

PATHWORKS for Macintosh

digital

Mail for Macintosh
User's Guide

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PATHWORKS™ for Macintosh®

Mail for Macintosh User's Guide

Apple Computer, Inc.

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Preface

Mail for Macintosh lets you exchange electronic mail with other users on your computer network. It is one component of PATHWORKS for Macintosh, a set of application programs and utilities that lets you use your Macintosh computer to access services on Digital networks. Mail for Macintosh provides access to PATHWORKS mail servers. Other services that you can access are described in the *PATHWORKS for Macintosh: Network Services User's Guide*.

What you need to know

This guide assumes that you have already installed PATHWORKS for Macintosh as described in the *Network Services User's Guide* and that you are familiar with that book.

Summary of contents

The following list summarizes the contents of this guide:

- Chapter 1, “Getting Started,” tells you how to install the Mail for Macintosh software on your computer and how to start the program and set your preferences. The chapter also tells you how to log in to a mail server on the network.
- Chapter 2, “Creating and Sending Mail,” tells you how to create, save, and edit a memo, and how to send a memo to other people on your network.

- Chapter 3, “Receiving Mail,” describes how to open and read memos that other users send to you. The chapter also explains how to reply to a memo and how to forward a memo to another user.
- Chapter 4, “Organizing Your Mail,” explains how to use the folders created by the Mail for Macintosh program to organize your mail. This chapter tells you how to copy, mark, and delete a memo, and how to save a memo on a disk.
- Chapter 5, “Quitting,” tells you how to conclude a session by logging out of a mail server or by quitting the Mail for Macintosh program.
- Appendix A, “Menu Reference,” describes the function of each of the menu commands in the Mail for Macintosh program.
- Appendix B, “Troubleshooting,” suggests solutions for problems that you might have when using Mail for Macintosh.

Conventions used in this guide

The `Courier` font is used to indicate computer commands and text that you type.

Terms that have a special meaning in relationship to Macintosh or Digital computers, or to networks, appear in **boldface** when first defined in the text. These terms are also defined in the glossary.

◆ **Note** Text set off in this manner presents sidelights or interesting points of information.◆

Terminology

This guide uses the terms *mail*, *electronic mail*, *memo*, and *message* more or less interchangeably. All of these terms refer to text that you send or receive through the mail server.

For more information

If you are unfamiliar with computer networks, you may want to read Appendix A in the *Network Services User's Guide*, which provides basic information about networks.

For more information about mail services, see the VMS General User Volume 2B, *Using VMS*, "VMS Mail Utility Manual."

1 Getting Started

This chapter introduces the Mail for Macintosh application program and your mail server account. The chapter tells you how to install Mail for Macintosh on your computer, start the program, choose and configure a connection tool, and log in to a mail server. The chapter also tells you how to use the Mail for Macintosh on-screen help system and how to set your preferences for how certain Mail for Macintosh features work.

About Mail for Macintosh and your mail server account

The Mail for Macintosh program allows you to use electronic mail services on Digital networks. You use Mail for Macintosh to log in to a **mail server** and exchange mail with other users on the network.

Before you can log in, however, your system administrator must set up an account for you on the mail server. The **account** includes your user name, password, and a special directory on the **host computer**, which keeps track of your electronic mail. If you do not have an account, see your system administrator. Be sure to get your user name and password, and the name of the host computer to which you'll connect.

Mail for Macintosh can connect to the host computer by means of either the AppleTalk-DECnet Connection Tool or the DECnet Connection Tool. See the section "Specifying and Configuring a Connection Tool," later in this chapter, for a discussion on which type of connection to use.

Hardware, system software, and networking software requirements

The hardware and software requirements for you to use Mail for Macintosh are the same as those for using other components of PATHWORKS for Macintosh. Like other components of PATHWORKS for Macintosh, Mail for Macintosh requires that you have an appropriate communications tool installed. A **communications tool** supplies the communications functions that your Macintosh needs to communicate with another computer.

Hardware requirements

You must have, at a minimum, the following configuration:

- One of the following Macintosh computers:
 - Macintosh Plus
 - Macintosh Classic
 - Macintosh LC
 - Macintosh Portable
 - any of the Macintosh SE family
 - any of the Macintosh II family
- 1 megabyte (MB) of memory; 2 MB for system software version 7.0
- one hard disk drive or two floppy disk drives

Although you can use Mail for Macintosh with a single floppy disk drive, a hard disk is recommended. This guide assumes that you are using a hard disk drive.

System and networking software requirements

Your Macintosh computer must have the following software installed before you can install and use Mail for Macintosh:

- system software version 6.0.4 or a later version of 6.0.x, or system software version 7.0 (*x* refers to any appropriate version number)
- AppleTalk® Phase 2 network software
- EtherTalk® 2.0 (if you are connected to the network through an Ethernet card)

Installing Mail for Macintosh

This section provides only a summary of the procedures for installing the Mail for Macintosh program and related communications software. Detailed instructions are available in the *Installation* part of the *Network Services User's Guide*. That guide describes how to install Mail for Macintosh and all other components of PATHWORKS for

Macintosh. If you have not yet installed the Mail for Macintosh program and the connection tools you want to use, follow the instructions provided in that guide.

All PATHWORKS for Macintosh software components are installed using the PATHWORKS Installer application program. You can use the Installer in either of two ways.

Easy Install method The Easy Install method installs a number of PATHWORKS components, including the Mail for Macintosh program and the AppleTalk-DECnet communications software. Unless you want to use a DECnet connection, the Easy Install method installs everything you need to use Mail for Macintosh. To use the Easy Install method, click the Install button in the Easy Install dialog box.

Customize Install method The Customize Install method lets you select the specific components that you want to install. Clicking the Customize button in the Easy Install dialog box displays the custom-install dialog box with a list of PATHWORKS components. You specify the components that you want to install by selecting items in the list. Select “Mail for Macintosh 1.0 support” to specify installation of both the Mail for Macintosh program and the AppleTalk-DECnet communications software. Select “DECnet for Macintosh 1.0 support” to specify installation of the DECnet communications software. (**Shift-click** to select both items at once.) To install the software, click the Install button to the right of the list.

Selecting a network connection

Mail for Macintosh—like the other components of PATHWORKS for Macintosh—provides access to *network* services. Because your Macintosh may be connected to more than one **network**, or connected to the same network in different ways, you may need to select a **network connection** before starting the Mail for Macintosh program. For example, your computer may be connected to a LocalTalk network and also contain an Ethernet card that connects it directly to an **Ethernet** environment. Or your computer may contain multiple Ethernet cards, each card connecting it to a different Ethernet environment.

You can access **services** on only one network at a time, so if your Macintosh is connected to multiple networks, you must specify the network that has the mail server

that you want to use, before you can log in to that server. (If you're not sure which network has the server that you want, ask your system administrator.)

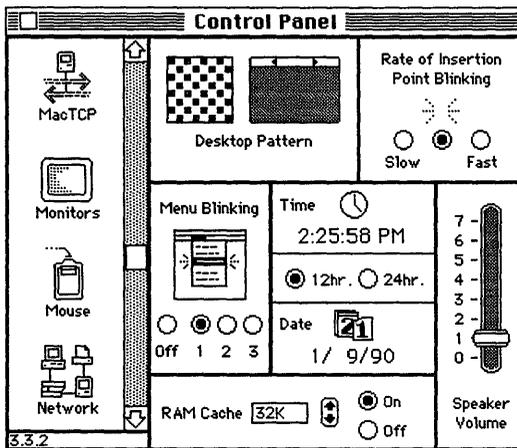
The procedure that you follow to select a network connection depends on whether you are using Macintosh system software version 6.0.x or version 7.0. This section gives the procedure for each environment.

If you have system software version 6.0.x

To select a network connection on a Macintosh computer running system software version 6.0.x:

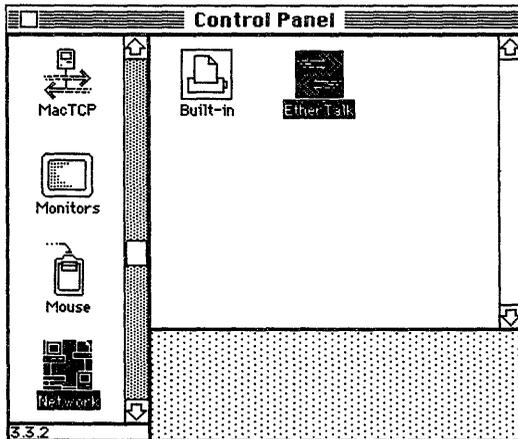
1 Choose Control Panel from the Apple () menu.

The Control Panel dialog box appears.



2 Select the Network icon from the group of icons on the left side of the Control Panel window.

You may have to scroll through the list to find the Network icon.



3 Select the icon for the network that has the mail server that you want to use.

The Control Panel displays a separate icon for each network to which your Macintosh is connected.

A connection to a LocalTalk network is usually made through the printer port. The icon for this type of connection is shown in the preceding figure with the label "Built-in."

A connection to an Ethernet environment is represented by an icon labeled "EtherTalk." If your Macintosh is connected to more than one Ethernet environment, each **EtherTalk** icon is also labeled with a number in parentheses, indicating the slot that contains the Ethernet card for that connection.

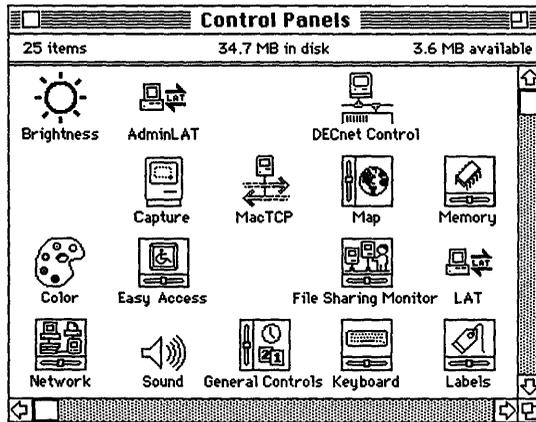
4 Close the Control Panel dialog box.

If you have system software version 7.0

To select a network connection on a Macintosh computer running system software version 7.0:

1 Choose Control Panels from the Apple () menu.

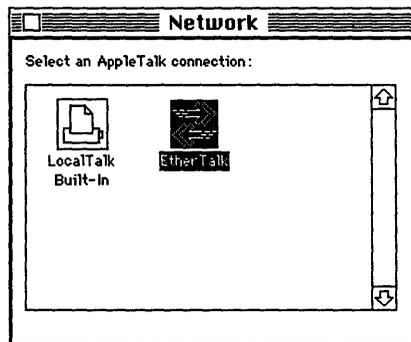
The Control Panels window opens. This window displays icons representing the various control panels installed on your Macintosh computer.



2 In the Control Panels window, double-click the Network icon.

You may have to scroll through the window to find the Network icon.

The Network panel opens. This panel contains a separate icon for each network to which your Macintosh is connected.



3 Select the icon for the network that has the mail server you want to use.

A connection to a LocalTalk network is usually made through the printer port. The icon for this type of connection is shown in the preceding figure with the label LocalTalk Built-in.

A connection to an Ethernet environment is represented by an icon labeled EtherTalk. If your Macintosh is connected to more than one Ethernet environment, the name of each

EtherTalk icon includes a number in parentheses, indicating the slot that contains the Ethernet card for that connection.

4 Close the Network panel and the Control Panels window.

Starting Mail for Macintosh

You start Mail for Macintosh just as you start any other Macintosh program—by double-clicking the program icon on the Macintosh desktop or by selecting the icon and choosing Open from the File menu. Figure 1-1 shows the Mail for Macintosh program icon.



Mail For Macintosh

Figure 1-1 The Mail for Macintosh program icon

The first time that you run the Mail for Macintosh program, the Connection Configuration dialog box appears. You use this dialog box to choose and **configure** a connection tool, as described in the next section. When you finish configuring a tool, the Login dialog box appears to let you connect to the server. “Logging In to the Mail Server,” later in this chapter, describes this process.

After you’ve used Mail for Macintosh for the first time, the Login dialog box appears when you start the program, and you can connect to the server immediately.

Specifying and configuring a connection tool

Before you can log in to the mail server, you must tell Mail for Macintosh which **connection tool** you want to use to communicate with the server, and supply the connection tool settings that allow this communication to take place.

Mail for Macintosh supports both the **AppleTalk-DECnet Connection Tool** and the **DECnet Connection Tool**. Which connection method you'll want to use depends on a variety of factors. If you have already installed the DECnet Connection Tool on your Macintosh computer, you'll probably want to use that tool with Mail for Macintosh. **DECnet** connections perform slightly better than AppleTalk-DECnet connections and use fewer resources on the server. On the other hand, the DECnet software takes up more disk space on your Macintosh disk drive than the AppleTalk-DECnet software. DECnet also requires more available RAM on your Macintosh. Therefore, if you have *not* installed the DECnet Connection Tool for use with some other network service or if you have limited RAM, you'll probably want to use the AppleTalk-DECnet Tool with Mail for Macintosh. You may want to talk to your system administrator about which connection method to use.

When you first open the Connection Configuration dialog box, its contents depends on which connection tools you have installed:

- *If the DECnet Connection Tool is available*, the dialog box contains the connection settings for that tool.
- *If the DECnet Connection Tool is not available but the AppleTalk-DECnet Tool is*, the dialog box contains the settings for the AppleTalk-DECnet Tool.
- *If neither tool is available*, Mail for Macintosh displays the alert shown in Figure 1-2. To use Mail for Macintosh, you need to install one of the connection tools. See "Installing Mail for Macintosh" earlier in this chapter.

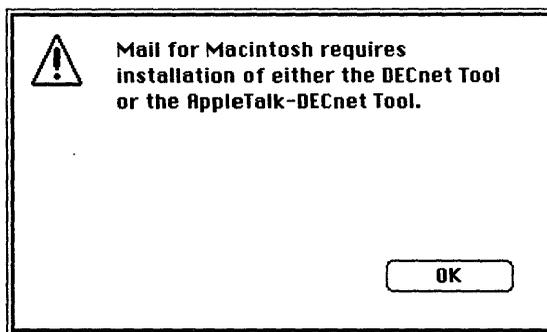


Figure 1-2 **The alert for no available connection tools**

If you want to use the DECnet Connection Tool

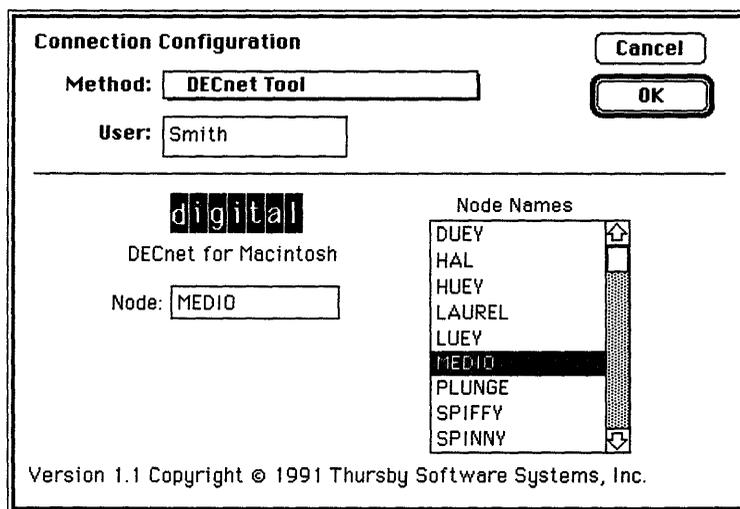
To specify and configure the DECnet Connection Tool:

1 Open the Connection Configuration dialog box.

Start the Mail for Macintosh program or, if you have already started the program and the Connection Configuration dialog box is not on your screen, choose Connection from the Server menu.

2 If the settings for the DECnet Tool do not already appear, choose DECnet Tool from the Method pop-up menu.

The lower part of the dialog box changes to display the connection settings for the DECnet Tool.



3 Enter your user name in the User field.

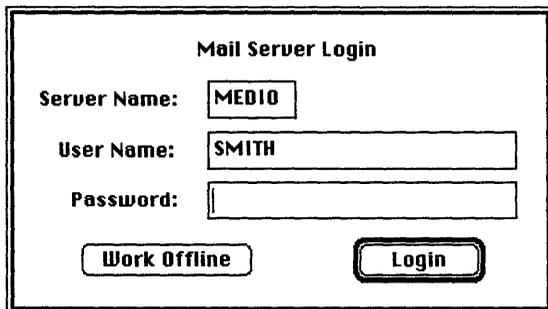
Your **user name** is the name of the account created for you by the system administrator. Your system administrator should have given you a user name and an account **password**, which you'll need when you log in.

4 In the Node Names list, choose the node name of the host computer running the mail server that you want to use.

The node name that you choose appears in the Node field to the left of the list. If the Node Names list is long, you may find it more convenient to type the node name directly into the Node field. If you don't know the node name of the host computer, ask your system administrator.

5 **Click the OK button.**

The Login dialog box appears, to let you connect to the server. Skip to “Logging In to the Mail Server,” later in this chapter, to learn how to log in.



The image shows a dialog box titled "Mail Server Login". It contains three input fields: "Server Name:" with the text "MEDIO", "User Name:" with the text "SMITH", and "Password:" which is empty. At the bottom of the dialog box, there are two buttons: "Work Offline" and "Login".

If you want to use the AppleTalk-DECnet Connection Tool

To specify and configure the AppleTalk-DECnet Connection Tool:

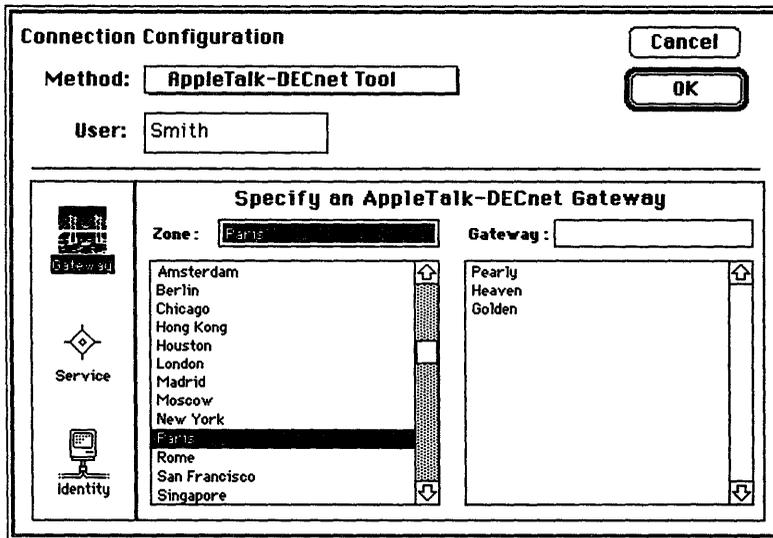
1 **Open the Connection Configuration dialog box.**

Start the Mail for Macintosh program or, if you have already started the program and the Connection Configuration dialog box is not on your screen, choose Connection from the Server menu.

2 **If the settings for the AppleTalk-DECnet Tool do not already appear, choose AppleTalk-DECnet Tool from the Method pop-up menu.**

The lower part of the dialog box changes, to display the connection settings for the AppleTalk-DECnet Tool. There are three different groups of settings for the tool. The group that appears depends on which of the icons along the left side of the dialog box is

selected. (The steps that follow explain how to configure the Gateway and Service settings; you do not need to configure the Identity settings.)

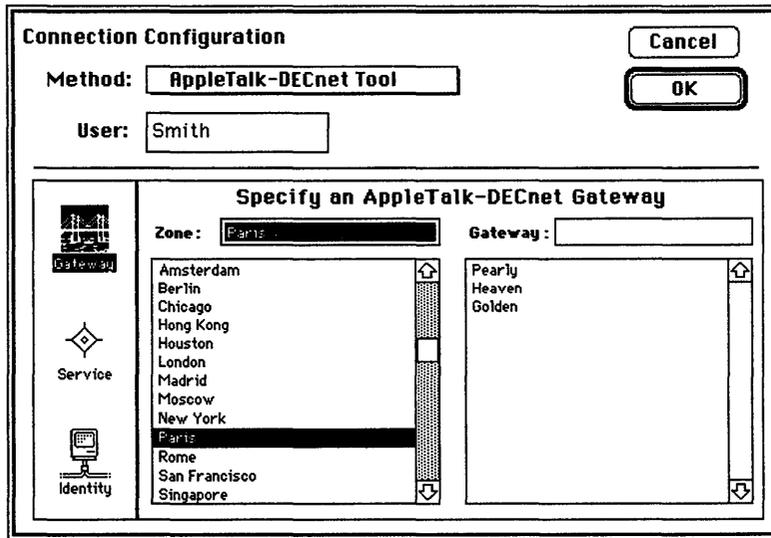


3 Enter your user name in the User field.

Your user name is the name of the account created for you by the system administrator. Your system administrator should have given you a user name and an account password, which you'll need when you log in.

4 Make sure that the Gateway icon is selected (at the far-left side of the dialog box), then specify the zone and gateway for the mail server you want to use.

If the Gateway icon was not already selected, the dialog box changes to show the available zones in a list below the Zone field. When you select a zone, the available gateways for that zone appear in the list below the Gateway field. If you aren't sure which zone and gateway to choose, see your system administrator.

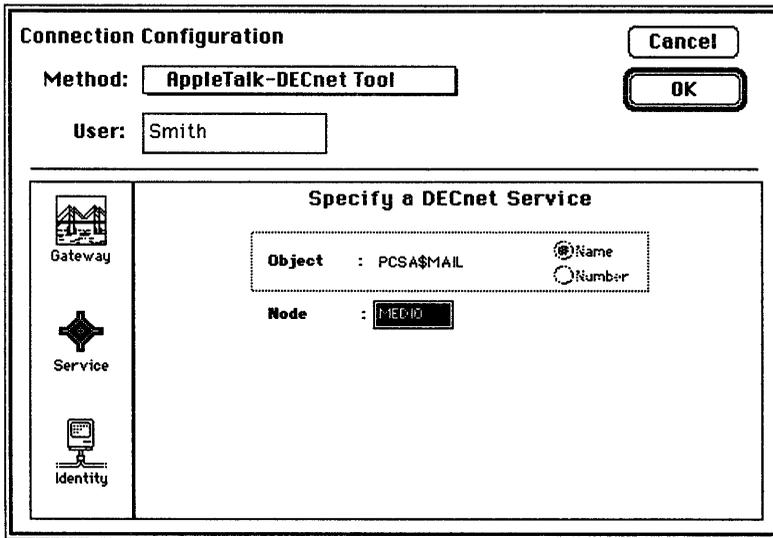


If the network contains a large number of zones, you may find it more convenient to type the zone name in the Zone field. As soon as you've typed enough characters to identify the zone, its name is selected automatically in the list. The Gateway list works in a similar fashion.

If your network is not divided into zones, an asterisk (*) appears in the Zone field and the list is empty. You need only select a gateway in the list on the right.

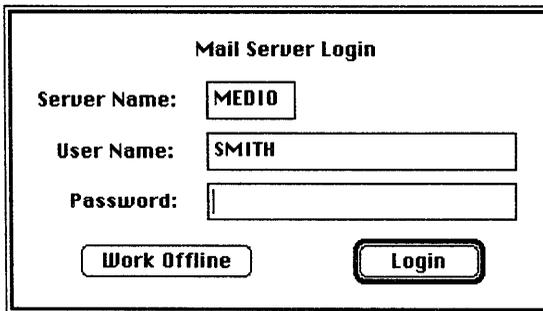
- 5 **Select the Service icon in the list at the far-left side of the dialog box, then enter the node name of the host computer running the mail server that you want to use.**

The lower part of the dialog box changes to display the object and node for a DECnet service. Because Mail for Macintosh only connects to PATHWORKS mail servers, the object name—PCSA\$MAIL—is already filled in. If you don't know the name of the node, ask your system administrator.



6 Click the OK button.

The Login dialog box appears to let you connect to the server. The next section tells you how to log in.



Logging in to the Mail server

The Login dialog box appears when you finish choosing and configuring a connection tool. After the first time that you use Mail for Macintosh, the Login dialog box appears whenever you start the program.

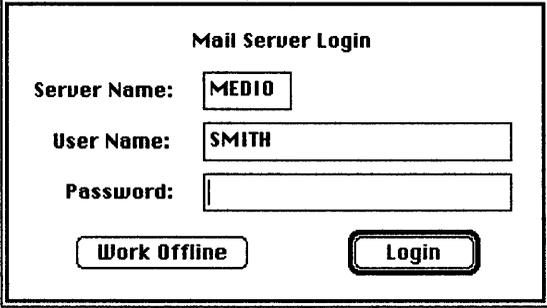
You must use this dialog box to log in to the mail server. If the dialog box is not on your screen, you can display it by choosing Login from the Server menu.

To log in to the mail server:

1 Open the Login dialog box.

Start the Mail for Macintosh program or, if you have already started the program and the Login dialog box is not on your screen, choose Login from the Server menu.

The Login dialog box appears, as shown in the following figure. The Server Name and User Name fields will already be filled in with the information you entered in the Connection Configuration dialog box.



The image shows a dialog box titled "Mail Server Login". It contains three input fields: "Server Name" with the value "MEDIO", "User Name" with the value "SMITH", and "Password" which is currently empty. At the bottom of the dialog box, there are two buttons: "Work Offline" and "Login".

2 Enter your password.

Use the password assigned by your system administrator for your account on the server. To prevent onlookers from learning your password, the characters that you type do *not* appear in the dialog box. Instead, Mail for Macintosh displays a bullet for each character that you type.

If you've logged in successfully, the Mail Directory window for your account on the mail server appears, as shown in Figure 1-3.

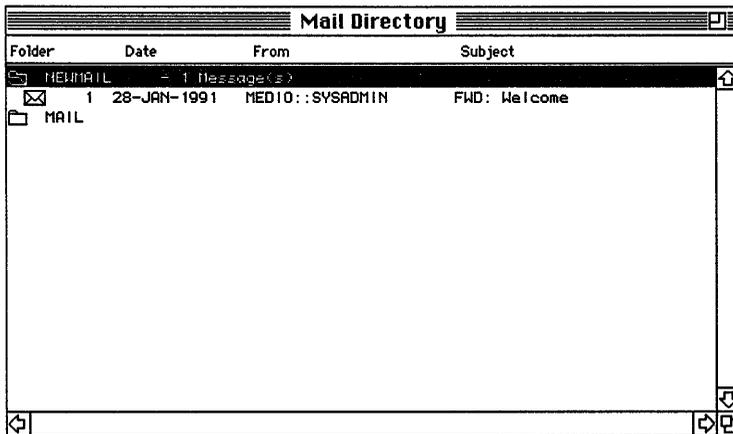


Figure 1-3 **The Mail Directory window**

Now you can send mail to other users on the network, and read mail that you receive from them. Chapters 2 and 3 tell you how.

Problems logging in

If you have trouble logging in to the mail server, it's probably because of one of the following conditions:

- You entered an incorrect user name, password, or both.
- There is a problem with the network or server.

If an error message indicates a problem with the user name or password, then try logging in again. Be careful to enter your correct user name and password. If the error message indicates a problem with the network or server, tell your system administrator about the error that you are getting.

Appendix B provides more detailed troubleshooting hints.

About the Mail Directory window

The **Mail Directory window** contains your electronic mail (in the form of **memos**) and **folders** that help you organize your mail. Folders appear at the extreme left side of the Mail Directory window. A folder can be either open or closed. You open a folder by selecting it and choosing Open Folder from the Folder menu, or by double-clicking the folder's icon in the Mail Directory window. You can have only one open folder at a time; when you open a folder, the previously opened folder (if any) is closed. Figure 1-4 shows the Mail Directory window with one opened and two closed folders.

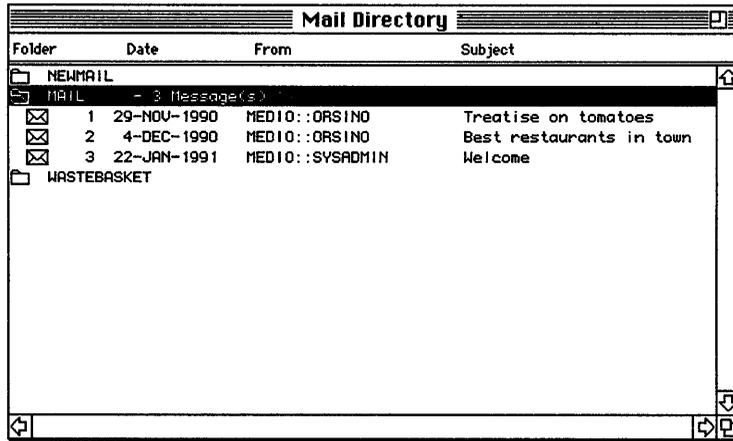


Figure 1-4 **Folders in the Mail Directory window**

When a folder is opened, its contents—a set of memos—appear below the folder, slightly indented.

For each memo, the Mail Directory window displays several pieces of information, as shown in Figure 1-5.

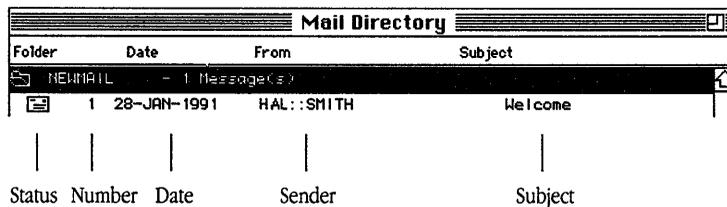


Figure 1-5 **A memo line in the Mail Directory window**

The following list describes each type of information:

Status	The status of the memo—whether or not you’ve read the memo, if you’ve moved the memo, if you’ve deleted the memo, and if you’ve marked the memo. See Table 1-1 for a description of the each of the status icons .
Number	The number of the memo in the current folder.
Date	The date the memo was sent.
Sender	The full user name of the person who sent the memo—including both the node and user name.
Subject	A brief description of the memo’s contents.

Note that the check mark (indicating a marked memo) appears beside the other icons in the Mail Directory window.

Table 1-1 Memo status icons

Icon	Description
	New memo—one that you haven’t read yet. (See “Reading a Memo” in Chapter 3.)
	Memo that you’ve read.
	Memo that’s been moved to another folder. (See “Moving a Memo” in Chapter 4.)
	Memo marked for deletion. (See “Deleting a Memo” in Chapter 4.)
	Marked memo. (Marking a memo lets you perform actions on several memos at once. See “Marking or Unmarking a Memo” in Chapter 4.)

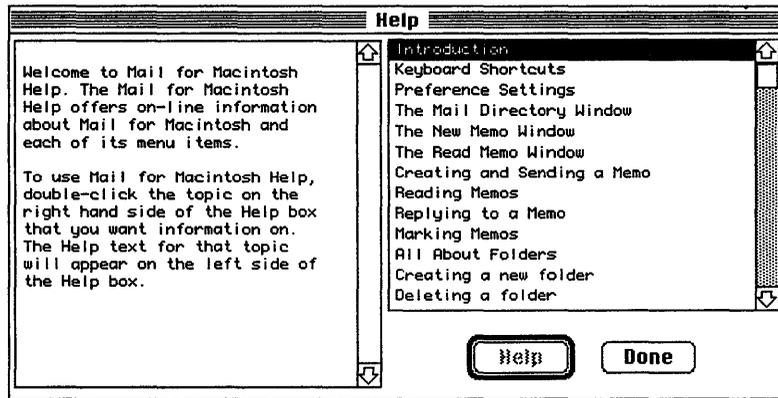
Getting help

Mail for Macintosh includes an on-line help document called Help. You may want to use the Mail for Macintosh help system, along with this guide, while you are learning how to use the product.

To use the Mail for Macintosh help system:

1 Choose Help from the Apple menu.

The Mail for Macintosh Help window appears.



2 Select a topic from the list on the right and click the Help button (or double-click the topic).

The help text for the topic you selected appears in the field on the left side of the window.

3 Click the Done button when you've finished with the help system.

Setting your preferences

Setting your **preferences** means specifying how you want certain Mail for Macintosh features to work. Mail for Macintosh comes with preset settings for these features. You can change these settings at any time by using the Preferences dialog box.

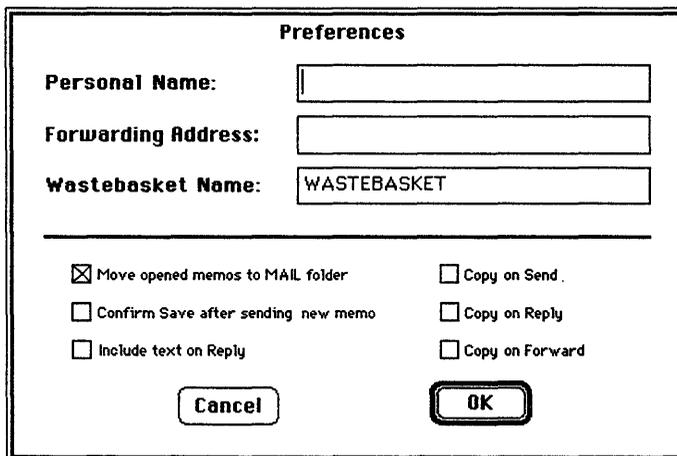
Mail for Macintosh saves most of the preferences settings in a document called Mail for Macintosh Preferences, which is stored in your System Folder. Because these settings are stored on your Macintosh, you can change them whether or not you are logged in to the server. One of the settings, an address for forwarding your mail, is stored on the mail server. You must log in to the server to specify or change the forwarding address. This section describes each of the preferences settings and tells you how to change them.

Mail for Macintosh creates the preferences document automatically the first time that you run the program. If for some reason the document is removed from the System Folder, Mail for Macintosh re-creates it the next time you run the program. When Mail for Macintosh re-creates the preferences document, it uses the preset settings that come with the program. If you find different settings more convenient, you will have to set your preferences again.

To set your preferences:

1 Choose Preferences from the Mail menu.

The Preferences dialog box appears.



The screenshot shows the 'Preferences' dialog box with the following fields and options:

- Personal Name:** [Empty text field]
- Forwarding Address:** [Empty text field]
- Wastebasket Name:** [WASTEBASKET]

Options:

- Move opened memos to MAIL folder
- Copy on Send
- Confirm Save after sending new memo
- Copy on Reply
- Include text on Reply
- Copy on Forward

Buttons: **Cancel** and **OK**

2 Enter or change the preferences information and set the options to meet your needs, then click the OK button.

The subsections that follow describe each of the settings in the Preferences dialog box.

Personal Name

If you want a personal name to appear automatically on your memos, enter it in this field. You can enter up to 255 characters. This text will appear by default to the right of your user name at the top of new memos that you open. (If you want to use a different personal name for a specific memo, you can replace the default text directly in the memo window.)

You can use the personal name field to include information such as

- your full name (*Silvio Z. Orsino*)
- useful information (*Irina Spatsky, Programmer, Tel. 555-4321*)
- a witty phrase (*Pay no attention to that man behind the curtain.*)

◆ **Note** The contents of the personal name field are stored in the Mail for Macintosh Preferences document. Entering a person name in the Mail for Macintosh Preference dialog box will not interfere with any personal name that you may have associated with your mail server account. ◆

Forwarding Address

You can forward your incoming mail to another mail server account. Type the name of the account to which you want mail forwarded in the Forwarding Address field. The server will forward your mail. When you want the server to stop forwarding your mail, delete the address from this field. You must be logged in to the server to specify, change, or delete the forwarding address.

Wastebasket Name

The **WASTEBASKET folder** is a folder on the mail server that contains your deleted memos. Some **VMS** programs external to Mail for Macintosh, such as DECwindows Mail and VMS Mail, allow you to change the name of the server's WASTEBASKET folder. If you've changed the name of the WASTEBASKET folder, you must enter the new name in the Preferences dialog box. Otherwise, the Delete Memo command and the Purge Deleted Memos command in the Mail menu will not work.

Mail defaults

The check boxes in the lower part of the Preferences dialog box let you choose default actions associated with sending and receiving mail. Check the **defaults** that you want to use.

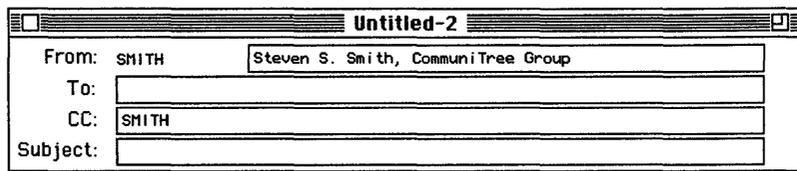
Move opened memos to MAIL folder When this box is checked, Mail for Macintosh automatically moves memos from the **NEWMAIL folder** to the MAIL folder as you read them. This feature helps you keep track of which mail you've read and which you haven't. See Chapter 4, "Organizing Your Mail." Note that if you delete a memo after you read it, it will *not* be moved to the MAIL folder, even if this option is selected. Mail for Macintosh comes with this feature activated (checked).

Confirm Save after sending new memo This feature allows you to choose whether you want Mail for Macintosh to prompt you to save a memo that you've sent (and that you haven't already saved) when you close the memo window. When this box is checked, Mail for Macintosh always prompts you to save unsaved memos. When this box is *not* checked, Mail for Macintosh does *not* prompt you to save a memo that's been sent. If you have checked the Copy on Send default, you may want to deactivate this feature, because a copy of each memo that you send is saved automatically in your NEWMAIL folder on the mail server. Mail for Macintosh comes with this feature deactivated (unchecked).

Include text on Reply When this box is checked, Mail for Macintosh automatically copies the text of any memo to which you reply into the reply itself. You may, for example, want to include the original message in your reply so that the sender can see the context of your response. Of course, you can edit the copied text just as if you'd

typed it in yourself. (Perhaps you only want to include a portion of the original message.) See “Replying to a Memo” in Chapter 3. Mail for Macintosh comes with this feature deactivated (unchecked).

Copy on Send When this box is checked, Mail for Macintosh automatically adds your name to the copy (CC) field of every memo that you write. When you send the memo, a copy appears in your NEWMAIL folder the next time you log in to the mail server or when you choose Check for New Mail from the Folder menu. See “Sending a Memo” in Chapter 2. Figure 1-6 shows the address area of a memo with the copy field already filled in. Mail for Macintosh comes with this feature deactivated (unchecked).



Untitled-2	
From:	SMITH Steven S. Smith, CommuniTree Group
To:	
CC:	SMITH
Subject:	

Figure 1-6 A copy address automatically filled in by Mail for Macintosh

Copy on Reply When this box is checked, Mail for Macintosh automatically adds your name to the copy (CC) field of every reply that you write to an incoming memo. When you send the reply, a copy appears in your NEWMAIL folder the next time you log in to the mail server or when you choose Check for New Mail from the Folder menu. See “Replying to a Memo” in Chapter 3. Figure 1-6 shows the address area of a memo with the copy field already filled in. Mail for Macintosh comes with this feature deactivated (unchecked).

Copy on Forward When this box is checked, Mail for Macintosh automatically adds your name to the copy (CC) field of every memo that you forward to another user on the network. When you forward the memo, a copy appears in your NEWMAIL folder the next time you log in to the mail server or when you choose Check for New Mail from the Folder menu. See “Forwarding a Memo” in Chapter 3. Figure 1-6 shows the address area of a memo with the copy field already filled in. Mail for Macintosh comes with this feature deactivated (unchecked).

Logging in to a different server

If you have an account on more than one mail server, you may want to log out of one server and in to another. Several steps may be involved. The new mail server may be on another host computer, for example, to which you must connect through a different gateway. You may even need to use a different connection tool. It's likely that you will need to repeat several of the procedures described earlier in this chapter. The following procedure provides a summary of the tasks involved.

To log in to a different mail server:

1 Choose Logout from the Server menu to log out of the current server.

2 (optional) Select a new network connection.

See “Selecting a Network Connection,” earlier in this chapter.

3 Choose and configure a new connection tool, or reconfigure the current connection tool.

See “Specifying and Configuring a Connection Tool,” earlier in this chapter.

4 Log in to the new server.

See “Logging In to the Mail Server,” earlier in this chapter. If you want to temporarily connect to another server or use a different account, you can do so by entering the new server and user names in the Login dialog box. Note that specifying a different server or user name in the Login dialog box *does not* alter the default connection settings specified in the Connection Configuration dialog box.

2 Creating and Sending Mail

This chapter tells you how to create memos and send them to other users on your network. This chapter also tells you how to save memos as text files, open text files to send as memos, edit memos, and print memos.

Creating a memo

You can create a memo in either of two ways:

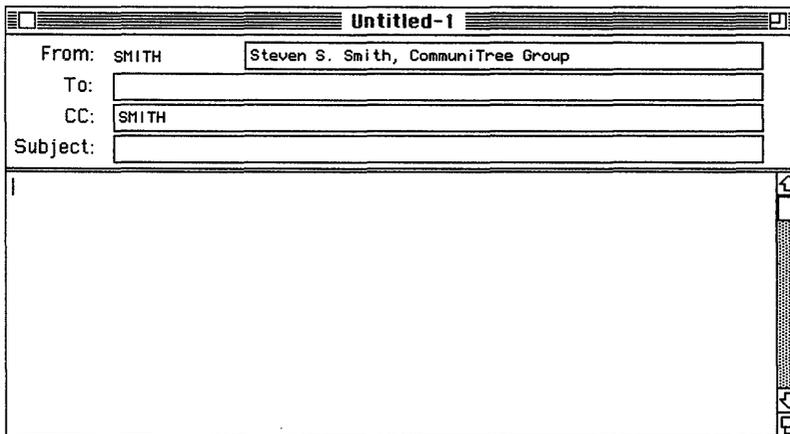
- Create a memo with Mail for Macintosh.
- Open a text file created with a word-processing program.

Mail for Macintosh lets you open and send text documents that you've created with Microsoft Word, MacWrite®, and other Macintosh word-processing programs. The following procedure tells you how to create a memo with Mail for Macintosh. Creating a memo from a word-processing document is described in "Opening a Saved Memo or Text File," later in this chapter.

To create a memo with Mail for Macintosh:

1 Choose New Memo from the File menu.

A new, untitled **memo window** appears. (The following figure shows that the Copy on Send preference is activated because the sender's user name appears in the CC field. See "Mail Defaults" in Chapter 1.)



2 Address the memo.

Enter **addressing information** in the following fields. You can move from field to field by pressing the Tab key, or use your mouse to place the insertion point by clicking.

From: Mail for Macintosh automatically shows the user name that you provided in the Connection Method dialog box. You can include additional information (such as your full name and telephone number) by entering it in the field to the right of the user name. (To have Mail for Macintosh automatically include this kind of information, see the “Personal Name” section in Chapter 1.)

To: Enter the user name (or names) of the person (or people) to whom you want the memo sent. You must already know the mail server account user name for each person. (If you don’t know a person’s user name, you’ll have to ask for it.) If the account is on a different node from yours, you must precede the user name with the node name and two colons (*nodeName: : userName*). If you enter more than one user name, set off each name with a comma or space. (If you are a VMS user, you can address a memo to a list of people. See “Using a Distribution List,” later in this chapter.)

CC: If you want to send a copy of the memo to one or more people, enter their user names in this field, sometimes known as the *Copy field*. Again, if you enter more than one name, set off each name with a comma or space.

Subject: Indicate the subject of the memo. (Filling in this field is optional, but it’s customary to provide a brief label for the memo.)

3 **Type your memo.**

Enter the text for your memo in the area below the double line. You can type as long a message as you like—the only limit is the memory available to the Mail for Macintosh program.

Sending a memo

Once you’ve created and addressed a memo, as explained in the preceding section, sending it is easy.

To send a memo:

1 Log in to the mail server.

If you haven't already logged in to the server, see "Logging In to the Mail Server" in Chapter 1.

2 Make sure that the memo window is open and that it is the frontmost window on your screen.

3 Choose Send Memo from the Mail menu.

Using a distribution list

If you are a VMS user, you can create a list of people to whom you regularly send mail and use it as a **distribution list**. You must give the distribution list a name. Mail for Macintosh lets you use that list to send a memo to a group of people without having to type each person's user name when you address the memo. (See the VMS General User Volume 2B, *Using VMS*, "VMS Mail Utility Manual.")

To address a memo by using a distribution list:

- **In the To field, type an "at" sign (@) followed by the name of the distribution list.**

For example, enter

```
@FRIENDS
```

Do not type a space between the "at" sign and the list name.

Saving a memo on a disk

You can save a copy of your memo as a text file on any disk drive accessible to your Macintosh computer by using the Save and Save As menu commands. The Mail for

Macintosh Save and Save As commands behave the same way that they do in other Macintosh programs.

To save a memo (for the first time):

While the memo window is open and frontmost, choose Save As (or Save) from the File menu.

The standard Save-As dialog box appears. Mail for Macintosh automatically displays the subject of the memo (truncated to 32 characters).

If you want to save the file with a different name, enter the name.

Click the Save button.

Mail for Macintosh saves your memo as a standard text document. Later on, you can reopen the memo, edit the memo if you choose, and then send it as electronic mail to other users on the network.

After you've saved a memo the first time, you can update the text file whenever you've made changes to your memo by choosing Save from the File menu. Mail for Macintosh automatically updates the text file. You can also save another copy of the memo with a new name by choosing Save As from the File menu. Mail for Macintosh displays the Save-As dialog box, as described in the preceding steps.

Opening a saved memo or text file

Mail for Macintosh lets you open memos that you've saved from within Mail for Macintosh and documents that you've created with other programs such as MacWrite. (The document must be saved as a *text* file.) Both kinds of text documents are opened in the same way.

To open a saved memo or text file:

- 1 Choose Open from the File menu.**

Mail for Macintosh presents the standard open-file dialog box.

- 2 Select the memo or text document and click the Open button, or double-click the memo icon.**

The contents of the memo or text document appear in a Mail for Macintosh memo window.

Editing a memo

Mail for Macintosh lets you change both the addressing information and the text of a memo. You use the standard Macintosh editing techniques. If you want to edit a memo or text file that you've previously saved on a disk, see the preceding section, "Opening a Saved Memo or Text File."

Printing a memo

You can use the standard Macintosh printing method to print an open memo.

To print a memo:

- 1 Make sure that the memo window is open and that it is the frontmost window on your screen.**

- 2 Choose Print from the File menu.**

The standard Print dialog box appears.

- 3 Set the printing options and then click the OK button.**

The memo is sent to the printer selected in the Chooser.

3 Receiving Mail

This chapter tells you how to open and read your electronic mail. It tells you how to reply to a memo, forward a memo, and print a memo. This chapter also tells you how to save memos as text files and how to move them to another folder.

Checking for new mail

As new memos arrive for you, the mail server puts them in the NEWMAIL folder. This folder is created automatically by Mail for Macintosh. Figure 3-1 shows the Mail Directory window with the NEWMAIL folder.

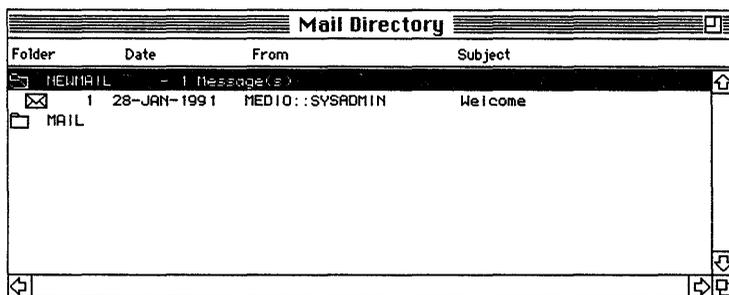


Figure 3-1 Mail Directory window showing the NEWMAIL folder

When you log in to the server, the NEWMAIL folder appears if you have new messages waiting for you. While you are connected to the server, use the following procedure to see if new mail has arrived.

To check for new mail:

- **Choose Check for New Mail from the Folder menu.**

The server searches for incoming messages. If you have new mail, the NEWMAIL folder appears in the Mail Directory window.

Reading a memo

You can read memos in the NEWMAIL folder and in any other folder displayed in the Mail Directory window.

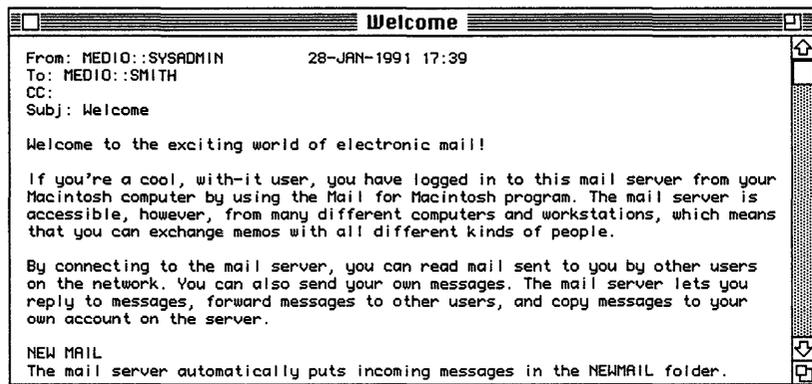
To open and read a memo:

1 Select the memo in the Mail Directory window.

If the memo is inside a closed folder, you'll have to open the folder first by selecting the folder and choosing Open Folder from the Folder menu. (You can also open the folder by double-clicking its icon.)

2 Choose Read Memo from the Mail menu, or double-click the memo icon.

Mail for Macintosh opens the memo. The next figure shows an opened memo.



With the memo window open, you can print the memo, send a reply to the memo's author, and forward the memo to another address. You can also save the memo as a text file on a disk. The sections that follow describe these procedures.

◆ **Note** After you've read a memo, Mail for Macintosh changes the memo's status icon from a picture of the front of an envelope to a picture of the back of an envelope. For an explanation of each memo status icon, see Table 1-1 in Chapter 1. ◆

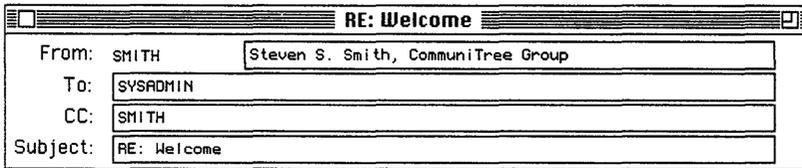
Replying to a memo

You can respond immediately to a memo that you've received. When you reply to a memo, Mail for Macintosh automatically addresses your response to the person who sent you the memo.

To reply to a memo:

- 1 **Make sure that the memo window is open and that it is frontmost on your screen.**
- 2 **Choose Reply to Memo from the Mail menu.**

Mail for Macintosh opens a new memo, already addressed for you.



◆ **Note** If you've selected the "Include text on Reply" default in the Preferences dialog box, the text of the memo to which you are replying appears automatically in the memo window. If you've selected the Copy on Reply default in the Preferences dialog box, your account user name appears automatically in the Copy (CC) field. See "Mail Defaults" in Chapter 1 for information about these defaults. ◆

- 3 **Type your message.**

Note that although Mail for Macintosh has already addressed the memo for you, you can change any of the addressing information.

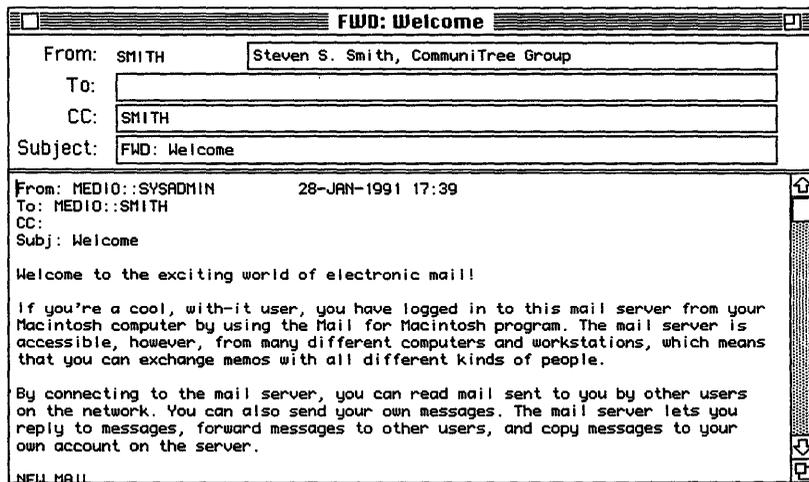
Forwarding a memo

You can forward a memo that you receive to one or more people on the network.

To forward a memo:

- 1 **Make sure that the memo window is open and that it is frontmost on your screen.**
- 2 **Choose Forward Memo from the Mail menu.**

Mail for Macintosh opens a memo window with a copy of the text that you just read, as shown in the following figure. Mail for Macintosh automatically enters the subject for you, as shown in the next figure.



- ◆ **Note** If you've selected the Copy on Forward default in the Preferences dialog box, your account user name automatically appears in the Copy (CC) field. See "Mail Defaults" in Chapter 1 for information about this default. ◆
- 3 **Enter the address (or addresses) of the person (or people) to whom you want the memo forwarded.**
 - 4 **Choose Send Memo from the Mail menu.**

Printing a memo

You can use the standard Macintosh printing method to print an open memo.

To print a memo:

1 Make sure that the memo window is open and that it is frontmost on your screen.

2 Choose Print from the File menu.

The standard Print dialog box appears.

3 Set the printing options and then click the OK button.

The memo is sent to the printer selected in the Chooser.

After you've read the memo

After you've read a memo—and replied to, forwarded, or printed it—you need to decide what to do with the memo. It's best to take the memo out of the NEWMAIL folder, so that it doesn't get mixed up with incoming memos that you haven't read yet. Unlike some mail systems, the PATHWORKS mail server never deletes memos on its own.

You have several choices:

- Save the memo as a text file.
- Move the memo to another folder.
- Delete the memo from the server.

The next two sections tell you how to save a memo as a text file and how to move a memo. For information on removing a memo from the server, see “Deleting a Memo” in Chapter 4.

Saving the memo as a text file

You can save a memo as a text file on any disk drive accessible to your Macintosh computer by using the Save and Save As menu commands. Later, you can open the text file with Mail for Macintosh as described in “Opening a Saved Memo or Text File” in Chapter 2. You can also open the text file with a Macintosh word-processing program such as Microsoft Word or MacWrite.

To save a memo as a text file (for the first time):

- 1 Open the memo.**
- 2 Choose Save or Save As from the File menu.**

The standard Save-As dialog box appears. Mail for Macintosh automatically displays the subject of the memo (truncated to 32 characters).

- 3 If you want to save the file with a different name, enter the name.**
- 4 Click the Save button.**

The Mail for Macintosh Save and Save As commands behave the same way that they do in other Macintosh programs. After you’ve saved a memo the first time, you can update the text file if you make changes to it by choosing Save from the File menu. Mail for Macintosh automatically updates the text file. You can also save another copy of the memo with a new name by choosing Save As from the File menu. Mail for Macintosh displays the Save-As dialog box, as described in the preceding steps.

Moving the memo to another folder

You can keep the memo on the server by moving it to another folder, such as the MAIL folder. Figure 3-2 shows the MAIL folder containing several memos that have been moved to it.

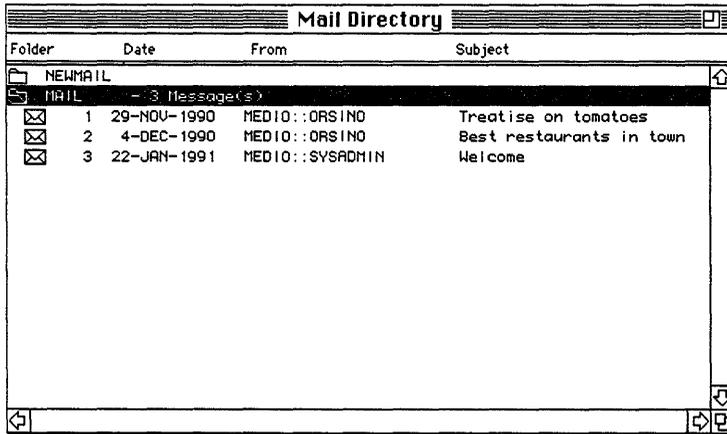


Figure 3-2 A list of memos moved to the MAIL folder

By default, Mail for Macintosh automatically moves memos that you've read from the NEWMAIL folder to the MAIL folder. See "Setting Your Preferences" in Chapter 1.

See Chapter 4 for more information about organizing your mail.

4 Organizing Your Mail

You can use folders on a PATHWORKS mail server to organize your electronic mail. This chapter tells you how to move memos from one folder to another, copy memos, and delete memos.

About folders

As described in Chapter 1, the PATHWORKS mail server keeps your electronic mail in various folders. The set of folders that appears in your Mail Directory window depends on whether or not you've received any new messages and how you've arranged existing memos in your account; empty folders are not listed in the window.

Mail for Macintosh automatically creates three folders on the server, as they are needed:

- NEWMAIL
- MAIL
- WASTEBASKET

The NEWMAIL folder typically contains incoming memos that you haven't read. The MAIL folder is the standard folder for mail that you've already read. (By default, Mail for Macintosh automatically moves memos that you've read to this folder. See "Mail Defaults" in Chapter 1.) The WASTEBASKET folder holds memos that you want to **delete** from the server.

Mail for Macintosh also lets you create your own folders as you need them to organize your mail. You can have as many different folders on the server as you like. You create a new folder by typing a new folder name in the Move Memo dialog box during the process of moving or copying a memo.

Note that while there is no direct way to rename a folder, you can always move mail from one folder to another. If you move the contents of a folder to a new folder, which you create and name, the server deletes the original folder (because it is now empty) and stores your mail in the new folder. In effect, you have renamed the folder.

Figure 4-1 shows the Mail Directory window with a typical set of folders.

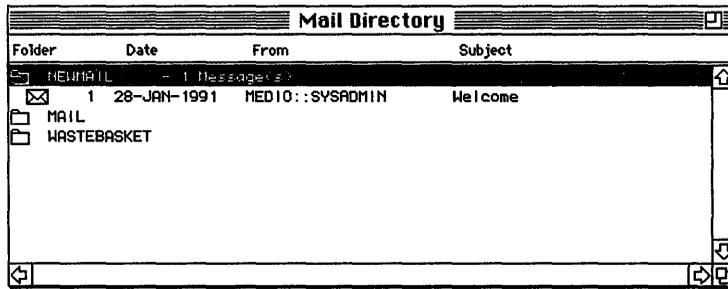


Figure 4-1 Typical folders in the Mail Directory window

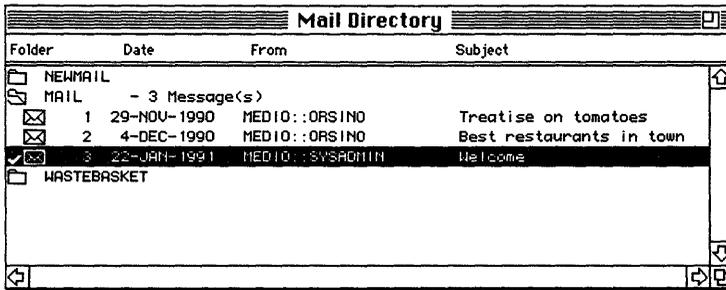
Marking or unmarking a memo

Mail for Macintosh lets you put a check mark in front of memos in the Mail Directory window. You might want to **mark** a memo in this manner as a reminder to read or otherwise dispose of the memo at some later time. By choosing Select Marked Memo(s) from the Mail menu, you can also select at once all of the marked memos in a folder, and then move, copy, or delete them as a group. (The procedures for moving, copying, and deleting a group of memos appear in following sections.)

To mark a memo:

- 1 **Select the memo in the Mail Directory window.**
- 2 **Choose Mark Memo from the Mail menu.**

A check mark appears in front of the memo.



◆ **Note** Memos that you've marked remain marked even when you log out of and log back in to the mail server. ◆

If you want to remove a mark, you can.

To unmark a memo that you've previously marked:

1 Select the memo in the Mail Directory window.

2 Choose Unmark Memo from the Mail menu.

The check mark in front of the memo disappears.

Moving a memo

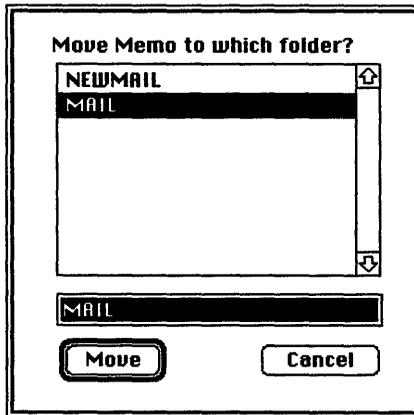
Moving a memo from one folder to another is the basic method that you use to organize your electronic mail. You can move memos from one folder to another existing folder or to a new folder that you create from the Move Memo dialog box.

To move a memo into another folder:

1 Open the memo or select the memo in the Mail Directory window.

2 Choose Move Memo from the Mail menu.

The Move Memo dialog box appears.

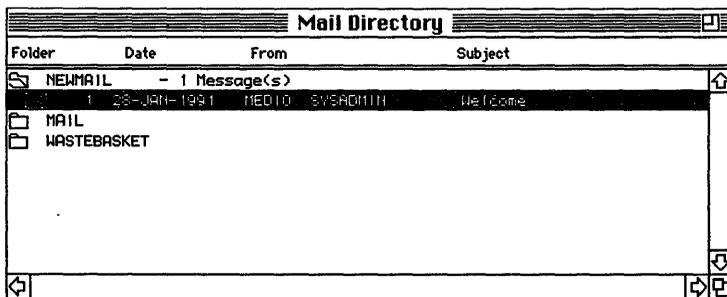


- 3 **Select the folder to which you want the memo moved or type the name of a new folder.**

When you enter a new name in the text field near the bottom of the dialog box (and click the Move button), Mail for Macintosh automatically creates a new folder. The memo that you are moving is placed in the new folder.

- 4 **Click the Move button.**

Mail for Macintosh dims the status icon of the memo you are moving, as shown in the next figure.



Mail for Macintosh updates the Mail Directory window when you open another folder or the next time you log in to the server. At that time, the memo that you moved is listed in the destination folder.

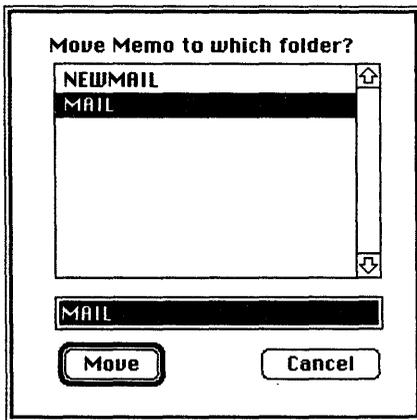
Moving several memos at once

Mail for Macintosh lets you move two or more memos at the same time. You can do this by selecting the group of memos that you want to move before choosing the Move Memo menu command.

To move a group of memos:

- 1 **Select the memos that you want to move in the Mail Directory window.**
- 2 **Choose Move Memo from the Mail menu.**

The Move Memo dialog box appears.

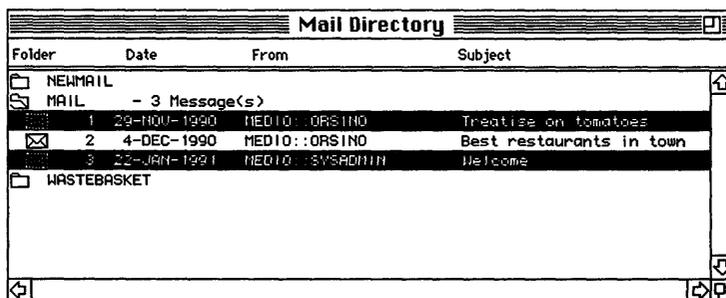


- 3 **Select the folder to which you want the memos moved or type the name of a new folder.**

When you enter a new name in the text field near the bottom of the dialog box (and click the Move button), Mail for Macintosh automatically creates a new folder.

- 4 **Click the Move button.**

Mail for Macintosh dims the status icons of the memos that you are moving, as shown in the next figure.



Mail for Macintosh updates the Mail Directory window when you open another folder or the next time you log in to the server. At that time, the memos that you moved are listed in the destination folder.

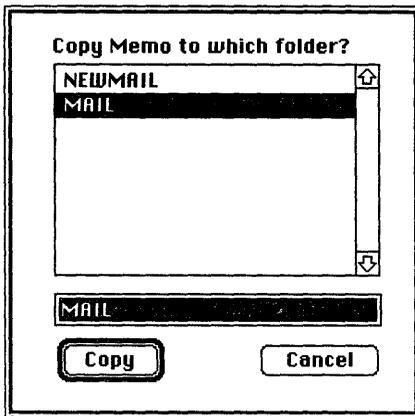
Copying a memo

If you want a memo to be listed in the contents of more than one folder, you can copy the memo to each folder in which you want it to appear. You copy a memo to one folder at a time, but you can repeat the copy operation to put the memo in as many folders as you want. This procedure is much the same as that for moving a memo. However, when you copy a memo, Mail for Macintosh creates a duplicate of the memo in the folder to which you copy it. The original memo remains in its original folder.

To copy a memo:

- 1 Open the memo or select the memo in the Mail Directory window.**
- 2 Choose Copy Memo from the Mail menu.**

The Copy Memo dialog box appears.



- 3 Select the folder to which you want the memo copied or type the name of a new folder.**

When you enter a new name in the text field near the bottom of the dialog box (and click the Copy button), Mail for Macintosh automatically creates a new folder. The memo that you are copying is placed in the new folder.

- 4 Click the Copy button.**

Mail for Macintosh places a copy of the memo in the folder that you selected.

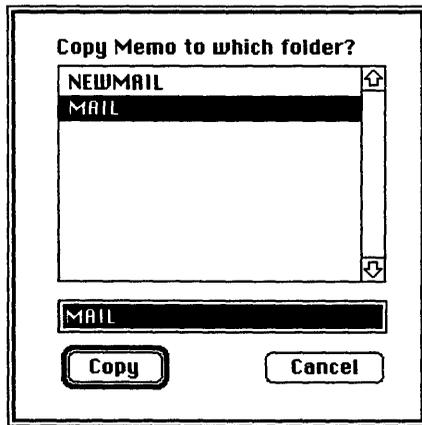
Copying several memos at once

Mail for Macintosh lets you copy two or more memos at the same time. You can do this by selecting the group of memos that you want to copy before choosing the Copy Memo menu command.

To copy a group of memos:

- 1 Select the memos that you want to copy in the Mail Directory window.**
- 2 Choose Copy Memo from the Mail menu.**

The Copy Memo dialog box appears.



- 3 **Select the folder to which you want the memos copied or type the name of a new folder.**

When you enter a new name in the text field near the bottom of the dialog box (and click the Copy button), Mail for Macintosh automatically creates a new folder.

- 4 **Click the Copy button.**

Mail for Macintosh places copies of the memos in the folder that you selected.

Deleting a memo

When you have read a memo and do not need to keep a copy on the server, you can delete the memo. Deleting unneeded memos conserves disk space on the host computer and helps to keep your Mail Directory window from becoming cluttered with useless information.

- ◆ **Note** If you want to save a copy of the memo on a Macintosh disk before deleting the memo from the server, see “Saving a Memo on a Disk” in Chapter 2 or “Saving the Memo as a Text File” in Chapter 3. ◆

Deleting a memo is actually a two-step process:

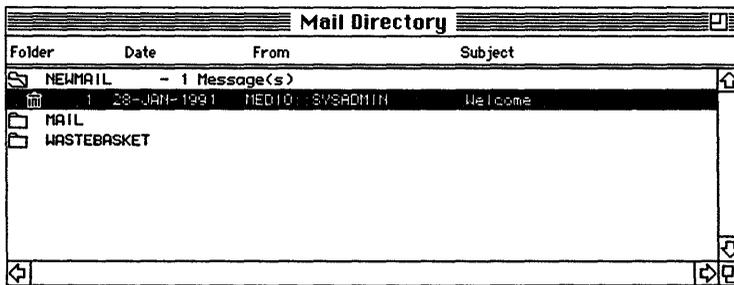
1. Moving the memo to the WASTEBASKET folder
2. Purging the memo

The first step merely marks the memo with the trash can status icon and moves it to the WASTEBASKET folder. However, the memo remains on the server until you **purge** the deleted memo. The two-step procedure is a safety precaution and is analogous to dragging a file to the Trash icon on the Finder desktop and then choosing Empty Trash. After you've deleted a memo, you can still retrieve the memo from the WASTEBASKET folder until you perform a purge operation. The memos remain in the WASTEBASKET folder even if you quit or log out; they will still be there when you log back in. Once you've purged deleted memos, they are gone forever.

To delete a memo (that is, move it to the WASTEBASKET folder):

- 1 **Open the memo or select the memo in the Mail Directory window.**
- 2 **Choose Delete Memo from the Mail menu.**

Mail for Macintosh shows that you want to delete the memo by changing the status icon for the memo to a small trash can.



For now, the memo remains in its folder. Mail for Macintosh creates the WASTEBASKET folder (if necessary) and moves the memo to it when you open another folder or when you log out and then log back in to the server—whichever occurs sooner.

To purge deleted memos:

- **Choose Purge Deleted Memos from the Mail menu.**

All the memos that you've deleted are now permanently and irretrievably removed from the server.

When you purge the memos in the WASTEBASKET folder, the WASTEBASKET folder disappears until you delete memos again.

Deleting several memos at once

Mail for Macintosh lets you delete two or more memos at the same time. You can do this by selecting the group of memos that you want to delete before choosing the Delete Memo menu command.

To delete a group of memos:

- **Select the memos that you want to delete in the Mail Directory window.**

All of the memos that you deleted now have the trash can status icon. The next time that the Mail Directory window is updated, Mail for Macintosh will move these memos to the WASTEBASKET folder.

Remember that deleted memos remain on the server until you purge them.

To purge deleted memos:

- **Choose Purge Deleted Memos from the Mail menu.**

Any memos that you've marked for deletion are now permanently and irretrievably removed from the server.

5 Quitting Mail for Macintosh

This chapter tells you how to conclude a session with a PATHWORKS mail server by logging out of the server and by quitting Mail for Macintosh.

Closing the connection to the server

When you have finished reading, sending, and organizing your mail, you can close your connection to the mail server either by logging out or by quitting the Mail for Macintosh program.

Logging out of the server

Logging out of the server closes the connection between your Macintosh computer and the server without quitting Mail for Macintosh. If you have finished using the server but want to continue using Mail for Macintosh, or you want to connect to a different server, you must log out.

To log out of the server:

- **Choose Logout from the Server menu.**

If you want to log in to another server, see “Logging In to a Different Server” in Chapter 1.

Quitting the Mail program

The quickest way to end a session with the server is to quit the Mail for Macintosh program. Quitting Mail for Macintosh automatically logs you out of the mail server before closing Mail for Macintosh.

To quit Mail for Macintosh:

- **Choose Quit from the File menu.**

Appendix A: Menu Reference

This appendix describes each of the Mail for Macintosh menus.

Mail for Macintosh menus

Mail for Macintosh has seven menus, as shown in Figure A-1.

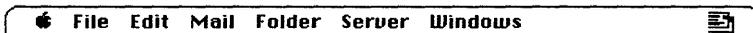


Figure A-1 **The Mail for Macintosh menu bar**

The following sections describe each of the menus.

Apple menu (🍏)

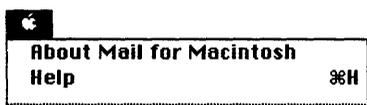


Figure A-2 **The Apple menu**

About Mail for Macintosh

About Mail for Macintosh displays a dialog box giving the version number and copyright notice for the Mail for Macintosh program, as shown in Figure A-3.



Figure A-3 **About the Mail for Macintosh program dialog box**

Help

Help opens the Mail for Macintosh on-line help system. Figure A-4 shows the first help screen.

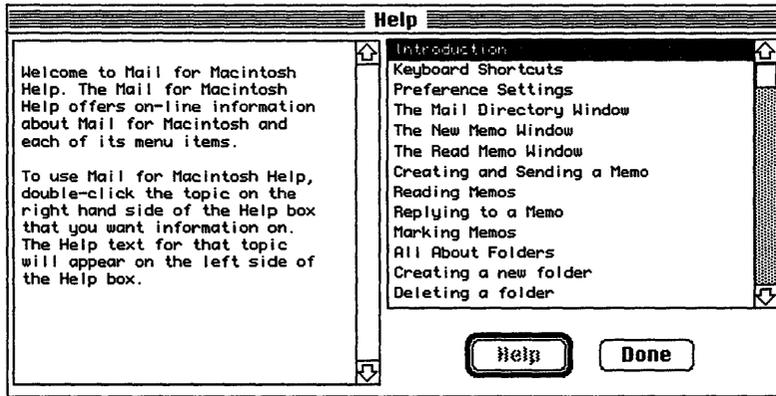


Figure A-4 The on-line help screen

To learn how to use the help system, see “Getting Help” in Chapter 1.

File menu

File	
New Memo	⌘N
Open...	⌘O
Close...	⌘W
Save...	⌘S
Save As...	
Page Setup	
Print	⌘P
Quit	⌘Q

Figure A-5 The File menu

New Memo

New Memo opens a new memo window. You use this command to create a memo to send to another user on your network. See “Creating a Memo” in Chapter 2.

Open

Open opens an existing text file and displays it in a memo window. You use this command to open memos that you created with Mail for Macintosh and saved as text files. You can also use this command to open text documents that you've created with other programs.

Close

Close closes the frontmost memo window.

Save

Save saves the memo in the active (frontmost) window as a text file.

Save As

Save As saves a copy of the active memo as a text file under a new name.

Page Setup

Page Setup displays the standard Page Setup dialog box, which lets you specify settings and options for printing memos. The version of this dialog box that appears depends on the type of printer you have selected in the Chooser window. Figure A-6 shows the LaserWriter® version (for System 6.0.5) of this dialog box. See your *Macintosh System Software User's Guide* for information about the settings and options. Also see "Printing a Memo" in either Chapter 2 or Chapter 3.

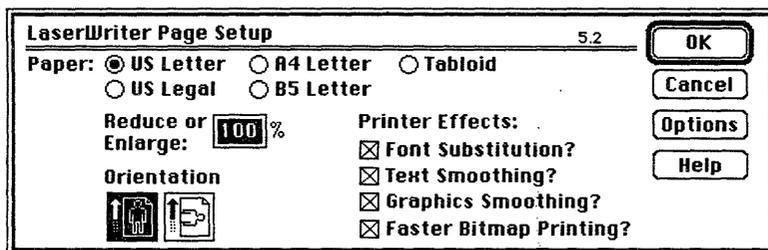


Figure A-6 The LaserWriter Page Setup dialog box

Print

Print displays the Print dialog box, which allows you to print the memo in the frontmost window. The version of this dialog box that you see depends on the type of printer you have selected in the Chooser window. Figure A-7 shows the LaserWriter version (for System 6.0.5). See your *Macintosh System Software User's Guide* for information about the print settings. Also see "Printing a Memo" in either Chapter 2 or Chapter 3.

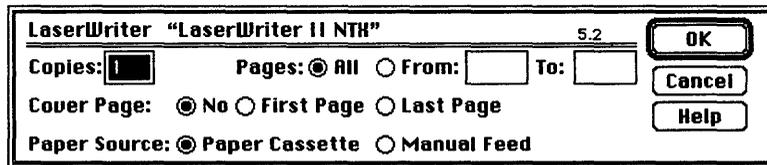


Figure A-7 The LaserWriter Print dialog box

Quit

Quit logs you out of the server and closes Mail for Macintosh. See Chapter 5, "Quitting Mail for Macintosh."

Edit menu

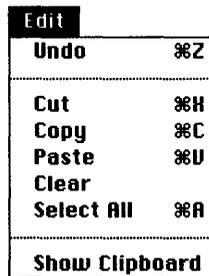


Figure A-8 The Edit menu

The Edit menu contains the standard Macintosh editing commands. These commands behave in the same way that they do in other Macintosh programs. If you are unfamiliar with how these commands work, see your *Macintosh System Software User's Guide*.

Mail menu

Mail	
Send Memo	⌘T
Read Memo	
Reply to Memo	⌘R
Forward Memo	⌘F
Move Memo	⌘M
Copy Memo	
Mark Memo	⌘K
Unmark Memo	
Select Marked Memo(s)	
Delete Memo	⌘D
Purge Deleted Memos	
Preferences	

Figure A-9 The Mail menu

Send Memo

Send Memo sends the active memo, according to the addressing information that you've entered at the top of the memo. See "Sending a Memo" in Chapter 2.

Read Memo

Read Memo opens the memo that is currently selected in the Mail Directory window. Read Memo is dimmed until you select a memo in the Mail Directory window. See "Reading a Memo" in Chapter 3.

Reply to Memo

Reply to Memo lets you send a reply to the sender of the active memo. When you choose Reply to Memo, Mail for Macintosh opens a new memo window and automatically addresses the new memo to the user to whom you are replying. See "Replying to a Memo" in Chapter 3.

Forward Memo

Forward Memo lets you edit and send the active memo to another user on the network. When you choose Forward Memo, Mail for Macintosh opens a new memo window containing a copy of the original memo's text. You complete the forwarding process by addressing the memo to another user and choosing Send Memo from the Mail menu. See "Forwarding a Memo" in Chapter 3.

Move Memo

Move Memo lets you move a memo from one folder to another on the mail server. See "Moving a Memo" in Chapter 4.

Copy Memo

Copy Memo lets you copy a memo from one folder to another on the mail server. See "Copying a Memo" in Chapter 4.

Mark Memo

Mark Memo lets you place a check mark in front of a memo in the Mail Directory window. You might want to mark a memo as a reminder to do something with the memo at a later date. By choosing Select Marked Memo(s) from the Mail menu, you can also select at once all of the marked memos in a folder, and then move, copy, or delete them as a group. Because the status information is saved on the server itself, memos that have been marked remain marked even after you log out of and back in to the server. See "Marking or Unmarking a Memo" in Chapter 4.

Unmark Memo

Unmark Memo lets you unmark a previously marked memo. See "Marking or Unmarking a Memo" in Chapter 4.

Select Marked Memo(s)

Select Marked Memo(s) selects all of the memos that you've marked with the Mark Memo command. You can move, copy, or delete several memos at once after you mark the memos and choose Select Marked Memo(s). See "Moving Several Memos at Once," Copying Several Memos at Once," and "Deleting Several Memos at Once" in Chapter 4.

Delete Memo

Delete Memo moves a memo to the WASTEBASKET folder on the mail server. Once you've moved a memo to the WASTEBASKET, you can permanently delete the memo by choosing the Purge Deleted Memos command from the Mail menu. See "Deleting a Memo" in Chapter 4.

Purge Deleted Memos

Purge Deleted Memos permanently removes any memos that you've marked for deletion with the Delete Memo command. See "Deleting a Memo" in Chapter 4.

Preferences

Preferences displays the Preferences dialog box, shown in Figure A-10. The Preferences dialog box lets you set mail defaults, tell Mail for Macintosh if you have changed the name of the WASTEBASKET folder, and enter your personal name so that Mail for Macintosh can add it to every memo that you send. This dialog box also lets you tell the server to forward your incoming mail to another account. See "Setting Your Preferences" in Chapter 1.

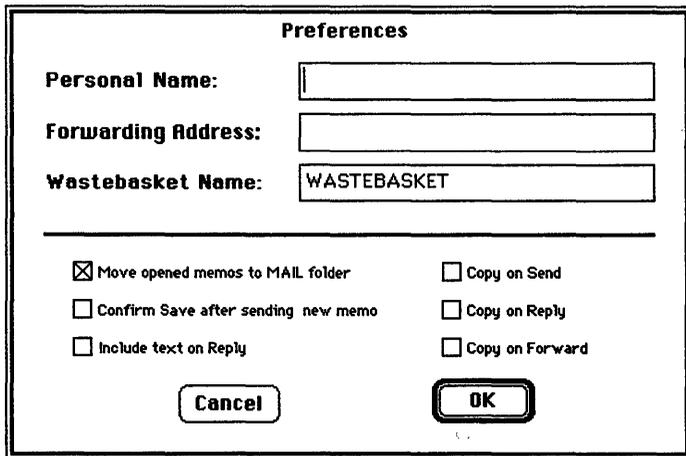


Figure A-10 **The Preferences dialog box**

Folder menu

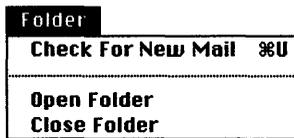


Figure A-11 **The Folder menu**

Check for New Mail

Check for New Mail prompts the mail server to look for incoming memos that may have arrived after you logged in. Any new memos will appear in the NEWMAIL folder. See “Checking for New Mail” in Chapter 3.

Open Folder

Open Folder opens the folder that you select in the Mail Directory window. The folder’s contents are listed in the Mail Directory window and the folder’s icon changes to an open folder. When you open a folder, the previously opened folder is closed.

Close Folder

Close Folder closes the currently open folder. In the Mail Directory window, the list of the folder's contents disappears and the folder's icon changes to a closed folder.

Server menu

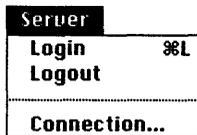


Figure A-12 **The Server menu**

Login

Login establishes a connection between your Macintosh computer and the server. See “Logging In to the Mail Server” in Chapter 1.

Logout

Logout closes the connections between your Macintosh computer and the server. See “Logging Out of the Server” in Chapter 5.

Connection

Connection displays the Connection Configuration dialog box, which lets you choose and configure a connection tool. The connection settings that appear in the dialog box depend on the connection tool that you chose in the Method pop-up menu. Figure A-13 shows the Connection Configuration dialog box with the settings for the DECnet Connection Tool. See “Specifying and Configuring a Connection Tool” in Chapter 1.

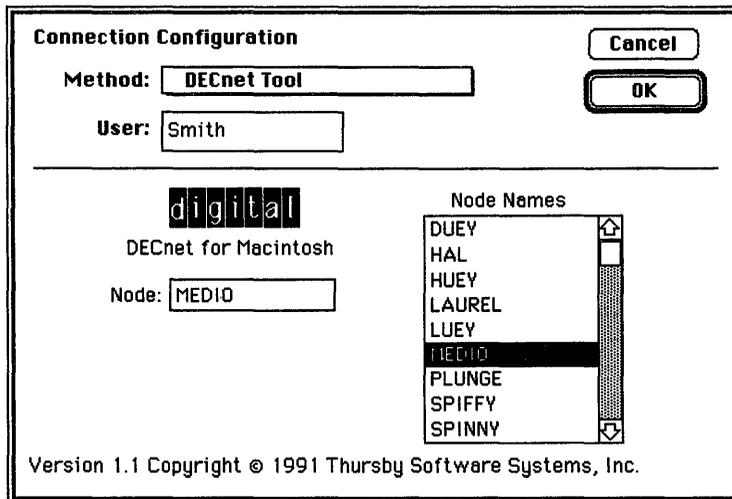


Figure A-13 **The Connection Configuration dialog box for the DECnet Tool**

Windows menu



Figure A-14 **The Windows menu**

The Windows menu lists the currently open memo windows, indicating the currently active memo with a check mark. You can bring a memo to the front by choosing its name from the Windows menu.

Appendix B: Troubleshooting

This appendix describes potential problems that you might have when you use Mail for Macintosh and suggests possible solutions.

Problems and solutions

This section describes problems that might occur as you use Mail for Macintosh. Try solving the problem by following the suggested steps. If the problem persists, see your system administrator.

Some features of the Macintosh computer work differently if you are using Macintosh Operating System software version 6.0.x than they do if you are using version 7.0. The subsections “System Software Version 6.0.x Only” and “System Software Version 7.0 Only” contain troubleshooting information that is specific to each environment.

You are unable to log in to the server.

The most common cause of this problem is that you’ve entered an invalid user name, password, or both. The user name must be the name of your mail server account as provided to you by the system administrator. Your original password was also provided by the system administrator, but if you are a VMS user, it is possible for you to change the password. Try logging in again, making sure that you enter your account user name and current password correctly. If an incorrect user name appeared automatically in the Login dialog box, you should correct your user name entry in the Connection Configuration dialog box.

The NEWMAIL folder does not appear in the Mail Directory window.

The NEWMAIL folder appears when you’ve received new incoming messages. The NEWMAIL folder won’t be visible in your Mail Directory window if you’ve never received mail or if you moved memos from that folder to another folder. (For information on moving memos, see “Moving a Memo” in Chapter 4.)

By default, Mail for Macintosh automatically moves memos that you’ve read from the NEWMAIL folder to the MAIL folder. See “Setting Your Preferences” in Chapter 1.

You were disconnected from the server.

There are a number of problems that might occur which would interrupt your connection to the server. Report the problem to your system administrator.

You deleted a memo, but it still appears on the server.

When you choose Delete Memo from the Mail menu, Mail for Macintosh moves the memo from its current folder to the WASTEBASKET folder, where it waits to be removed from the server. To permanently remove the memo, choose Purge Deleted Memos from the Mail menu. For more information on removing memos, see “Deleting a Memo” in Chapter 4.

There are VMS programs that let you change the name of your WASTEBASKET folder on the mail server. If you’ve changed the name of the WASTEBASKET folder, you must enter the new name in the Preferences dialog box. If you do not, the Delete Memo and Purge Deleted Memos menu commands will not work. See “Wastebasket Name” in Chapter 1.

The WASTEBASKET folder does not appear in the Mail Directory window.

The WASTEBASKET folder appears in the Mail Directory window only if you have deleted one or more memos. Mail for Macintosh stores deleted memos in the WASTEBASKET folder until you permanently remove the memos by choosing Purge Deleted Memos from the Mail menu. For more information on removing memos, see “Deleting a Memo” in Chapter 4.

There are VMS programs that let you change the name of your WASTEBASKET folder on the mail server. If you’ve changed the name of the WASTEBASKET folder, you must enter its new name in the Preferences dialog box. See “Wastebasket Name” in Chapter 1.

The connection tool that you want to use does not appear in the Connection Configuration dialog box.

Mail for Macintosh supports both the AppleTalk-DECnet Connection Tool and the DECnet Connection Tool. At least one of these tools must be installed on your Macintosh computer. See the section “Installing Mail for Macintosh” in Chapter 1.

Your Macintosh computer *hangs* (does not respond to the mouse and keyboard actions).

Your Macintosh may hang for a minute or so when you select an EtherTalk icon or when you start your computer. The computer can hang if it is not correctly connected to the Ethernet cable or the Ethernet card is not configured correctly. See the documentation for the Ethernet card that you are using.

You can't select devices connected to the printer port of your Macintosh computer.

If the Chooser does not let you select an ImageWriter® or other device connected to the printer port while the EtherTalk network connection is selected, you may have an old version of the Chooser on your Macintosh. You must have Chooser version 3.4 (or later) to select a device on the printer port. Use the Installer program from the *System Tools* disk (version 6.0.4 or later) to update your System file. The Installer automatically updates the Chooser. Here's a checklist to consult whenever you have trouble with Ethernet:

- Are all cables secure?
Make sure that the network cable to your Ethernet card is secure at all connections. Also check the network cable to the host computer running the mail server that you are trying to use. Contact your system administrator if you are uncertain about cable configuration.
- Is your Ethernet card installed and set correctly?
Shut down your Macintosh and make sure that the Ethernet card is firmly seated in its slot. Also, make sure that any jumpers and switches are set properly. See the documentation for your Ethernet card.

System software version 6.0.x only

The following troubleshooting information is specific to system software version 6.0.x.

The Control Panel is missing.

The Control Panel is present on all startup disks unless you have removed it with the Font/DA Mover. If you're using more than one startup disk, your Macintosh may switch to a disk without the Control Panel installed. The icon of the current startup disk is in the upper-right corner of the desktop.

Use the Installer application program from the *System Tools* disk (version 6.0.4 or later) to update your System file. The Installer automatically reinstalls the Control Panel.

The Network icon is missing from the Control Panel.

One of the following conditions exists:

- You don't have the EtherTalk 2.0 software installed correctly on your startup disk. See the documentation for your Ethernet card.
- The Network icon has been removed from your System Folder. You must reinstall the EtherTalk 2.0 software. See the documentation for your Ethernet card.
- Your startup disk has the wrong version of the Control Panel. You must use version 3.1 (or later). The version number appears in the lower-left corner of the Control Panel. Use the Installer program from the *System Tools* disk (version 6.0.4 or later) to update your System file. The Installer automatically reinstalls the Control Panel.

You can't select the Network icon in the Control Panel. A message appears, advising you that the network package has not been installed correctly.

The EtherTalk 2.0 software is not installed properly on your startup disk. See the documentation for your Ethernet card.

The EtherTalk icon doesn't appear in the Control Panel after you click the Network icon.

One of the following conditions exists:

- You don't have the EtherTalk 2.0 software installed correctly on your startup disk. See the documentation for your Ethernet card.
- The EtherTalk icon has been removed from your System Folder. You must reinstall the EtherTalk 2.0 software. See the documentation for your Ethernet card.

- There is no Ethernet card in your computer, or the card is not working properly. If a card is installed, see its documentation.

Two or more EtherTalk icons appear in the Control Panel when you click the Network icon.

One of the following conditions exists:

- You have multiple Ethernet cards installed. The number in parentheses next to each icon's name identifies the slot containing the card.
- One or more earlier versions of EtherTalk software exist on your startup disk in addition to EtherTalk version 2.0. Any version earlier than version 2.0 is identified by a single-arrow icon; version 2.0 (or later) is identified by a double-arrow icon. PATHWORKS for Macintosh requires that you use EtherTalk version 2.0. See the documentation for your Ethernet card.

If you want to remove the earlier version of EtherTalk, find its icon in the System Folder and drag it to the Trash.

You can't select the EtherTalk icon in the Control Panel. A message appears, advising you that an error occurred while trying to install EtherTalk.

You did not start your computer with an EtherTalk startup disk or the disk that you used is damaged. Try reinstalling the EtherTalk 2.0 software. See the documentation for your Ethernet card.

You are unable to select an EtherTalk icon in the Control Panel to switch the network connection. You get a message that the connection cannot be changed now, or that doing so will disrupt a critical service that your computer provides (such as access to an AppleShare file server or a router).

Quit all applications and try switching the network connection again. If you still can't switch network connections, and you don't mind disrupting services that your computer provides or is using, shut down your Macintosh. Then restart your computer, using a startup disk that permits network-connection changes. Finally, try switching the network connection again.

System software version 7.0 only

The following troubleshooting information is specific to system software version 7.0.

The Control Panels folder is missing from your System Folder.

The Control Panels folder is present on all startup disks unless you throw it in the Trash. Use the Installer application program from the *System Tools* disk (version 7.0) to update your system software. The Installer automatically reinstalls the Control Panels folder.

The Network icon is missing from the Control Panels window.

One of the following conditions exists:

- The EtherTalk 2.0 software is not installed correctly on your startup disk. See the documentation for your Ethernet card.
- The Network panel has been removed from the Control Panels folder. You must reinstall the EtherTalk 2.0 software. See the documentation for your Ethernet card.

You can't select the Network icon in the Control Panels window. A message appears, advising you that the network package has not been installed correctly.

The EtherTalk 2.0 software is not installed properly on your startup disk. See the documentation for your Ethernet card.

The EtherTalk icon doesn't appear after you open the Network icon in the Control Panels window.

One of the following conditions exists:

- The EtherTalk 2.0 software is not installed correctly on your startup disk. See the documentation for your Ethernet card.
- The EtherTalk icon has been removed from the Extensions folder in your System Folder. You must reinstall the EtherTalk 2.0 software. See the documentation for your Ethernet card.

- No Ethernet card is installed in your Macintosh computer, or the card is not working properly. If a card is installed, see its documentation.

Two or more EtherTalk icons appear when you open the Network icon in the Control Panels window.

One of the following conditions exists:

- You have multiple Ethernet cards installed. The number in parentheses next to each icon's name identifies the slot containing the card.
- One or more earlier versions of EtherTalk software exist on your startup disk in addition to EtherTalk version 2.0. Any version earlier than version 2.0 is identified by a single-arrow icon; version 2.0 (or later) is identified by a double-arrow icon. PATHWORKS for Macintosh requires that you use EtherTalk version 2.0. See the documentation for your Ethernet card.

If you want to remove the earlier version of EtherTalk, find its icon in the Extensions folder (inside your System Folder) and drag the icon to the Trash.

You can't select the EtherTalk icon in the Network panel. A message appears, advising you that an error occurred while trying to install EtherTalk.

You did not start your computer with an EtherTalk startup disk, or the disk that you used is damaged. Try reinstalling the EtherTalk 2.0 software. See the documentation for your Ethernet card.

You are unable to select an EtherTalk icon in the Network panel to switch the network connection. A message appears, telling you that the connection cannot be changed now, or that doing so will disrupt a critical service that your computer provides (such as access to an AppleShare file server or a router).

Quit all applications and try switching the network connection again. If you still can't switch network connections, and you don't mind disrupting services that your computer provides or is using, shut down your Macintosh. Then restart your computer, using a startup disk that permits network-connection changes. Finally, try switching the network connection again.

Glossary

account A defined relationship between you and the mail server. To establish this relationship, your system administrator adds you to a list of users who have permission to log in to the server and use the server to exchange electronic mail. Your account includes your user name, a password, and a special directory on the host computer that stores your electronic mail. See also **directory, electronic mail, log in, mail server, password, user name.**

addressing information A series of text fields at the top of a memo window that specify the sender of the memo, the person or persons who receive the memo, the person or persons who get copies of the memo, and the subject of the memo. See also **memo window.**

ADSP See **AppleTalk Data Stream Protocol.**

ADSP driver A system file that provides the AppleTalk Data Stream Protocol on your Macintosh computer. See also **AppleTalk Data Stream Protocol.**

AppleTalk Data Stream Protocol (ADSP) An AppleTalk communications protocol that lets you establish connections between applications on a network. ADSP allows full-duplex, byte-stream connections. Data flow on an ADSP connection is reliable; ADSP guarantees that data bytes are delivered in the same order as that in which they were sent and

that they are free of duplicates. See also **communications protocol.**

AppleTalk/DECnet Transport Gateway A device that translates between AppleTalk and DECnet communications protocols on a network. Depending on the complexity of the network to which your Macintosh is connected, you may have access to more than one gateway. See also **AppleTalk network system, communications protocol, DECnet, gateway.**

AppleTalk network system A networking environment that includes computers and other devices, software applications, and AppleTalk protocols that govern the interactions between the components. The specification for the AppleTalk network system was created by Apple Computer, and Macintosh computers and LaserWriter printers have AppleTalk capabilities built in. Other Apple and non-Apple devices may also be able to use AppleTalk. For example, AppleTalk for VMS allows services and devices running under the VMS operating system to communicate by means of AppleTalk protocols. See also **AppleTalk protocols.**

AppleTalk protocols The set of communication rules, or protocols, used in the AppleTalk network system. See also **communications protocol.**

AppleTalk-DECnet Connection Tool A connection tool that allows your Macintosh computer to communicate with other computers through the

AppleTalk/DECnet Transport Gateway. The AppleTalk-DECnet Tool is installed in your System Folder—in the Communications Folder if you are using system software version 6.0.x, or in the Extensions Folder if you are using system software version 7.0. See also **AppleTalk/DECnet Transport Gateway, connection tool.**

client On a network, a combination of a computer and software that lets you access services offered by a server, such as printing (print server), shared files (file server), and so on. The computer that you use to access the services is sometimes referred to as the client, but there is always a client software component. In most cases, the client software is located on your computer and the server resides on a remote computer. See also **server, mail server.**

communications protocol A set of rules that determine how information is transmitted and received by communicating devices. The communications protocols built into networking software perform such tasks as acquiring commands from the application you are using, making sure devices are responding properly, controlling the connection to the network, and moving data between devices. See also **AppleTalk protocols, DECnet.**

Communications Toolbox See **Macintosh Communications Toolbox.**

communications tools Pieces of software that supply the communications functions that your Macintosh needs to communicate with another computer. Communications tools fall into three categories: connection tools, file-transfer tools, and terminal emulation tools. Each type of tool manages a different aspect of the communication process. See also **connection tool.**

configure In the context of Mail for Macintosh, to give a connection tool the necessary settings for communicating with the Digital network and mail server. See also **connection tool.**

connection method The type of connection tool used to establish the connection between your Macintosh computer and the network. See also **connection tool.**

connection tool One of the three types of communications tools. A connection tool determines the type of connection that is established between your Macintosh computer and the host computer or Digital network. Examples: AppleTalk-DECnet Tool and DECnet Tool. See also **communications tools.**

DECnet The set of network communications protocols most often used on Digital networks, and used on other kinds of systems as well. DECnet offers a flexible protocol architecture that works with a number of different network media and low-level protocols. See also **communications protocol.**

DECnet Connection Tool A connection tool that allows your Macintosh computer to communicate with other computers using the DECnet communications protocols. The DECnet Tool is installed in your System Folder—in the Communications Folder if you are using system software version 6.0.x or in the Extensions Folder if you are using system software version 7.0. See also **communications protocol, connection tool.**

defaults Predetermined settings. Mail for Macintosh has defaults for forwarding memos, replying to memos, sending memos, and reading memos.

delete To move a memo to the WASTEBASKET folder so that you can remove it from the mail server. When you delete a memo, its status changes to “deleted.” To remove the memo permanently from the server, you *purge* the memo after deleting it. See also **memo, purge, status, mail server, WASTEBASKET folder.**

directory A list of files on a storage device. Directories usually contain a hierarchical set of subdirectories.

distribution list A list of users to whom you regularly send electronic mail. You can create a distribution list with certain VMS utility programs and use the name of the list to send memos to a group of people with Mail for Macintosh. See also **electronic mail.**

electronic mail Correspondence created on computers and exchanged between users on computer networks. See also **memo**.

Ethernet A high-speed local area network environment that uses a variety of cables, such as thick-wire, thin-wire, broadband, twisted pair, and so on. The Ethernet specification was developed by Digital Equipment Corporation, Intel Corporation, and Xerox Corporation.

Ethernet card A printed circuit board or interface card that connects a personal computer, such as a Macintosh, to Ethernet and serves as the communications controller between the computer and other devices in the Ethernet environment. A number of Ethernet cards are available for Digital, Apple, and other types of computers. Apple provides an Ethernet card called the *EtherTalk NB Card*. See also **Ethernet**, **EtherTalk**.

EtherTalk A high-performance AppleTalk connection. EtherTalk consists of an Ethernet interface card, AppleTalk software, and Ethernet cabling. EtherTalk enables you to use Ethernet cabling in an AppleTalk environment. See also **AppleTalk network system**, **communications protocol**, **Ethernet**.

EtherTalk NB Card An Ethernet card provided by Apple Computer. See also **Ethernet**, **Ethernet card**, **EtherTalk**.

folder In the context of Mail for Macintosh, a container for memos on the mail server that allows you to organize your electronic mail. See also **NEWMAIL folder**, **WASTEBASKET folder**.

gateway A device that translates between two communications protocols on a network. A gateway allows network services that use different protocols to communicate with each other. See also **AppleTalk/DECnet Transport Gateway**.

host name The name of the computer that runs the mail server that contains your account. See also **account**.

host computer The computer running the mail server to which you connect by using Mail for Macintosh.

installation The process of adding or changing information on a Macintosh computer. For example, the Installer application provided with PATHWORKS for Macintosh installs software and updates the System file. The Installer uses Installer script documents that define the software to be installed.

log in In the context of Mail for Macintosh, to open a connection to the mail server.

log out In the context of Mail for Macintosh, to close a connection to the mail server.

Macintosh Communications Toolbox A set of extensions to the Macintosh system software that provides Macintosh applications with standard communications services and a consistent interface for using those services. For example, the MacTerminal application program uses the Communications Toolbox to let you connect to terminal services.

mail See **electronic mail**.

Mail Directory window The window that lists your electronic mail and the folders that contain your mail. See also **electronic mail**, **folder**.

mail server A server on a computer that provides electronic mail services to users on the network. See also **server**.

mark To flag a memo so that Mail for Macintosh will treat it as a member of a group. When you select a group of marked memos, you can move, copy, or delete all of the memos at once. In the Mail Directory window, a marked memo is indicated by a check mark status icon. See also **memo**, **status**, **unmark**.

memo One piece of electronic mail. Also referred to as a *message*. See also **electronic mail**.

memo window The window that displays a memo in Mail for Macintosh. The upper portion of a memo window contains addressing information; the lower portion contains the text of the memo. See also **addressing information**, **memo**.

message See **memo**.

network A collection of interconnected, individually controlled computers, the hardware and software used to connect them, and the communications protocols that govern the exchange of information between the computers and other devices. A network allows users to share data and peripheral devices such as printers and storage media, to exchange electronic mail, and so on.

network connection The connection between your Macintosh computer and the host computer. Mail for Macintosh supports both AppleTalk-DECnet and DECnet connections.

NEWMAIL folder A folder that is created by the mail server to hold incoming electronic mail for your account. See also **folder**.

password A unique word or set of characters that you must enter, along with your user name, to gain access to the mail server. See also **user name**.

preferences A set of options that you can change to specify how certain Mail for Macintosh features work.

protocol See **communications protocol**.

purge To permanently remove memos from the mail server. Removing memos from the server is a two-step process. First, you delete a memo, which changes the status of the memo to “deleted” and moves the memo to the WASTEBASKET folder. Second, you purge the memo, which removes the memo from the server forever. See also **delete**, **memo**, **status**, **mail server**, **WASTEBASKET folder**.

server On a network, a combination of hardware and software that provides a particular service such as access to shared files (file server), printing (print server), electronic mail (mail server), and so on. The combination of computer and software that you use to access the services is called the *client*. In most cases, the client software is located on your Macintosh computer and the server resides on a remote computer. See also **client**, **mail server**.

service Software that performs a particular function on a network and that is available to users on the network.

status The condition of a memo—whether or not you have read the memo, if it has been moved to another folder, if it is to be deleted, and if it is marked. Each memo in the Mail Directory window has an icon that indicates the memo’s status. See also **mark**.

status icon A small picture that appears to the left of each memo in the Mail Directory window and indicates the memo’s status. See also **status**.

unmark To remove the mark from a memo that includes the memo in a group. See also **mark**.

user name The name of your account as provided by your system administrator. See also **account**.

VMS An operating system that can run on all of Digital’s VAX computers.

WASTEBASKET folder The mail folder that contains memos you’ve deleted. Deleted memos remain in the WASTEBASKET folder until you purge them. See also **delete**, **folder**, **purge**.

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