User's Guide

NOVELL®

MAC

USING ENVOY

TABLE OF CONTENTS

INDEX

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Table of Contents

Getting Started

Starting GroupWise 13
A Brief Tour 16
Getting Help 19

Using GroupWise

In Box

Reading Items 21
Reading Attachments 22
Printing Items and Attachments 23
Accepting or Declining Appointments, Tasks, and Notes 24
Replying to Mail and Phone Messages 26
Forwarding Items 27
Deleting Incoming Items 28
Creating Folders 28

Out Box

Resending and Rescheduling Items 30
Retracting Unopened Items 31
Deleting Outgoing Items 32
Tracking Item Information 33

Trash

Undeleting Items 34
Emptying Your Trash 34

My Calendar

Accepting or Declining Appointments, Tasks, and Notes 35
Rescheduling Appointments, Tasks, and Notes 36
Completing Tasks and Routed Items 37
Printing Your Calendar 39

Send Mail

Sending Mail 40
Attaching Files 41
Creating Personal Groups 42
Setting Temporary Mail Options 43

Schedule

Scheduling Meetings 44
Scheduling Personal Appointments 46
Using Busy Search 48
Scheduling Recurring Items (Auto-Date) 49
Setting Temporary Appointment Options 50

Assign Task

Assigning Tasks 51
Creating Personal Tasks 52
Setting Temporary Task Options 53

Write Note

Sending Notes 55
Creating Personal Notes 55
Setting Temporary Note Options 56

Phone Message

Sending Phone Messages 57
Setting Temporary Phone Options 58

Sharing Mailboxes

Managing Another User's Mailbox 59
Letting a Proxy Manage Your Mailbox 60

Using GroupWise Remote

Remote Basics

About GroupWise Remote Disks 63
Introduction 63
Getting Started Checklist 64
GroupWise Remote Requirements 64
How GroupWise Remote Works 65
Modem Connection Compared to Network Connection 66
Setup Worksheet 68
Starting GroupWise Remote 70
Setting Up GroupWise Remote 70
Creating a Modem Connection 72
Creating a Network Connection 74
Testing Your Connections 75
Retrieving Information (Downloading) 77
Sending Items (Uploading) 80

More About Remote

Addressing 81
Changing Your Remote Preferences 83
Creating or Editing a Modem Definition 83
Script Language 87
Setting or Changing Your Time Zone 88
Rebuilding Your GroupWise Remote Database 89

Index

Index 91

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

RÉPONSES À VOS QUESTIONS

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

Questions and Answers

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

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

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

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

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

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

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

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

Q. Am I required to license resources?

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

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

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

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

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

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

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

Q. How is the Administration software licensed?

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

Q. How are the multiple Message Server programs licensed?

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

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

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

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

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

Q. How are the GroupWise gateways licensed?

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

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

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

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

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

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

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

Getting Started

Getting Started

Starting GroupWise

This section provides information for installing GroupWise, formerly known as WordPerfect Office, and GroupWise Remote on your Macintosh, Power Macintosh, or remote computer. GroupWise includes an Installer utility to install the programs to System 7.x. However, you must have System 7 Pro or higher in order to use the Drag and Drop feature. The GroupWise files are compressed and cannot be used until you run the install program.

You should install the GroupWise Client software to the active startup disk. However, if your diskspace is limited, you can run GroupWise from the network.

IMPORTANT: If you run GroupWise on a Power Macintosh, do not use the Energy Saver and CPU Energy Saver control panels because they are incompatible with GroupWise. You may want to discard these control panels by dragging them to the Macintosh system's Trash.

Macintosh Client Station Requirements

The requirements for running the Macintosh client on a network station are shown in the table below.

Hardware/Software	Minimum Requirements	Recommended Requirements
Processor	Macintosh II	Macintosh IIci or better
System Version	System 7	System 7 Pro or higher for drag and drop and AOCE
Memory	2M available RAM	4M or more RAM
Hard drive	10.5M standard install	12.5M complete install
Network Install	11M disk space	11M disk space

Installing the GroupWise Client Software

1. Make sure WP Office is not running.
2. Insert the **Client 1** disk into your computer's disk drive.

   or

   Connect to the server volume on which the installation folder is located, then double-click the folder containing the Installer and the program folders. Contact your system administrator if you need to find out the location of the installation folder.

The installation program will detect your computer's processor type and install a 68K (standard Macintosh) or a Power Macintosh version of GroupWise to your machine.

3. Double-click the License Read Me, read it, then click the close box.
4. Double-click **Install GroupWise**, then click **Continue**.
5. If you currently have WP Office 4.0, read the compatibility notice. You should not install the GroupWise 4.1 client if your system administrator has not yet installed 4.0a or 4.1 administration software.
6. Click **Continue** when you're done reading.
7. Click **Install**.
8. Use the directory dialog box to choose the location you will install to, type the name of the folder to install to, then click **Install**.
9. If you are installing with disks, change disks as prompted by the install program.
10. A message will inform you if the installation was successful. Choose **Quit**.

11 Open the Office 4.0 Items folder located in the folder you installed to. If it contains old custom views that you want to use in GroupWise 4.1, move them to the Languages:US:Custom Views folder, also located in the folder you installed to. After you have moved your views, or if the Office 4.0 Items folder was empty, click the close box and drag the Office 4.0 Items folder to the Trash.

12 Re-start your Macintosh.

Running GroupWise from the Network

You may want to run GroupWise from the network if you have limited hard disk space. This network version of GroupWise recognizes your computer's processor type and will run either the 68K (standard Macintosh) or Power Macintosh version of GroupWise. Check with your system administrator to see if you can install GroupWise from the network. If you can, select **Run GroupWise from Network** in the custom install dialog box.

If your system administrator has already installed GroupWise onto the network,

1 Connect to the appropriate server volume and folder where the GroupWise files are located.

2 Double-click the **Install GroupWise Workstation** icon.

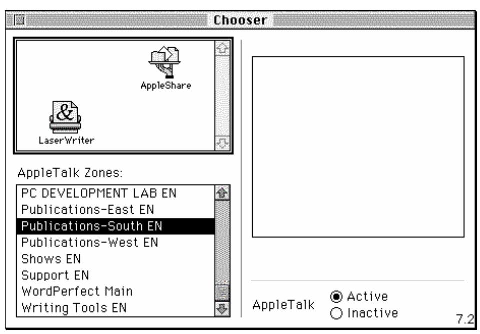
3 Use the directory dialog box to indicate the folder on your hard disk to install GroupWise files to.

4 Click **Install**.

Logging In to GroupWise

1 If you have not mounted the server where your post office is located, choose the n menu, then choose **Chooser**.

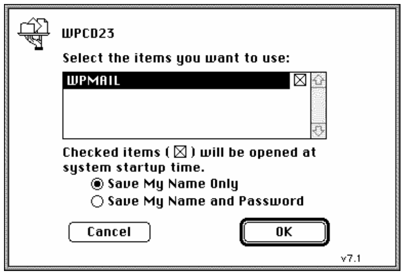
If you don't know which zone, server, or volume contains your post office, contact your system administrator.



2 Click the AppleTalk zone where your post office is located, click **AppleShare**, then double-click your post office file server.

3 Type your user ID and password for that server, then click **OK**.

4 Select the correct server volume, then click the box to the right of the server name to have the volume open each time you start your computer.



5 Click **OK**, then click the close box to close Chooser.

The mounted file server is placed on your System desktop. For more information about Chooser, see your Macintosh user's guide.

6 Double-click the **GroupWise** icon to start GroupWise.

7 Make sure **Network** is selected to log in to your network mailbox. See *Using GroupWise Remote* later in this guide for instructions on how to log in to your remote mailbox.

8 Click **Post Office**.

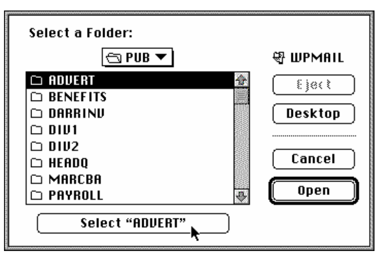
The directory dialog box lets you choose the folder the post office is located in. If you don't know the location of your post office, contact your system administrator.

9 Click **Desktop** to list the mounted servers, then double-click the server that contains your post office.

10 Continue double-clicking folders until you find the post office folder.

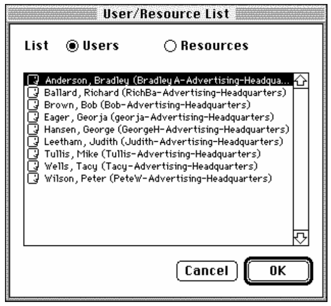
If you see files such as OFFILES, OFMSG, OFNOTIFY, and so forth, you have gone too far. Use the directory title menu to close the current folder.

11 Click the folder that contains the GroupWise post office, then click **Select**.



12 Choose the **User ID** pop-up menu, then choose **User ID** or **Network ID**. You can log in with your network ID, or with a user ID if your system administrator created one.

13 Click **Find**.



14 Make sure **Users** is selected. You can type your name to search for it while you are in the Users list box.

or

If you want to log in as a resource that you own, select **Resources**. You can also log in as a resource later. See *Resource* in the *GroupWise 4.1 for Macintosh Reference*.

15 Select your name or the resource's name, then click **OK**.

16 If you have been assigned a password, type it in the **Password** box. If you want to set a password later, see *Environment Preferences* in the *GroupWise 4.1 for Macintosh Reference*.

Setting a mailbox password increases the security of your mailbox. In addition, you may receive a routed item that requires your mailbox password before you can open it.

17 If you want to bypass the Log In dialog box in the future, select **Log In at Startup**. However, if you don't want people to easily access your mailbox, you would not select this option.

18 Click **Log In**.

Your name appears in the Main Window.

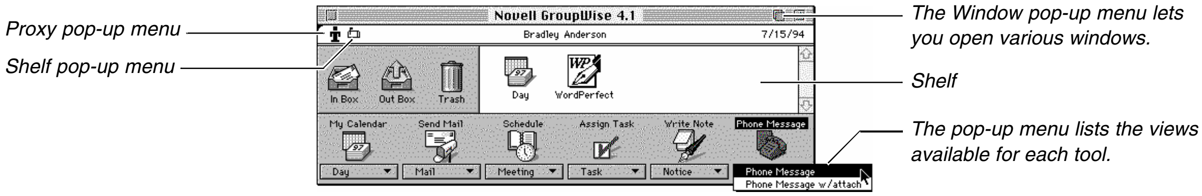
A Brief Tour

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

The Main Window

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

The Main Window lets you open other windows to view your incoming and outgoing messages, open calendar views for managing your schedule, and open item views for sending mail, appointments, tasks, notes, and phone messages. You can access all the following tools from the Main Window:



Main Window

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

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

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

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

 Electronic mail has never been more versatile. Besides sending a message with **Send Mail**, you can also attach text files, graphics, applications, sounds, movies, and GroupWise views.

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

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

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

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

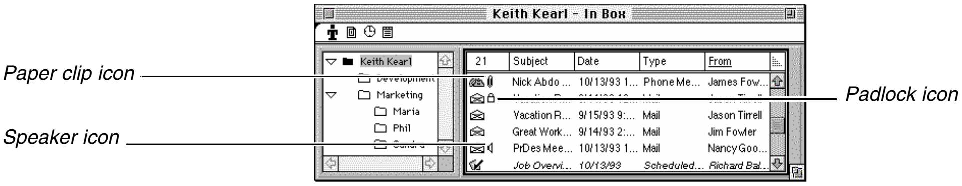
Shelf: Use the Shelf to customize GroupWise to your needs. You can place any icon from the Main Window (except the Trash) or an application icon on the Shelf. The Shelf icons let you open views, templates, proxied calendars, filtered boxes, and launch applications quickly. See *Shelf* in the *GroupWise 4.1 for Macintosh Reference* or in online Help.

Window Pop-Up Menu: Use the Window pop-up menu to access the Main Window quickly. Use Iconize to reduce the currently selected window to an icon on your desktop. To expand the icon into a view, double-click the icon. Use Hide to conceal a view or window. You can access hidden windows by choosing the Window menu.

In Box and Out Box Icons

The messages, appointments, or requests you send or receive are called *items*.

Items with accompanying attachments such as files or graphic documents are marked with a paper clip icon in the In Box. An item with a sound annotation is marked with a speaker icon. In addition, private items are marked with a padlock icon.



GroupWise Views

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

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

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

Calendar views display your scheduled items, the date they are scheduled for, and when they are due. A calendar view can display your Appointments list, Tasks list, Notes list, a monthly calendar, and incoming and outgoing items.

Using This Guide

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

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

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

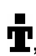
Reference Manual

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

Conventions

Icons

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

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

Bolded Words

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

2 Choose the **Edit** menu, then choose **Preferences**.

Getting Help

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

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

Using Online Help

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

GroupWise Help

1 Choose the n menu, then choose **GroupWise Help**.

2 Select a topic from the list box.

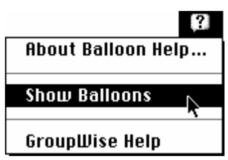
3 Click the close box when you have finished using Help.

You can also leave the Help window open while you are working in GroupWise.

Balloon Help

Balloon Help defines screen elements and briefly tells you what they are used for. GroupWise Balloon Help is fully compatible with System 7 Balloon Help.

1 Choose the **Balloon Help** menu, then choose **Show Balloons**.



2 Point to items on the screen to see Balloon Help on those items.

3 When you have finished using Balloon Help, choose the **Balloon Help** menu, then choose **Hide Balloons**.

Other Assistance

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

Using GroupWise

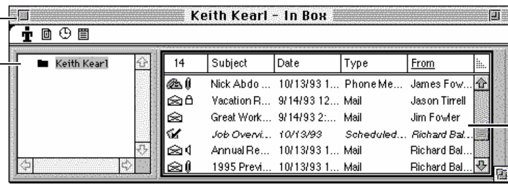
Reading Items

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

From the Main Window,

1 Double-click **In Box**.

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



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

3 Click **Close** when you are done.

4 Click the close box in the In Box to return to the Main Window.

Tips and Hints

Item Priority

High priority items are red on color monitors. Low priority items are light gray.

Opening Several Items

You can select multiple items to read by **Shift**-clicking a continuous range of items, or c-clicking non-continuous items. Choose the **Actions** menu, then choose **Read**. All the selected items will open. Click the close box of each item you have finished reading.

Deleting Items Immediately

You can delete items immediately after reading them. Choose the **Actions** menu, then choose **Delete** while you're in the item view. See *Deleting Incoming Items* under *In Box*.

Access and Proxy Lists

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

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

Switching to a Standard View

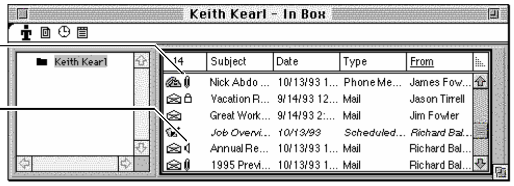
If you receive an item that has a custom view, you can switch to a standard view by holding down the **Option** key and double-clicking the item in the In Box.

Reading Attachments

An attachment is a file which may contain text, graphics, applications, sounds, or movies, and is sent with an item. In the In Box, items with attachments are marked with a paper clip icon. Items with sound annotations are marked with a speaker icon.

The paper clip icon means the item has an attached file.

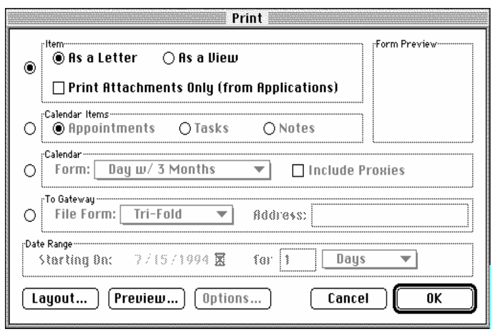
The speaker icon means the item has a sound annotation.



You can display an attached text file or WordPerfect document in the Message box. Other types of attachments can be read by launching the application that created the file.

From the In Box,

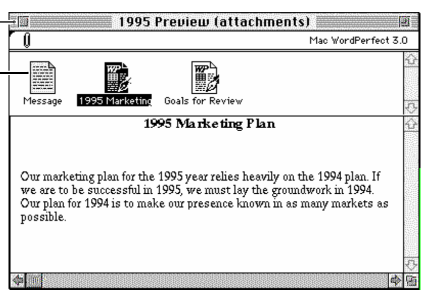
1 Double-click the item with attachments to open the item view.



2 Double-click the attachment in the Attach box to view the contents of the attachment.

Click to return to the Item.

Double-click to view the message.

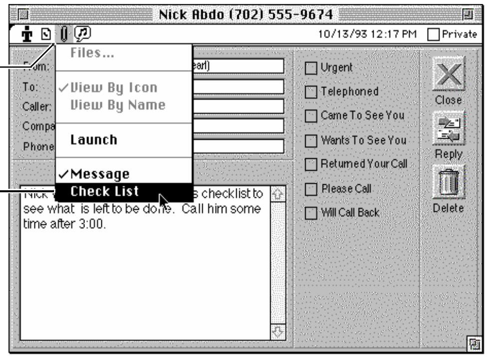


Tips and Hints

Items Without the Attach Box

You can include attachments with items that don't have the Attach box. When you choose a file to attach to the item, GroupWise places the file name in the Attachment pop-up menu.

The recipient can choose the Attachment pop-up menu, then choose the attachment to view it.



Launching an Application

If the attachment can't be displayed, choose the **Attachment** pop-up menu, then choose **Launch** to view the attachment in the application that created it.

If you can't launch the application that created the attachment, make sure you have the application. If you have the application, you may need to specify the launch definition. See *Environment Preferences* in the reference manual.

Viewing Attachments in the Message Box

To view an attachment in the Message box instead of a viewer window, hold down the **Option** key and double-click the attachment in the Attach box.

Printing Items and Attachments

You can print incoming and outgoing items, and accompanying attachments.

Printing Items

From the In Box or Out Box,

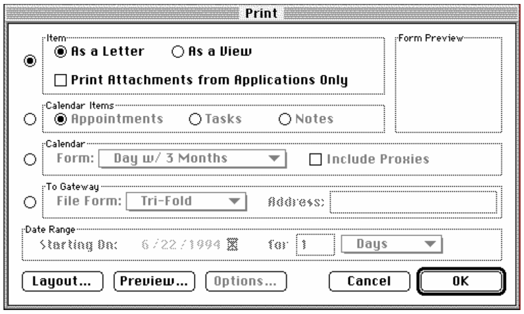
1 Select the item(s) you want to print.

or

Open the item you want to print.

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

Make sure Item is selected.



3 Select the Item options you want, then click **OK**.

4 Select the Print options you want, then click **Print**.

Printing Attachments

From the In Box or Out Box,

1 Open the item that contains the attachment you want.

2 Double-click the attachment to display it in the viewer window.

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

4 If you are prompted for page setup settings, choose the appropriate options, then click **OK**.

5 Select your print options, then click **Print**.

Tips and Hints

Page Setup and Print Options

Page Setup lets you select paper size and orientation, specify reduction, enlargement, printer effects, and select other options. The standard Macintosh Print dialog box is part of the Macintosh System and varies depending on the printer driver you select in Chooser. For more information, see your Macintosh user's guide or your system administrator.

Printing Attachments

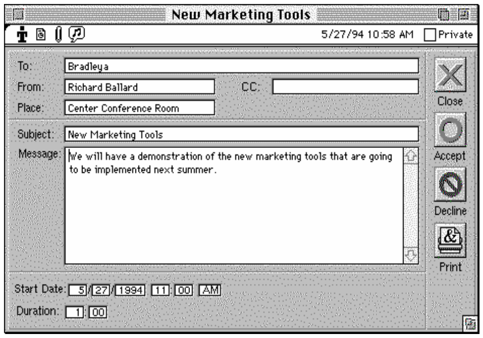
If you want to retain all the formatting codes of an attachment, you may want to print the attachment from the application it was created in. You can launch the attachment's application from the Attachment pop-up menu. See *Environment Preferences* in the reference manual.

Accepting or Declining Appointments, Tasks, and Notes

Accept or Decline lets you inform the sender of an appointment, task, or note whether you are available or not. The text descriptions of these items remain italicized in your In Box and Calendar until you have accepted or declined the items.

From the In Box,

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



Appointment view

2 Click **Accept**  or **Decline** .

3 If you accept, type any additional comments, then click **Accept**.

or

If you decline, type your reason for declining, then click **Decline**.

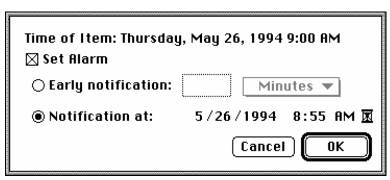
4 If the item is part of an auto-date definition, click **All of Them** to accept all occurrences, or click **Just One** to accept only this occurrence. See *Scheduling Recurring Items* under *Schedule*.

After accepting an appointment, task, or note, the italicized text will be changed to normal text in your Calendar. Accepted items are filtered out of your In Box and appear in your Calendar.

Tips and Hints

Setting Alarms

If you are accepting an appointment, click **Alarm Options**, then make sure that Set Alarm is selected. Select **Early Notification** or **Notification at**, select a time, then click **OK**.



To set alarms for accepted appointments in the Calendar, select the appointment you want, choose the **Actions** menu, then choose **Alarms**.

Accepting or Declining from the Calendar

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

Replying to Appointments, Tasks, and Notes

While accepting or declining an appointment, task, or note, you'll be prompted to type a comment. Your comments will appear in the sender's Info window. If the sender selected Return Mail in her or his Preferences or Options settings, the sender will also receive your comments in a mail message.

To reply before accepting or declining, choose the **Actions** menu, then choose **Reply**. Continue with step 2.

Where Items are Moved

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

Undeleting

If you declined and deleted an item from your In Box or Calendar, you can still undelete and accept the item if you have not emptied the Trash. See *Undeleting Items* under *Trash*.

Replying to Mail and Phone Messages

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

From the item view,

1 Click **Reply** .

2 If you want to include the item's text in your reply, select the **Include Message Text** check box.

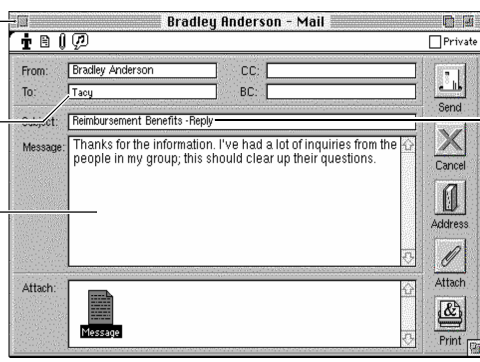
3 Click **OK**.
or
Select **Reply to All**, then click **OK**. See *Tips and Hints* below.

4 Type your reply in the Message box.

Close box

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

Message box



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

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

6 Click **Close** in the original item to return to the In Box.

Tips and Hints

Reply to All Recipients

When the same mail is sent to you and other users, you can send your reply to those users as well as the original sender by choosing **Reply to All**.

Resending a Message

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

Forwarding Items

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

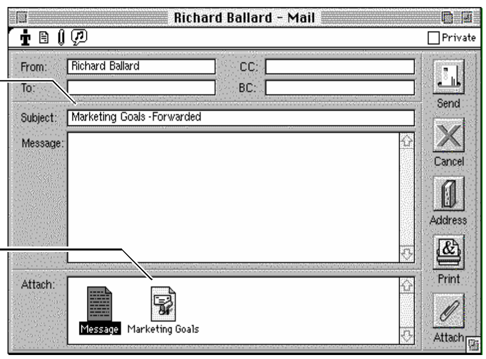
From the In Box,

1 Double-click the item you want to forward.

2 Choose the **Actions** menu, then choose **Forward** to open a new mail view.

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

The item you want to forward is in the Attach box.



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

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

5 Click **OK**.

6 Type a message in the Message box.

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

Tips and Hints

Delegate

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

Attaching Files

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

Deleting Incoming Items

You can delete any item from the In Box at any time. If you delete an appointment before the appointment's start time, GroupWise will send a Declined status to the sender. If you delete an appointment after the start time, GroupWise will send a Deleted status to the sender.

From the Main Window,

1 Double-click **In Box** .

2 Select the item you want to delete.

3 Choose the **Actions** menu, then choose **Delete** to move the item into the Trash.

Tips and Hints

Selecting Multiple Items

You can also select multiple items to delete.

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

To select non-continuous multiple items, **c**-click the items you want to delete.

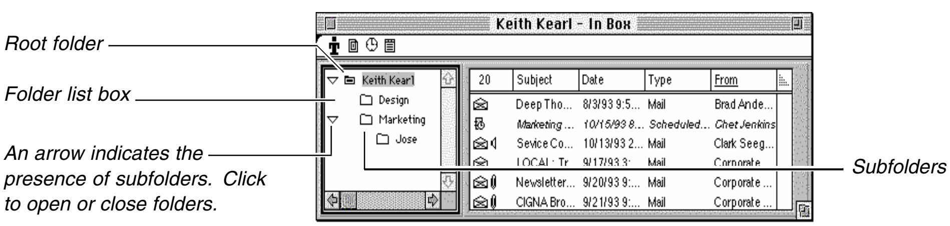
Undeleting

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

Creating Folders

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

All the folders that you create are subfolders of the root folder. The Folder list box contains the same folders whether you are in the In Box or Out Box, and any folder can contain subfolders in hierarchical levels.



From your In Box or Out Box,

1 Select the folder you want the new folder to be nested in.

2 Choose the **File** menu, then choose **New Folder**.

3 Type the name of the new folder, then click **OK**.

A folder name should not exceed 240 characters.

Tips and Hints

Moving an Item to a Folder
Drag the item's icon into the folder.

Linking an Item to Multiple Folders
Linking an item to a folder lets you view the item from more than one folder. For example, if you have an item that relates to both Marketing and Personnel, you can place the item in the Marketing folder, then link the item to the Personnel folder. You can then open the item from either folder.

From the In Box or Out Box,

1 Open the folder containing the item.

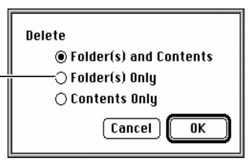
2 Press the **Option** key and drag the item to another folder.

The item is linked to the new folder. You can link an item to as many folders as you want.

Moving a Folder
You can move any folder except the root folder. Drag the folder you want to move and drop it into another folder.

Deleting Folders
To delete an unwanted folder and its contents, select the folder, choose the **Actions** menu, then choose **Delete**. Select a deletion option, then click **OK**.

When you select Folders Only, the contents in the folder are placed in the root folder.



You cannot delete a folder that is used in a rule. First delete or modify the rule, then delete the folder. See *Rules* in the reference manual.

Resending and Rescheduling Items

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

From the Main Window,

1 Double-click **Out Box**.

2 Select the item to resend or reschedule, choose the **Actions** menu, then choose **Read**.

3 Make any necessary change.

You can change the addresses, subject, message, start and end times, options, and so forth.

4 Click **Send**.

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

5 Click **Retract** to retract the original item.

or

Click **Don't Retract** to keep the original item and send the revised item.

6 Click the close box to return to the Main Window.

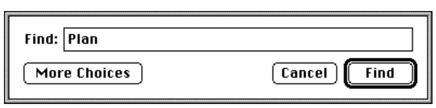
Tips and Hints

Rescheduling from Your Calendar

You can also reschedule your Calendar items. To reschedule from your Calendar, see *Rescheduling Appointments, Tasks, and Notes* under *My Calendar*.

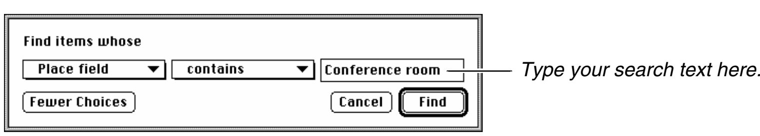
Finding an Item

If you're having trouble searching for an item in a long list in your Out Box, choose the **Edit** menu, then choose **Find**.



Type the text that matches the text in the item's Subject, Date, Type or From boxes, then click **Find**.

If you want to search other fields, choose **More Choices**, select your search conditions, type the search text, then choose **Find**.



Retracting Unopened Items

If the information in an item has become outdated or is incorrect, you can retract the item. Mail, notes, and phone messages can be retracted if the recipient has not opened them. Appointments and tasks can be retracted anytime, even after they have been accepted.

From the Main Window,

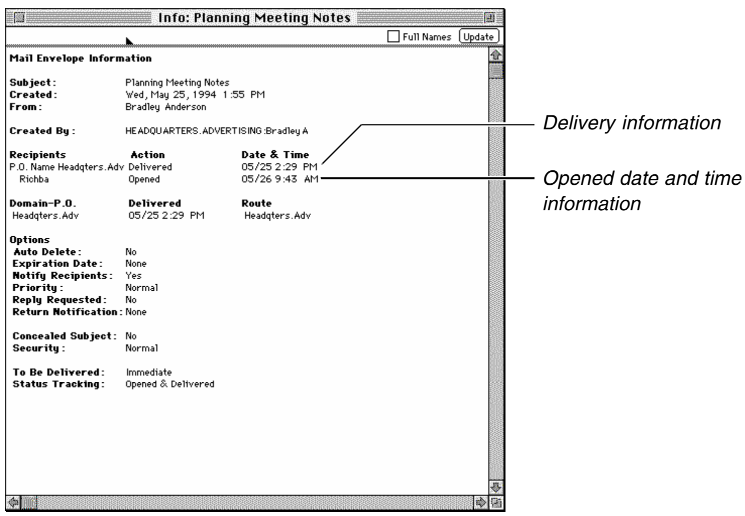
1 Double-click **Out Box** .

2 Select the item you want to retract.

or

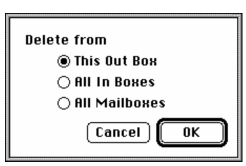
If you're retracting a mail message, note, or phone message, double-click the item you want to retract, then check if your item has been opened. Click the close box when you're done checking .

If there is no Opened status information next to the user ID, the mail message, note, or phone message has not been opened, and you can still retract the item.



Info window

3 Choose the **Actions** menu, then choose **Delete**.



4 Select **All In Boxes** to retract from all recipients' In Boxes only.

or

Select **All Mailboxes** to retract from your Out Box and all recipients' In Boxes.

5 Click **OK** to retract the item.

6 Click the close box to return to the Main Window.

Tips and Hints

If Resending or Rescheduling

If you plan to resend or reschedule an item, you may choose to retract from **All In Boxes**. This way, you can edit the item from your Out Box without creating a new item.

Sorting Items by Date

If you are having difficulty distinguishing between the original and the resent items in your Out Box or In Box, sort the items by Date. See *Sorting In Box Items* under *In Box* or *Sorting Out Box Items* under *Out Box*.

Deleting Outgoing Items

To free up disk space, you should periodically delete obsolete or unwanted items from your Out Box.

From the Main Window,

1 Double-click **Out Box**.

2 Select the item you want to delete.

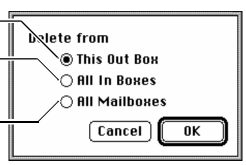
3 Choose the **Actions** menu, then choose **Delete**.

4 Click **OK** to delete the item from **This Out Box** and move the item into the Trash.

Delete from your Out Box only

Delete from all recipients' In Boxes

Delete from your Out Box and recipients' In Boxes



5 Click the close box to return to the Main Window.

Tips and Hints

Selecting Multiple Items

You can also select multiple items to delete.

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

To select non-continuous multiple items, **c**-click the items you want to delete.

Automatic Cleanup Preferences

You can also use the Cleanup Preferences to have GroupWise automatically delete items from your mailbox.

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

2 Click **Cleanup** in the icon list box.

3 Select **Automatic Delete** from the **Mail and Phone** and **Appointment, Task, and Note** group boxes.

4 Type the number of days you want to keep the items, then click **OK**.

Undeleting

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

Tracking Item Information

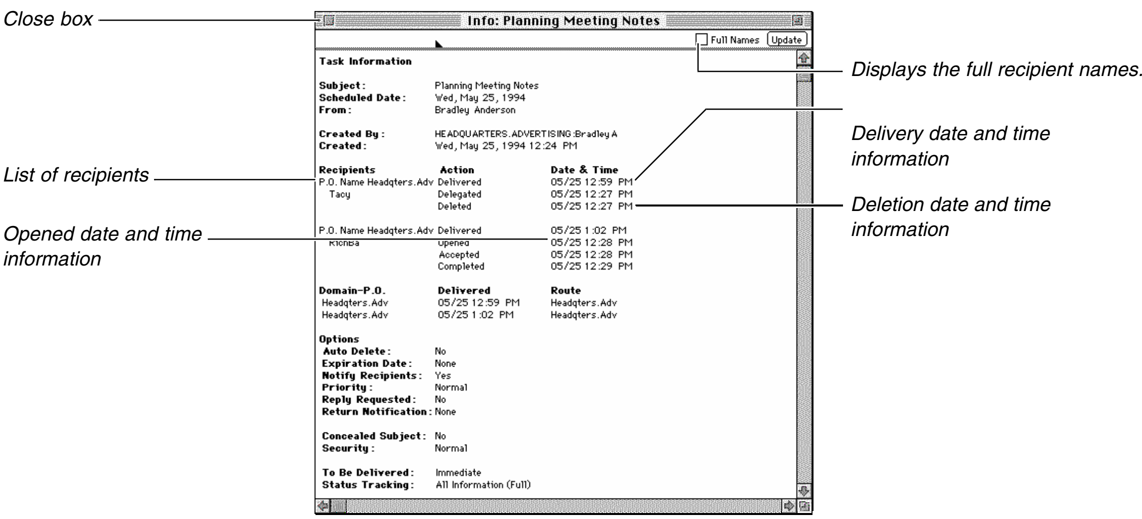
From the Out Box, you can find out what actions have been performed on the items you've sent.

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

From the Main Window,

1 Double-click **Out Box** .

2 Double-click an item to view its status information.



Info window

3 Click the close box to return to the Out Box.

4 Click the close box to return to the Main Window.

Tips and Hints

Accessing the Info Window Elsewhere

You can also access the **Info** window from within an item. After opening the item, choose the **Actions** menu, then choose **Get Info**.

Status Information Preferences

You can keep track of your items and choose the types of information you want to know about them.

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

2 Make sure Send is selected from the icon list box, and the Send pop-up menu shows Universal Settings.

3 Select the desired options from the Status Information group box.

Select an item type if you want that item type to receive different status information.

Resending
If a recipient has mistakenly deleted an item without replying, you can resend the item. See *Resending and Rescheduling Items* under *Out Box*.

Undeleting Items

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

From the Main Window,

1 Double-click **Trash** .

2 Select the item(s) to undelete.

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

4 Click the close box to return to the Main Window.

Tips and Hints

Where Undeleted Items Appear
An undeleted item will reappear in the In Box and Out Box folder it was deleted from. If the folder the item was deleted from no longer exists, the undeleted items will reappear in the root folder.

Emptying Your Trash

Emptying your Trash lets you permanently delete *all* the items currently in your Trash. Once you have emptied your Trash, you will *not* be able to recover any items.

Emptying Selected Items
From the Main Window,

1 Double-click **Trash** , then select the item(s) you want to empty.

2 Choose the **Edit** menu, then choose **Empty Selected Items**.

Emptying All Items
From the Main Window,

1 Choose the **Edit** menu, then choose **Empty Trash**.

2 Click **OK** to confirm that you want to delete all items.

Tips and Hints

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

To select non-continuous multiple items, c-click the items you want to delete.

Automatic Cleanup

When requested, GroupWise will automatically empty your Trash in a specified number of days.

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

2 Click **Cleanup** in the icon list box, then select **Automatic Empty Trash** from the Empty Items in Trash group box.

3 Type the number of days in the days box. A 0 setting will empty your Trash each time you quit GroupWise.

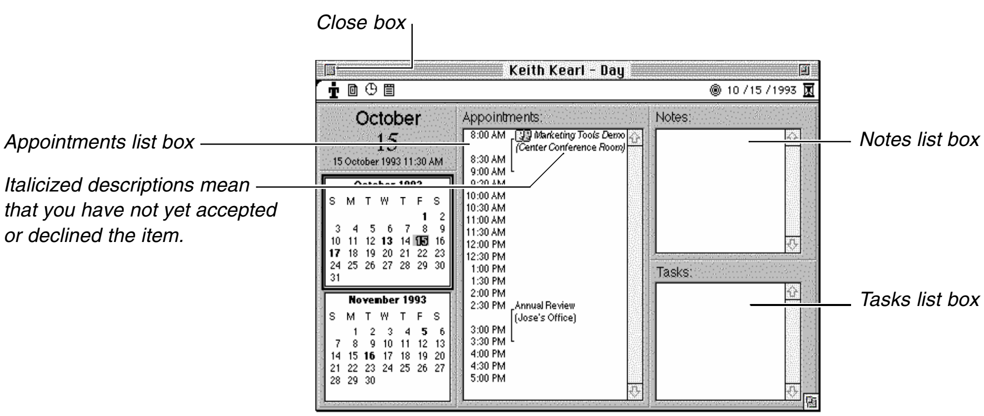
Be aware that your system administrator can set and lock this option.

Accepting or Declining Appointments, Tasks, and Notes

Use Calendar to manage your personal schedule and business tasks. You can read and respond to any incoming requests from your Calendar. When you accept or decline an item, GroupWise places an accepted or declined status in the sender's Info window. See *Tracking Item Information* under *Out Box*.

From the Main Window,

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



Day View

2 Double-click the text of the desired item in the Appointments, Tasks, or Notes list box to open the appropriate item.

3 Click **Accept** or **Decline**.

4 If you accept, you may type additional comments, click **Alarm Options** to select the date and time you want to be notified, click **OK**, then click **Accept**.

or

If you decline, you may type your reason for declining, then click **Decline**.

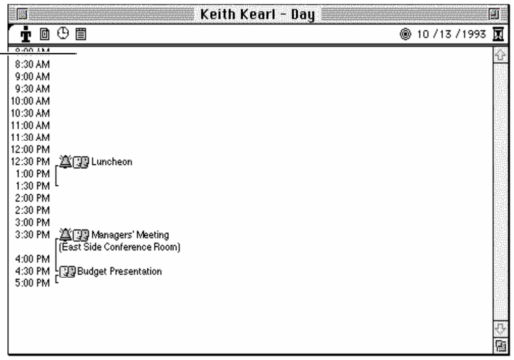
5 Click the close box to return to the Main Window.

Tips and Hints

Expanding a Box

You can expand the Message box to fill the entire view of any item. In addition, you can expand the Appointments, Tasks, or Notes list box to fill the entire calendar view.

The Appointments list box is expanded in the Day view.



To expand a box, choose the **Edit** menu, then choose **Expand**. You can also hold down **Option**-c and click the list box. To restore the calendar view, hold down **Option**-c and click the box again.

Rescheduling Appointments, Tasks, and Notes

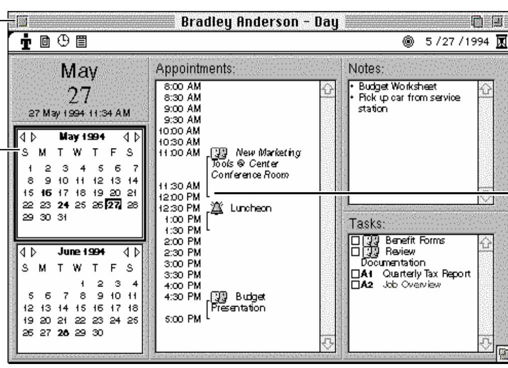
You can reschedule a group item from the Calendar if you were the original sender of that item. You cannot reschedule an item if someone else scheduled it. You may also retract the original item before rescheduling it. See *Retracting Unopened Items* under *Out Box*.

From the Main Window,

1 Choose the **My Calendar** pop-up menu, then choose the **Day** calendar view.

Close box

Monthly Calendar



You can drag the ending time to change an appointment length.

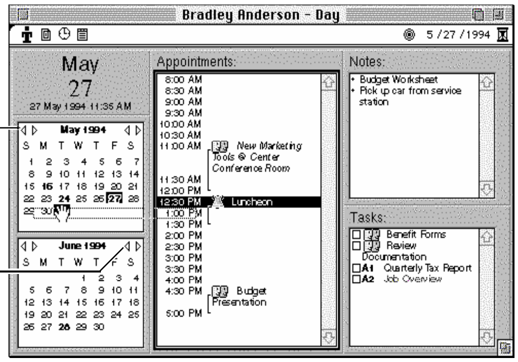
Day View

2 Click the appropriate list box, then select the item you want to reschedule.

or

To reschedule an item scheduled on a different day, select the item's currently scheduled date from the Monthly Calendar, then click the appropriate list box, and select the item you want to reschedule.

3 Drag the item to the new date in the Monthly Calendar.



If you need to reschedule the item for a different month or year, click the arrows in the Monthly Calendar.

4 To change the time of an appointment, drag the item to a different time in the Appointments list box.

If you are rescheduling a group item, a dialog box opens asking if you want to edit the item before rescheduling. Click **Edit** to open the item view or **Don't Edit** to reschedule the item. The recipients can accept or decline the new time.

5 Click the close box to return to the Main Window.

Tips and Hints

Changing the Length of an Appointment

You can change the duration of an appointment (for example, from one hour to two hours) in the Appointments list box. Select the appointment, then drag the ending time to the appropriate end time.

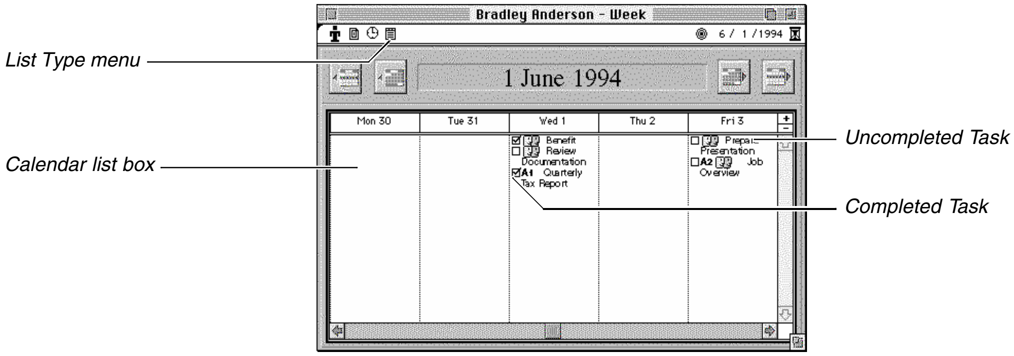
Completing Tasks and Routed Items

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

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

From the Main Window,

1 Choose the **My Calendar** pop-up menu, then choose a calendar view that shows your Tasks list.



Week View

2 If the Calendar list box does not display tasks, click the **Calendar** list box, choose the List Type menu, then choose **Tasks**.

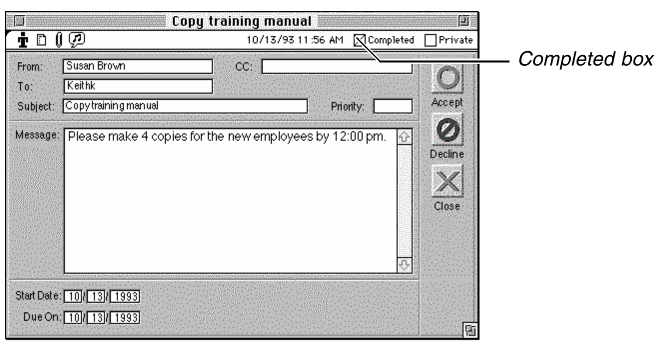
3 Click the check box next to the task.

A check mark appears in the task's check box.

Tips and Hints

From a Task or Routed Item View

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



Sender Notification

If another user assigned the task to you and chose in Preferences to be notified upon completion, GroupWise will notify the sender when you mark the task completed. See *Send Preferences* in the reference manual.

In addition, a completed status, including the date and time the task was marked completed, is placed in the sender's Info window. See *Tracking Item Information* under *Out Box*.

Declining After You have Accepted

If an unexpected event prevents you from completing a task you accepted, you can decline the task and include a reply. See *Accepting or Declining Appointments, Tasks, and Notes* under *My Calendar*.

Unmarking a Task

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

Printing Your Calendar

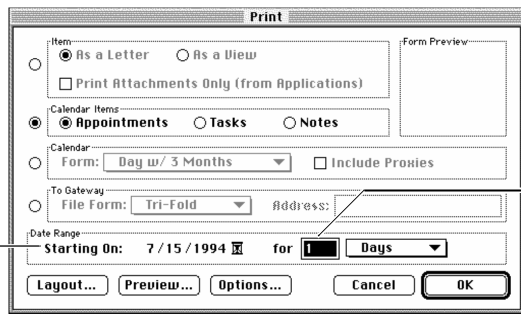
To help you manage your schedule and tasks, GroupWise lets you print Calendar items in a list format or in a variety of planner forms.

Printing Calendar Items

You can print a list of appointments, tasks, or notes.

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

2 Select **Calendar Items**, then select an item type.



Click to specify the starting date

Specify the number of days, weeks, or months

3 Specify the **Date Range**, then click **OK**.

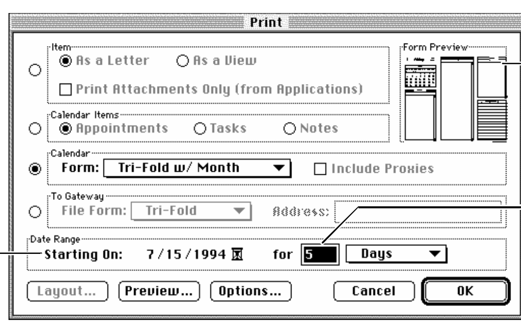
4 Select the print options you want, then click **Print**.

Printing Calendar Forms

You can print your Calendar in a variety of planner forms.

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

2 Select **Calendar**, then select a form.



Shows what the form looks like

Click to specify the starting date

Specify the number of days, weeks, or months

If you want to include the calendar items of people you are proxying for, make sure those user names are in your proxy list before selecting **Include Proxies** or the **Proxy** form. See *Letting a Proxy Manage Your Mailbox* under *Sharing Mailboxes*.

3 Specify the **Date Range**, then click **OK**.

4 Select the print options you want, then click **Print**.

Tips and Hints

Page Setup

Page Setup lets you set up the printer correctly. Choose **File**, then choose **Page Setup** to select your paper size and orientation, specify reduction or enlargement, printer effects, and other options.

Selecting the Right Printer

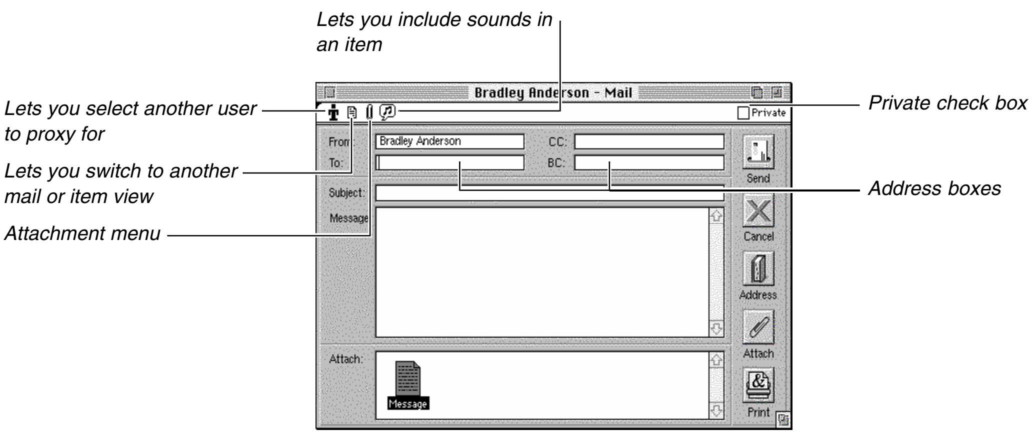
If nothing prints, make sure you have selected the right printer with Chooser.

Sending Mail

You can attach files and sounds to the mail you send to other GroupWise users. See *Attaching Files* under *Send Mail*.

From the Main Window,

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



Mail view

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

3 Drag the user IDs to the Send To, Carbon Copy, and Blind Copy boxes, then click **OK**.

4 Type the subject in the Subject box.

5 Type a message in the Message box.

6 Click **Send** to send the mail message to the recipients' In Boxes and to your Out Box.

Tips and Hints

Typing the Recipient's ID

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

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

Personal Groups

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

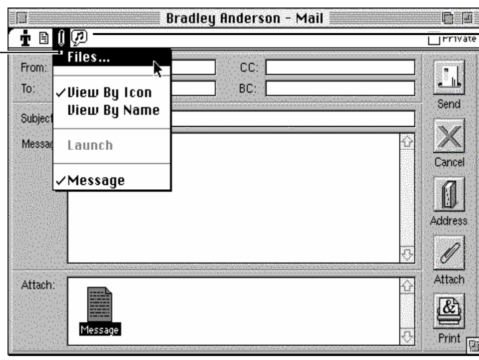
Attaching Files

You can attach folders, text files, graphics, applications, sound files, and movies with any item you send.

From any new item view,

1 Choose , then choose **Files**.

Use the Attachment menu to attach files.



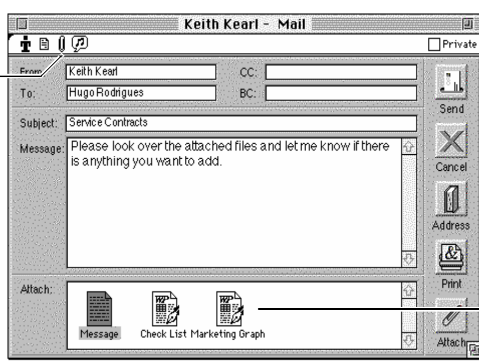
Use the Sounds menu to include sounds.

2 Use the directory list box to locate the files or applications you want to include with the item.

3 Double-click the files to place them in the Items to Attach box, then click **Done** to attach the files to the item.

The files appear as icons in the Attach box unless you choose View by Name in the Attachment menu.

Attachment menu



Attached files

Tips and Hints

Drag and Drop

If you're using System 7 Pro or later, you can drag the attachments to the desktop folder you want to save the file in.

Attachments and Routing Slips

You can use Routing Slip to send an attachment sequentially to several users. The users can open the attachment, make changes to it, then route it to the next user. See *Routing Slips* in the reference manual.

Including Attachments without an Attach Box

If you are including attachments with an item that does not have an Attach box, GroupWise places the file name in the Attachment menu. The user can choose the Attachment menu to view the attachment.

Creating Personal Groups

You can create your own groups of users and resources to address mail messages, appointments, tasks, notes, and phone messages. Creating a personal group is similar to giving a nickname to one or more users.

For example, if you often need to schedule meetings for the same group of people, create a personal group instead of selecting the people individually from the Address Book each time you schedule a meeting.

From the Main Window,

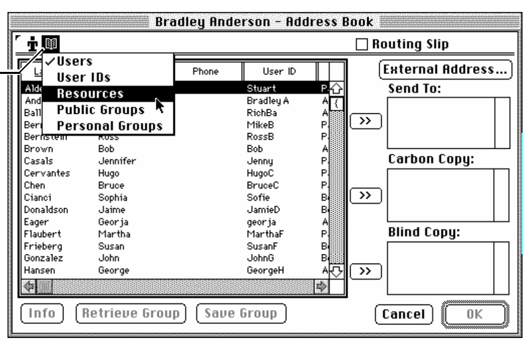
1 Choose the **Tools** menu, then choose **Address Book**.

2 Drag the names you want to the Send To, Carbon Copy, and Blind Copy boxes.

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

3 If you want to include resources, choose , choose Resources, then double-click the resources you want.

Lists users, resources, public groups, or personal groups



4 Click **Save Group**, type a name for the group, then click **OK**.

5 Click **Cancel** to return to the Main Window.

Tips and Hints

Saving a Personal Group

If someone sends you an item addressed to a group you would like to copy and save for your own use, GroupWise lets you save the group without having to select each individual. In addition, if you sent items to users that you have not yet defined as a group, you can save the group later, if you still have the sent item.

To save a personal group, open the item that is addressed to the individuals you want in a group. Choose the **Actions** menu, then choose **Save As Group**. Type the name of the group, then click **OK**.

Public Groups

Public groups are created by the system administrator for every user to access. Only the system administrator can change, delete, or add public groups.

Editing Names in a Personal Group

You can edit the list of names defined for a personal group you have created.

From the Address Book,

1 Choose , then choose **Personal Groups** to display the groups you have saved.

2 Select the group to change, then click **Retrieve Group**.

3 Choose , then choose **Users** to display the User list.

4 To remove a name, drag the user icon from the Send To, Carbon Copy, or Blind Copy box to the Users list.

   or

   To add a name, drag the user icon from the Users list to the Send To, Carbon Copy, or Blind Copy box.

5 Click **Save Group**, type the group name, then click **OK**.

6 Click **OK** to return to the Main Window.

Setting Temporary Mail Options

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

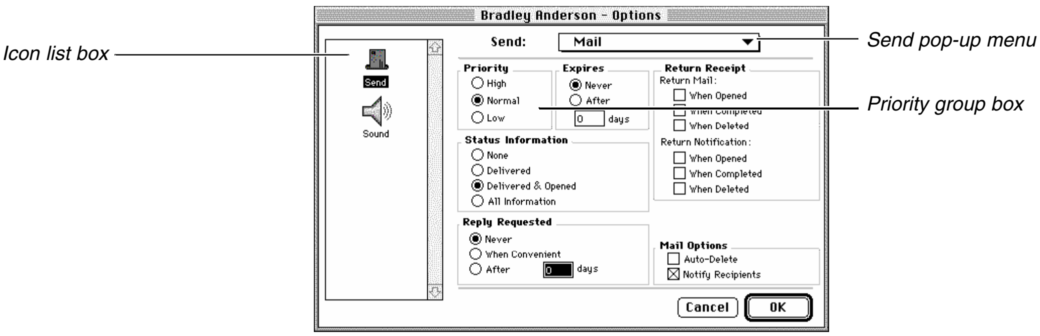
Options	**Purpose**
Priority	Controls the appearance and sound notification of the mail message in the In Box and Out Box, so that the priority of the item is apparent to the receiver
Status Information	Monitors the actions performed on your mail
Expires	Deletes mail from all recipients' In Boxes who have not yet opened the mail after a number of days
Reply Requested	Asks recipients to reply to your mail within the number of days specified
Return Receipt	Alerts you each time a recipient opens, deletes, or completes the mail

Options	Purpose
Mail Options/ Auto-Delete	Deletes the mail from your Out Box and empties it from the Trash, as soon as *all* recipients delete the mail from their In Boxes and empty it from their Trash
Mail Options/ Notify Recipients	Alerts recipients with a sound, a dialog box, or a small icon, if their notification preferences is turned on

From a new mail view,

1 Choose the **Edit** menu, then choose **Options** to open the Preferences dialog box.

2 Make sure **Send** is selected in the icon list box, and **Mail** is selected in the Send pop-up menu.



3 Select the options you want.

4 Choose **OK** to save the settings and return to the Mail view.

Tips and Hints

High Priority

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

Send Preferences

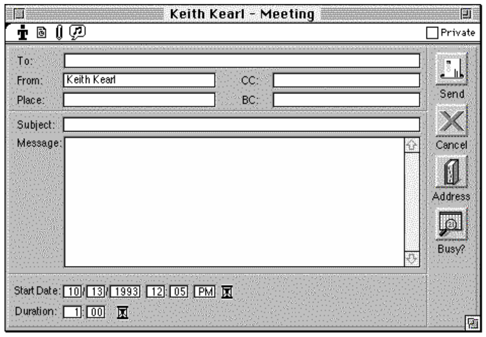
If you want to permanently select an option, instead of setting temporary options every time you send an item, see *Send Preferences* in the reference manual.

Scheduling Meetings

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

From the Main Window,

1 Choose the **Schedule** pop-up menu, then choose a meeting view.

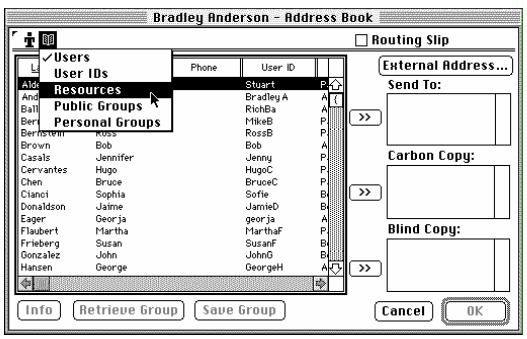


2 Click **Address** to open the Address Book.

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

Include your name if you are also a participant.

4 If you need to include resources, choose , choose **Resources**, then double-click the resources.



Resources (for example, conference rooms, projectors, and company vehicles) are defined by your system administrator. If you select a location that your system administrator has defined as a place, the resource will appear in the Place box when you tab to it. Other types of resources will appear in the To box along with the participant names.

5 Click **OK**

6 If the meeting place is not listed as a resource, type it in the Place box in the Meeting view.

7 Type the subject in the Subject box.

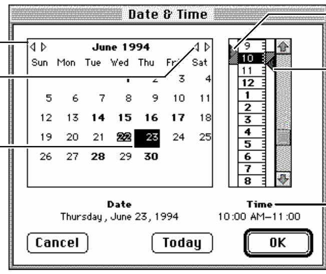
8 Type a message in the Message box.

9 Click **Start Date**, select the meeting date and time, then click **OK**.

Click to move one month forward or backward.

Click to move on year backward or forward.

Selected date



Drag the start time pointer to the start time.

Drag the end time pointer to the end time.

Selected time

10 Click **Send**.

Tips and Hints

Auto-Date

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

Busy Search

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

Personal Groups

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

Scheduling from the Calendar

To schedule a meeting from a calendar view,

1 Double-click the desired time in the Appointments list box.

2 Choose, then choose **Meeting** or **Meeting w/ attach**.

3 Complete your item, then choose **Send**.

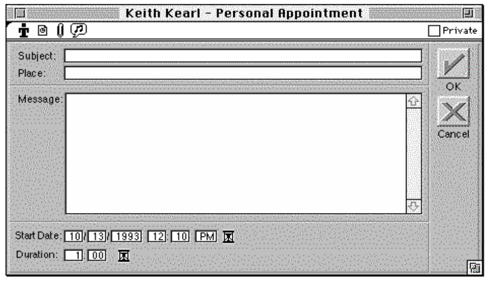
Scheduling Personal Appointments

Create a personal appointment to help you manage your schedule. For example, you may want to create a personal appointment to remind you of meeting at a client's office.

The item is placed *only* in your Calendar, *not* in your In Box or Out Box or in any other person's In Box.

From the Main Window,

1 Choose the **Schedule** pop-up menu, then choose **Personal Appointment**.



2 Type the subject in the Subject box.

3 Type the location in the Place box.

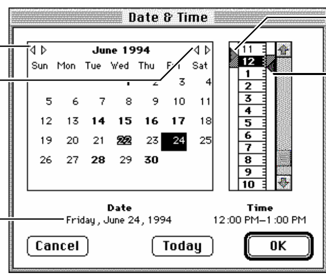
4 Type a message in the Message box.

5 Click **Start Date**, select the appointment date and time, then click **OK**.

Click to move one month forward or backward.

Click to move one year forward or backward.

Selected date and time



Drag the start time pointer to the start time.

Drag the end time pointer to the end time.

6 Click **OK**.

Tips and Hints

Scheduling from the Calendar

To schedule a meeting from a calendar view,

1 Double-click the desired time in the Appointments list box to open a personal appointment.

2 Complete your item, then click **OK**.

Auto-Date

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

Rescheduling

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

Using Busy Search

Instead of scheduling a meeting and having someone decline your request because of a time conflict, Busy Search lets you search for free times to schedule appointments.

From the Main Window,

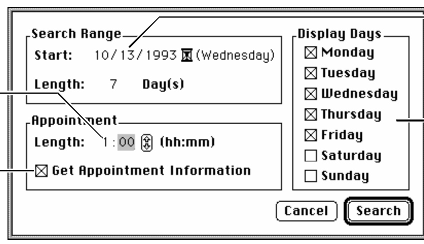
1 Choose the **Schedule** pop-up menu, then choose a meeting view.

2 Click the **Address Book**, select the meeting participants and resources, then click **OK**. See *Scheduling Meetings* under *Schedule*.

3 Click **Busy?**.

Click the numbers and arrows to change the meeting duration by hours and minutes.

Lets you see a participant's appointment information, if you have access rights.



Click the numbers to change the Search Range.

The current days to search are Monday through Friday.

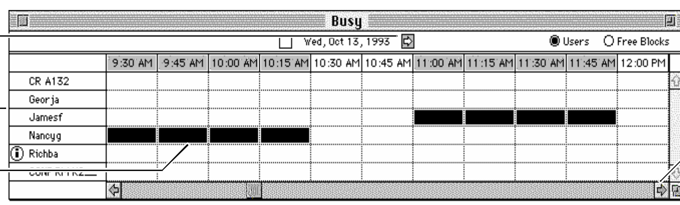
4 Select your search options, then click **Search**.

5 If you want to discontinue the search, click **Stop**.

Click the arrows to go to another day.

Individual schedules

Shaded time intervals



Click the scroll arrows to go to another time of day.

If your Busy window shows a shaded participant name, it means the search is not completed yet.

An "i" next to a user's name means you can double-click the user's busy times to see the appointment information for that user.

6 Select the meeting date, double-click the start time you want, then complete and send the item.

Tips and Hints

Free Blocks Mode

The Free Blocks mode lists times the participants are simultaneously free over several days. From the Busy dialog box, click **Free Blocks** to change from the Users mode. Double-click the free block you want.

The meeting start time is the same as the start time of the free block, but the meeting length will depend on the Duration you select. For example, if you double-click 8am-1pm, but your meeting length is only one hour, your meeting will be scheduled from 8am-9am.

Busy Search Preferences

You can set the duration, time, and days to search, as well as alter the Busy Search display by using the Busy Search Preferences. See *Conflicts Preferences* in the reference manual.

1 Choose the **Edit** menu, choose **Preferences**, then click **Conflicts** in the icon list box.

2 Choose the options you want, then click **OK**.

Scheduling Recurring Items (Auto-Date)

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

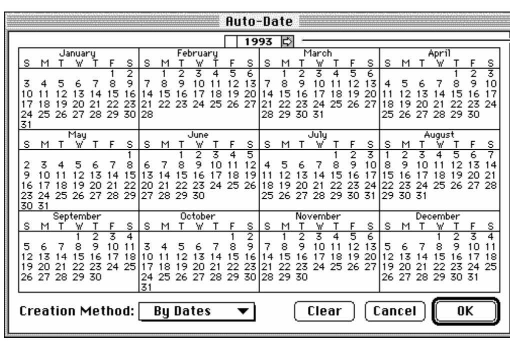
- By Example lets you define items that recur on days of the month, days of the week, or periodically (for example, a meeting that is scheduled on every month's first Tuesday).
- By Formula lets you use previous WP Office 3.x functions to describe recurring dates.
- By Dates accommodates items that recur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

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

From a new appointment, task, or note view,

1 Choose the **Actions** menu, then choose **Auto-Date**.

2 Choose the **Creation Method** pop-up menu, then choose **By Dates**.



Scrolls to the next year

3 Select the dates that apply.

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

Tips and Hints

Selecting a Range of Dates

You can click and drag to select a range of dates. For example, if you want to select all the Mondays of a specific month, click your pointer on the first Monday of the month and drag to the last Monday.

Clearing Date Selections

If you made a mistake and need to start over in scheduling your Auto-Dates, click **Clear** from the Auto-Date dialog box, click **Yes**, then start again.

Setting Temporary Appointment Options

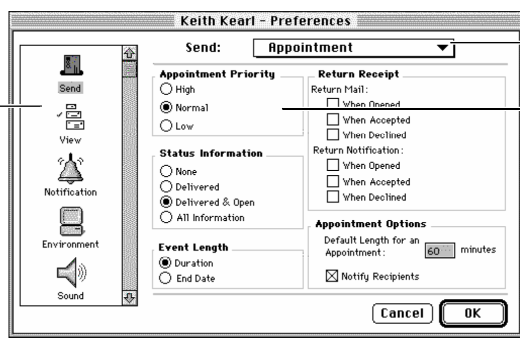
With Options, you can change the following for the appointment you are currently sending.

Options	**Purpose**
Appointment Priority	Controls the appearance of the appointment in the In Box and Out Box, so that the priority of the item is apparent to the receiver
Status Information	Monitors the actions performed on your appointment
Event Length	Defines the time frame as a Duration or an End Date
Return Receipt	Alerts you each time a recipient opens, accepts, or declines the appointment
Appointment Options/ Default Length for an Appointment	Sets the initial duration for a new appointment view
Appointment Options/ Notify Recipients	Alerts recipients with a sound, a dialog box, or a small icon

From a new meeting view,

1 Choose the **Edit** menu, then choose **Options** to open the Options dialog box.

2 Make sure **Send** is selected in the icon list box, and **Appointment** is selected in the Send pop-up list.



3 Select the options you want.

4 Choose **OK** to save the settings and return to the appointment view.

Tips and Hints

High Priority

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

Send Preferences

If you want to select an option permanently, instead of setting temporary options every time you send an item, see *Send Preferences* in the reference manual.

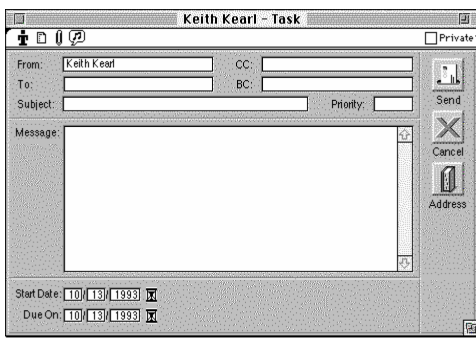
Assigning Tasks

Organizing a group effort with GroupWise is as easy as selecting your recipients, a time frame, and sending the request.

Tasks will be carried forward each day in the Calendar until they are marked completed. Overdue tasks turn red if you have a color monitor.

From the Main Window,

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



Click the Private check box to keep your proxies from reading the item.

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

3 Select the recipients for the **Send To**, **Carbon Copy**, and **Blind Copy** boxes by dragging the icons of the recipients to the appropriate boxes.

Include your name if you are also a participant.

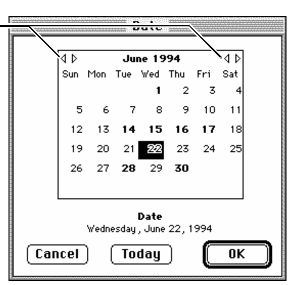
4 Click **OK**.

5 Type the subject in the Subject box.

6 Type a message in the Message box.

7 Click **Start Date**, select the start date, then click **OK**.

Click to display another month or year.



8 Click **Due On**, select the due date, and then click **OK**.

9 Click **Send**.

The task will be sent to the recipients' Calendars and In Boxes, and your Out Box. The task will also appear in your Calendar if your name is included in one of the address boxes.

Tips and Hints

Priority

You may assign a priority to the task, although it is optional. The task priority may consist of a character followed by a number (from 0 through 999). The following are acceptable formats: A1, C2, B, 3, and so forth.

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

Auto-Date

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

Personal Groups

If you often communicate with the same group of people, instead of selecting each of their names from the Address Book, you can create a personal group. See *Creating Personal Groups* under *Send Mail*.

Resending or Retracting

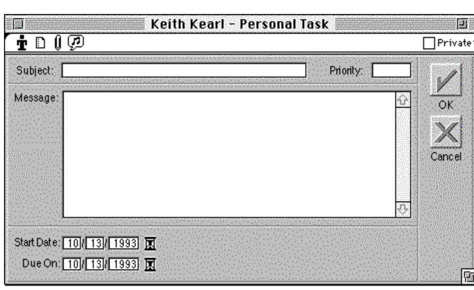
If plans change and you need to reschedule a task which *you* assigned to other users, see *Resending and Rescheduling Items* under *Out Box*. You may also retract the task. See *Retracting Unopened Items* under *Out Box*.

Creating Personal Tasks

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

From the Main Window,

1 Choose the **Assign Task** pop-up menu, then choose **Personal Task**.



Click the Private check box to keep your proxies from reading the item.

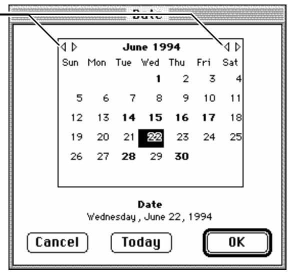
2 Type the subject in the Subject box.

3 Type a message in the Message box.

The default start date is today.

4 If you want another start date, click **Start Date** , select the start date, then click **OK**.

Click to display another month or year.



The default due date is today.

5 If you want another due date, click **Due On** , select the due date, then click **OK**.

6 Click **OK** to add the item to your Tasks list in the Calendar.

Tips and Hints

Priority

You may assign a priority to a task, although it is optional. The task priority may consist of a character followed by a number (from 0 through 999). The following are acceptable formats: A1, C2, B, 3, and so forth.

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

Auto-Date

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

Rescheduling a Personal Task

If you need to reschedule a personal task for another day, see *Rescheduling Appointments, Tasks, and Notes* under *My Calendar*.

Setting Temporary Task Options

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

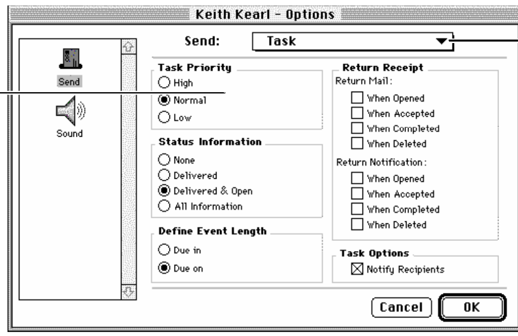
Options	**Purpose**
Task Priority	Controls the appearance of the task in the In Box and Out Box, so that the priority of the item is apparent to the receiver
Status Information	Monitors the actions performed on your task
Define Event Length	Defines the time frame or the due date mode
Return Receipt	Alerts you each time a recipient opens, accepts, completes, or deletes the task

Options	Purpose
Task Options/Notify Recipients	Alerts recipients with a sound, a dialog box, or a small icon

From a new task view,

1 Choose the **Edit** menu, then choose **Options** to open the Options dialog box.

2 Make sure **Send** is selected in the icon list box, and **Task** is selected in the Send pop-up menu.



3 Select the options you want.

4 Choose **OK** to save the settings and return to the task view.

Tips and Hints

High Priority

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

Send Preferences

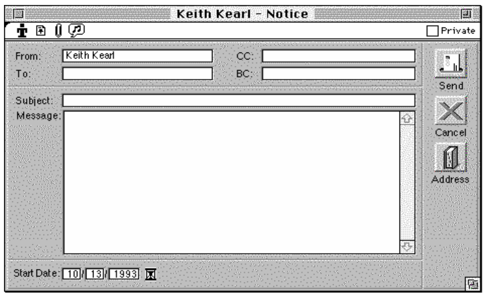
If you want to permanently select an option, instead of setting temporary options every time you send an item, see *Send Preferences* in the reference manual.

Sending Notes

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

From the Main Window,

1 Choose the **Write Note** pop-up menu, then choose a Notice view.



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

3 Select the recipients for the Send To, Carbon Copy, and Blind Copy boxes by dragging the recipients to the appropriate boxes, then click the close box.

Include your name if you want the note to be sent to your Calendar and In Box.

4 Type the subject in the Subject box.

5 Type a message in the Message box.

6 Click **Start Date**, select the start date you want, then click **OK**.

7 Click **Send**.

Tips and Hints

Auto-Date

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

Personal Groups

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

Rescheduling Notes

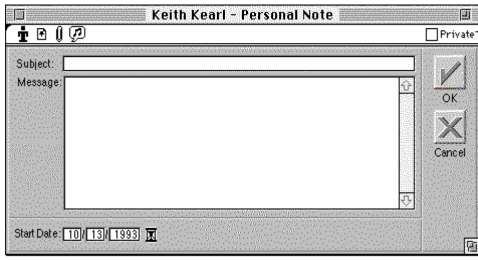
If your dates change, you can reschedule a note. See *Rescheduling Appointments, Tasks, and Notes* under *My Calendar*.

Creating Personal Notes

Use Personal Notes to create a personal reminder for a specific date, such as a birthday, upcoming deadline, or holiday.

From the Main Window,

1 Choose the **Write Note** pop-up menu, then choose **Personal Note**.



Private check box

2 Type the subject in the Subject box.

3 Type a message in the Message box.

4 Click **Start Date**, select the start date you want, then click **OK**.

5 Click **OK** to place the note in your Notes list in the Calendar.

Tips and Hints

Auto-Date

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

Keeping a Note Private

If you want to keep your proxies from reading a note, click the **Private** check box when you create or receive a note.

Rescheduling Personal Notes

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

Setting Temporary Note Options

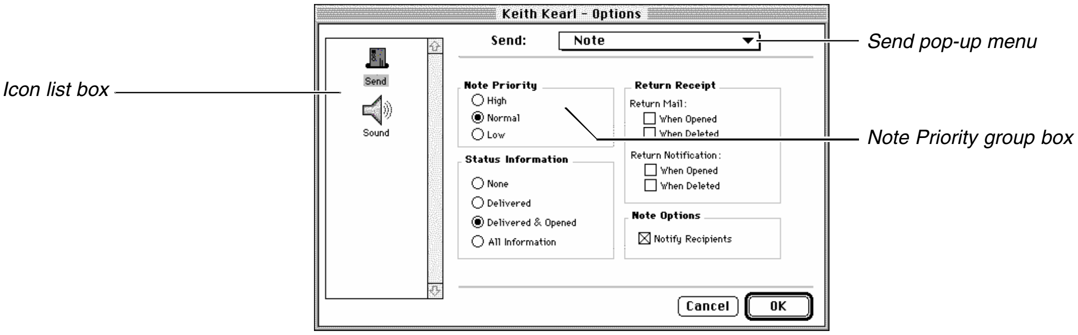
With Options, you can change the following for the note you are currently sending.

Options	**Purpose**
Note Priority	Controls the appearance of the note in the In Box and Out Box, so that the priority of the item is apparent to the receiver
Status Information	Monitors the actions performed on your note
Return Receipt	Alerts you each time a recipient opens or deletes a note
Note Options/Notify Recipients	Alerts recipients with a sound, a dialog box, or a small icon, if they have loaded the Notify program

From a new note view,

1 Choose the **Edit** menu, then choose **Options** to open the Options dialog box.

2 Make sure **Send** is selected in the icon list box, and **Note** is selected in the Send pop-up menu.



3 Select the options you want.

4 Click **OK** to save the settings and return to the item.

Tips and Hints

High Priority

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

Send Preferences

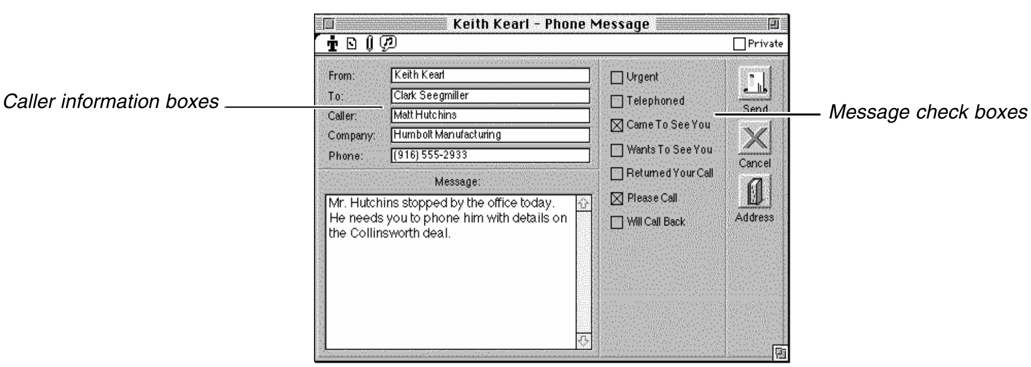
If you want to permanently select an option, instead of setting temporary options every time you send an item, see *Send Preferences* in the reference manual.

Sending Phone Messages 

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

From the Main Window,

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



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

3 Double-click the names you want, then click **OK**.

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

5 Click the appropriate message check boxes.

6 Type a message in the Message box.

7 Click **Send** to place the phone message in the recipients' In Boxes and your Out Box.

Setting Temporary Phone Options

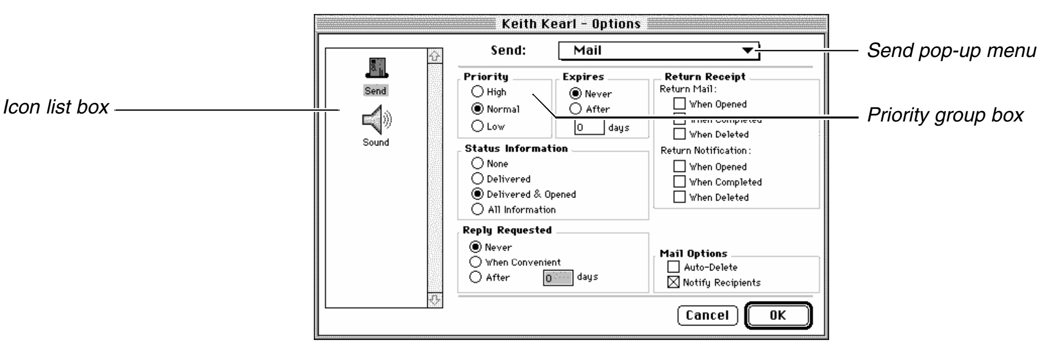
With Options, you can change the following for the phone message you are currently sending.

Options	**Purpose**
Priority	Controls the appearance of the phone message in the In Box and Out Box, so that the priority of the item is apparent to the receiver
Status Information	Monitors the actions performed on your phone message
Reply Requested	Asks recipients to reply to your phone message within the number of days specified
Expires	Deletes phone message from all recipients' In Boxes who have not yet opened the message after a number of days
Return Receipt	Alerts you each time a recipient opens, completes, or deletes the phone message
Mail Options/ Auto-Delete	Deletes the phone message from your Out Box and empties it from the Trash, as soon as *all* recipients delete the message from their In Boxes and empty it from their Trash
Mail Options/ Notify Recipients	Alerts recipients with a sound, a dialog box, or a small icon

From a new phone message view,

1 Choose the **Edit** menu, then choose **Options** to open the Options dialog box.

2 Make sure **Send** is selected in the icon list box, and **Mail** is selected in the Send pop-up menu.



3 Select the options you want.

4 Choose **OK** to save the settings and return to the item.

Tips and Hints

High Priority

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

Send Preferences

If you want to permanently select an option, instead of setting temporary options every time you send an item, see *Send Preferences* in the reference manual.

Managing Another User's Mailbox

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

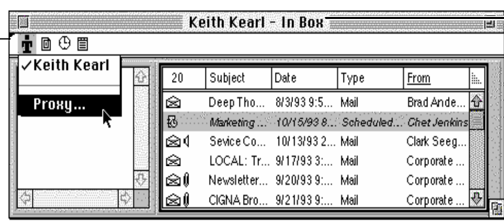
Before you can proxy for others, you need to add their names in your Proxy List.

Adding a User to Your Proxy List

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

1 Choose , then choose **Proxy**.

Lets you select a user to proxy or return to your own view



The current view or window belongs to the name on the status bar.

2 Click **Find**, select the user's name in the list box, then click **OK**.

3 Click **Proxy at Startup** if you want to act as a proxy for this user whenever you start GroupWise.

4 Click **Proxy**.

Acting as a Proxy

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

1 Choose , then choose the user for whom you want to act as a proxy.

The view or window you have opened will now reflect the user's view or window. The name on the status bar is changed from your name to the other user's name.

Tips and Hints

Returning to Your Own Mailbox

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

1 Choose , then choose your name.

Your name should now appear on the status bar.

If Access Is Denied

If you tried to add a new user to your Proxy List, but a message appeared informing you that you do not have proxy rights for this user, check to make sure you are on the user's Access List.

Letting a Proxy Manage Your Mailbox

Your proxy can respond to items in your In Box and Calendar and act on your behalf. A proxy is another person who can be granted selective access to your In Box and Calendar through the Access List you create.

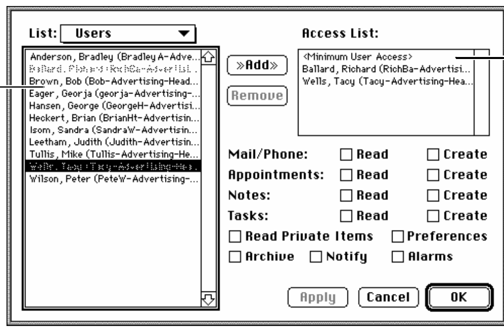
1 Choose the **Edit** menu, then choose **Preferences**.

2 Click **Environment** in the icon list box.

3 Make sure the Environment pop-up menu shows Security Settings.

4 Click **Access List**, then double-click the users you want to select as your proxies.

The proxies are placed in the Access List box.



The Users list box lists all of the users in the GroupWise system.

Access List box

The check boxes let you designate which options the proxies have access to.

Access List dialog box

5 Select a proxy in the Access List box, then click the items you want the proxy to have access to.

The table below explains the rights you can give to proxies.

Access Right	**Gives Proxy Rights to**
Read	Read the mail/phone, appointment, note, or task you receive.
Create	Write and send mail/phone, appointments, notes, or tasks in your name.
Read Private Items	Read the items that you mark private.
Preferences	Change any of the Preferences options in your mailbox and edit your personal groups. The proxy can change your GroupWise setup, add or remove proxies from your Access List, and also use and change your Rules. Since the proxy can also change your password, you would not normally grant this right. See *Rules* in the reference manual.
Archive	Place items in the Archive folder and retrieve them. If you give a proxy archive rights, items archived by that proxy may be stored on the proxy's hard drive. See *Proxies and Archive* in *Tips and Hints* below.
Notify	Receive notification when you receive items.
Alarms	Receive notification before the scheduled time of an appointment.

6 Click **OK**.

When you want to remove a proxy from your Access List, select that proxy name in the proxy list, then click **Remove**.

Tips and Hints

Proxies and Archive

When you give a proxy archive rights, you may need to specify the location of the Archive folder. If the folder is located on the proxy's hard drive, you will not have access to your archived items unless the proxy publishes that folder. You may consider placing the folder on a drive that both you and the proxy can have access to. See *Archive* and *Environment Preferences* in the reference manual.

Using GroupWise Remote

About GroupWise Remote Disks

You can use the Client disks in the GroupWise 4.1 for Macintosh Client/Admin Pack to install GroupWise Remote directly onto your stand-alone computer (such as a laptop). If your system administrator copied the GroupWise installation program onto the network, you can also install GroupWise Remote from the network to your computer.

The Remote Client disks are also available in the GroupWise Remote for Macintosh Materials Pack, which includes a copy of this manual. To order the GroupWise Remote for Macintosh Materials Pack or to receive the additional information, please call the GroupWise Sales Center at (800) 861-2507.

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

Introduction

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

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

Getting Started Checklist

This checklist summarizes the steps for getting started with GroupWise Remote for Macintosh. The tasks are sequential.

Task
☐ Verify that your computer meets the minimum hardware and software requirements for running GroupWise Remote.
☐ Read *How GroupWise Remote Works*. This section explains the terminology and concepts you should understand before setting up or using GroupWise Remote.
☐ Fill out the worksheet (if your system administrator has not done so already).
☐ Start and set up GroupWise Remote.
☐ Create a modem connection.
☐ Create a network connection (if applicable).
☐ Test your connections.
☐ Retrieve information (items, Address Book, and so forth) from your master mailbox.
☐ Send items (messages, appointments, and so forth) to other GroupWise users.

GroupWise Remote Requirements

Hardware and Software Requirements

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

Hardware/Software	Minimum Requirements	Recommended Requirements
Processor	Powerbook 140	Powerbook 180
System Version	System 7	System 7 Pro or higher for drag and drop and AOCE
Memory	2M available RAM	4M or more RAM
Hard Disk Space	14M available	20M or higher, depending on the amount downloaded

System Requirements

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

Terms You Should Know

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

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

master mailbox Your GroupWise mailbox in your master GroupWise system.

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

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

modem connection The modem link between your remote computer and your master GroupWise system.

network connection The network link between your remote computer and your master GroupWise system.

post office A collection of mailboxes; your master mailbox belongs to a specific post office.

Remote *or* GroupWise Remote The GroupWise program on your remote computer.

remote mailbox The mailbox that resides on your remote computer in GroupWise Remote.

requests When GroupWise Remote needs information from the master GroupWise system, it builds a request. Requests are sent to the master GroupWise system which will typically cause the master GroupWise system to produce a response to be retrieved later.

responses Packets of information containing your updated items, folders, rules, and groups from the master GroupWise system. These responses update your remote mailbox so that it reflects what is on the master GroupWise system.

retrieving Transferring information from your master mailbox to your remote mailbox.

sending Transferring information from your remote mailbox to your master mailbox.

GroupWise Remote *or* Remote The GroupWise program on your remote computer.

How GroupWise Remote Works

For GroupWise Remote to work, you must have a master mailbox on a networked GroupWise system. GroupWise Remote exchanges items and information between your master mailbox and the mailbox on your Remote computer.

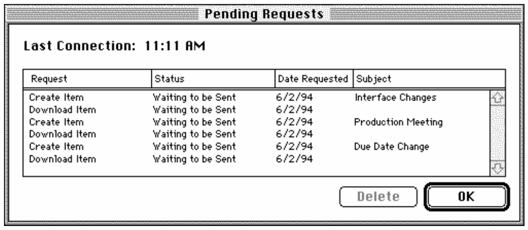
For example, when you connect to the GroupWise system where your master mailbox is located, GroupWise Remote copies any items your master mailbox received to the Remote mailbox. Items you are sending from GroupWise Remote are copied to the Out Box in your master mailbox.

Creating Requests

Whenever you perform an action that requires information to be sent from your remote mailbox to your master mailbox, Remote creates a *request*. For example, requests are created whenever you perform any of the following actions:

- Send, forward, delegate, or reply to an item
- Create a personal item, a folder, a group, or a rule
- Open, delete, retract, or undelete an item, or empty the Trash
- Ask to retrieve items, folders, or other information from your master mailbox
- Move items to a folder
- Delete a folder
- Delete a rule

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



Sending Requests

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

Retrieving Responses

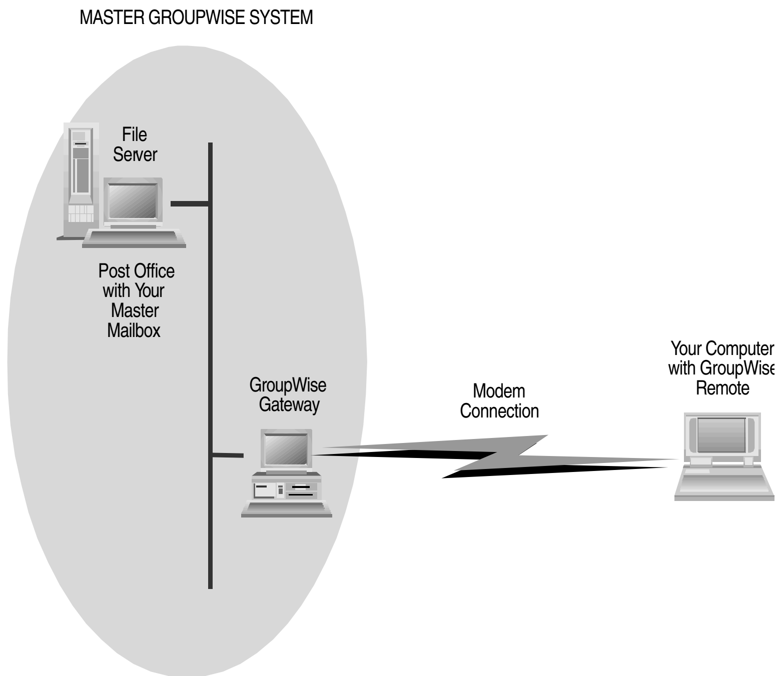
Many of the requests that you send generate *responses*. Assume you have sent a request to retrieve items from your master mailbox. After processing your request, your master GroupWise system creates a response that contains the items you requested. Remote can then retrieve and process the response.

Modem Connection Compared to Network Connection

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

Modem Connection

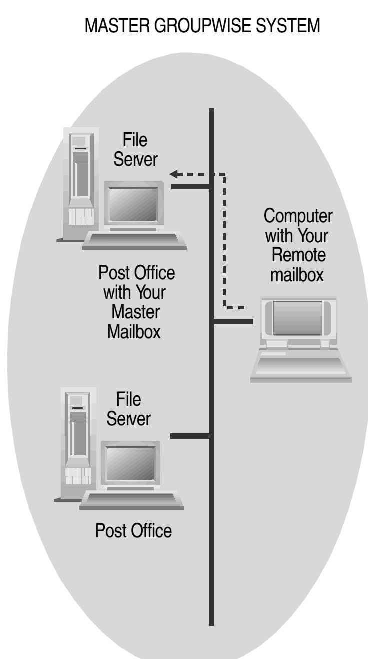
In most cases, you will probably use your modem to connect to your master GroupWise system via a gateway, as shown below.



Network Connection

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

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



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

Setup Worksheet

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

User Information	
Full Name	
User ID	
Master Mailbox Password	

System Information	
Domain	
Post Office	

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

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

Modem Connection Information	
Connection Name	
Gateway Phone Number	
Gateway Login ID	
Gateway Password	
Modem Script (if required)	
Disconnect Method*	• When All Updates Are Received • Do Not Wait for Responses • Manually
Redial Attempts*	Default = 5
Redial Retry Interval*	Default = 10 seconds

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

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

Starting GroupWise Remote

Logging in to GroupWise Remote

To install GroupWise Remote to your remote computer, see *Starting GroupWise* under *Getting Started*.

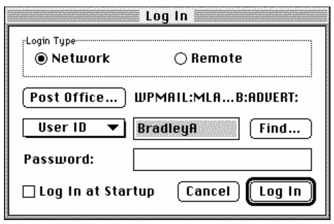
If you frequently download large amounts of information, you may want to increase the preferred memory size for GroupWise. Before starting GroupWise, open your GroupWise folder, click the GroupWise icon, then press **c-I**. Type **4096** in the Preferred size box, then click the close box.

IMPORTANT: If you or your system administrator has not already filled out the worksheet, do so now. See *Worksheet*.

Starting Remote

To start GroupWise Remote,

1 Double-click the **GroupWise** icon.



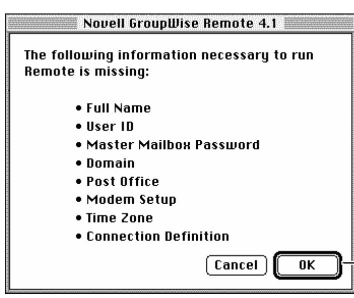
2 Select **Remote**.

3 Click **OK**, then proceed to the next section, *Setting Up GroupWise Remote*.

If you want to enter a password for your remote mailbox, you can do so when GroupWise Remote is activated. See *Changing Your Remote Preferences* under *More About Remote*.

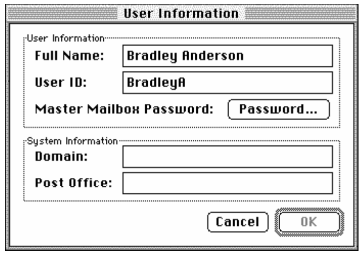
Setting Up GroupWise Remote

The first time you start Remote, a list of information you need to enter appears. This is where you'll need the information from your worksheet.



Click to proceed.

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



2 Click **Password**, type the master mailbox password listed on your worksheet, then click **OK**.

3 Retype your password, then click **OK**.

4 Type the domain and post office names listed on your worksheet, then click **OK**.

5 Click **Modem**, select the modem listed on your worksheet, then click **Select**.

If your modem is not listed, try selecting a generic modem definition. If you need to create a modem definition, see *Creating or Editing a Modem Definition* under *More About Remote*.

6 Click **Port**, then select the modem or printer port.

If your PowerBook has an internal modem, select **Internal Modem** from the PowerBook Control Panel.

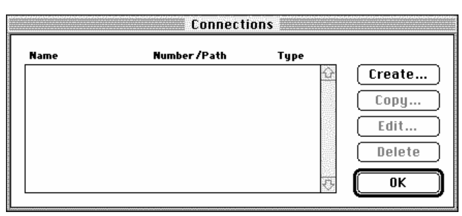
7 Select the appropriate options from the pop-up menus, according to the information on your worksheet, then click **OK**.

8 Click **Set**, select your time zone, then click **OK**.

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

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

9 When you're done with the Daylight Saving Time settings, click **OK**.



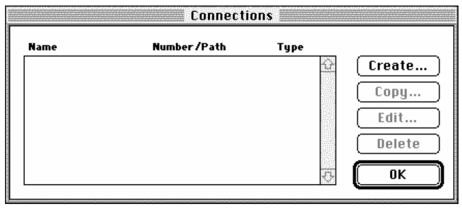
10 Click **Create**, select **Modem** or **Network**, then proceed to *Creating a Modem Connection* or *Creating a Network Connection*.

You can create both a modem connection and a network connection, then switch between the connections depending on your current needs. For example, you can create a network connection to use while at your office and a modem connection to use while away from your office.

IMPORTANT: We recommend that you do *not* switch between a modem connection and a network connection or between gateways (for example, x.25, OS/2 Async, and DOS Async) if there are pending requests on the connection you're switching from.

Creating a Modem Connection

Creating a modem connection is similar to adding a phone number in a phone directory. When you are away from your office, select a modem connection to send or retrieve information from your master mailbox.

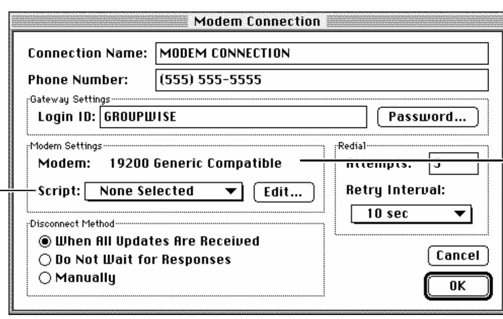


1. Click **Create**.
2. Select **Modem**, then click **OK**.
3. Type the connection name listed on your worksheet in the Connection Name box.
4. Type the gateway phone number listed on your worksheet in the Phone Number box.

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

5. Type the gateway login ID listed on your worksheet.

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



Your modem appears here.

6. Click **Password**, type the gateway password listed on your worksheet, then click **OK**.
7. Retype the password, then click **OK**.
8. Select the disconnect method you want.

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

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

9 Type the number of times you want GroupWise Remote to automatically redial if the line is busy in the Attempts box.

10 Choose the **Retry Interval** pop-up menu, then choose the interval between each attempt.

11 Click **OK**.

If you want to create a network connection, proceed to the next section, *Creating a Network Connection*.

If you want to begin using GroupWise Remote, proceed to *Retrieving Information*.

Additional Information

Creating Additional Modem Connections

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

To create additional modem connections, repeat the steps you completed to create your first modem connection, or copy and edit the first modem connection you created.

Editing a Modem Connection

From the Main Window,

1 Choose the **Remote** menu, then choose **Send/Retrieve**.

2 Click **Connections**.

3 Select the modem connection you want to edit, then click **Edit**.

4 Make your changes, then click **OK**.

5 Click **OK**.

Scripting

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

1 If you're in the **Modem Connection** dialog box, go to step 5.

2 Start GroupWise, choose the **Remote** menu, then choose **Send/Retrieve**.

3 Click **Connections**.

4 Select the modem connection to add a script to, then click **Edit**.

5 If selecting an existing script, choose the **Script** pop-up menu, select the script, then click **OK**.

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

6 Click **Edit**.

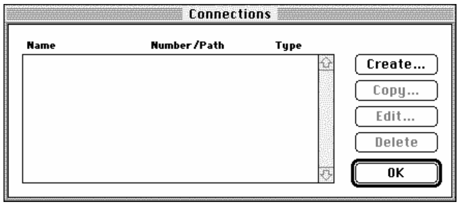
7 Type the appropriate script commands, then click **Save**. See *Script Language* under *More About Remote* for script commands and sample scripts.

8 Type the script name in the Save Script box, then click **Save**.

9 Click **OK**.

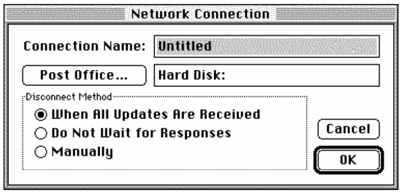
Creating a Network Connection

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



1 Click **Create**.

2 Select **Network**, then click **OK**.



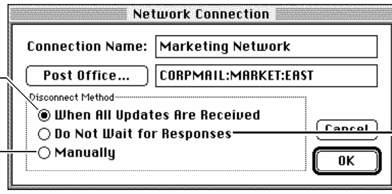
3 Type the connection name listed on your worksheet in the Connection Name box.

4 Click **Post Office**, then use the directory dialog box to select your post office. (See your worksheet.)

5 Select the disconnect method you want, then click **OK**.

Disconnects after requests are sent and all responses to the requests are received.

Lets you manually control when to disconnect.



Disconnects immediately after requests are sent and waiting responses are received.

If you want to create a modem connection, see the previous section, *Creating a Modem Connection*.

If you want to begin using GroupWise Remote, proceed to *Retrieving Information*.

Additional Information

Editing a Network Connection

From the Main Window,

1 Choose the **Remote** menu, then choose **Send/Retrieve**.

2 Click **Connections**.

3 Select the network connection you want, then click **Edit**.

4 Make your changes, then click **OK**.

Testing Your Connections

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

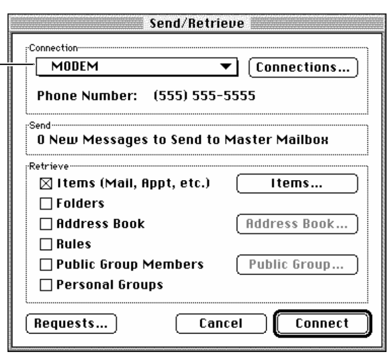
Testing Your Modem Connection

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

From the Main Window,

1 Choose the **Remote** menu, then choose **Send/Retrieve**.

Connection pop-up menu



2 Choose the **Connection** pop-up menu, then choose your modem connection.

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

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

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

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

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

5 If your disconnect method is set to Manually, click **Disconnect**.

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

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

6 Click **OK** in the GroupWise Error dialog box, then click **Disconnect** in the Connection Status dialog box.

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

8 Click **Remote**, then click **Modem**.

9 Click **Port**, then check your worksheet to make sure that the settings are correct.

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

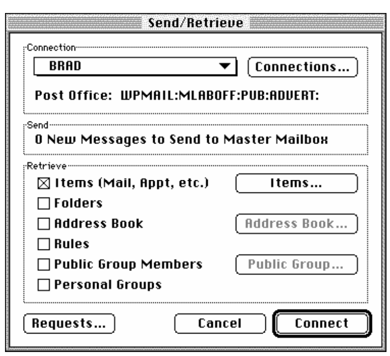
If the connection still does not work, contact your system administrator.

Testing Your Network Connection

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

From the Main Window,

1 Choose the **Remote** menu, then choose **Send/Retrieve**.



2 Choose the **Connection** pop-up menu, then choose your network connection.

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

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

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

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

5 If your disconnect method is set to Manually, click **Disconnect**.

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

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

6 Click **OK** in the GroupWise Error dialog box, then click **Disconnect**.

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

8 Click **Connections**.

9 Select your network connection, then click **Edit**.

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

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

or

Type or select the correct path as listed on your worksheet, then click **OK**.

12 Click **OK**, then re-test the connection.

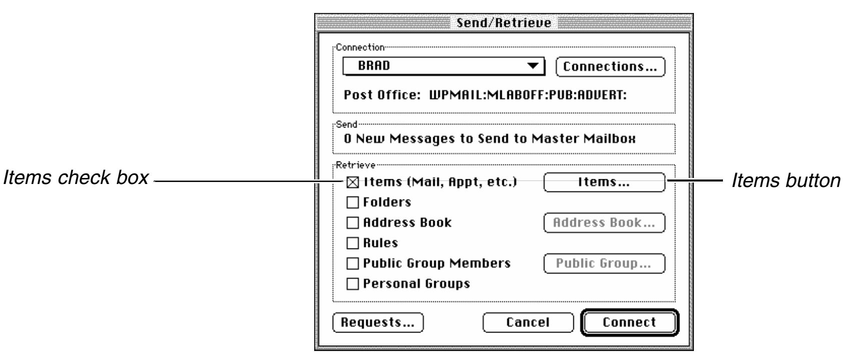
Retrieving Information (Downloading)

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

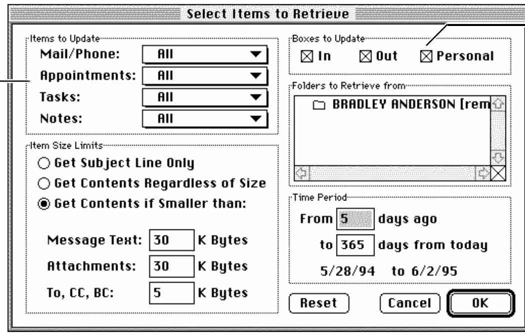
Retrieving Items

From the Main Window,

1 Choose the **Remote** menu, then choose **Send/Retrieve**.



2 Make sure the **Items** check box is selected, then click **Items**.



Specify the items you want to update.

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

3 Specify your Item Size Limits and Time Period settings, explained below.

Option	Description
Get Subject Line Only	If you generally retrieve a large number of items, this option can help save time and reduce phone costs by retrieving only the subject line of each item. See *Retrieving Selected Items* in *Additional Information* at the end of this section.
Get Contents Regardless of Size	Retrieves all items and attachments in your master mailbox.
Get Contents If Smaller Than	Retrieves all items that meet the size limits you specify. See *Retrieving Selected Items* in *Additional Information* at the end of this section.
From...to...	Lets you specify a number of days prior to and after today's date to retrieve only the items that fall between a range.

4 Click **OK**, then continue with *Retrieving Your Address Book*.

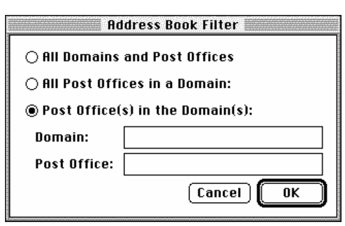
Retrieving Your Address Book

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

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

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

2 Click the **Address Book** check box, then click the **Address Book** button.



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

4 Click **OK**, then continue with *Connecting to Your Master GroupWise System* below.

HINT: You can also retrieve folders, rules, public group members, and personal groups. For information about each of these options, choose the n menu, choose **GroupWise Help**, then choose the topic you want to learn about.

Connecting to Your Master GroupWise System

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

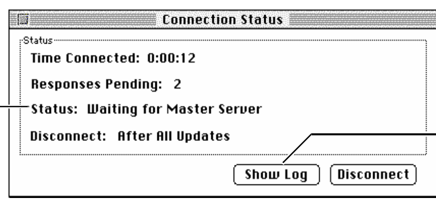
Initiating the Connection

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

2 Choose the **Connection** pop-up menu, choose the connection you want, then click **Connect**.

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

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



Displays maximum connection information

You can disconnect from your master GroupWise system anytime by clicking **Disconnect** in the Connection Status dialog box.

Logging Your Connection Information

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

Additional Information

Retrieving Selected Items

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

From the Main Window,

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

2 Select the items you want to retrieve.

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

4 Click **Connect**.

Remote connects with your master GroupWise system using the same connection as your most recent connection. You can change the connection, if you want.

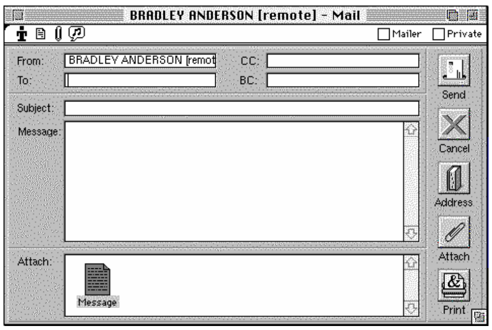
5 If your Disconnect Method is set to Manually, click **Disconnect** after all items have been retrieved to your remote mailbox.

Sending Items (Uploading)

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

From the Main Window,

1 Double-click **Send Mail** to open the mail view.



2 Click **Address**.

3 Drag user IDs to the Send To, Carbon Copy, and Blind Copy boxes.

4 Click **OK**.

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

6 Type the message in the Message box.

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

8 Click **Send**.

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

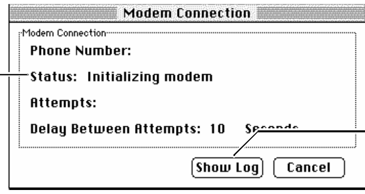
Connecting to Your Master GroupWise System

1 Choose the **Remote** menu, then choose **Send/Retrieve**.

2 Choose the **Connection** pop-up menu, choose the connection you want, then click **Connect**.

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

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



Displays maximum connection information

You can disconnect from your master GroupWise system anytime by clicking **Cancel**.

Addressing

This section explains how to address an item to a user who is not on your post office. See *Sending Mail* under *Using GroupWise Basics* for information on how to address an item by choosing user IDs from the Address Book or by typing the user IDs in the address boxes.

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

Absolute Addressing

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

```
domain.po.userID
```

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

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

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

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

Explicit Addressing

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

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

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

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

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

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

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

Internet Addressing

You can address an item to an Internet user through a GroupWise gateway, such as the Simple Mail Transfer Protocol (SMTP) gateway.

The GroupWise SMTP Gateway provides the following flexible addressing options:

- **gateway:"user@host"**
- **foreign domain:user@host**
- **post office@host**
- The GroupWise Address Book (see *Address Book* in the reference manual)

Contact your system administrator to find out which addressing methods are available for your GroupWise system, and the gateway or foreign domain names you need to use. For more information on available gateways, please call the GroupWise Sales Center (800-861-2507).

Creating an Address Alias

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

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

1. Choose the **Tools** menu, then choose **Address Book**.

2. Click **External Address**, type the address(es), then click **To**, **CC**, or **BC**.

3. Click **Save Group**, type a name for the group, then click **OK**.

4. Click **OK** when you are done.

Changing Your Remote Preferences

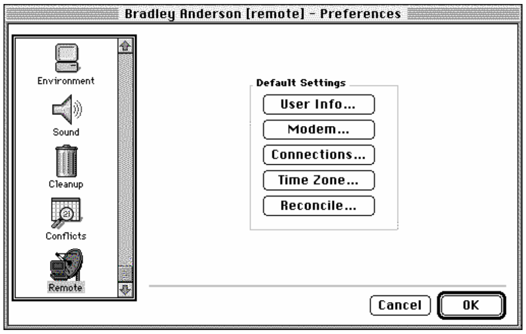
You can change any of the user and system information, default settings, and connection definitions that you set in Remote Preferences.

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

From the Main Window,

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

2 Scroll down the Category list box, then click **Remote**.



3 Select your options, make your changes, then click **OK**.

If you changed the user ID, domain, or post office, a prompt box appears telling you which information you changed and warning you that all information in your remote mailbox will be lost. Click **Yes** to continue or click **No**, then **Cancel** if you do not want to save the changes.

Creating or Editing a Modem Definition

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

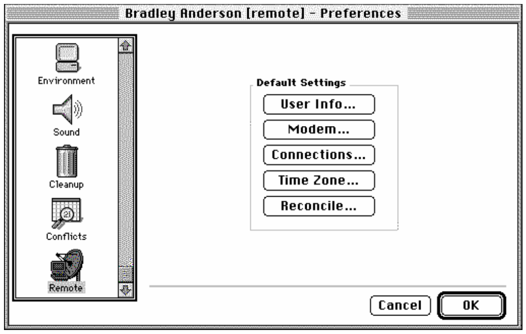
Refer to your modem manual as you create or edit your modem definition.

Specifying Modem Settings

From the Main Window,

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

2 Scroll down the Category list box, then click **Remote**.



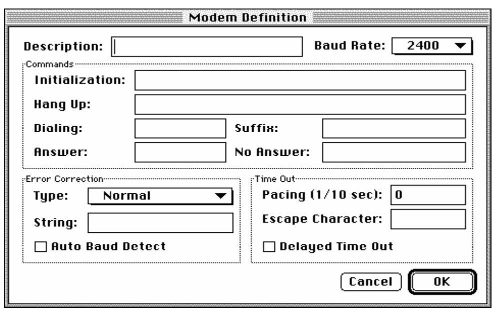
3 Click **Modem** to open the Modem Configuration dialog box.

4 Click **Modem** to open the Modems dialog box.

5 Click **Create**, then type the modem name in the Description box.

or

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

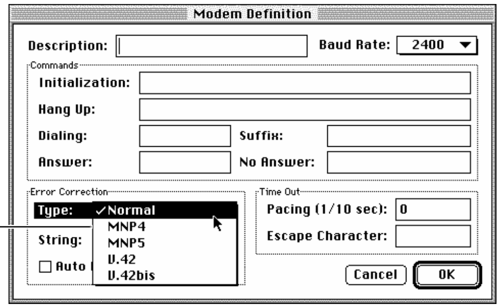


6 Type the applicable information from the table below in the Commands group box.

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

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

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



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

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

9 Click **Auto Baud Detect** if you defined your computer’s modem and your gateway’s modem at different baud rates.

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

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

The character pacing is the time interval between each character GroupWise sends to the modem when the modem is in command mode. The number you enter represents 1/10 of a second. For example, typing **10** will cause a one-second pause between characters. Type **0** if your modem does not require a pause between each character.

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

12 If you are using a wireless modem, click **Delayed Time Out** to extend the time out value for GroupWise.

13 Choose the **Baud Rate** pop-up menu, then select the maximum baud rate that the modem can use to receive information from Remote.

14 Click **OK** to save the definition.

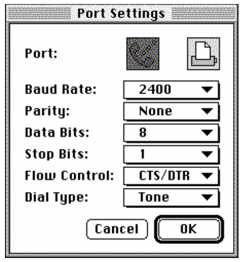
15 Make sure the modem you created is selected, then click **Select**.

The modem name appears in the Modem field.

Specifying Port Settings

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

1 Choose **Port** in the Modem Configuration dialog box.



2 Click the modem icon to specify settings locally.

or

Click the printer port icon to go to a modem pool on the network.

or

If your PowerBook has an internal modem, select **Internal Modem** from the PowerBook Control Panel. This overrides the Port Settings preferences.

3 Choose the appropriate value in the corresponding pop-up menu for each setting. The settings are described below.

Setting	**Definition**
Baud Rate	The baud rate the modem should use when sending and receiving information from the gateway.
Parity	Parity Bit is None. This probably will not need to change. Contact your system administrator.
Data Bits	Character Length is 8. This probably will not need to change. Contact your system administrator.
Stop Bits	Stop Bits is 1. This probably will not need to change. Contact your system administrator.
Flow Control	Flow Control is CTS/DTR. This probably will not need to change. Contact your system administrator.
Dial Type	If only pulse dialing is available in your calling area, choose **Pulse**.

4 Click **OK**.

5 Return to the Main Window and test your connection to verify that it works. See *Testing Your Connections* under *Remote Basics*.

Additional Information

Modem Initialization Commands

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

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

CONNECT Message	**DTE Speed**
CONNECT	300
CONNECT 1200	1200
CONNECT 2400	2400
CONNECT 4800	4800
CONNECT 7200	9600

CONNECT Message	DTE Speed
CONNECT 9600	9600
CONNECT 12000	19200
CONNECT 14400	19200
CONNECT 19200	19200
CONNECT FAST	19200

Script Language

Scripts contain 8 pairs of **When given** and **Respond with** fields. **When given** fields can be a maximum of 17 bytes (characters). **Respond with** fields can be a maximum of 49 bytes. If a **Respond with** string exceeds the 49-byte limit, you can leave the next **When given** field empty and continue in the next **Respond with** field.

Script Commands

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

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

Sample Scripts

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

When given	Respond with
	^MATDT888^M
PRIMARY	wendy^M
ACCEPT	@D[1]

When given	Respond with
NO CARRIER	ATSO=2^M
SECOND	peters^M
ACCEPT	^M

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

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

Setting or Changing Your Time Zone

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

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

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

From the Main Window,

1. Choose the **Edit** menu, then choose **Preferences**.
2. Scroll down the Category list box, click **Remote**, then click **Time Zone**.
3. Click **Set**.
4. Select the new time zone, then click **OK**.
5. Click **OK**, then return to the Main Window.

Editing Daylight Saving Time

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

1. Choose the **Edit** menu, then choose **Preferences**.
2. Scroll down the Category list box, click **Remote**, then click **Time Zone**.
3. Click **Use Daylight Saving Time**, then click **Edit**.
4. Select **Define by Day** or **Define by Date**.
5. Specify when daylight saving time begins and when standard time begins using the pop-up menus.
6. Specify the number of hours and minutes your clock should change, then click **OK**.
7. Click **OK**, then return to the Main Window.

Changing Your Computer's Clock

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

1 Choose the n menu, then choose **Control Panels**.

2 Double-click **Date & Time**, make your changes, then click the close box.

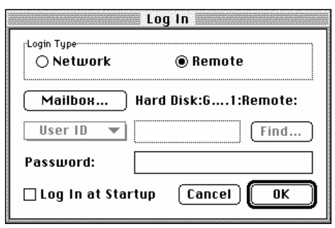
HINT: You may prefer not to change time zones when you travel. If you are in New York and schedule an appointment in Los Angeles for 3 p.m., then fly to California and choose not to change time zones in Remote, the appointment will still display at 3 p.m. and your schedule will not be altered.

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

Rebuilding Your GroupWise Remote Database

If you have problems using GroupWise Remote (for example, your items don't open), you may need to rebuild the GroupWise Remote database.

1 Double-click the GroupWise icon to start GroupWise.



2 When you are ready to log in to GroupWise Remote, hold down the **Control**, **Option**, and **c** keys, and click **OK**.

3 Click **Yes**.

4 Use the directory dialog box to indicate where you want to save the log file, type the filename, then click **Save**.

You can open the log file to see if there is any record of problems. The log file is in TeachText format. Just double-click the file to open it.

Index

Index

A

Absolute addressing 81
Accepting
  Calendar items 35
  In Box items 24
Access
  List, creating 60
  rights 60
Accessing, Proxy List 59
Actions
  that create requests 65
  tracking recipients' 33
Adding users to your Proxy List 59
Address
  boxes, typing users' names 40
  syntax 82
Addressing
  absolute 81
  aliases 82
  explicit 81
  syntax 82
  through gateways 82
  users not in your domain or post office 81
Alarms rights 60
Alarms, setting 25
Aliases
  addressing 82
  creating 82
Annotations, sound 22
Answer (modem parameter) 84
Applications
  attachments 22
  launching 22, 23
Appointment length, changing 37
Appointments
  accepting 24, 35
  alarms 25
  attachments 22
  Busy Search, using 48
  declining 24, 35
  delegating 27
  deleting 28
  description 17
  forwarding 27
  italicized descriptions 24
  personal, creating 46
  printing 39
  priority 21
  reading 21
  recurring, scheduling 49
  replying 25
  rescheduling 30, 36
  retracting 31
  scheduling 44
  temporary send options 50
  undeleting 34
Archiving, proxy rights 61
Assign Task
  assigning tasks 51
  creating personal 52
  description 17
Assistance 19
Attach Box, items without 22
Attachments
  files 41
  forwarded items sent as 27
  icons 18
  printing 24
  reading 22
  sending 41
  sounds 41
Auto-Dates, scheduling recurring 49
Auto-Delete
  mail 44
  phone messages 58

B

Balloon Help 19
Baud rate 86
Bits
  data 86
  stop 86
Bolded words in manual 18
Busy Search 48

C

Calendar
  accepting items 35
  completing items in 37
  declining items 35
  description 17
  expanding list boxes 36
  italicized descriptions 24, 35
  printing planner forms 39
  printing scheduled items 39
  rescheduling items 36
  views, definition 18
Changing
  computer's clock 89
  time zone 88
Character pacing 85
Checking status of Out Box items 33
Checklist, getting started 64
Cleanup Trash 35
Clock, changing computer's 89
Completing
  routing slips 37
  tasks 37
Computer’s clock, changing 89
Concepts, Remote 65
CONNECT messages 86
Connecting to you master Symmetry system 80
Connection
  current 80
  time limit for Remote users 73
Costs, saving on long-distance 68
Create rights 60
Creating
  Access List 60
  appointments, personal 46
  folders 28
  groups, personal 42
  modem connection 72
  modem definitions 83
  notes, personal 55
  personal notes 55
  tasks, personal 52
Current connection 76, 80
Customer Support 19

D

Data bits 86
Database, rebuilding (Symmetry Remote) 89
Daylight saving time, editing 88
Days Prior/Days After option 78
Declining
  Calendar items 35
  In Box items 24
Default Event Length for appointments 50
Definitions, common Symmetry Remote 65
Delegating items 27
Deleting
  folders 29
  In Box items 28
  Out Box items 32
  retracting items 31
  Trash items 34
Dial Type 86
Dialing (modem parameter) 84
Direct network connection 74
Disconnect methods for Remote 73
Downloading information *see* Retrieving
DTE speed 86
Duration, changing appointment 37

E

Editing
  daylight saving time 88
  modem connection 73
  modem definitions 83
  network connection 75
Emptying Trash items 34
Event Length
  appointments 50

tasks 53
Expand window 17
Expanding boxes 36
Expiration
mail 43
phone messages 58
Explicit addressing 81
External address syntax 82

F

Files, attaching 41
Finding items 30
Flow Control 86
Folders
creating 28
deleting 29
linking items to multiple 29
Forwarding items 27
Free Blocks 48
From...to... option 78

G

Get Contents If Smaller Than option 78
Get Contents Regardless of Size option 78
Get Subject Line Only option 78
Glossary of common Remote terms 65
Graphics
attachments 22
in documentation text 18
Group views, definition 18
Groups
personal 42
public 43
saving 43

H

Hang Up (modem parameter) 84
Hardware/software requirements 64
Help Desk, contacting 19
Help information 19

I

Iconize 17
Icons
attachments 18, 22
In Box 18
in documentation text 18
item 18
Out Box 18
padlock 18
paper clip 18
speaker 18
In Box
accepting items 25
declining items 25
delegating items 27
deleting items 28
description 17
folders 28
forwarding items 27
icons 18
italicized descriptions 25
reading items 21
red items 21
replying 26
Incoming items *see* In Box
Info Window
checking status of items 33
declined items 28
delegated items 27
deleted items 28
Information
retrieving Remote 77
sending Remote 80
tracking item 33
Initialization commands, modem 86
Initializing modem 84
Initiating modem connections 79
Install Symmetry Workstation 14
Installing
Symmetry 13
Symmetry Remote 70
Symmetry Remote, preparation for 68
Introduction
Symmetry 16
Symmetry Remote 63
Italicized items 24
Items
accepting 24, 35
attachments 22
checking status of sent 33
completing tasks and routed 38
declining 24, 35
definition 18, 65
delegating 27
deleting 28, 32
description 17
expanding boxes in 36
finding 30
forwarding 27
icons 18
information, tracking 33
italicized 24
multiple, selecting 21, 28
organizing 28
personal, creating 46, 52, 55
printing 23
priority 21
reading 21
recovering deleted 34
recurring, scheduling 49
replying 26
rescheduling 30, 36
resending 30
retracting 31
sending 40, 44, 51, 55, 57, 66, 80
storing in folders 28
temporary appointment options 50
temporary mail options 43
temporary note options 56
temporary phone options 58
temporary task options 53
tracking information 33
undeleting 34

L

Launching an application 23
Linking items to folders 29
Logfiles 79
Logging connection information 79
Logging In, rebuilding database (Symmetry Remote) 89
Logging into, Symmetry 14
Long-distance phone costs, saving on 68

M

Mail
attachments 22
completing routed 37
deleting 28
description 17
forwarding 27
priority 21
reading 21
replying 26
resending 30
retracting 31
sending 40
temporary send options 43
undeleting 34
Mailbox
letting a proxy manage your 60
managing another user's 59
returning to your own 59
Mailbox, rebuilding (Symmetry Remote) 89
Main Window, elements of 17
Manual
bolded words in 18
conventions 18
Master mailbox
definition 65
requirements for Symmetry Remote 64
Master site, definition 65
Master Symmetry System
connecting to 80
definition 65
disconnecting from 81
Meetings
Busy Search, using 48
scheduling 44
Memory requirements

Symmetry 13
Symmetry Remote 64
Menu, Help 19
Message box, expanding 36
Minimum requirements 13, 64
Modem
script, creating 74
settings 83
Modem connection
creating 72
definition 65
editing 73
initiating 79
logging information 79
overview 67
testing 75
Modem definition
creating 83
editing 83
Modem initialization 84
commands 86
Multiple items, selecting 21, 28

N

Network connection
creating 74
definition 65, 67
editing 75
overview 67
testing 76
No Answer (modem parameter) 84
Noise, modem 76, 79, 81
Normalize 17
Note Priority option 56
Notes
accepting 24, 35
attachments 22
declining 24, 35
delegating 27
deleting 28
description 17
forwarding 27
italicized descriptions 24
keeping private 56
printing 39
priority 21
reading 21
recurring, scheduling 49
replying 25
rescheduling 30, 36
resending 30
sending 55
temporary send options 56
undeleting 34
Notices *see* Notes
Notify Recipients
appointments 50
mail 44
phone messages 58
Notify rights 60
Novell Symmetry *see* Symmetry
Novell Symmetry Remote *see* Symmetry Remote

O

Online Help 19
Opening items *see* Reading
Options
temporary appointment 50
temporary mail 43
temporary note 56
temporary phone 58
temporary task 53
Organizing items into folders 28
Out Box
deleting items 32
description 17
folders 28
icons 18
rescheduling items from 30
resending items from 30
retracting sent items 31
tracking item information 33
verifying status of sent items 33
Overdue tasks 51
Overview
Symmetry 16
Symmetry Remote 63

P

Padlock icon 18
Paper clip icon 18, 22
Parity 86
Pathnames, including in addresses 82
Personal
address group aliases 82
appointments 46
groups, creating 42
notes 55
tasks 52
views, definition 18
Phone costs, saving on long-distance 68
Phone Messages
attachments 22
deleting 28
description 17
forwarding 27
priority 21
reading 21
replying 26
resending 30
retracting 31
sending 57
temporary send options 58
undeleting 34
Place *see* Resources
Post offices
addressing items to Remote 81
definition 65
Preferences
Remote 83
rights 60
Print Forms 39
Printing
attachments 24
calendar items 39
items 23
Priority
notes, sending and creating 57
task 52
Priority option
appointments 50
mail 43
notes 56
phone messages 58
tasks 53
Private, item icon 18
Proxy
acting as 59
archiving rights 61
definition 60
letting someone manage your mailbox 60
returning to your own mailbox 59
rights 60
Proxy List, adding users to your 59
Public groups 43

R

Read Private Items rights 60
Read rights 60
Reading
attachments 22
items 21
Rebuilding database (Symmetry Remote) 89
Recipients' actions, tracking 33
Recommended requirements 13, 64
Recovering deleted items 34
Recurring items, scheduling 49
Red items in In Box 21
Reduce window 17
Reference manual 18
Remote
concepts 65
installing 70
mailbox, definition 65
preferences 83
setting up 70
system requirements 64
Remote mailbox, definition 65
Reply Requested
mail 43
phone messages 58
Reply to All Recipients option 26
Replying
to items 26

without accepting or declining 25
Requests
actions that create 65
definition 65
sending 66
Requirements, Symmetry Remote 64
Rescheduling
Calendar items 36
Out Box items 30
Resending items 30
Resources, scheduling 45
Responses
definition 66
when generated 66
Retracting
items 31
items while rescheduling 30
items while resending 30
Retrieve options, setting 77
Retrieving
Address Book in Remote 78
Remote information 77
selected Remote items 79
Return Receipt
appointments 50
mail 43
notes 56
phone messages 58
tasks 53
Rights, granting access 60
Root folder 28
Routing slips, completing 37
Running Symmetry from network 14

S

Save As Group 43
Schedule, description 17
Scheduling
appointments 44
Auto-Dates 49
Busy Search, using 48
meetings 44
notes 55
personal appointments 46
recurring items 49
resources 45
tasks 51
Scripting in Remote 74
Selecting multiple items 28
Send Mail, description 17
Send Options
temporary appointment 50
temporary mail 43
temporary note 56
temporary phone 58
temporary task 53
Sending
appointments 44
items to personal groups 42
mail 40
notes 55
phone messages 57
Remote items 80
requests 66
tasks 51
Setting
computer's clock 89
time zone 88
Setting alarms 25
Setting up Symmetry Remote 70
Setup, changing Remote 83
Shelf, description 17
Shift-clicking 21
Show Log option 79
Software/hardware requirements 64
Sound
attachments 22
modem 76, 79, 81
Speaker icon 18, 22
Starting
Symmetry 13
Symmetry Remote 70
Status Information
appointments 50
checking from Out Box 33
mail 43
notes 56
phone messages 58
tasks 53
Stop bits 86
Subfolders 28
Suffix (modem parameter) 84
Support, Customer 19
Symmetry
installing 13
logging into 14
Main Window 17
overview 16
requirements 13
starting 13
system requirements 13
views 18
Symmetry Remote
concepts 65
rebuilding database 89
setting up 70
starting 70
system requirements 64
Syntax for addressing 82
System
administrator 19
requirements 64

T

Task priority 52
Tasks
accepting 24, 35
assigning 51
attachments 22
Busy Search, using 48
completing 37
declining 24, 35
delegating 27
deleting 28
description 17
forwarding 27
italicized descriptions 24
overdue 51
personal, creating 52
printing 39
priority 21
reading 21
recurring, scheduling 49
replying 25
rescheduling 30, 36
resending 30
retracting 31
temporary send options 53
uncompleted 37
undeleting 34
Temporary send options
appointments 50
mail 43
notes 56
phone messages 58
tasks 53
Terms, common Symmetry Remote 65
Testing modem connections 75
Text
attachments 22
icons in documentation 18
italicized 24
Time, changing computer's clock 89
Time zone, setting/changing 88
Tracking item information 33
Trash
automatic cleanup 35
description 17
emptying 34
undeleting items in 34
Typing user IDs, rules for 40

U

Undeleting Trash items 34
User IDs, rules for typing 40
Users, addressing items to Remote 81

V

Verifying status of Out Box items 33
Version requirement 13
Views
  calendar 18
  expanding boxes in 36
  group 18
  personal 18
  Symmetry 18

W

Window menu icon 17
Words, bolded in manual 18
Worksheet 68
Write Note
  description 17
  sending notes 55

Using ENVOY

Table of Contents

To get back to the first screen, click on ⏮ .

Index

A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z

Click on a letter above for easy access to the Index.

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NAVIGATING

Go to first page

Go to last page (you are on the last page now)

Go to next page

Go to previous page

Go to next view

Go to previous view

Go to page (Ctrl+G)

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F3	Find next
Ctrl+F3	Find previous

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Contents Using Help About Envoy
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