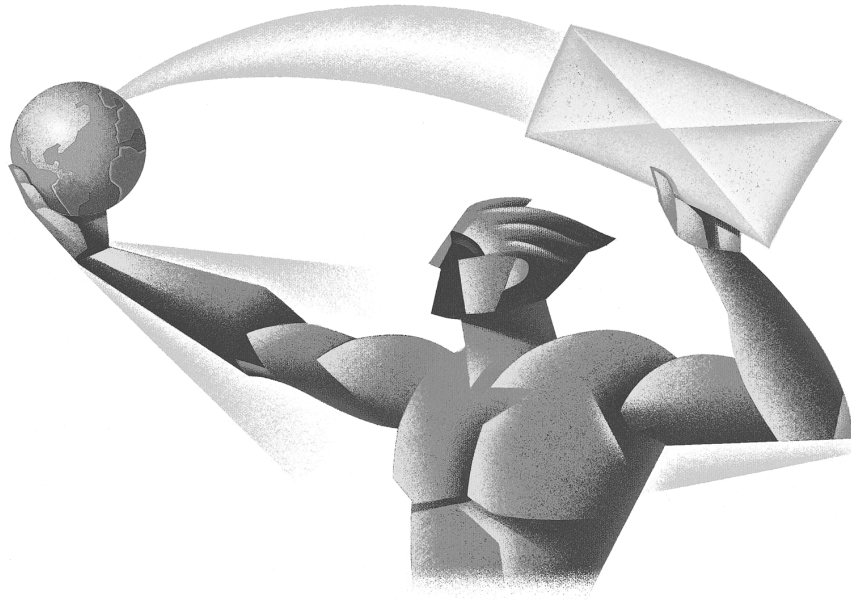


F O R M A C I N T O S H



C L A R I S

Em@iler

USER'S GUIDE

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Contents

Welcome

Chapter 1: Getting help

Registration and customer support	1-1
How to begin	1-1
Using Claris EMailer Help	1-2
Opening Claris EMailer Help	1-2
Managing Claris EMailer Help	1-3
Using the Help Contents	1-3
Using the Help index	1-4
Finding topics with specific text	1-5
Using the Help topic window	1-8
Displaying toolbar buttons and reading definitions	1-9
Displaying Help for a dialog box or window	1-9
Using tool tips	1-10
Displaying keyboard shortcuts	1-10
Getting additional help	1-11

Chapter 2: Background and basics

What is the Internet?	2-1
What is an email service?	2-2
Understanding how computers communicate	2-2
Simple Mail Transfer Protocol (SMTP)	2-2
Post Office Protocol (POP)	2-3
How SMTP and POP servers work together	2-3
How do computers find each other?	2-4
How Claris EMailer retrieves and sends email	2-4
Communicating with email services	2-5
Communicating with Claris OfficeMail	2-6
How message enclosures are sent	2-8
Working with Claris EMailer	2-8
Backing up your message database	2-8
Starting Claris EMailer	2-9
Working with the Browser	2-9
Working with the toolbar	2-10
Working with outgoing messages	2-12
Speeding address entry using destinations	2-13

Working with Claris EMailer (<i>continued</i>)	
Viewing your messages	2-14
Working with mail actions	2-15
Working with the Address Book	2-16
Printing one or more messages	2-16
Filing incoming and outgoing messages	2-17
Working with Macintosh drag and drop	2-17

Chapter 3: Setting up Claris EMailer

Understanding email service setup	3-1
Setting up service information	3-2
Setting up account information	3-4
Setting up Claris EMailer for an America Online account	3-6
Setting up America Online service information	3-6
Setting up America Online accounts	3-8
Setting up Claris EMailer for an AppleLink account	3-8
Setting up AppleLink service information	3-8
Setting up AppleLink accounts	3-10
Setting up Claris EMailer for a Claris OfficeMail account	3-10
Setting up Claris OfficeMail service information	3-10
Setting up Claris OfficeMail accounts	3-11
Setting up Claris EMailer for a CompuServe account	3-14
Setting up CompuServe service information	3-14
Setting up CompuServe accounts	3-16
Setting up Claris EMailer for an Internet service provider account	3-17
Setting up Internet service provider service information	3-17
Setting up Internet service provider accounts	3-17
Setting up Claris EMailer for a RadioMail account	3-20
Setting up RadioMail service information	3-20
Setting up RadioMail accounts	3-21
Setting up your modem-based TCP/IP connection	3-21

Chapter 4: Connecting to email services

Connecting to your email accounts right away	4-1
Scheduling account connections	4-3
Creating or changing a schedule	4-3
Executing a schedule right away	4-6
Enabling and disabling schedules	4-6
Deleting a schedule	4-7

Quitting during a connection	4-7
Troubleshooting connections	4-7

Chapter 5: Creating and sending messages

Creating a message	5-1
Addressing a message	5-3
Addressing a message manually	5-4
Finding an address in the Address Book	5-5
Addressing messages using Macintosh drag and drop	5-6
Including carbon copy and blind carbon copy recipients	5-7
Enclosing files	5-8
Selecting an enclosure by location	5-9
Selecting an enclosure by name	5-9
Dragging an enclosure to a message	5-10
Setting options for sending enclosures	5-11
Removing enclosures from outgoing messages	5-12
Adding a signature	5-12
Selecting an account to send the message through	5-13
Specifying where the message will be saved	5-14
Searching for text in an outgoing message	5-14
Dragging text in an outgoing message	5-14
Using the spelling checker	5-15
Checking your spelling	5-15
Selecting or editing a dictionary	5-16
Saving and sending a message	5-16
Sending a message right away	5-17
Sending a message at the next connection	5-18
Saving a message without sending it	5-19
Saving a message as text	5-20
Checking the status of messages you send	5-21

Chapter 6: Receiving messages

Collecting your mail	6-1
When incoming mail arrives	6-1
Working with partially downloaded messages	6-2
Reading messages	6-4
Working with enclosed files	6-5
Where enclosures are stored	6-5
Opening an enclosure in Claris Emailer	6-6

Working with enclosed files (<i>continued</i>)	
Moving an enclosure	6-6
Deleting an enclosure	6-6
Replying to a message	6-6
Including text from the original message	6-7
Forwarding a message	6-9
Filing an open message	6-9
Dragging text in an incoming message	6-10
Searching for text in incoming messages	6-10
Saving a message as text	6-10
Receiving mail via Claris OfficeMail	6-10
What is my Claris OfficeMail email address?	6-12

Chapter 7: Working with folders and message lists

Working with folders	7-1
Special properties of the default folders	7-2
Setting up folders and subfolders	7-3
Selecting which folders appear in the Browser	7-4
Resizing the Folder list area in the Browser	7-4
Viewing the contents of folders	7-5
Working with messages in message lists	7-6
Selecting messages	7-7
Sorting messages	7-7
Resizing columns in a message list	7-7
Filing messages from a message list	7-8
Labeling messages with priorities	7-9
Printing messages	7-10
Deleting messages	7-10
Searching for text or messages	7-11

Chapter 8: Using the Address Book

Adding addresses to the Address Book	8-2
Adding addresses manually	8-2
Adding the sender's address from an incoming message	8-4
Adding an address from a text area	8-5
Importing addresses	8-6
Creating groups	8-9
Adding addresses to a group	8-11
Removing entries from a group	8-13

Creating groups (<i>continued</i>)	
Sorting addresses in a group	8-13
Selecting entries in the Address Book	8-14
Sorting entries in the Address Book	8-15
Deleting an entry from the Address Book	8-15
Exporting addresses	8-15
Exporting all the contacts from your Address Book	8-15
Converting addresses in your Address Book to URLs	8-16

Chapter 9: Using mail actions

Creating mail actions	9-1
Setting mail action criteria	9-4
Setting actions for criteria-met mail	9-8
Editing mail actions	9-14
Using multiple mail actions	9-14
Specifying a hierarchy for mail actions	9-15
Enabling and disabling mail actions	9-16
Deleting mail actions	9-16
Importing and exporting mail actions	9-16
Mail action examples	9-17
Example 1: Using the Vacation mail action	9-17
Example 2: Enhancing the Vacation mail action	9-18

Chapter 10: Customizing Claris EMailer settings

Customizing the destinations list	10-1
Adding or changing a destination	10-2
Deleting a destination	10-2
Changing location settings	10-3
Creating or changing locations	10-3
Selecting locations	10-5
Deleting locations	10-5
Setting up your signatures	10-6
Using AppleScript documents	10-7
Setting preferences	10-8
Setting defaults preferences	10-9
Setting incoming message preferences	10-10
Setting outgoing message preferences	10-11
Setting reply preferences	10-11
Setting font and color preferences	10-12
Setting mail notification preferences	10-13

Setting preferences (<i>continued</i>)	
Setting file and folder preferences	10-13
Setting mail action preferences	10-14
Setting priority preferences	10-14
Setting TCP control preferences	10-15

Appendix A: Encoding enclosures

Why use encoding?	A-1
Choosing an encoding format	A-1

Appendix B: Compressing enclosures

Glossary

Index

Welcome

Welcome to the Claris EMailer application from Claris Corporation. Claris EMailer is designed to help you create, send, receive, and manage electronic mail easily and effectively.

This user's guide describes how to use Claris EMailer. With Claris EMailer, you can:

- send and receive messages and files using America Online, the AppleLink communication network, Claris OfficeMail software, CompuServe, an Internet service provider, or RadioMail
- schedule automated connections to email services, which can reduce costs by connecting during off-peak hours
- quickly change and store the local access numbers and connection information you need to use when you travel
- store sent and received messages and files
- keep an address book of individuals and groups
- automatically file, prioritize, reply to, or forward messages

What's new?

We've made some great improvements to Claris EMailer with this release. The following list summarizes feature additions and enhancements that make Claris EMailer the very best way to manage your email.

- The look and feel of Claris EMailer has been completely redesigned, making it more consistent and easier to use.
- Claris EMailer now includes a comprehensive context-sensitive onscreen Help system.
- Messages are now stored in a single database, saving you disk space. (You can still save individual messages as text files, if you want.)
- A spelling checker has been added, making it quick and easy for you to locate and correct any spelling errors before sending outgoing messages.
- Hierarchical folders (subfolders nested within folders) now let you set up an organizational structure for your saved messages.

- Mail actions are more powerful than ever. You can now apply multiple mail actions to a single message, set up automatic replies that include enclosures, and automatically run AppleScript application programs using mail actions.

Chapter 1: Getting help

This user's guide provides everything you need to know about using and getting the most out of Claris EMailer. This chapter describes how to:

- register your copy of Claris EMailer by phone or mail
- get information from customer support at Claris Corporation
- find out where to begin, if you're new to Claris EMailer or if you have used previous versions of Claris EMailer
- use the Claris EMailer Help system
- get additional help from other documentation

Registration and customer support

Please take the time to complete and mail the product registration card that is included in this package. To register by phone, from the U.S. call 1 (800) 356-6657 or from Canada call 1 (800) 361-6075.

For information about customer support, refer to our Web site at <http://www.claris.com>. U.S. and Canadian customers can also refer to the Claris Service Directory included with the software or contact Claris at 1 (800) 965-9090. For customers outside of the U.S. or Canada, refer to the Technical Support brochure included with the software.

How to begin

This user's guide is designed to get you started fast, whether you're a new or experienced Claris EMailer user.

If	Do this
You're new to Claris EMailer	Become familiar with Macintosh techniques, such as using the mouse and saving documents. Refer to the documentation that came with your computer for this information. Read the rest of this chapter to learn how to use this user's guide and Claris EMailer software's new Help system together. Then read chapter 2, "Background and basics" for overviews of both the Internet and how Claris EMailer works. Start Claris EMailer (see "Starting Claris EMailer" on page 2-9 if you need help) and use Easy Setup to configure your account and connection information. Then refer to onscreen Help or chapters 3 through 10 for instructions on using Claris EMailer. You can look up technical terms you don't recognize in the glossary.

If	Do this
You've used Claris EMailer before	Read the Welcome chapter, to find out what's new in Claris EMailer. Read the rest of this chapter to learn how to use this user's guide and the new Claris EMailer Help system. Start Claris EMailer. Then review the second half of chapter 2 beginning on page 2-8 to see an overview of improvements we've made to Claris EMailer. As necessary, review onscreen Help topics and the chapters in this book to learn more about specific procedures, and use the glossary to look up technical terms you don't recognize.

Using Claris EMailer Help

Claris EMailer Help is comprehensive, completely documenting all Claris EMailer features, keyboard shortcuts, and glossary terms. When you use Help, you work in two windows: the Help navigator window and the Help topic window.

The *Help navigator window* gives you quick access to the Help contents, the index, and a Find feature that lets you search onscreen Help for specific words or phrases.

The *Help topic window* displays information that helps you use Claris EMailer. For convenience, the Help topic window also contains a navigation bar to make it easy to move from topic to topic.

Opening Claris EMailer Help

To open Help when Claris EMailer is running, choose a menu item from the  menu:

Choose	To see
Claris EMailer Help Contents	Topic titles in an expandable table of contents
Context-sensitive Help	A topic that describes the active window in Claris EMailer. If no onscreen Help topic exists for the active window, you see the onscreen Help Contents.
Claris EMailer Help Index	An alphabetical list of index keywords

When you first open onscreen Help, the Help topic window is large. You can make it smaller (and easier to use side-by-side with the Claris EMailer application) by dragging the size box in the lower-right corner of the window.

Managing Claris EMailer Help

Here are some ways to work with Claris EMailer Help and the windows on your screen:

To	Do this
Go back to work in Claris EMailer while Help is running	Click a Claris EMailer window, or choose Claris EMailer from the application menu (at the right of the menu bar).
Move a window	Drag the window's title bar.
Switch between the Help topic window and a Claris EMailer window	Click the window you want to work with.
Hide onscreen Help and leave it running	Click a Help window, and then choose Hide QuickHelp from the application menu (at the right of the menu bar). To show Help again, choose QuickHelp from the application menu.
Quit onscreen Help	Click the close box in all open Help windows or choose Quit from the File menu.

Using the Help Contents

The Claris EMailer Help Contents in the Help navigator window is a list of Help topics organized in logical sections, like the table of contents in a book.

To use the Help Contents:

1. If you are not viewing Help, choose Claris EMailer Help Contents from the  menu.



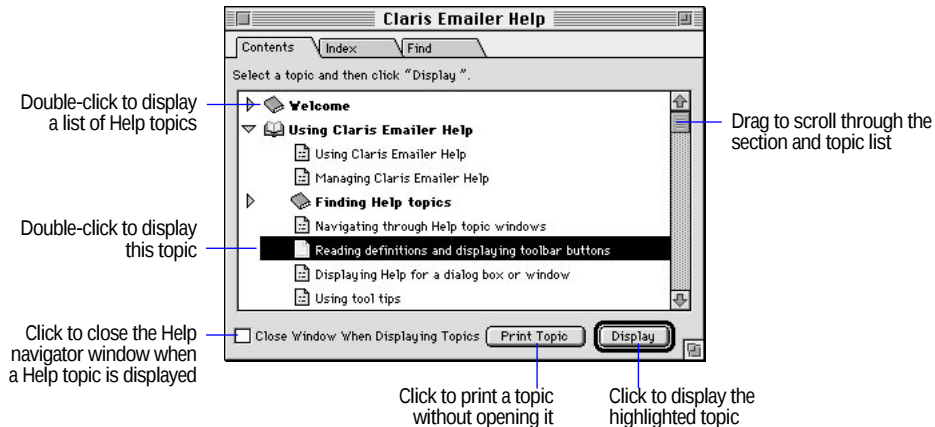
If you are viewing a topic, click the Contents button in a Help topic window.

If you are viewing the Help navigator window, click the Contents tab.

Click to display the Help Contents



2. In the Contents screen, you can double-click section titles to see any subtopics, and then double-click a subtopic title to display a Help topic window containing the information you want.



Using the Help index

Claris EMailer Help comes with a list of keywords to help you find the topics containing the information you want. Keywords are significant words and phrases that identify the subject matter of a topic.

To use the Help index:

1. If you are not viewing Help, choose Claris EMailer Help Index from the  menu.



If you are viewing a Help topic, click the Index button in the Help topic window.

If you are viewing the Help navigator window, click the Index tab in the Help navigator window.



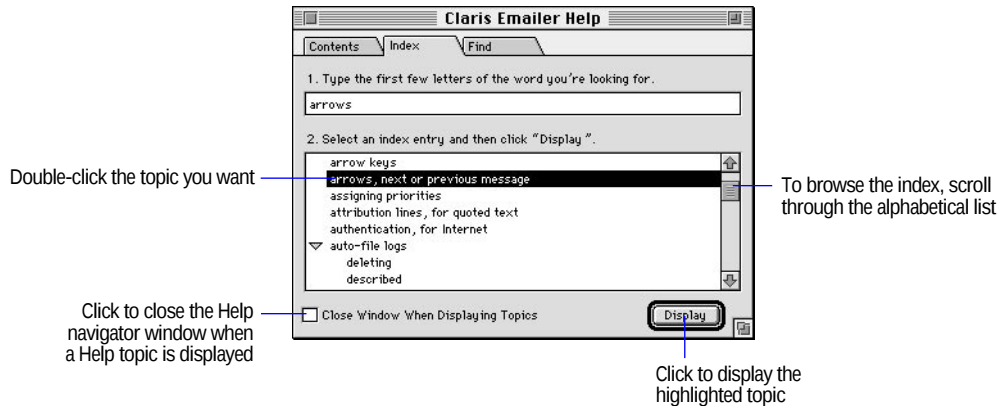
2. In the Index screen, type all or part of the keyword to find.

Type the first few letters of the entry you're looking for



You see the topics associated with the keyword in the list.

3. Double-click the topic you want (or select the topic you want and click Display).



Finding topics with specific text

You can search for onscreen Help topics that contain a specific word or phrase or a combination of words.

To search for text in the Help system:

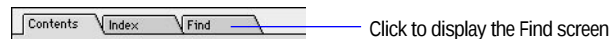
1. If you are viewing the Help navigator window, skip to step 2.

If Help is not running, choose Claris EMailer Help Contents or Claris EMailer Help Index from the **?** menu to display the Help navigator window.

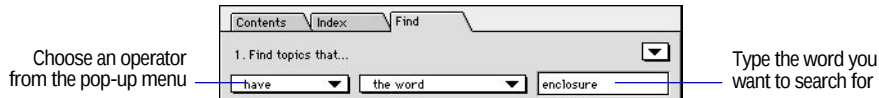


If you are viewing a Help topic, click the Contents or Index button in the Help topic window to display the Help navigator window.

2. Click the Find tab in the Help navigator window.



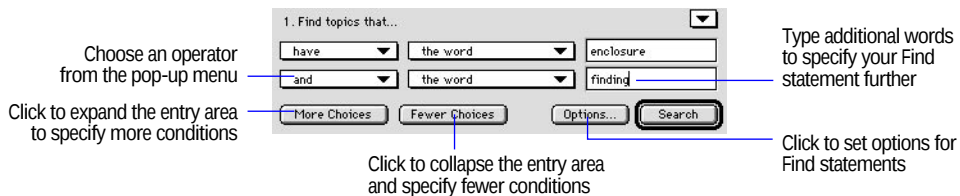
- Construct your Find statement by choosing operators from the pop-up menus and typing a word for the operator to act on in the text boxes.



For example, you can find topics that contain a specific word or topics that *do not* contain a specific word. You can also specify that the characters you type occur anywhere in a word or at the beginning of a word.

Important Make sure you type only one word in each text box. Quotation marks (“ ’) and asterisk (*) characters are not allowed.

- Click More Choices or Fewer Choices to make your Find statement as specific as you like.



- Click Options to:

- set the number of words Claris Emailler Help should search as a set when you use the Nearby operator in your Find statement
- sort the results of your Find statement
- ignore word stemming (different grammatical forms of a word)
- choose additional files to search besides Claris Emailler Help

6. Click Search.

Note To activate the Search button, you must close any empty Choices fields by clicking Fewer Choices.

Claris EMailer Help displays a list of topics that meet your Find statement criteria.



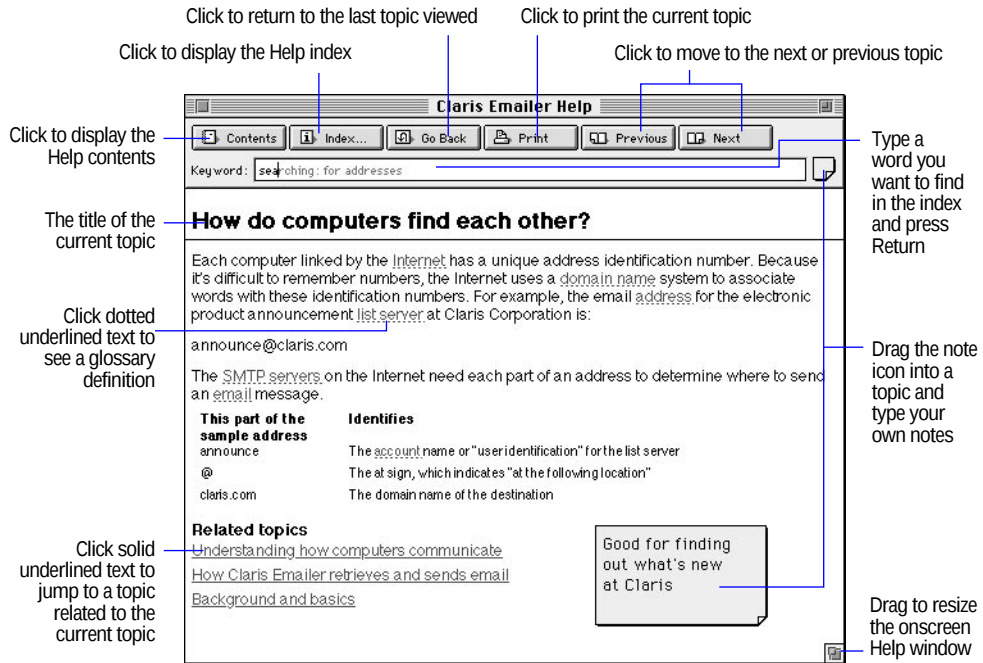
7. Scroll through the list to find a topic title that contains the information you are looking for.

8. Select a topic and click Display (or double-click the topic) to view the topic.

The words you specified in your Find statement are highlighted in the topic.

Using the Help topic window

You can also navigate in Claris EMailer Help by clicking buttons and underlined text in the Help topic window.



To return to any topic you viewed during a Help session, click in a Help topic window, choose History Window from the Options menu, and then double-click the topic title you want to see (or select a topic in the list and click View Topic).

To remove topics from the History window list, click Clear.

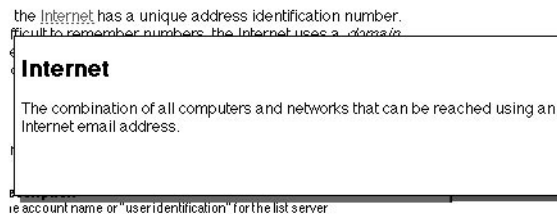
Displaying toolbar buttons and reading definitions

When a toolbar button is described in an onscreen Help topic, the name of the button has a dotted underline. Click the underlined text to display a picture of the button.

When a word is defined in a Help topic, it has a dotted underline. To display the definition of a word, click the text with a dotted underline.

the Internet has

Claris EMailer Help displays a pop-up definition.



The pop-up definition stays open until you click again anywhere on your screen.

To display an alphabetical list of all glossary terms, click the Glossary topic title in the onscreen Help contents.

Displaying Help for a dialog box or window

You can quickly access a Help topic about the currently displayed window of the Claris EMailer application.

To see the Help topic for a window, make sure the dialog box or window that you need help with is selected, and then press **⌘-?** or the Help key, or choose Context-sensitive Help from the **?** menu.

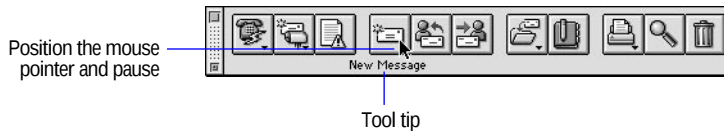
If no context-sensitive Help exists for the active window, you see the onscreen Help Contents.

Using tool tips

In the Claris EMailer application, tool tips display labels for buttons in the toolbar.

To display tool tips, position the mouse pointer over a button in the toolbar and pause for a few seconds. (Do not click the mouse button.)

A descriptive label appears below the button.

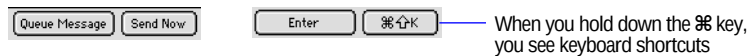


Displaying keyboard shortcuts

You can display keyboard shortcuts for commonly used buttons in the Claris EMailer application and onscreen Help. Keyboard shortcuts are key sequences that you can press instead of choosing, selecting, and clicking software items with your mouse.

To display keyboard shortcuts, make sure that a Claris EMailer application dialog box or Help window is selected and hold down the $\mathbb{S}$ key.

In a few seconds, keyboard shortcuts appear on commonly used buttons in the dialog box or window.



This symbol	Means
$\mathbb{S}$	Press the $\mathbb{S}$ key
⇧	Press the Shift key
⌥	Press the Option key

To use a keyboard shortcut, hold down the keys simultaneously, not in sequence. For example, to enter $\mathbb{S}\mathbb{S}\mathbb{K}$, hold down the Option, $\mathbb{S}$, and K keys at the same time.

For a summary of keyboard shortcuts, see the end of this guide. For a list of all keyboard shortcuts, see onscreen Help.

Getting additional help

Use Claris EMailer Help to get information on these additional tasks.

For information on	Choose Claris EMailer Help Index from the  menu, and then type
Printing an onscreen Help topic	printing onscreen Help topics
Adding your own notes or instructions to a topic	notes, adding to onscreen Help topics
Creating bookmarks for topics you use often	bookmarks, in onscreen Help
Copying all or part of a topic to an application that supports text, to gather onscreen Help information you use often	topics onscreen Help:copying content
Setting Help preferences to customize the way you use onscreen Help	preferences in onscreen Help

Use the following additional documentation when installing and using Claris EMailer.

Use the	To
Glossary in this user’s guide	Look up technical terms that you don’t recognize
<i>Claris EMailer Getting Started</i> guide	Learn how to install Claris EMailer and get an overview of working with the application
<i>Important Information</i> file in the Claris EMailer Folder	See late-breaking information about Claris EMailer
Claris EMailer FAQ files in the Support Files folder in the Claris EMailer Folder	See a list of answers to frequently asked questions about Claris EMailer

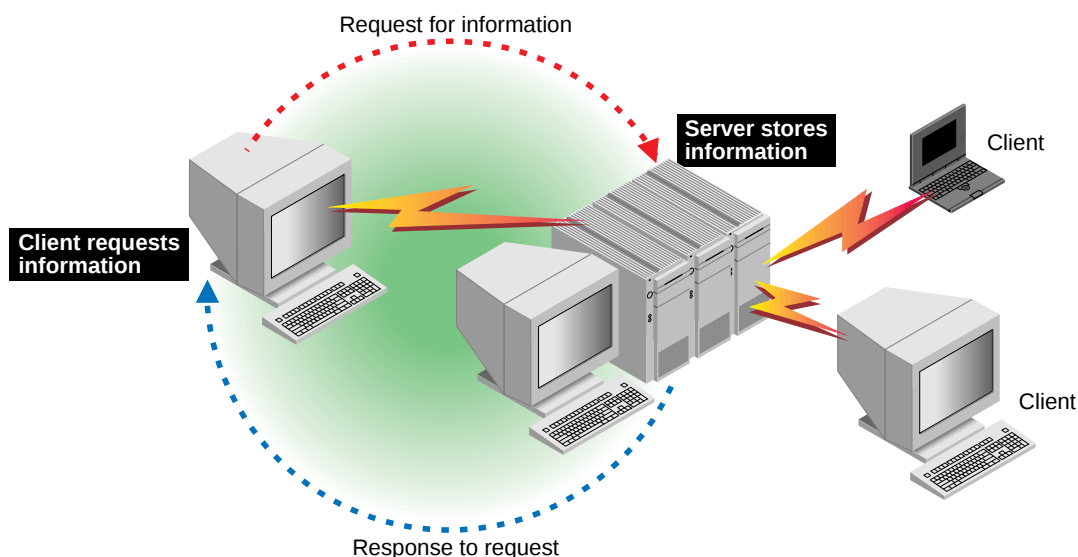
Chapter 2: Background and basics

Claris EMailer is an electronic mail (email) application that lets you send, receive, and manage email messages. You can exchange email with other email users across the hall or around the globe. This chapter provides brief background information about the Internet—the worldwide network of computers over which email travels. It also gives you an overview of the Claris EMailer application. (See the glossary for more definitions of Internet terms.)

Note You need not understand the Internet background concepts presented here to use Claris EMailer. However, if you are new to the Internet, you might find the discussion in this chapter interesting and informative.

What is the Internet?

The *Internet* is an enormous network of computers joined by data lines that communicate using a common software standard. These computers are located all over the world. Computers use a *client/server* architecture to communicate with each other over the Internet.



A *server* (or *host*) computer stores or processes information and “serves” other computers connected through a network. A *client* computer requests information or services from a server computer. When you access the Internet—for example, by browsing the World Wide Web or by sending and receiving email—your computer is a client to the Internet server computer that you are accessing.

What is an email service?

An *email service* sends and receives Internet email messages. Claris EMailer works with two types of services:

- *online services*, which maintain and manage their own databases of proprietary information that you can access. These services also link you to the Internet. Examples of online services are America Online and CompuServe.
- *Internet service providers (ISPs)*, which only provide access to the Internet. Examples of Internet service providers are Netcom and the ClarisLink service (available with Claris OfficeMail software).

Understanding how computers communicate

Computers linked by the Internet use *protocols* to communicate. Protocols are conventions for communication between computers. Protocols define how messages are passed on the Internet and make it possible for different platforms (for example, a Macintosh running the Mac OS and a PC running Windows) to communicate with each other.

Online services often use proprietary protocols. Internet service providers use two standard protocols for electronic mail transfer: *SMTP* (Simple Mail Transfer Protocol) and *POP* (Post Office Protocol).

Simple Mail Transfer Protocol (SMTP)

SMTP is a protocol for exchanging email between Internet servers. Most mail servers on the Internet use this protocol to communicate with each other.

SMTP servers use the domain name system to route email on the Internet. (For more information about domain names, see “How do computers find each other?” on page 2-4.) Outgoing messages that you send from Claris Emailer go directly to the SMTP server at your Internet service provider. The SMTP server then transfers your messages to SMTP servers at other locations on the Internet.

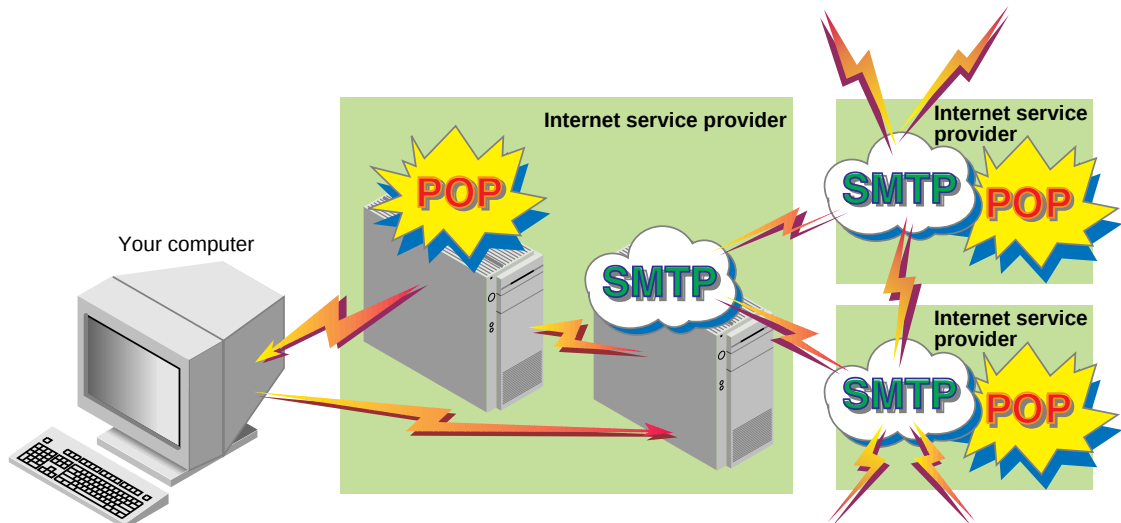
Post Office Protocol (POP)

POP is a protocol for client computers, such as your Macintosh or a PC, to access a *POP server* that manages your email account information. The POP server software has no awareness of the Internet.

How SMTP and POP servers work together

The SMTP server software transfers your outgoing email to other SMTP servers on the Internet. It also receives incoming messages addressed to you and stores them in a file. After the SMTP server software stores your incoming messages in a file, the POP server software can also access them.

When you log in to your Internet service provider with Claris Emailer, you communicate with your POP server. The POP server collects your messages from the storage area and lets Claris Emailer download them to your computer.



Sometimes the SMTP server software and POP server software at your Internet service provider are located on different computers and sometimes they are located on the same computer.

When you set up Claris EMailer for use with an Internet service provider, you must specify both your SMTP and POP server information so that your messages can be routed correctly.

How do computers find each other?

Each computer linked by the Internet has a unique address identification number. Because it's difficult to remember numbers, the Internet uses a *domain name* system to associate words with these identification numbers. For example, the email address for the electronic product announcement list server at Claris Corporation is:

announce@claris.com

The SMTP servers on the Internet need each part of an email address to determine where to send a message.

This part of the sample address	Identifies
announce	The account name or "user identification" for the list server
@	The at sign, which indicates "at the following location"
claris.com	The domain name of the destination

How Claris EMailer retrieves and sends email

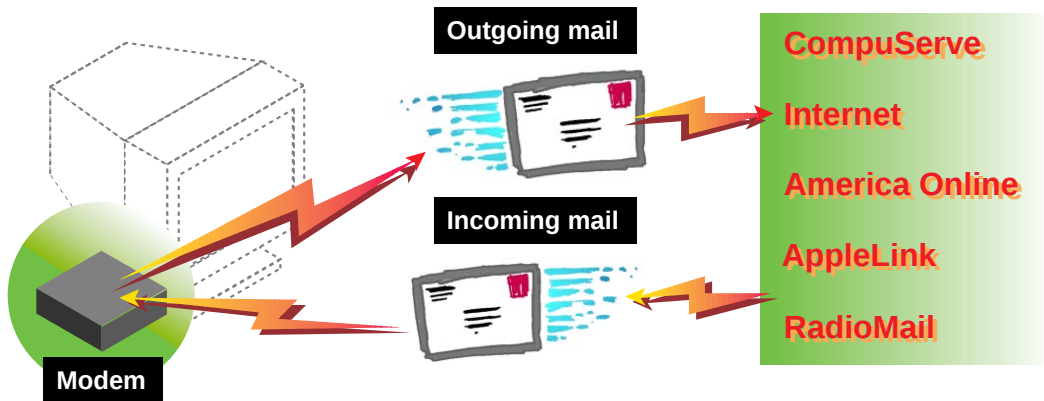
The way Claris EMailer retrieves and sends email depends on how you access email—using an email service provider or Claris OfficeMail.

Note For a connection to work, you must turn on your computer (and modem, if applicable) and start Claris EMailer. If you schedule a connection for a time you'll be away from the computer, be sure to leave your computer and modem on and leave Claris EMailer running.

Communicating with email services

You send and receive email through a connection to one or more email services, such as America Online, CompuServe, or an Internet service provider. The two most common types of connections use a modem or a network. You can set a connection schedule and have Claris EMailer connect periodically to retrieve any messages waiting for you, or you can connect manually at any time. After Claris EMailer downloads your messages from your email service provider, it disconnects so your time connected to a service provider is kept to a minimum.

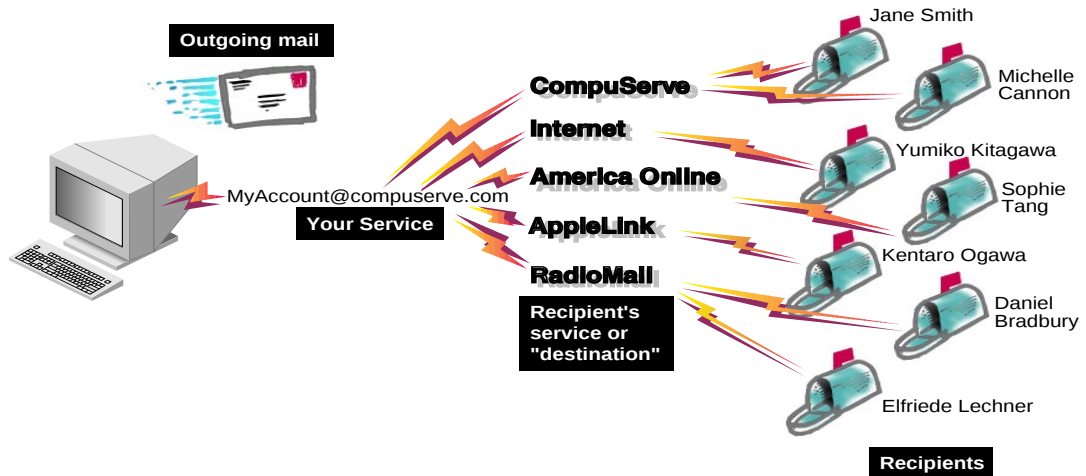
For more information about modem connections to your Internet service provider, see “Setting up your modem-based TCP/IP connection” on page 3-21, the FAQ files located in the Support Files folder (in the Claris EMailer Folder), and the Important Information file in the Claris EMailer Folder.



You can connect manually, or set up regularly scheduled connections.

For more information about	See
Connecting to services	Chapter 4, “Connecting to email services”
Setting up connection information for email service providers	Chapter 3, “Setting up Claris EMailer”
Setting up connection schedules	“Scheduling account connections” on page 4-3

Claris EMailer sends your messages to the email service providers that you specify. Those service providers forward the messages to one or more *destinations*. For example, if you have an account with CompuServe, you can send a message to another CompuServe user or to recipients at other destinations, such as America Online.



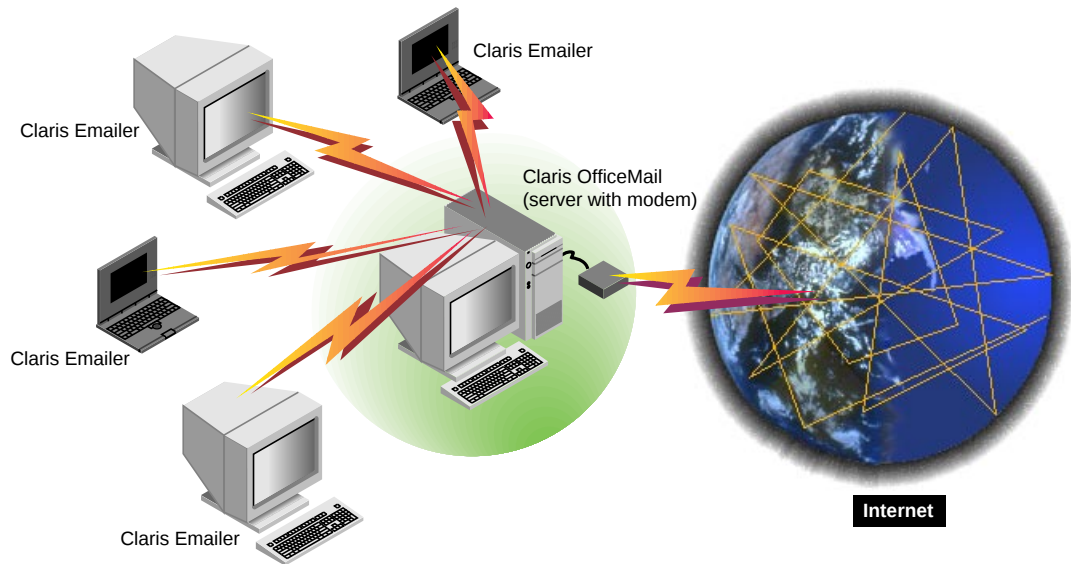
Communicating with Claris OfficeMail

Claris OfficeMail is LAN-based email server software. Local email clients (users on the physical OfficeMail network) access the OfficeMail server through the SMTP and POP protocols. Claris OfficeMail communicates with ClarisLink and other email services through the *UUCP* protocol.

Claris OfficeMail collects your email from other local OfficeMail users and from the Internet. Your messages wait on the Claris OfficeMail server until Claris EMailer downloads them to your computer.

If Claris EMailer is running, it automatically collects your messages from Claris OfficeMail as soon as they are received by OfficeMail.

Note In some situations, Claris EMailer cannot collect your messages automatically. For more information, see “Receiving mail via Claris OfficeMail” on page 6-10.



When you use Claris EMailer with Claris OfficeMail, you send messages to other Claris OfficeMail users by entering only their Claris OfficeMail user names in the address area. If you have Claris OfficeMail set up to access the Internet as well, you send and receive Internet mail through Claris OfficeMail software's own Internet service provider, ClarisLink, or your own UUCP service provider.

When addressing messages bound for the Internet, you must specify a full Internet address. You can store these addresses in the Claris EMailer Address Book for quick access.

How message enclosures are sent

Because of limitations of some Internet email servers, email messages can reliably transfer only text, or, more specifically, a limited *ASCII character set*. Electronic mail applications, like Claris EMailer, provide encoding formats to transfer your spreadsheet, graphics, word processing, or multimedia files with their original text and formatting instructions intact. Claris EMailer also compresses your files to save dial-up time and disk storage space.

For more information about	See
Encoding formats	Appendix A, "Encoding enclosures"
File compression	Appendix B, "Compressing enclosures"

Working with Claris EMailer

The following sections provide an overview of Claris EMailer. For detailed information on any of the Claris EMailer features described in these sections, see the remaining chapters in this guide and the Claris EMailer onscreen Help system.

Note Before you can use Claris EMailer to work with email, you must set up your service and account information. For more information about service and account settings, see chapter 3, "Setting up Claris EMailer."

Backing up your message database

Claris EMailer stores your email messages in a database. You should periodically back up this database to make sure that you can access your messages, should you experience a failure on your computer.

To back up your message database:

1. Quit Claris EMailer.
2. Locate the Mail folder in the Claris EMailer Files folder in the Claris EMailer Folder.
3. Select the Mail folder, and then copy it by choosing **Duplicate** from the File menu in the Finder system software.
4. Store your duplicate in a safe place.

To restore your messages from a backup:

1. Quit Claris EMailer.

2. Drag the old Mail folder to the trash.
3. Select your Mail folder backup, and then choose Duplicate from the File menu in the Finder operating system to copy it.
4. Rename the copy Mail and drag it into the Claris EMailer Files folder.
5. Start Claris EMailer.

Starting Claris EMailer



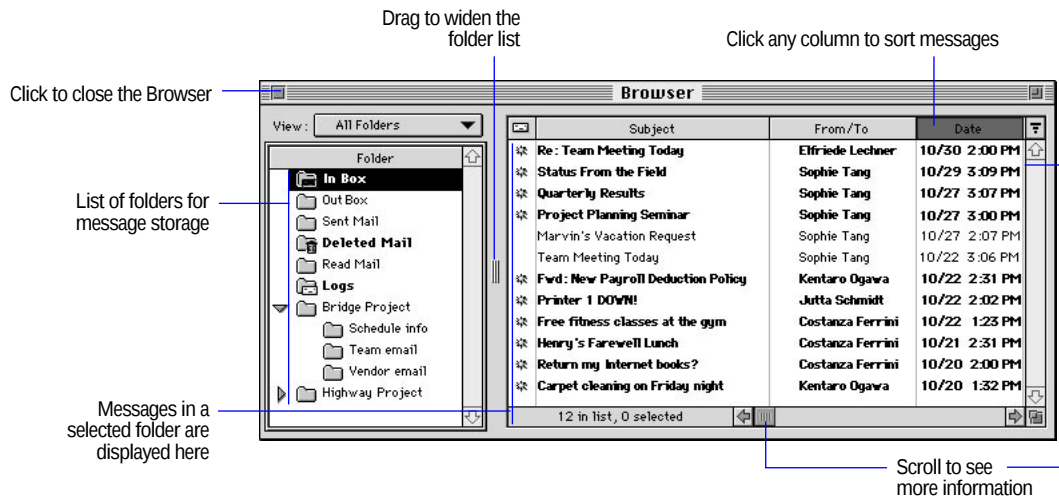
Claris EMailer

To start Claris EMailer, double-click the Claris EMailer icon.

The toolbar, Browser window, and Connection Status window appear.

Working with the Browser

The Browser is where you access messages that you have sent and received. You can close the Browser while you work in other applications, leaving Claris EMailer running in the background. Later, you can open the Browser to check incoming mail.



When you click a folder in the Browser, you see all the messages contained in that folder. Several folders appear by default, and you can create your own folders. All folders can contain both incoming and outgoing messages.

Icons on the folders give you information about the contents of the folders.

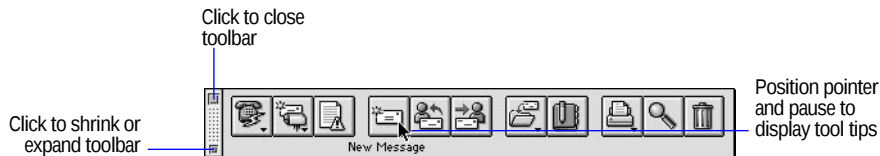
This icon	Indicates
	There are unread or unsent messages in the folder or there is an unread connection log or auto-file log in the Logs folder.
	There are unread or unsent messages in the Deleted Mail folder.

Working with the toolbar

The toolbar is a collection of buttons that are shortcuts for the most common tasks in Claris EMailer. Tool tips identify the toolbar buttons.

To display tool tips, position the mouse pointer over a toolbar button and pause briefly.

You can display the toolbar in two sizes. Claris EMailer displays the large toolbar by default. To display the small toolbar, click the zoom box on the toolbar.



Tip You can display keyboard shortcuts for toolbar buttons (and other buttons in Claris EMailer windows) by selecting the toolbar or a window and holding down the **⌘** key. For more information, see “Displaying keyboard shortcuts” on page 1-10.

The action of each toolbar button is described in the following table.

This button	Does this
	Connects to an email service to send or retrieve messages
	Displays a pop-up menu of folders that contain unread or unsent messages. You can choose a folder from the list to display its messages in the Browser.

This button Does this

Opens the current error log (the  icon flashes when a connection error is received or generated by Claris EMailer)



Creates a new message



Replies to a message that someone sent you



Forwards a message to another person



Files a message in a different folder



Opens the Address Book



Prints the selected open message or one or more messages selected in a message list



Finds a message in a list, a list of messages that contain text that you specify, or specified text in an open message



Deletes a selected item

Toolbar buttons with triangles contain menus of commands.

- If you click a button with a triangle, Claris EMailer performs the default action for the button. The default action is displayed in bold text in the menu. For example, if you click the  button in the toolbar, you see the Connect Now dialog box.
- If you hold down the mouse button on a toolbar button containing a triangle, you see a menu of commands. For example, if you want to connect with the same settings as you did during your last connection (bypassing the Connect Now dialog box), you choose **Connect Again** from the Connect Now button menu.

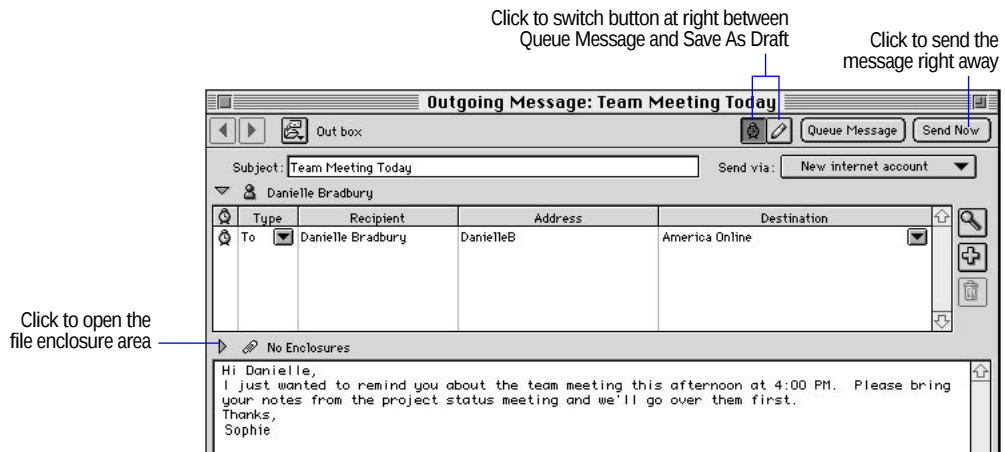
Choose to connect with the same settings used for the last connection



Working with outgoing messages

You can create a new message, reply to a message that someone has sent to you, or forward an existing message.

Click the  button in the toolbar or choose New Message in the Mail menu to create a new message. Use the message window to compose and address new messages and to reply to and forward existing messages.



You can use the spelling checker to correct spelling errors in your messages. The spelling checker compares words in an outgoing message to a dictionary of correctly spelled words. When the spelling checker finds a word that is not in the selected dictionaries, it suggests alternatives. For more information about the spelling checker, see “Using the spelling checker” on page 5-15.

You can enclose files with messages you send by clicking the triangle next to the  icon (to expand the file enclosure area), and then choosing a file to enclose. For more information about enclosures, see “Enclosing files” on page 5-8.



When you're finished composing your message, you can use the buttons in the upper-right area of the message window to send or save it. You can click the Send Now button to close the message and send it right away. Or, you can click the  button and then click the Queue Message button to close and save the message. When you save a message to the message queue, it will be sent at the next connection.

Note The Queue Message button appears by default, so you might not need to click the  button to use it.



Save As Draft

If you're not finished with your message, you can click the  button, and then click the Save As Draft button to save the message without sending it or scheduling it to be sent at the next connection.

When you save a message to the message queue or as a draft, status icons appear next to the message in the message list.

Subject	From/To	Date	
 Budget Review	To: Michelle Cannon	10/30 2:00 PM	
 Fiscal Planning	To: Jane Smith	10/29 3:09 PM	
 Lunch today	To: Elfriede Lechner	10/27 3:07 PM	
 Project status meeting at 2:00	To: Yumiko Kitagawa a	10/27 3:00 PM	
 Team Meeting Today	To: Danielle Bradbury	10/27 1:07 PM	

These icons give you information on the status of the message

For detailed information about the outgoing message status column and icons, see “Checking the status of messages you send” on page 5-21.

Speeding address entry using destinations

Because Internet addressing can be confusing, Claris EMailer lets you define *destinations* that help you enter recipient addresses in messages and create or change contact entries in the Address Book. Destinations also make Internet addresses more readable when viewed in Claris EMailer.

For example, aol.com is the Internet address for America Online. You can choose the America Online destination from a pop-up menu instead of typing the actual Internet address in your message or Address Book. Claris EMailer substitutes the correct address for America Online when it sends your message.

Claris EMailer comes with a variety of common destinations, but you'll find it helpful to create more destinations for the places to which you frequently send electronic mail. For more information about creating your own destinations, see “Customizing the destinations list” on page 10-1.

Viewing your messages

When new messages are received by Claris EMailer, you hear a tone (by default). Incoming messages are stored in the In Box folder in the Browser by default, but you can save messages to any folder. You can also direct messages to folders by creating mail actions that automatically file incoming messages.

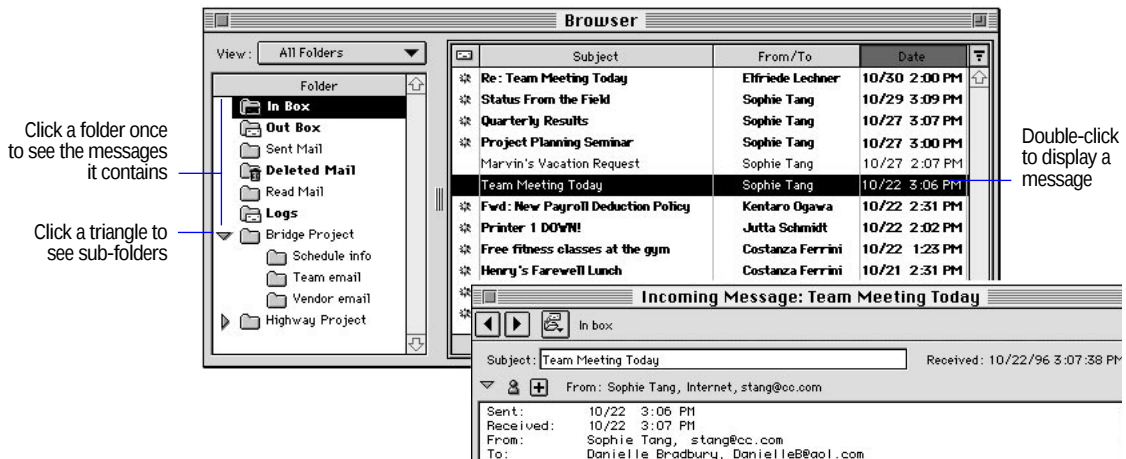
Whenever you have new mail, you see changes in the Browser's folder list:

- The name of the folder in which the incoming message is filed is typeset in bold to indicate that there are one or more unread messages in the folder.
- An icon appears on the folder icon telling you that new email is in that folder.



In Box

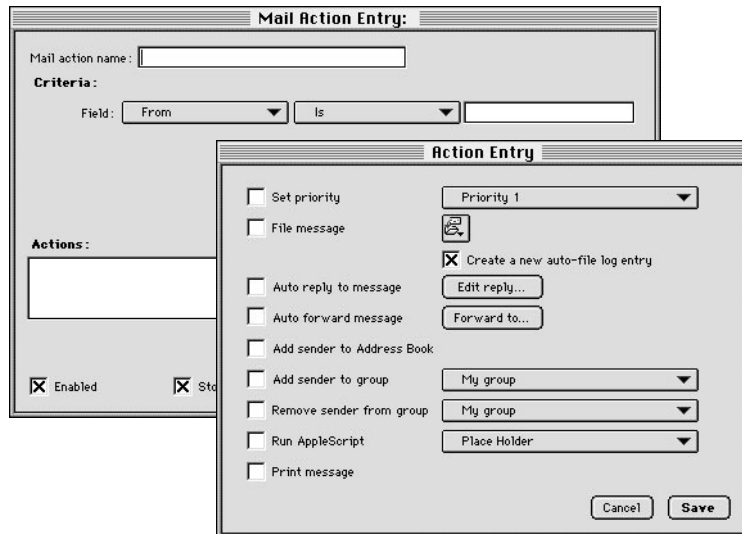
You can view a message by clicking a folder to open it (if its contents are not already displayed) and then double-clicking the message in the Browser.



For more information about filing messages, see “Filing messages from a message list” on page 7-8. For more information about mail actions, see the next section and chapter 9, “Using mail actions.”

Working with mail actions

You can use *mail actions* to manage incoming messages automatically. Mail actions can be useful if you receive large volumes of email, because they organize incoming messages for you before you read them.



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

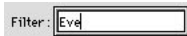
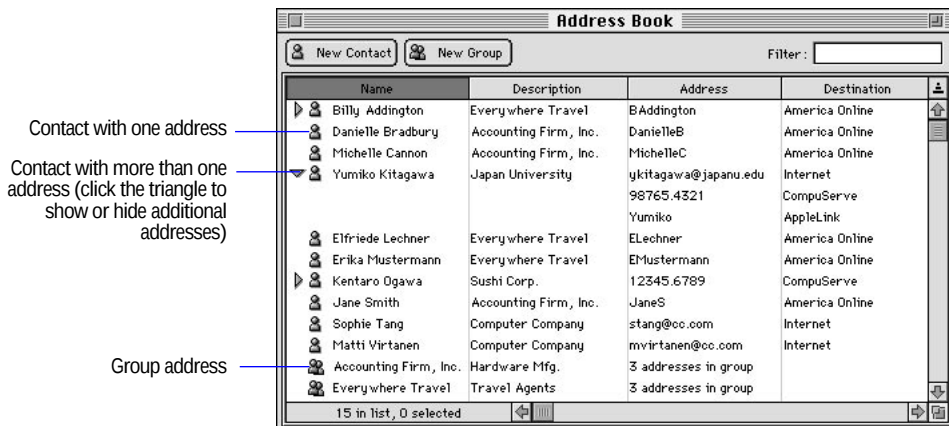
- set incoming messages to different priorities
- file messages containing specific text in a particular folder
- automatically reply to specific messages with text you prepare in advance, such as a note saying that you're on vacation and will reply when you return

Claris EMailer comes with a preset mail action named "Vacation" to help you get started. You can use this mail action as it is or study it and then create custom mail actions of your own. For more information about mail actions, see chapter 9, "Using mail actions."

Working with the Address Book

The *Address Book* stores addresses for individual *contacts* and groups. You can use these addresses to quickly address outgoing messages.

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



You can find specific addresses in the Address Book by typing a few characters in the **Filter** text box. Claris EMailer finds only those addresses that contain the specified characters in the recipient's name, description, or address fields. For more information, see "Selecting entries in the Address Book" on page 8-14.

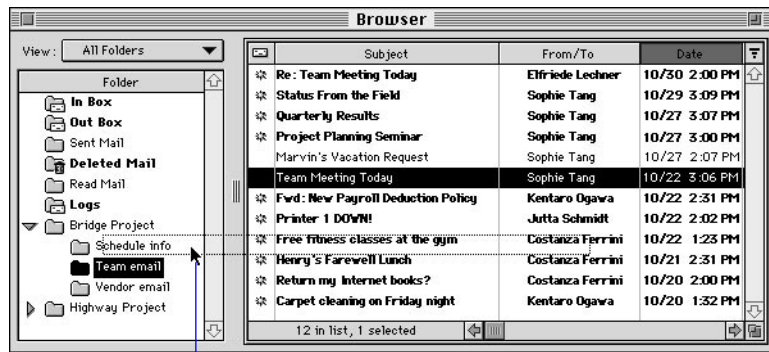
Printing one or more messages

To print messages, first select them in the Browser or open them. Then click the  button in the toolbar or choose **Print** from the **File** menu. For more information, see "Printing messages" on page 7-10.

Filing incoming and outgoing messages

You can file both incoming and outgoing messages by:

- using the  button in the toolbar to file one or more selected messages in an existing folder or create a folder in which to file the message(s)
- using the  button in the message window to file the open message in an existing folder or create a folder in which to file the message
- dragging messages to a folder in the Browser
- using a mail action to file messages automatically



Drag a message to a folder to file it

For more information about filing and viewing filed messages, see “Filing messages from a message list” on page 7-8.

Working with Macintosh drag and drop

Claris E-mailer supports Macintosh drag and drop, a technique you can use to move a copy of an item (such as an address or enclosure) to another area on your computer. For example, with Macintosh drag and drop, you can drag an address from the Address Book to the address area of an outgoing message.

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



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

Tip You can use text clippings to save and reuse addresses or message text.

You can use drag and drop in Claris EMailer to drag the following items.

You can drag	For more information, see
Addresses	■ “Addressing messages using Macintosh drag and drop” on page 5-6 ■ “Dragging an address to the Address Book” on page 8-5 ■ “Dragging addresses to a group” on page 8-12 ■ “Converting addresses in your Address Book to URLs” on page 8-16
Text	■ “Dragging text in an outgoing message” on page 5-14
Enclosures	■ “Dragging an enclosure to a message” on page 5-10 ■ “Moving an enclosure” on page 6-6 ■ “Deleting an enclosure” on page 6-6
Messages	■ “Filing messages from a message list” on page 7-8

Chapter 3: Setting up Claris EMailer

Before you can send and receive email with Claris EMailer, you must set up your service and account information. The best way to set up or change your service or account settings is by using the Easy Setup assistant in the Setup menu.

The Easy Setup assistant prompts you for your service information, helps you set up account information, and lets you define a connection schedule. This chapter describes the email service and account information that you enter as you work through the Easy Setup screens.

You can also choose Service Providers from the Setup menu to add or modify service information, or you can choose Accounts from the Setup menu to add or modify account information.

Note You cannot use Easy Setup to set up AppleLink service and account information. Instead, you must use the Service Providers and Accounts items in the Setup menu for setting up AppleLink.

For information about setting up a service connection schedule, see chapter 4, “Connecting to email services.”

Understanding email service setup

There are six types of email service providers that you can connect to using Claris EMailer:

Type of service	Description
America Online	An online service that offers access to its own proprietary databases of information and provides Internet email service.
AppleLink	An online service. The Easy Setup assistant is not available for setting up AppleLink service and account information.
Claris OfficeMail	A local area network-based email service that works with Claris EMailer. You can use Claris OfficeMail alone to send and receive messages to other OfficeMail users connected to the local network, and you can use Claris OfficeMail with ClarisLink or another UUCP service provider to send and receive Internet mail.
CompuServe	An online service that offers access to its own proprietary databases of information and provides Internet email service.

Type of service	Description
Internet service provider	A service that offers access to the Internet, providing a dial-up number for you to call when you want to connect. These organizations typically do not provide any proprietary databases of information, but you can send and receive email messages through them.
RadioMail	An online service that offers access to Internet email service.

Important Claris EMailer does not provide email service by itself. You must have an account with a service in order to connect to it to send and receive email.

Claris EMailer needs two kinds of service information:

- The *service* settings tell Claris EMailer how to reach the selected email service provider. For example, for some services you must provide information about your modem and the phone number to dial. You might have multiple *connections* to a service if you connect to the service from more than one location, such as at home and at work.
- The *account* settings store your email user name, password, and account options, if applicable. You might have more than one account with a particular service if more than one person uses this copy of Claris EMailer to connect to the service, or if you manage more than one account with the service.

Setting up service information

The best way to enter or change your email service information in Claris EMailer is by using the Easy Setup assistant. Easy Setup leads you through the required service and account setup information for each service you select.

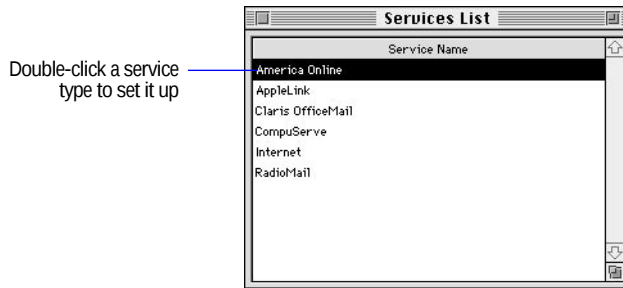
Easy Setup appears the first time you start Claris EMailer, or you can use it later by choosing Easy Setup from the Setup menu.

To set up service information without Easy Setup:

1. Choose Service Providers from the Setup menu.



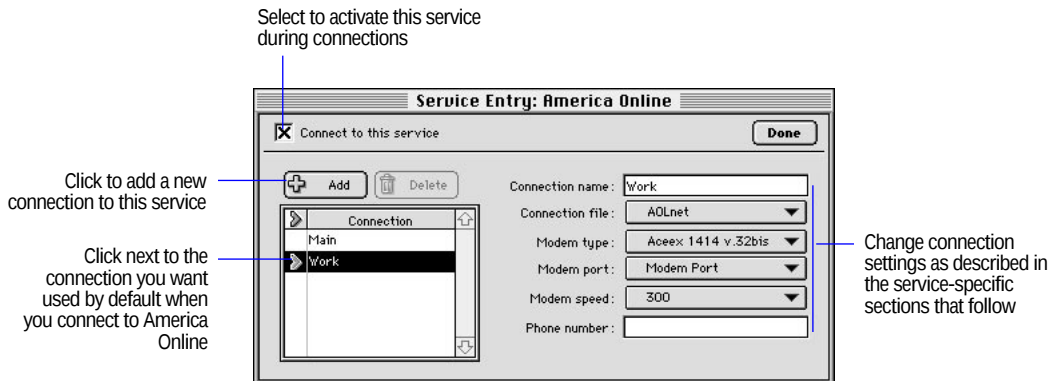
You see the Services List window.



2. In the Services List window, double-click the entry for the service you want to set up.

You see the Service Entry dialog box for the selected service.

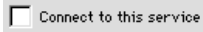
Note In this example, you see the America Online Service Entry dialog box. The Service Entry dialog box is unique for each email service; some Service Entry dialog boxes require fewer connection settings than America Online.



3. Add a connection or change an existing connection setup as follows:

- To add a new connection click Add, and type the name for a new connection.
- To change a connection, click the connection name in the list.

4. Type or change the connection settings as needed (see the table at the end of this section).
5. Click in the ➤ column in the Connection list to indicate the default connection settings that you want Claris EMailer to use when connecting to the service.
6. Click Done.



To disable an email service, uncheck **Connect to this service** in the Service Entry dialog box.

Use the information in the following table to locate the required connection information for your service provider.

For information about this service	See
America Online	"Setting up America Online service information" on page 3-6
AppleLink	"Setting up AppleLink service information" on page 3-8
Claris OfficeMail	"Setting up Claris OfficeMail service information" on page 3-10
CompuServe	"Setting up CompuServe service information" on page 3-14
Internet service providers	"Setting up Internet service provider service information" on page 3-17
RadioMail	"Setting up RadioMail service information" on page 3-20

Setting up account information

The best way to enter or change your account information in Claris EMailer is by using the Easy Setup assistant. Easy Setup leads you through the required service and account setup information for each service you select.

Easy Setup appears the first time you start Claris EMailer, or you can use it later by choosing Easy Setup from the Setup menu.

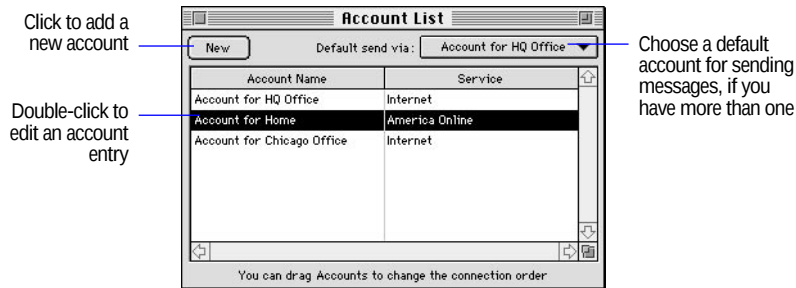
To set up account information without Easy Setup:

1. Choose Accounts from the Setup menu.

You see the Account List window.



Note If you have not yet created any accounts, the Account List window is empty.



2. Add an account or edit an existing account as follows:

- To add a new account, click New, choose a service type from the Service pop-up menu, and then click OK.
- To change an existing account, double-click an account name in the Account List window.

3. Enter or change your account information for your email service (see the table at the end of this section).

4. Click Save.

5. Choose an account name in the Default send via pop-up menu, if you have more than one account. Your messages will be sent through this account unless you specify a different account in an outgoing message window.

6. Drag account names in the list to arrange your accounts in the order you want them to connect (if you have more than one).

7. Close the Account List window.

Use the information in the following table to locate the required account information for your service provider.

For information about this service

See

America Online "Setting up America Online accounts" on page 3-8

AppleLink "Setting up AppleLink accounts" on page 3-10

Claris OfficeMail "Setting up Claris OfficeMail accounts" on page 3-11

CompuServe "Setting up CompuServe accounts" on page 3-16

**For information about
this service****See**

Internet service providers	"Setting up Internet service provider accounts" on page 3-17
RadioMail	"Setting up RadioMail accounts" on page 3-21

Setting the connection order for accounts

When you have more than one account for a service and you want Claris EMailer to connect to multiple accounts during a connection, you specify the order in which they connect in the Account List window. Claris EMailer connects to the first account in the list, then the second account, and so on.

Note If you are connecting manually, you specify which accounts to connect to in the Connect Now Setup window. If you are connecting through a schedule, you specify which accounts you connect to in the Schedule Entry window. For more information about setting up connections, see chapter 4, "Connecting to email services."

To change the order in which Accounts connect, drag account names in the Accounts List window.

Deleting accounts

To delete an account, select the account name in the Accounts List window and click the  button in the toolbar or press Delete.

Setting up Claris EMailer for an America Online account

To access your America Online email account, you should first set up your America Online service information and then set up your account information.

Setting up America Online service information

There are two methods for setting up Claris EMailer to connect to the America Online service.

- You can set up a standard America Online connection, which accesses only your America Online account when Claris EMailer connects.

- You can set up a connection to America Online through a TCP connection, which accesses your America Online account and any other designated accounts you have with Internet services when Claris EMailer connects.

For a standard America Online connection

The following table describes entries you make in Easy Setup or the Service Entry dialog box when setting up Claris EMailer for a standard America Online connection.

In this text box or pop-up menu	Type or choose
Connection name	The name of the connection you want to set up or change. If you access Claris EMailer while traveling, you might name your service connection for the city in which you use this connection (for example, Chicago).
Connection file	The name of the network you use to access America Online (for example, AOLnet).
Modem type	The kind of the modem you use. Choose Generic MNP v.32, if your modem is not in the list.
Modem port	The name of the port your modem is connected to.
Modem speed	The highest speed modem that your modem can connect with. In most configurations, you need not adjust this setting.
Phone number	The local access number for America Online. For example, if you are setting up this account for access in a remote city, you can enter the local phone number for America Online in that city.

For an America Online TCP/IP connection

To configure an America Online account for a TCP/IP connection:

1. If you are setting up a network TCP/IP connection, skip to step 2.
If you are setting up a dial-in connection, set up your PPP or SLIP software as described in “Setting up your modem-based TCP/IP connection” on page 3-21.
2. In the America Online Service Entry dialog box, choose MacTCP from the Connection file pop-up menu.
3. Click Done to close the Service Entry window.

For more information about setting up TCP/IP connection information, see the Claris EMailer FAQ files located in the Support Files folder in the Claris EMailer Folder.

Setting up America Online accounts

The following table describes entries you make in Easy Setup or the Account Entry dialog box when setting up Claris EMailer for an America Online account.

In this text box or pop-up menu

Type or choose

Account name	A name for this America Online account in Claris EMailer. The account name is strictly descriptive, to help you differentiate between accounts. When you set up a new account, it is named New AOL account by default but you can change this name.
Screen name	Your America Online account screen name. Screen names are 10 characters or less including spaces (for example, DBradbury).
Password	The password you use to access America Online. To prevent other users from seeing your password, Claris EMailer displays dots instead of characters when you type your password.
Default signature	A signature you have defined. This signature will be used for every message sent from this account. You compose signatures in the Signatures window. For more information, see "Setting up your signatures" on page 10-6. Choose None if you do not want to have a default signature for this account. Choose Random to have Claris EMailer randomly select a signature from the signatures you have set up. Choose Internet Config to use the default signature you defined in your system-wide Internet Config setup. For more information, see the documentation that comes with Internet Config. Note Internet Config does not come with Claris EMailer. For information about where to obtain Internet Config, see the Claris EMailer FAQ files located in the Support Files folder in the Claris EMailer Folder.

Setting up Claris EMailer for an AppleLink account

To access your AppleLink email account, you should first set up your AppleLink service information and then set up your account information.

Setting up AppleLink service information

Note You cannot use Easy Setup to set up AppleLink service and account information. Instead, you must use the Service Providers and Accounts items in the Setup menu for setting up AppleLink.

The following table describes entries you make in Easy Setup or the Service Entry dialog box when setting up Claris EMailer for a Global Campus AppleLink connection.

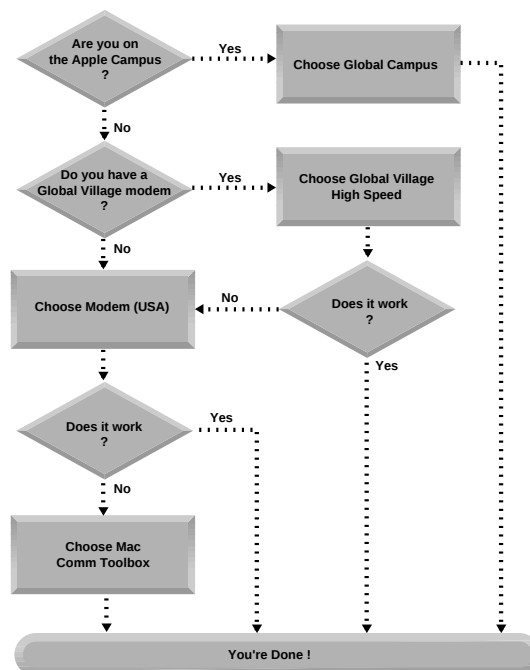
In this text box or pop-up menu	Type or choose
Connection name	The name of the connection you want to set up or change.
Connection file	The name of your connection file. For more information about specifying a connection file, see the following section.

Choosing an AppleLink connection file

The *connection file* tells your computer how to communicate across the network, either through your modem or with another communication tool.

Important Only the connection files that come with Claris EMailer have been tested for use with the product. Use of other connection files is not supported.

Use this decision tree to choose a connection file.



Setting up AppleLink accounts

The following table describes entries you make in Easy Setup or the Account Entry dialog box when setting up Claris EMailer for an AppleLink account.

In this text box or pop-up menu	Type or choose
Account name	A name for this AppleLink account in Claris EMailer. The account name is strictly descriptive, to help you differentiate between accounts. When you set up a new account, it is named New AppleLink account by default, but you can change this name.
Account ID	Your AppleLink account ID. This ID is typically your last name and first initial, separated by a period (for example, KITAGAWA.Y).
Password	The password you use to access AppleLink. To prevent other users from seeing your password, Claris EMailer displays dots instead of characters when you type your password.
System number	The number that identifies the type of AppleLink account you have.
Default signature	A signature you have defined. This signature will be used by default for every message sent from this account. You compose signatures in the Signatures window. For more information, see “Setting up your signatures” on page 10-6. Choose None if you do not want to have a default signature for this account. Choose Random to have Claris EMailer randomly select a signature from the signatures you have set up. Choose Internet Config to use the default signature you defined in your system-wide Internet Config setup. For more information, see the documentation that comes with Internet Config. Note Internet Config does not come with Claris EMailer. For information about where to obtain Internet Config, see the Claris EMailer FAQ files located in the Support Files folder in the Claris EMailer Folder.

Setting up Claris EMailer for a Claris OfficeMail account

To access your Claris OfficeMail email account, you configure Claris EMailer to connect to Claris OfficeMail when you set up your Claris OfficeMail account information.

Setting up Claris OfficeMail service information

When you set up Claris EMailer to send and receive email through Claris OfficeMail, you need only specify the name of your Claris OfficeMail server, which you do during the account setup process.

Setting up Claris OfficeMail accounts

The following table describes entries you make in the Account Info screen of Easy Setup or the Account Entry dialog box when setting up Claris EMailer for a Claris OfficeMail account.

In this text box	Type
Account name	A name for the account. The account name is strictly descriptive, to help you differentiate between accounts. When you set up a new account, it is named New OfficeMail Account by default, but you can change this name.
Full name	Your name.
Email name	The name used for your account on Claris OfficeMail. Your Claris OfficeMail server administrator can give you this name, which is typically your first name.
Password	The password you use to access Claris OfficeMail. To prevent other users from seeing your password, Claris EMailer displays dots instead of characters when you type your password. Your Claris OfficeMail administrator will give you a default password. You should change this password as soon as possible. For more information about passwords, see “Changing your Claris OfficeMail password” below.

To choose a Claris OfficeMail server:

1. Click Choose Server.

You see a dialog box that contains a list of network zones on the left. On the right are the names of email servers available in the selected zone.

2. Select the appropriate server and click OK.

The name of your Claris OfficeMail server appears in the Server name field in the Account Info screen.

Changing your Claris OfficeMail password

When you change your Claris OfficeMail account password, you make the change in the Claris EMailer application and it is automatically updated on the Claris OfficeMail server.

Tip You should change your password every few weeks to ensure security. Be sure to include non-alphanumeric characters, like \$ or % in your password.

If you forget your password See your server administrator. Your server administrator can reset your password to the original default.

To change your Claris OfficeMail account password:

1. Display the Claris OfficeMail Account Entry window and then click Change Password.

You see the Change Password dialog box.

2. Type your old password in the Old password text box.

3. Type a new password in the New password text box.

The new password appears as dots, to prevent anyone from reading your password.

4. Type the new password again in the Re-enter new password text box to confirm it.

5. Click OK.

Setting Claris OfficeMail mail handling options

To set the mail handling options for your Claris OfficeMail account, click the Options tab in the Claris OfficeMail Account Entry window.

The following table describes entries you make in the Options screen of Easy Setup or the Account Entry dialog box when setting up Claris OfficeMail mail handling options.

Select or choose from a pop-up menu

If you want Claris EMailer to

A default signature

Use a signature by default at the end of every message sent from this account. You compose signatures in the Signatures window. For more information, see "Setting up your signatures" on page 10-6.

Choose None if you do not want to have a default signature for this account. Choose Random to have Claris EMailer randomly select a signature from the signatures you have set up. Choose Internet Config to use the default signature you defined in your system-wide Internet Config setup. For more information, see the documentation that comes with Internet Config.

Note Internet Config does not come with Claris EMailer. For information about where to obtain Internet Config, see the Claris EMailer FAQ files located in the Support Files folder in the Claris EMailer Folder.

A default encoding format

Use BinHex, Base 64, or UUEncode for your enclosures. Claris EMailer uses BinHex by default. Use BinHex or Base 64 if you send messages most often to people who use the Macintosh operating system. Use Base 64 or UUEncode if you send messages most often to people who use other operating systems. For more information about encoding formats, see appendix A, "Encoding enclosures."

Select or choose from a pop-up menu**If you want Claris EMailer to**

Leave messages on server for ___ days	Store messages on the server for the number of days you specify. Claris EMailer usually deletes messages from the server after it has downloaded them to your computer. Generally, you should leave this option unchecked so that your mail does not take up too much space on the server. If you check this box, consider also enabling the Remove messages from server when permanently deleted from Claris EMailer option (see below).
Get all messages from server	Download all messages at the next connection that have been stored on the server since you activated Leave messages on server for _ days and/or Remove messages from server when permanently deleted from Claris EMailer.
Partially retrieve messages larger than ___ K	Download a portion of large messages (typically the header information and the first few lines of the message text) from the server if they are larger than the specified size. This option allows you to view a portion of a large message or enclosure before retrieving it. For more information, see “Working with partially downloaded messages” on page 6-2.
Remove messages from server when permanently deleted from Claris EMailer	Delete any messages that have been stored on the server after downloading, but which you have since permanently deleted from Claris EMailer on your computer. This option works with the Leave messages on server for _ days option, preventing Claris EMailer from downloading messages again when you have already deleted them from your computer.

Setting Claris OfficeMail new mail notifier options

To set the new mail notifier options for your Claris OfficeMail account, click the Notifier tab in the Claris OfficeMail Account Entry window. The following table describes entries you make in the Notifier screen of Easy Setup or the Account Entry dialog box when setting up Claris OfficeMail new mail notifier options.

Select**If you want Claris EMailer to**

Get mail	Retrieve mail automatically when it arrives at the server while Claris EMailer is running. If you deselect this option, you must use a schedule or Connect Now to retrieve your mail from the server.
Play sound	Play a tone when new mail arrives on the server while Claris EMailer is not running. Choose the tone you want from the pop-up menu.
Blink icon in menu bar	Show the Claris EMailer icon in the menu bar when new mail arrives on the server while Claris EMailer is not running.

Setting up Claris EMailer for a CompuServe account

To access your CompuServe email account, you should first set up your CompuServe service information and then set up your account information.

Setting up CompuServe service information

There are two ways to set up Claris EMailer to connect to the CompuServe service.

- You can set up a standard CompuServe connection, which accesses only your CompuServe account when Claris EMailer connects.
- You can set up a connection to CompuServe through a TCP connection, which accesses your CompuServe account as well as any other designated accounts you have with Internet services when Claris EMailer connects.

For a standard CompuServe connection

The following table describes entries you make in Easy Setup or the Service Entry dialog box when setting up Claris EMailer for a standard CompuServe connection.

Note If the port you use to connect to your modem is called anything other than Modem Port or Printer Port (as it is with many internal PowerBook modems) you must use the Mac Comm Toolbox Connection as your connection type. You cannot use a standard CompuServe connection.

In this field or pop up menu	Type or choose
Connection name	The name of the connection you want to set up or change. If you access Claris EMailer while traveling, you might name your service connection for the city in which you use this connection (for example, Chicago).
Connection type	Standard CompuServe Connection
Modem port	The name of the port your modem is connected to.
Modem type	The name of the modem you use. Choose Generic MNP v.32, if your modem is not in the list.
Modem init string	The string of characters that initialize your modem. AT&F is the most common initialization string.
Modem speaker	On or Off to hear or suppress the dial tones when your modem attempts a connection.

In this field or pop up menu	Type or choose
Phone number	The local access number for CompuServe. For example, if you are setting up this account for access in a remote city, you can enter the local phone number for CompuServe in that city.
Baud rate	The speed at which your modem transmits information.
Network	The type of network you use to access CompuServe. CompuServe is the most common network type.
Retries	The number of times you want Claris EMailer to re-dial if the CompuServe line is busy or a connection cannot be made.

For a CompuServe TCP/IP connection

To configure a CompuServe account for a TCP/IP connection:

1. If you are setting up a network TCP/IP connection, skip to step 2.

If you are setting up a dial-in connection, set up your PPP or SLIP software as described in “Setting up your modem-based TCP/IP connection” on page 3-21.

2. In the CompuServe Service Entry dialog box, choose Mac Comm Toolbox Connection from the Connection type file pop-up menu.
3. Choose Internet in the Network pop-up menu.
4. Click the Configure button that appeared when you chose the connection type.

You see the Connection Settings dialog box.

5. Choose a TCP/IP-compatible connection tool from the Method pop-up menu.

Note You must obtain a TCP/IP connection tool that is compatible with CompuServe. The configuration information you enter will vary depending on the connection tool you use. For more information about settings in the Connection Settings dialog box, see the Claris EMailer FAQ files located in the Support Files folder in the Claris EMailer Folder.

6. Click OK, and then click Done to close the Service Entry window.

Setting up CompuServe accounts

The following table describes entries you make in Easy Setup or the Account Entry dialog box when setting up Claris EMailer for a CompuServe account.

In this text box	Type
Account name	A name for this CompuServe account in Claris EMailer. The account name is strictly descriptive, to help you differentiate between accounts. When you set up a new account, it is named New CompuServe account by default but you can change this name.
User name	Your name.
User ID	Your account user identification number (for example, 76666,4321).
Password	The password you use to access CompuServe. To prevent other users from seeing your password, Claris EMailer displays dots instead of characters when you type your password.

Setting CompuServe account options

To set the mail handling and surcharge options for your CompuServe account, click the Options tab in the CompuServe Account Entry window.

The following table describes entries you make in the Options screen of Easy Setup or the Account Entry dialog box when setting up CompuServe account options.

Select or choose from a pop-up menu	If you want Claris EMailer to
A default signature	Use a signature by default at the end of every message sent from this account. You compose signatures in the Signatures window. For more information, see "Setting up your signatures" on page 10-6. Choose None if you do not want to have a default signature for this account. Choose Random to have Claris EMailer randomly select a signature from the signatures you have set up. Choose Internet Config to use the default signature you defined in your system-wide Internet Config setup. For more information, see the documentation that comes with Internet Config. Note Internet Config does not come with Claris EMailer. For information about where to obtain Internet Config, see the Claris EMailer FAQ files located in the Support Files folder in the Claris EMailer Folder.

Select or choose from a pop-up menu**If you want Claris EMailer to**

Leave read mail on server

Store messages on the server. Claris EMailer usually deletes messages from the server after it has downloaded them to your local machine. Generally, you should leave this option unchecked so that your mail does not take up too much space on the server machine.

Ignore surcharge warnings

Prevent CompuServe surcharge warnings from appearing during your connection session.

Setting up Claris EMailer for an Internet service provider account

To access your Internet service provider email account, you should first configure or verify your Claris EMailer Internet service connection information and then set up your account information.

Setting up Internet service provider service information

When you set up Claris EMailer to send and receive email through an Internet service provider, all of the configuration settings are stored outside of Claris EMailer.

- If you access your Internet service provider through a dial-up connection, your service setup information is stored in your PPP or SLIP software. For more information about setting up PPP or SLIP, see “Setting up your modem-based TCP/IP connection” on page 3-21.
- If you access your Internet service provider through a network, your service setup information is stored in the MacTCP or TCP/IP control panel. For more information about the settings in your MacTCP or TCP/IP control panels, consult your network administrator.

Setting up Internet service provider accounts

The following table describes entries you make in the Account Info screen of Easy Setup or the Account Entry dialog box when setting up Claris EMailer for an Internet account.

Important Depending on your Internet service provider, the entries you make in the Email account, Email password, and SMTP server fields might be case sensitive.

In this text box	Type
Account name	A name for this Internet account in Claris EMailer. The account name is strictly descriptive, to help you differentiate between accounts. When you set up a new account, it is named New internet account by default but you can change this name.
User name	Your name.
Email account	The full address of your POP account, including the name of your POP server. This address must be in the following format: <i>your_account_name@POP_server_name.host_name.com</i> Depending on your Internet service provider, your email account name might be case sensitive.
Email password	The password you use to access your email. Depending on your Internet service provider, your password might be case sensitive. To prevent other users from seeing your password, Claris EMailer displays dots instead of characters when you type your password.
SMTP server	The name of your email server. This is usually the host computer's domain name (for example, <i>smtp_name.host_name.com</i>). Ask your Internet service provider if you are unsure of your SMTP server name. Depending on your Internet service provider, your SMTP server name might be case sensitive.
Email address	Another address if you want replies sent to a different address than the one specified in the Email account field. You can leave this entry blank if you have only one Internet address.

Select the Use Internet Config settings option if you want Claris EMailer to use any settings you have made in the Internet Config software. For example, if you check this box, you can attach signatures that you have defined in Internet Config to outgoing messages.

Note Internet Config does not come with Claris EMailer. For information about where to obtain Internet Config, see the Claris EMailer FAQ files located in the Support Files folder in the Claris EMailer Folder.

Setting Internet service provider account options

To set the mail handling and connection options for each Internet account, click the Options tab in the Internet Account Entry window.

The following table describes entries you make in the Options screen of Easy Setup or the Account Entry dialog box when setting up your Internet account options.

Select or choose from a pop-up menu	If you want Claris EMailer to
A default signature	Use a signature by default for every message sent from this account. You compose signatures in the Signatures window. For more information, see “Setting up your signatures” on page 10-6. Choose None if you do not want to have a default signature for this account. Choose Random to have Claris EMailer randomly select a signature from the signatures you have set up. Choose Internet Config to use the default signature you defined in your system-wide Internet Config setup. For more information, see the documentation that comes with Internet Config.
A default encoding format	Use BinHex, Base 64, or UUEncode for your enclosures. Claris EMailer uses BinHex by default. Use BinHex or Base 64 if you send messages most often to people who use the Macintosh operating system. Use Base 64 or UUEncode if you send messages most often to people who use other operating systems. For more information about encoding formats, see appendix A, “Encoding enclosures.”
Leave messages on server for ___ days	Store messages on the server for the number of days you specify. Claris EMailer usually deletes messages from the server after it has downloaded them to your local machine. Generally, you should leave this option unchecked so that your mail does not take up too much space on the server machine. If you check this box, consider also enabling the Remove messages from server when permanently deleted from Claris EMailer option (see below).
Get all messages from server	Download all messages at the next connection that have been stored on the server since you activated Leave messages on server for ___ days and/or Remove messages from server when permanently deleted from Claris EMailer.
Partially retrieve messages larger than ___ K	Download a portion of large messages (typically the header information and the first few lines of the message text) from the server if they are larger than the specified size. This option allows you to view a portion of a large message or enclosure before retrieving it. For more information, see “Working with partially downloaded messages” on page 6-2.
Remove messages from server when permanently deleted from Claris EMailer	Delete any messages that have been stored on the server after downloading, but which you have since permanently deleted from Claris EMailer on your computer. This option works with the Leave messages on server for ___ days option, preventing Claris EMailer from downloading messages again when you have already deleted them from your computer.

Select or choose from a pop-up menu**If you want Claris EMailer to**

Connect using APOP

Use APOP authentication. APOP is way of providing a higher level of security for your password. Instead of sending your password as text over the Internet, APOP encrypts the password before sending it. However, not all POP servers support APOP. For more information about APOP support, consult your Internet service provider.

Some Internet service providers allow you to change your account password through the Claris EMailer client. If your provider does support password modification, click the Change Password button to modify your password.

Setting up Claris EMailer for a RadioMail account

To access your RadioMail email account, you should first configure or verify your Claris EMailer RadioMail service connection information and then set up your account information.

Setting up RadioMail service information

When you set up Claris EMailer to send and receive email through RadioMail, all of the configuration settings are stored in the RadioMail application setup files. For more information about RadioMail, see the Important Information file in the Claris EMailer Folder.

Important Claris EMailer does not automatically install the necessary support files for the RadioMail service. To use Claris EMailer with RadioMail, you must use the Claris EMailer installer to do a Custom Install and choose the proper RadioMail network.

Setting up RadioMail accounts

The following table describes entries you make in Easy Setup or the Account Entry dialog box when setting up Claris EMailer for a RadioMail account.

In this text box or pop-up menu	Type or choose
Account ID	Your RadioMail account address (for example, MichelleB@radiomail.net). When you set up a new account, it is named RadioMail account.
Reply-To Address	Your return email address.
Default signature	A signature you have defined. This signature will be used by default for every message sent from this account. You compose signatures in the Signatures window. For more information, see “Setting up your signatures” on page 10-6. Choose None if you do not want to have a default signature for this account. Choose Random to have Claris EMailer randomly select a signature from the signatures you have set up. Choose Internet Config to use the default signature you defined in your system-wide Internet Config setup. For more information, see the documentation that comes with Internet Config. Note Internet Config does not come with Claris EMailer. For information about where to obtain Internet Config, see the Claris EMailer FAQ files located in the Support Files folder in the Claris EMailer Folder.

Setting up your modem-based TCP/IP connection

You can use PPP or SLIP networking software to make a TCP connection with your modem to America Online, CompuServe, or an Internet service provider. Before you can set up PPP or SLIP, you must obtain connection information from one of the email services listed above.

If you have accounts with more than one email service, you can use your TCP/IP connection to access messages on multiple email services with one phone call.

Important This section is applicable only if you are using a modem and TCP/IP to connect to your email service provider. If you are using AOLnet, Sprintnet, a CompuServe network, or have a direct connection to the Internet, this information does not apply to you.

If you are using a modem and TCP/IP to dial in to your email service provider, you need to have either PPP or SLIP software. This software is sometimes composed of two pieces (a system extension and either a control panel or an application) and is sometimes only a control panel (Apple Open Transport PPP).

**If you have the Make sure
PPP or SLIP**

Extension	It is in the Extensions folder in your System Folder. For best performance, you should have only one PPP or SLIP extension in your Extensions folder.
Control panel	It is in the Control Panels folder in your System Folder.
Application	It is <i>not</i> in your System Folder.

Your PPP or SLIP software must be configured with the following information:

This type of information	Obtain from your	Required?
Your user name	Email service provider	Yes
Phone number to dial	Email service provider	Yes
Connect script, which must be configured with your password	Email service provider	Not always
Modem port	Documentation that came with your computer	Yes
Modem initialization string	Documentation that came with your modem	Yes

In addition, you must select your PPP or SLIP connection in your MacTCP application or TCP/IP control panel. (The MacTCP application or TCP/IP control panel comes with your system software.)

For information about hanging up a PPP or SLIP connection, see “Setting TCP control preferences” on page 10-15.

Chapter 4: Connecting to email services

You send and receive messages during a *connection* to an email service such as Claris OfficeMail, America Online, CompuServe, or your Internet service provider.

Connecting to your email accounts right away

You can connect to one or more of your email accounts immediately or at your next scheduled connection. For more information about scheduling a connection, see the next section, “Scheduling account connections.”

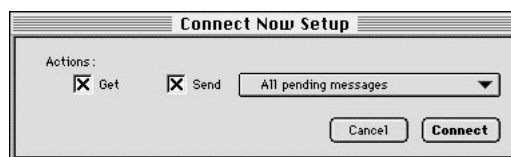
To connect to one or more of your email accounts immediately:

1. Perform one of the following actions:

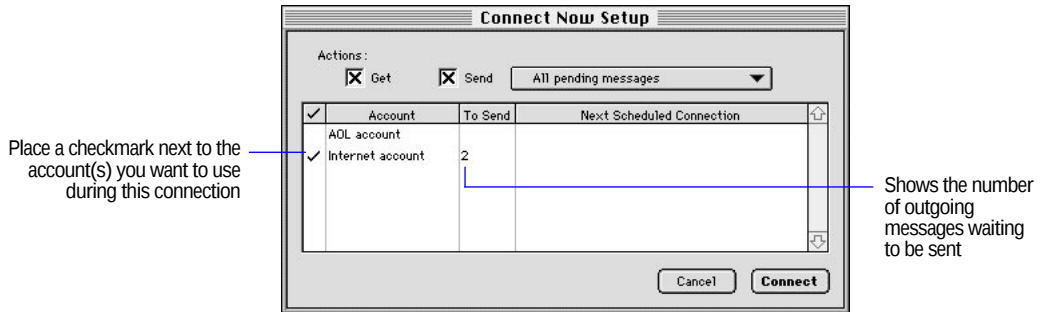
- If an outgoing message is open, click Send Now in the message window.
- If no outgoing messages are open, click the  button in the toolbar or choose Connect Now from the Mail menu.

You see the connection setup dialog box.

If you have only one account, you see this dialog box:



If you have more than one account, you see this dialog box:



2. Select from among these options in the connection setup dialog box:

To	Do this
Specify the accounts you want to connect to	Place a checkmark next to the accounts you want to connect to, by clicking in the ✓ column of the accounts list. (If you have only one account, the accounts list does not appear.) Claris EMailer connects to each account in sequence.
Retrieve incoming messages during the connection	Select Get.
Send messages during the connection	Select Send. If you clicked Send Now in an open message, choose an option from the pop-up menu. Choose Specified message only to send only the message that you have open, or choose All pending messages to send all of your unsent messages for the selected accounts.

3. To connect to your accounts, click Connect.

The next time you want to connect using the same settings, hold down the mouse button on the  button in the toolbar and choose Connect Again from the pop-up menu that appears. Or, choose Connect Again from the Mail menu. Claris EMailer connects without presenting a dialog box.



Scheduling account connections

You can set when Claris EMailer sends and receives your mail by creating *schedules*. Schedules help you automate connections to service providers.

Important You must have your computer and modem on and the Claris EMailer application running for schedules to run. Schedules do not start Claris EMailer. If you schedule a connection for a time when you'll be away from the computer, be sure to leave your computer and modem on and leave Claris EMailer running.

Creating or changing a schedule

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

Note A schedule that only sends mail does not execute if there are no outgoing messages to send.

You can designate particular times of the day and days of the week to connect (a *timed* connection), or you can set up Claris EMailer to connect at specified intervals (a *repeating* connection).

Type of connection	Example
--------------------	---------

Timed	Monday through Friday, at 15 and 45 minutes past each hour from 9AM to 5PM
-------	--

Repeating	Every half hour
-----------	-----------------

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

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



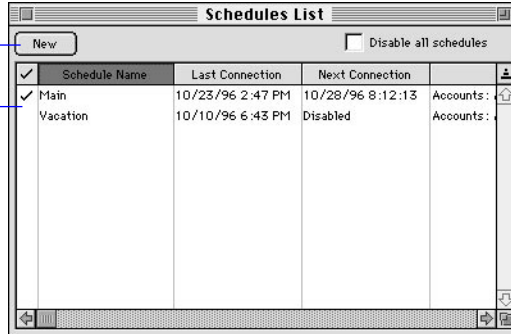
To create or change a schedule:

1. Choose Schedules from the Setup menu.

You see the Schedules List window.

Click to create a new schedule

Click to place a checkmark next to the schedules you want to enable

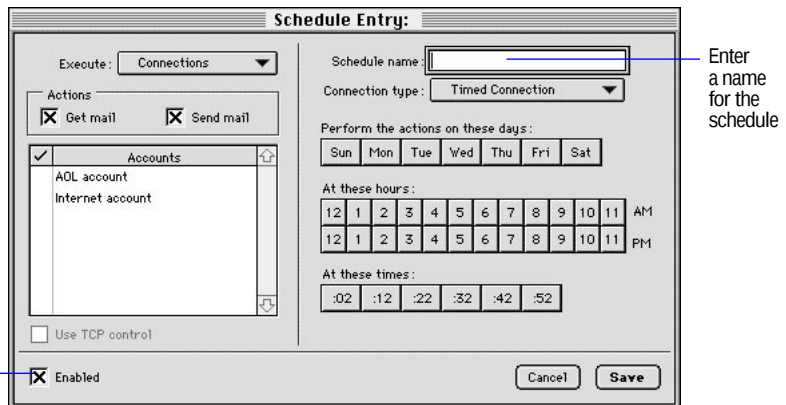


Note If you have not created a schedule yet, the Schedules List window is empty.

2. To create a schedule, click New. To change an existing schedule, double-click the name of the schedule.

You see the Schedule Entry dialog box.

Deselect if you do not want the schedule to run



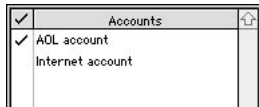
3. Type the new or changed name for the schedule.

It's a good idea to name the schedule so that it is easily recognizable. For example, if a schedule connects only on weekends, you might call it "Weekend Schedule."



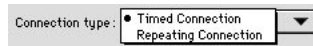
4. Select the tasks to perform during the connection. You can select Get mail, Send mail, or both.

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



5. Place a ✓ next to the account(s) that you want to make a scheduled connection to, by clicking in the ✓ column next to the account name. You can connect to several accounts with one schedule.

6. Choose either a timed or repeating connection from the Connection type pop-up menu.



Note The scheduling options in the Schedule Entry dialog box change depending on which type of connection you choose from the Connection type pop-up menu.

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

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

8. If you are using SLIP or PPP software to connect to your service provider and you want to make sure that your modem hangs up when the connection is finished, select Use TCP control.

For more information, see "Setting TCP control preferences" on page 10-15.

9. Click Save.

Executing a schedule right away

In some situations, you might want to connect immediately using the same settings as a scheduled connection.



For instance, if you have set up a schedule that connects while you are away from your computer, you might want to execute the schedule once while you are at your computer, to make sure your schedule works as you intended.

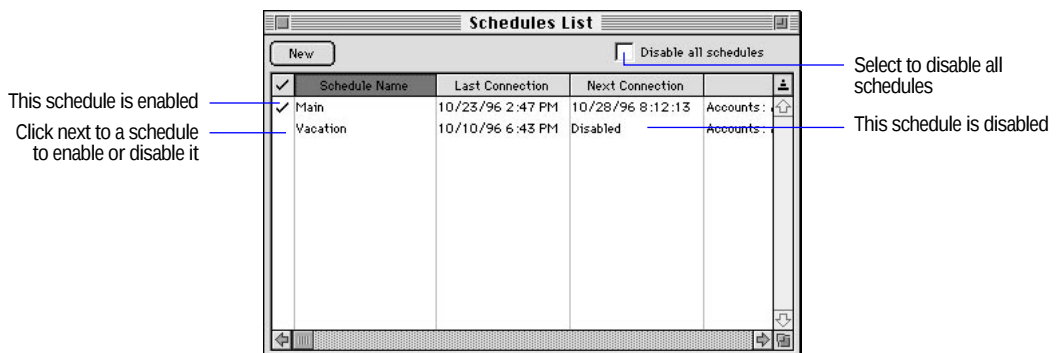
To execute a schedule immediately, choose Execute Schedule from the Mail menu and choose the desired schedule from the submenu that appears. The submenu contains all the schedules you have set up.

If the schedule executes a connection, Claris EMailer connects to the accounts you have designated in the Schedule Entry dialog box and performs the tasks you have designated (getting and/or sending mail).

If the schedule executes an AppleScript document, Claris EMailer runs the designated script.

Enabling and disabling schedules

Schedules are enabled by default when you create them. A schedule is enabled when you see the checkmark in the ✓ column in the Schedules List window, and disabled when the ✓ column is empty. Click in the ✓ column to enable and disable schedules.



Important You can set a preference to run a schedule at startup (see “Setting defaults preferences” on page 10-9). If you select Disable all schedules in the Schedules List window, this preference is disabled and no schedule will run at startup.

Deleting a schedule



To delete a schedule:

1. Choose Schedules from the Setup menu.

You see the Schedules List window.

2. Select the schedule you want to delete.

3. Click the  button in the toolbar or press the Delete key.

Quitting during a connection

If you try to quit Claris E-mailer while a connection is occurring, you see a dialog box that allows you to:

- cancel the connection and quit immediately
- quit after the connection is finished
- not quit

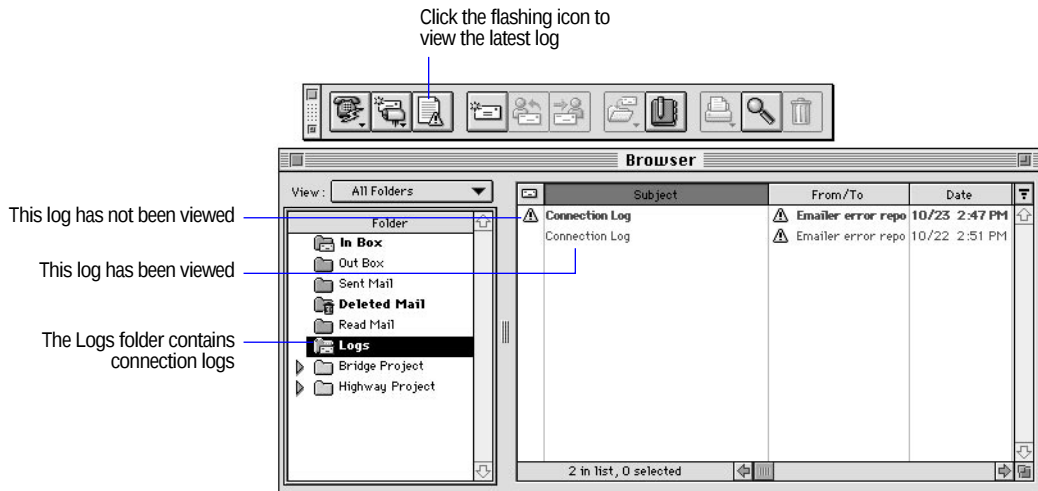
Troubleshooting connections

With all the flexibility and capability provided by the Internet and email service providers, it is not uncommon to receive error messages occasionally. At times, your mail may generate an error at its destination, return to you as undeliverable, or even get lost.

Claris E-mailer generates its own error messages and also shows you the error messages received from your email services.

Connection problems produce the most common errors. This type of error is not your fault. Your service provider could be having difficulty with its server, all available connections could be in use, or the telephone connection could be noisy. The most common resolution to an error is to resend your email or try to connect again.

When a connection error occurs, you see a flashing error icon in the toolbar and a *connection log* in the Logs folder. The log continues to accumulate any error messages until you open it. After that, Claris EMailer creates a new connection log the next time an error occurs.



The following table describes common errors and suggested resolutions:

When this happens

Do this

Messages are returned

- Make sure that the message is properly addressed, and resend the message.

Your modem does not connect

- Turn the speaker on to hear if a connection attempt occurs.
- Make sure the modem setting in Claris EMailer matches the type of modem you use. If your modem is not on the list, try using Hayes as the modem type in the Service Entry dialog box.
- Try a lower baud rate in the Service Entry dialog box.
- Redial. Poor connections or bad lines often cause connection problems.
- Check for missing phone prefixes, such as 9, in your connection information. Check your other connection information too.
- Try again later. You may be experiencing a technical problem or congestion with the service provider.
- Disable call waiting, usually by inserting *70 before the number to be dialed.

When this happens	Do this
Mail was not sent	■ Make sure that an account is selected in the Accounts list in the Connect Now or Schedule Entry dialog box. ■ Include both a subject and message text. Some services require both. ■ Check for a connection log in the Logs folder. ■ Check the addresses for the message. If you see the  icon next to the message in the message list, or next to an address in the Recipient list in the message, enter a proper address and try again. ■ Make sure that the message is not marked as a draft . Draft messages are not sent during connections. Change the message status by opening the message and clicking either Send Now or the  icon and then Queue Message. ■ Make sure the message window is closed. Claris EMailer does not send open messages. (If you click Send Now in an open message, the message will be closed and sent.) ■ Open the Service Entry dialog box for your service, and make sure Connect to this service is selected. ■ Make sure that Claris EMailer is running. Scheduled connections will not occur otherwise. ■ Try choosing Connect Now from the Mail menu.
A connection error occurs and an alert icon appears on the toolbar	■ View the connection log in the Logs folder describing the connection error and take appropriate action.
You receive an error message from an online service	■ Seek assistance from the online service.
A PowerBook computer won't connect to a service	■ Select the appropriate modem tool (for example, Express Modem Tool) in the Service Entry dialog box.
A connection will not stop immediately when you click Stop	■ Wait a few moments. (Some actions cannot stop because of interactions with the host computer.)
A message was sent more than once	■ No action is required. Some services limit the number of recipients for a single message. The message was resent until all recipients received a copy.
A dial-up connection to the Internet won't work	■ Resolve the problem with your Internet connection software. For general information, see "Setting up your modem-based TCP/IP connection" on page 3-21. Claris EMailer has no control over dial-up connections with the Internet.
The Internet mail you send does not contain your name	■ Enter your name in User Name in the Internet Service Entry dialog box. ■ If you connect to an online service, add your name to your user profile with the online service.

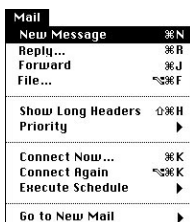
Chapter 5: Creating and sending messages

Creating and sending messages with Claris EMailer is quick and easy. First create a message, give it a subject, address it, and compose the message body. Optionally, check your spelling and attach any related file enclosures. Then, send the message right away or save it until the next connection.

Creating a message

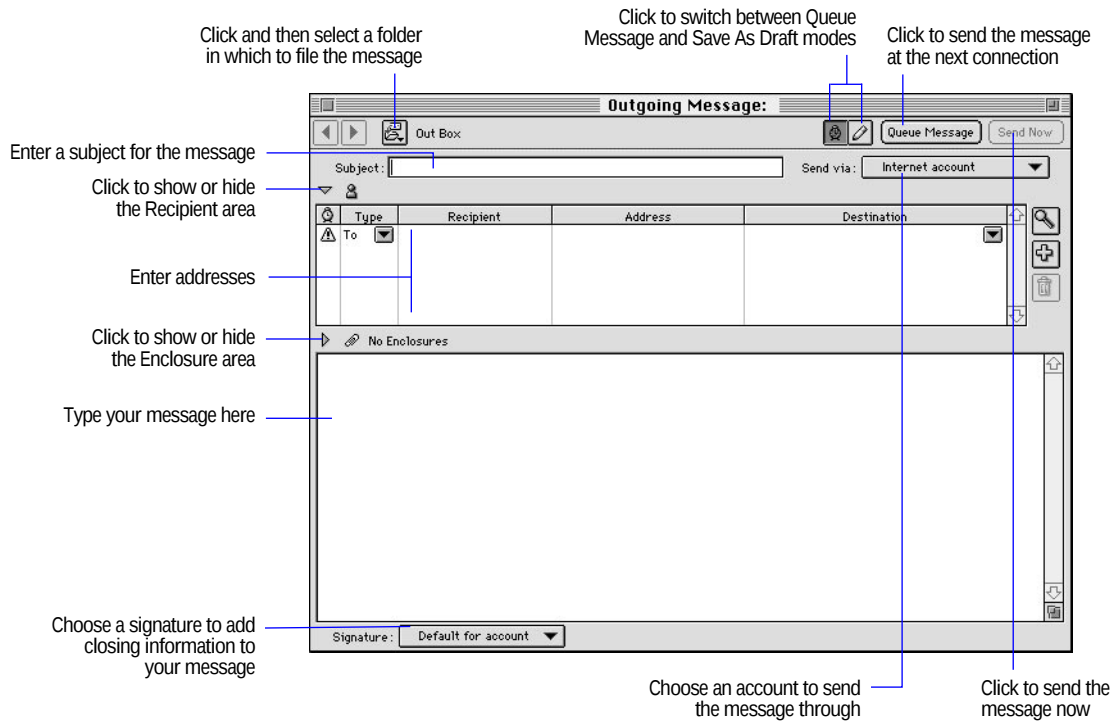
There are three ways to create messages in Claris EMailer.

You can	For more information
Create a new, original message	Read this chapter.
Reply to a message you received	See “Replying to a message” on page 6-6.
Forward a message you received	See “Forwarding a message” on page 6-9.



To create a new message, click the  button in the toolbar, or choose New Message from the Mail menu. You see a new blank message window.

Tip To create a new message that’s already addressed to your intended recipients, click the  button in the toolbar or choose Address Book from the Window menu. Select one or more addresses, and then click the  button in the toolbar.



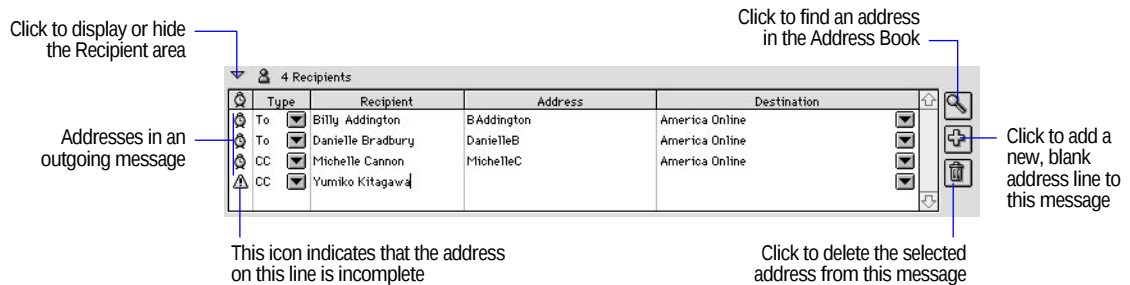
Tip You can press the Tab key to move the insertion point between the subject, address, and message body areas of the new message window. When the insertion point is in the body area, pressing Tab inserts space characters in the current line. Pressing ⌘-Tab returns the insertion point to the Subject field.

Addressing a message

After you create a message, you can address it by:

- typing addresses in the Recipient area
- adding addresses from the Address Book
- dragging addresses to the Recipient area

Click the triangle next to the  icon to display or hide the Recipient area.



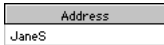
To	Do this
Add another recipient	Click in the next empty Recipient cell in the Recipient area, press the Return key while the insertion point is in the Recipient area, or click the  button next to the Recipient area of the message window.
Delete a recipient	Click anywhere in the recipient line and then click the  button next to the Recipient area of the message window.

An outgoing message can be addressed to a maximum of 250 recipients.

When you finish addressing a message, you see the  icon next to the recipient's name in the Recipient area. This icon indicates that the address is complete. If you see the  icon, the address is incomplete. If this happens, make sure you entered all the required address information.

Addressing a message manually

To address a message manually, type information in the Recipient area of the message.

To enter the	Do this
Recipient name 	Type a name in the Recipient field. As you begin typing the recipient's first name, Claris EMailer fills in the rest of the name for you from names stored in the Address Book. Continue typing until the correct name for this recipient is entered. If the recipient is in the Address Book, press Tab to have Claris EMailer enter the rest of the addressing information. If the Address Book has two or more recipients with the same name, or if the recipient is a group, you see the Find Address dialog box (see the next section). If you inadvertently enter the wrong recipient, you can type over the recipient's name and addressing information, or delete the recipient and add a new one.
Recipient address 	Type the recipient's email address in the Address field. You do not have to type the @ sign or anything after it, unless you choose Internet for the Destination (see below).
Destination 	Type the name of the recipient's destination. Destinations are shortcuts for entering the information after the @ sign in an email address. For example, type America Online if the recipient's address ends in @aol.com. For more information, see "Speeding address entry using destinations" on page 2-13. As you type, Claris EMailer fills in the rest of the destination for you. Continue typing until Claris EMailer fills in the correct destination. (If you want, you can choose a destination from the pop-up menu instead of typing.) If the recipient has several addresses in the Address Book, the destinations they have addresses for are in bold in the Destination pop-up menu. If you choose one of these destinations, Claris EMailer updates the Address field with the correct address. If the recipient's destination does not appear in the Destination pop-up menu, choose Internet for the destination and type the entire Internet address in the Address field. For more information about creating your own destinations, see "Customizing the destinations list" on page 10-1.

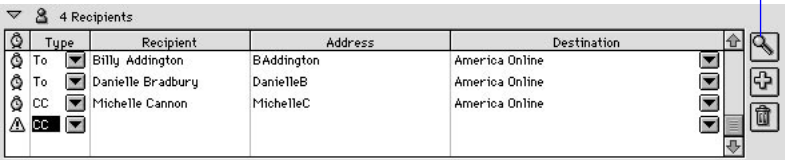
For information about adding and deleting recipients, see the previous section, "Addressing a message."

Finding an address in the Address Book

To find recipient addresses in the Address Book and add them to an outgoing message:

- 1. Open the outgoing message.
- 2. Click the  button in the Recipient area of the message window.

Click to find an address in the Address Book

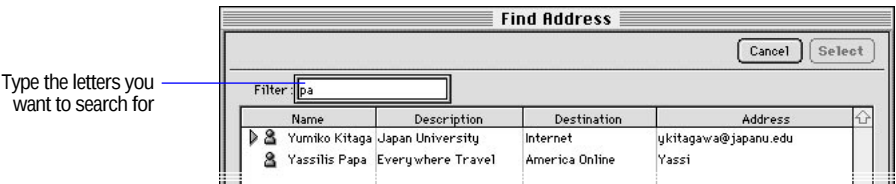


You see the Find Address dialog box, which displays the addresses stored in your Address Book.

- 3. In the Filter text box, type a few letters of the address you want to find.

As you enter characters, Claris EMailer reduces the number of addresses displayed in the Find Address dialog box to those that match the characters you have entered.

You can type lowercase or uppercase letters. Claris EMailer finds all the recipients that contain the specified letters in the Name or Description field. For example, typing pa finds “Japan University” and “Yassilis Papanico.”



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

4. Select one or more recipients.

To select	Do this
A single recipient	Click anywhere on the recipient's row.
More than one recipient	Shift-click the recipients you want to select. To deselect a recipient, or to select noncontiguous recipients, ⌘ -click the recipients.
The recipient above or below the currently selected recipient	Press the Up Arrow or Down Arrow key.
A recipient and close the Find Address dialog box	Double-click the recipient. (Skip step 5.)

5. Click Select.

If the selected address is a group, all the entries in the group are added to the Recipient list.

Addressing messages using Macintosh drag and drop

You can address a message by dragging addresses to the Recipient area or any gray area in the message window. The addresses can be from any text area that supports Macintosh drag and drop (such as the Address Book), the text of an email message, text from another application that supports drag and drop, or text clippings.

To find a list of address formats Claris EMailer recognizes, look up “address formats” in the Claris EMailer Help system.

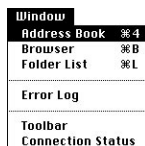
When you drag addresses to the Recipient area of the message, you see a border around the Recipient area.

For more information about using drag and drop, see “Working with Macintosh drag and drop” on page 2-17. For information about making addresses into text clippings, see “Exporting addresses” on page 8-15.

Dragging addresses from the Address Book

To drag addresses from the Address Book to a message:

1. Open the outgoing message.
2. Click the  button in the toolbar or choose Address Book from the Window menu.



3. Arrange the windows so that you can see both the Address Book and the Recipient area of the message.
4. In the Address Book, select the recipients that you want to add to the message.
Shift-click to select more than one recipient. To deselect a recipient, or to select noncontiguous recipients, ⌘-click the recipients.
5. Drag the recipients from the Address Book to the Recipient area or any gray area in the message window.

Dragging addresses from a text area

To drag addresses from a text clipping or a text document to a message:

1. Open the outgoing message.
2. Arrange the windows so that you can see your outgoing message and the text containing the addresses.
3. Select the text clipping or text containing the addresses you want to add to your message.
4. Drag the text clipping or text to the Recipient area or any gray area in the message window.



(You must drag a text clipping to the Recipient area, or it will be added as an enclosure.)

Including carbon copy and blind carbon copy recipients



You can send a message to three types of recipients. You can change a recipient’s type by choosing an option from the Type pop-up menu in the Recipient area.

Choose	When the recipient is
To	The primary recipient. All recipients can see who the To recipients are.
CC (Carbon Copy)	Not the primary recipient, but the recipient may be interested or involved in the content of the message. All recipients can see who the Carbon Copy recipients are.
BCC (Blind Carbon Copy)	Not the primary recipient, but the recipient may be interested or involved in the content of the message. A blind carbon copy is considered somewhat confidential. No recipient can see whether there are any Blind Carbon Copy recipients. A Blind Carbon Copy recipient cannot see whether there are other Blind Carbon Copy recipients.

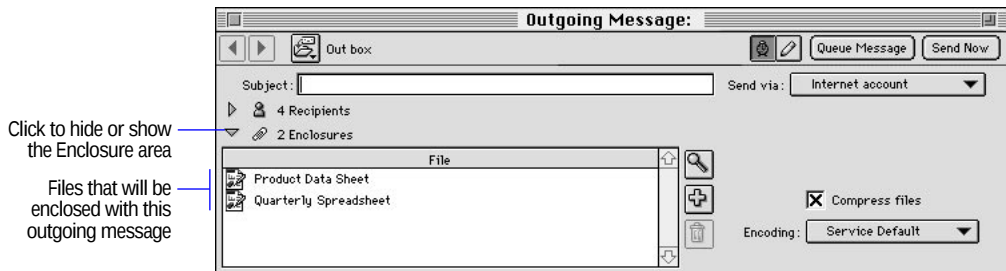
Important Not all services support carbon copies and blind carbon copies. You may want to check with both the sending and receiving services before setting up carbon copies or blind carbon copies. All the online services supported by Claris EMailer support both carbon copies and blind carbon copies.

In addition, some Internet mail servers may reveal Blind Carbon Copy (BCC) recipients if all the recipients are blind carbon copied. To prevent this, always include at least one To recipient—for example, yourself.

Enclosing files

You can enclose any type of file with an outgoing message by adding it to the Enclosure area of the message.

To see the Enclosure area, click the triangle next to the  icon.



Before you send an enclosure, keep this information in mind:

- You can enclose an entire folder, but you must select the Compress files option to the right of the Enclosure area. Alternatively, you can use a compression application to convert the folder and its contents to a single file.
- Be sure to enclose the original file and not an alias to the file.
- Check with both the sending and receiving services before sending enclosures over the Internet. Some services (for example, CompuServe) do not support sending and receiving enclosed files over the Internet.

- Check with the recipients to make sure that they have the applications necessary to open the files you're sending. If you save your files in text (ASCII) format, they can be opened in most applications that accept text.
- If you're enclosing a text file of less than a few pages, you may want to include the text in the message body instead of sending it as an enclosure.

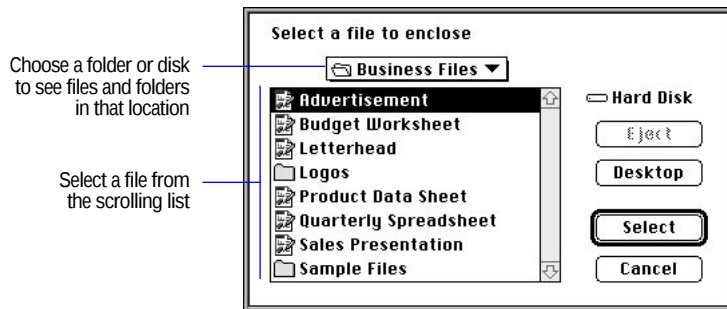
AppleLink users When you send an enclosure with Claris Emailer, the enclosure is compressed as a StuffIt enclosure, not an AppleLink package.

Selecting an enclosure by location

To add an enclosure using a standard selection dialog box:

1. If you don't see the Enclosure area, click the triangle next to the  icon in an outgoing message window.
2. Click the  button next to the Enclosure area in the message.

You see the selection dialog box.



3. Select a file from the dialog box.
4. Click Select.

Selecting an enclosure by name

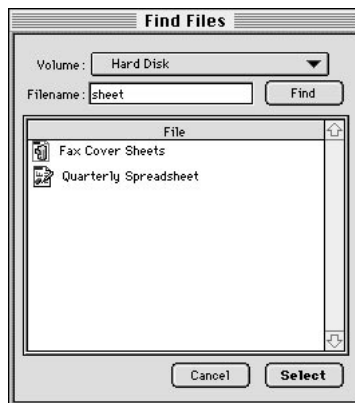
To add an enclosure by searching for it by name:

1. If you don't see the Enclosure area in the message window, click the triangle next to the  icon in an outgoing message window.
2. Click the  button next to the Enclosure area in the message.

You see the Find Files dialog box.

3. Choose the name of the disk you want to search from the Volume pop-up menu.
4. Type the name (or partial name) of the file you want to search for.
The search is not case sensitive.
5. Click Find.

You see the search results in the File list.



6. Select the files you want to enclose.
Shift-click to select more than one file. To deselect a file, or to select noncontiguous files, ⌘-click the files.
7. Click Select.

Dragging an enclosure to a message

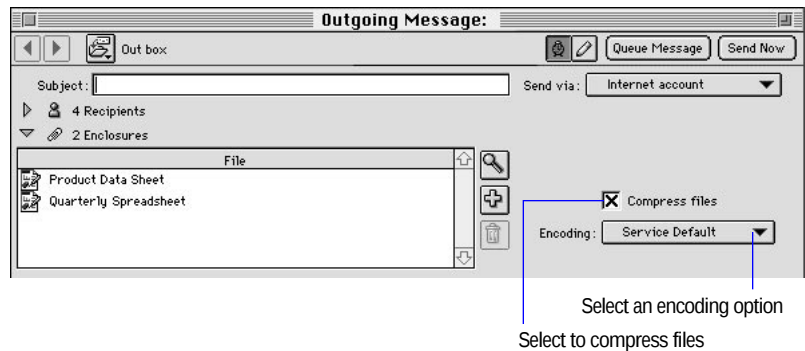
Follow these steps to add an enclosure using Macintosh drag and drop. For more information about drag and drop, see “Working with Macintosh drag and drop” on page 2-17.

1. If you don't see the Enclosure area, click the triangle next to the  icon in an outgoing message window.
2. Arrange the windows so that you can see the desktop and the message.
3. From the Finder, select the files you want to enclose.
4. Drag the files from the Finder to the Enclosure area or any gray area in the message window.

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

Setting options for sending enclosures

To set the way Claris Emailer sends enclosures, select options in the Enclosure area of an outgoing message.



Setting compression options

Compressing enclosed files saves time during the transfer and can reduce the charges on some services.

Claris Emailer uses the StuffIt compression technology to compress the files. The recipient of the message must have a StuffIt expansion tool to expand any compressed files. If the message is received using Claris Emailer, enclosures are automatically expanded (by default). Because the StuffIt expansion tool is not widely available on computers that don't use the Mac OS, you may not want to use Claris Emailer to compress files if the recipient uses a different operating system.

For more information about file compression, see appendix B, "Compressing enclosures."

Note You must compress files if you want to enclose a folder.

To compress enclosed files when the message is sent, select **Compress files**.

Setting encoding options

Enclosed files are sent using special encoding to ensure that they arrive without errors. For more information about encoding, see appendix A, “Encoding enclosures.”

To specify an encoding format, choose an option from the Encoding pop-up menu.

Removing enclosures from outgoing messages

To remove enclosures, select one or more enclosures in the Enclosure area of a message. Then click the  button next to the Enclosure area.

Note When you move an enclosure from an outgoing message, it is not removed from your hard disk.

Adding a signature

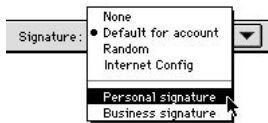
You can use a signature to include closing information at the end of your messages. For example, your signature could contain your name, company, and email address.

To use a signature in a message, you must have created one or more signatures. For more information, see “Setting up your signatures” on page 10-6.

You can either set up a default signature used for every message for a particular account, or you can add a signature on a message-by-message basis. For more information about specifying a default signature for each account, see the section on setting account options for your email service in chapter 3, “Setting up Claris EMailer.”

To add a signature to an individual message:

1. Open the outgoing message.
2. Choose a signature from the Signature pop-up menu at the bottom of the message window.



Choose	To display
None	No signature in the message
Default for account	The default signature that you defined for the account that you specified in the Send via pop-up menu. The Send via pop-up menu is in the upper-right area of the message window.
Random	A random selection from your list of signatures
Internet Config	The default signature you defined in your system-wide Internet Config setup. For more information, see the documentation that comes with Internet Config.
A signature name	A specific selection from your list of signatures

The signature you choose appears at the end of your message text when your message is sent. The signature does not appear in the outgoing message window.

Selecting an account to send the message through

If you have more than one account set up in Claris EMailer, you must select an account through which you will send the outgoing message.

You set the account through which messages are sent by default in the Accounts List window. For more information about setting the default account, see “Setting up account information” on page 3-4.



If you want to send a message through a different account, choose the desired account from the Send via pop-up menu in the outgoing message window.

Claris OfficeMail users If you use Claris EMailer to connect to other services in addition to Claris OfficeMail, always choose your Claris OfficeMail account from the Send via pop-up menu when sending messages to other Claris OfficeMail users on your local network.

Specifying where the message will be saved

By default, outgoing messages are saved in the Out Box folder before they are sent and then moved to the Sent Mail folder when they have been successfully sent.

You can select a different folder to save the outgoing message in. If you choose a folder other than the Out Box folder, the message will remain where it is after it has been sent.

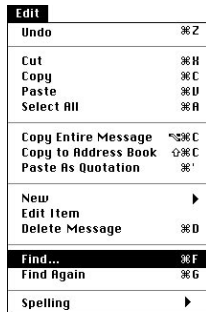


To set where an open message is filed when you close it, hold down the mouse button on the  button in the upper-left corner of the message window and choose a folder from the pop-up menu of folders that appears. Or, click the  button to select a folder from the Select a Folder dialog box.

The name of the folder you have selected appears to the right of the  icon.

For more information, see “Filing messages from a message list” on page 7-8.

Searching for text in an outgoing message



You can perform two types of searches in Claris Emailer:

- search for occurrences of specified text within an open message
- search for every message (in a specific folder, or in all folders) that contains the specified text

To perform a search, click the  button in the toolbar or choose Find from the Edit menu. For more information, see “Searching for text or messages” on page 7-11.

Dragging text in an outgoing message

You can drag text within the subject or body areas of a message, or from those areas to the desktop or to other messages, by selecting the text and then dragging it.

To drag a *copy* of the text (rather than moving it) within the subject or body of a message, hold down the Option key while dragging.

Using the spelling checker

The spelling checker in Claris EMailer works by comparing words in an outgoing message to the spelling dictionaries. Claris EMailer comes with a standard main dictionary, but you can create additional personal dictionaries, which contain words that you commonly use (for example, the spelling of someone's name). When the spelling checker finds a word that is not in the selected dictionaries, it suggests alternatives.

Checking your spelling

Claris EMailer helps you find any spelling errors before you send messages. The spelling checker checks only the currently open outgoing message window. You can check only one message at a time.

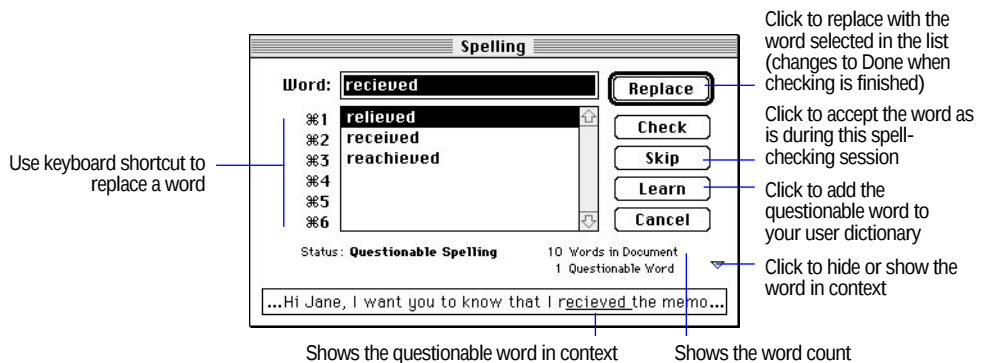
Note You cannot check spelling on an incoming message or connection log. Also, the Spelling Checker does not check spelling in the Subject field of outgoing messages.

You can check all the text in a message or just text that you select.

To check spelling in a message:

1. Place the insertion point in the body of the message, or select some text in the message.
2. Choose Spelling from the Edit menu and then choose Check Spelling or Check Selection.

The Spelling dialog box appears and begins to check the message.



Claris EMailer verifies the words you are checking in the main dictionary—which was installed with Claris EMailer—and any installed user dictionaries.

- If Claris EMailer detects a misspelled word, it displays the word in the Spelling dialog box and suggests alternative spellings. Select the correct spelling from the list and then click **Replace** to replace the incorrect spelling with the correct spelling from the dictionary.
- If the spelling of a word in question is correct (such as the spelling of a name), you can add the word to your user dictionary by clicking **Learn**. Or, click **Skip** to ignore the word.
- When there are no more inaccurate spellings, the **Done** button appears in the Spelling dialog box. Click **Done** to close the Spelling dialog box.

Tip To check the spelling of one word, open the Spelling dialog box, type the word to check in the **Word** text box, and click **Check**.

Selecting or editing a dictionary

You can have more than one main dictionary and more than one user dictionary stored on your hard disk. If you want to use a main or user dictionary other than the one currently selected, you can select a different dictionary. For instance, you can select the dictionary that you already use with other Claris applications. You can also edit the terms in the user dictionaries.

To select a dictionary, choose **Spelling** from the **Edit** menu and then **Choose Dictionaries**. To edit a dictionary, choose **Spelling** from the **Edit** menu and then **Edit User Dictionary**.

For more information about selecting and editing dictionaries, look up “dictionaries” in the Claris EMailer Help system.

Saving and sending a message

After you create a message, you can:

- send it as soon as you finish composing it
- save it and send it at the next connection to a service
- save it without sending it
- save it to your desktop as a text document

Sending a message right away

After you create a message, you can send it immediately rather than filing it and sending it at the next connection. When you send messages right away, you can choose to send just one message or all unsent messages.

To send a message right away:



1. Click the Send Now button at the upper-right corner of the message window.

You see the Send Now Setup dialog box.

For information about bypassing this dialog box, see “Setting outgoing message preferences” on page 10-11.

Note The Send Now button is dimmed if a connection is currently running or if you have not specified a recipient for your message.

2. Choose your connection options.

For information about setting connection options, see “Connecting to your email accounts right away” on page 4-1.

3. Click Connect.

Your message is closed and sent.

By default, the sent message is filed in the Sent Mail folder. For information about changing where an outgoing message is filed after you send it, see “Setting outgoing message preferences” on page 10-11.



To send all pending messages right away:

1. Close any open messages that you want to send during this connection.
2. Click the  button in the toolbar, or choose Connect Now from the Mail menu.

You see the Connect Now Setup dialog box.

3. Choose your connection options.

For information about setting connection options, see “Connecting to your email accounts right away” on page 4-1.

4. Click Connect.

Your messages are sent.

If the outgoing messages were filed in the Out Box folder, they are moved to the Sent Mail folder by default. For information about changing where an outgoing message is filed after you send it, see “Setting outgoing message preferences” on page 10-11.

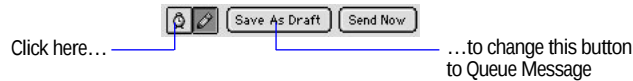


The next time you want to connect using the same settings, hold down the mouse button on the  button in the toolbar and choose Connect Again from the pop-up menu that appears. Or, choose Connect Again from the Mail menu. Claris EMailer connects without presenting a dialog box.

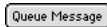
Sending a message at the next connection

To save a message and send it at the next connection:

1. If the button to the left of Send Now is Save As Draft, click the  icon. (If the button name is Queue Message, skip this step.)



The button name changes to Queue Message.



2. Click the Queue Message button in the message window.

The message is saved in the Out Box folder (by default), waiting to be sent at the next connection. To change the default folder that messages are saved in, see “Setting outgoing message preferences” on page 10-11.

Important Outgoing messages saved in the Deleted Mail folder are not sent and will be deleted.

The  icon is displayed next to the saved message in the message list, indicating that the message will be sent at the next connection. If you open a scheduled message in the future, the Queue Message button is displayed, reminding you that this is a scheduled message.

Saving a message without sending it

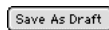
If you're not finished composing a message, you can save and close it without sending it and continue working on it later. This action stores your unscheduled message in a folder that you choose.

To save a message as a draft:

1. If the button to the left of Send Now is Queue Message, click the  icon. (If the button name is Save as Draft, skip this step.)



The button name changes to Save As Draft.



2. Click the Save As Draft button in the message window.

The message window closes and the message is saved in the Out Box folder (by default).

The  icon is displayed next to the saved message in the message list, indicating that the message will not be sent. When you open a draft message in the future, the Save As Draft button is displayed, reminding you that this message is unscheduled.

To change the default folder that outgoing messages are saved in, see “Setting outgoing message preferences” on page 10-11.

Tip To save a message to your hard disk without closing it, choose Save from the File menu.



Saving a message as text

You can save any message as a text file. The text file can be opened by text editors, word processors, and many other applications.

Saving a message as text does not save the message within Claris EMailer. Choose one of the following options to save the message within Claris EMailer.

For more information about	See
Saving an open message without closing it	"Saving a message without sending it" on page 5-19
Closing and sending a message immediately	"Sending a message right away" on page 5-17
Closing a message and sending it at the next connection	"Sending a message at the next connection" on page 5-18
Closing a message and saving it as a draft message that will not be sent	"Saving a message without sending it" on page 5-19



To save a message as a text file:

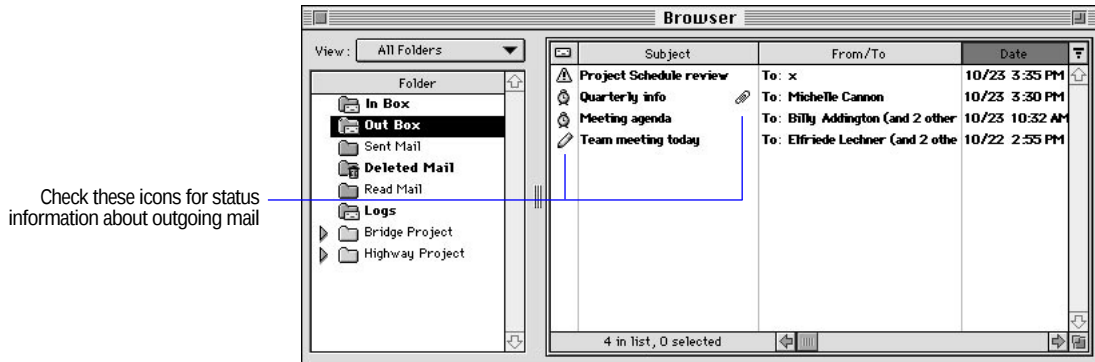
1. Open the message.
2. Choose Save As Text from the File menu.

You see the save file dialog box.

3. Type a name and select a location for the document, and click Save.

Checking the status of messages you send

Folders can contain both incoming and outgoing messages. Claris EMailer displays status icons in the message list, giving you important information about the message type and whether or not it has been sent. After you save or send a message, you can check its status.



The icons in the  column in the message list show the status of each message.

This icon Shows that the message

Outgoing		Will be sent at the next connection
		Has been saved as a draft and will not be sent until you open the message and click Queue Message or Send Now
Incoming		Is an unread incoming message. The text describing the message appears in bold in the message list.
		Is an incoming message that you have replied to
		Has been partially downloaded and is incomplete
		Is partially downloaded, and you have designated it to be fully retrieved at the next connection
		Is partially downloaded, and you have designated it to be deleted from the server at the next connection
Both		Is an auto-file log describing one or more messages that were filed by mail actions. Auto-file logs are stored in the Logs folder by default.
		Is an outgoing message with an addressing error. OR Is an unread connection log. Connection logs are stored in the Logs folder by default.

The following indicators also give you information about your messages:

- Incoming messages that have been read (but not replied to) and outgoing messages that have been successfully sent do not have icons in the  column.
- Messages that contain one or more enclosures have the  icon in the Subject column.
- Outgoing messages have the word **To:** in the From/To column.

Chapter 6: *Receiving messages*

This chapter contains information about reading, replying to, and forwarding messages you receive, and storing and opening enclosures.

Collecting your mail

You collect your incoming mail during a connection. Connections are described in detail in chapter 4, “Connecting to email services.”

You can immediately retrieve incoming messages from one or more email services, or wait until messages are retrieved automatically at the next scheduled connection.

For information about	See
Retrieving messages immediately	“Connecting to your email accounts right away” on page 4-1
Setting up a schedule	“Scheduling account connections” on page 4-3
Retrieving messages from your Claris OfficeMail account	“Receiving mail via Claris OfficeMail” on page 6-10

When incoming mail arrives

You can decide how Claris EMailer notifies you when new mail arrives on your computer. By default, Claris EMailer plays a tone. When Claris EMailer is not the active application, it also displays a flashing  icon at the far right of the menu bar. For information about setting mail notification options, see “Setting mail notification preferences” on page 10-13.

Messages you receive are stored in the In Box folder by default. You can use mail actions to file new incoming mail in other folders. When you receive a message, you see the  icon in the Browser for each folder that contains new mail.

To quickly select a folder that has unread mail, hold down the mouse button on the  button in the toolbar. You see a pop-up menu of all folders containing unread incoming mail and unsent outgoing mail.

Choose a folder from the pop-up menu to open it. Or, click the  button to open the first folder containing unread messages.



The icons in the  column in the message list show the status of each message.

This icon Shows that the message

Incoming		Is an unread incoming message. The text describing the message appears in bold in the message list.
		Is an incoming message that you have replied to
		Has been partially downloaded and is incomplete
		Is partially downloaded, and you have designated it to be fully retrieved at the next connection
		Is partially downloaded, and you have designated it to be deleted from the server at the next connection
		Is an auto-file log describing one or more messages that were filed by mail actions. Auto-file logs are stored in the Logs folder by default.
Outgoing		Will be sent at the next connection
		Has been saved as a draft and will not be sent until you open the message and click Queue Message or Send Now
Both		Is an outgoing message with an addressing error OR Is an unread connection log. Connection logs are stored in the Logs folder by default.

The following indicators also give you information about your messages:

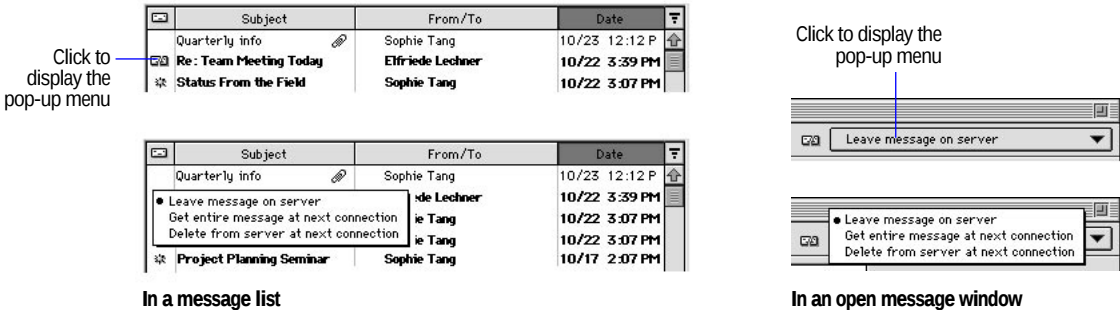
- Incoming messages that have been read (but not replied to) and outgoing messages that have been successfully sent do not have icons in the  column.
- Messages that contain one or more enclosures have the  icon in the Subject column.
- Outgoing messages have the word **To:** in the From/To column.

Working with partially downloaded messages

When you set up the account options for Claris OfficeMail, CompuServe, and Internet accounts, you can specify a maximum size for downloaded messages. When you receive a message that is larger than the size you specified, Claris EMailer downloads a small portion of the message (usually the header information and a few lines of text) and marks the message with the  icon.

When you receive a partially downloaded message, you have the option of downloading the full message or deleting the message from the server without reading it.

To download or delete a message that has been partially downloaded, hold down the mouse button on the  icon in the message list and choose an option from the pop-up menu that appears. Or, choose an option from the pop-up menu at the upper-right corner of an open message window. (The pop-up menu appears only for partially downloaded messages.)



The next time you connect to that account, Claris Emler	
If you choose this option	
Leave message on server	Does not download or delete the full message
Get entire message at next connection	Downloads the full message
Delete message from server at next connection	Deletes the message from the server

Deleting the partially downloaded message If you delete the partially downloaded message from Claris Emler, the full message is deleted from the server at the next connection if you have selected the Remove mail from server when permanently deleted from Emler option in the account options. If this option is deselected, the full message remains on the server, and Claris Emler partially downloads it again the next time you retrieve messages from that account. For more information about deleting messages, see “Deleting messages” on page 7-10.

Reading messages

To read a message:

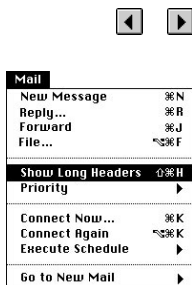
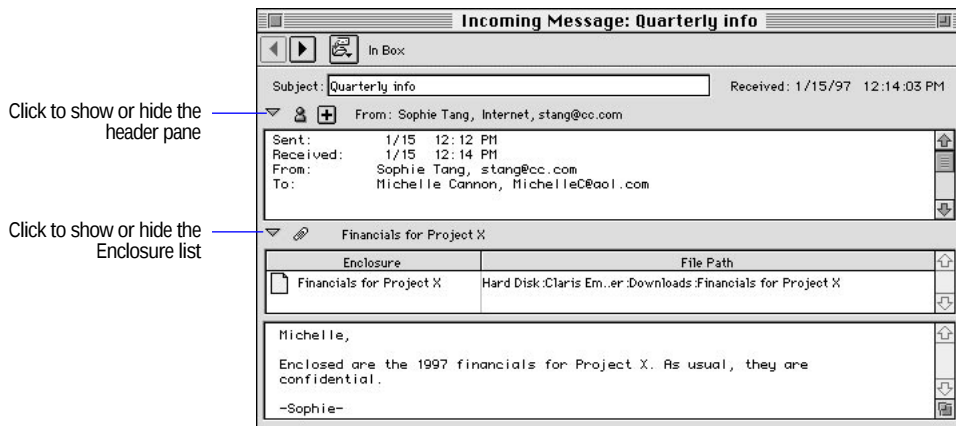
1. In the Browser, select the mail folder that contains the message (by default, the In Box folder).

The message list shows the messages in the selected folder.

Tip For information about quickly selecting a folder that has unread mail, see “When incoming mail arrives” on page 6-1.

2. Double-click the message you want to read.

You see the message window for the current message.



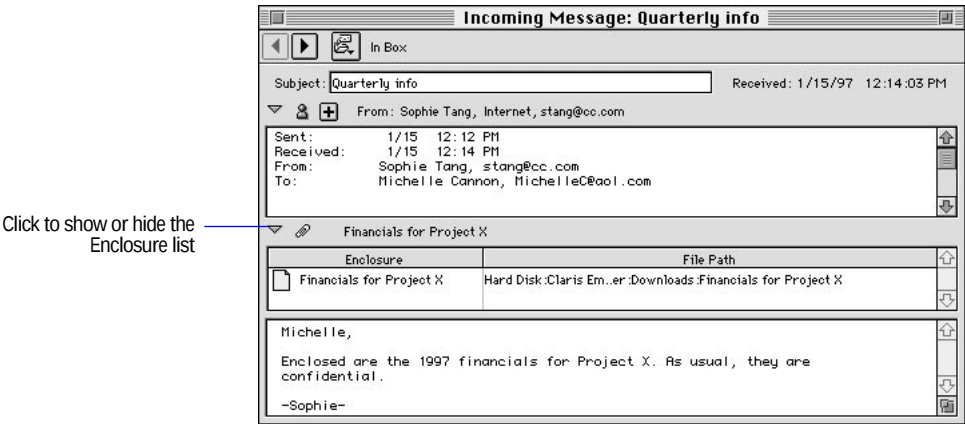
To go to the next or previous message, click the right or left arrow in the upper-left corner of the message window. (Press Option as you click an arrow to delete the current message and go to the next or previous message.)

To see the Internet addressing information, choose Show Long Headers from the Mail menu. The information in the header pane changes to show the full Internet headers for the message. Choose Show Short Headers from the Mail menu to return to the default information shown by Claris EMailer.

Internet Config users You can launch a URL from Claris EMailer by ⌘-clicking it in the text of a message. Internet Config starts the application you have designated for that type of URL.

Working with enclosed files

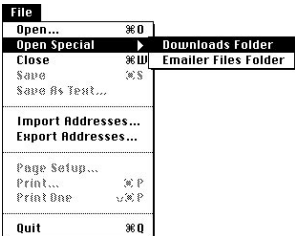
If a message you receive has an enclosure, you see the Enclosure list when you open the message. You can show or hide the Enclosure list at any time by clicking the triangle next to the  icon.



Receiving AppleLink packages You can receive AppleLink packages with Claris EMailer. When you receive an AppleLink package, it appears as a Claris EMailer enclosure.

Where enclosures are stored

At the same time you receive an email message in Claris EMailer, any enclosures are automatically downloaded to (saved in) the Downloads folder in the Claris EMailer Folder. For information about changing the default folder where downloaded enclosures are saved, see “Setting file and folder preferences” on page 10-13.



To open the folder where downloaded enclosures are saved, choose Open Special from the File menu and then choose Downloads Folder. The folder is opened in the Finder.

Note When you delete a message that has an enclosure, the enclosure is not deleted. For information about deleting an enclosure, see “Deleting an enclosure” on page 6-6.

Opening an enclosure in Claris EMailer

To open an enclosure from within Claris EMailer, double-click it in the Enclosure list. Claris EMailer starts the application used to create the enclosure.

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

Moving an enclosure

To move an enclosure from within Claris EMailer, drag the enclosure from the Enclosure area of the message to a location in the Finder.

To move an enclosure in the Finder, drag the enclosure from the folder in which it is located to another location. (By default, enclosures are saved in the Downloads folder in the Claris EMailer folder.)

Tip For instructions on changing the default folder where downloaded enclosures are saved, see “Setting file and folder preferences” on page 10-13.

Deleting an enclosure

When you delete a message that has an enclosure, the enclosure is not deleted.

To delete an enclosure from within Claris EMailer, drag the enclosure from the Enclosure area of the message to the trash in the Finder.

To delete an enclosure from the Finder, drag the enclosure from the folder in which it is located to the trash. (By default, enclosures are located in the Downloads folder in the Claris EMailer folder.)

Note When you delete an enclosure from a message, it is deleted from your hard disk but still appears in the enclosure area of the message.

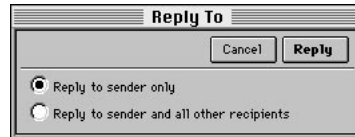
Replying to a message



To reply to a message:

1. Open the message you want to reply to. Or, select the message in a message list.
2. Click the  button in the toolbar or choose Reply from the Mail menu.

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



Tip To bypass the Reply To dialog box, while you're still in the message, press the Option key as you click the  button. If you want to always bypass the Reply To dialog box, see "Setting reply preferences" on page 10-11.

In your reply, you can add and remove recipients as you do for a message you create. For more information, see "Addressing a message" on page 5-3.

Including text from the original message

You can include part of the original message in your reply. This is especially useful if:

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

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

Quoted text	—	>Updated Project Schedule >Enclosed please find the latest project schedule. You'll need to check the >dates against the master project plan for each functional group. If you find >any problems, please report them to the project manager by Wednesday >afternoon.
Your reply	—	Thank you for sending the project schedule. However, I will be on a business trip until Wednesday afternoon. Can we extend the deadline for reporting problems to Thursday morning?

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

Edit	
Undo	⌘Z
Cut	⌘H
Copy	⌘C
Paste	⌘V
Select All	⌘A
Copy Entire Message	⌘⇧C
Copy to Address Book	⌘⇧C
Paste As Quotation	⌘'
New	▶
Edit Item	
Delete Item	⌘D
Find...	⌘F
Find Again	⌘G
Spelling	▶

To	Do this
Use selected text from the original message in a reply	Open the original message, select the text that you want to include in the reply, and then create the reply. For information on creating a reply, see the previous section.
Copy text from a message (or any other text document) and then paste it into another message	Open a message or other document containing text, and copy the text you want to quote. Then position the insertion point in the reply and choose Paste as Quotation from the Edit menu.
Copy the entire message, including details about the sender and subject	Open a message, and then choose Copy Entire Message from the Edit menu. Then position the insertion point in the reply and choose Paste as Quotation from the Edit menu. You can also paste the text into any other document that accepts text.
Always quote the entire text of a message you are replying to	Select Quote all text of the original message by default in the Replies preferences. However, if text in the original message is selected when you create the reply, only the selected text is quoted. By default, the insertion point is placed after the quoted text. You can set a preference to have Claris EMailer place the insertion point before the quoted text. For more information, see “Setting reply preferences” on page 10-11.

Adding an attribution line

You can set a preference to display an attribution line above quoted text. For instance, you could include an attribution line with this format:

On <date>, <sender> (<sender address>) wrote:

In this example, the attribution line in your reply message might be:

On 1/1/97, Jane Smith (jsmith@aol.com) wrote:

For more information about adding an attribution line, see “Setting reply preferences” on page 10-11.

Forwarding a message

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

Any enclosures attached to the original message are automatically attached to the forwarded message. You can add and remove enclosures just as you do for messages you create. For more information about adding and removing enclosures, see “Enclosing files” on page 5-8.

To forward a message:

1. Open the message you want to forward. Or, select the message in a message list.
2. Click the  button in the toolbar or choose Forward from the Mail menu.

A new outgoing message is created, containing the entire text of the original message and any enclosures.

3. Address the message.

You can add recipients just as you do for a message you create. For information about addressing the message, see “Addressing a message” on page 5-3.



Filing an open message

To set where an open message is filed when you close it, click the  button in the upper-left corner of the message window and select a folder from the Select a Folder dialog box. Or, hold down the mouse button on the icon and choose a folder from the pop-up menu of folders that appears.



The name of the folder you have selected appears to the right of the  icon.

For more information, see “Filing messages from a message list” on page 7-8.

Dragging text in an incoming message

You can drag text from the subject or body areas of an incoming message to the desktop or to other messages, by selecting the text and then dragging it.

Searching for text in incoming messages

Edit		
Undo		⌘Z
Cut		⌘H
Copy		⌘C
Paste		⌘V
Select All		⌘A
Copy Entire Message	⌘⇧C	
Copy to Address Book	⌘⇧C	
Paste As Quotation	⌘'	
New		▶
Edit Item		
Delete Message		⌘D
Find...	⌘F	
Find Again	⌘G	
Spelling		▶

You can perform two types of searches in Claris EMailer:

- search for occurrences of specified text within an open message
- search for every message (in a specific folder, or in all folders) that contains the specified text

To perform a search, click the  button in the toolbar or choose Find from the Edit menu. For more information, see “Searching for text or messages” on page 7-11.

Saving a message as text

You can save any message as a text file. The text file can be opened by text editors, word processors, and many other applications.

File		
Open...	⌘O	
Open Special		▶
Close	⌘W	
Save	⌘S	
Save As Text...		
Import Addresses...		
Export Addresses...		
Page Setup...		
Print...	⌘P	
Print One	⌘⇧P	
Quit	⌘Q	

To save a message as a text file, follow these steps:

1. Open the message.
2. Choose Save As Text from the File menu.
You see the save file dialog box.
3. Enter a name and select a location for the document, and click Save.

Receiving mail via Claris OfficeMail

Claris OfficeMail is email server software available for purchase from Claris. This section applies only to Claris OfficeMail users.

Claris OfficeMail receives your mail from other local users and from the Internet (if you have Internet email service). Your mail waits for you on the server until your Claris EMailer application retrieves it.

While Claris EMailer is running, it automatically retrieves and displays your mail from Claris OfficeMail as soon as the server receives mail for you.

Claris EMailer does not retrieve your mail under the following circumstances:

- the Claris EMailer application is not running
- your account information is inaccurate in the Claris OfficeMail Service Entry dialog box (such as an incorrect email name or password)
- you deselected Get mail in the account options for the account (for more information, see “Setting Claris OfficeMail mail handling options” on page 3-12)
- you disabled the connection to Claris OfficeMail by deselecting Connect to this service in the Claris OfficeMail Service Entry dialog box
- the Claris OfficeMail application is not running on the server machine
- your machine is not networked with the server machine

In addition, Claris EMailer does not retrieve your mail *automatically* under the following circumstances (but you can still connect to Claris OfficeMail using Connect Now or a connection schedule):

- the Claris EMailer Notifier file is not in the Claris EMailer Files folder
- the Claris OfficeMail server is started after you start the Claris EMailer application on your computer. You must restart your computer in order to retrieve mail automatically.
- you are using a TCP/IP connection—rather than an AppleTalk connection—to the server

When Claris EMailer cannot retrieve your mail for one of the reasons described above, the mail waits for you on the server machine. The next time you successfully connect, Claris EMailer retrieves all the mail that is waiting for you.

For information about setting mail notification options for your Claris OfficeMail accounts, see “Setting Claris OfficeMail mail handling options” on page 3-12.

What is my Claris OfficeMail email address?

This section applies only to Claris OfficeMail users.

Anyone in your office who is also using Claris OfficeMail can send you email by typing your email name in the Recipient area of an outgoing message. Claris EMailer automatically fills in your email address.

If you are using ClarisLink

If your office is using ClarisLink to connect to the Internet, your Claris OfficeMail administrator chooses the domain name that is used in the Internet part of your email address. Your email address has one of the following formats, where *company* is your company's domain name:

YourEmailName@company.clrs.com

or

YourEmailName@company.com

Important Ask your server administrator for your Internet email address.

This email address can be used by people outside your local network who have access to the Internet and want to send you email.

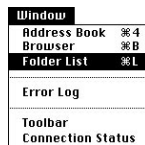
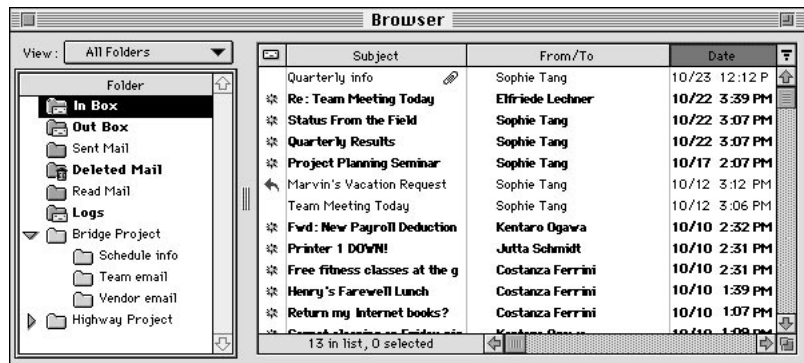
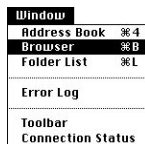
Chapter 7: Working with folders and message lists

Message lists appear in the Browser, in folder windows, in search results, and in auto-file logs. This chapter provides information about setting up folders and subfolders; filing, prioritizing, printing, and deleting messages; and searching for text within messages.

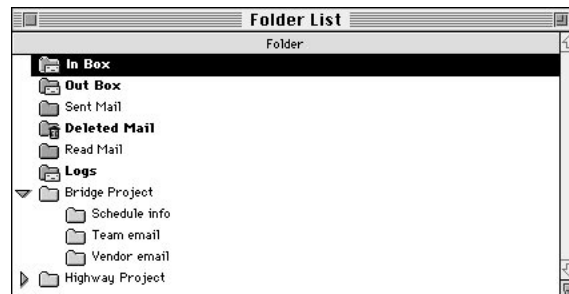
Working with folders

Incoming and outgoing messages are stored in folders. A folder can contain both incoming and outgoing mail.

You can view a list of folders by choosing Browser or Folder List from the Window menu. The Browser displays folders and messages.



The Folder List window displays only folders.



Icons on the folders tell you information about the contents of the folders.

This icon	Indicates
	There are unread or unsent messages in the folder.
	There are unread or unsent messages in the Deleted Mail folder. All messages in the folder will be permanently deleted on a schedule set up in the Preferences dialog box (see “Setting file and folder preferences” on page 10-13).
	The folder contains subfolders. You can view the list of subfolders by clicking the triangle.

Special properties of the default folders

There are six default folders that come with Claris EMailer. These folders have some special properties.

Folder name	Special properties
All default folders	Default folders always appear at the top of the Folder list and are a darker color than folders you add. Default folders cannot be deleted or have subfolders.
In Box	By default, new incoming mail is filed in this folder.
Out Box	By default, unsent outgoing mail is filed in this folder. When an outgoing message is sent from this folder, it is automatically re-filed in the Sent Mail folder by default.
Sent Mail	When an outgoing message is sent from the Out Box folder, it is automatically re-filed in this folder by default. This folder is emptied on a schedule defined in the Preferences dialog box.
Deleted Mail	All deleted messages are filed in this folder. This folder is emptied on a schedule defined in the Preferences dialog box.
Read Mail	You can set a preference to file incoming mail that you have read into this folder. This folder is emptied on a schedule defined in the Preferences dialog box.
Logs	New incoming connection logs and auto-file logs are filed in this folder by default.

Setting up folders and subfolders

You can add, rename, mark, and delete folders, and create subfolders within folders.

You can add as many folders as you want. Give each folder a meaningful name, such as Project Status. You can delete only folders you’ve added. (You cannot delete the default folders.)

A *marked* folder is a folder that appears in the Folder pop-up menu—which appears when you click the  icon in the toolbar or in a message window—and in the Marked Folders view of the Folder list in the Browser window. By default, all folders are marked.

A *subfolder* is a folder stored inside another folder. For example, the Project X folder might contain the subfolders Customers, Project Info, and Meetings. Subfolders have all the same properties as folders and can contain subfolders. You can have as many subfolders as you want. However, you cannot add subfolders to the six default folders.



To	Do this
Add a folder	Choose New Folder from the Folder menu. Then type a name for the folder and click OK.
Add a subfolder	Select a folder and choose New Subfolder from the Folder menu. Then type a name for the subfolder and click OK. You cannot add subfolders to the default folders.
Rename a folder	Select the folder and choose Edit Folder from the Folder menu. Rename the folder and click OK.
Mark or unmark a folder	Select the folder and choose Edit Folder from the Folder menu. Select or deselect Appears in Folder pop-up menu and click OK.
Delete a folder	Select the folder and choose Delete Folder from the Folder menu. You cannot delete a default folder.

Selecting which folders appear in the Browser

You can decide which folders appear in the Folder list in the Browser. By default, all folders appear.



To view only folders you have marked, choose Marked Folders from the View pop-up menu above the Folder list in the Browser window.

Note When you view only marked folders, the folders you have added appear in alphabetical order, with no folder hierarchy.

To view all folders, choose All Folders from the View pop-up menu.

For information about marking folders, see the previous section, “Setting up folders and subfolders.”

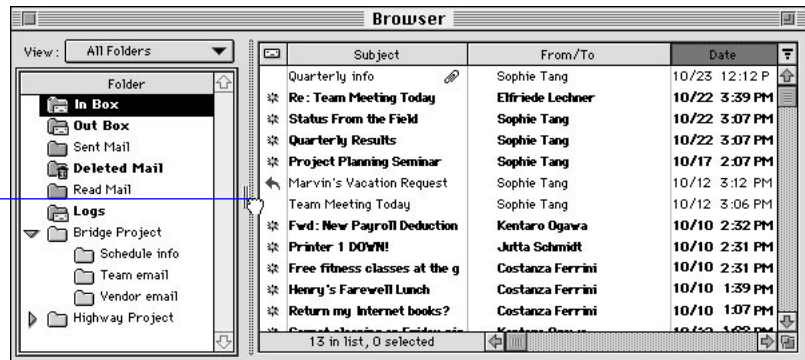
Resizing the Folder list area in the Browser

You can make the Folder list in the Browser narrower or wider.

To resize the Folder list:

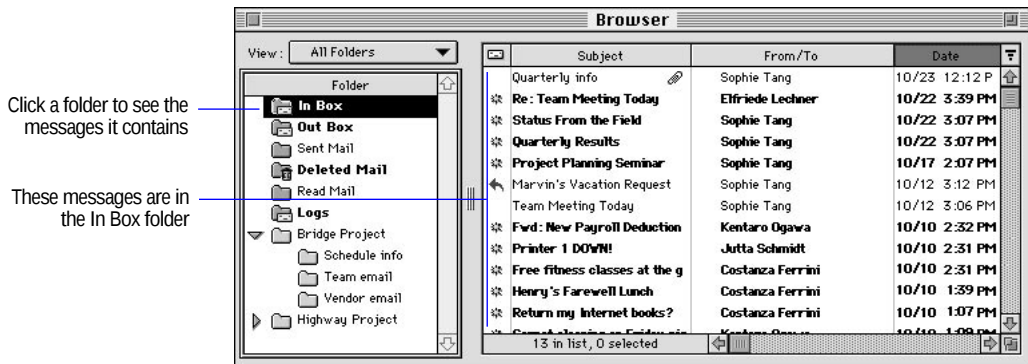
1. Position the pointer over the  between the Folder list and the Message list.
2. When the pointer changes to a , drag it left or right until the Folder list is the size you want.

Click and drag here to
resize the Folder list



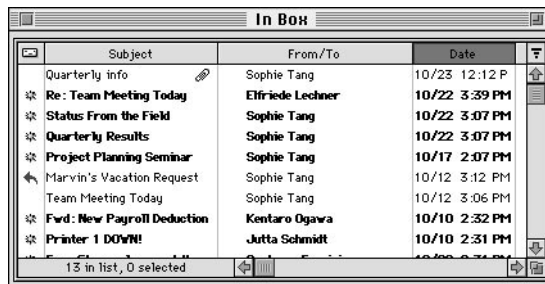
Viewing the contents of folders

To view the contents of a folder in the Browser, click the folder name in the Folder list in the Browser.



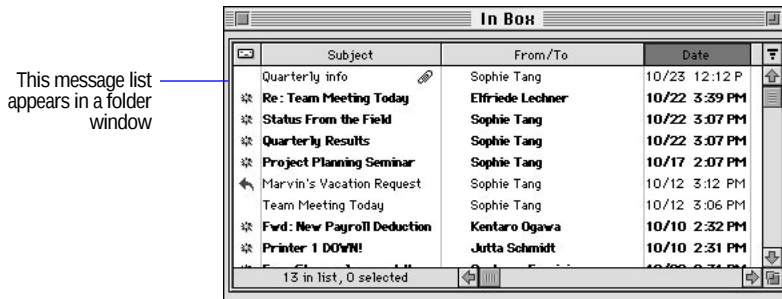
To view the contents of a folder in a separate window, double-click the folder name, or select the folder and press Enter.

You see a new window containing all the messages in the folder. You can work with the list of messages in this window just like you do in the message list in the Browser.



Working with messages in message lists

Message lists appear in the Browser, in folder windows, in search results, and in auto-file logs.



The icons in the  column in the message list show the status of each message.

This icon Shows that the message

Incoming		Is an unread incoming message. The text describing the message appears in bold in the message list.
		Is an incoming message that you have replied to
		Has been partially downloaded and is incomplete
		Is partially downloaded, and you have designated it to be fully retrieved at the next connection
		Is partially downloaded, and you have designated it to be deleted from the server at the next connection
		Is an auto-file log describing one or more messages that were filed by mail actions. Auto-file logs are stored in the Logs folder by default.
Outgoing		Will be sent at the next connection
		Has been saved as a draft and will not be sent until you open the message and click Queue Message or Send Now
Both		Is an outgoing message with an addressing error OR Is an unread connection log. Connection logs are stored in the Logs folder by default.

The following indicators also give you information about your messages:

- Incoming messages that have been read (but not replied to) and outgoing messages that have been successfully sent do not have icons in the  column.
- Messages that contain one or more enclosures have the  icon in the Subject column.
- Outgoing messages have the word **To:** in the From/To column.

Selecting messages

You can select messages in any message list to work with them.

To select	Do this
A message	Click anywhere on the message row.
More than one message	Shift-click the messages you want to select. To deselect a message, or to select noncontiguous messages,  -click the messages.
The message above or below the currently selected message	Press the Up or Down Arrow key.
Every message in the current folder	Choose Select All from the Edit menu.

Sorting messages

You can sort messages in any message list by message status, subject, sender/recipient, date, priority, or account.

To sort a message list, click a column heading. The pointer changes to a  when you move it over the column heading.

To change the sort order, click the sort button in the upper right area of the message list. Display  for an ascending sort or  for a descending sort.

Resizing columns in a message list

You can resize the columns in any message list.

To resize a column:

1. Position the pointer over the vertical line between two column headings.

2. When the pointer changes to a , press the mouse button and drag left or right until the column is the size you want.

Filing messages from a message list

Filing messages in folders helps you organize your email. A folder can contain both incoming and outgoing messages.

By default, incoming messages are filed in the In Box folder, unsent outgoing messages are filed in the Out Box folder, and outgoing messages that have been successfully sent from the Out Box folder are filed in the Sent Mail folder.

You can move any message to any folder.

Note This section explains how to file a message from a message list. You can also file an open incoming or outgoing message from within the message window. For more information, see “Filing an open message” on page 6-9.

To move messages from a message list to any folder:

1. Select the messages.
2. Drag the selected messages from the message list to a folder in the Folder list or to an open folder window.

To move messages from a message list to a marked folder:

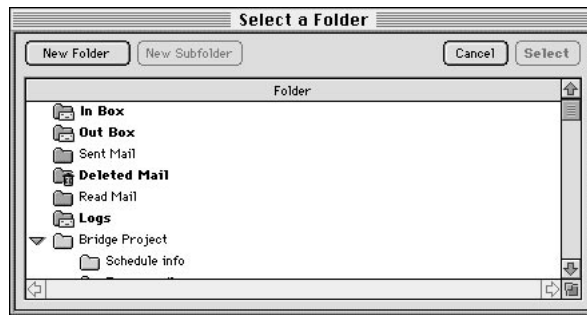
1. Select the messages.
2. Hold down the mouse button over the  button in the toolbar.
3. Choose the folder name from the pop-up menu that appears.

For more information about marked folders, see “Setting up folders and subfolders” on page 7-3.

To use the Select a Folder dialog box to file messages:

1. Select the messages.
2. Click the  button in the toolbar.

You see the Select a Folder dialog box.



3. Select or create a folder to file the messages in.
 - To select an existing folder, click its name in the folder list.
 - To create a new folder to file the messages in, click New Folder. You see the New Folder dialog box. Name the folder and click OK.
 - To create a new subfolder to file the messages in, select a folder and click New Subfolder. You see the New Subfolder dialog box. Name the folder and click OK.
4. Click Select to close the Select a Folder dialog box and file the messages.

Labeling messages with priorities

Assigning priorities to your mail helps you identify the importance of a message. You can sort messages with a higher priority so they appear at the top of their folder. You can also show these messages in a different color.

You set the color and label for priorities in the Preferences dialog box. For more information, see “Setting priority preferences” on page 10-14.

All incoming messages are Priority 1 by default.

To assign a priority to a message:

1. Select the message in a message list.
2. Choose Priority from the Mail menu and then choose a priority level from the submenu.

Tip You can also assign priorities to incoming mail using mail actions. With mail actions, Claris EMailer sets the priority of incoming messages for you, based on criteria you set. For instance, you could have Claris EMailer make all mail from your supervisor Priority 2 and messages from mailing lists Priority 20. For more information, see chapter 9, “Using mail actions.”

Printing messages



You can print any message. You can print the frontmost open message, or you can print one or more messages selected in a message list.

To change the page setup before you print:

1. Choose Page Setup from the File menu.
2. Select your options and click OK.

For information about creating a default page setup, see “Setting defaults preferences” on page 10-9.

To print messages:

1. Select the messages you want to print.
 - If a message window is open and is the frontmost window, it is the selected message.
 - To print one or more messages from a message list, select the messages in the list.
2. Click the  button in the toolbar, or choose Print from the File menu.
3. In the Print dialog box, select the options you want, and click Print.



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

Deleting messages

By default, when you delete a message it is moved to the Deleted Mail folder. If you later find that you deleted the message by mistake, you can move it back to another folder.

Important When you delete a message from the Deleted Mail folder, it is permanently deleted from your hard drive. The Deleted Mail folder is emptied automatically on a schedule you set in the Preferences dialog box. For more information, see “Setting file and folder preferences” on page 10-13.

Note When you delete a message that has an enclosure, the enclosure is not deleted. For information about deleting an enclosure, see “Deleting an enclosure” on page 6-6.

To delete an open message, click the  button in the toolbar.

To delete selected messages, select the messages in the message list and then press the Delete key or click the  button in the toolbar.

To delete all messages in a folder:

1. Select the folder in the Browser.
2. Click anywhere in the message list.
3. Choose **Select All** from the Edit menu.
4. Press the Delete key or click the  button in the toolbar.

Searching for text or messages

Edit	
Undo	⌘Z
Cut	⌘H
Copy	⌘C
Paste	⌘V
Select All	⌘A
Copy Entire Message	⌘⇧C
Copy to Address Book	⌘⇧C
Paste As Quotation	⌘'
New	▶
Edit Item	
Delete Message	⌘D
Find...	⌘F
Find Again	⌘G
Spelling	▶

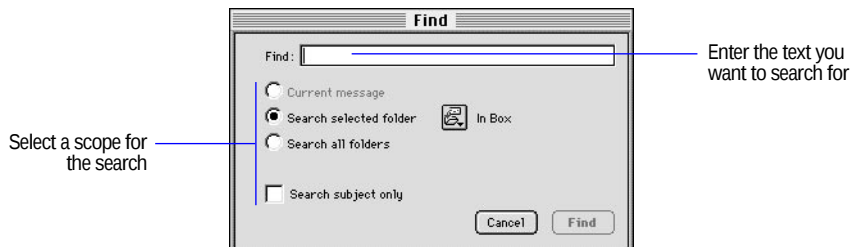
You can perform two types of searches in Claris E-mailer:

- search for occurrences of specified text within an open message
- search for every message (in a specific folder, or in all folders) that contains the specified text

To perform a search:

1. Click the  button in the toolbar or choose Find from the Edit menu.

You see the Find dialog box.



Edit		
Undo		⌘Z
Cut		⌘H
Copy		⌘C
Paste		⌘V
Select All		⌘A
Copy Entire Message	⌘⇧C	
Copy to Address Book	⌘⇧C	
Paste As Quotation	⌘⇧V	
New		▶
Edit Item		
Delete Item		⌘D
Find...		⌘F
Find Again		⌘G
Spelling		▶

2. In the Find text box, type the text you want to search for.
3. Select one of the options to define the scope of the search.

If you were in an open message, the Find dialog box defaults to searching in the current message.

If the Browser was the frontmost window, the Find dialog box defaults to searching in the currently selected folder.

4. Optionally, select Search subject only to look for the specified text only in the message subject.
5. Click Find to begin the search.

If you are searching within an open message, Claris EMailer highlights the first occurrence of the specified text. To find the next occurrence, choose Find Again from the Edit menu. Claris EMailer beeps if there are no more occurrences in the message.

If you are searching for messages that contain the specified text, Claris EMailer presents a message list window containing the messages that met your criteria. You can open, delete, print, prioritize, or file messages from this window.

To bypass the Find dialog box when searching for text within a message:

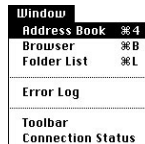
1. Select the text you want to search for.
2. Press ⌘-E to enter the selected text as the search criteria.
The Find dialog box does not appear.
3. Press ⌘-G or choose Find Again from the Edit menu to find each occurrence of the text.

Chapter 8: Using the Address Book

Use the Address Book to store addresses. The Address Book can contain both individual and group addresses. You can import addresses from other applications or text files and export addresses to tab-delimited text files.

After you add addresses to the Address Book, you can use them to address outgoing messages. For more information, see “Addressing a message” on page 5-3.

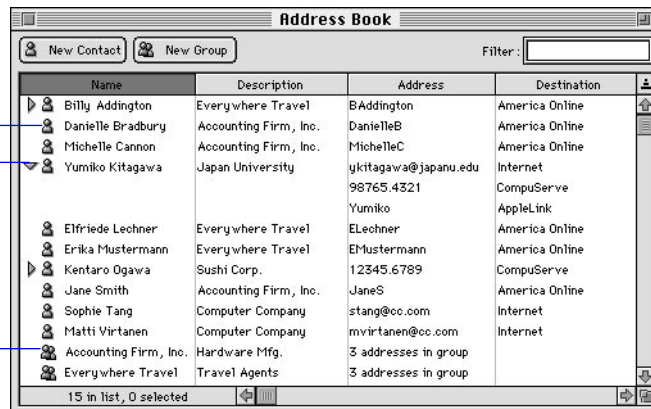
To open the Address Book window, click the  button in the toolbar or choose Address Book from the Window menu. You see the Address Book window.



Individual address (contact)

Individual with more than one email address (click the triangle to show or hide additional addresses)

Group address



Claris OfficeMail users If you are using Claris EMailer with Claris OfficeMail on an AppleTalk network, your Address Book is automatically updated to include the names and addresses of everyone on your OfficeMail server. However, if you are using a TCP/IP connection to connect to the OfficeMail server, the Address Book is not automatically updated.

Adding addresses to the Address Book

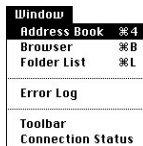
There are many ways to add addresses to the Address Book. You can type them manually, add them from incoming or outgoing messages, drag them from text areas, or import them from other files.

You enter addresses differently depending on the contact's destination. To avoid making errors in addresses, follow these guidelines:

If this is your destination	Enter this for the contact's address	Example
Internet	The full Internet address	BAddington@sushicorp.com
Any other destination	The contact's account name (to the left of the @ sign) only	BAddington

Important Make sure that you choose the appropriate destination from the destinations list. For more information, see “Speeding address entry using destinations” on page 2-13 and “Customizing the destinations list” on page 10-1.

Adding addresses manually



To add an address to the Address Book manually:

1. Click the  button in the toolbar or choose Address Book from the Window menu.

You see the Address Book window.

2. Click New Contact.

You see the Contact Entry dialog box.

Type the contact's first and last names

 A screenshot of the 'Contact Entry' dialog box. It has a title bar 'Contact Entry:' and 'Cancel' and 'Save' buttons. There are three text input fields: 'First name:', 'Last name:', and 'Description:'. Below these is a table with two columns: 'Address' and 'Destination'. The 'Address' column has a right-pointing arrow icon, and the 'Destination' column has a right-pointing arrow icon and a trash can icon. There are also plus and minus icons on the right side of the table.

The description can be a company name, a category (such as *Friend* or *Family*), or anything else you want

3. Enter a name and description for the contact.
4. In the Address column, type the email address.

You do not have to type the @ sign or anything after it, unless you choose Internet for the destination (see below).



5. In the Destination column, type the name of the contact's destination.

Destinations are shortcuts for entering the information after the @ sign in an email address. For example, type **America Online** if the contact's address ends in @aol.com. For more information, see "Speeding address entry using destinations" on page 2-13.

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

If the contact's destination does not appear in the Destination pop-up menu, choose **Internet** for the destination and type the entire Internet address in the Address column. For more information about creating your own destinations, see "Customizing the destinations list" on page 10-1.

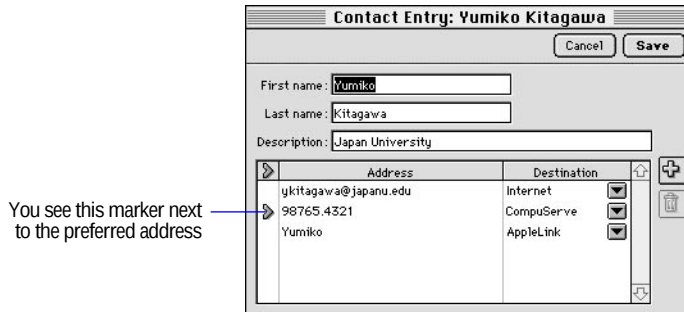
6. If the contact has more than one email address, click the  icon to add another address line, and then repeat steps 4 and 5.

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

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

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

Claris EMailer uses the preferred address by default when addressing a message.



8. Click Save.

Adding the sender's address from an incoming message

To add the address of the sender of an incoming message to your Address Book:

1. Open the message containing the address you want to add.
2. Click the  button to the left of the sender's name.

Click here to add the sender to your Address Book



The Contact Entry dialog box appears.

3. In the dialog box, edit the name and add a description, if necessary.
4. Click Save.

Adding an address from a text area

There are two ways to quickly add an address that appears in a text area to the Address Book:

Method	Advantages
Choose Copy to Address Book from the Edit menu	The Address Book does not have to be open.
Drag the address to the Address Book using Macintosh drag and drop	This method works with text in other applications that support drag and drop and in text clippings.

Quickly copying an address to the Address Book

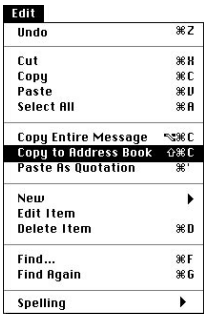
You can copy an address that appears in the header area of an incoming message or in the message body of an incoming or outgoing message.

To copy an address to the Address Book:

1. Select the text of the address.

To see a list of the address formats that Claris EMailer recognizes, look up “address formats” in the Claris EMailer Help system.
2. Choose Copy to Address Book from the Edit menu.

The Contact Entry dialog box appears.
3. In the dialog box, edit the name and add a description, if necessary.
4. Click Save.

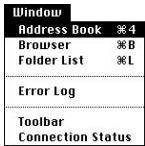


Dragging an address to the Address Book

Follow these steps to drag an address from a text area or a text clipping to the Address Book. For more information about drag and drop, see “Working with Macintosh drag and drop” on page 2-17.

To see a list of the address formats that Claris EMailer recognizes, look up “address formats” in the Claris EMailer Help system.

1. Click the  button in the toolbar or choose Address Book from the Window menu.
2. Arrange the windows so that you can see both the Address Book and the address you want to add.



3. Select the desired address.

- If you are dragging an address from a text area, select the address text.
- If you are dragging an address from a text clipping, select the text clipping icon on the desktop.

**4. Drag the selected address to the Address Book.**

As you drag the address into the Address Book, you see a border around the list area.

- If you dragged a single address, you see the New Contact dialog box when you release the mouse button.
- If you dragged multiple addresses, they are added as a group and you see the Group Entry dialog box when you release the mouse button.

5. In the dialog box, edit the name and add a description, if necessary.**6. Click Save.**

Importing addresses

You can import addresses into your Claris EMailer Address Book from another email program or from a tab-delimited text file.

Importing addresses from another email program

If you have addresses in one of the following email programs, you can import them directly into Claris EMailer.

Email program	Address book filename	Location
America Online 2.7 or earlier	Address Book	Online Tools folder in AOL folder
CompuServe Information Manager	CompuServe Addresses	CompuServe folder in System Preferences folder
CompuServe Navigator	CompuServe Addresses	Navigator folder
Eudora	Eudora Nicknames	Eudora Folder in System Folder
eWorld	Address Book	Online Tools folder in eWorld folder

Note For information about importing America Online 3.x address books, see the Important Information file in the Claris EMailer Folder.



To import addresses from another email program:

1. In Claris E-mailer, choose Import Addresses from the File menu.
2. In the dialog box that appears, find the file you want to import.
3. Click Open.

Importing addresses from a text file

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

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

Billy♦	Addington♦	Everywhere Travel♦	BAddington@aol.com↓	
Danielle♦	Bradbury♦	Accounting Firm, Inc. ♦	23456,7890@compuserve.com↓	
Michelle♦	Cannon♦	Accounting Firm, Inc. ♦	MichelleC@aol.com♦	MichelleC@aol.com↓
Yumiko♦	Kitagawa♦	Japan University♦	ykitagawa@japanu.edu↓	
Kentaro♦	Ogawa♦	SushiCorp.♦	KOgawa@aol.com♦	12345,6789@compuserve.com↓
First name	Last name	Company name	Address 1	Address 2

Note If your text file includes full Internet addresses, Claris E-mailer automatically chooses the correct destination for those addresses. For example, Claris E-mailer chooses America Online as the destination for the address *DanielleB@aol.com*. If the destination for an imported address isn't in the Destinations list, Claris E-mailer chooses Internet as the destination. (For more information, see "Customizing the destinations list" on page 10-1.)

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

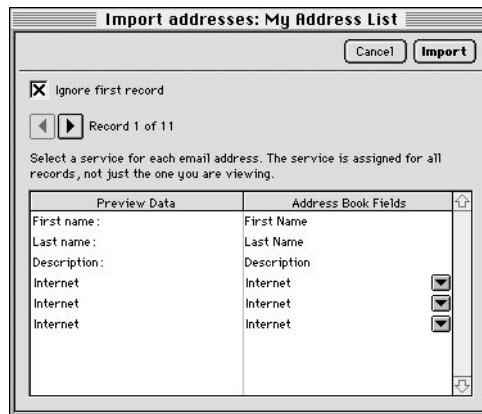
Heading	First Name♦	Last Name♦	Company♦	America Online♦	CompuServe↓
Addresses	Billy♦	Addington♦	Everywhere Travel♦	BAddington♦	↓
	Danielle♦	Bradbury♦	Accounting Firm, Inc. ♦		23456,7890↓
	Michelle♦	Cannon♦	Accounting Firm, Inc. ♦	MichelleC♦	↓
	Yumiko♦	Kitagawa♦	Japan University♦	♦	98765,4321↓
	Kentaro♦	Ogawa♦	SushiCorp.♦	KOgawa♦	12345,6789↓

Note Be sure to keep data under the correct column heading. If there's no data in a certain field, add a tab character for that field.

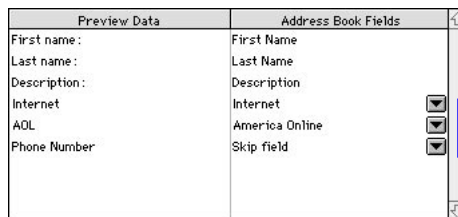


Follow these steps to import addresses from a text file:

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



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



Service pop-up menus

Choose

To

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

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

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

6. Click Import.

Creating groups

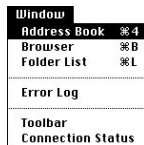
You can consolidate several contact addresses into a group. When you send a message to a group, every contact in the group receives the message.

Note Addresses you add to a group are not linked to individual addresses in your Address Book. If you edit individual addresses, they do not change the addresses in any group. To edit addresses in a group, you must double-click the group to open the Group Entry dialog box and make the changes there.

To create a group:

1. Click the  button in the toolbar or choose Address Book from the Window menu.
2. If there are individual addresses in the Address Book that you want to add to the group, select them now.

For information about selecting addresses, see “Selecting entries in the Address Book” on page 8-14.



3. Click New Group.

You see the Group Entry dialog box. Any individuals that were selected when you clicked New Group are automatically added to the group.

4. Enter a group name and description.

5. Follow the instructions in the next section for adding addresses to a group.

6. Click Save.

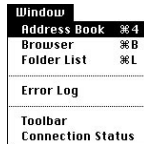
For more information about	See this section
Adding addresses to the group you created	"Adding addresses to a group" on page 8-11
Removing an address from a group	"Removing entries from a group" on page 8-13
Sorting the addresses in a group	"Sorting addresses in a group" on page 8-13
Deleting a group	"Deleting an entry from the Address Book" on page 8-15

Adding addresses to a group

After you have created a group, you can add addresses to it in the Group Entry dialog box by typing them manually or by dragging them to the dialog box using Macintosh drag and drop. You can drag addresses from the Address Book or from any text area.

Adding group addresses manually

To type addresses directly into the Group Entry dialog box:



1. Click the  button in the toolbar or choose Address Book from the Window menu.
2. Click New Group or double-click the group to which you want to add addresses.
3. Click the  icon in the Group Entry dialog box.
4. Type the first and last names of a contact in the Contact Name column.
5. Type the contact's email address in the Address column.
6. Type the name of the contact's destination in the Destination column.

Destinations are shortcuts for entering the information after the @ sign in an email address. For example, type **America Online** if the contact's address ends in **@aol.com**. For more information, see "Speeding address entry using destinations" on page 2-13.

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

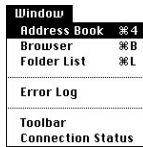
If the contact's destination does not appear in the Destination pop-up menu, choose **Internet** for the destination and type the entire Internet address in the Address field. For more information about creating your own destinations, see "Customizing the destinations list" on page 10-1.

7. To enter addresses for additional contacts, repeat steps 3 through 6.

Dragging addresses to a group

You can drag addresses to a group from a text area, a text clipping, or the Address Book. For more information about drag and drop, see “Working with Macintosh drag and drop” on page 2-17.

To see a list of the address formats that Claris EMailer recognizes, look up “address formats” in the Claris EMailer Help system.



To drag an address to a group:

1. Click the  button in the toolbar or choose Address Book from the Window menu.
2. Click New Group or double-click the group to which you want to add addresses.
3. Arrange the windows so that you can see both the Group Entry dialog box and the addresses you want to add to the group.
4. Select the desired addresses.
 - If you are dragging addresses from a text area, select the address text.
 - If you are dragging addresses from a text clipping, select the text clipping icon on the desktop.
 - If you are dragging addresses from the Address Book, select the desired contacts. Shift-click to select more than one contact. To deselect a contact, or to select noncontiguous contacts, ⌘-click the contacts.
5. Drag the selected addresses to the Group Entry dialog box.

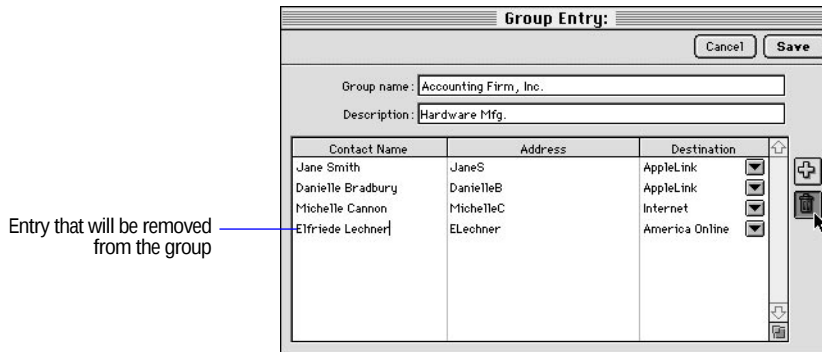


As you drag the addresses into the Group Entry dialog box, you see a border around the address area. When you release the mouse, the contacts are added to the group.

Removing entries from a group

To remove an entry from a group:

1. Open the Group Entry dialog box by double-clicking the group's name in the Address Book.
2. Click anywhere in the address line of the entry you want to remove.
3. Click the  icon in the dialog box.



Note If a person in a group also has an individual address in the Address Book, removing the address from the group does not delete the individual address from the Address Book.

Sorting addresses in a group

You can sort the entries in a group by name, address, or destination.

To sort the entries in a group, click the column heading of the column you want to sort on. The pointer changes to a  when you move it over the column heading.

Important If you subsequently add a new member to the group, the new member is added to the bottom of the list. You can then sort the group again, if you want to.

Selecting entries in the Address Book

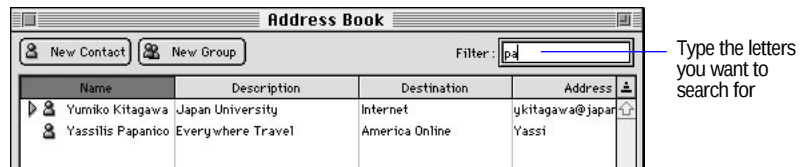
You can select addresses in the Address Book to add them to a group or use them to address messages. (For more information, see “Adding addresses to a group” on page 8-11 and “Addressing a message” on page 5-3.)

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

Yumiko Kitagawa	Japan University	ykitagawa@japanu.edu	Internet
		98765.4321	CompuServe
		Yumiko	AppleLink

To narrow down the number of addresses that appear in the Address Book, type a few letters in the Filter text box. To display all the addresses again, delete the letters from the Filter text box.

You can type lowercase or uppercase letters. Claris EMailer finds all the contacts that contain the specified letters in the Name and Description fields. For example, typing pa finds “Japan University” and “Yassilis Papanico.”



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

Sorting entries in the Address Book

You can sort the entries in the Address Book by name or description.

To sort the entries, click the column heading of the column you want to sort on. The pointer changes to a  when you move it over the column heading.

To change the sort order, click the sort button in the upper right area of the message list. Display  for an ascending sort or  for a descending sort.

Deleting an entry from the Address Book

Important You cannot undo this action.

To delete an address or group permanently from the Address Book:

1. Click the  button in the toolbar or choose Address Book from the Window menu.
2. Select the address or group that you want to delete.
3. Click the  button in the toolbar or press the Delete key.

Claris EMailer asks you to confirm the deletion.

Tip Press Option when deleting to bypass the confirmation dialog box and delete the address. If you want to always bypass the confirmation dialog box, see “Setting defaults preferences” on page 10-9.

Exporting addresses

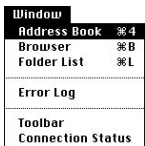
After you have entered addresses in your Address Book, you can reuse the information in other applications by *exporting* the addresses. This section discusses ways to export addresses from Claris EMailer.

Exporting all the contacts from your Address Book

To export the addresses from your Address Book to a tab-delimited text file:

1. Choose Export Addresses from the File menu.
2. Type a name and choose a location for the export file.
3. Click Save.

Important Groups (and the contacts they contain) are not exported.



Converting addresses in your Address Book to URLs

When you drag entries from the Address Book to the body of an outgoing message, to another application that supports drag and drop, or to the desktop, the addresses become *URLs* (Uniform Resource Locators).

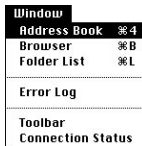
The URLs appear in the following format:

<mailto: "Jane Smith" jsmith@aol.com>

If you drag entries from the Address Book to the desktop, the URLs are contained in text clippings. Later, you can drag a text clipping to an outgoing message or back to the Address Book, or send the text clipping as an enclosure in a message. For more information about text clippings, see “Working with Macintosh drag and drop” on page 2-17.

To convert addresses in the Address Book to URLs:

1. Click the  button in the toolbar or choose Address Book from the Window menu.
2. Select one or more addresses from the Address Book.
Shift-click to select more than one Address Book entry. To deselect an entry, or to select noncontiguous entries, ⌘-click the contacts.
3. Drag the addresses to the desired location.



If you drag	You create
One or more contacts to the desktop	Individual text clippings containing URLs for each address
A group to the desktop	A single text clipping containing URLs for every address in the group
Addresses to the body of an outgoing message	A list of individual URLs
A group to the body of an outgoing message	A list of individual URLs

Chapter 9: Using mail actions

Mail actions let you organize and manage your incoming mail. When you receive a message, you can automatically prioritize it, file it in a folder, send a reply, forward the message, or perform many other actions using AppleScript.

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

- label messages with priorities
- file incoming messages from certain people or groups in specific folders
- automatically send a reply message, such as when you are on vacation
- automatically forward messages from all of your accounts to a single account to use, for example, when you travel

Mail actions are applied after all messages are downloaded during a connection.

Creating mail actions

Mail actions compare each incoming message with criteria that you specify. If the message meets your criteria, the actions you select occur. For example, you could create a mail action to test if the subject of a message contains *Project X*. If it does, then the mail action could automatically file the message in the Project X folder. It could also send an automatic reply saying that you received the message.

You can create several different mail actions and enable and disable them as needed.

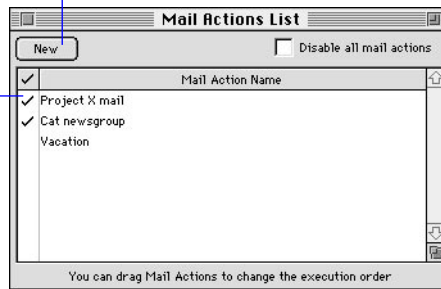


To create a mail action:

1. Choose Mail Actions from the Setup menu.

You see the Mail Actions List window.

Click to place a checkmark next to the mail actions you want to enable



Click to create a new mail action

Note If you have not created or deleted any mail actions yet, the Mail Actions List window contains only the Vacation mail action.

2. Click New.

You see the Mail Action Entry dialog box.

Name the mail action

Define criteria for incoming messages

Define actions that will be performed if the criteria are met

Enable or disable the mail action



3. Type a name for the mail action.

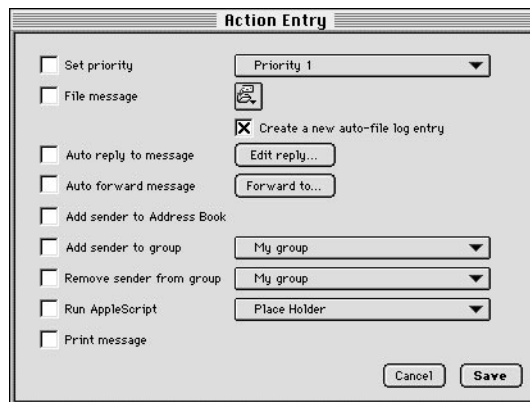
It's a good idea to give the mail action a name that makes it easily recognizable. For example, an action named *Project X* might file all project-related mail in a special folder.

4. Set the criteria for the mail action by making appropriate selections from the pop-up menus and typing text into the text box.

For more information about setting criteria, see the next section, “Setting mail action criteria.”

5. Click Define Actions to specify the actions to be performed on incoming messages that meet your criteria.

You see the Action Entry dialog box.



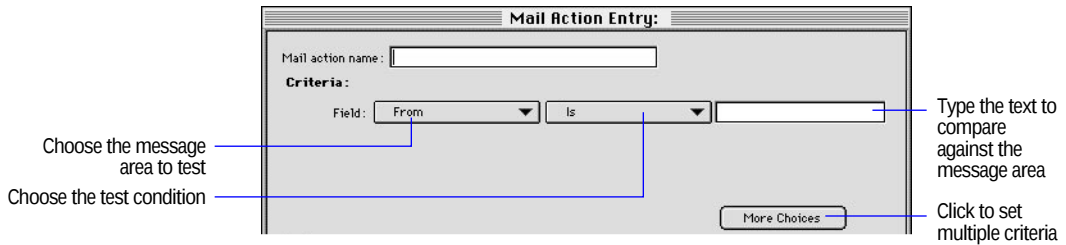
6. Specify the actions you want to occur when the message meets the criteria you set in step 4, and then click Save.

For more information about setting actions, see “Setting actions for criteria-met mail” on page 9-8.

7. Click Save.

Setting mail action criteria

A mail action tests each incoming message using the criteria you select. You can apply the criteria to different areas of a message. For example, you can test for the sender's address or for words in the message itself. You can use multiple criteria for one mail action.



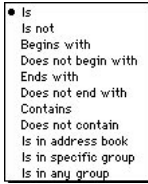
To set the mail action criteria:

1. In the Mail Action Entry dialog box, choose the part of the message you want to test from the leftmost pop-up menu.

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

- From
- To
- CC
- Reply-to
- Any recipient
- Subject
- Message body
- Internet header
- Mail account
- Mail service
- All mail

Choose	To test
From	The address of the message sender
To	The addresses of the recipients
CC	The addresses of the carbon copied (CC) recipients
Reply-to	The addresses in the reply-to field. Reply-to fields are primarily used in messages sent from an Internet account.
Any recipient	The address of any recipient (To or CC)
Subject	The subject of the message
Message body	The text of the message
Internet header	The contents of a particular Internet header. Specify the header in the Header text box that appears.
Mail account	The account that you used to receive the mail
Mail service	The email service through which you received the mail
All mail	All incoming messages



2. Choose the test condition from the rightmost pop-up menu.

Choose	If the text
Is	Must match the specified text exactly
Is not	Must not match the specified text exactly
Begins with	Begins with the text you enter
Does not begin with	Does not begin with the text you enter
Ends with	Ends with the text you enter
Does not end with	Does not end with the text you enter
Contains	Contains the text you enter
Does not contain	Does not contain the text you enter
Is in address book	Is in the Address Book. The address can be for an individual or a member of a group. This test can be applied only to address fields.
Is in specific group	Is in a specific group. Use the pop-up menu to choose the name of the group. This test can be applied only to address fields.
Is in any group	Is in any group. This test can be applied only to address fields.

Note You cannot apply every test to all areas of a message. For example, you cannot test whether the subject of a message is in the Address Book, and you cannot test the contents of the BCC field.

3. In the text box, type the text that you want Claris EMailer to look for.

Important Consider what text you use, as Claris EMailer is not case-sensitive. For example, *Sam* tests true for *Sam* and *sam*. If you are testing for a certain address, you should use a complete email address to be most accurate.

4. If you want to create a more complex comparison, click **More Choices**.

You see the Criteria area for multiple criteria. For more information see the next section, “Using multiple criteria.”

5. Click **Save** to save the criteria.

Using multiple criteria

If a single test is not enough to identify the message accurately, you can create additional tests by clicking **More Choices** in the Mail Action Entry dialog box. For example, when you receive email containing *Sam* in the sender's address, you could apply a second test to look for *Project X* in the subject line. If both tests are true, then you could set a high priority to the message and file it in a special folder.

When you use multiple criteria, you can decide what to do if the test is true (the incoming message matches the criteria) *and* what to do if the test is false (the incoming message does not match the criteria).

You can have up to 20 test criteria in one mail action.

To use multiple criteria:

1. Create the first test, using the same procedure you would use to create a single test.

For more information, see “Setting mail action criteria” on page 9-4.

2. In the Mail Action Entry dialog box, click **More Choices**.

You see the Criteria area for multiple criteria.

The first test you entered appears on the first line in the Criteria area.

The image shows a screenshot of the 'Mail Action Entry: Mail from Jane' dialog box. At the top, there is a text field for 'Mail action name:' containing 'Mail from Jane'. Below this is the 'Criteria:' section, which contains a table with the following structure:

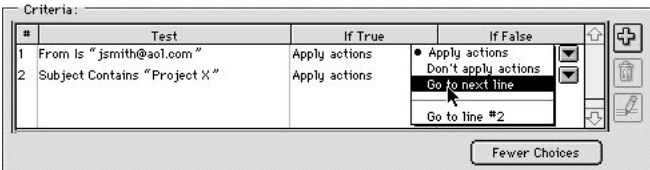
#	Test	If True	If False
1	From Is "jsmith@aol.com"	Apply actions	Don't apply actions

To the right of the table are icons for adding, deleting, and editing criteria. At the bottom right of the dialog is a button labeled 'Fewer Choices'.

3. Click  in the If True column and choose an item from the pop-up menu that appears.

You have the following options:

Choose	If you want to
Apply actions	Apply the defined actions to the message and skip the following tests
Don't apply actions	Not apply the defined actions, and skip the following tests
Go to line #N, or Go to next line	Not apply the defined actions, but go to the specified line and perform the test specified on that line



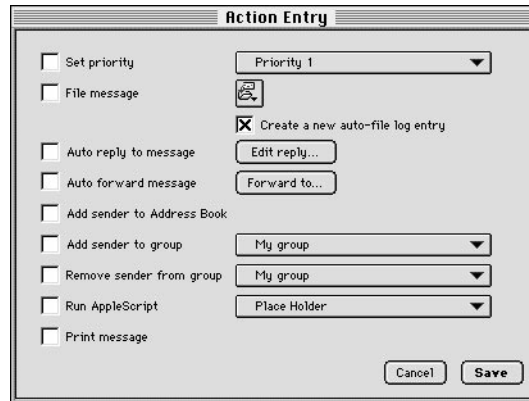
4. Repeat step 3 in the If False column.
5. Add, edit, or delete tests as necessary.
 - To add a test, click the  button. You see the Mail Action Criteria dialog box. Set the additional criteria, and then click Save.
 - To edit a test, select the test to edit and click the  button. You see the Mail Action Criteria dialog box. Edit the criteria, and then click Save.
 - To delete a test, select the test to delete and click the  button.
6. When you are finished, click Save in the Mail Action Entry dialog box.

Note If you want to delete the multiple criteria and revert to a single test, click Fewer Choices before you click Save. The multiple criteria you created are discarded.

Setting actions for criteria-met mail

When an incoming message meets your mail action criteria, you can have Claris EMailer perform a variety of actions on that message.

To choose which actions to perform, click Define Actions in the Mail Action Entry dialog box. You see the Action Entry dialog box.



You can perform the following actions:

Action	For more information, see
Set priority	"Assigning a priority to a message automatically" on page 9-9
File message	"Filing a message automatically" on page 9-9
Auto reply to message	"Creating an automatic reply to a message" on page 9-10
Auto forward message	"Forwarding a message automatically" on page 9-11
Add sender to Address Book	"Adding the sender to the Address Book automatically" on page 9-13
Add sender to group	"Adding the sender to a group automatically" on page 9-13
Remove sender from group	"Removing the sender from a group automatically" on page 9-13
Run AppleScript	"Running an AppleScript document automatically" on page 9-13
Print message	"Printing a message automatically" on page 9-14

Assigning a priority to a message automatically

Assigning priorities to your mail helps you identify the importance of a message. You can sort messages with a higher priority so they appear at the top of their folder. You can also show these messages in a different color.

By default, all incoming messages are labeled Priority 1.

You can set the name and color of each priority level in the Preferences dialog box. For more information, see “Setting priority preferences” on page 10-14.

To set a priority automatically:

1. Select Set priority.



2. Choose a priority from the pop-up menu.

Filing a message automatically

Filing messages automatically can help you organize your incoming messages.

To file a message automatically:

1. Select File message.



2. Hold down the mouse button on the  icon and choose a folder from the pop-up menu of folders that appears. Or, click the icon to select a folder from the Select a Folder dialog box.

The name of the folder you have selected appears to the right of the  icon.

For more information about the Select a Folder dialog box, see “Filing messages from a message list” on page 7-8.

3. Optionally, select or deselect Create a new auto-file log entry.

Use this option if you want Claris EMailer to create an auto-file log for automatically filed messages.

An *auto-file log* is a message that tells you where Claris EMailer stored your automatically filed messages. The log is placed in the Logs folder. You can set a preference to have log files placed in the In Box folder. For more information, see “Setting file and folder preferences” on page 10-13.

When you open an auto-file log, it acts like any other message list window. You can sort, delete, assign priorities to, and open messages from the auto-file log window.

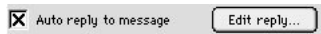
Important If more than one mail action files the same message, duplicates are made and filed into each specified folder. For more information, see “Using multiple mail actions” on page 9-14.

Creating an automatic reply to a message

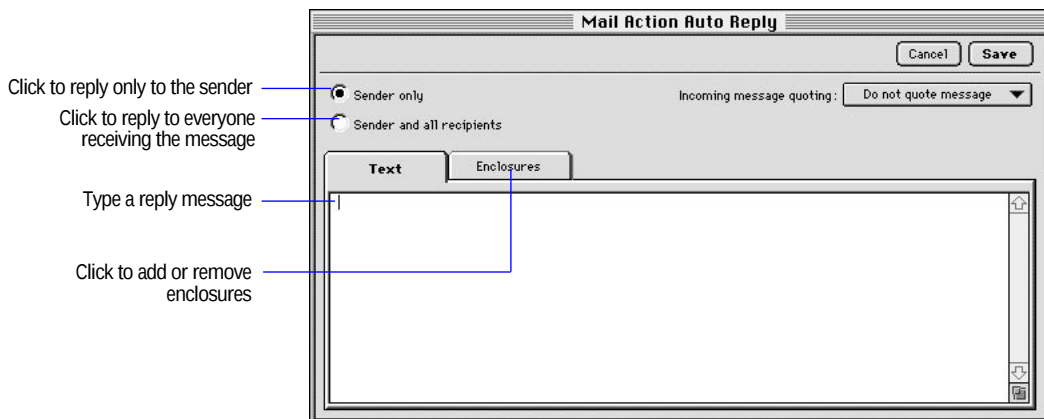
You can have a mail action automatically send a reply to a received message. Automatic replies are most useful when you want to acknowledge received messages but cannot respond to your mail, such as when you are on vacation.

To reply to a message automatically:

1. Select Auto reply to message and click Edit reply.



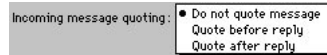
You see the Mail Action Auto Reply dialog box.



2. Type your reply in the text box.

If you quote the incoming text, you may want to separate it from the reply by leaving at least one blank line at the beginning or end of your reply.

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



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

For more information about quoting text, see “Including text from the original message” on page 6-7.

4. Click Save.

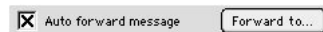
Note Messages created by a mail action are saved in the Out Box folder. You can send these messages manually or use a schedule. If you plan to be away from your computer for long periods of time, be sure to create a schedule that sends the mail generated by your mail actions.

Forwarding a message automatically

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

To forward a message automatically:

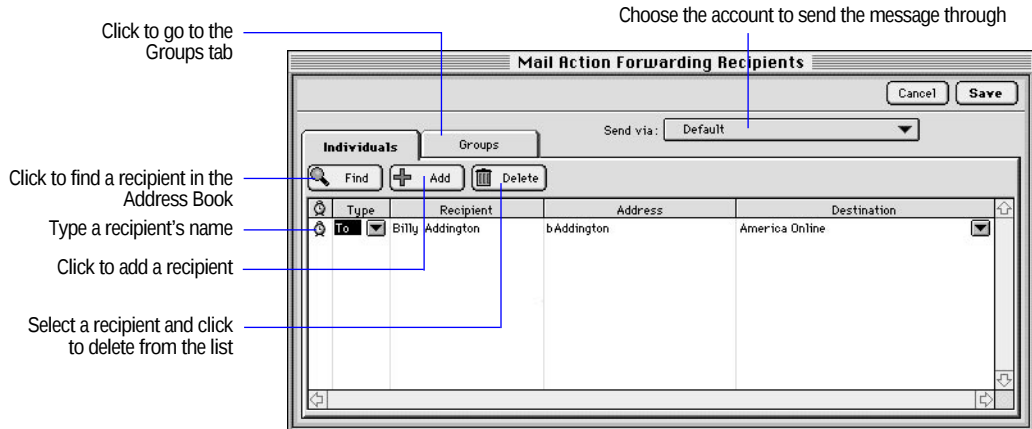
1. Select Auto forward message and click Forward to.



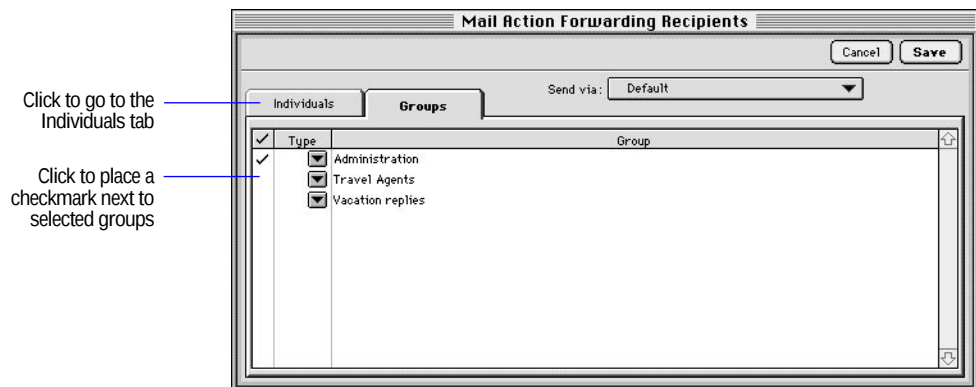
You see the Mail Action Forwarding Recipients dialog box.

2. Enter the names of the recipients of the forwarded message.

- In the **Individuals** tab, enter the names of the individual recipients of the message. For more information about entering recipients, see “Addressing a message” on page 5-3.



- In the **Groups** tab, click to place a checkmark next to any groups you want to send the message to. (For information about creating groups, see “Creating groups” on page 8-9.)

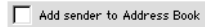


When a mail action automatically forwards a message to a group, the message is forwarded to all members of the group at the time the mail action is performed, not when you set up the mail action.

3. Click Save.

Adding the sender to the Address Book automatically

To add the sender of the message to the Address Book as an individual entry, select Add sender to Address Book.



Adding the sender to a group automatically

To add the sender of the message to a group in the Address Book:

1. Select Add sender to group.



2. Select a group from the pop-up menu of groups you have created.

Tip You can use Add sender to group and Remove sender from group to manage a simple mailing list.

Removing the sender from a group automatically

To remove the sender of the message from a group in the Address Book:

1. Select Remove sender from group.



2. Select a group from the pop-up menu of groups you have created.

Tip You can use Add sender to group and Remove sender from group to manage a simple mailing list.

Running an AppleScript document automatically

You can use AppleScript documents to automate Claris EMailer in a variety of ways. For more information about creating AppleScript documents, see the documentation that came with your system software.

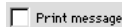
To run an AppleScript document as part of a mail action:

1. In the Finder, place the AppleScript document in the AppleScripts folder, which is located in the Claris EMailer Files folder in the Claris EMailer Folder.
2. In the Action Entry dialog box, select Run AppleScript and choose the AppleScript document from the pop-up menu.



Important AppleScript cannot report success or failure to Claris EMailer.

Printing a message automatically



To print an incoming message, select Print message.

The message is printed using the default page setup specified in the preferences. For more information, see “Setting defaults preferences” on page 10-9.

Editing mail actions



To change a mail action:

1. Choose Mail Actions from the Setup menu.
You see the Mail Actions List window.
2. Double-click the name of the mail action you want to edit.
3. Follow the instructions provided in “Creating mail actions” on page 9-1.

Using multiple mail actions

The order of mail actions affects how your incoming messages are processed. After all incoming messages are downloaded, the messages are processed by your mail actions in the order the mail actions appear in the list.

In general, place the most important actions or the ones you always want performed at the top of the list. For example, if you always want messages from your supervisor prioritized, you can move that mail action to the top of the list.

By default, when a received message meets the criteria of a mail action, only that action occurs; no additional mail actions test the message. However, if the **Stop mail actions if criteria met** option is unchecked, the message is processed by the next mail action.

	Option selected	Option deselected
	☒ Stop mail actions if criteria met	☐ Stop mail actions if criteria met
Message meets criteria	Specified actions are performed and the message is not processed by any other mail action	Specified actions are performed and the message is processed by the next mail action
Message does not meet criteria	Specified actions are not performed and the message is processed by the next mail action	Specified actions are not performed and the message is processed by the next mail action

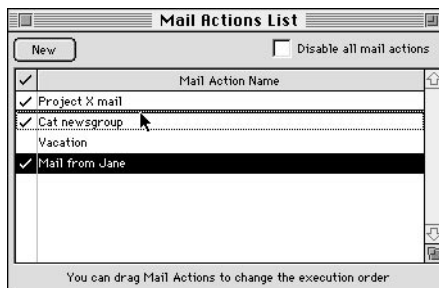
If any of your mail actions have the **Stop mail actions if criteria met** option unchecked, the same type of action could occur twice. For example, one message might generate two automatic replies or be filed twice.

Note If two or more automatic filing actions are performed on one message, the message is duplicated and filed in each selected folder.

Specifying a hierarchy for mail actions

To change the order of your mail actions, drag a mail action to a new place in the Mail Actions list.

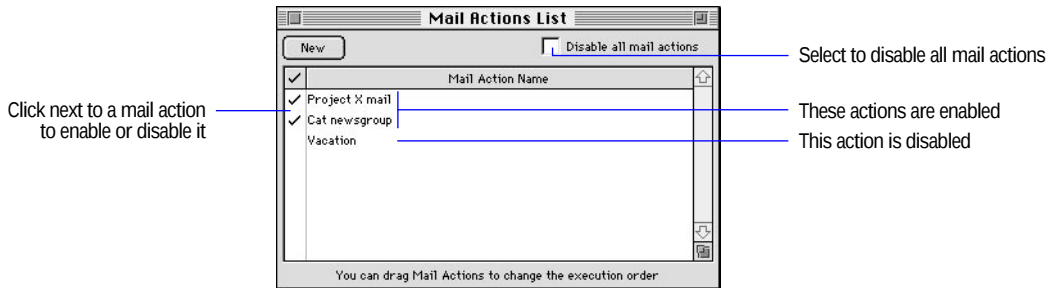
When you drag a mail action, you see a heavy line showing where the action will be placed.



Enabling and disabling mail actions

When a mail action is disabled, it is not performed on any incoming messages.

Mail actions are enabled by default when you create them. A mail action is enabled when you see the checkmark in the ✓ column in the Mail Actions List window, and disabled when the ✓ column is empty. Click in the ✓ column to enable and disable mail actions.



Deleting mail actions

To delete a mail action:

1. In the Mail Actions List window, select the mail action to delete.
2. Click the  button in the toolbar or press the Delete key.

Importing and exporting mail actions

You can create mail action documents and share them with other Claris Emailer users.

To export a mail action to a file that you can share with others:

1. Select the mail action in the Mail Actions List window.
2. Choose Save As File from the File menu.
3. Name the mail action file, choose a location to save the file, and click Save.



The file is saved in the location you chose. The name of the saved file does not have to be the same as the name of the mail action.

To import a mail action that has been saved as a file, drag the file from the Finder to the Mail Actions List window in Claris EMailer. The mail action is added to the Mail Actions list.

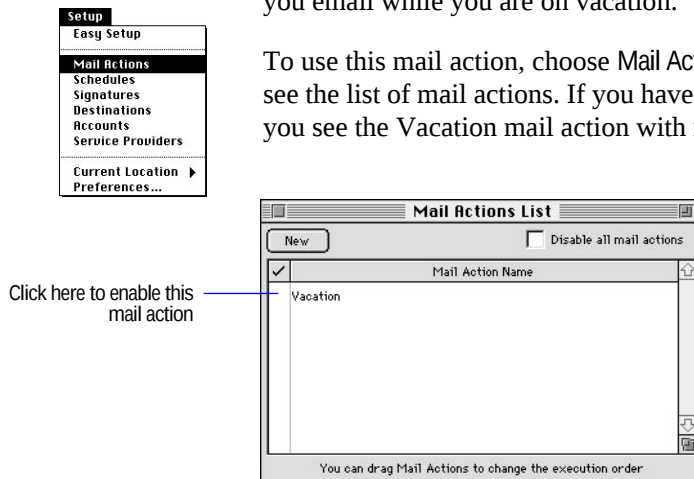
Mail action examples

Use the following mail action examples to help you get started writing your own mail actions.

Example 1: Using the Vacation mail action

Claris EMailer comes with one mail action ready to go (but turned off). The Vacation mail action sends an automatic reply to anyone who sends you email while you are on vacation.

To use this mail action, choose Mail Actions from the Setup menu. You see the list of mail actions. If you haven't changed the mail actions yet, you see the Vacation mail action with no checkmark next to it.



To turn the mail action on, click once in the ✓ column. The checkmark next to the mail action indicates that the mail action is enabled.

To edit the mail action, double-click it in the list. You can edit the criteria used to decide whether to perform the action, or you can change the action that is performed. To edit the message that is sent in the reply, click Define Actions and then click Edit reply.

For more information, see “Setting mail action criteria” on page 9-4 and “Setting actions for criteria-met mail” on page 9-8.

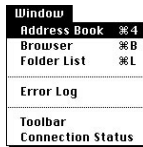
Example 2: Enhancing the Vacation mail action

The Vacation mail action in Example 1 sends a reply to every message you receive while you are on vacation. In some cases, it may send the vacation reply to the same person repeatedly. For instance, if a co-worker sends you updates on your project for you to read when you return, the Vacation mail action sends the vacation reply every time.

Important Before you begin this example, disable the Vacation mail action in the mail actions list window.

You can create a series of mail actions that allow you to send your vacation reply only once to any particular person.

First, you must create a group in the Address Book that will contain the names of the people who send you mail while you are on vacation.



1. Click the  button in the toolbar or choose Address Book from the Window menu.
2. Click New Group.
3. For Group name, type Vacation reply sent.
4. Save the group.

 Vacation reply sent

The group is empty when you create it. However, if there are people you never want to send your vacation reply to, you can add them to the group now.

The next time you go on vacation, delete all members of this group and turn on your vacation mail actions.

Now you are ready to create the mail action that will send your vacation reply.



1. Open the Mail Actions list by choosing Mail Actions from the Setup menu.
2. Create a new mail action by clicking New.
3. For Mail action name, type Vacation reply.
4. In the Criteria area, choose All mail from the leftmost pop-up menu.
5. Click Define Actions.
6. Select Auto reply to message and click Edit reply.
7. Compose your reply and click Save.

8. Select Add sender to group and choose Vacation reply sent from the pop-up menu of groups.

Now, everyone you send a vacation reply to will be automatically added to the “Vacation reply sent” group.

9. Click Save in the Action Entry dialog box and Save in the Mail Action Entry dialog box.



The image shows a 'Mail Action Entry' dialog box. At the top, the title bar says 'Mail Action Entry:'. Below it, there's a text field for 'Mail action name:' containing 'Vacation reply'. Under the 'Criteria:' section, there are two dropdown menus: 'Field:' set to 'All mail' and 'Is' set to 'Is'. To the right of these is an empty text field. Below the criteria section is a 'More Choices' button. The 'Actions:' section contains a list box with two items: 'Automatically reply to the message' and 'Add the sender to the group "Vacation reply sent"'. To the right of the list box are up and down arrow buttons. Below the list box is a 'Define Actions...' button. At the bottom, there are two checked checkboxes: 'Enabled' and 'Stop mail actions if criteria met'. To the right of these are 'Cancel' and 'Save' buttons.

You are now ready to create the mail action that will ensure that you send your vacation reply only to those who haven't yet received it.

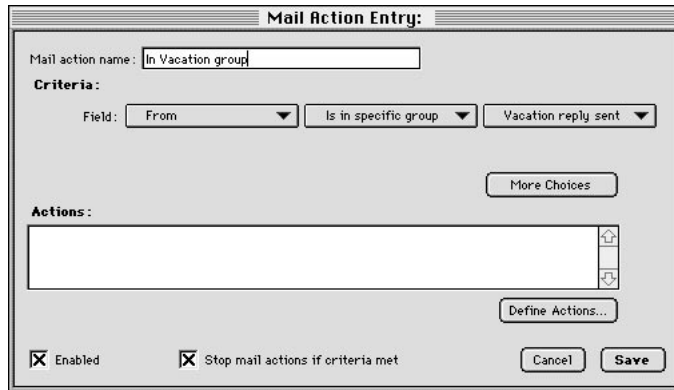
1. If it is not already open, open the Mail Actions list by choosing Mail Actions from the Setup menu.
2. Create a new mail action by clicking New.
3. For Mail action name, type In Vacation group.
4. In the Criteria area, choose From from the first pop-up menu and Is in specific group from the second pop-up menu.
5. Choose Vacation reply sent from the pop-up menu of groups that appears.

This mail action is applied to mail from anyone in the “Vacation reply sent” group. Remember that anyone who receives a vacation reply is added to the “Vacation reply sent” group.

6. Leave the Actions area blank.

7. Make sure that Stop mail actions if criteria met is selected.

Important You *must* select this option in order for this series of mail actions to work correctly.



The "Mail Action Entry" dialog box is shown. It has a title bar "Mail Action Entry:". Inside, there is a text field "Mail action name:" with the value "In Vacation group". Below it is a section "Criteria:" with three dropdown menus: "Field:" (set to "From"), "Is in specific group" (set to "Is in specific group"), and "Vacation reply sent" (set to "Vacation reply sent"). There is a "More Choices" button to the right of the "Criteria:" section. Below the criteria is an "Actions:" section with a large empty text area and a "Define Actions..." button to its right. At the bottom, there are two checkboxes: "Enabled" (checked) and "Stop mail actions if criteria met" (checked). There are also "Cancel" and "Save" buttons at the bottom right.

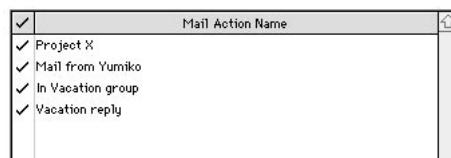
8. Click Save.

Finally, put these mail actions together by putting them in the proper order in your Mail Actions list.

1. If it is not already open, open the Mail Actions list by choosing Mail Actions from the Setup menu.
2. Drag the In Vacation group mail action upward so that it appears just above Vacation reply in the Mail Actions list.

When you are ready to go on vacation, make sure that both mail actions are enabled.

Note You may want to apply other mail actions while you are on vacation. For instance, you may still want to prioritize your supervisor's messages and file Project X messages in the Project X folder. If so, leave your current mail actions active and add the In Vacation group and Vacation reply mail actions *after* your other mail actions.



The "Mail Actions" list is shown. It has a title bar "Mail Action Name" and a list of actions. Each action has a checkmark in a box to its left. The actions are: "Project X", "Mail from Yumiko", "In Vacation group", and "Vacation reply".

	Mail Action Name
✓	Project X
✓	Mail from Yumiko
✓	In Vacation group
✓	Vacation reply

Chapter 10: Customizing Claris EMailer settings

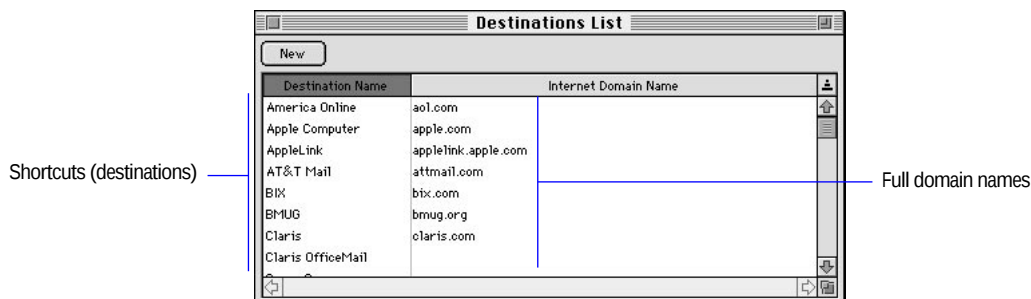
This chapter provides step-by-step instructions for customizing Claris EMailer, including:

- setting up destinations to make typing addresses faster
- creating location settings so you can use Claris EMailer wherever you go
- creating one or more signatures so you can quickly and consistently add closing information to your messages
- using AppleScript documents to automate operations
- setting a variety of preferences

Customizing the destinations list

Claris EMailer routes your mail over the Internet. Claris EMailer lets you define shortcuts, called *destinations*, for commonly used Internet domain names.

For example, “claris.com” is the domain name for Claris Corporation. Destinations let you use “Claris” instead of the Internet domain name. You’ll find it helpful to create destinations for the places to which you frequently send electronic mail.



Adding or changing a destination

You can add or change destinations for any domain name.

Note You should not change the Internet domain names for the following destinations: America Online, AppleLink, CompuServe, Internet, or RadioMail.



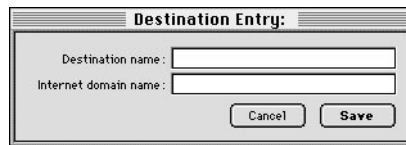
To add or change a destination:

1. Choose Destinations from the Setup menu.

You see the Destinations List window.

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

You see the Destination Entry dialog box.



3. Type the name of the destination.
4. Type the Internet domain name for the destination in the Internet domain name text box.

The Internet domain name should contain everything after the @ sign in an email address, but should not contain the @ sign. For example, "aol.com" is the domain name for America Online accounts.

5. Click Save.

Deleting a destination

Before you delete a destination, be sure the change does not affect addresses in your Address Book.

Important If an address in the Address Book uses the destination you delete, that address is no longer valid.

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

To delete a destination:

1. Choose Destinations from the Setup menu.

You see the Destinations List window.

2. Select the destination to be deleted and click the  button in the toolbar or press the Delete key.

Changing location settings

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

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

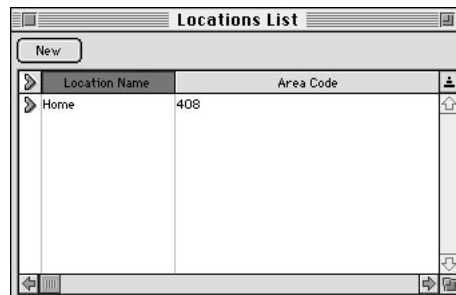
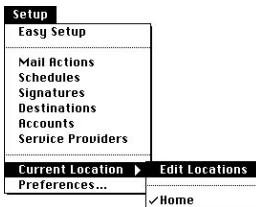
Creating or changing locations

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

To create or change a location:

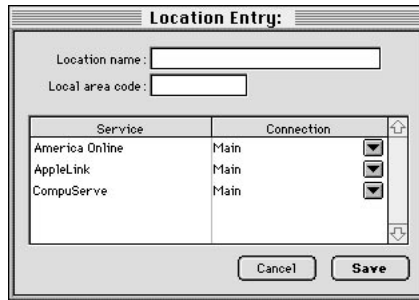
1. Choose Current Location from the Setup menu, and then choose Edit Locations.

You see the Locations List window.



2. Click New to create a new location. Or, double-click the location name to change an existing location.

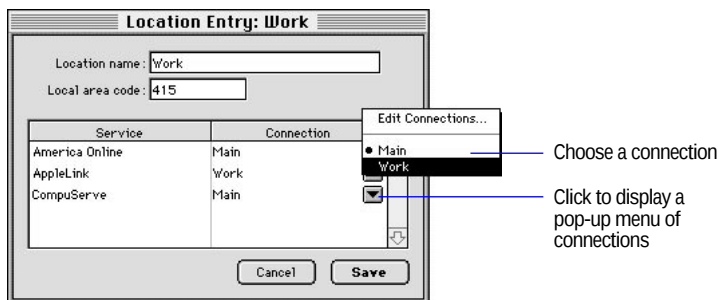
You see the Location Entry dialog box.



3. Type the new or changed name of the location. For example, you could use the city name.
4. Type the local three-digit area code number in the Local area code text box.

Important This area code helps you identify the location, but is not used when Claris EMailer dials a number.

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



The connections in the pop-up menu were defined when you set up connection information for the service. To add or change connection information, choose Edit Connections from the pop-up menu. You see the Service Entry dialog box for that service. For information about creating or changing services, see chapter 3, “Setting up Claris Emailer.”

6. Click Save.

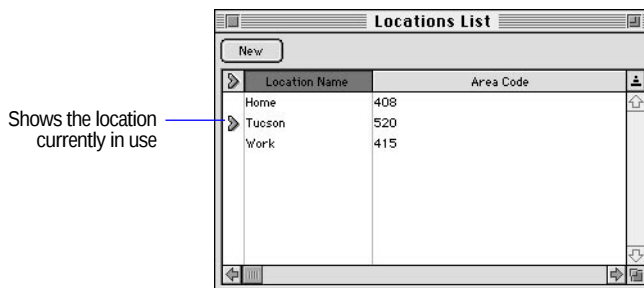
Selecting locations

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

Important If you change your location, be sure that the schedules you create are still valid for the new location. For more information about schedules, see “Scheduling account connections” on page 4-3.

To select a different location, choose Current Location from the Setup menu, and then choose a location from the submenu. The selected location is marked with a checkmark in the submenu and the ➤ icon in the Locations List window.

You can also select a different location in the Locations List window by clicking in the ➤ column next to the new location.



Deleting locations

To delete a location:

1. Choose Current Location from the Setup menu and then choose Edit Locations.

You see the Locations List window.

2. Select the location to delete, and click the  button in the toolbar or press the Delete key.

Note You cannot delete the currently selected location.

Setting up your signatures

Use signatures to add closing information for your outgoing messages. A signature often includes your name, company name, and mailing address. Some signatures also include a phone number, the address of a Web page, or a favorite quotation.

You can create several signatures to use for different types of messages. For example, you can create personal and business signatures. You can also specify signatures to be used by default for messages sent from each of your email accounts.

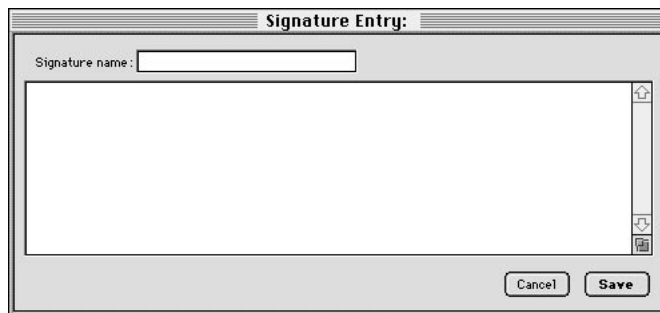
For information about adding a signature to an outgoing message, see “Adding a signature” on page 5-12. For information about setting a default signature for each account you use, see chapter 3, “Setting up Claris EMailer.”



To create a signature:

1. Choose Signatures from the Setup menu.
You see the Signature List window.
2. Click New to add a new signature. Or, to edit an existing signature, double-click the signature name in the list.

You see the Signature Entry window.



3. Type a name in the Signature name text box.
4. Type your signature in the scrolling text area.
5. Click Save.

Using AppleScript documents

You can write AppleScript documents to automate Claris Emailer and its interactions with other scriptable applications. You can then run the AppleScript documents from mail actions, schedules, or the  menu, or set a preference to run an AppleScript document when you receive new mail.

To make an AppleScript document available for use from within Claris Emailer, you must place it in the AppleScripts folder, which is located in the Claris Emailer Files folder in the Claris Emailer Folder.

Sample scripts are located in the Support Files folder in the Claris Emailer Folder. For more information about writing AppleScript documents, refer to the documentation that came with your computer.

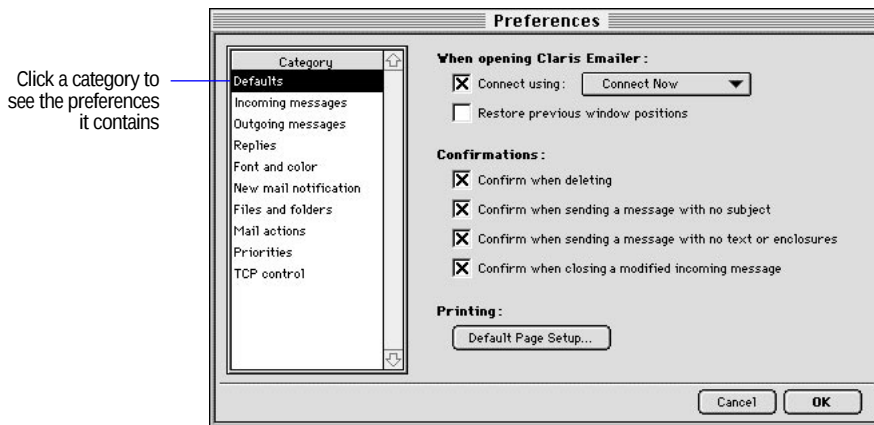
For information about running AppleScript scripts	See
From mail actions	“Running an AppleScript document automatically” on page 9-13
From schedules	“Scheduling account connections” on page 4-3
When you receive new mail	“Setting mail notification preferences” on page 10-13

Setting preferences



You can use the Preferences dialog box to customize the way you work in Claris EMailer. For example, you can set how often Claris EMailer permanently deletes mail from the Deleted Mail folder.

To set preferences, choose Preferences from the Setup menu to display the Preferences dialog box and then click a category in the Category list on the left. Then select the options you want. When you are done setting preferences, click OK.



For information about specific preferences, see the remaining sections in this chapter.

By default, the Claris EMailer Preferences file, which keeps track of the preferences you set in the Preferences dialog box, is stored in the Claris folder in your System Folder. If you use Claris EMailer on a removable disk, or if you use more than one copy of Claris EMailer on the same computer, you might want to keep a “local” copy of the Claris EMailer Preferences file in the Claris EMailer Folder.

To use a local preferences file, copy the Claris EMailer Preferences file from the Claris folder in the System Folder into the Claris EMailer Folder. The local copy of the preferences file takes precedence over a preferences file in the System Folder.

Setting defaults preferences

To view or change defaults preferences, choose Preferences from the Setup menu and click Defaults in the Category list.

You can use defaults preferences to bypass certain dialog boxes, such as the dialog box that asks you to confirm deletions. You can also set default options for the page setup and for startup actions.

To	Do this
Connect to a service every time you start Claris Emailer	Select Connect using. Then choose Connect Now to connect as you would if you chose Connect Now from the Mail menu. Or, choose a schedule name to connect immediately using the service and account settings in a connection schedule. Important If you select Disable all schedules in the Schedules List window, this preference is disabled and no schedule will run at startup. For more information, see “Enabling and disabling schedules” on page 4-6.
Have Claris Emailer remember the locations of currently open windows the next time you start the application	Select Restore previous window positions.
Show or bypass the dialog box you see when you delete messages or other items	Select or deselect Confirm when deleting. Important If you deselect this option, and then delete a message or other item, you cannot cancel or undo the action.
Show or bypass the dialog box you see when you save an outgoing message that has no subject	Select or deselect Confirm when sending a message with no subject.
Show or bypass the dialog box you see when you save an outgoing message that has no body text or enclosures	Select or deselect Confirm when sending a message with no text or enclosures.
Show or bypass the dialog box you see when you close an incoming message that you have changed	Select or deselect Confirm when closing a modified incoming message.
Specify the page setup options that are used when you choose Print One from the File menu or print a message using a mail action	Click Default Page Setup, select the options you want as defaults in the Page Setup dialog box, and then click OK.

Tip You can bypass confirmation dialog boxes and alert messages by pressing the Option key when you choose the menu item or click the button that opens the dialog box or alert message. For example, if you select the preference to show the Confirm Deletion dialog box, you can bypass this dialog box by pressing the Option key when you delete an item.

Setting incoming message preferences

To view or change incoming message preferences, choose Preferences from the Setup menu and click Incoming messages in the Category list.

You can use incoming message preferences to specify how Claris EMailer handles mail you receive.

To	Do this
Decompress enclosures when you receive them	Select Automatically decompress enclosures. If you deselect this preference, the enclosures remain compressed. To decompress the files later, you must use a decompression application.
Show the headers pane when opening incoming messages	Select Show headers by default.
Specify how much information appears in the headers pane	Select either Short headers or Long headers.
Set where Claris EMailer stores or files your messages	Choose options from the Place new log messages, After reading a message, and After replying to a message pop-up menus.

Setting outgoing message preferences

To view or change outgoing message preferences, choose Preferences from the Setup menu and click Outgoing messages in the Category list.

You can use outgoing mail preferences to customize how Claris EMailer handles messages you send.

To	Do this
Turn file compression for outgoing message enclosures on or off	Select or deselect Compress enclosures by default.
Show the Send Now Setup dialog box when you click Send Now	Select Prompt for connection information.
Set the default setting of the Send Now Setup dialog box, and set the behavior if you deselect Prompt for connection information	Select either Just send the message or Send the message and get all waiting mail.
Set where Claris EMailer files your sent messages	Choose an option from the After sending a message pop-up menu. This option applies only to messages sent from the Out Box folder.

Setting reply preferences

To view or change reply preferences, choose Preferences from the Setup menu and click Replies in the Category list.

You can use reply preferences to customize how Claris EMailer handles replies to incoming messages.

To	Do this
Always quote the entire text of the message you are replying to in your reply	Select Quote all text of the original message by default.
Insert an attribution line at the beginning of a quote	Select Use attribution line when quoting and create the attribution line by typing text and selecting tags from the pop-up menu. You can select the following tags: <date>, <sender>, and <sender address>. For example, you can create this attribution line: “On <date>, <sender> (<sender address>) wrote:” In this example, the attribution line in the reply might be: “On 1/1/97, Jane Smith (jsmith@aol.com) wrote:”

To	Do this
Set where Claris EMailer places the insertion point when you quote text	Select or deselect Put the insertion point after the quoted text. If you deselect this option, the insertion point is placed above the quoted text.
Display a dialog box to choose between "Reply to sender" and "Reply to sender and all other recipients"	Select Ask whether to reply to sender only or all recipients.
Specify who receives replies by default	Select either Sender only or Sender and all recipients.
Specify which account a reply is sent from by default	Select either Send each reply via the account that received the message or Send all replies via the default account. For more information about setting your default account, see "Setting up account information" on page 3-4.

Setting font and color preferences

To view or change font and color preferences, choose Preferences from the Setup menu and click Font and color in the Category list.

You can use font and color preferences to specify the font and font size used in all message windows, and to set the colors used in quoted text in incoming messages.

To	Do this
Set the default font and font size for messages	Choose a font from the Font pop-up menu, and choose a font size from the Size pop-up menu. It's best to choose a monospaced font, such as Monaco or Courier, because most mail messages are formatted using monospaced fonts. With a monospaced font, you can use spaces to line up columns of text. The font and font size you choose are used in the body of both incoming and outgoing messages.
Set the colors used for quoted text in incoming messages	Click the sample color box for each level of quoted text. Then select options from the dialog box for setting colors.

Setting mail notification preferences

To view or change mail notification preferences, choose Preferences from the Setup menu and click New mail notification in the Category list.

You can use mail notification preferences to customize what happens when you receive new mail.

To	Do this
See a flashing  icon in the upper-right corner of the screen when you receive messages	Select Blink icon in menu bar. (You see the icon only when Claris EMailer is open but is not in the foreground.)
Hear a tone when you receive messages	Select Play sound and choose a sound from the pop-up menu.
Run an AppleScript document when you receive messages	Select Run AppleScript and choose an AppleScript document from the pop-up menu. For more information, see “Using AppleScript documents” on page 10-7.

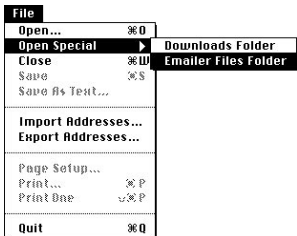
Note You can play only sounds that are currently installed in your system. To install a sound, drag it into your System Folder.

Setting file and folder preferences

To view or change file and folder preferences, choose Preferences from the Setup menu and click Files and folders in the Category list.

You can use file and folder preferences to set a schedule to empty your Deleted Mail, Sent Mail, and Read Mail folders, and to specify a location for downloaded enclosures.

The location of the Claris EMailer Files folder is displayed for your information. To open the Claris EMailer Files folder from within Claris EMailer, choose Open Special from the File menu and then choose EMailer Files Folder. The folder is opened in the Finder.



To	Do this
Set where enclosures you receive are stored	Click Set, select a folder or disk from the dialog box, and then click <i>Select folder</i> .
Permanently delete mail from the Deleted Mail folder when quitting Claris EMailer	Select Deleted Mail. Then either select All messages or select Messages that are ___ days old and enter the number of days.

To	Do this
Permanently delete mail from the Sent Mail folder when quitting Claris EMailer	Select Sent Mail. Then either select All messages or select Messages that are ____ days old and enter the number of days.
Permanently delete mail from the Read Mail folder when quitting Claris EMailer	Select Read Mail. Then either select All messages or select Messages that are ____ days old and enter the number of days.

Setting mail action preferences

To view or change mail action preferences, choose Preferences from the Setup menu and click Mail actions in the Category list.

You can use mail action preferences to customize how Claris EMailer handles automatic replies and automatic filing.

To	Do this
Specify whether Claris EMailer will send automatic replies (generated by mail actions) to mailing lists	Select or deselect Do not automatically reply to mailing lists. This preference affects only CompuServe and Internet accounts.
Create a log of messages that are filed by mail actions	Select Create a new auto-file log entry by default. For more information, see "Filing a message automatically" on page 9-9.

Setting priority preferences

To view or change priority preferences, choose Preferences from the Setup menu and click Priorities in the Category list.

You can use priorities preferences to rename and set the color for the priority designations for incoming messages. (You see a message's priority in the message list.)

To	Do this
Set the color for a priority	Click the sample color box next to the priority you want to change. Then select options from the dialog box for setting colors.
Rename a priority	Delete the old name and type a new one.

Setting TCP control preferences

To view or change TCP control preferences, choose Preferences from the Setup menu and click TCP Control in the Category list.

Important These preferences apply only if you are using PPP or SLIP software and a modem to connect to your service provider.

Claris EMailer cannot terminate (hang up) a dial-up TCP connection by itself. If you want to make sure that TCP connections made during scheduled connections are hung up, you must do the following:

- In the TCP control preferences, activate the TCP control plug-in for your connection utility. Claris EMailer ships with TCP control plug-ins for several common connection utilities.
- Select Use TCP control in the Schedule Entry dialog box for each schedule that requires TCP control. For more information, see “Scheduling account connections” on page 4-3.

You can use TCP control preferences to activate TCP control, designate a plug-in, and specify whether or not your TCP control plug-in will hang up a connection that it did not open.

To	Do this
Activate your TCP control plug-in	Select TCP control enabled.
Designate the TCP control plug-in to use	Choose a plug-in from the pop-up menu. If the TCP Control plug-in for your connection utility does not appear in the pop-up menu, make sure that the plug-in is located in the TCP Plug-ins folder in the Claris EMailer Files folder in the Claris EMailer Folder.
Have your TCP control plug-in hang up even when Claris EMailer did not open the connection	Select Hang up even if connection was already open. If you do not select this option, your TCP control plug-in will not hang up a connection that it did not open.

Appendix A: Encoding enclosures

“Encoding an enclosure” means converting a computer file to a text-only format that you can send over the Internet.

Why use encoding?

As messages travel over the Internet, they pass through email gateways on different computers. If a gateway receives a message with an enclosure (also known as an *attachment*), but doesn’t understand the format of the enclosed file, the gateway guesses the format and encodes the enclosure accordingly. If the gateway guesses wrong and encodes the enclosure incorrectly, the enclosure might not be readable when it reaches its destination.

When you specify an encoding format that is compatible with the recipient’s computer, you ensure that your enclosures arrive at their destination in the correct format.

Choosing an encoding format

Claris EMailer provides several encoding formats. Find out what operating systems and email services your recipients use, and then use the following guidelines to choose an encoding format. (Use the first option that applies to your situation.)

If	Choose
The recipient’s service is the same as the service you’re sending the message through	Service default. For instance, use this option when sending from a CompuServe account to another CompuServe account.
The recipient uses the Mac OS	BinHex
The recipient uses an operating system other than the Mac OS	Base 64 or UUEncode
Your service or the recipient’s service doesn’t support enclosures	BinHex, which appends the enclosure as text in the message body

The following table contains detailed information about each option.

Encoding option	Description
Service default	This option transfers file information to the recipient with the default encoding used by the destination service. When you use this option, Claris EMailer software uses the defaults of the destination's carrying service to encode the enclosures. If the carrying service does not encode enclosures, Claris EMailer does not encode the files being sent.
BinHex	BinHex, sometimes known as ".hqx," translates both the resource and data forks of a normal Macintosh file into a continuous string of ASCII-text data. This maintains the Macintosh file type, creator, and resource information during file transfer. A BinHex encoded file tends to grow larger, but it is efficient for Mac OS users because the encoded file retains all of the Mac OS file characteristics. You can decode a BinHex file with several utilities, such as StuffIt Deluxe and StuffIt Expander by Aladdin Systems, Inc. Claris EMailer automatically decodes BinHex files when it receives them. After your enclosure is decoded, it returns to its original file format and you can use it with the Mac OS with no further conversion.
Base64	Use this encoding only when sending a file to someone who has a MIME-compliant email application. (MIME stands for the Multipurpose Internet Mail Extensions standard.)
UUEncode	This UNIX standard is similar to the other encoding methods, except that it does not preserve the Macintosh data forks. If the file received is an application, you must know the file type and creator codes for the application and add them to the file with a file resource editing tool such as the Apple ResEdit utility. To decode UUEncode files, add ".uu" to the filename, and then open the file with a decompression utility that can translate UUEncoding (such as StuffIt Expander).

Important Both Base64 and UUEncode can lose the information that identifies the file as a Macintosh file. When an encoded file is received, it must be decoded by the appropriate Base64 (MIME) or UU decoder. The resulting file appears on the Macintosh as a generic file. The recipient must know which application can read the file, then start that application and use it to open the document.

For information on sending an enclosure with a message, see "Enclosing files" on page 5-8. For information on working with enclosures you have received, see "Working with enclosed files" on page 6-5.

Appendix B: Compressing enclosures

File compression makes it easier to transfer email enclosures and reduces the amount of disk space needed by the computers that transfer your messages. The amount of reduction in file size depends on the data you are compressing, but is typically around 50%.

File compression software works by analyzing the contents of a file and creating a special shorthand for it. When the compressed file arrives at its destination, the recipient needs to know what software you used to compress the file so that the message can be decompressed.

Claris EMailer uses StuffIt compression software and compresses enclosures by default when you send them. Before sending file enclosures, it's important to know what type of decompression software the recipient has.

If the recipient of your message uses	Enclosures you send
Claris EMailer	Are automatically decompressed when they are downloaded.
A different email application on a Mac OS computer	Might have to be decompressed manually. The recipient must have one of the following applications to expand any compressed files: - Any email client that contains the StuffIt expansion software - StuffIt, StuffIt Expander, or UnStuffIt - Compact Pro
An email application on a computer that doesn't use the Mac OS	Might not be able to be decompressed. You might not want to use Claris EMailer to compress files sent to computers that don't use the Mac OS, because the StuffIt expansion tool is not widely available on these computers.

Glossary

account 1. A form of access to a computer or network for a specific user name and password. Your account settings identify you to your email service. You might have more than one account per service if more than one person uses this copy of Claris EMailer to connect to the service, or if you manage more than one account with the service.

2. A name that you define for an account when setting up your account information in Claris EMailer. If you have several accounts for an email service, it's helpful to give them different names (for example, Mom's account and Dad's account).

3. The full address of your POP account, including the name of the POP server (for example, your_name@POPserver.host.com).

See also address; domain name.

account ID Your AppleLink online service account.

address Characters identifying an email account and its location on the Internet (for example, your_name@POPserver.host.com). *See also* account; domain name.

Address Book The Address Book stores addresses for individuals and groups that you can use to address outgoing messages quickly.

Address field The text box you use to enter the address of your recipient in an outgoing message. If you have defined the recipient in your Address Book, Claris EMailer fills in the address for you as soon as you have entered a unique string of characters in the Recipient field. *See also* Recipient field.

announce@claris.com The name and address of the electronic product announcement mailing list at Claris Corporation. *See also* list server.

AOLnet A type of network that you can use to connect to the America Online online service.

AppleLink package A proprietary enclosure format from the AppleLink online service. *See also* enclosure.

AppleScript A scripting language you can use to control functions of the Mac OS and of applications that support AppleScript (often called scriptable applications).

ASCII character set American Standard Code for Information Interchange. A standard character set used by most computer systems around the world (often extended for different alphabets).

auto-file log An entry in the Logs folder that tells you where Claris EMailer stored your automatically filed messages. *See also* mail action.

background A computer process that takes place out of sight and usually at a lower priority than processes running in the foreground. When you switch to another application but leave Claris EMailer running, the program is "running in the background" and can still make regularly scheduled connections to download your email.

Base 64 A method for encoding files that converts a computer file to ASCII for sending it across the Internet or to an email service, and converts it back to binary so it can be read by the recipient. Use Base 64 encoding if you are sending file enclosures to people who use operating systems other than the Mac OS.

baud rate The number of times per second that a modem changes the signal it sends through a phone line. The baud rate is related to how fast data is transmitted.

BCC field (Blind Carbon Copy) The text area where you specify additional recipients for a message (as opposed to the primary recipient). When you send a Blind Carbon Copy, no other recipients can see that you included this recipient. *See also* CC field (Carbon Copy); To field.

BinHex A Macintosh encoding method that converts a binary computer file to ASCII for sending it across the Internet or to an email service, and converts it back to binary so it can be read by the recipient. Use BinHex encoding if you are sending file enclosures to other Mac OS users.

Browser window The main Claris EMailer window where you work with lists of mail messages.

CC field (Carbon Copy) The text area where you specify additional recipients for a message (as opposed to the primary recipients). *See also* BCC field (Blind Carbon Copy); To field.

Claris EMailer Notifier A file in the Claris EMailer Folder that contains the email notifier software for use with Claris OfficeMail. *See also* notifier.

Claris OfficeMail An email server product that works with Claris EMailer on a LAN-based network. Claris OfficeMail manages and directly transfers your messages to other local Claris OfficeMail users. You can connect Claris OfficeMail to the Internet with ClarisLink or another Internet service provider to send messages outside the LAN. *See also* local area network (LAN).

ClarisLink An Internet service you can purchase to use with Claris OfficeMail for email access to the Internet.

client A computer that requests information from another computer to which it is connected over a network.

client/server architecture The relationship between two networked computers that share resources. The client requests services from the server, and the server provides services to the client.

Comm Toolbox *See* Macintosh Communications Toolbox.

compression *See* file compression.

Connect Again A menu item in the Mail menu that initiates a connection to email services exactly as you specified the last time you chose Connect Now. *See also* Connect Now.

Connect Now A menu item in the Mail menu that initiates a connection to email services. If you have accounts with more than one email service and you choose Connect Now, you can choose which email accounts you want to access during this connection. *See also* Connect Again.

connection error An error message that Claris EMailer displays for you in the Logs folder. Most connection errors come directly from your email service provider, not from Claris EMailer. *See also* connection log.

connection file In America Online, AppleLink, and CompuServe setup, the file that tells your computer how to communicate across the network, either through your modem or another communication tool (such as a Telnet tool).

connection information The connection settings that tell Claris EMailer about your modem type and the phone number to dial to reach your email service. You might have several connections if you connect to your service provider from more than one location, such as at home or when you travel.

connection log A message that is delivered to you from Claris EMailer when a connection error occurs. *See also* connection error.

connection schedule Connection times that you define so that Claris EMailer downloads your email from your email service at regular intervals. You can specify a timed connection schedule, which connects at a specific time you designate, or a repeating connection schedule, which connects at a specific interval (for example, every 30 minutes).

contact A record of information about a person or organization you keep in touch with. This information can include name, email address, and a description. You can keep a list of contacts in the Address Book.

criteria *See* test (in a mail action).

data fork The portion of every Macintosh file that contains a user's data, such as text. *See also* resource fork.

Default send via A setting in the Accounts List window that lets you specify a default account for sending email. *See also* Send via.

Deleted Mail folder A folder that stores copies of all mail you delete. You can set a preference to delete mail permanently from the Deleted Mail folder at regular intervals.

Description field A field in the Address Book that lets you enter notes about an address. For example, you might use the Description field to remind you of a contact's affiliation or association.

destination A shortcut in Claris EMailer for frequently used Internet domain addresses. For example, you can choose the destination **Apple** from the Destinations pop-up menu instead of typing **@apple.com** after the recipient's name in the Address field.

Destinations file A file in the Claris EMailer Files folder that stores the destinations that come with Claris EMailer and any destinations that you define.

dial type The kind of output your phone makes, either pulse or tone, when dialing a number.

dialing in Using a modem to dial the phone number of an email service so that you can connect and download email.

domain name A name for the IP address that describes a location of a computer on the Internet. A domain name specifies the name of a server at an email service and the domain and sub-domains (separated by periods) to which it belongs. For example, in the address `announce@claris.com`, `claris.com` is the domain name. `Com` is an abbreviation for “commercial” and is a top-level domain used for commercial businesses. *See also* account; address.

downloading Moving your email messages or enclosures from a server at your email service provider onto your personal computer.

Downloads folder A folder that stores all enclosures when they are downloaded from an email service provider.

draft messages Messages in progress that you have saved to a folder, but not put in the connection queue. *See also* queued messages.

drag and drop Technology available for Macintosh System 7 or later that lets you select an item, drag it to a qualified area, and release the mouse button to move or copy the item. In Claris EMailer, you can drag and drop messages, addresses, enclosures, and text (in certain areas).

Easy Setup A step-by-step process for setting up or changing your service and account information.

email Electronic mail. A system for transmitting messages from one computer or terminal to another. A message sent from one computer user to another is stored in the recipient’s account mailbox until that person logs onto the system and reads the message.

email name Your email account name for Claris OfficeMail.

email service A service that provides access to an email server, which sends and receives messages. *See also* Internet service provider (ISP); online service.

enclosure A file attached to an electronic message.

encoding Converting a file into code so you can send it across the Internet or through online services.

encoding format The rules by which a file is encoded before being sent across the Internet. Claris EMailer supports three encoding formats: BinHex, Base 64, and UUEncode.

encrypting Transforming data in a message or file into a form that can’t be read without a secret encryption key. Encryption increases the security of message or file content. Claris EMailer does not encrypt messages.

exporting addresses Saving the contents of the Claris EMailer Address Book to a text file to share the information with another application.

file compression A process of compacting the content of a file enclosure to make the information easier to transfer and store as it travels across the Internet.

Filter text box A text entry area in the Address Book that you can use to search for characters (such as a name) in the Address Book.

find statement An option used in Claris EMailer Help for searching Help contents for specific words. *See also* operator.

forwarding Sending another user a copy of a message that someone has sent you. When you forward a message, the text of the original message is included in the body of the new message you create.

free space The area of unused space on your hard disk.

gateway A computer that provides a connection between two networks and reformat data so that it is compatible with both networks.

header The rows of text at the beginning of an email message that indicate who the message is from, who it’s to, when it was sent, and its subject matter.

Help navigator window The window that appears when Claris EMailer Help is first opened. You can search for specific words or view Help contents, as in a table of contents of a book, in this window.

Help topic window The window that contains Claris EMailer Help information on a specific subject.

host *See* server.

importing addresses Adding addresses from another mail program's address book or from a text file to the Claris Emailer Address Book.

In Box folder The folder where your new messages are stored by default when Claris Emailer downloads them from your email service.

initialization string (init string) A group of characters sent to a modem to prepare it to make a connection with another modem.

Internet The combination of all computers and networks that can be reached using an Internet email address.

Internet Config (Internet Configuration System) A tool available from online services that allows Internet applications to share a common setup.

Internet header *See* header.

Internet service provider (ISP) A vendor that provides direct access to the Internet. The user reaches an ISP either by dialing up with a computer, modem, and phone line, or by connecting over a dedicated line. Examples of ISPs are Netcom and EarthLink. *See also* email service; online service.

IP address A numerical Internet protocol address that uniquely identifies each computer linked by the Internet.

LAN *See* local area network (LAN).

list server A computer that maintains a type of automated mailing list used for information exchange between a group of people with a common interest. You can subscribe to a mailing list that posts messages to all subscribers. *See also* announce@claris.com; newsgroup; post.

local area network (LAN) A short-distance data communication network (typically within a building or campus) that provides sharing of computers, email, and peripheral devices (such as printers and modems). *See also* Claris OfficeMail.

local server An email server on a local area network.

location A method in Claris Emailer for setting up local access numbers for remote sites so you can quickly and easily collect email when you travel.

logging in Connecting to a computer at an email service provider for the purpose of downloading messages.

Logs folder A folder that contains incoming connection logs (typically connection errors) and auto-file logs (from mail actions) from Claris Emailer.

Mac Comm Toolbox (Macintosh Communications Toolbox) A standardized set of communications tools (for file transfer, terminal emulation, and connection settings such as modem or Telnet) used by applications such as Claris Emailer to adjust connection settings.

Mac OS The operating system for Macintosh and compatible computers.

Mac PPP (Point-to-Point Protocol) One implementation of the PPP protocol for the Macintosh often used to support TCP/IP. PPP establishes, monitors, and terminates communications between two devices that are usually connected through some kind of serial link. This link is often a pair of modems and a phone line, but can also be ISDN modems, a serial cable, and so on.

mail action A process in Claris Emailer that compares each incoming message to a set of criteria and then performs a function, such as filing or forwarding the message. *See also* auto-file log.

mail notification 1. The way Claris Emailer announces that you have new email. The default mail notification is a flashing icon in the menu bar and an audible tone, but you can change the settings.

2. The way Claris OfficeMail announces that you have new email and that Claris Emailer should connect and download it.

MIME Multipurpose Internet Mail Extension. A standard method of formatting messages that lets you send and receive mixed-media files (such as text plus color pictures, video, sound, and binary data).

modem A device that enables your computer to communicate through telephone lines to another modem on another computer.

monospaced font A font, such as Monaco or Courier, that uses an equal amount of lateral space for each character.

name Your name as defined in the first Easy Setup screen in Claris Emailer. Some email services use this name to help identify you in messages you send.

network A group of computers or peripheral devices (such as printers) that are connected by a communications channel.

network zones A list of active networks where you can choose a Claris OfficeMail server, if one does not appear by default when you set up your OfficeMail connection information.

newsgroup An Internet discussion group where subscribers have email conversations about a topic of common interest. *See also* list server.

notifier A component of Claris OfficeMail that lets Claris EMailer know when it receives a message for you. *See also* Claris EMailer Notifier.

online service A type of email service that uses proprietary protocols for communication between computers. Online services typically maintain databases of information that you can access if you have an account with the service, and provide access to information on the Internet. Examples of online services are America Online and CompuServe. *See also* email service; Internet service provider (ISP).

Open Transport (OT) A technology from Apple Computer, Inc. that provides enhanced networking.

operator A function word (such as “and” or “or”) used to perform a search in Claris EMailer Help for specific topics. *See also* find statement.

Out Box folder A folder where you can store outgoing messages that will be mailed during the next connection. Queued messages are saved by default in the Out Box folder, but you can save them in any folder and they will be sent at the next connection.

password A secret code you specify that restricts access to your email service account. A secure password is one that is easy for you to remember, but makes use of uppercase and lowercase characters and numerals and is not a real word (for example, 24'damonEE).

PDN Routing In AppleLink setup, the public data network for the transmission of digital data (as opposed to voice data) in packets over high-speed channel phone lines.

POP server A computer at an Internet service provider location that maintains your email account information and allows you to connect using Claris EMailer and download your messages. *See also* SMTP server.

Post Office Protocol (POP) A standard application protocol for retrieving electronic mail from Internet service provider vendors. Claris EMailer uses POP3 technology. *See also* protocol; Simple Mail Transfer Protocol (SMTP).

posting Sending a message to a mailing list or newsgroup on the Internet. *See also* list server.

PPP (Point-to-Point Protocol) A protocol that establishes, monitors, and terminates communications between two devices that are usually connected through some kind of serial link. This link is often a pair of modems and a phone line, but can also be ISDN modems, a serial cable, and so on. *See also* protocol; SLIP.

preference A way to customize your Claris EMailer settings and personalize your email environment. For example, you can use preferences to change the tone you hear when new email arrives or to turn off the tone completely.

preferred address An address that you mark in the Address Book as the primary (default) address to use when sending a message to a person who has more than one address.

priority A label you can apply to a message to help you identify or sort messages.

protocol Conventions or rules for communication between computers. *See also* Post Office Protocol (POP); Simple Mail Transfer Protocol (SMTP); SLIP; TCP/IP; UUCP.

public domain A legal term applying to software applications and information that are available free of charge on the Internet and through online services.

queued messages Unsent messages that are stored in folders and are waiting to be sent at the next connection.

quoting Including text from a previous message.

Read Mail folder A folder where you can store messages after you open them. To use this folder, you must set a preference.

Recipient field The text box you use to type the name of the person you are sending mail to. *See also* Address field.

replying Answering a message that someone has sent you.

ResEdit A file resource editing tool from Apple Computer, Inc.

resource fork The portion of every Macintosh file that contains system information about the file, such as the application that created it. *See also* data fork.

schedule *See* connection schedule.

screen name Your account name with the America Online online service.

Send via A feature that lets you override the Default send via setting in the Accounts List window and send a message through a particular account. *See also* Default send via.

Sent Mail folder The default folder that stores messages that you have sent.

server A computer that gives information or services to another computer connected to it over a network.

service *See* email service; Internet service provider; online service.

Services List window The window you use to select an email service and set up or change connection information.

signature Text you can append to the end of an outgoing message. A signature often includes your name, a company name, and a Web page URL.

SLIP (Serial Line Internet Protocol) A protocol that lets a personal computer use the Internet protocols over a standard phone line and modem. *See also* PPP; Protocol.

SMTP (Simple Mail Transfer Protocol) A standard application protocol for exchanging electronic mail between Internet service provider computers. *See also* Post Office Protocol (POP); protocol.

SMTP server A computer at an Internet service provider location that exchanges mail with SMTP servers at other Internet service provider locations. *See also* POP server.

Sprintnet A type of network that you can use to connect to the America Online online service.

Stuffit An application that compresses enclosures to save time and disk space during email transfer across the Internet. For your convenience, Claris EMailer includes the Stuffit compression software.

surcharge warning A warning that you will have an additional charge on your CompuServe account invoice if you take a particular action. Claris EMailer warns you when such charges might occur, or you can disable the warning if you prefer.

System number A country-specific identification number for your AppleLink setup.

tab-delimited text file A text file containing columns of information separated by tab characters. Many applications can export tab-delimited text files, and the Claris EMailer Address Book accepts data in this format. (This format is also known as tab-tab-return or TTR.)

TCP/IP Transmission Control Protocol/Internet Protocol. A set of rules and procedures for linking computers across many kinds of networks. TCP/IP is the protocol used by the Internet. *See also* protocol.

Telnet A communications protocol that allows you to log in to a remote computer over the Internet.

test (in a mail action) In mail actions, the criteria that you set to tell Claris EMailer whether or not to perform an action on an incoming message.

text clipping A file created when you drag text from an application to the desktop. You can drag text clippings to certain areas of applications that support drag and drop. *See also* drag and drop.

To field The text entry area where you specify the primary recipient of a message. *See also* BCC field (Blind Carbon Copy); CC field (Carbon Copy).

toolbar A collection of buttons that issue commands for the most common tasks in Claris EMailer. Toolbar buttons give you different options, depending on the window you're working in.

triangle An icon in Claris EMailer you click to open or close part of a window or dialog box. The triangle has a different orientation for open or close.

UNIX A multiuser, multitasking operating system.

UnStuffit An application that decompresses files.

URL (Uniform Resource Locator) An address identifier for a site on the Internet, such as a World Wide Web page or an email address.

user identification number (User ID) Your account identifier with the CompuServe online service.

UUCP A protocol for transferring data (such as email) in batches between two UNIX sites. UUCP is almost always used for communication between sites connected by modems. *See also* protocol.

UUEncode A method for encoding files that takes a computer file, converts it to ASCII for sending it across the Internet or to an email service, and converts it back to binary so it can be read by the recipient. Use UUEncode encoding if you are sending file enclosures to people who use operating systems other than the Mac OS.

volume An internal or external disk connected to your system. When you search for a file, you can choose a volume by name from the Volume pop-up menu.

Index

Symbols

@ sign 2-4

A

accelerators. *See* keyboard shortcuts, displaying

account names, described 2-4

account options

Claris OfficeMail 3-12 to 3-13

CompuServe 3-16

Internet service providers 3-18

accounts

adding 3-4

deleting 3-6

described 3-2

editing 3-4

email services 2-2

listing 3-4

scheduling connections to 4-3

sending messages through specific 5-13

setting a connection order for 3-6

accounts, setting up

America Online 3-8

AppleLink 3-1, 3-10

Claris OfficeMail 3-11

CompuServe 3-16

described 3-4 to 3-5

Internet service providers 3-17

RadioMail 3-21

actions on received mail 9-1

adding

accounts 3-4

addresses to groups 8-11 to 8-12, 9-13

addresses to messages 5-3 to 5-8

addresses to the Address Book 8-2 to 8-9, 9-13

attachments to messages 5-8 to 5-11

contacts to the Address Book 8-2 to 8-9

destinations 10-2

enclosures to messages 5-8 to 5-11

adding (*continued*)

entries to the Address Book 8-2 to 8-12

folders 7-3

groups to the Address Book 8-9 to 8-15

locations 10-3

mail actions 9-1

quotes to a reply 6-7

recipients to messages 5-3 to 5-7

schedules 4-3

sender addresses to the Address Book 8-4, 9-13

signatures 5-12, 10-6

subfolders 7-3

text to messages 5-1

Address Book

See also addresses; contacts;

groups

adding addresses from 5-5 to 5-7

adding addresses to 8-2 to 8-9,

9-13

adding contacts to 8-2 to 8-9

adding groups to 8-9 to 8-15

adding senders to 8-4, 9-13

addressing messages with 5-5 to 5-7

deleting entries 8-15

described 2-16, 8-1

dragging entries to messages 5-6

exporting addresses 8-15

filtering 8-14

importing addresses 8-6 to 8-9

opening 8-1

searching for an address 8-14

Address Book toolbar button 2-11

addresses

See also contacts; groups;

recipients

adding to the Address Book 8-2 to 8-9, 9-13

converting to URLs 8-16

deleting 8-3, 9-13

deleting from groups 8-13

described 2-4

dragging 2-17, 5-6 to 5-7, 8-5, 8-12

exporting 8-15

addresses (*continued*)

filtering in the Address Book 8-14

finding 5-5, 8-14

formats of 5-6

from other applications 8-6 to 8-9

grouping 8-9 to 8-15

importing 8-6 to 8-9

maximum number of 5-3

preferred 8-3

selecting 5-6

showing and hiding 5-2, 6-4

sorting 8-13, 8-15

using in other applications (exporting) 8-15

addressing messages

choosing a destination 5-4

described 5-3

to Claris OfficeMail 2-7, 6-12

alert, for incoming messages 10-13

America Online

accounts, setting up 3-8

address book 8-6

connecting to 3-6, 4-1

connection files 3-7

importing addresses from 8-6

retrieving mail from 4-1

scheduling connections to 4-3

sending mail via 5-13

service, setting up 3-6

TCP/IP connection 3-7

annotations, in onscreen Help 1-8

announce@claris.com, described 2-4

APOP authentication 3-20

AppleLink

accounts, setting up 3-1, 3-10

address book 8-7

connecting to 3-9, 4-1

connection files 3-9

and enclosures (outgoing) 5-9

and enclosures (incoming) 6-5

retrieving mail from 4-1

scheduling connections to 4-3

sending mail via 5-13

service, setting up 3-9

AppleScript

and schedules 4-4

described 10-7

AppleScript (*continued*)
 mail actions with 9-13
 menu 10-7
 running when mail arrives 10-13
 using with Claris EMailer 10-7
arrows, next or previous message 6-4
ASCII text files. *See* text files
assigning priorities 7-9, 9-9
attaching files. *See* enclosing files
attachments. *See* enclosures
attribution lines, for quoted text 6-8, 10-11
authentication, for Internet 3-20
auto-file logs
 deleting 7-10
 described 9-10
 icon for 5-21
 viewing 9-10

B

backing up, messages 2-8
Base64
 Claris OfficeMail and 3-12
 described A-2
 encoding messages with 5-12
 Internet accounts and 3-19
BCC (blind carbon copy) 5-7
beep, for incoming messages 10-13
BinHex
 Claris OfficeMail and 3-12
 described A-2
 encoding messages with 5-12
 Internet accounts and 3-19
blind carbon copies 5-7
Browser
 See also filed messages
 displaying 7-1
 message status icons 2-9
 opening 7-1
 resizing columns 7-7
 resizing Folder list 7-4
 viewing selected folders 7-4
browsing through messages 6-4
buttons
 See also toolbar
 displaying keyboard shortcuts for 1-10
 toolbar 2-10
bypassing alert messages 10-9

C

carbon copies 5-7
categories. *See* prioritizing
CC (carbon copy) 5-7
changing locations 10-3
changing status of outgoing mail 5-18, 5-19
checking spelling 2-12, 5-15 to 5-16
Claris customer assistance 1-1
Claris EMailer
 automating 10-7
 connection log 4-7
 customizing 10-1
 described W-1, 2-1
 flashing icon 6-1
 folders 7-2
 icon 2-9
 new features W-1
 onscreen Help 1-2 to 1-9
 overview W-1
 quitting during a connection 4-7
 setting up 3-1
 sounds 6-1
 starting 2-9
 troubleshooting 4-7
 using in different locations 10-3
Claris OfficeMail
 account options 3-12 to 3-13
 accounts, setting up 3-11
 addressing messages 2-7, 6-12
 and the Address Book 8-1
 choosing a server 3-11
 connecting to 2-6, 3-10, 4-1
 default encoding 3-12
 receiving messages 6-10
 retrieving mail from 4-1
 scheduling connections to 4-3
 sending mail to 5-13
 sending mail via 5-13
 service, setting up 3-10
 troubleshooting 6-11
Claris technical support 1-1
ClarisLink
 addresses 6-12
 described 2-6, 3-1
client, described 2-2
client/server, described 2-1
clippings, text. *See* text clippings
clock icon 5-18, 5-21
closing the Browser 2-9
collecting mail
 at scheduled times 4-3
 manually 4-1
colors
 for priorities 10-14
 for quotes 10-12
columns, resizing 7-4, 7-7
communication
 between computers 2-2
 over the Internet 2-1
composition window 5-2
compressing files 5-11, B-1
compression
 described 2-8, B-1
 setting 5-11
CompuServe
 account options 3-16
 accounts, setting up 3-16
 address book 8-6
 connecting to 3-14, 4-1
 importing addresses from 8-6
 retrieving mail from 4-1
 scheduling connections to 4-3
 sending mail via 5-13
 TCP/IP connection 3-15
confidential recipients. *See* blind carbon copies
Connect Again menu item 4-2
Connect Now menu item 4-1
Connect Now toolbar button 2-10
connecting
 again 4-2
 errors while 4-7
 getting your messages 4-1
 immediately 4-1
 now 4-1
 quitting during 4-7
 scheduling connections 4-3
 through email services, described 2-5
 when you start
 Claris EMailer 10-9
connecting to
 America Online 3-6
 AppleLink 3-9
 Claris OfficeMail 2-6, 3-10
 CompuServe 3-14

connecting to (*continued*)
 email services 3-1, 4-1
 Internet service providers 3-17
 RadioMail 3-20

Connection Error toolbar button 2-11

connection files
 America Online 3-7
 AppleLink 3-9

connection logs
 deleting 7-10
 troubleshooting 4-7 to 4-9

Connection type pop-up menu 4-3, 4-5

connection types, understanding 4-3

connections
 executing 4-1 to 4-6
 executing on a schedule 4-3
 repeating 4-3
 scheduling 4-3 to 4-5
 status of 4-7
 timed 4-3
 timing 4-3

contacts
See also Address Book; addresses
 adding to the Address Book 8-2 to 8-9
 creating groups 8-9
 deleting from the Address Book 8-15

contents, in onscreen Help 1-3

copies, of sent mail. *See* Sent Mail folder

copying
 entire messages 6-7
 text in messages 5-14, 6-7

Courier font 10-12

creating new messages 5-1

criteria, in mail actions 9-4

customer assistance 1-1

D

data, encoding for transfer 2-8

database backup 2-8

date received (incoming messages) 10-10

decompression 10-10

default
 dialog box options 10-9

default (*continued*)
 folders 7-2
 font 10-12

default encoding
 Claris OfficeMail and 3-12
 Internet accounts and 3-19

Default send via, described 3-5

definitions, viewing in onscreen Help 1-9

Delete toolbar button 2-11

Deleted Mail folder
 and deleted messages 7-10
 properties of 7-2
 schedule for 10-13

deleted messages, retrieving 7-10

deleting
 accounts 3-6
 addresses from messages 5-3
 addresses from the Address Book 8-3, 8-15
 destinations 10-2
 enclosures (incoming) 6-6
 enclosures (outgoing) 5-12
 folders 7-3
 groups 8-15
 locations 10-5
 mail actions 9-16
 messages 7-10, 10-13
 recipients from outgoing messages 5-3
 schedules 4-6

Description field 8-3, 8-10

destinations
 adding or changing 10-2
 deleting 10-2
 described 2-13
 specifying in addresses 5-4, 8-3

dialog boxes
 bypassing 10-9
 onscreen Help for 1-9

dictionaries, for checking spelling 5-16

directory. *See* Address Book

disabling
 mail actions 9-16
 schedules 4-4, 4-6

disconnecting from a service 4-7

disk space B-1

displaying
 error messages 4-8

displaying (*continued*)
 headers pane 6-4
 Internet headers 6-4
 messages 6-4

documentation, overview 1-1

documents. *See* files

domain names 2-4

download options
 Internet service provider 3-13, 3-19

downloading
 enclosures 6-6, 10-13
 messages 4-1

Downloads folder 6-5, 10-13

draft message icon 5-21

draft messages 5-19

drag and drop. *See* Macintosh drag and drop

dragging
 addresses 5-6 to 5-7, 8-5, 8-12
 enclosures 5-10, 6-6
 mail actions 9-15, 9-17
 text 5-14, 6-10
 text and objects 2-17
 text clippings 5-7, 8-6

E

Easy Setup, described 3-1

editing
 accounts 3-5
 Address Book 8-2 to 8-12
 folders 7-3
 incoming messages 6-4
 locations 10-3
 mail actions 9-14
 schedules 4-3
 service information 3-3

electronic mail. *See* filed messages; incoming messages; outgoing messages

email. *See* filed messages; incoming messages; outgoing messages

email accounts, setting up 3-4 to 3-6

email services
 described 2-2
 disabling 3-4
 for outgoing mail 5-13
 scheduling connections to 4-3
 setting up 3-2 to 3-4

Emailer, Claris. *See* Claris Emailer

emptying folders 7-11, 10-14

enabling

- mail actions 9-16
- schedules 4-6

enclosing files 2-8, 5-8 to 5-12

enclosure icon 5-22

enclosures

- adding 5-8 to 5-12
- BinHexing 5-12, A-1 to A-2
- compressing B-1
- default folder for 10-13
- deleting (incoming) 6-6
- deleting (outgoing) 5-12
- downloading 6-5, 10-13
- dragging (incoming) 6-6
- dragging (outgoing) 5-10
- encoding 2-8, 5-12, A-1 to A-2
- finding (incoming) 6-5
- finding (outgoing) 5-10
- formats for A-1 to A-2
- forwarding 6-9
- moving 6-6
- opening 6-6
- options for 5-11

encoding

- Base64, described A-2
- BinHex, described A-2
- choosing formats A-1
- Claris OfficeMail, specifying in 3-12
- described 2-8, A-1
- Internet accounts, specifying in 3-19
- recommendations A-1
- Service Default, described A-2
- specifying 5-12
- UUEncode, described A-2

entering addresses

- in messages 5-1 to 5-6
- in the Address Book 8-2 to 8-9

error logs. *See* connection logs

errors

- error messages 4-8
- icon for 5-21
- receiving 4-7
- troubleshooting 4-7

Eudora, importing addresses from 8-6

eWorld, importing addresses from 8-6

exclamation point icon 5-21

Execute Schedule menu item 4-6

executing

- connections 4-1 to 4-6
- mail actions 9-1, 9-16
- repeating connections 4-5
- schedules 4-3 to 4-6

expanding compressed files (enclosures) 5-11, B-1

exporting

- addresses 8-15
- mail actions 9-16

F

features, new in Claris Emailer W-1

Fewer Choices button

- in mail actions 9-7
- in onscreen Help 1-6

file compression. *See* compression

file enclosures. *See* enclosures

file formats

- for enclosures 5-9, 5-11, A-1 to A-2
- for importing addresses 8-6 to 8-7
- retaining in enclosures 2-8, A-2

file logs. *See* auto-file logs

File Message toolbar button 2-11

filed messages

- See also* Browser; incoming messages; outgoing messages
- backing up 2-8
- default font 10-12
- deleting 7-10, 10-13, 10-14
- dragging 2-17
- finding 7-11 to 7-12
- forwarding 6-9
- labeling 7-9
- moving 7-8 to 7-9
- opening 6-4
- printing 7-10
- prioritizing 7-9
- reading 6-4
- sorting 7-7
- viewing 2-14, 7-5

files

- compressing 5-11, B-1
- enclosing 2-8, 5-8 to 5-12
- encoding 5-12, A-1

Filing Cabinet. *See* Browser

filtering messages

- automatically 9-9
- described 2-17
- from message lists 7-8 to 7-9
- incoming 6-9
- outgoing 5-14

Filter text box 2-16, 5-5, 8-14

filtering

- incoming mail 9-1
- messages 9-1

Find tab, in onscreen Help 1-5

Find toolbar button 2-11

finding

- addresses 5-5, 8-14
- enclosures 5-10
- messages 7-11 to 7-12
- text 7-11

flashing Claris Emailer icon 6-1

folders

- as enclosures 5-8, 5-11
- creating 7-3
- default 7-2
- deleting 7-3
- described 7-2
- emptying 7-11, 10-14
- filing messages 7-8 to 7-9, 10-10 to 10-11
- marked 7-3
- renaming 7-3
- setting up 7-3
- subfolders 7-3
- viewing contents 2-14, 7-5
- viewing in Browser 2-9, 7-1
- viewing in Folder List window 7-1
- viewing selected 7-4

font

- color for priorities 10-14
- for messages 10-12
- monospaced 10-12

formats of addresses 5-6

formats, file. *See* file formats

Forward toolbar button 2-11

forwarding messages 6-9, 9-11

frequency, of connection schedule 4-3

G

getting help 1-2 to 1-9

getting your messages
manually 4-1
on a schedule 4-3

glossary, using 1-9

groups

See also Address Book; addresses
adding senders automatically 9-13
creating 8-9 to 8-15
deleting addresses from 8-13, 9-13
deleting from the Address
Book 8-15
described 2-16
sorting 8-13

H

headers of messages, hiding and
showing 6-4

Help navigator window 1-2

Help topic window 1-2

Help. *See* onscreen Help, using

hiding

address area 5-2
alert messages 10-9
enclosures 5-8
message headers 6-4
onscreen Help window 1-3
the address area 6-4

History Window, accessing in
onscreen Help 1-8

host, described 2-2

I, J

icons

address 5-3, 5-22
AppleScript menu 10-7
Claris EMailer 2-9
enclosure 5-22
flashing, Claris EMailer 6-1
incoming messages 6-1
message status in Browser 2-9
outgoing messages 5-21
preferred address 8-3
Queue Message 2-13
Save As Draft 2-13
text clippings 2-18

immediately sending a message 5-17

importing addresses
from other applications 8-6

importing addresses (*continued*)
from text files 8-7 to 8-8

In Box folder 2-14, 6-1, 7-2

including quotes in a reply 6-7

incoming messages

See also filed messages; outgoing
messages
adding sender to the Address
Book 8-4, 9-13
beep for 10-13
browsing through 6-4
copying text from 6-7
date and time received 10-10
default font 10-12
deleting 7-10
dragging 2-17
editing 6-4
filing 6-9, 7-8
filing automatically 9-9, 10-10
filtering 9-1
finding 7-11 to 7-12
forwarding 6-9, 9-11
handling 9-1, 10-10
icons for 6-1
labeling 7-9, 9-9
opening 6-4
printing 7-10, 9-14
prioritizing 7-9, 9-9
quoting 6-7
reading 6-4
receiving 2-14, 6-1, 6-2
replying to 6-6, 9-10
saving as text files 6-10
seeing a list of 6-1, 7-5
setting handling preferences 10-10
sound, changing 10-13
troubleshooting 4-7 to 4-9
viewing 2-14, 6-4

index, in onscreen Help 1-4

Internet

ASCII character set 2-8
connecting to 4-1
described 2-1
domain name 2-4
headers 6-4
POP 2-3
protocols 2-2
retrieving mail from 4-1
sending messages via 5-8
SMTP and POP 2-3

Internet config

signatures, America Online 3-8

Internet config (*continued*)

signatures, AppleLink 3-10
signatures, Claris OfficeMail 3-12
signatures, CompuServe 3-16
signatures, Internet service
providers 3-19
signatures, RadioMail 3-21
using 3-18

Internet domain names

described 2-4
entering for setup 3-18
shortcuts for 2-13

Internet service providers

account options 3-18
accounts 3-17
connecting to 3-17, 4-1
described 2-2
retrieving mail from 4-1
scheduling connections to 4-3
sending mail via 5-13
setting up for 3-2 to 3-4, 3-17

K

keeping copies of sent mail. *See* Sent
Mail folder

keyboard shortcuts, displaying 1-10

keywords, in onscreen Help index 1-4

L

labeling messages 7-9, 9-9

See also prioritizing

LANs 2-6

Leave mail on server option

Claris OfficeMail 3-13
Internet service provider 3-19

list servers 2-4

local area code 10-4

local area networks 2-6

locations

adding 10-3
changing connection
information 10-4
deleting 10-5
described 10-3
editing 10-3
listing 10-3
selecting 10-5
using 10-3

Logs folder 7-2
logs. *See* auto-file logs; connection logs
long headers, showing 6-4

M

Macintosh drag and drop 2-17
MacTCP, setting up 3-22
mail. *See* filed messages; incoming messages; outgoing messages
mail actions
 advanced tests 9-6
 and AppleScript 9-13
 comparing text 9-5
 creating 9-1 to 9-14
 criteria 9-4
 deleting 9-16
 described 2-15, 9-1
 disabling 9-16
 dragging 9-15, 9-17
 editing 9-14
 enabling 9-16
 examples of 9-17
 executing 9-1, 9-16
 exporting 9-16
 naming 9-2
 ordering 9-15
 preset 9-17
 prioritizing 9-15
 setting criteria 9-4
 setting up 9-1 to 9-14
 sharing with other users 9-16
 sorting 9-14 to 9-15
 turning on and off 9-16
mail filters. *See* mail actions
mail handling
 See also mail actions
 setting preferences for 10-10
mail notification, setting options for 3-13, 10-13
mail. *See* messages
mailing lists. *See* groups; list servers
managing windows 1-3
marked folders 7-3
message headers, hiding and showing 6-4
message lists
 deleting messages 7-10
 printing 7-10

message lists (*continued*)
 resizing columns 7-7
 searching 7-11 to 7-12
 sorting 7-7
 viewing 7-5
message priorities
 assigning 7-9, 9-9
 setting 10-14
message recipients. *See* addresses; recipients
messages. *See* filed messages; incoming messages; outgoing messages
Methods pop-up menu 3-15
MIME, described A-2
mobile computing 10-3
modems
 accessing email services through 3-21
 connecting with 2-5
 hanging up 10-15
 troubleshooting 4-8
Monaco font 10-12
monospaced fonts 10-12
More Choices button
 in mail actions 9-6
 in onscreen Help 1-6
moving
 address to the Address Book 8-5
 addresses to a group 8-12
 addresses to a message 5-6 to 5-7
 enclosures (incoming) 6-6
 enclosures (outgoing) 5-10
 messages to folders 7-8, 10-10 to 10-11
 text 5-14, 6-10

N

name, of a recipient 5-4, 5-5
naming
 folders 7-3
 groups 8-10
 mail actions 9-2
 schedules 4-5
networks
 accessing Internet through 3-17
 connecting with 2-5
new features of Claris EMailer W-1
New Message toolbar button 2-11

new messages 5-1
 See also incoming messages
Next button, in onscreen Help 1-8
next message, viewing 6-4
notes, adding to onscreen Help topics 1-8
notification 3-13

O

online help. *See* onscreen Help, using
online services
 described 2-2
 destination 5-4
 scheduling connections to 4-3
 setting up for 3-2 to 3-4
onscreen Help, using 1-2 to 1-9
opening
 Address Book window 8-1
 Browser window 7-1
 enclosures 6-6
 folders 2-14
 messages 6-4
 onscreen Help 1-2
options
 See also preferences
 for accounts 3-4
 for enclosures 5-11
order of mail actions 9-15
Out Box folder 7-2
Outgoing Message window 5-2
outgoing messages
 See also filed messages; incoming messages
 adding and removing enclosures 5-8 to 5-12
 addressing 5-3 to 5-8
 addressing to Claris OfficeMail users 2-7, 6-12
 creating 5-1
 default font 10-12
 filing 5-14
 filing automatically 10-11
 icons for 5-21 to 5-22
 personalizing 5-12
 pre-addressed 5-1
 saving 5-16 to 5-20
 saving as text files 5-20
 saving without sending 5-19
 sending 5-16 to 5-20

outgoing messages (*continued*)
 signatures in 5-12, 10-6
 status of 5-21
 troubleshooting 4-7 to 4-9
 with no subject or body 4-9, 10-9

P

Page Setup dialog box 7-10, 10-9
 page size and orientation 7-10, 10-9
 paperclip icon 5-22
 partially downloaded messages 6-2
 pasting text as a quotation 6-8
 pencil icon 5-19, 5-21
 platforms, communicating
 between 2-2
 plug-ins, TCP control 10-15
 POP (Post Office Protocol),
 described 2-3
 pop-up definitions, viewing in
 onscreen Help 1-9
 Post Office Protocol, described 2-3
 postponing messages. *See* Save As
 Draft
 PowerBook
 computers 10-3
 modems 3-14
 PPP settings 3-21
 pre-addressed messages 5-1
 preferences
 changing 10-8
 displaying 10-8
 for signatures 10-14
 setting 10-8 to 10-15
 preferred address 8-3
 previewing addresses to be
 imported 8-8
 Previous button, in onscreen Help 1-8
 previous message, viewing 6-4
 Print One menu item 7-10
 Print toolbar button 2-11
 printing messages 7-10, 9-14
 prioritizing
 described 7-9
 incoming messages 7-9, 9-9,
 10-14
 mail actions 9-15
 messages 7-9

prioritizing (*continued*)
 preferences for 10-14
 setting up priorities 10-14
 problems, troubleshooting 4-7
 protocols, described 2-2

Q

queueing messages 5-18
 quitting
 during a connection 4-7
 onscreen Help 1-3
 quoting
 a message 6-7
 attribution lines for 6-8
 in automatic replies 9-11

R

RadioMail
 accounts, setting up 3-21
 scheduling connections to 4-3
 service, setting up 3-20
 ranges, selecting 7-7
 Read Mail folder 7-2
 reading messages 6-4
 received messages. *See* incoming
 messages
 recipient types
 blind carbon copy (BCC) 5-7
 carbon copy (CC) 5-7
 recipients
 See also Address Book; addresses
 adding to a message 5-3 to 5-7
 deleting from outgoing
 messages 5-3
 finding in the Address Book 5-5
 maximum of 5-3
 types of 5-7
 registering your software 1-1
 related topics, displaying in onscreen
 Help 1-8
 removing
 addresses from messages 5-3
 addresses from the Address
 Book 8-15
 enclosures (incoming) 6-6
 enclosures (outgoing) 5-12

renaming
 priorities 10-14
 text clippings 2-18
 repeating connections
 described 4-3
 setting up 4-3 to 4-5
 Reply toolbar button 2-11
 replying
 automatically 9-10
 to a message 6-6
 with a quote 6-7 to 6-8
 resizing columns 7-4, 7-7
 retrieving messages. *See* connecting
 return address, setting
 Internet service providers 3-18
 returned messages 4-7
 running a schedule 4-3, 4-6

S

Save As Draft
 icon 5-21
 option 5-19
 saving
 See also exporting addresses
 addresses in the Address Book 8-4
 groups 8-10
 mail actions 9-3
 messages 5-16 to 5-20, 10-9
 schedules
 adding 4-3
 deleting 4-6
 described 4-3
 editing 4-4
 enabling and disabling 4-6
 executing 4-3, 4-6
 frequency of 4-3
 naming 4-5
 repeating 4-3
 running 4-3, 4-6
 selecting accounts 4-5
 timed 4-3
 using multiple 4-3
 using TCP control with 4-5
 scheduling
 connections 4-3
 outgoing messages 5-18
 scripts. *See* AppleScript; mail actions

- searching
 - for addresses 5-5
 - for enclosures 5-10
 - for text 7-11
 - onscreen Help 1-5
- selecting
 - addresses in a message 5-6
 - addresses in the Address Book 8-14
 - enclosures 5-9
 - noncontiguous items 7-7
 - a preferred address 8-3
 - unread mail folders 6-1
- Send Now button 5-17
- send via
 - described 5-13
 - setting default 3-5
- senders, adding to the Address Book 8-4, 9-13
- sending
 - compressed files 5-11, B-1
 - enclosures 5-8 to 5-12
 - messages 4-2, 5-16 to 5-20
 - showing status 5-21
- Sent Mail folder 7-2
- sequence
 - of account connections 3-5
 - of mail actions 9-14 to 9-15
- server
 - described 2-2
 - for Claris OfficeMail 3-11
- server, storing messages on
 - Claris OfficeMail 3-13
 - CompuServe 3-17
 - Internet service provider 3-19
- Service Default, encoding
 - formats A-1 to A-2
- service providers. *See* Internet service providers
- services, setting up
 - America Online 3-6
 - AppleLink 3-9
 - Claris OfficeMail 3-10
 - CompuServe 3-14
 - Internet service providers 3-17
 - RadioMail 3-20
- setting
 - date and time 10-10
 - default send via 3-5
 - message priorities 7-9, 9-9, 10-14

- setting (*continued*)
 - options for enclosures 5-11
 - preferences 10-8
- setting up
 - See also* Easy Setup
 - connections 4-1
 - destinations 10-1
 - email accounts 3-4 to 3-6
 - email services 3-2 to 3-4
 - locations 10-3
 - mail actions 9-1
 - preferences 10-8
 - priorities 10-14
 - repeating connections 4-3
 - schedules 4-3
 - signatures 10-6
- short headers, showing 6-4
- shortcuts. *See* keyboard shortcuts
- showing
 - addresses 5-2
 - alert messages 10-9
 - dialog boxes 10-9
 - enclosures 5-8
 - error messages 4-8
 - incoming messages 6-1
 - message headers 6-4
 - sending status 5-21
 - when a message is received 10-10
- signatures
 - choosing 5-12
 - setting up 10-6
- skipping alert messages 10-9
- skipping large messages
 - Internet service providers 3-13, 3-19
- SLIP settings 3-21
- SMTP server 2-3
- sorting
 - groups 8-13
 - messages 7-7
 - the Address Book 8-15
- sounds
 - Claris OfficeMail and 3-13
 - for incoming messages 6-1
 - setting 10-13
- spaces, entering with Tab key 5-2
- spelling checker 2-12, 5-15 to 5-16
- starting
 - Claris EMailer 2-9, 10-9
 - onscreen Help 1-2

- status
 - of connections 4-7
 - of messages you send 5-21
- storing
 - addresses 8-2
 - groups 8-9 to 8-15
 - messages, in folders 7-8, 10-13, 10-14
- StuffIt 5-11, B-1
- subfolders
 - creating 7-3
 - described 7-3
 - opening 2-14
- switching messages 6-4

T

- Tab key, in message body 5-2
- TCP control
 - described 10-15
 - turning on and off 4-5, 10-15
- TCP/IP
 - connection to America Online 3-7
 - connection to CompuServe 3-15
 - PPP settings 3-21
 - SLIP settings 3-21
- terminology, in onscreen Help 1-9
- tests. *See* mail actions
- text
 - See also* text files
 - copying in reply 6-7
 - dragging 2-18, 5-14, 6-10
 - finding 7-11 to 7-12
 - font and size (message body) 10-12
 - moving to the Address Book 8-5
 - pasting as a quotation 6-8
 - saving messages as 5-20, 6-10
 - searching for 7-11
- text clippings 2-18, 5-6, 5-7, 8-16
- text color
 - for priorities 10-14
 - for quotes 10-12
- text files
 - See also* text
 - dragging to outgoing messages 5-10
 - exporting to 8-15
 - importing addresses from 8-7
 - saving messages as 5-20

time received (incoming messages) 10-10

timed connections 4-3

timed messages. *See* queueing messages

tone, for incoming messages 10-13

tool tips 1-10, 2-10

toolbar
 See also buttons
 described 2-10
 displaying in onscreen Help 1-9
 displaying onscreen Help for 1-10
 names of buttons 2-10

traveling, using Claris EMailer while 10-3

troubleshooting
 Claris OfficeMail 6-11
 connection errors 4-7

turning on and off
 mail actions 9-16
 schedules 4-6

typing
 addresses in a message 5-4
 addresses in the Address Book 8-2
 text in a message 5-1

U

Unprocessed Mail toolbar button 2-10

unread mail, selecting folders 6-1

unscheduled mail 5-19

unscheduled message icon 5-21

UnStuffIt B-1

URLs
 converting addresses to 8-16
 launching 6-4

Use TCP control checkbox 4-5

user ID, described 2-4

users. *See* addresses; contacts

using addresses from other applications 8-6 to 8-9

UUEncode
 Claris Office Mail and 3-12
 described A-2
 encoding messages with 5-12
 Internet accounts and 3-19

V

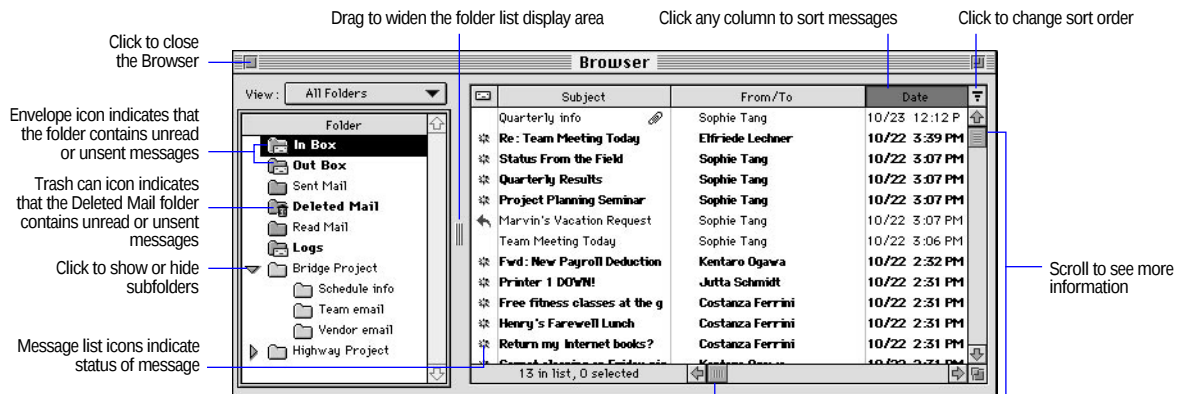
vacation message, creating 9-17

W, X, Y, Z

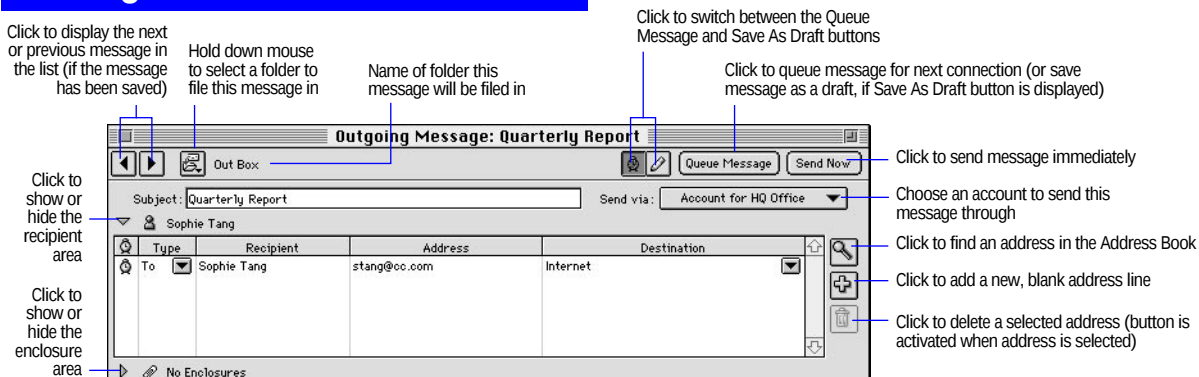
World Wide Web 2-2

writing messages 5-1

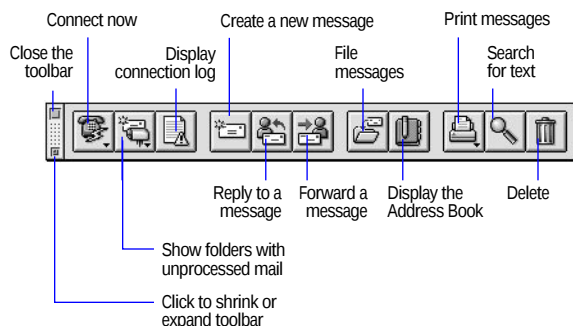
The Browser



Message window



Toolbar



Message list status icons

This icon	Indicates that the message
Incoming	Is an unread incoming message
	Is an incoming message that you have replied to
	Is a partially downloaded message
	Is partially downloaded and will be fully retrieved at the next connection
	Is partially downloaded and will be deleted from the server at the next connection
	Is an auto-file log for a mail action
Outgoing	Will be sent at the next connection
	Has been saved as a draft
Both	Is an outgoing message with an addressing error or an unread connection log

Quick Reference

Keyboard and mouse shortcuts

Most key combinations are displayed in the menus. To use a key combination, hold down the first key and then press the next key or click the mouse as indicated. For example, to quit Claris EMailer, press **⌘** and then press **Q**.

To display keyboard shortcuts for buttons in an active Claris EMailer dialog box or window, hold down the **⌘** key for a few seconds.

Working with messages

Incoming messages	
Reply to a message	⌘-R
Forward a message	⌘-J
Switch between short and long headers	Shift-⌘-H

Outgoing messages	
Create a new message	⌘-N
Save a message to the current folder without closing it	⌘-S
Move the insertion point to the next text entry area	Tab
Insert spaces to indent text to the next tab stop in the message body area	Tab
Check spelling in a message	⌘-=
Paste text as a quotation	⌘-'
Find an address in the Address Book	Shift-⌘-F
Change a message to queued state	Shift-⌘-Q
Change a message to draft state	Shift-⌘-D
Save a message and close the window	Enter
Send a message now	Shift-⌘-K

Both incoming and outgoing messages	
Display the next message in a list	⌘-]
Display the previous message in a list	⌘-[
Delete the current message and display the next one	Option-⌘-]
Delete the current message and display the previous one	Option-⌘-[
File a message	Option-⌘-F
Copy the entire message as text	Option-⌘-C
Print an open message	⌘-P
Print one copy of the open message	Shift-⌘-P
Copy an address from a message to the Address Book	Shift-⌘-C

Working with messages

Display or hide the address area	Shift-⌘-R
Display or hide the enclosure area	Shift-⌘-E

Working with message lists

Open selected message(s)	Enter, Return, or double-click
File a message	Option-⌘-F
Delete a selected message	⌘-D or Delete
Move the selection up one row	Up Arrow
Move the selection down one row	Down Arrow
Extend the selection up one row	Shift-Up Arrow
Extend the selection down one row	Shift-Down Arrow

Scrolling

Scroll up one page	Page Up
Scroll down one page	Page Down

Displaying windows

Display the Browser	⌘-B
Display the In Box	⌘-1
Display the Out Box	⌘-2
Display the Address Book	⌘-4
Display the Folder List window	⌘-L

Connecting to your email service

Connect now	⌘-K
Connect again	Option-⌘-K

Miscellaneous actions

Add a new item	Shift-⌘-N
Delete a list item	⌘-D or Delete
Create a new group in the Address Book	Shift-⌘-G
Cancel a dialog box	Esc
Enter selected text into the Find field of the Find dialog box	⌘-E
Check or uncheck a selected list item	Right Arrow or Left Arrow
Start Claris EMailer Help	Help or ⌘-?