriate color square by using the cursor keys. You can also do this by typing a number from 1 to 2, 4, or 16, depending on your display adapter (the colors are numbered from left to right on the bar).
2. When the selection box is in the color square you want, press **Enter**.

CGA Lo-Res

Selecting the Display Mode

The box immediately to the right of the color bar on the Graphics Menu indicates which of the six display modes is active:

- High-resolution VGA
- Low-resolution CGA
- High-resolution CGA
- Low-resolution EGA
- High-resolution EGA
- Hercules

The display mode defaults to the highest-available mode; often, this is high-resolution VGA. You can choose a different mode, provided that the mode is supported on your PC and that you have not begun drawing.

To select the display mode:

1. Use the cursor keys to move the selection box to the display-mode option, and then press **Enter**.
2. Keep pressing **Enter** to toggle through the settings.

The box to the right of the display-mode option allows you to choose between 16 background colors.

Selecting the Background Color

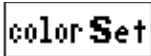
To select a new drawing color:

1. Position the selection box on the background option by using the cursor keys and then pressing **Enter**, or by pressing the power user key **K**.
2. If you wish, keep pressing **Enter** or **K** to toggle through the available colors.

bK gnd



Note Not all background colors may be good choices for your graphics item, as they may make portions of it difficult to read. Experiment to find the best combination of background color and color set for your situation.



Changing the Color Set

The box to the right of the background option allows you to choose between four color sets in CGA mode.

To change the color set:

1. Position the selection box on the color-set option by using the cursor keys and then pressing **Enter**, or by pressing the power user key **S**. The colors are displayed in the color bar at the left end of the Graphics Menu.
2. If you wish, keep pressing **Enter** or **S** to toggle through the available color sets.



Note Some non-IBM graphics adapters allow only one color set. If this option is not available in the current display mode, it will be “grayed out” on the graphics menu.

Using the Drawing Options

The icons for the drawing options in the cc:Mail for MS-DOS graphics editor are grouped in the upper right corner of the Graphics Menu. Table D-2 below summarizes the drawing options.

You may draw with any of the color choices, including the current background color. On an empty area of the screen, drawing in the background color has no effect. Where you have already drawn something, drawing with the background color functions as an eraser with a shape that depends on your menu selection.

Drawing Empty or Solid Boxes

The drawing options for empty or solid boxes produce a “rubber band” figure. This is so called because once you start drawing the box, you can stretch it out or shrink it until it is the exact size you want. During the stretching process, the box will be drawn in a temporary color. The final box is drawn in the currently selected foreground color.

Table D–2: Drawing Options in the Graphics Editor

<i>Icon</i>	<i>Key</i>	<i>Function</i>
	B	Empty box
	O	Solid box
	C	Empty circle
	I	Solid circle
	L	Straight thin line
	T	Straight thick line
	F	Freehand drawing using thin lines
	R	Freehand drawing using thick lines
	A	Lettering (small characters, 80 columns by 25 rows)
	Z	Lettering (large characters, 40 columns by 25 rows)

To draw an empty or solid box:

1. Select a box option from the Graphics Menu by highlighting it with the cursor keys and pressing **Enter**, or by pressing **B** (empty box) or **O** (solid box).
2. Move the cursor with the cursor keys to a place on the screen where you want one corner of the box to be, and then press **Enter**. The cursor will move eight dots (or pixels) with each keystroke. To move the cursor one dot at a time, hold down **Shift** or engage **NumLock** while you press the cursor key.
3. Stretch the box by moving the cursor to the point where you want to position the diagonally opposite corner of the box.
4. Press **Enter** to draw the final box. If you change your mind about drawing the box during the process, you can also press **Esc** to remove the temporary box or **F9** to restore the menu.

Drawing Empty or Solid Circles

As with boxes (see above), the drawing options for empty or solid circles produce a “rubber band” figure. During the stretching process, you will see intersecting lines. These represent the diameter of the circle. As with the boxes options, the lines appear in a temporary color. The final circle is drawn in the currently selected foreground color.

To draw an empty or solid circle:

1. Select a circle option from the Graphics Menu by highlighting it with the cursor keys and pressing **Enter**, or by pressing **C** (empty circle) or **I** (solid circle).
2. Move the cursor with the cursor keys to the place on the screen where you want the center of the circle to be, and then press **Enter**. To move the cursor one dot at a time, hold down **Shift** or engage **NumLock** while you press the cursor key.
3. Move the cursor horizontally or vertically to a point through which you want the circle to pass. As you move the cursor, the size of the circle is indicated by the intersecting perpendicular lines (“crosshairs”) that stretch and shrink.
4. Press **Enter** to draw the final circle. The cursor moves back to the center of the circle, making it easier to draw concentric circles. If you change your mind about drawing the circle during the process, you can also press **Esc** to remove the temporary crosshairs or **F9** to restore the menu.

Drawing Thin or Thick Straight Lines

As with the other drawing options (see earlier), the drawing options for straight lines produce a “rubber band” line. Also as with the other options, the line is drawn in a temporary color and the final line in the currently selected color.

To draw a thin or thick line:

1. Select the thin- or thick-line option from the Graphics Menu by highlighting it with the cursor keys and pressing **Enter**, or by pressing **L** (thin line) or **T** (thick line).
2. Move the cursor with the cursor keys to the place on the screen where you want one end point of the line to be, and then press **Enter**. The cursor will move eight dots (or pixels) with each keystroke. To move the cursor one dot at a time, hold down **Shift** or engage **NumLock** while you press the cursor key.
3. Stretch the line by moving the cursor to the other end point.
4. Press **Enter** to fix the line. If you change your mind about drawing the line during the process, you can also press **Esc** to remove the temporary line or **F9** to restore the menu.

Freehand Drawing with Thin or Thick Lines

The freehand drawing option allows you to create your own shapes. To do so, you use the cursor keys to move the cursor and draw a line on the screen.

To draw freehand shapes:

1. Select a freehand option from the Graphics Menu by highlighting it with the cursor keys and pressing **Enter**, or by pressing **F** (thin line) or **R** (thick line).
2. Move the cursor with the cursor keys to the place on the screen where you wish to start drawing, and then press **Enter**. The cursor will move eight dots (or pixels) each time you press a cursor key. To move the cursor one dot at a time, hold down **Shift** or engage **NumLock** while you press the cursor key.
3. Move the cursor, thereby drawing a line in the currently selected foreground color.
4. Press **Enter** to stop drawing the line.



Figure D-2: Drawing a Freehand Shape

In doing freehand drawing, a useful analogy is to think of a drawing pen suspended above the screen. First move the cursor to position the pen. Then press **Enter** to lower the pen onto the surface and start drawing. Press **Enter** again to raise the pen so that you can reposition it. Displaying the menu on the screen (by pressing **F9**) also lifts the pen, as does pressing **Esc**.

Lettering with Small or Large Characters

The lettering options allow you to type characters on a graphics screen much as you type characters on a text screen.

To type small or large letters:

1. Select a letter option from the Graphics Menu by highlighting it with the cursor keys and pressing **Enter**, or by pressing **A** (small letters) or **Z** (large letters). The cursor changes from the star shape used with the other options to a bar.
2. Move the cursor bar with the cursor keys to the place on the screen where you want the text, and then start typing.
3. Press **F9** to restore the menu.

Manipulating the Screen

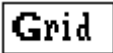

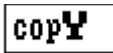
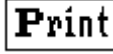

The commands for manipulating the screen in the cc:Mail for MS-DOS graphics editor are grouped in the lower right corner of the Graphics Menu. Table D-3 summarizes the screen-manipulation commands.

Using the Grid

When you choose the grid option from the Graphics Menu, a grid of points will be overlaid on the drawing screen, spaced at every eighth dot (pixel). The grid allows you to temporarily make the drawing screen like a sheet of graph paper. This helps you align the various parts of the drawing you are creating. In addition, the spacing of the grid points matches the positions for text characters on the graphics screen, so you will also find the grid useful for aligning or centering text.

When you are using the cursor keys for drawing and screen manipulation, the cursor seems to jump as you move it. In fact, it is moving from grid point to grid point, as you will see if you do any of these operations with the grid on. This makes the grid very useful for creating precise drawings and graphics images.

Table D–3: Screen-Manipulation Commands in the Graphics Editor

<i>Command</i>	<i>Key</i>	<i>Function</i>
	G	Temporarily overlays a set of regularly spaced points on the screen to assist you in aligning the parts of your drawing (similar to graph paper). Select again to remove the grid.
	M	Allows you to move a rectangular area of the screen to another part of the screen, overwriting anything that was there and blanking (setting to background color) the original area.
	Y	Allows you to copy a rectangular area of the screen to another part of the screen, overwriting anything that was there and leaving the original area intact.
	P	Prints current screen image, using gray levels to represent the different colors (the menu is removed first).
	E	Erases a rectangular area of the screen (setting it to background color).

To turn the grid on and off:

1. Select the grid option from the Graphics Menu by highlighting it with the cursor keys and pressing **Enter**, or by pressing **G**.
2. Draw your figure, and end the preparation of the graphics item in the normal way by pressing **F10**. The grid will be removed from the drawing automatically before it is saved.

Moving and Copying

The move and copy options operate on an outlined rectangular area of the screen. You define this area the same way you draw a box—you start marking the outlined area, and then stretch or shrink it until it is the exact size you want, surrounding the area you wish to move or copy. The outline itself will not, of course, appear in the drawing

To move or copy an area on the screen:

1. Select the move or copy option from the Graphics Menu by highlighting it with the cursor keys and pressing **Enter**, or by pressing **M** (move) or **Y** (copy).
2. Move the cursor with the cursor keys to one corner of the area you wish to move or copy, and then press **Enter**. The cursor will move eight dots (or pixels) each time you press a cursor key. To move the cursor one dot at a time, hold down **Shift** or engage **NumLock** while you press the cursor key.

3. Stretch the outline around the area by moving the cursor to the diagonally opposite corner of the area you want to move or copy.
4. Press **Enter** to set the outline of the area you want to move or copy. To help you align the outlined area, the graphics editor displays horizontal and vertical guidelines intersecting at the upper left corner of the outlined area. You may, of course, move or copy the outlined area to any place it will fit, not just along the guidelines.
5. Move the entire outline to the new location by using the cursor keys.
6. When the outline is positioned where you want it, press **Enter** to complete the moving or copying. If you change your mind about moving or copying the area during the process, you can also press **Esc** to remove the outline or **F9** to restore the menu.

Printing a Drawing

You can print a drawing you create in the cc:Mail for MS-DOS graphics editor. To do so, you will need a printer capable of printing graphics. If you need to change your printer setting, use the Profile Menu (see Chapter 11).

To print a drawing:

1. Be sure your printer is connected and turned on.
2. Select the print option from the Graphics Menu by highlighting it with the cursor keys and pressing **Enter**, or by pressing **P**.

Erasing

As with moving and copying, the erase option operates on an outlined rectangular area of the screen. You also define this area the same way you draw a box—you start marking the outlined area and then stretch or shrink it until it is the exact size you want, surrounding the area you wish to erase.

To erase an area on the screen:

1. Select the erase option from the Graphics Menu by highlighting it with the cursor keys and pressing **Enter**, or by pressing **E**.
2. Move the cursor with the cursor keys to one corner of the area you wish to erase, and then press **Enter**. The cursor will move eight dots (or pixels) each time you press a cursor key. To move the cursor one dot at a time, hold down **Shift** or engage **NumLock** while you press the cursor key.
3. Stretch the outline around the area by moving the cursor to the diagonally opposite corner of the area you want to erase.

4. Press **Enter** to erase the outlined area. If you change your mind about erasing the area during the process, you can also press **Esc** to remove the outline or **F9** to restore the menu.

You can also erase areas on the screen by choosing the background color and using any of the other drawing options (see earlier). This gives you greater control over the shape of the area you are erasing. You could use this technique, for example, to erase an area in the shape of a filled circle.

Editing Snapshots

You can use the graphics editor to edit screen “snapshots” of graphics created with the cc:Mail for MS-DOS Snapshot utility. To do so, create a snapshot file, and attach it as a message item, as described in Chapter 5 and Appendix C. You can then press **F9** to call up the Graphics Menu and use the graphics editor to modify the snapshot.

Appendix E

Using a Mouse with cc:Mail for MS-DOS

A *mouse* is a hand-held device that is used to produce cursor movement. You operate a mouse by sliding it across a flat surface. As it is moved to the left, right, forward, or backward, the mouse generates “keystrokes” in the PC. These are equivalent to the keystrokes produced by the cursor keys on the keyboard.

You can make all cursor movements and menu selections in cc:Mail for MS-DOS with a mouse as well as from the keyboard. This appendix provides guidelines for setting up a mouse to work with cc:Mail for MS-DOS and explains what can be done with a mouse.

What Kinds of Mice Work with cc:Mail for MS-DOS

To work with cc:Mail for MS-DOS, a mouse must produce true keystrokes inside the PC. For example, when you move the mouse to the left, it must appear to the cc:Mail for MS-DOS program that the left cursor key was pressed on the keyboard. Any mouse designed to work with generic PC application software has this capability. Generally, the mouse manufacturer provides special software that is loaded before an application such as cc:Mail for MS-DOS. This special software senses mouse movement and delivers keystrokes to the application. In general, the software also allows the user to:

- Specify what keystroke (or sequence of keystrokes) is to be generated for each button on the mouse
- Adjust the mouse’s *sensitivity* (the number of keystrokes produced per unit of movement)

Using a Mouse with cc:Mail for MS-DOS

Since the cursor may be used to point to an object or place on the computer screen, the mouse is often referred to as a *pointing device*. For example, if you are in the cc:Mail for MS-DOS word processor and you wish to highlight a word, a mouse provides a quick and easy alternative to using the cursor keys. Most people find the mouse a more efficient pointing device than the keyboard, though it does take a little practice to get used to pointing with a mouse.

Most mice have from one to three *programmable buttons*. These enable the mouse to provide not only cursor keystrokes, but other keystrokes commonly used in the program as well. Instructions on using the mouse and its buttons are given next.

Using a Mouse to Move the Cursor

Anything you can do with the four cursor keys, you can do with a mouse. Thus, you can use a mouse to:

- Position the highlight in the cc:Mail for MS-DOS menus, the mail directory, the Mailing Lists window, the Bulletin Boards/Folders window, and the message-headings window.
- Move the cursor in the cc:Mail for MS-DOS word processor.
- Move the cursor and make selections in the cc:Mail for MS-DOS graphics editor. (Freehand drawing, for example, is much easier with a mouse than from the keyboard.)
- Move the cursor when editing item titles.

Using the Mouse Buttons

If your mouse has programmable buttons, you should set them to produce keystrokes often used in cc:Mail for MS-DOS, such as **F1**, **F10**, and **Enter**.

If you program **Enter** in this way, for example, you can make a menu selection by moving the cursor with the mouse to highlight the option you want and then pressing the appropriate button on the mouse.

Mouse Sensitivity

In cc:Mail for MS-DOS, a mouse is most commonly used with the graphics editor in creating or editing a graphics item. If you use the mouse in this way, you should set the sensitivity of your mouse for comfortable use with the graphics editor. For most people, this means that moving the mouse 4 to 8 inches moves the graphics cursor all the way across the screen.

If you do not use the graphics editor often, you should tailor the sensitivity of your mouse for use with the cc:Mail for MS-DOS menus or word processor. See the information that came with your mouse for instructions on adjusting the sensitivity.

The Command-Line Option for a Mouse

When you use the cc:Mail for MS-DOS graphics editor, pressing a cursor key normally moves the cursor eight dots at a time. You can, however, press **Shift** or engage **NumLock** to change this default and make the cursor move one dot at a time. With a mouse, the latter mode of movement is preferable. Unshifted keystrokes, which the mouse ordinarily produces, usually move the cursor too rapidly for good control.

cc:Mail for MS-DOS allows you to choose dot-by-dot cursor movement for your mouse. To do so, enter this command-line option:

MAIL /MOUSE

When you use the **/MOUSE** option, the graphics cursor will move dot by dot, except during move, copy, and erase operations. To restore normal movement, hold down **Shift** while moving the mouse. The **/MOUSE** option has no effect on any other part of cc:Mail for MS-DOS.

Appendix F

Word Processor Key Mappings

This version of cc:Mail for MS-DOS supports the three following word processors:

- cc:Mail for MS-DOS
- cc:Mail for Windows
- Ami Pro, Version 2

The tables in this appendix define the ways keys function for each of the word processors. Refer to these tables or try using each of word processors to determine the one with which you are most comfortable. See Chapter 12 for a detailed description of cc:Mail word processor operations.

To see which word processor you are currently using, check the cc:Mail Profile window. The default is the cc:Mail for MS-DOS word processor. Refer to Chapter 11 for information on changing your profile settings and on using the configuration file to change to a different word processor.

Table F–1: Cursor-Movement Keys

<i>Movement Commands</i>	<i>cc:Mail for MS-DOS</i>	<i>cc:Mail for Windows</i>	<i>Ami Pro, Version 2</i>
Up one line	Up Arrow	Up Arrow	Up Arrow
Down one line	Down Arrow	Down Arrow	Down Arrow
Right one character	Right Arrow	Right Arrow	Right Arrow
Left one character	Left Arrow	Left Arrow	Left Arrow
Right one word	Ctrl-Right Arrow	Ctrl-Right Arrow	Ctrl-Right Arrow
Left one word	Ctrl-Left Arrow	Ctrl-Left Arrow	Ctrl-Left Arrow
Beginning of line	F3	Home	Home
End of line	F3+F3	End	End
Up 1/2 screen	PgUp	Ctrl-PgUp	Ctrl-PgUp
Down 1/2 screen	PgDn	Ctrl-PgDn	Ctrl-PgDn
Up full screen	Ctrl-PgUp	PgUp	PgUp
Down full screen	Ctrl-PgDn	PgDn	PgDn

<i>Movement Commands</i>	<i>cc:Mail for MS-DOS</i>	<i>cc:Mail for Windows</i>	<i>Ami Pro, Version 2</i>
Screen upper left	Home	(none)	(none)
Screen lower right	End	(none)	(none)
Start of message	Ctrl-Home	Ctrl-Home	Ctrl-Home
End of message	Ctrl-End	Ctrl-End	Ctrl-End
Tab forwards	Tab	Tab	Tab
Tab backwards	Shift-Tab	Shift-Tab	Shift-Tab

Table F–2: Insert/Delete Keys

<i>Insert/Delete Commands</i>	<i>cc:Mail for MS-DOS</i>	<i>cc:Mail for Windows</i>	<i>Ami Pro, Version 2</i>
Delete current character	Del	Del	Del
Delete previous character	Backspace	Backspace	Backspace
Delete line	Shift-F4	Shift-F4	Shift-F4
Delete to end of line	Alt-F4	Ctrl-F4	Ctrl-F4
Delete selection	Alt-F4	Del	Del
Toggle insert mode	Insert	Insert	Insert
Insert blank line	Alt-F3	Alt-F3	Alt-F3

Table F–3: Input/Output Keys

<i>Input/Output Commands</i>	<i>cc:Mail for MS-DOS</i>	<i>cc:Mail for Windows</i>	<i>Ami Pro, Version 2</i>
Exit editor	F10	F10	F10
Help	F1	F1	F1
Search	F7	F7	Ctrl-F
Search and replace	Alt-F7	Alt-F7	Ctrl-R
Print message	F8	F8	Ctrl-P
Write message to file	F9	F9	Ctrl-S
Read message from file	Alt-F9	Alt-F9	Ctrl-O
Start spelling checker	Ctrl-F3	Ctrl-F3	Ctrl-F3

Table F–4: Format Keys

<i>Format Commands</i>	<i>cc:Mail for MS-DOS</i>	<i>cc:Mail for Windows</i>	<i>Ami Pro, Version 2</i>
Reformat paragraph	Alt-F8	Alt-F8	Alt-F8
Set highlight	Alt-F1	Ctrl-H	Ctrl-B
Highlight character	F2	F2	F2
Change margins	F4	Ctrl-T	F4

Table F–5: Selection Keys

<i>Selection Commands</i>	<i>cc:Mail for MS-DOS</i>	<i>cc:Mail for Windows</i>	<i>Ami Pro, Version 2</i>
Start selection	F5	F5	F5
End selection	F6	F6	F6
Move selection	Alt-F5	Alt-F5	Alt-F5
Copy selection	Alt-F6	Alt-F6	Alt-F6
Delete selection	Alt-F4	Del	Del
Write selection to file	F9	F9	Ctrl-S
Print selection	F8	F8	Ctrl-P
Highlight selection	Alt-F2	Alt-F2	Alt-F2

Appendix G

Error Messages

This appendix gives the error messages that may appear in cc:Mail for MS-DOS, together with their likely causes and suggested solutions. Except for the first four resource-file messages, all messages in the tables below are listed alphabetically.

Table G–1: Error Messages

<i>Error Message</i>	<i>Likely Causes(s)</i>	<i>Suggested Solution(s)</i>
R0001 Insufficient memory to load resource file.	Unable to allocate additional memory to load the resource file.	Not enough memory to run program. Make more memory available.
R0002 Resource file not found.	Resource file not found by cc:Mail program.	Ensure that resource file is in the .EXE directory or where it was specified in the configuration file. Check the resource statement in the configuration file for resource-file location.
R0003 Resource file version incorrect.	The program version does not match the resource file version.	Do not mix new cc:Mail programs with an old resource file, and vice versa. Make sure the program and resource-file date and time match.
R0004 Resource file corrupted.	The program cannot read the resource file.	Reinstall cc:Mail for MS-DOS. Make sure the resource file is located in the correct directory: in the .EXE directory or where it is specified in the configuration file.
Address buffer full.	There is insufficient space in the message envelope to add more message recipients.	None.

<i>Error Message</i>	<i>Likely Causes(s)</i>	<i>Suggested Solution(s)</i>
Author name corrupted.	The author name in the message was either not found or not correct.	None.
Block cannot be copied into itself.	The cursor is positioned such that the block of text will be copied into itself.	Re-mark the block of text, move the cursor out of the block, and press Alt-F6 .
Block cannot be moved into itself.	The cursor is positioned such that the block of text will be moved into itself.	Re-mark the block of text, move the cursor out of the block, and press Alt-F5 .
Cannot create temporary file for swapping.	Invalid filename, I/O error, or disk may be full.	Check for sufficient disk space. Also check environment variable TEMP for a valid file path.
Cannot execute %s.	An invalid path or incorrect program name has been entered.	Check the program name and path.
Cannot find memory- image file.	cc:Mail cannot restore system memory.	Make sure the memory-image file was not accidentally deleted. Or, if on a network check the connection to the server. Try rebooting.
Cannot load TSRMAIL.OVL	TSRMAIL.OVL file not found in the directory where TSRMAIL is located.	Make sure that the TSRMAIL.OVL file is in the same location as TSRMAIL.EXE.
cc:Mail NFT Error	A Network Fault Tolerant error occurs when the integrity of database is threatened by a network problem.	Contact your cc:Mail administrator, as error should not occur in normal operation.
cc:Mail password not correct.	The cc:Mail password you typed is not correct.	Recheck the password and try again.

<i>Error Message</i>	<i>Likely Causes(s)</i>	<i>Suggested Solution(s)</i>
cc:Mail password too long.	The cc:Mail password specified on the command line is longer than 10 characters.	Use a shorter password on the command line.
Database file already locked.	The program attempted to relock a cc:Mail database file.	Contact your cc:Mail administrator, as error should not occur in normal operation.
Database file already unlocked.	Your cc:Mail for MS-DOS program attempted to unlock a cc:Mail for MS-DOS database file it had not locked.	Contact your cc:Mail administrator, as error should not occur in normal operation.
Database file cannot be accessed.	The program is unable to access the cc:Mail for MS-DOS database file. This error probably indicates a hardware problem, such as a nonrecoverable disk error.	Reboot your PC and restart cc:Mail. If problem persists, contact your cc:Mail administrator.
Database file cannot be found.	The program is unable to find an individual user database file.	Check to see if the file has been damaged or deleted.
Database file cannot be locked.	A cc:Mail database file has been locked for too long a period of time.	Contact your cc:Mail administrator, as error should not occur in normal operation.
Database file cannot be opened.	The program is unable to find a cc:Mail database file.	Check to see if the file has been damaged or deleted.
Database file cannot be unlocked.	The program cannot unlock the cc:Mail database file it locked.	Contact your cc:Mail administrator, as error should not occur in normal operation.

<i>Error Message</i>	<i>Likely Causes(s)</i>	<i>Suggested Solution(s)</i>
Database file not locked.	The program cannot lock the cc:Mail database files.	Contact your cc:Mail administrator, as this error should not occur in normal operation. If the database is on a local drive, make sure SHARE.EXE is running.
Database file too large.	A cc:Mail database file has exceeded its internal limit.	Contact your cc:Mail administrator, as error should not occur in normal operation.
Database index out of range.	An internal parameter in the cc:Mail for MS-DOS database is out of range.	Contact your cc:Mail administrator, as error should not occur in normal operation.
Database pointer out of range.	An internal pointer in the cc:Mail database is out of range.	Contact your cc:Mail administrator, as error should not occur in normal operation.
Dates must be entered as mm/dd/yy.	The date you typed was not in the cc:Mail date format.	Retype the date using slashes to separate the numerical month, day, and year.
Directory for storing temporary files is write-protected.	The specified temporary directory is write-protected, precluding the creation of any temporary files	Change the location of the temporary directory using the TEMP environment variable, or enter the /TEMDDIR parameter when loading TSRMAIL.
Disk error in archiving message.	A disk error occurred while the message was being copied to an archive file. Either the message is damaged, or the message was not written successfully to the archive file.	Try to archive the message to another directory or archive file.
Disk error in attaching file.	A disk error occurred while the DOS file was being copied to a file item.	The file item will not be attached. Try the operation again.

<i>Error Message</i>	<i>Likely Causes(s)</i>	<i>Suggested Solution(s)</i>
Disk error in copying item.	A disk error occurred while the file item was being copied to a DOS file.	Try to copy the item to another drive or directory.
Disk error in reading file.	A disk error occurred while the file was being read into the text item.	The file is probably damaged and cannot be read into the text item.
Disk error in writing message.	A disk error occurred while the message was being written to an ASCII file. Either the message is damaged, or the message was not written successfully to the ASCII file.	Try to copy the message to another file or directory.
Duplicate title.	You attempted to rename a folder or mailing list to a name that is already used.	Choose a name that is not used and try again.
Error accessing expanded memory.	Caused by DOS shell, application integration, or TSRMAIL.	Error reading/writing to EMS. Reboot and check EMS-manager configuration.
Error in ALT command-line parameter.	The command-line parameter for specifying a different key choice in the TSRMAIL, NOTIFY, or SNAPSHOT program has been entered incorrectly.	Refer to Appendix A for instructions regarding the “ALTx” command-line option, then reenter the command line.
Error in CLEAR/seconds command line parameter.	The command-line parameter for specifying a display time for notification windows has been entered incorrectly.	Refer to Appendix A for instructions regarding the /CLEAR/seconds command-line parameter, then reenter the command line.

<i>Error Message</i>	<i>Likely Causes(s)</i>	<i>Suggested Solution(s)</i>
Error in command-line parameter	An invalid command-line parameter has been entered.	Ensure that the specified command-line parameter has been entered for the appropriate program using the correct syntax.
Error in configuration command line.	There is an error in the Cmd command for a specific program in the configuration file.	Fix the error in the appropriate Cmd section of the configuration file, then restart cc:Mail.
Error initializing the linguistics system.	Either there is not enough memory, or the program cannot find the main dictionary.	Check to see if enough memory is free. The spelling checker requires an additional 40 Kbytes above the base memory usage. Also, make sure the main dictionary is correctly specified in the configuration file.
Error initializing the personal dictionary.	DOS file error opening the personal-dictionary file.	Check to see if the dictionary specified in the configuration file is located in a directory where you have read, write, and create privileges.
Error mixing command-line parameter formats.	Command-line parameters must be entered using either the "old" or "new" syntax.	Reenter command-line using either "old" or "new" syntax, not a combination of both.
Error opening the personal dictionary.	DOS file error opening the personal-dictionary file.	Check to see if the dictionary specified in the configuration file is located in a directory where you have read, write, and create privileges.
Error writing the personal dictionary.	DOS file error opening the personal-dictionary file.	Check to see if the dictionary specified in the configuration file is located in a directory where you have read, write, and create privileges.

<i>Error Message</i>	<i>Likely Causes(s)</i>	<i>Suggested Solution(s)</i>
Error in TIMER/minutes command line parameter.	The command-line parameter, which specifies how often the program checks for new message, has been entered incorrectly.	Refer to Appendix A for instructions regarding the /TIMER/minutes command-line parameter, then reenter the command line.
Error restoring current path.	There was an error in restoring your current directory after you invoked the DOS shell (F9).	This error should not normally occur. If it does, cc:Mail will exit. Restart cc:Mail.
Error saving current path.	There was an error saving your current directory before you invoked the DOS shell (F9).	This error should not normally occur. If it does, the DOS shell operation is not performed. Try again.
Fax image is damaged.	The fax image is corrupted and cannot be viewed.	Delete the message, and obtain a new copy if possible.
Fax image too large to display.	The fax image is larger than cc:Mail for MS-DOS is able to display.	This error should not occur in the current version of cc:Mail for MS-DOS. However, if cc:Fax supports larger images in the future, this message may appear.
File cannot be found.	There is no file with that name on the specified drive and directory.	Retype the filename, or reselect the name from the directory listing.
File does not have archive format.	The file you selected for retrieving or archiving message(s) is not a cc:Mail archive file.	Select an existing file that is a cc:Mail archive file.
File item cannot be read.	The file item in the message has been damaged.	None.

<i>Error Message</i>	<i>Likely Causes(s)</i>	<i>Suggested Solution(s)</i>
File with that name cannot be created.	You have probably typed an illegal DOS filename or a filename that is too long.	Type a DOS filename consisting of up to eight characters, a period, and a three-character extension. Refer to your DOS user manual for information on illegal DOS filename characters.
Folder not found.	The folder title you typed does not match any of your folder titles.	Recheck the title of the folder, and enter it again.
Help file cannot be found.	The help file ENGLISH.HLP is not on the same drive and directory as the cc:Mail programs.	Copy the help file ENGLISH.HLP from the cc:Mail for MS-DOS program diskette to the drive and directory where the cc:Mail programs are located.
Help not available.	The requested help screen is not in the help file ENGLISH.HLP.	The help file ENGLISH.HLP is either corrupted, unavailable, or not the current version. Make sure the file matches the one on the cc:Mail program diskette.
Help screen cannot be read.	The help file ENGLISH.HLP on the same drive and directory as the cc:Mail for MS-DOS database has been damaged.	Copy the help file ENGLISH.HLP from the cc:Mail for MS-DOS program diskette to the drive and directory where the cc:Mail programs are located, or specify its location using the configuration file and Resource statement.
Incompatible database.	The cc:Mail LAN version number does not match or is not compatible with the cc:Mail database version number.	Contact your cc:Mail administrator, as error should not occur in normal operation.
Incorrect message search type.	The message search type you entered is not allowed.	Reenter an allowed message search type, "S" for subject only or "F" for full text.

<i>Error Message</i>	<i>Likely Causes(s)</i>	<i>Suggested Solution(s)</i>
Incorrect priority level.	The priority level you requested is not one of the three legal values.	Press L for low priority, N for normal priority, or U for urgent priority.
Insufficient disk space to copy item.	There is not enough disk space on your current disk to make a copy of the item.	You should run cc:Mail for MS-DOS from a disk with more free disk space.
Insufficient disk space to create DOS file.	There is not sufficient disk space on the drive you specified to create the DOS file.	Specify a drive and directory with sufficient free disk space.
Insufficient disk space to create file.	There is not enough disk space on the drive you specified to create the file.	Specify a drive and directory with sufficient free disk space.
Insufficient disk space to create item.	There is not enough disk space on your current disk to create a temporary copy of the item.	If you wish to save the item, either write the text to a DOS file or take a snapshot of the graphics item. Then clear the item to continue.
Insufficient disk space to write file.	There is not enough disk space left on the specified drive to store the text file.	Specify a drive and directory with sufficient free disk space.
Insufficient memory.	cc:Mail for MS-DOS requires 400 Kbytes of memory to run.	Free sufficient memory, or add more memory to your PC.
Insufficient space in text buffer.	There is not enough space left in the text buffer to carry out the requested editing operation.	Text item may not exceed 20 Kbytes in size. Split item into smaller files.

<i>Error Message</i>	<i>Likely Causes(s)</i>	<i>Suggested Solution(s)</i>
Invalid color palette in configuration file, loaded default.	There is an invalid default color-palette setting in the configuration file.	Make sure the color palette set in the configuration file matches the monitor type. See Chapter 11 for the list of palettes.
Invalid COMMAND.COM .	The COMMAND.COM file is corrupted.	Check your COMSPEC environment variable for validity.
Invalid fax-item file.	You have attempted to attach as a fax item a file that is not in a valid PCX format.	Attach a correctly formatted PCX file. The PCX file must be monochrome with line lengths of no more than 1728 pixels each.
Invalid path list for memory-image file.	Caused by DOS shell or application integration.	Check the path list specified by the TEMP environment variable to make sure that it's valid. Also make sure you have create/write access to the TEMP directory.
Item cannot be displayed.	There is a graphics or fax item in the message you requested to be displayed or attached, but your PC does not have a graphics-display adapter, or the item being displayed is of an unknown item type.	None.
Item cannot be read.	The item in the message being displayed, printed, or attached has been damaged.	None.
Line number out of range.	If entered, the line number in the ASCII file to be read into the text item must be a positive integer.	Recheck the line number, or press Enter to indicate the start and end of the ASCII file.

<i>Error Message</i>	<i>Likely Causes(s)</i>	<i>Suggested Solution(s)</i>
Line will be too long after replacing.	There will be more than 80 characters on the line if the specified phrase is replaced.	Reformat the line so that there is enough space on the line for the replacement.
Maximum number of messages in archive file exceeded.	You attempted to archive too many messages into one archive file. Each archive file can hold a maximum of 1600 messages.	Archive the messages to a new archive file.
Maximum number of users exceeded.	Do not load more TSRMAIL users than the number you first specified with the /MAXUSERS parameter. The default is one user.	Remove TSRMAIL or reboot your computer. Reload TSRMAIL using the /MAXUSERS parameter to specify the desired number of users. You can add up to 16 TSRMAIL users with the /MAXUSERS parameter.
Message buffer full.	Your cc:Mail for MS-DOS program has run out of internal-buffer space when attempting to retrieve an extremely large number of messages.	Retrieve a smaller number of messages.
Message cannot be copied.	A disk error occurred while the message was being copied to a folder.	None.
Message cannot be moved.	A disk error occurred while the message was being moved to a folder.	None.
Message cannot be moved/copied to a bulletin board.	You may not copy a message or an archived file to a bulletin board	Forward or send the message to the bulletin board, or choose a folder into which you can copy the archived file.

<i>Error Message</i>	<i>Likely Causes(s)</i>	<i>Suggested Solution(s)</i>
Message cannot be read.	The message you requested to be retrieved has been damaged.	None.
Message cannot be read. Entry deleted.	The message you requested to be displayed cannot be read.	The entry in the message database will be deleted.
Message cannot be sent to username.	The message cannot be delivered to the named user because the database file corresponding to the user is not present or cannot be opened for shared updating. The message will be delivered, however, to all the other recipients.	Contact your cc:Mail administrator, as error should not occur in normal operation.
Message numbers must be entered as 1, 3, 5-8, 10, for example.	The message numbers you typed could not be interpreted as a list of positive integers.	Retype the message numbers using commas to separate single numbers or a hyphen to indicate a range.
Minimum password length is xx characters.	The password you enter must be at least xx characters long.	Enter a new password that is at least the minimum number of characters long.
Name not found to remove.	The user name to be removed from the RAM-resident program has not been entered in the RAM resident-program.	Recheck the name, and try to remove it again.
New password must be different from old one.	The new password may not be the same as the old one.	Type a new password that is different from the previous one.
New titles may not be entered.	There are already the maximum 200 folders or mailing lists.	Delete unused folders or mailing lists.

<i>Error Message</i>	<i>Likely Causes(s)</i>	<i>Suggested Solution(s)</i>
No application integration information specified.	No associations have been specified in the configuration file.	Update the configuration file so that applications are defined there. Each application must be associated to a file extension.
No more items are allowed in the message.	You attempted to copy an item to another position in the message, but the message already has the maximum of 20 items.	Delete an item first, or create a second message to contain the additional item.
Not all files are displayed.	The number of files in the directory exceeds the number that are displayed in the directory listing.	If the filename you want is not displayed in the directory listing, type the name of the desired file. If you want a listing of a subset of the files, enter a filename using one or more wild-card characters.
Page table full.	There is not enough room in cc:Mail for MS-DOS's internal page table to read a page from a cc:Mail for MS-DOS database file.	Contact your cc:Mail administrator, as error should not occur in normal operation.
Phrase not found.	The specified phrase to be found or replaced is not in the text item.	None.
Please type Y for Yes, or ENTER or N for No.	You did not type Y , or Enter or N in response to a question.	Type Y for "yes," or Enter or N for "no."
Post office cannot be accessed.	The cc:Mail post office database files are not stored on the drive (and subdirectory) specified on the command line.	Recheck the command-line parameters you specified, or ask your cc:Mail administrator how to access the cc:Mail post office.
Post office is temporarily shut down.	The administrator is reorganizing the post office.	You cannot run cc:Mail until the administrator is through reorganizing the post office.

<i>Error Message</i>	<i>Likely Causes(s)</i>	<i>Suggested Solution(s)</i>
Printer is unavailable.	Your PC does not have a printer attached, or the printer is not ready for printing.	Turn on the printer if it is attached, and request printing again.
Program cannot be run from database directory.	Change to another directory, and run the program again.	The current directory when running cc:Mail may not be the cc:Mail database directory.
Remote users may not access mail locally.	The name you typed has been entered as a remote mail user by the cc:Mail administrator.	Ask your cc:Mail administrator to change your location from remote to local.
RTF-to-ASCII translation disk error.	The program cannot convert the RTF file format to an ASCII file.	Make sure the RTF file format of the file you are trying to display is correct.
Second password doesn't match first password.	The password you typed the second time doesn't match the password you typed the first time.	Select "Change Password" on the Profile Menu, and type the same password both times you are prompted to do so.
Sender name not in mail directory.	The person who sent you the message and requested a receipt is not in the mail directory.	No message receipt will be sent.
Server name cannot be accessed.	A dynamic connection cannot be made to the specified server name.	Recheck the server name on the command line, or check if the server is available.
Selected path is too long.	The path specified for the file is too long.	You have probably nested your directories deeper than is allowed in DOS. Move the desired file to a higher-level directory, and try again.
Snapshot cannot be read.	The file you requested to be inserted as an item is not a text or graphics snapshot.	Reselect a snapshot file on the specified drive and directory.

<i>Error Message</i>	<i>Likely Causes(s)</i>	<i>Suggested Solution(s)</i>
System error number %d.	This DOS system error occurs when the DOS shell or application integration tries to launch.	Exit cc:Mail, reboot, and try again.
Text buffer full.	There are already the maximum 20,000 characters in the text buffer.	End the text item, copy it to a new item, and then divide the text by editing the two items. You may also delete characters to reenable editing.
Text item cannot be read.	The text item in the message now being displayed or printed has been damaged.	None.
Unknown error encountered.	There was an unknown error when you invoked the DOS shell (F9).	This error should not normally occur. If it does, try again.
Video card not supported.	Video card not supported.	See Appendix C for a list of supported video cards.
Your mailbox is locked. Please see your administrator.	An invalid password was entered more than the maximum number of times allowed on this post office.	See your cc:Mail administrator to unlock your account.
Your password has expired.	You have not changed your password in the number of days specified by the administrator.	Enter a new password that is different from the old one.

Glossary

Administrator

The cc:Mail administrator is responsible for the overall management of a cc:Mail post office. The cc:Mail administrator adds users to, and deletes users from, the post office's mail directory and public mailing lists.

Archive File

Archive files allow you to store one or many cc:Mail messages locally. Each archive file is created in a cc:Mail encrypted format. This protects it from being read by non-cc:Mail users. Archive files can be stored on a hard disk or on floppy diskettes. You can use archive files as alternatives to folders.

Bulletin Board

Bulletin boards on post offices allow cc:Mail users to post public messages on designated topics. All cc:Mail users on a post office may send messages to bulletin boards, and bulletin-board messages are immediately available to be read by those users.

In the cc:Mail program, the symbol “#” immediately preceding the titles of bulletin boards differentiates them from folders. Bulletin boards are created by the cc:Mail post office administrator.

Color Highlighting

The cc:Mail editor allows you to emphasize text in a way similar to using a felt-tip highlighter pen. There are six monochrome highlighter options and 128 color combinations.

Configuration File

The configuration file allows the cc:Mail administrator or the advanced cc:Mail user to set a variety of program defaults that define how the mail programs are run. The use of a configuration file to set either global or local default settings is new to this version of cc:Mail for MS-DOS.

Configuration-file settings customize how the programs run until you or the administrator changes the configuration file.

The configuration file is used to keep track of a number of settings, including:

- Application integration
- Text editor key mapping and defaults
- Default command-line parameters
- Color palette
- Resource file
- Spelling-checker language and personal dictionary

Folder

Folders provide a personal filing system for storing your messages, similar to the manila folders used to organize paperwork. They are a convenient and private way to store messages you have received, messages you have sent, and messages you are working on. You may create up to 200 folders and store up to 1600 messages in each folder. Folders are stored on the network file server, as opposed to archive files, which are stored locally.

Help

cc:Mail for MS-DOS provides Help at any point in the program. First-level Help is normally available in a status bar located at the bottom of the screen. Higher-level, context-sensitive Help is available by pressing **F1** (the cc:Mail for MS-DOS Help key). For example, if you are unsure of the meaning of a particular option on a menu, highlight that option and press **F1**. A Help message will appear. cc:Mail for MS-DOS usually does not require you to clear the Help message from the screen before you proceed. The menu remains in view and active on screen along with the Help message.

Highlight

In cc:Mail for MS-DOS, you use a highlighted bar, which is referred to as the "highlight," to select menu options. In addition, whenever you are asked to make a selection from the mail directory or from your mailing lists, folders, or message-headings window, you move the highlight to one of the names or titles to make your selection. In this guide, the highlight is shown as a box surrounding a menu option, message heading, folder or mailing list title.

Hot Key

A key used to start memory-resident programs and operations. For example, the default hot key to start TSRMAIL is **ALT-2**. The default hot key to display the SNAPSHOT menu is **ALT-1**, and the default hot key to display new messages with NOTIFY and TSRMAIL is **ALT-2**. You can change the hot key defaults in the configuration file or at the command line.

Inbox

Your Inbox contains messages you have received, but have not filed or deleted. The total number of messages and the number of new messages in your Inbox are shown on the Main Menu screen.

Mailbox

The mailbox is made up of all the messages and information associated with a cc:Mail user.

Mail Directory

The mail directory contains all the names of people and post offices you exchange mail with. It displays the cc:Mail address and any comments for each entry. You may view the directory at any time, and you can use it to select addressees for your messages. The cc:Mail administrator manages the mail directory.

Mailing List

Mailing lists are used to send messages to groups of people, such as "Sales Managers." You may create your own mailing lists, and you may also send messages to public mailing lists provided within a post office by the cc:Mail administrator. The symbol "#" immediately precedes the titles of public mailing lists. Both private and public mailing lists may contain up to 200 names.

Menu

cc:Mail for MS-DOS is a menu-based system. At each point in the program, you are given a list of options. By making selections, you proceed through tasks such as preparing and sending messages.

Message

The basic unit of communication in cc:Mail is the message. A cc:Mail message can be thought of as an envelope that may contain as many as 20 message items. You prepare messages on your PC and send them to others. You receive messages from others. Messages may be stored for later retrieval or simply deleted when they are no longer needed.

Message Item

Message items are the building blocks of cc:Mail messages. Message items are like the various items you might include in a traditional paper mailing. cc:Mail for MS-DOS uses four types of message items: text, graphics, file, and facsimile. A simple message might contain only a single item (perhaps a short text note), but messages may contain up to 20 items in any combination:

- Each text item can contain up to 20,000 characters.
- Each graphics item contains one full screen of graphics.
- Each file item contains one DOS file of any length.
- Each facsimile item contains one facsimile page.

Notify

If you do not require full-featured pop-up mail, but still would like to be automatically notified when new messages arrive, load the Notify program. Notify can put a pop-up window on your screen and sound a tone when new messages arrive. Notify can also tell you the number of new or unread messages inside the Inbox and display the subject headings of the new messages. Notify automatically notifies you of new messages, no matter what else you are doing on your computer at the time.

Post Office

The post office is the central repository for cc:Mail messages. It resides on a file server in a local area network.

Power User Keys

Power user keys allow you to select a menu option by pressing a single letter key. To help you spot these keys, they are both capitalized and intensified in the menu option. Power user keys give you two advantages:

- You can choose a menu option by pressing one key instead of by moving the highlight and then pressing **Enter**.
- You can enter a series of keystrokes that will advance you through the menus even before they are displayed.

Priority

The importance of a message is reflected in the priority setting. Options are normal, urgent, and low priority. Priority can affect when a message is sent.

Profile

Your profile is the information you provide to cc:Mail for MS-DOS the first time you use the program. It includes your personal settings, information about the equipment you are using, and configuration-file settings. You can change your profile at any later time.

Return Receipt

Just as with paper mail, there are electronic mail messages of such significance that you need to know the date and time that the message was read by the recipient. cc:Mail provides an automatic “certified mail” capability by allowing the message sender to request a receipt indicating when primary addressees of a message have seen it. When requested, individual receipts are automatically provided to the sender for each primary addressee to the message.

Snapshot

The Snapshot feature can be thought of as taking a picture of your PC screen. It allows you to capture a full screen of text or graphics and store it for later inclusion in a cc:Mail for MS-DOS message as a message item.

Special Folder

Three special folders (Drafts, Message Log, and Trash) are predefined types of cc:Mail folders used for storing messages. You can at any time save messages you have not yet finished in a Drafts folder. The Message Log automatically stores a copy of each message you send, and the Trash folder holds deleted messages until you select the “Empty trash folder” option. The Message Log and Trash, must be enabled by the administrator before you can create them. Check the upper right side of the Mailbox Window to check the status of these folders.

TSRMAIL

While you are working in another application or at the DOS prompt, TSRMAIL lets you start the complete cc:Mail program by pressing a hot key. TSRMAIL also automatically notifies you of new messages no matter what else you are doing on your computer at the time. TSRMAIL replaces the Messenger program of previous versions of cc:Mail for MS-DOS.

Windows

cc:Mail for MS-DOS uses a windowing approach to display lists of information, such as your mail directory. The window allows you to view the pertinent area of large lists.

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