

Lotus

cc:Mail Mobile
Release 6

for Windows
User's Guide

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Chapter 1

Getting Started

About this guide

Lotus cc:Mail Mobile Release 6 for Windows User's Guide includes a subset of topics from the cc:Mail Mobile Release 6 for Windows Help system. For details on the procedures in this guide and for information on other procedures, see the Help system.

About cc:Mail Help



cc:Mail Help works like any other Windows® application. You can work in cc:Mail while a Help window is open. You can also resize or move the cc:Mail Help window.

Within Help, you can click on any word shown in green (gray on a monochrome monitor) to display a pop-up window or to move to another topic.

To find your way around in cc:Mail Help, click in the icon bar of any Help topic. This icon displays a list of related topics, and provides access to the “How Do I?” task list and the Search window. For example, look at the list of related topics available from this Help topic.

Note Windows “How to Use Help” is a separate application and is available by pressing **F1** while in cc:Mail Help. However, most of the information that you need is included in cc:Mail Help, so you probably won't need to use “How to Use Help.”

Accessing cc:Mail Help

Press **F1**.

or

Choose an item from the cc:Mail Help menu.

or

Click the Help button in any dialog box.

Tip To display or hide Help bubbles for SmartIcons, choose Tools - SmartIcons and then select or deselect Show Icon Descriptions.



Taking the Mobile Tour

The cc:Mail Mobile online tour provides an animated introduction to basic Mobile concepts and features.

To run the tour from cc:Mail:

Choose Help - Mobile Tour.

To run the tour from the Program Manager:

Double-click the Mobile Tour icon.

Note Help - Mobile Tour is dimmed if the tour isn't installed. See "Installing the Mobile Tour" in online Help.



About logging in to cc:Mail

When you log in to cc:Mail Mobile, you have a choice of working either on the LAN (in LAN mode) or in Mobile mode. Using LAN mode in cc:Mail Mobile is effectively the same as using the cc:Mail LAN product.

Logging in to the LAN

When you log in to cc:Mail on the LAN, you have access to the most current data, such as new mail, bulletin boards, and the cc:Mail Directory. You are always connected to your home post office.

Logging in to Mobile mode

When you log in to cc:Mail in Mobile mode, you connect to your home post office from a remote location. You can exchange messages with users at your home post office, users at another post office, or other Mobile users. You can also use Mobile mode when you're in the office, but don't want to risk losing data if the network goes down. See "Using a Direct connection" in Chapter 13.

Starting cc:Mail in Mobile mode

1. Double-click the cc:Mail Mobile program icon.
2. To accept the defaults, type your password and press **ENTER**.
or
Continue with the remaining steps in the procedure.
3. Type your user name in the Log-in Name box or select it from the Log-in Name list box.
4. Type your password.
5. If necessary, click More to display the entire Login dialog box.
6. (Optional) Select the location profile from the Location Name list box for the location from which you're connecting.
7. Select Mobile mode.
A post office path already appears in the P.O. Path box.
8. Click OK.
9. If you see a confirmation notice of unread messages, click OK.
The cc:Mail Mailbox window appears.

Logging in for the first time in Mobile mode

cc:Mail Mobile provides default login settings. You can change these values if necessary.

1. If necessary, type your user name in the Log-in Name box or select it from the Log-in Name list box.
2. Type your password.
3. If necessary, select Mobile mode.
4. Type the post office path in the P.O. Path box.
For example,
C:\LOTAPPS\CCMOBILE\CCDATA1
5. Click OK.
A confirmation dialog box asks if you want to create a new post office.
6. Click OK.
The Home Post Office Setup dialog box appears so that you can configure access to your home post office for cc:Mail Mobile. See "Setting up access to your home post office at first login."

7. When you've finished setting up access to your home post office, the Edit Communication Method dialog box appears. See "Setting up a communication method at first login."

When you've finished setting up a communication method for connecting to your home post office, you'll see a message confirming that you've successfully installed a cc:Mail Mobile post office.

8. Click OK.

A confirmation notice of unread messages appears.

9. Click OK.

The cc:Mail Mailbox window appears.

Setting up access to your home post office at first login

Note These instructions tell you how to connect using a basic phone connection. For an advanced phone connection, or another type of transport, see Chapter 13, "Configuring Mobile Communications."

1. At the Home Post Office Setup dialog box, type a name for your home post office in the PO Name box.
2. (Optional) Type comments in the Comment box.
Any comments typed here appear in your Mobile Directory.
3. By default, the Address Type is set to Phone.
4. Select the country from which the post office is maintained from the Country list box.
5. Type the telephone area or city code, where the home post office is maintained, in the Area/City Code box.
6. Type a telephone number for the home post office in the Local Number box.
7. Click Add.
8. Click OK.

The Edit Communication Method dialog box appears so that you can configure how you want to connect to your home post office. See "Setting up a communication method at first login."

Note If you don't know the correct name or address for your home post office (the address is typically a phone number), see your cc:Mail administrator.

Setting up a communication method at first login

When you finish setting up access to your home post office, the Edit Communication Method dialog box appears.

The default settings are as follows:

- Default Communication Method for the Method Name.
- Modem for the Method Type.
- A default modem file for the Modem Type (it's listed as “— Default —”).
- Medium for the Speaker Volume.
- COM2 for the Serial Port.
- 9600 for the Speed.

If these settings are correct for the communication method that you'll use to connect to your home post office, click OK.

If you need to change the default settings, see “Creating or editing a communication method” in Chapter 13.

See “Logging in for the first time in Mobile mode” to return to the complete login procedure.

Working with cc:Mail windows

Closing a cc:Mail window



Double-click the Control-menu box.

Caution If you double-click the application Control-menu box rather than the window's Control-menu box, you will exit from cc:Mail.

Returning to your Inbox



Choose Window - Go To Inbox.

or

Click the title bar of the Inbox window.

About cc:Mail message and address containers

Message containers

Your mailbox consists of a container pane on the left and a message pane on the right. The container pane holds these cc:Mail message containers:

- Inbox
- Drafts folder
- Message Log
- Session Log
- Trash folder
- Outbox
- Folders
- Bulletin Boards
- Archives

See “Understanding cc:Mail message containers.”

Address containers

The Address Book window and the Address Message dialog box consist of a container pane on the left and an address pane on the right. The container pane holds the following cc:Mail address containers:

- Directory
- Mail Lists
- Private Mail Lists

Note The Address Message dialog box also includes the Folders and Bulletin Boards containers so that you can address messages directly to folders and bulletin boards.

Note You cannot work with mailing lists from the Address Message dialog box. Open the Address Book window to work with mailing lists.

See “Understanding cc:Mail address containers.”

Expanding and collapsing containers

The Folders, Bulletin Boards, Archives, Mail Lists, and Private Mail Lists containers each display a plus (+) to indicate that they’re collapsed or a minus (–) to indicate that they’re expanded.

When you expand a container, you open it; when you collapse a container, you close it.

To open a closed container, select it and choose Window - Expand or double-click it. To close an open container, select it and choose Window - Collapse or double-click it.

When you open the Inbox, Drafts, Message Log, or Trash containers, you see the messages that they contain in the message pane.

When you open the Folders, Bulletin Boards, or Archives containers, you see the folders, bulletin boards, or archives that they contain in the container pane. When you open individual folders, bulletin boards, or archives, you see the messages that they contain in the message pane.

When you open the Directory, you see the addresses that it contains in the address pane.

When you open the Mail Lists or Private Mail Lists containers, you see the mailing lists that they contain in the container pane. When you open individual mailing lists, you see the addresses that they contain in the address pane.

Choose Window - Expand All to open all containers at once.

Choose Window - Collapse All to close all containers at once.

Understanding cc:Mail message containers

The Mailbox window includes the following message containers:

| <i>Container</i> | <i>Description</i> |
|------------------|---|
| Inbox | When you open a new Mailbox window, the Inbox is the open container by default, and the message pane lists the messages in the Inbox. Choose Window - Go to Inbox to return to the Inbox. |
| Drafts | If enabled, stores any messages that you save as drafts. |
| Message Log | If enabled, stores copies of sent messages that you log. |
| Trash | If enabled, temporarily stores deleted messages. You can choose whether or not to permanently delete messages stored in the Trash folder. |
| Folders | Stores the individual folders that you create. Folders are private but are stored on a network drive. |
| Bulletin Boards | Your cc:Mail administrator creates bulletin boards to post information so that multiple users can access it simultaneously. You can copy bulletin board messages to your own folders or archives. |
| Archives | Stores the individual archives that you create. Archives are private and are stored on your local hard drive. |

Note The Message Log and Trash folders may not be enabled for your post office. See your cc:Mail administrator.

In addition, cc:Mail Mobile includes the following message containers:

| <i>Container</i> | <i>Description</i> |
|------------------|--|
| Session Log | When you're logged in to cc:Mail Mobile in Mobile mode, you can store records of your cc:Mail Background communication sessions in the Session Log folder. Each log contains everything displayed in cc:Mail Background during a connection. |
| Outbox | When you're logged in to cc:Mail Mobile in Mobile mode, the Outbox stores the cc:Mail Mobile messages you've prepared until you're ready to send them. |

Expanding and collapsing message containers

When you expand a container, you open it; when you collapse a container, you close it.

To open a closed message container, select it and choose Window - Expand or double-click it. To close an open message container, select it and choose Window - Collapse or double-click it.

When you open the Inbox, Drafts, Message Log, or Trash containers, you see the messages that they contain in the message pane.

When you open the Folders, Bulletin Boards, and Archives containers, you see the folders, bulletin boards, and archives that they contain in the container pane. When you open individual folders, bulletin boards, and archives, you see the messages that they contain in the message pane.

Choose Window - Expand All to open all containers at once.

Choose Window - Collapse All to close all containers at once.

System limits

You can create and manage up to 199 folders (including your Drafts, Message Log, and Trash folders) and any number of archives.

Understanding cc:Mail address containers



About the Address Book window

To open the Address Book window, choose Window - New Address Book window.

The Address Book includes the following address containers:

| <i>Container</i> | <i>Description</i> |
|--------------------|---|
| Directory | Stores all cc:Mail user names, post office names, and gateway names on your home post office. If your post offices uses superlists, or bankshot addressing, the Directory may also contain public mailing lists and public bulletin boards. You can drag addresses from the Directory directly into the address list of any message. |
| Mail Lists | Stores public mailing lists. You can drag a mailing list or a participant of a mailing list to the recipient list of any message. |
| Private Mail Lists | Stores private mailing lists that you create and maintain. From the Address Book window, you can create and delete private mailing lists, and you can modify the list of participants. You can drag a mailing list or a participant of a mailing list to the recipient list of any message. |

Tip You cannot address to folders or bulletin boards from the Address Book window. Open the Address Message dialog box to address to folders and bulletin boards.

Expanding and collapsing address containers

When you expand a container, you open it; when you collapse a container, you close it.

To open a closed address container, select it and choose Window - Expand or double-click it. To close an open address container, select it and choose Window - Collapse or double-click it.

When you open the cc:Mail Directory, you see the addresses that it contains in the address pane.

When you open the Mail Lists or Private Mail Lists containers, you see the mailing lists that they contain in the container pane. When you open individual mailing lists, you see the addresses that they contain in the address pane.

Choose Window - Expand All to open all containers at once.

Choose Window - Collapse All to close all containers at once.

System limits

You can create up to 199 private mailing lists.

About the Address Message dialog box

To open the Address Message dialog box, click Address in the New Message window.

The Address Message dialog box includes the same containers as the Address Book along with the Folders and Bulletin Boards containers. These containers are available in the Address Message dialog box so that you can address messages directly to folders and bulletin boards.

Tip You can address to mailing lists from the Address Message dialog box but you cannot modify mailing lists from this dialog box. Open the Address Book window to modify mailing lists.

LAN versus Mobile Directory

When you're working on the LAN, you can view the Directory at any time and use it to select addressees for your messages or private mailing lists. In Mobile mode, however, you need to set up your own Directory. See "About building the Mobile Directory" in Chapter 3.

About viewing lists

Viewing message lists

You can view messages in the Mailbox window. When you open a particular container, the container's icon changes and the messages stored in that container appear in the message pane.

Viewing address lists

You can view cc:Mail addresses in either the Address Message dialog box (while you are addressing a message) or the Address Book window (at anytime). When you open a particular container, the container's icon changes and the addresses stored in that container appear in the address pane.

Selecting items in a list

When you select multiple items in a list, you can select a range of items that are in consecutive order or you can select several nonsequential items.

To select one item in a list:

Use the mouse to move the insertion point to the item and click the left mouse button.

To select a range of consecutive items in a list:

1. Select the first item.
2. Hold down **SHIFT** and click the last item in the group that you want to select.

To select several nonsequential items in a list:

1. Select the first item.
2. Hold down **CTRL** and click each additional item that you want to select.

Tip You can also use the keyboard to select one or more items in a list.

Copying and moving items in a list

1. Open the container that holds the items that you want to copy or move.
2. Scroll through the container list until you see the destination container. Do not open this container.
3. Select the items that you want to copy or move.
4. Hold the left mouse button down and drag the selected items to the destination container.

As you drag the items, the arrow icon changes to indicate the type of operation (copy or move) and whether you can complete the operation.

5. Release the mouse button to drop the addresses or messages into the destination container.

Refreshing the Inbox and other lists

Double-click the icon of the open container in the container pane.

Note cc:Mail does not automatically update the message list when you receive new messages unless you use the automatic notification feature. See “Setting notifications within cc:Mail” in Chapter 12.

Chapter 2

Creating New Messages

Creating a basic message



1. Choose Message - New Message.
2. If necessary, move the insertion point to the Address box.
3. Type the recipient's name in last name, first name format.
4. When the name that you want appears in the Address box, press **ENTER** to add it to the list of recipients.
Tip Use **↑** and **↓** to scroll through names in the Address box.
5. Repeat steps 3–5 for each recipient.
6. To move the insertion point to the Subject box, press **ENTER** again or click anywhere in that box.
7. Type a subject for your message (up to 60 characters) and press **ENTER**.
8. Type your message in the item-view pane.
9. Choose Message - Send.



Changing the message priority



1. Select the Priority box while preparing a message.
2. Choose the desired setting (Normal is the default).

Tip The priority indicates the urgency of the message to the recipients and can also determine how quickly the message is delivered.

Storing copies of messages that you send



Select the Log check box while creating a message.

A copy of the message is stored in the Message Log folder.

Requesting a receipt



Select the Receipt check box while creating a message.

Working with message text

Cutting, copying, and pasting selected text



1. Select the text that you want to cut or copy.

2. To cut, choose Edit - Cut

or



To copy, choose Edit - Copy

3. Position the insertion point where you want to insert the text.

4. Choose Edit - Paste.



Finding text in a cc:Mail text item

1. To search for text from the beginning of the message, place the insertion point at the beginning.

or

To search from a particular point in the message, place the insertion point where you want to begin searching.

2. Choose Edit - Find/Replace.
3. Enter the text that you want to find.
4. (Optional) Set the options that you want to apply to the search.
5. Click Find Next.
6. Repeat step 5 as appropriate.
7. When you've finished searching, click Cancel or press **Esc**.

Finding and replacing text in a cc:Mail text item

1. To search from the beginning of the message, place the insertion point at the beginning.

or

To search from a particular point in the message, place the insertion point where you want to begin checking.

2. Choose Edit - Find/Replace.
3. Enter the text that you want to find in the Find What box.
4. Enter the text that you want to use as the replacement in the Replace With box.
5. Set the options that you want to apply to the search.

6. Click Replace to replace the first occurrence of the text and search for the next occurrence.

Repeat this step as appropriate.

or

Click Replace All to replace all occurrences of the text.

7. When you've finished searching and replacing, click Cancel.

Finding text in a file attachment

1. Open the attachment in which you want to search for text.
2. Choose Edit - Find.
3. Enter the text you want to find.
4. Set the options that you want to apply to the search.
5. Click Find.
6. Press **F3** to find each additional occurrence.

Setting text colors



1. While creating a message, select the text you want to highlight.
2. Choose Text - Colors.

The Sample box displays a sample of the currently selected pen and page colors.

3. Adjust the pen, background, and page colors.
4. To save the pen and color settings so that they apply to new text that you type, select Save as Default Pen in the Set box and click OK.

Setting the background color



1. While creating a message, place the insertion point in the item-view pane.
2. Choose Text - Colors.
3. Click Page Color in the Set box.
4. Select a Background Color for the page.
5. Click OK.



Changing the font in message text

1. With the message text item open in the item-view pane, choose Text - Fonts.
2. Click Change Font.
3. Click OK to accept your font settings.
4. Click OK to close the User Setup dialog box.

Tip Click Apply to view the changes to your message text before you close the User Setup dialog box.

Note The font changes you make apply to the entire message text. You cannot change the font for only selected message text.

Displaying the ruler

You can turn the ruler on and off while viewing text items by choosing Text - Ruler.

An arrow next to the Ruler option in the Text menu means the ruler is on.



Setting margins

1. Choose Text - Ruler.
2. Place the insertion point in the paragraph where you want to change the margins.
or
Select multiple paragraphs.
3. Place the insertion point on a margin marker (a left- or right-pointing triangle) in the ruler.
4. Hold down the left mouse button and drag the marker to the setting that you want.

Setting tabs

1. Position the insertion point in the item-view pane.
2. Choose Text - Margins/Tabs.
3. Type a number between 0 and 80 in the Tab Stops field.
For example, entering 5 would put a tab stop at every fifth column (0, 5, 10, and so on).
4. Click OK.

Checking for spelling errors

Using spell check

1. To check spelling from a particular point in the message, place the insertion point where you want to begin checking.

or

To check a particular word or section of text, select it.

2. Choose Tools - Spell Check.
3. If you see a message asking you if you want to continue spell checking from the top of your document, click Yes to continue spell-checking from the beginning of the text item.

or

Click No to end the operation.



Correcting spelling mistakes

1. During spell check, type the correct spelling in the “Replace with” text box.

or

Select the correct spelling from the Alternatives list.

2. Select any options that you want.
3. Repeat this procedure for each unrecognized word that cc:Mail finds.

Checking for repeated words

Spell Check automatically checks for any repeated words.

1. When you see notification of a repeated word during spell check, click OK.
2. Click Cancel in the Spell Check dialog box.
3. Delete the repeated word in your text.
4. Restart Spell Check to continue checking the rest of your message.

Importing and exporting text

Importing text from a file



1. Place the insertion point below where you want the imported text placed.
2. Choose File - Import.
3. Locate the file that you want to import.
4. (Optional) Change the import format.
5. Click OK.

The text of the file is inserted above the current location.

Exporting text from a message



1. Open the text item containing the text that you want to export.
2. Select the text that you want to export.

or

Place the insertion point anywhere in the text to export all of the text.

3. Choose File - Export.
4. Type the name of the file and select a location for it.
5. (Optional) Change the export format.
6. Click OK.

cc:Mail creates the file and stores the selected text in it.

Chapter 3

Addressing Messages

About addressing messages

Ways to enter addresses

You can enter addresses in any of the following ways:

- Type the address in the Address box in the New Message window. cc:Mail quickly finds the name that matches the letters you're typing. See "Entering an address."
- Use the Address Message dialog box to select from all addresses, mailing lists, bulletin boards, and folders. See "Choosing an address from the Directory."
Tip You must use the Address Message dialog box to address to a private mailing list or to a folder.
- Drag an address from any address container or from any message to the recipient list in the New Message window. See "Copying an address from another message."

Addressing to the Internet and to other external mail systems

To address a message to an Internet address, you first enter the name of the Internet gateway in the Address box in the New Message window. Then you are asked to enter the individual Internet address. You can save Internet addresses and select from them for future addressing. Addressing to other external mail systems works in much the same way: first you enter the gateway name, which is stored as an address in your cc:Mail Directory, and then you enter the recipient's name and address. See "Addressing to an Internet address."

Tips on addressing messages

- Click Address in the New Message window to address to a folder or to a private mailing list.
- If you know the name of a public mailing list, you can type it in the Address box directly. Include the # (pound) at the beginning of the address.
- If you can't find an address, you can search for it. See Chapter 10, "Finding Messages and Addresses."
- You cannot address to an archive. To store a message in an archive after sending it, see "Storing a message in an archive" in Chapter 9.

The cc:Mail Directory

The cc:Mail Directory on your home post office contains addresses for all cc:Mail users, post offices, and gateways. If your post office uses superlists, or bankshot addressing, the Directory may also contain the names of public mailing lists and public bulletin boards.

Your workstation maintains a constant network connection to the home post office when you are on the LAN. As a result, you can view the Directory at any time and use it to select addressees for your messages or private mailing lists.

When you're working in Mobile mode, you do not maintain a connection to the home post office. Therefore, you need to set up your own Directory. You can accomplish this in the following ways:

- By manually adding addresses.
- By adding addresses automatically as you receive messages.
- By requesting a copy of the home post office Directory from the cc:Mail administrator.
- By using Import/Export to import a copy of the home post office Directory.
- By using Automatic Directory Exchange (ADE) to automatically synchronize the cc:Mail Mobile Directory with the home post office Directory.

Entering an address

You can add one or more names listed in the Directory to the list of recipients in your message by typing them directly.

1. Begin preparing your message.
2. With the insertion point in the Address box, begin typing the name of the recipient until cc:Mail fills in the rest.
3. When you see the name that you want, press **ENTER**.
4. Repeat steps 1 and 2 for each recipient.

Choosing an address from the Directory

You can add one or more names to the list of recipients in your message by choosing them from the Directory.

1. Begin preparing your message.
2. Choose Message - Address or click the Address button in the New Message window.
3. Choose the address mode (TO, CC, or BCC) that you want to apply to the recipient.
4. Begin to type the name of the recipient in the Address box until cc:Mail fills in the rest.
5. When the name that you want appears, click Add or press **ENTER**.
6. Repeat this procedure for each recipient that you want to receive your message.
7. (Optional) If you decide not to send the message to one of the addressees, select the address that you want to delete from the list of recipients, and then click Delete.
8. Click Done.

Copying an address from another message

You can drag-and-drop one or more addresses from another message directly into the list of recipients in your new message:

1. Begin preparing your message.
2. Open the message that contains the addresses that you want to add to the new message.
3. Arrange the New Message and Message windows so that you can see both of them at the same time.
4. Select the addresses that you want from the recipient list in the other message.

5. While holding the left mouse button down, drag the selected addresses to the recipient list in the New Message window.
6. Release the mouse button to copy the addresses to the recipient list.
7. If you see a confirmation message, click OK.

Using TO, CC, and BCC addressing

1. Begin preparing your message.
2. Choose TO, CC, or BCC.
3. Enter the recipient's name in the Address box.
4. Press **ENTER** to add the name to the list of recipients.

Tip Double-click an address in the recipient list to change the address mode after you have entered the address.

Addressing to a post office

You can send a message to a person whose name is not in your local Directory by addressing it to that person's post office.

1. Begin preparing your message.
2. Enter the name of a post office in the Address box or choose it from the Directory.
3. Type the name of a person at that post office.
or
Select a recipient from the list of names that you previously saved.
4. (Optional) Click "Add to List" to save this name in your list of addresses for this post office.
5. (Optional) If you saved the address, select the address you want.
6. Click OK.

Addressing to a bulletin board

You can address a cc:Mail message directly to a bulletin board.

1. Begin preparing your message.
2. Choose Message - Address or click the Address button in the New Message window.
3. Expand the Bulletin Boards container to display the bulletin boards.
4. Select the bulletin board that you want.
5. Click Add.
6. Click Done.

Addressing to a folder

You can address a cc:Mail message directly to a folder.

1. Begin preparing your message.
2. Choose Message - Address or click the Address button in the New Message window.
3. Double-click the Folders container to display the folders.
4. Select the folders that you want.
5. Click Add.
6. Click Done.

Note In Mobile mode, you can address messages only to folders in your Mobile mailbox. You cannot address messages to folders in your LAN mailbox.

Addressing to an Internet address

If your post office has an Internet gateway, you can send a message to any Internet address. See your cc:Mail administrator for the name of your Internet gateway.

1. Begin preparing your message.
2. Type the name of the Internet gateway in the Address box or choose it from the Directory.

For example, you might type INTERNET-MAIL.

3. Click Internet to enter a new address.

or

Select the Internet address from the list of addresses that you previously saved and click OK.

For example, you might select "jvalentine@silver.com".

4. To add a new address, enter the name and domain in the Internet Addressing Assistant dialog box.

The address is constructed as you enter this information.

5. Click OK.
6. (Optional) Click "Add to list" to save this name in your list of addresses.
7. (Optional) If you saved the address, select the address you want.
8. Click OK.

Addressing to a fax address

If your post office has the optional cc:Fax gateway, you can send a message to any fax number. See your cc:Mail administrator for the name of your fax gateway.

1. Begin preparing your message.
2. Type the name of the cc:Fax gateway in the Address box or choose it from the Directory.

For example, you might type CCFAX.

3. Click Fax to enter a new address.

or

Select the fax address from the list of addresses that you previously saved and click OK.

For example, you might select "John Valentine FAX# 9,1-415-555-1212".

4. To add a new address, enter the name and fax number in the Fax Addressing Assistant dialog box.

The address is constructed as you enter this information.

5. Click OK.
6. (Optional) Click "Add to list" to save this name in your list of addresses.
7. (Optional) If you saved the address, select the address you want.
8. Click OK.

Addressing to an X.400 address

If your post office has an X.400 gateway, you can send a message to any X.400 address. See your cc:Mail administrator for the name of your X.400 gateway.

1. Begin preparing your message.
2. Type the name of the X.400 gateway in the Address box or choose it from the Directory.

For example, you might type X400.

3. Click X.400 to enter a new address.

or

Select the X.400 address from the list of addresses that you previously saved and click OK.

4. To add a new address, enter the appropriate fields in the X.400 Addressing Assistant dialog box.
The address is constructed as you enter these fields.
5. (Optional) Click More to enter additional fields.
6. Click OK.
7. (Optional) Click “Add to list” to save this name in your list of addresses.
8. (Optional) If you saved the address, select the address you want.
9. Click OK.

About building the Mobile Directory

The cc:Mail Directory on your home post office contains addresses for all cc:Mail users, post offices, and gateways.

When you're working in LAN mode, your workstation maintains a constant network connection to the home post office. As a result, you can view the Directory at any time and use it to select addressees for your messages or private mailing lists.

When you're in Mobile mode, however, your computer does not maintain a connection to the home post office. Therefore, you need to set up and manage your own Mobile Directory before using it to address messages.

Ways to build the Mobile Directory

You can build your Mobile Directory in a number of ways:

- Automatically adding addresses to the Mobile Directory from messages you receive.
- Manually adding (and modifying) entries to the Mobile Directory manually using the Directory Entry dialog box by dragging and dropping addresses from existing messages.
- Requesting that the cc:Mail administrator send the complete home post office Directory (which contains the addresses of the people with whom you most often communicate).
- Using Import/Export to import the home post office Directory.
- Requesting automatic Directory update messages to synchronize your Mobile Directory with your home post office Directory (if the cc:Mail administrator uses Automatic Directory Exchange).

Note You add an entry to the Mobile Directory for yourself (as the local user on that Mobile PC) and for the home post office when you log in for the first time.

Building the Mobile Directory manually

Adding an address to the Directory

Follow these steps to add post offices or users listed in the Directory at your home post office to your Mobile Directory:



1. Choose Mobile - New Directory Entry.
2. Click Post Office or User.
3. Enter the post office name; or enter the user's last name, a comma, a space, and the first name.
4. (Optional) Enter a comment that describes the post office or user.
5. Click OK.

Adding an address by dragging and dropping

You can use the drag-and-drop technique to copy one or more addresses from a message to your Mobile Directory:

1. Choose Window - New Address Book Window.
2. Open the message that contains the addresses that you want to add to the Directory.
3. Arrange the Address Book and Message windows so that you can see both of them at the same time.
4. Select the addresses that you want from the list of recipients in the other message.
5. While holding the left mouse button down, drag the selected addresses to the Directory.
6. Release the mouse button to copy the addresses to the Directory.
7. If you see a confirmation message, click OK.

Adding an address not in your home post office

You can add addresses not in your home post office Directory to your Mobile Directory. Such addresses include the ones that follow:

- Users whose post offices are listed in the Directory at your home post office, but who themselves are not listed.
- Users whose post offices you contact directly.
- Post offices you contact directly.



1. Choose Mobile - New Directory Entry.
2. Click Post Office or User.
3. Enter the post office name; or enter the user's last name, a comma, a space, and the first name.
4. (Optional) Enter a comment that describes the post office or user.
5. For a user whose post office is listed in the Directory, enter the name of the post office in the Address text box, and then click OK.
or
For a user or post office that you contact directly, select Phone for the address type.
6. Select the country.
7. Enter the area or city code.
8. Enter the local number.
9. Click Add.
10. Click OK.

Changing an address not in your home post office



1. Choose Window - New Address Book Window.
2. Double-click the entry that you want to change in the Mobile Directory.
3. Change the name, comment, or address type.
4. Click OK.

Deleting an address from the Directory



1. Choose Window - New Address Book Window.
2. Select the address that you want to delete from the Mobile Directory.
3. Choose Edit - Delete.
4. Click OK.

Note When you delete an address from the Mobile Directory, it is also deleted from all of your private mailing lists. It is not deleted, however, from any messages that you stored in folders.

Updating the Mobile Directory automatically

About Automatic Directory Exchange

When you're working in Mobile mode, your computer doesn't maintain a connection to the home post office. As a result, you need to set up your own Mobile Directory before you can use it to address your messages. The cc:Mail administrator on the LAN where your home post office resides might use Automatic Directory Exchange (ADE). If so, you can keep your Mobile Directory synchronized with the home post office Directory by periodically processing Directory update messages sent by your administrator. These messages reflect additions or changes to the home post office Directory.

Note You can set up a rule to filter out or process Directory update messages automatically.

Processing a Directory update message now

If you've selected the Confirm to Process Directory Updates options in the Mobile Setup dialog box, cc:Mail asks you to choose whether you want to process incoming update messages immediately or at a later time:

1. Click OK to process the messages now.
or
Click Cancel to postpone processing the messages.
2. If you click OK, wait until the processing is complete.

Processing a Directory update message later

1. Choose Mobile - Process Directory Updates.
2. Wait until the processing is complete.



About mailing lists

A mailing list is a group of cc:Mail addresses. When you use mailing lists, groups of addresses are entered for you automatically when you prepare messages. For example, you might address a message to a mailing list called "Sales Managers," which includes the individual names of all sales managers in your company.

Private and public mailing lists

cc:Mail provides two kinds of mailing lists: private and public. You create and maintain private mailing lists, and can address to them from the Address Message dialog box. The cc:Mail administrator creates and maintains public mailing lists. The pound (#) precedes the name of public mailing lists. You can address to public mailing lists by entering the name, including the pound (#), or by choosing it from the Directory.

Superlists (bankshot addressing)

Your post office may use superlists, or bankshot addressing. These are mailing lists of mailing lists. If your post office uses superlists, they may appear in your Directory as well as in the container pane, preceded by a pound (#). You can address to such a list by entering the name, including the pound (#), or by choosing it from the Directory.

If your post office uses superlists, you won't be able to see the names in a public mailing list unless you and the list share the same home post office.

Using public mailing lists in Mobile mode

In Mobile mode, you don't have direct access to public mailing lists, unless you update your Mobile Directory with Automatic Directory Exchange. Even without access to public mailing lists, you can still address messages to them if you know their titles. To do so, add the titles of your public mailing lists to the Mail Lists container.

Addressing a message to a private mailing list

You can send a message to a group of people by addressing it to a private mailing list.

1. Begin preparing your message.
2. Choose Message - Address or click the Address button in the New Message window.
3. Choose the address mode (TO, CC, or BCC) that you want to apply to the recipients.
4. Expand the Private Mail Lists container to display the lists you have created.
5. Select the private mailing list that you want.
6. Click Add.
7. Click Done.



Creating a private mailing list

1. Choose File - New - Private Mailing List.
2. Type a name for the mailing list.
3. Press **ENTER**.
4. In the Participant's List dialog box, begin to type the name of the first participant until cc:Mail fills in the rest.
5. When the name that you want appears, click Add or press **ENTER**.
6. Repeat this procedure for each participant that you want in the mailing list.
7. (Optional) If you decide not to include a participant in the mailing list, select the one that you want to delete from the list, and then click Delete.
8. Click Done.

Adding an address to a private mailing list

Once you create a private mailing list, you can modify it anytime by adding addresses to it or deleting addresses from it.



1. Choose Window - New Address Book Window.
2. Expand the Private Mail Lists container to display the lists.
3. Open the mailing list to which you want to add addresses.
4. Choose Edit - Modify Mailing List.
5. Begin to type the name of the participant until cc:Mail fills in the rest.
6. When the name that you want appears, click Add or press **ENTER**.
7. Repeat this procedure for each participant that you want in the mailing list.
8. (Optional) If you decide not to include a participant in the mailing list, select the one that you want to delete from the list, and then click Delete.
9. Click Done.



Deleting an address from a private mailing list

1. Choose Window - New Address Book Window.
2. Expand the Private Mail Lists container to display the lists.
3. Open the private mailing list from which you want to delete addresses.
4. Select the addresses that you want to delete.
5. Choose Edit - Delete.
6. If you see a confirmation message, click OK.



Viewing the addresses in a private mailing list

1. Choose Window - New Address Book Window.
2. Expand the Private Mail Lists container to display the lists.
3. Double-click the private mailing list that you want to view.



Renaming a private mailing list

1. Choose Window - New Address Book Window.
2. Expand the Private Mail Lists container to display the lists.
3. Select the private mailing list that you want to rename.
4. Choose Edit - Rename.
5. Type the new name and press ENTER.



Deleting a private mailing list

1. Choose Window - New Address Book Window.
2. Expand the Private Mail Lists container to display the lists.
3. Select the private mailing list that you want to delete.
4. Choose Edit - Delete.
5. If you see a confirmation message, click OK.



Addressing a message to a public mailing list

You can send a message to a group of people by addressing it to a public mailing list.

1. Begin preparing your message.
2. Choose Message - Address or click the Address button in the New Message window.
3. Choose the address mode (TO, CC, or BCC) that you want to apply to the recipients.

4. Expand the Mail Lists container to display the lists.
5. Select the public mailing list that you want.
6. Click Add.
7. Click Done.

Viewing the addresses in a public mailing list



1. Choose Window - New Address Book Window.
2. Expand the Mail Lists container to display the lists.
3. Double-click the public mailing lists that you want to view.

Chapter 4

Attaching Files to Messages

About attaching files to messages

In cc:Mail, you can attach up to 20 files to a message, including message text. This gives you a convenient way to send electronic files together with a “cover” e-mail message.

Types of attachments

You can attach virtually any type of file, including executable files. These are the general types of files that you can attach:

- File
- Form
- Text
- Clipboard
- Graphic
- Fax
- Sound

The cc:Mail features you can use vary depending on the type of attachment. See “About viewing attachments” in Chapter 6.

File icons

When you add a file to the attachments pane of a message, the file is represented by an icon and the file name. The icon indicates the application used to create the file.

Attaching a file

You can attach any type of file to a message.



1. Begin preparing your message.
2. Choose Attachments - Files.
3. Select the drive containing the file.
4. Open the directory containing the file.
5. Select or type the file name.
6. Click Add or double-click the file.
Tip If you want to delete a file from the Attachments list, select it and click Remove.
7. Repeat steps 3–6 for all files that you want to attach.
8. Click OK.

Attaching a form

You can attach an empty or filled in cc:Mail form to a message.



1. Begin preparing your message.
2. Choose Attachments - Forms.
3. Select the drive containing the form.
4. Open the directory containing the form.
5. Select or type the file name.
Tip Forms files have a “.LFM” extension.
6. Click Add or double-click the file.
Tip If you want to delete a file from the Attachments list, select it and click Remove.
7. Repeat steps 3–6 for all forms that you want to attach.
8. Click OK.

To fill out the form before sending it, see “Filling out a form” in Chapter 6.

Renaming an attachment

After you have attached a text item or file, you can change its description in the attachments pane.

1. Select the item or file that you want to rename.
2. Choose Attachments - Rename Attachment(s).
3. Enter the new description for the attachment.
4. Click OK.

Deleting an attachment

1. Select the attachment(s) that you want to delete.
2. Choose Edit - Delete.

Creating an attachment

You can run an external application from within cc:Mail to create a attachments for your message.

1. Begin preparing your message.
2. Choose Attachments - Run Applications.
3. Double-click the application that you want to use.
4. Use the application to create the attachment.
5. Choose File - Save.

Caution If you do not choose File - Save before exiting the external application, you will lose all of your work.

6. Exit from the external application.
7. (Optional) Provide a description of the attachment.
8. Click OK.

Editing an attachment before sending it

After you have attached a file, you can edit it before sending the message.

1. Select the attachment.
2. Choose Attachments - Launch Attachment.
3. Make your changes.
4. Choose File - Save.

Caution If you do not choose File - Save before exiting the external application, you will lose all of your work.

5. Exit from the application.



Chapter 5

Sending and Receiving Messages

About sending messages

Working on the network

When you're working on the network, your outgoing messages are sent as soon as you choose Send because you maintain a constant connection to your home post office.

Working in Mobile mode

In Mobile mode, your messages are sent (and received) only when you connect to your home post office, another post office, or another Mobile user through a modem or other communication method. When you choose Send, your outgoing messages are stored in your Outbox until you're ready to connect and transmit them.

Sending a message



1. Create the message that you want to send.
2. Choose Message - Send.
3. If you see a confirmation message, click Yes to send the message or No to continue working on your message.

If you're working on the network, your message is sent immediately. If you're working in Mobile mode, your message is stored in the Outbox, where it stays until you connect to the home post office.



Transmitting a message in Mobile mode

Choose Mobile - Send Only.

cc:Mail Background tries to connect to your home post office, other post offices, or other Mobile users to deliver your message. If the connection is successful, cc:Mail Background sends the message stored in your Outbox to the recipients to which it's addressed.

Note This procedure assumes that you have at least one message stored in the Outbox. If you don't have a message in the Outbox, see "Sending a message."

Tip You can also receive messages during the same connection. See "Transmitting and receiving in Mobile mode."



Transmitting and receiving in Mobile mode

Choose Mobile - Send/Receive Mail.

cc:Mail Background tries to connect to your home post office, other post offices, or other Mobile users to deliver your message. If the connection is successful, cc:Mail Background sends the message stored in your Outbox to the recipients to which it's addressed. cc:Mail Background also retrieves incoming messages from the home post office and stores them in your Inbox.

Note This procedure assumes that you have at least one message stored in the Outbox. If you don't have a message in the Outbox, see "Sending a message."

About receiving messages

Finding new messages

Messages are automatically received in your Inbox. To update your Inbox, see "Updating the Inbox to see new messages" in Chapter 6.

To read a message in your Inbox, see "Reading a message" in Chapter 6.

Working on the network

When you're working on the network, you're notified immediately when you receive an incoming message, because you maintain a constant connection to your home post office.

Working in Mobile mode

In Mobile mode, you receive new messages only when you connect to your home post office through a modem or another communication method.

Tip You can automatically or manually filter your incoming messages before downloading them. See "About filtering incoming messages."



Receiving messages in Mobile mode

Choose Mobile - Receive Only.

cc:Mail Background tries to connect to your home post office. If the connection is successful, cc:Mail Background retrieves incoming messages from the home post office and stores them in your Inbox.

To read a message in your Inbox, see "Reading a message" in Chapter 6.

Note You can also send messages during the same connection. See "Transmitting and receiving in Mobile mode."

About filtering incoming messages

In cc:Mail Mobile, you can download only those messages that you specify; this process is called filtering. Filtering out unwanted messages saves you time, disk space, and connection costs.

Note You can create rules to perform other actions on incoming messages, such as moving them to a folder or deleting them, whether you're working in Mobile mode or on the LAN. See "About using rules" in Chapter 11.

You can filter your mail automatically by establishing criteria for incoming messages. You can use any combination of automatic filters. The filters that you specify are applied to every incoming message, on every connection, until you disable them. See "Filtering incoming messages automatically."

You can also manually filter your incoming messages by previewing message summaries. Message summaries work in conjunction with automatic filters; that is, you can manually filter messages that otherwise pass automatic filters you've set.

Filtered messages still reside in your Inbox on your home post office. You can download them later by changing or deselecting your filter settings, or you can read them when working on the network.



Filtering incoming messages automatically

1. Choose Mobile - Filters.
2. Select the filtering options that you want to apply.
3. (Optional) Define or enable the rules that you want to apply. See “Filtering incoming messages with rules.”
4. Click OK.



Filtering incoming messages with rules

1. Choose Mobile - Filters.
2. Click More.
3. To enable or disable an existing filtering rule, select the rule and click Enable or Disable.
4. To create a new filtering rule, click New; to modify an existing filtering rule, click Edit.
The Rule Editor dialog box appears. See Chapter 11, “Managing Messages with Rules.”
5. Click OK when you’ve finished working with your filtering rules.

Filtering incoming messages manually

With message summaries activated, you can view a summary of each message prior to downloading the message. This allows you to accept or reject each message manually, one at a time.

When you see the Message Summary dialog box, choose one of the following options:

- Accept—Downloads the message.
- Reject—Prevents the message from being downloaded.
- Stop—Prevents the message from being downloaded and terminates the connection.

About cc:Mail Background

cc:Mail Background features

cc:Mail Background is a standalone program included with cc:Mail Mobile that transports your e-mail messages. Its main features include Message Summary and Diagnostics.

When activated, Message Summary allows you to filter incoming messages manually.

Diagnostics provides a detailed analysis of the connections established during cc:Mail Mobile communication sessions, and writes this information to the Session Log folder (if activated). If you have a connection failure, Diagnostics can provide valuable troubleshooting information.

cc:Mail Background also provides informational and error messages so that you can track what happens during your communication sessions. It also lets you interactively stop and restart communication sessions.

Starting cc:Mail Background

cc:Mail Background runs from within cc:Mail Mobile automatically whenever you perform these actions:

- Choose Mobile - Send or Receive Mail, Mobile - Send Only, or Mobile - Receive Only.
- Enable a scheduled call for your current location. See “Setting schedule options” in Chapter 13.
- Accept mail connections automatically. See “Accepting incoming calls while inactive” in Chapter 12.

You can also start cc:Mail Background manually (from the Program Manager), without running cc:Mail Mobile. You may want to do this to perform these actions:

- Make a scheduled call
- Accept a call
- Send or receive messages without cc:Mail Mobile running

Note cc:Mail Background appears minimized if it was minimized when it was last used—or maximized if it was maximized when it was last used.

Exiting from cc:Mail Background

Double-click the Control menu-box to close the cc:Mail Background window.

Using the Session Log

cc:Mail Background displays a record of the connections established during communication sessions. A session represents all the communication connections that are established any time you call out or receive a call in cc:Mail Mobile.

You can save a record of everything that is displayed during cc:Mail Background communication sessions in the Session Log folder. See “Saving a log of your communication session” in Chapter 12. Each session log stores the same information that is displayed in cc:Mail Background during the communication session. See “Reviewing a log of your Mobile connections.”

When Diagnostics is enabled, the session log includes more detailed information, such as modem strings and packet failures. If you have a connection failure, session records can provide valuable troubleshooting information.

Working with cc:Mail Background

You can set several parameters in Mobile Setup to control how cc:Mail Background operates.

In addition to the session log options, cc:Mail Background provides these options:

- Activating an audio tone on session completion (to hear a tone as confirmation of the completion of a cc:Mail Background communication session)
- Enabling restricted display (to place cc:Mail Background in restricted display mode)
- Accepting mail connections (to enable cc:Mail Background to accept incoming mail calls while cc:Mail Mobile is inactive)

Starting a Mobile connection

In cc:Mail Background, click Start to initiate a connection.

Stopping a Mobile connection

Click Stop in cc:Mail Background to end the communication session.

Note If you choose Stop while cc:Mail Background is attempting to establish or complete a connection, you may experience a delay before the communication session stops.

When the communication session has concluded, the message “Press Start to make another connection” appears.

Activating Diagnostics for a communication session

You can save a record of everything displayed during cc:Mail Background communication sessions in the Session Log folder; use Diagnostics to include detailed information, such as modem strings and packet failures, in this log.

Click Diagnostics in cc:Mail Background.

Note You may need to select Show cc:Mail Background in the Mobile Setup dialog box before you can see the cc:Mail Background window. Choose Mobile - Mobile Setup, select Show cc:Mail Background, and click OK.

Reviewing a log of your Mobile connections

1. Double-click the Session Log folder to open it.
A list of Session Log folder entries appears.
2. Open the message for the session that you want.
The session log appears in the text area of the Message window.

Chapter 6

Reading Messages

About reading messages

How you receive messages

Messages that you receive are typically stored in one of these message containers: the Inbox and bulletin boards. You access these containers through the Mailbox window.

Tip You can automatically store your messages in various message containers using rules. See Chapter 11, “Managing Messages with Rules.”

The Mailbox window

From the Mailbox window, you can read, reply to, forward, print, store, delete, move, and copy messages. The Mailbox window tells you the sort order of the message list and provides information about individual messages.

Updating the Inbox to see new messages

If you do not use the notification feature, you need to refresh the message list in the Inbox to see new messages.



1. If you are not already at the Inbox, choose Window - Go to Inbox.
2. Press **HOME** or **END**.

Reading a message



1. Open any message container.
Tip To go to the Inbox, choose Window - Go to Inbox.
2. Double-click the message that you want to read.
3. Read the message.
4. To close the current message, double-click the Control-menu box in the Message window.

or



To display the next message in the current message list, choose Message - Next Message.

or



To display the previous message in the current message list, choose Message - Previous Message.

Deleting a message



To delete an unopened message:

1. If you are not already at the Inbox, choose Window - Go to Inbox.
2. Select the message(s).
3. Choose Message - Delete Message.



To delete an open message:

Choose Message - Delete Message.



To delete an open message and display the next message:

Choose Message - Delete - Next Message.



To delete an open message and display the previous one:

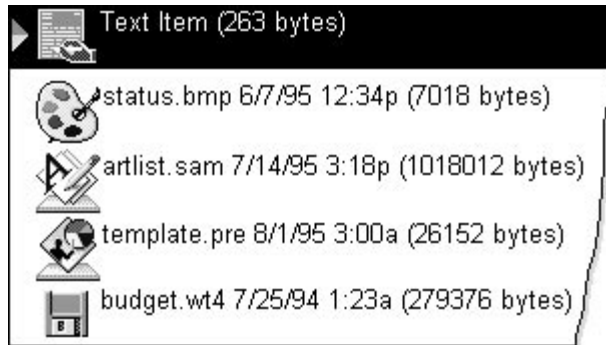
Choose Message - Delete - Previous Message.



About viewing attachments

About cc:Mail attachments

A cc:Mail message can include up to 20 attachments, including message text. When you display a message with multiple attachments, the list of attachments is displayed in the attachments pane of the Message window (in the top right corner):



The icon that precedes the name of each attachment indicates the attachment type. A triangle icon preceding the icon of an attachment indicates that the contents of that attachment are currently displayed in the item-view pane.



To open an attachment, select the attachment and choose Attachments - View Attachment.

Depending on your User Setup settings, you can also double-click (or Shift-double-click) an attachment to open it for viewing. See “Controlling how to view or run attachments” in Chapter 12.

To close an attachment, open another attachment.

Features supported for attachments

You can use different features depending on what type of attachment you're viewing and how you're viewing it. The main distinction in attachment types is between cc:Mail text items, which are created entirely in cc:Mail and usually contain message text, and file attachments. When you're viewing a cc:Mail text item, you use the cc:Mail menus to work with the text.

The features you can use for file attachments depend on the type of file attachment (for example, spreadsheet, graphic, or fax item), and whether you're using a cc:Mail file viewer or an OLE server to view the file.

- If you're using a file viewer, you can click the right mouse button in the item-view pane while viewing the attachment to access the appropriate shortcut menu for that type of file.

Note The file viewers must be installed during the cc:Mail for Windows installation. If you cannot view file attachments, or certain file attachments, see your cc:Mail administrator or run installation again and choose to install all of the file viewers.

- If you're using an OLE server, you can double-click in the item-view pane while viewing the attachment to access the application in which the attachment was created; you then have all of that application's features available to you.
- In addition, you can attach cc:Mail forms and fill them out within cc:Mail using the Forms Filler. While viewing a form, double-click in the item-view pane to access the Forms Filler.

Ways to view attachments

cc:Mail displays its native text items using the cc:Mail text editor. When you open a message, the first cc:Mail text item appears in the item-view pane automatically. See "Viewing a cc:Mail text item." cc:Mail also displays forms automatically. See "Viewing a cc:Mail form."

You can view other types of attachments if either of the following conditions are true:

- cc:Mail includes a file viewer for the application that was used to create the file. A file viewer allows you to see and print an item that was created in an application that's not located on your computer or your network. cc:Mail includes file viewers for most common file formats.
- Your system includes an OLE server capable of displaying the attachment. An application that supports object linking and embedding is automatically registered as an OLE server when you install the application.

In addition, you can launch an attachment in the application in which it was created if that attachment has a specific application associated with it and if you have access to that application on your computer or on your network. See "Launching an attachment."

Viewing graphics and fax attachments

A graphics attachment is a file that contains a graphic image. This type of attachment is typically preceded by the icon of the application that was used to create it. For example, a Paintbrush® document is usually preceded by a paint-palette icon.

If your post office is set up to receive facsimiles, they are forwarded to you as fax attachments in a message, one fax page per attachment. These fax attachments are monochrome “.PCX” files. The icon for a fax attachment is a telephone receiver.

You can view a graphics or fax item the same way that you view any file attachment for which there is a file viewer. If you cannot see the entire graphics or fax attachment in the item-view pane of the Message window, you can use keys or the scroll bar to view the item.

Viewing a cc:Mail text item



1. Select the cc:Mail text item in the attachments pane.
2. Choose Attachments - View Attachment.
3. Open another attachment to close the current attachment.



Viewing a cc:Mail form



1. Select the cc:Mail form in the attachments pane.
2. Choose Attachments - View Attachment.
3. Open another attachment to close the current form.

Viewing a word processor attachment



1. Select the attachment in the attachments pane.
2. Choose Attachments - View Attachment.
3. Click the right-mouse button in the item-view pane.
4. (Optional) Choose a viewing mode.
5. Open another attachment to close the current attachment.

Viewing a spreadsheet or database attachment



1. Select the attachment in the attachments pane.
2. Choose Attachments - View Attachment.
3. Click the right-mouse button in the item-view pane.
4. Select or deselect the Gridlines command.
5. Open another attachment to close the current attachment.

Viewing a graphics attachment



1. Select the attachment in the attachments pane.
2. Choose Attachments - View Attachment.
3. Click the right-mouse button in the item-view pane.
4. (Optional) Change the graphics viewing options.
5. Open another attachment to close the current attachment.

Viewing a compressed file attachment

If a file was compressed using the PKZIP.EXE program, you can view the individual files within it:



1. Select the .ZIP attachment in the attachments pane.
2. Choose Attachments - View Attachment.
3. Double-click the file you want to view.
4. Press **CTRL+F4** to close the file and view another.

Viewing a fax attachment

If your post office can receive facsimiles, they are forwarded to you as fax attachments in a message, one fax page per attachment. Fax attachments are either “.PCX” or “Group 3” files. The icon for a fax attachment is a telephone receiver.



1. Select the attachment in the attachments pane.
2. Choose Attachments - View Attachment.
3. If you cannot see the entire fax attachment in the item-view pane of the message window, use the keyboard shortcuts.
4. Repeat steps 1 and 2 for each fax attachment in the attachments pane.

Launching an attachment

If the application used to create an attachment resides on your computer, you can launch the attachment rather than view it. When you launch an attachment, you start the application used to create the attachment from within cc:Mail.



1. Select the attachment in the attachments pane.
2. Choose Attachments - Launch Attachment.
3. If necessary, associate the attachment with an application.
4. Use the application to view the attachment.
5. When you want to return to cc:Mail, exit from the application.

About attachment options

You can set a variety of attachment options depending on the type of attachment you are viewing.

cc:Mail text items

When you're viewing cc:Mail text items, you can use all of cc:Mail's features—text formatting, editing, spell check, search, and so on. You use the cc:Mail menus to access these features. These features are not available when viewing file attachments.

File viewers

When you're using a file viewer to view file attachments, you can set a variety of print, display, Clipboard, and font options. You click the right mouse button while viewing an attachment to access these features from a shortcut menu. These features are not available when viewing cc:Mail text items.

OLE server

When you're using an OLE server to view file attachments, you use the features available in the application in which the file was created. You double-click while viewing an attachment to access these features.

Setting attachment print options

You can set print options for file attachments.

1. Click the right mouse button in the item-view pane while viewing an attachment.
2. Choose Print.
3. Click Options.
4. To change the default font for printing, click Change in the "Default font" box. Options
5. To print a header on each page, select "Print header" in the "Header & Header font" box.
6. To change the default font for printing headers, click Change in the "Header & Header font" box.
7. Enter the job name in the Job Name box.

8. Set the margins in the “Page margins” box.

The rectangle to the right of the page margin settings provide a sample of the page margins. The page margins cannot be set to less than .25 inches.

9. Click More to set more print options.
10. Choose the options you want.
11. Click OK to save the More print options.
12. Click OK to save all the print options.

Setting attachment display options

You can set display options for file attachments.

1. Click the right mouse button in the item-view pane while viewing an attachment.
2. Choose Options - Display.
3. Choose the options you want.
4. Click More to set more display options.
5. Choose the options you want.
6. If necessary, click OK to close the More Display Options dialog box.
7. Click OK to return to the attachment.

Setting attachment Clipboard options

You can set Clipboard options for file attachments. The Clipboard options let you customize the data copied to the Windows Clipboard.

1. Click the right mouse button in the item-view pane while viewing an attachment.
2. Choose Options - Clipboard.
3. Choose the options you want.
4. Click More to set more Clipboard options.
5. Choose the options you want.
6. If necessary, click OK to close the More Clipboard Options dialog box.
7. Click OK to return to the attachment.

Changing the font in a file attachment

You can change the fonts used to display the text in file attachments and the fonts used to copy file attachment text to the Clipboard.

1. Click the right mouse button in the item-view pane while viewing an attachment.
2. Choose Options.
3. Choose Display or Clipboard.
4. Click Change.
5. Click OK to save your font changes.
6. Click OK to return to the attachment.

Note To change fonts in a cc:Mail text item, see “Changing the font in message text” in Chapter 2.

Working with attachments

Copying an attachment to a new message

1. Begin preparing your message.
2. Open the message from which you want to copy an attachment.
3. Arrange the New Message and Message windows so that you can see both of them on your screen at the same time.
4. Select the attachments that you want to copy.
5. While holding down the left mouse button, drag the selected attachments to the attachments pane of the New Message window.
6. Release the mouse button.
7. If you see a confirmation message, click OK.

Editing an attachment and saving it to a disk



1. Select the attachment in the attachments pane.
2. Choose Attachments - Launch Attachment.
3. Use the application to make changes to the attachment.
4. Choose File - Save As and provide a path and file name.

Caution If you do not choose File - Save As before exiting the external application, you will lose your changes.

5. Exit from the application you used to edit the attachment.

Filling out a form

You can view a form, fill it out or make changes to the content, and then send the changed version in a reply or forward message.

1. Open the message that contains the form you want to fill out or edit.
2. Select the form in the attachments pane.
3. Choose Attachments - Launch Attachment.
4. Use the Forms Filler to make changes to the content of the form.
5. Choose File - Save.

Caution If you do not choose File - Save before exiting the Forms Filler, you will lose your changes.

6. Exit from the Forms Filler.
7. Click Forward and then forward the message.

or

Click Reply and then reply to the message.

or

Click Discard Changes to return to close the message and lose your changes.



Chapter 7

Replying to and Forwarding Messages

About replying to and forwarding messages

Replying to messages

You can reply to any message that you receive. In replying, you can perform these tasks:

- Respond to the sender of the message only.
- Respond to the sender and all other original recipients.
- Add new recipients to your reply.
- Add your comments or attachments, or both, to the original message.
- Send an entirely new message as a response.

See “Working with message text” in Chapter 2 and Chapter 4, “Attaching Files to Messages.”

Reply defaults

You can set reply defaults such as these:

- Including a reply-separator line above the original text of a reply.
- Including attachments in a reply message.
- Reply addressing.

Forwarding messages

You can forward messages that you’ve received to one or more persons or groups.

As with replies, you can add your comments or attachments, or both, to the original message. To do so, you must open the message before forwarding it.

If you want to forward the message without making any changes to it, you can select it in the Inbox and then forward it.

Forwarding defaults

You can set forwarding defaults such as these:

- Including a forward-separator line above the original text of a message being forwarded.
- Including the forwarding history (the original message header) in forwarded messages.

Replying to and forwarding messages in Mobile mode

In LAN mode, because you maintain a constant connection to your home post office, you send your replies and forwarded messages immediately. In Mobile mode, however, you send messages only when you connect to your home post office, another post office, or another Mobile user through a modem or another communication method. See “About sending messages” in Chapter 5.

Because your computer maintains a connection to the home post office on the LAN, you can view the Directory at any time. You can also use it to add addressees to replies or to select addressees for forwarded messages. When you’re in Mobile mode, however, you need to set up your own Directory before you can use it to address your messages. See “About building the Mobile Directory” in Chapter 3.

When you reply to the sender or to all addressees, the message is still delivered to them even if they don’t appear in your Mobile Directory. If you prefer, you can add the addresses to your Directory by dragging and dropping them from the original message or from the reply. See “Adding an address by dragging and dropping” in Chapter 3.

Replying to a message



1. Open the message to which you want to reply.
2. Choose Message - Reply.
3. Select the reply options.
4. Click OK.

Forwarding a message with changes



1. Open the message that you want to forward.
2. Choose Message - Forward.
3. Select or deselect Retain Forwarding History.
4. Click OK.

About adding your comments

Adding comments

If the original message had a text item and if you retained the original items, the text item is displayed in the item-view pane of the Message window. If you have chosen to include the reply separator, the text is preceded by the reply-separator or forward-separator line and the subject, sender, date, and time of the original message.

You can type your comments directly into the text item. You may want to enter your comments above the previous text. In this way, the message reflects a record of exchanges, starting with the most recent comments. You may also want to distinguish your comments from the original text by highlighting them. See “Working with message text” in Chapter 2.

To edit your text and check your spelling, follow the procedures in “Working with message text” and “Checking for spelling errors” in Chapter 2.

Note If you’re viewing a file attachment but want to add comments to your forward or reply message, view the cc:Mail text attachment and add your comments there. See “Viewing a cc:Mail text item” in Chapter 6.

Using Paragraph Formatting

You can control how cc:Mail treats each line of text you insert by using paragraph formatting. See “Enabling and disabling paragraph formatting.”

Enabling and disabling paragraph formatting

You should enable paragraph formatting when you want to embed your comments in the text of a message you’re replying to or forwarding. Paragraph formatting retains the original margins as you type your comments.

You can toggle between enabling and disabling paragraph formatting.

Choose Text - Paragraph Formatting.

Note You should not use paragraph formatting when working with tabular material.

Applying default margins

You can apply your default margins to your own comments and to any or all of the original text of a message that you want to reply to or forward.

1. In the item-view pane of the Message window, place the insertion point in the paragraph to which you want your default margins applied.
2. Choose Text - Use Default Margins.

About sending a reply or forwarded message



When you finish your reply or forward message, choose Message - Send.

Note You can send messages immediately on the LAN, because you maintain a constant connection to your home post office. In Mobile mode, however, you can send messages only when you connect to your home post office, another post office, or another Mobile user through a modem or another communication method. See “About sending messages” in Chapter 5.

Tip If you want to save your reply or forwarded message as a draft that you can complete and send later, see “Storing an unfinished message” in Chapter 9.

Chapter 8

Printing Messages

Printing an open message



1. Choose File - Print.
2. Select which items you want to print.
3. (Optional) To control the message header or formatting, click Header.
4. (Optional) To change the print fonts in cc:Mail text items, click Fonts.
5. If you changed the fonts, click OK twice to close the Font and User Setup dialog boxes.
6. Click OK to print the message.

Printing an unopened message

You can print a single message or multiple messages directly from the Inbox or from any other message list.



1. Select the message or messages that you want to print from any message container.
2. Choose File - Print.
3. Select which items you want to print.
4. (Optional) To control the message header or formatting, click Header.
5. (Optional) To change the print fonts for cc:Mail text items, click Fonts.
6. If you changed the fonts, click OK twice to close the Font and User Setup dialogs.
7. Click OK to print the message.

Printing a file attachment

When you are viewing a file attachment, you have additional print options.

1. View the attachment that you want to print.
2. Click the right mouse button in the item-view pane.
3. Select the print options that you want.
4. Click OK.



Printing a list of messages

1. Choose File - Print.
2. Select List.
3. Click OK.

Chapter 9

Saving and Storing Messages

About saving messages

You can save any cc:Mail message as a file on a disk.

Determining where to save a message

You can use the default directory and name, or you can specify a different directory or name, or both. You can even browse your hard drive and network drives for a location in which to save the file.

Ways to save a message

You can save the entire message, including all attachments and the message header, or you can save only the message text, only individual attachments, or only part of the message header. If you save the entire message, the message text is saved in one file and each attachment is saved in a separate file. See “Saving message text or an attachment.”

Saving multiple messages at once

You can select multiple messages and save them all at one time; you are asked for individual file names in succession. See “Saving multiple messages at one time.”

Saving a compressed file

You can save a compressed file in either compressed or uncompressed form.

Storing a message within cc:Mail

You can also store messages within cc:Mail. You can store any message in a folder or archive that you create. You can store unfinished messages in a special folder called the Drafts folder, and you can store messages that you send in a special folder called the Message Log folder. To store messages, see “About storing messages.”

Saving message text or an attachment



1. Open the message that you want to save.
2. Select the message text or attachments that you want to save.
3. Choose File - Save As.
4. Select the Save option that you want to use.
5. To control the message header, click Header.
6. Click OK.
7. If necessary, type a new name for the file, and change the drive and directory as necessary.

or

Click Browse.

8. Click OK.

Note If you are saving more than one attachment, you will be prompted for information sequentially for each attachment. You will need to enter a location and file name for each attachment you are saving.

9. Repeat steps 5 and 6 for each item.

Saving multiple messages at one time

You can save multiple messages at one time without opening them first.



1. Select the messages that you want to save from any message container.
2. Choose File - Save As.
3. Select the Save option that you want to use.
4. To control the message header, click Header.
5. Click OK.
6. If necessary, type a new name for the file, and change the drive and directory as necessary.

or

Click Browse.

7. Click OK.

You will be prompted for the path and file name sequentially for each message. You will need to accept the default or enter a location and file name for each message that you are saving.

8. Repeat steps 6 and 7 for each item.

About storing messages

You can manage your mail by storing the messages that you send or receive in the Drafts folder, in the Message Log folder, in individual folders, and in individual archives.

You can also save messages as files to a disk. See “About saving messages.”

Using folders

Folders are useful for short-term storage of messages. You can create and manage up to 199 folders, including your Drafts, Message Log, and Trash folders. They provide a personal filing system for storing cc:Mail messages that you receive, send, or are composing. In addition, you can copy the messages in bulletin boards to any of your folders. See “Storing a message in a folder.”

Using the Drafts folder to store unfinished messages

When you’re preparing a message, you may need to go on to other work before you finish it. In such cases, you can save your work as a draft message in the Drafts folder instead of sending it. This lets you return to the draft message later to complete and send it. You can also use draft messages as templates for messages that you send frequently. See “Storing an unfinished message.”

cc:Mail automatically creates the Drafts folder if this folder is enabled, and you cannot delete it. To enable the Drafts folder, see “Enabling the Drafts folder” in Chapter 12.

Using the Message Log folder to store messages that you send

cc:Mail automatically creates the Message Log folder if this folder is enabled, and you cannot delete it. If your Message Log is not enabled, see your cc:Mail administrator.

To automatically store copies of messages that you send in the Message Log, see “Setting the default Message Log options” in Chapter 12. To store messages in the Message Log on an individual basis, see “Storing copies of messages that you send” in Chapter 2.

Using archives

Archives are suitable for long-term storage of cc:Mail messages. Similar to folders, archives provide a personal filing system for storing messages, but they are stored directly on your hard disk. You can create an unlimited number of archives. Once an archive is created, you can copy or move messages to it from the Inbox, a folder, or a bulletin board, and you can search for and display the messages in it. See “Storing messages in archives.”

You can copy archived messages, but you cannot move or delete individual messages from an archive. When you no longer want to view the messages in a particular archive, you can delete the archive from the list of archives in the Mailbox window with or without deleting the archive file itself from the disk where it is stored.

Managing stored messages

You can view the message containers, and their contents, from the Mailbox window. You can manage the messages in your Drafts folder, your Message Log, your folders and your archives in the following ways:

- Read the messages. See Chapter 6, “Reading Messages.”
- Reply to, forward, and resend the messages. See Chapter 7, “Replying to and Forwarding Messages.”
- Print the messages. See Chapter 8, “Printing Messages.”
- Store the messages in another folder or archive.
- Move messages to other containers from folders (but not from archives) by using the editing commands or the drag-and-drop method. See “Copying and moving items in a list” in Chapter 1.
- Copy messages to other containers by using the editing commands or the drag-and-drop method. See “Copying and moving items in a list” in Chapter 1.
- Delete messages from folders (but not from archives). See “Deleting a message” in Chapter 6.
- Search for messages. See Chapter 10, “Finding Messages and Addresses.”



Creating a new folder

1. Choose File - New - Folder.
2. Enter a name for the new folder.
3. Press ENTER.
4. Repeat steps 2–4 for each additional folder that you want to create.

Storing a message in a folder



1. Select one or more messages from any message container.
2. Choose Message - Store.
3. Select Copy or Move.
4. Select the folder that you want, and then click OK.
or
Type a new folder name, select Folder, and then click OK.



Viewing the messages in a folder

1. If you're not already in the Mailbox window, choose Window - New Mailbox Window.
2. Double-click the Folders container to expand it so that you can see the list of folders.
3. Double-click the folder that contains the messages you want to see.
The messages appear in the message pane.



Renaming a folder

1. If you're not already in the Mailbox window, choose Window - New Mailbox Window.
2. Expand the Folders container to see the list of folders.
3. Select the folder that you want to rename.
4. Choose Edit - Rename.
5. Enter the new name.



Deleting a message from a folder



1. If you're not already in the Mailbox window, choose Window - New Mailbox Window.
2. Expand the Folders container to see the list of folders.
3. Open the folder from which you want messages deleted.
4. Select the messages that you want to delete.
5. Choose Edit - Delete.
6. If you see a confirmation message, click OK.



Deleting a folder



1. If you're not already in the Mailbox window, choose Window - New Mailbox Window.
2. Expand the Folders container to see the list of folders.
3. Select the folder that you want to delete.
4. Choose Edit - Delete.
5. Click OK.

Caution When you delete a folder, you permanently delete all the messages that it contains as well.

Storing an unfinished message

If you're preparing a message, and you need to go on to other work before you finish it, you can save your work as a draft message in the Drafts folder instead of sending it.



Choose Message - Save Draft.

Retrieving an unfinished message

To complete a draft message, you must retrieve it from the Drafts folder:



1. If you're not already in the Mailbox window, choose Window - New Mailbox Window.
2. Open the Drafts folder.
3. Open the message that you want to complete.
4. Finish the message and then send it.

Storing messages in archives

Creating a new archive



1. If you're not already in the Mailbox window, choose Window - New Mailbox Window.
2. Choose File - New - Archive.
3. Type a name for the new archive, and change the drive and directory as appropriate.
4. Click OK.
5. Repeat steps 2–6 for each additional archive that you want to create.



Storing a message in an archive



1. Select one or more messages from any message container.
2. Choose Message - Store.
3. Select Copy or Move.
4. Select the archive that you want, and then click OK.
or
Type a new archive name and click OK.
5. (Optional) If you're creating a new archive, select Archive and click OK.
6. (Optional) If you're creating a new archive, indicate the drive and directory in which to store the archive file and click OK.

Viewing the messages in an archive



1. If you're not already in the Mailbox window, choose Window - New Mailbox Window.
2. Expand the Archives container to see the list of archives.
3. Double-click the archive that you want to see.
The messages appear in the message pane.



Deleting an archive

1. If you're not already in the Mailbox window, choose Window - New Mailbox Window.
2. Expand the Archives container to see the list of archives.
3. Select the archive that you want to delete.
4. Choose Edit - Delete.
5. If you see a confirmation message, click OK.
6. Click Yes if you also want to delete the archive file from the disk where it's stored. Click No if you do not.

Caution When you delete an archive file from the disk where it's stored, you permanently delete all the messages that it contains as well.

Exchanging messages between your LAN and Mobile mailboxes

About Docking mode

Docking mode allows you to work in both LAN mode and Mobile mode simultaneously. You can copy and move messages from one mode to the other.

Here are two scenarios for using Docking mode:

- You're in your office and about to fly cross-country. You log in to cc:Mail in LAN mode and, using Docking mode, copy all of your unread messages to your Mobile mailbox on your laptop computer. Now you can read your messages and write and store your replies during your flight. When you arrive at your hotel, you can log in and send your replies through a modem connection.
- You're a field representative, and you frequently download messages from the field and store them in a folder. Now you're in your office and want to store the messages you received while in the field to your local area network (LAN) account. You log in to cc:Mail in Mobile mode and, using Docking mode, move the contents of the folder from your laptop to your LAN account, storing them at a central location while freeing storage space on your Mobile computer.

Exchanging messages between mailboxes



1. Start cc:Mail Mobile (if it isn't already running), logging in to either LAN mode or Mobile mode.
2. Choose Mobile - Docking Mode.
3. Select the mode, if necessary, in which you want to dock.
4. Verify that the login name and post office path are correct.
5. Type your password.
6. Click OK.
7. Select the messages that you want to copy or move.
8. Choose Mobile - Copy to Docked Account or Mobile - Move to Docked Account.



Exiting from Docking mode

1. Click Exit Docking Mode.
2. Click Yes.

Note If you want to see the results of your copy or move operation, exit from cc:Mail Mobile and log in to the other account.

Chapter 10

Finding Messages and Addresses

About finding messages and addresses

After you store messages in various folders and archives, you may want to find and retrieve one or more particular messages for printing, forwarding, moving, and so on. You may also need to look for addresses, folders, archives, and mailing lists. cc:Mail provides a rich set of search capabilities to help you find these items quickly.

Types of Search

cc:Mail provides two basic search tools:

- Quick Search
- Conditional search

In addition, you can use rules as searches with actions attached. You can also use rules to automate many of your mail-management tasks. See Chapter 11, “Managing Messages with Rules.”

Quick Search

Quick Search finds one item in a specific sorted list, such as these items:

- Message containers in the Mailbox window
- Addresses and address containers in the Address Book window

You can start a quick search by placing the insertion point anywhere in the list and then typing the first characters of the item that you want to find. automatically scrolls to the appropriate place in the list as you type.

Conditional search

A conditional search finds one or more items, such as the following ones, in one or more unsorted lists, based on conditions that you specify at the start of the search:

- Messages in the Inbox, a folder, an archive, or a bulletin board
- Addresses, based on criteria other than the first characters of the name

You can start a conditional search by choosing Tools - Search or by clicking, and then specifying conditions in the Search window, such as what you want to locate and where to look for the items.



Using Quick Search to find an address

You can use quick search to find a name in the cc:Mail Directory, or in any specific public mailing list or private mailing list.

1. Choose Window - New Address Book Window.
2. Open the address container that you want to search.
3. Click anywhere in the address pane.
4. Begin typing the name that you want to find.
5. When the name that you want appears in the Find text box, click Done.



About using the Search command

Uses for the Search command

You typically use the Search command for these purposes:

- To find and retrieve messages based on information in the message header. This information could be the subject or sender name, or a specific attachment, such as a file attachment, or the messages that you have not yet read.
- To find addresses in the cc:Mail Directory based on criteria other than the first characters of the name, such as location, comment, or last logged in date or time.

Searching for addresses

In cc:Mail, an address includes the name and location of a person or post office. You can store addresses in the cc:Mail Directory, in private mailing lists, which you create and maintain, and in public mailing lists, which the cc:Mail administrator creates and maintains.

Your workstation maintains a constant network connection to the home post office when you're working on the LAN. As a result, you can view the Directory and public mailing lists at any time, and use them to select addressees for your messages or private mailing lists.

If you're using cc:Mail Mobile in Mobile mode you don't maintain a connection to the home post office. Therefore, you need to set up your own Directory. When you're in Mobile mode, you also don't have direct access to public mailing lists. See "About building the Mobile Directory" in Chapter 3.

Managing found items

The messages and addresses that you find with the Search command appear in the Search window. You can manage these items just as you would similar items in any other list.

Finding a message



1. Choose Tools - Search.
2. Select Messages in the Find drop-down list.
3. Use the two drop-down lists on the In line to indicate the container type to be searched and to identify a specific container, if appropriate.
4. Specify the conditions for the search on the If line.
5. Click Search.

Finding an address



1. Choose Tools - Search.
2. Select Addresses in the Find drop-down list.
3. Use the two drop-down lists on the In line to indicate the container type to be searched and to identify a specific container, if appropriate.
4. Specify the conditions for the search on the If line.
5. Click Search.

Storing a message from the Search window

When the item-view pane of the Search window contains messages, you can store one or more of them in a folder or an archive.

1. Expand the Folders or Archives container.
2. Scroll through the container pane until you can see the folder or archive where you want to store the message.
3. Select the message that you want to store.

4. To move the message, hold down the left mouse button and drag it to the folder or archive.

or

To copy the message, press **CTRL** and hold down the left mouse button simultaneously while you drag the message to the folder or archive.

5. Release the mouse button.

Performing an advanced search

Sometimes you may want to find one or more messages or addresses that match multiple conditions. With cc:Mail, you can perform advanced searches with up to 20 conditions.



1. Choose Tools - Search.
2. Click Advanced.
3. Select Messages or Addresses from the Find drop-down list.
4. Click In.
5. Use the two drop-down lists to indicate the container type to be searched and to identify a specific container, if appropriate.
6. Click Add to display your container selection in the view box.
7. (Optional) If you prefer, specify additional container selections for your search by repeating steps 5 and 6 for each selection.
8. Click OK.
9. Click With Conditions.
10. To specify a condition, set the object, comparison factor, and desired text or setting.
11. Click Add to display your condition in the view box.
12. (Optional) Repeat steps 10 and 11 for each additional condition. When you specify another condition, set the AND or OR option to indicate if you want cc:Mail to follow either condition or both conditions.
13. Click OK.
14. Click Search.

Chapter 11

Managing Messages with Rules

About using rules

Using rules

With cc:Mail you can define and execute rules. A rule specifies a certain event that starts an action. The event you specify in a rule definition can be based on a single condition or on many conditions. The action can be simple or complex. You can run a rule manually and you can define rules that automatically run when you start or exit from cc:Mail or when you send or receive a message.

For example, you can define rules to perform a variety of tasks:

- Notify you whenever you receive a message from a particular sender.
- Automatically delete the messages in your Inbox that you have already read when you exit from cc:Mail.
- Automatically send a prepared message to anyone who sends you mail while you're on vacation.

Note In this case, your computer must be left on and cc:Mail must be running.

- Automatically file your incoming messages.

In cc:Mail Mobile, you can define rules to run automatically when you enter or leave Docking mode or when you download your mail in Mobile mode.

In Mobile mode, you can define rules to perform a variety of tasks:

- Start up cc:Mail Background and automatically send messages to, or download messages from, your home post office.
- Process Directory updates automatically when you log in to, or exit from, cc:Mail.
- Filter your incoming messages by rejecting them automatically before they're downloaded or by storing certain messages in predetermined folders.
- Move or copy messages to a docked account automatically on entering or leaving Docking mode.

Note To view a table of the default rules included with the product, see “Viewing existing rules.”

Tip If the Rules menu is missing from the menu bar, the rules feature of cc:Mail is disabled. See your cc:Mail administrator.

How rules work

The Rules List window

From the Rules List window, you can view and run your rules, and you can use the rule editor to define new rules and make changes to your existing rules.



To open the Rules List window:

Choose Rules - Rules List.

Components of a rule

A rule can have some or all of the following components:

- **Name or description**
When you define a rule, you name it to help you recognize it in the list of rules.
- **Run time**
The run time determines when the rule is executed. You can define rules that you must execute manually, and you can define rules that execute automatically when certain events occur.
- **Conditions**
You can specify up to 20 conditions that must be met before a rule is executed. A condition can include all elements of a search (an object, comparison factor, and a specific setting) or it might include only some of these elements.
- **Actions to perform**
The actions describe what happens when the rule is executed. A rule can have up to 20 actions. The actions that you can define in a rule vary with the specified run time and conditions.

Enabled and disabled rules

When you define a rule, it is enabled by default. An enabled rule is executed at the specified run time.

You can disable a rule when you define it or at anytime afterward. If you disable a rule, the run time remains in the rule definition, but the rule can't be run until you enable it.

Note Enabled rules that are set to run automatically run only when Run Rules as Scheduled is selected in the Rules menu. cc:Mail for Windows must be running for rules to run.

Defining a new rule

You can define a new rule at anytime.

Note To view a table of the default rules included with the product, see "Viewing existing rules."

1. Choose Rules - Create New Rule.
2. In the Description box, type a name for, or brief description of, your rule.

You can enter up to 63 characters in this box.

3. Set the run time. See "Setting the run time."
4. Indicate if you want the rule to be enabled or disabled by selecting or deselecting the Enable check box.
5. Define the conditions for executing the rule. See "Defining the conditions of a rule."
6. Click Actions to define the actions to perform when the rule is executed. See "Defining the actions to perform."
7. Click Save.

Setting the run time

You can specify when you want a new rule to run.

In the Rule Editor dialog box, choose the appropriate setting from the When to Run drop-down list.

Defining the conditions of a rule

1. In the Rule Editor dialog box, click “Find Messages in.”
2. Set the “Find Messages in” drop-down list to indicate the container type to be searched.
3. Click Add to add this condition to your rule.
or
Skip to step 4 if you’ve finished entering conditions.
4. Click OK to return to the Rule Editor dialog box.
5. Click With Conditions to open the Conditions dialog box.
6. Set the object, comparison factor, and desired text or setting to specify a condition.
7. Click Add to add the condition to your rule.
8. Click OK to return to the Rule Editor dialog box.
9. (Optional) To specify another condition, set the AND or OR option to indicate if you want cc:Mail to follow both conditions or either condition.
10. (Optional) Repeat steps 6–9 for each additional condition.
11. Click OK.

About defining actions

Defining the actions to perform

When you create a rule, the action or actions that you specify describe what happens when the rule is run. A rule can have up to 20 actions. The actions that you can define in a rule vary with the run time and conditions you specify.

For actions that are available only when working with cc:Mail Mobile in Mobile mode, see "Defining the Mobile-specific actions to perform."

Using the “Move to” rules action

The “Move to” rules action moves each message that matches the specified conditions to the container that you indicate when you define this action.

Caution A move-to action should always follow any other actions that affect messages in a rule.

1. Choose “Move to” from the Action drop-down list of the Actions dialog box.
2. On the To line, indicate the container in which to move the messages.

3. (Optional) If you specified a folder or an archive in step 2, indicate the name of the specific folder or archive in the second drop-down list on the To line.
4. Click Add to add the action to the view box.
5. Click OK.

Using the “Copy to” rules action

The “Copy to” rules action copies each message that matches the specified conditions to the location that you indicate when you define this action.

1. Choose “Copy to” from the Action drop-down list of the Actions dialog box.
2. On the To line, indicate the container to which the messages are copied.
3. (Optional) If you specified a folder or an archive in step 2, indicate the name of the specific folder or archive in the second drop-down list on the To line.
4. Click Add to add the action to the view box.
5. Click OK.

Using the Delete rules action

The Delete rules action deletes each message that matches your specified conditions.

Caution A delete action should always follow any other actions that affect messages in a rule.

1. Choose Delete from the Action drop-down list of the Actions dialog box.
2. Click Add to add the action to the view box.
3. Click OK.

Using the “Mark as read” rules action

The “Mark as read” rules action changes the closed-envelope icon that precedes each unread message that matches the specified conditions to an open-envelope icon.

1. Choose “Mark as read” from the Action drop-down list of the Actions dialog box.
2. Click Add to add the action to the view box.
3. Click OK.

Using the Print rules action

The Print rules action prints each message that matches your specified conditions.

1. Choose Print from the Action drop-down list of the Actions dialog box.
2. (Optional) To change your print options, click the Print Options button, which appears below the Print setting.
3. Select which items you want to print.
4. To control the message header or formatting, click Header.
5. Click Add to add the action to the view box.
6. Click OK.

Using the “Reply to sender using message” rules action

The “Reply to sender using message” rules action automatically sends a reply that you specify in the Action definition.

1. Choose “Reply to sender using message” from the Action drop-down list of the Actions dialog box.
2. Indicate on the With Subject line the subject of the draft message that you want cc:Mail to use when it composes each reply.
3. On the From line, specify the location of the draft message that you want to send.
4. (Optional) If you indicated Folder or Archive in the first drop-down list on the From line, use the second drop-down list on that line to specify a particular folder or archive.
5. Click Add to add the action to the view box.
6. Click OK.

Using the “Forward current message” rules action

The “Forward current message” rules action forwards each incoming message that matches the specified conditions either to a single address that you specify in the rule or to all of the addresses in a draft message that you identify in the rule.

1. Choose “Forward current message” from the Action drop-down list of the Actions dialog box.
2. Indicate whether you want to add one recipient or use the addresses from another message.
3. Click Add to add the action to the view box.
4. Click OK.

Using the “Send draft message” rules action

The “Send draft message” rules action sends a draft message that you specify in the Action definition.

1. Choose “Send draft message” from the Action drop-down list of the Actions dialog box.
2. Indicate on the With Subject line the subject of the draft message that you want cc:Mail to use.
3. On the From line, specify the location of the draft message that you want to send.
4. (Optional) If you indicated Folder or Archive in the first drop-down list on the From line, use the second drop-down list on that line to specify a particular folder or archive.
5. Click Add to add the action to the view box.
6. Click OK.

Using the Confirm rules action

The Confirm rules action displays a confirmation dialog box with text that you specify in the action definition. The dialog box contains your text and Yes, No, and Cancel command buttons.

1. Choose Confirm from the Action drop-down list of the Actions dialog box.
A text box appears below the top drop-down list.
2. Type in the text that you want to appear in the confirmation message that cc:Mail generates when this rule is executed.
3. Click Add to add the action to the view box.
4. Click OK.

Using the Alert rules action

The Alert rules action displays an alert with text that you specify in the action definition.

1. Choose Alert from the Action drop-down list of the Actions dialog box.
A text box appears below the top drop-down list.
2. Type in the text that you want to appear in the alert that cc:Mail generates when this rule is executed.
3. Click Add to add the action to the view box.
4. Click OK.

Using the Beep rules action

The Beep rules action plays a beep sound.

1. Choose Beep from the Action drop-down list of the Actions dialog box.
2. Click Add to add the action to the view box.
3. Click OK.

Using the “Flash window” rules action

The “Flash window” rules action flashes the cc:Mail application window once.

1. Choose “Flash window” from the Action drop-down list of the Actions dialog box.
2. Click Add to add the action to the view box.
3. Click OK.

Using the “Store to” rules action

The “Store to” rules action stores each message you send that matches the conditions specified in the rule in the folder that you indicate in the rule definition.

1. Choose “Store to” from the Action drop-down list of the Actions dialog box.
2. On the To line, indicate the folder to which the messages that match your conditions are stored.
3. Click Add to add the action to the view box.
4. Click OK.

Using the “Add recipient” rules action

The “Add recipient” rules action adds one or more recipients to each message you send that matches the conditions specified in the rule.

1. Choose “Add recipient” from the Action drop-down list of the Actions dialog box.
2. Indicate whether you want to add one recipient or use the addresses from another message.
3. Click Add to add the action to the view box.
4. Click OK.

About defining Mobile-specific actions

Defining the Mobile-specific actions to perform

When you create a rule, the action or actions that you specify describe what happens when the rule is executed. A rule can have up to 20 actions. The actions that you can define in a rule vary with the specified run time and conditions. cc:Mail Mobile includes several actions that are available only in Mobile mode.

Using the Send rules action

The Send rules action starts cc:Mail Background. cc:Mail Background then sends all the messages stored in your Outbox.

1. Choose Send from the Action list box.
2. Click Add.
3. Click OK.

Using the Receive rules action

The Receive rules action starts cc:Mail Background. cc:Mail Background then connects to your home post office and downloads any unread messages from your LAN Inbox to your Mobile PC.

1. Choose Receive from the Action list box.
2. Click Add.
3. Click OK.

Using the Process Directory Updates rules action

The “Process Directory Updates” rules action processes the Directory-update messages stored in the ##Directory updates bulletin board.

1. Choose “Process Directory Updates” from the Action list box.
2. Click Add.
3. Click OK.

Using the Accept rules action

The Accept rules action immediately downloads messages that match the conditions you enter in the Conditions dialog box.

1. Choose Accept from the Action list box.
2. Click Add.
3. Click OK.

Using the Reject rules action

The Reject rules action immediately rejects messages that match the conditions you enter in the Conditions dialog box.

1. Choose Reject from the Action list box.
2. Click Add.
3. Click OK.

Using the “Move to docked account” rules action

The “Move to docked account” rules action moves each message that matches the conditions you enter in the Conditions dialog box to the container that you specify in the “Find Messages in” statement.

Caution If you’re moving a large number of messages, be sure that you have adequate disk space to store them in the docked account.

1. Choose “Move to docked account” from the Action list box.
2. Click Add.
3. Click OK.

Note If a folder or bulletin board doesn’t exist in the docked account, cc:Mail creates one (with the exact title) when you copy or move messages from that folder or bulletin board to the docked account.

Using the “Copy to docked account” rules action

The “Copy to docked account” rules action copies each message that matches the conditions you enter in the Conditions dialog box to the container that you specify in the “Find Messages in” statement.

Caution If you’re copying a large number of messages, be sure that you have adequate disk space to store them in the docked account.

1. Choose “Copy to docked account” from the Action list box.
2. Click Add.
3. Click OK.

Note If a folder or bulletin board doesn’t exist in the docked account, cc:Mail creates one (with the exact title) when you copy or move messages from that folder or bulletin board to the docked account.

Working with existing rules

Viewing existing rules



Choose Rules - Rules List.

Running a rule manually



1. Choose Rules - Rules List.
2. Select the rule (or rules) that you want to run.
3. Choose Rules - Run Rule.



Running a rule automatically

Choose Rules - Run Rules as Scheduled.

Editing a rule



1. Choose Rules - Rules List.
2. Double-click the rule that you want to edit.
3. Use the controls in the Rule Editor dialog box to edit each element of the rule.
4. Click Save to save the edited rule using the name of the original rule.
or
Click Save as New to save a copy of the edited rule with a new name.
5. If you clicked Save as New in step 4, type a new name for the rule in the dialog box that appears.
6. Click OK.

Enabling a rule

You can temporarily enable a rule without changing its definition. The Enabled column in the Rules List tells you if each rule is enabled or not.

Note Manual rules are always enabled.



1. Choose Rules - Rules List.
2. Select the rule (or rules) that you want to enable.
3. Choose Rules - Enable Rule.



Disabling a rule

You can temporarily disable a rule without changing its definition. The Enabled column in the Rules List tells you if each rule is enabled or not.

Note Manual rules are always enabled.

1. Choose Rules - Rules List.
2. Select the rule (or rules) that you want to disable.
3. Choose Rules - Disable Rule.

Changing the order of rules in the Rules List

After you create several rules, you may want to change the order in which they appear in the Rules List. The order of rules in the Rules List determines the order in which rules are run.

1. Choose Rules - Rules List.
2. Select the rule that you want to move.
3. Choose Rules - Move Rule Position.
4. Specify the new position by either typing the number or using the scroll arrows to choose the position.
5. Click OK.

Deleting a rule

You can delete any rule at anytime.

1. Choose Rules - Rules List.
2. Select the rule (or rules) that you want to delete.
3. Choose Edit - Delete.

Printing a rule

You can print the content of individual rules and a list of all rules.

1. Choose Rules - Rules List.
2. To print the content of individual rules, select the rule(s) you want to print.
3. Choose File - Print.
4. Select List to print a list of all rules.
or
Select Rule to print the content of the individual rules you have selected.
5. Click OK.



Chapter 12

Customizing cc:Mail

Specifying the appearance of cc:Mail at startup

Setting the appearance of the startup window



1. Choose Tools - User Setup.
2. Click Desktop in the Preference list.
3. Select or deselect the Maximize cc:Mail check box.
4. Select or deselect the Display Mailbox check box.
5. Click OK.

or

Click another icon in the Preference list.

Setting window display options

You can display or hide SmartIcons, SmartIcons Help, the status bar, and menu Help.



1. Choose Tools - User Setup.
2. Click Desktop in the Preference list.
3. Select or deselect the Show Status Bar check box.
4. Select or deselect the Show Menu Help check box.
5. Select or deselect the Show SmartIcons check box.
6. Select or deselect the Show Icon Descriptions check box.
7. Click OK.

or

Click another icon in the Preference list.

Requiring a password to restore cc:Mail

You can require a password to restore cc:Mail so that other people cannot restore the program without your password.



1. Choose Tools - User Setup.
2. Click Desktop in the Preference list.
3. Select or deselect the Password Protect when Minimized check box.
4. Click OK.

or

Click another icon in the Preference list.

Customizing the New Message window

Controlling the initial cursor location

You can set where the cursor appears in the New Message window.



1. Choose Tools - User Setup.
2. Click Prepare in the Preference list.
3. Select where you want the cursor to appear initially.
4. Click OK.

or

Click another icon in the Preference list.

Setting default save and receipt options



1. Choose Tools - User Setup.
2. Click Prepare in the Preference list.
3. Select or deselect the Enable Message Log check box.
4. Select or deselect the Request Receipt check box.
5. Click OK.

or

Click another icon in the Preference list.



Setting an automatic spell check at send time



1. Choose Tools - User Setup.
2. Click Prepare in the Preference list.
3. Select or deselect the Automatic Spell Check check box.
4. Click OK.

or

Click another icon in the Preference list.



Setting the default addressing mode



1. Choose Tools - User Setup.
2. Click Prepare in the Preference list.
3. Select the address mode that you want as the default.
4. Click OK.

or

Click another icon in the Preference list.

Checking for similar addresses

You can verify that your message is addressed correctly when more than one person listed in your cc:Mail Directory has the same last name.



1. Choose Tools - User Setup.
2. Click Prepare in the Preference list.
3. Select or deselect the Check for Similar Addresses check box.
4. Click OK.

or

Click another icon in the Preference list.



Setting the default message priority



1. Choose Tools - User Setup.
2. Click Prepare in the Preference list.
3. Set the message priority that you want to use as the default.
4. Click OK.

or

Click another icon in the Preference list.

Specifying additional message settings

Setting default reply options



1. Choose Tools - User Setup.
2. Click Message in the Preference list.
3. Select or deselect the Include Reply Separator check box.
4. Select or deselect the Retain Attachments check box.
5. (Optional) If you selected the Retain Attachments check box in step 4, choose the Retain Attachments option that you want.
6. Choose the "Reply to" option that you want.
7. Click OK.

or

Click another icon in the Preference list.

Setting default forward options



1. Choose Tools - User Setup.
2. Click Message in the Preference list.
3. Select or deselect the Include Forward Separator check box.
4. Select or deselect the Retain Forwarding History check box.
5. Click OK.

or

Click another icon in the Preference list.

Controlling how to view or run attachments



1. Choose Tools - User Setup.
2. Click Message in the Preference list.
3. Choose what you want to happen when you double-click an attachment by selecting the appropriate option in the View/Run box.
4. Click OK.

or

Click another icon in the Preference list.

Setting default view options

cc:Mail can ask you how to view attachments and can automatically open a file attachment when it is the only item in a message.



1. Choose Tools - User Setup.
2. Click Message in the Preference list.
3. Select or deselect the options in the View File box.
4. Click OK.

or

Click another icon in the Preference list.

Changing your password



1. Choose Tools - User Setup.
2. Scroll to the Password icon in the Preference list.
3. Click Password.
4. Type your current password in the Old Password text box.
5. Type your new password in the New Password text box.
6. Type your new password again in the New Password Again text box.
7. Click OK.

or

Click another icon in the Preference list.

Specifying default fonts



1. Choose Tools - User Setup.
2. Scroll to the Fonts icon in the Preference list.
3. Click Fonts.
4. Choose an option from the Select Font drop-down list.
5. Click Change Font.
6. Click OK to accept your font settings.
7. Click OK to close the User Setup dialog box.

or

Click another icon in the Preference list.



Specifying the dictionary for spell check

1. Choose Tools - User Setup.
 2. Scroll to the Spell Check icon in the Preference list.
 3. Click Spell Check.
 4. To specify another location for the dictionary files, type the full path to the directory in the Main Dictionary box.
Caution Do not include the file name after the path.
 5. Select the dictionary language you want to use from the Language list.
 6. If you want to specify a different user dictionary, type its full path and file name in the User Dictionary box.
 7. Click OK.
- or
- Click another icon in the Preference list.

Controlling the Message Log, Trash, and Drafts folders



Setting the default Message Log options

1. Choose Tools - User Setup.
 2. Click Special Folders in the Preference list.
 3. Indicate in the Message Log box whether you want cc:Mail to automatically delete messages that are stored in your Message Log.
 4. (Optional) If you selected the Delete Messages Older than *n* Days check box in step 3, type the number of days that you want messages to remain in the Message Log before they are deleted.
 5. Click OK.
- or
- Click another icon in the Preference list.



Setting the default Trash folder options

1. Choose Tools - User Setup.
2. Click Special Folders in the Preference list.
3. In the Trash box, select or deselect the Enable check box.
4. (Optional) If you enable the Trash folder, indicate when you want cc:Mail to delete messages from the Trash folder automatically.

5. (Optional) If you selected the Delete Messages Older than *n* Days option in step 4, type the number of days that you want messages to remain in the Trash folder before they are deleted.
6. Click OK.
or
Click another icon in the Preference list.

Enabling the Drafts folder

To save unfinished messages in the Drafts folder, this folder must be enabled.



1. Choose Tools - User Setup.
2. Click Special Folders in the Preference list.
3. In the Drafts box, select or deselect the Enable check box.
4. Click OK.
or
Click another icon in the Preference list.

Specifying default locations for transferring files

Setting a default location for attaching files



1. Choose Tools - User Setup.
2. Click File Locations in the Preference list.
3. Choose Attach Files from the “Paths for” drop-down list.
4. To specify the directory, type the full path in the box at the top of the Options box.
or
Click Browse.
5. Select a Directory option.
6. Click OK.
or
Click another icon in the Preference list.



Setting a default location for attaching forms



1. Choose Tools - User Setup.
2. Click File Locations in the Preference list.
3. Choose Forms from the “Paths for” drop-down list.
4. To specify the directory, type the full path in the box at the top of the Options box.
or
Click Browse.
5. Select a Directory option.
6. Click OK.
or
Click another icon in the Preference list.



Setting a default location for saving files



1. Choose Tools - User Setup.
2. Click File Locations in the Preference list.
3. Choose Save Files from the “Paths for” drop-down list.
4. To specify the directory, type the full path in the box at the top of the Options box.
or
Click Browse.
5. Select a Directory option.
6. Click OK.
or
Click another icon in the Preference list.



Setting a default location for archiving files



1. Choose Tools - User Setup.
2. Click File Locations in the Preference list.
3. Choose Archives from the “Paths for” drop-down list.
4. To specify the directory, type the full path in the box at the top of the Options box.
or
Click Browse.

5. Select a Directory option.
 6. Click OK.
- or
- Click another icon in the Preference list.

Setting a location for importing and exporting files



1. Choose Tools - User Setup.
 2. Click File Locations in the Preference list.
 3. Choose Import/Export Files from the “Paths for” drop-down list.
 4. To specify the directory, type the full path in the box at the top of the Options box.
- or
- Click Browse.
5. Select a Directory option.
 6. Click OK.
- or
- Click another icon in the Preference list.

Specifying when cc:Mail asks for a confirmation

You can set cc:Mail to ask for confirmation before completing certain actions.



1. Choose Tools - User Setup.
 2. Click Confirmation in the Preference list.
 3. Select or deselect the appropriate check boxes.
 4. Click OK.
- or
- Click another icon in the Preference list.

Specifying how cc:Mail notifies you of new mail

Setting notifications within cc:Mail

You can configure cc:Mail to notify you when you have new messages in your Inbox, folders, or bulletin boards.



1. Choose Tools - User Setup.
2. Click Notify in the Preference list.
3. Select an option from the “Check for New Mail in” drop-down list.
4. Select or deselect the Enable New Message Notification check box.
5. (Optional) If you enabled new message notification, type an interval between 1 minute and 3660 minutes (61 hours) in the Check Every *n* Minute(s) text box.
6. (Optional) If you enabled new message notification, specify a notification method by selecting or deselecting the appropriate check boxes.
7. Select or deselect the Display Unread/Read Count in Status Bar check box.
8. Select or deselect the Notify Only if Idle check box.
9. (Optional) If you selected the Notify Only if Idle check box, specify the number of minutes that your keyboard and mouse must be idle before cc:Mail displays a notification alert and runs your new-message rules.
10. Click OK.

or

Repeat this procedure starting at step 3, selecting another option from the “Check for New Mail in” drop-down list.

or

Click another icon in the Preference list.

Setting notifications when cc:Mail isn't running

You can run the cc:Notify program to receive notification of new messages even when cc:Mail isn't running:

In the Program Manager, double-click the cc:Notify application icon.

Specifying defaults for rules

Setting a confirmation for running a rule



1. Choose Tools - User Setup.
2. Click Rules in the Preference list.
3. Select or deselect the Confirm to Execute a Rule check box.
4. Click OK.



or

Click another icon in the Preference list.

Setting a confirmation for deleting a rule



1. Choose Tools - User Setup.
2. Click Rules in the Preference list.
3. Select or deselect the Confirm to Delete a Rule check box.
4. Click OK.



or

Click another icon in the Preference list.

Setting a notification for running a rule



1. Choose Tools - User Setup.
2. Click Rules in the Preference list.
3. Select or deselect the Notify after Execution check box.
4. Click OK.

or

Click another icon in the Preference list.

Adding “Rule:” to the subject of messages

You can specify that cc:Mail add a “Rule:” prefix to the subject of each message sent by a rule.



1. Choose Tools - User Setup.
2. Click Rules in the Preference list.
3. Select or deselect the Prefix Subject with “Rule:” when Rule Sends Message check box.
4. Click OK.



or

Click another icon in the Preference list.

Saving a log of executed rules

You can specify whether cc:Mail keeps an event log of the rules that are executed.



1. Choose Tools - User Setup.
2. Click Rules in the Preference list.
3. Select or deselect the Update Event Log check box.
4. Click OK.

or

Click another icon in the Preference list.



Changing your home post office connection information

Changing your home post office name

Your home post office is the post office that you usually call to download messages from your local area network (LAN) to your cc:Mail Inbox.



1. Choose Mobile - Mobile Setup.
2. Type the new name for your home post office in the Name box.

or

Click the Browse button to browse through your cc:Mail Directory and select the name of a post office from the Directory Browser dialog box.

3. If necessary, click OK to close the Directory Browser dialog box.
4. Click OK.

Changing your home post office address

Your home post office is the post office that you usually call to download messages from your local area network (LAN) to your cc:Mail Inbox.



1. Choose Mobile - Mobile Setup.
2. Choose Edit Address if you want to add a new address (usually a telephone number), change an existing address, or delete an existing address for your home post office.
3. Choose the address type in the Address Type box.
4. Enter the new post office address.
5. Click Replace.
6. Click OK to close the Home Post Office Setup dialog box.
7. Click OK to close the Mobile Setup dialog box.

Setting cc:Mail Background options

Saving a log of your communication sessions

You can save records of your cc:Mail Background sessions in the Session Log folder.



1. Choose Mobile - Mobile Setup.
2. Select "Save cc:Mail Background session log."
3. Click OK.

Viewing diagnostic information

You can view diagnostic information to troubleshoot connection problems.



1. Choose Mobile - Mobile Setup.
2. Select "Activate diagnostics in cc:Mail Background."
3. Click OK.

Activating a tone at session completion



1. Choose Mobile - Mobile Setup.
2. Select "Activate audio tone on session completion."
3. Click OK.

Restricting your cc:Mail Background display



1. Choose Mobile - Mobile Setup.
2. Select "Enable restricted display in cc:Mail Background" to place cc:Mail Background in restricted display mode.
3. Click OK.

Accepting incoming calls while inactive

You can accept incoming calls while your computer is inactive. You must leave cc:Mail Background running and have a communication connection available.



1. Choose Mobile - Mobile Setup.
2. Select "Accept mail connections."
3. Click OK.



Showing cc:Mail Background

1. Choose Mobile - Mobile Setup.
2. Select "Show cc:Mail Background" to display the cc:Mail Background window when you connect to the home post office.
3. Click OK.

Setting telephone connection options

Setting a telephone calling-card number

If you set a telephone calling-card number, it is used whenever you enable a dialing rule that requires a calling-card number to connect to your home post office (or to other recipients).



1. Choose Mobile - Mobile Setup.
2. Enter the number you want in the Calling Card Number box.
3. Click OK.

Setting the number of retries and the interval

If you don't establish a connection on your first attempt (perhaps because of a busy signal), you can set cc:Mail Mobile to automatically retry a connection a specified number of times and at a specified interval between retries.



1. Choose Mobile - Mobile Setup.
2. Enter the number of retries in the Retries box.
3. Enter the interval, in minutes, in the Interval box.
4. Click OK.

Setting a confirmation for Directory updates

Confirming Directory updates

You can get a confirmation dialog box upon receipt of Directory Update messages so that you confirm or defer processing them.

1. Choose Mobile - Mobile Setup.
2. Select or deselect the "Confirm to Process Directory Updates" check box.
3. Click OK.

Chapter 13

Configuring Mobile Communications

Creating location profiles

About location profiles

Note Location profiles are available in Mobile mode only.

Location profiles simplify connecting to your home post office, to other post offices, and to other Mobile users from more than one location. A location profile is a set of communication parameters that are appropriate for a specific location. For example, if you're staying at a hotel and using a modem to make your connection, you may need to dial a prefix, such as 9, to get an outside line. Or when you're out of the country (and using a modem), you may need to dial an international access code, a country code, an area code, and then the local phone number. Once you've created a new location profile, you can connect from that location simply by selecting its profile. See "Selecting a location profile."



Creating a new location profile

1. Choose Mobile - Locations.
2. Click New.
3. Type a name and select an icon that represent the location from which this profile is used.
4. Click OK.
5. Configure your new location profile. See the following topics:
 - "Setting telephone options"
 - "Setting communications options"
 - "Setting schedule options"
6. Click OK to save your new profile.

Setting telephone options

About setting telephone options

The Telephone component of the Locations dialog box lets you configure a location profile with a dialing scheme that satisfies the dialing requirements of your current location. You can also set up dialing rules that accommodate not only the country code, area code, and local telephone number, but also the long-distance access code and calling-card number that you use to bill connection charges to your calling-card account.

When you select the location profile, the dialing scheme and dialing rule (if you've applied one) is used to connect to your home post office, other post offices, or other Mobile users.

Setting basic telephone options



1. Choose Mobile - Locations.
2. Select the location profile that you want to configure from the Current Location menu.
3. Choose the Telephone component.
4. Examine the Telephone settings that already apply to the location profile.
Tip If the Sample Dialing String field is correct, you don't need to modify any further settings to make a basic connection.
5. If necessary, type the number required for an outside line (usually 9), followed by at least one comma, in the Outside Line text box and select Outside Line.
6. To satisfy special dialing requirements (such as using a calling-card number), select Dialing Rule, and then select the dialing rule itself, such as “_Long Distance Call,” from the Dialing Rule menu. See “About dialing rules.”
7. Select Location's Area Code, and then type the area code in the text box.
8. To override a particular post office's address, choose Override.

9. If necessary, select the correct dialing mode from the Dial Mode menu:
 - Tone (touch-tone phones)
 - Pulse (rotary phones)
 - Manual (manual dialing)
10. Click OK.
or
Continue with “Setting communications options” and “Setting schedule options.”

Working with dialing rules

About dialing rules

Dialing rules can accommodate special dialing requirements for the following types of calls:

- Local calls
- Long-distance calls
- Calling-card calls
- International calls
- International calling-card calls

Note You can set only one dialing rule for each location from which you call to exchange mail.

Creating a new dialing rule



1. Choose Mobile - Locations.
2. Select the Telephone component.
3. Click Edit Dialing Rules.
4. Click New.
5. Enter a name for the new dialing rule in the Telephone number Dialing Rule text box.
6. Enter the new dialing rule in the “Translates to” field.
7. Click OK.



Editing a dialing rule

1. Choose Mobile - Locations.
2. Select the Telephone component.
3. Click Edit Dialing Rules.
4. Modify the dialing rule in the “Translates to” field.
5. Click OK.

Viewing a sample dialing string



1. Choose Mobile - Locations.
2. Select the Telephone component.

The Sample Dialing String field shows the actual number that cc:Mail Mobile is currently set to call (from that location profile). You can choose different dialing rules from the Dialing Rule menu and view their effects in the Sample Dialing String field.



Deleting a dialing rule

1. Choose Mobile - Locations.
2. Select the Telephone component.
3. Click Edit Dialing Rules.
4. Select a dialing rule from the Telephone number Dialing Rule menu.
5. Click Delete.
6. Click Yes to confirm the deletion.



Adding a new set of dialing rules

1. Choose Mobile - Locations.
2. Select the Telephone component.
3. Click Edit Dialing Rules.
4. Click Open.

The Open dialog box appears with your cc:Mail Mobile directory already selected, displaying the .INI files.
5. Select the appropriate file.
6. Click OK to add the new set of dialing rules.
7. Click OK to save the new set.

Dialing your connection manually

Dialing in manually



1. Choose Mobile - Locations.
2. Select the Telephone component.
3. Select Manual from the Dial Mode menu.
4. Initiate a connection in the usual manner; for example, choose Mobile - Send/Receive Mail.
cc:Mail Background displays the Manual Dial dialog box and asks you to dial the number for your connection manually.
5. Dial your number manually (or ask for operator assistance). When you hear the phone ring, click OK or press ENTER.
cc:Mail Background takes over the data line and continues with the communication session.
6. Hang up the phone.

Overriding a phone number for a location

Overriding a phone number



1. Choose Mobile - Locations.
2. Select the location from which you want to override the post office number from the Current Location menu.
3. Select the Telephone component.
4. Click Override.
5. Click Browse to browse through your cc:Mail Directory for available post offices.
6. Scroll through the list and double-click the name of your post office.
7. Enter the dialing string in the Dial String field. See “Setting basic telephone options.”
Note Dialing rule variables don’t work in this field; you must enter each number, comma, and space.
8. Click Add to add the new number to the P.O. Name and Override field.
9. Click OK.

Setting communications options

About setting communications options

The Communications component of the Locations dialog box lets you set up and configure the communication methods that cc:Mail Mobile uses to connect to your home post office, other post offices, or other Mobile users. The communication methods that you create in the Locations dialog box become a part of all of your location profiles.

Communication methods have two essential attributes:

- Whether the communication method is enabled (and whether the method is applicable for your location).

You can customize location profiles by enabling or disabling the individual communication methods within each profile.

- The order of enabled communication methods in the List of Communication Methods field.

When more than one communication method is enabled, the order in which the enabled methods appear in the List of Communication Methods field of the Location Setup dialog box determines the order in which they're used to connect to your home post office (and other recipients). The enabled method closest to the top of the List of Communication Methods field is used first. If it is unsuccessful, then cc:Mail Mobile tries the next enabled method, and so on, until a connection is made.

Creating or editing a communication method



1. Choose Mobile - Locations.
2. Select the location profile that you want to configure from the Current Location menu.
3. Select the Communications component.
4. To create a new communication method, click New.
or
To edit an existing method, select the method and click Edit.
5. If necessary, enter a new name that describes the communication method in the Method Name text box.
6. If necessary, change the communication method type in the Method Type menu.

Note The following steps use the Modem method type as an example. The default settings should be acceptable for most modems.

7. Select the modem that you're using from the Modem Type menu.
8. (Optional) Change the volume at which the phone connection is played from your PC in the Speaker Volume menu.
9. If necessary, change the port that you'll use to make your connection in the Serial Port menu.
10. If necessary, change the speed that applies to your modem in the Speed menu.
11. Click Advanced to select or edit a script file, or to change the Timeout setting.
12. (Optional) Select the appropriate script file.
13. (Optional) Click Edit, modify the script file, and click OK to save the script file.
14. (Optional) Change the Timeout setting.
15. If necessary, click OK to close the Advanced Communication Method Settings dialog box.
16. Click OK to close the Edit Communication Method dialog box.

New communication methods appear in the List of Communication Methods field for each location profile and are enabled by default.

Modified communication methods remain in their previous settings (either enabled or disabled) in the List of Communication Methods field for each location profile.
17. Click OK to save your changes to this location profile.

Enabling or disabling a communication method



1. Choose Mobile - Locations.
2. Select the location profile that you want to configure from the Current Location menu.
3. Select the Communications component.
4. Select the communication method that you want to enable or disable.
5. Click Enable or Disable.

A check mark in the box indicates that the communication method is enabled.



Reordering how communication methods are tried

1. Choose Mobile - Locations.
2. Select the location profile that you want to configure from the Current Location menu.
3. Select the Communications component.
4. Select the method that you want to move.
5. Drag and drop the selected method to its new position in the list.

Note This procedure reorders the communication methods for every location profile.

Deleting a communication method

Caution This removes the communication method from every location profile.



1. Choose Mobile - Locations.
2. Select the location profile that you want to configure from the Current Location menu.
3. Select the Communications component.
4. Select the method that you want to delete in the List of Communication Methods field.
5. Click Delete.
6. Click Yes to confirm the deletion.

Setting schedule options



Setting schedule options

1. Choose Mobile - Locations.
2. Select the location profile that you want to configure from the Current Location menu.
3. Choose the Schedule component.
4. Choose when you want to connect.
Tip You can choose any combination of these options.
5. Select Enable Schedule to enable automatic scheduling.
6. Select the frequency with which you want to connect automatically from the Frequency menu.

7. Select the time or day, or both, that you want to connect automatically from the Time menu.
8. Click OK to save your changes to this location profile.
or
Make further changes to the location profile and then click OK.

Connecting from different locations

Selecting a location profile

While in Mobile mode, select the profile that you want from the pop-up menu in the status bar.

Editing a location profile



1. Choose Mobile - Locations.
2. Select the location profile that you want to edit from the Current Location list box.
3. Edit the location profile. See the following topics:
 - “Setting telephone options”
 - “Setting communications options”
 - “Setting schedule options”
4. Click OK if you want the changes you’ve made to apply to the original location profile.

Renaming a location profile



1. Choose Mobile - Locations.
2. Select the location profile that you want to rename from the Current Location menu.
3. Click Rename.
4. Enter a new name, or select a new icon, or both.
5. Click OK.

Deleting a location profile



1. Choose Mobile - Locations.
2. Select the location profile that you want to delete from the Current Location menu.
3. Click Delete.
4. Click Yes to confirm the deletion.

Using a modem connection

About using a modem

Using modem files

cc:Mail Mobile interacts with a modem using a modem file, which includes modem command strings, modem response strings, and modem switch settings.

cc:Mail Mobile supports a wide variety of modems and includes modem files for each. You need to configure cc:Mail Mobile to use the modem file appropriate for your modem. See “Setting communications options.”

You may also want to refer to the manufacturer’s instructions for your PC or modem for further information.

About modem switch settings

Many older modems, both internal and external, have several DIP switches that you set manually to select modem options. Most manufacturers conform to the switch settings used by Hayes Microcomputer Products on its Smartmodems®. In most cases, the factory switch settings provided in the modem by the manufacturer are correct for use with cc:Mail Mobile.

The following table shows the required cc:Mail Mobile and factory settings for Hayes-compatible external modems. If your modem does not function properly with cc:Mail Mobile, make sure that its settings match those shown in this table as closely as possible.

Settings for Hayes-compatible external modems

| <i>Hayes Switch #</i> | <i>cc:Mail Setting</i> | <i>Factory Setting</i> | <i>Meaning</i> |
|---------------------------|----------------------------|----------------------------|---|
| 1 | Up or Down | Down | Normal DTR |
| 2 | Up | Up | Results codes are sent in English |
| 3 | Down | Down | Results codes are always sent |
| 4 | Down | Up | Characters are echoed in command state |
| 5 | Up or Down | Down | Modem not initially in auto-answer mode |
| 6 | Up or Down | Down | Normal carrier detect |

| <i>Hayes Switch #</i> | <i>cc:Mail Setting</i> | <i>Factory Setting</i> | <i>Meaning</i> |
|---------------------------|----------------------------|----------------------------|---|
| 7 | Up | Up | Single telephone line (RJ11 jack) |
| 8 | Down | Down | Command recognition enabled |
| 9 | Up | Up | Compatible with Bell 103/212A modems |
| 10 | Up or Down | Up | Modem hangs up and returns to command state when DTR goes low (if switch 1 is up) |

About serial-port interrupts

Using the serial port

If you have an external modem (with either manual or programmable switch settings), you must attach it to a serial port on your PC with an appropriate cable. Your serial port can be configured as COM1, COM2, COM3, or COM4. Be sure that the serial port specified in your cc:Mail Mobile communication method is the same as the serial port to which your modem is connected.

Serial-port interrupts

Serial-port interrupts and standard PC interrupt assignments are used with cc:Mail Mobile. These are usually referred to as “interrupt request” (IRQ) lines. IRQ selections for each serial port should be set as shown in the following table.

Serial-port interrupt request settings

| <i>Serial Port</i> | <i>IRQ Setting</i> |
|--------------------|--------------------|
| COM1 | IRQ4 |
| COM2 | IRQ3 |
| COM3 | IRQ4 |
| COM4 | IRQ3 |

Caution Be sure that you don’t have another serial port set to the same COM value as your modem, because this interferes with the serial-port interrupts.

You can’t have two serial ports using the same interrupts. For example, you can’t have a mouse on COM1 and an internal modem set to COM3, since they both use IRQ4. On most machines, if COM3 or COM4 is used, the COM port using the same IRQ (COM1 or COM2) must be completely disabled or removed—not just “not used.”

Enabling the IRQ line on older PCs

On some older PCs, you must place a jumper in a particular position to enable the proper IRQ line. On many newer computers, the IRQ line is set automatically when COM1, COM2, COM3, or COM4 is selected.

Using an internal modem

Internal modems represent a combination of a serial port and a modem on a single expansion card. These must also be configured as COM1, COM2, COM3, or COM4, and the interrupts must also be set as shown in the table above.

About callback modems

About callback modems

cc:Mail supports communication-script-file features that allow the use of callback modems. Callback modems wait for incoming calls, ask for a password, disconnect, and call the telephone number associated with the password.

Requirements

No changes are required at the callback modem site, which is typically a cc:Mail post office, since cc:Mail doesn't "see" anything until the return call is successful (when it looks like a new incoming call).

The calling side, however, must be able to call the callback modem, log in with a password, hang up, and then wait for the return call. To do this, you create a script.

About using the custom modem file

The custom modem command file is used when both of these conditions occur:

- A command file does not exist for the modem you're using.
- A reliable connection can't be obtained using modem command files that seem closest to the modem you're using.

If your modem is not listed in the Modem Type list box, select the custom modem file (CUSTOM.MDM). Follow the procedure in "Creating a new modem file" to modify this file. Complete details are included in the file itself.

The custom modem file won't work as the default. In order to get this file to work, you *must* edit it and add the AT commands of your modem to specific sections. You should create a specific modem command file for each modem that you use and keep the original CUSTOM.MDM file intact for future use.



Creating a new modem file

1. Choose Mobile - Locations.
2. Select a location profile (or create a new one) from which you use this modem.
3. Select the Communications component.
4. Click New.
5. In the Method Name field, type a name for this modem.
6. Select Modem from the Method Type menu.
7. Select Custom Modem Setup from the Modem Type menu.
8. Click Edit.
9. Edit the MODELS= line in the [attributes] section so that it describes the modem for which the file will be customized, as in this example:
MODELS=modem vendor name, modem number, description, speed
10. Enter the same description in the first comment line in the file.
11. Click Save As and save the *modified* file with the name that best describes the modem for which it was modified.
12. Click OK to save your changes.
13. Click OK to close the Edit Communication Method dialog box.

Using a wireless modem connection

About using a wireless modem

cc:Mail Mobile supports the Intel® Wireless Modem (IWM). This release might also support other wireless modems as they are certified by Lotus. Refer to your Intel Wireless Pack documentation for information on your modem.

Configuring cc:Mail Mobile for a wireless modem

To configure cc:Mail Mobile for Windows to work with your wireless modem, you need to assign a home post office address for your wireless modem to use, and then set a communication method for your wireless connection.

Note If you're using a cellular modem, refer to the general modem discussions throughout Help; the instructions for wireless modems do not apply to cellular modems.



Setting the address for a wireless connection

1. Choose Mobile - Mobile Setup.
2. Verify that the correct name of your home post office appears in the Name text box.
3. Click Edit Address.
4. Select Wireless from the Address Type menu.
5. Enter your wireless address (the MAN number) in the Address field.
6. Click Add.
7. Click OK to save your changes.
8. Click OK to close the Mobile Setup dialog box.



Setting a wireless communication method

1. Choose Mobile - Locations.
2. Select a location profile (or create a new one) from which you use your wireless modem.
3. Select the Communication component.
4. Click New.
5. In the Method Name field, type a name for this communication method so that you can easily recognize it later (such as "Wireless modem").
6. Select Wireless from the Method Type menu.
7. Select your modem from the Modem Type menu.

Note The remaining default settings should be acceptable for most wireless modems.

8. (Optional) Click Advanced to select or edit a script file, or to change the Timeout setting.
9. (Optional) Select the appropriate script file.
10. (Optional) Click Edit, modify the script file, and click OK to save the script file.
11. (Optional) Change the Timeout setting.
12. If necessary, click OK to close the Advanced Communication Method Settings dialog box.
13. Click OK to close the Edit Communication Method dialog box.
14. Click OK to save your changes to this location.

Your new communication method is enabled by default. You can now send and receive mail using a wireless connection.

Using a NetWare SPX or TCP/IP connection

About using a NetWare or TCP/IP connection

cc:Mail Mobile for Windows supports two native, packet-transport protocols: Transmission Control Protocol/Internet Protocol (TCP/IP) and NetWare® SPX (sequenced package exchange). You can use these protocols by directly connecting your Mobile PC to a local area network (LAN) or wide area network (WAN), or by using Serial Line Internet Protocol (SLIP) or Point-to-Point Protocol (PPP) connections over a modem.

This topic briefly discusses these network transport protocols and describes how cc:Mail Mobile interacts with each type; it does not attempt to serve as reference or training documentation for the protocols. Refer to your network documentation for specific details.

About native packet transports

The native packet transports function essentially the same as more conventional communication-port and telephone-line connections, except that the data you send and receive travels over the existing LAN or WAN connection links in your network, using these network transport protocols.

Similar to a connection link using telephone lines, the native packet transport requires that a Mobile PC or a Router PC reside on each end of the connection to provide the transport-level links. Your network administrator must also have installed a TCP/IP or NetWare SPX router on your network before you can use the protocols.

Configuring cc:Mail Mobile for TCP/IP or NetWare SPX

To configure cc:Mail Mobile for Windows to work with TCP/IP or NetWare SPX, you need to assign a home post office address for your TCP/IP or NetWare SPX transport to use, and then set a communication method for your transport.

Setting the address for NetWare or TCP/IP



1. Choose Mobile - Mobile Setup.
2. Verify that the correct name of your home post office appears in the Name text box.
3. Click Edit Address.
4. Select TCP/IP or NetWare from the Address Type menu.
5. Enter the TCP/IP or NetWare SPX address in the Address field.

6. Click Add.
7. Click OK to save your changes.
8. Click OK to close the Mobile Setup dialog box.

Setting the communication method for NetWare



1. Choose Mobile - Locations.
2. Select a location profile (or create a new one) from which you use NetWare SPX.
3. Select the Communications component.
4. Click New.
5. In the Method Name field, type a name for this communication method so that you can easily recognize it later.
6. Choose NetWare from the Method Type menu.
7. If necessary, click Advanced, change the Timeout setting, and then click OK to close the Advanced Communication Method Settings dialog box.
8. Click OK to close the Edit Communication Method dialog box.
9. Click OK to save your changes to this location.

Your new communication method is enabled by default. You can now send and receive mail using a NetWare SPX connection.

Setting the communication method for TCP/IP



1. Choose Mobile - Locations.
2. Select a location profile (or create a new one) from which you use TCP/IP.
3. Select the Communications component.
4. Click New.
5. In the Method Name field, type a name for this communication method so that you can easily recognize it later.
6. Choose TCP/IP from the Method Type menu.
7. (Optional) Click Advanced, change the Timeout setting, and then click OK to close the Advanced Communication Method Settings dialog box.
8. Click OK to close the Edit Communication Method dialog box.
9. Click OK to save your changes to this location profile.

Your new communication method is enabled by default. You can now send and receive mail using a TCP/IP connection.

Determining your node address

1. Choose Mobile - Mobile Setup.
2. Select Accept mail connection.
3. Initiate a connection in the usual manner; for example, choose Mobile - Send/Receive Mail.

In the cc:Mail Background window, Lines such as the following show the node address after the name of the native packet-transport protocol:

1/3/94 10:37AM Listening on TCP/IP: 127.33.1.11

1/3/94 10:37AM Listening on SPX: 5000514.609cb1359b

Using an X.25, ISDN, or PBX connection

Setting the address for X.25, ISDN, or PBX



1. Choose Mobile - Mobile Setup.
2. Verify that the correct name of your home post office appears in the Name text box.
3. Click Edit Address.
4. Select PBX, ISDN, or X.25 from the Address Type menu.
5. Enter your PBX, ISDN, or X.25 address.
6. Click Add.
7. Click OK to save your changes.
8. Click OK to close the Mobile Setup dialog box.

Setting the communication method for X.25



1. Choose Mobile - Locations.
2. Select a location profile (or create a new one) from which you use X.25.
3. Select the Communications component.
4. Click New.
5. In the Method Name field, type a name for this communication method so that you can easily recognize it later.
6. Select X.25 from the Method Type menu.
7. Select the modem type.
8. (Optional) Change the default values for your serial port settings.

9. (Optional) Click Advanced to select or edit a script file, and to change the Timeout setting.
10. (Optional) Select the appropriate script file.
11. (Optional) Click Edit, modify the script file, and click OK to save the script file.
12. (Optional) Change the Timeout setting.
13. If necessary, click OK to close the Advanced Communication Method Settings dialog box.
14. Click OK to close the Edit Communication Method dialog box.
15. Click OK to save your changes to this location profile.

Your new communication method is enabled by default. You can now send and receive mail using your X.25 connection.

Setting the communication method for ISDN



1. Choose Mobile - Locations.
2. Select a location profile (or create a new one) from which you use ISDN.
3. Select the Communications component.
4. Click New.
5. In the Method Name field, type a name for this communication method so that you can easily recognize it later.
6. Select ISDN from the Method Type menu.
7. (Optional) Change the default values for your serial port settings.
8. (Optional) Click Advanced to select or edit a script file, and to change the Timeout setting.
9. (Optional) Select the appropriate script file.
10. (Optional) Click Edit, modify the script file, and click OK to save the script file.
11. (Optional) Change the Timeout setting.
12. If necessary, click OK to close the Advanced Communication Method Settings dialog box.
13. Click OK to close the Edit Communication Method dialog box.
14. Click OK to save your changes to this location profile.



Your new communication method is enabled by default. You can now send and receive mail using your ISDN connection.

Setting the communication method for PBX

1. Choose Mobile - Locations.
2. Select a location profile (or create a new one) from which you use PBX.
3. Select the Communications component.
4. Click New.
5. In the Method Name field, type a name for this communication method so that you can easily recognize it later.
6. Select PBX from the Method Type menu.
7. (Optional) Change the default values for your serial port settings.
8. (Optional) Click Advanced to select or edit a script file, and to change the Timeout setting.
9. (Optional) Select the appropriate script file.
10. (Optional) Click Edit, modify the script file, and click OK to save the script file.
11. (Optional) Change the Timeout setting.
12. If necessary, click OK to close the Advanced Communication Method Settings dialog box.
13. Click OK to close the Edit Communication Method dialog box.
14. Click OK to save your changes to this location profile.

Your new communication method is enabled by default. You can now send and receive mail using your PBX connection.

Setting an override for X.25



1. Choose Mobile - Locations.
2. Select a location profile from which you use an X.25 access number.
3. Select the Telephone component.
4. Click Override.
5. Enter the name of your home post office or click Browse and select it.
6. Enter the dialing string that allows you to access the X.25 network from that location in the Dial String field.
7. Click Add.
8. Click OK to save your changes.
9. Click OK to close the Locations dialog box.
10. Repeat this procedure for each location profile from which you plan to use an X.25 access number.

Configuring a post office for X.25, ISDN, or PBX

1. Choose File - New - Directory Entry.
2. Enter a name, a comment, or both for the post office.
3. Select PBX, ISDN, or X.25 from the Address Type list box.
4. Select the Country.
5. Enter the number for the PBX, ISDN, or X.25 connection.
6. Click Add.
7. Click OK.

About cc:Mail script files

A communication script file is an ASCII text file that you or your cc:Mail administrator can create with any text editor. A script file navigates through a digital connection, such as PBX, ISDN, or X.25, and connects with a remote cc:Mail post office. Typically, script files are prepared by cc:Mail administrators. See "About writing an X.25 script file."

Script files control the connection up until the point where a connection is made to the post office. Control of the connection is returned to the script file after messages have been exchanged so that the proper disconnection procedure can be carried out.

Script files allow for these factors:

- Recognition of incoming prompt strings, such as instructions from the PAD, or connection validation.
- Prompt timeout, which tells the script to proceed even though the incoming prompt was garbled or not received.
- Data to be sent out, such as a log-in ID, telephone number, or PBX address.
- No error prompts (typically used during login sequences).
- Incoming or outgoing control characters.
- Special characters (such as the ATTN/break signal).
- Special control keywords such as ANSWER, ATTN, CCMail, DIAL, INPUT, HANGUP, PARITY, PASSWORD, TEL#, and USERID.

About writing a script file

To write a communication script file, use a standard terminal-emulation program and record the communication session as you attempt a trial connection.

Then use the information that you obtained during this trial session to find out what steps are required to automate this process in a script file. Each system may have its own unique characteristics. For example, some systems may prompt you for special control keywords like a “USERID” or a “LOGIN” name.

About ISDN networks

For data applications where LANs are not cost-effective or are unavailable, ISDN offers end-to-end digital connections using one of the voice channels.

One such application is to use a voice/data terminal and telephone switch-based modem pool that provides dial-up access to a cc:Mail post office at speeds determined by the modem being used. The calling program would be cc:Mail.

The simplest and most optimal option is when the ISDN adapter emulates the Hayes AT set of commands. When this is the case, you can set up cc:Mail as if you were using a modem. However, if the ISDN adapter does not support using the Hayes AT set of commands, then you’ll probably need a cc:Mail communication script file.

About X.25 networks

X.25 capabilities and configurations

The X.25 network carries data between computer systems using packet switching.

cc:Mail doesn’t interface directly with X.25 networks. Instead, cc:Mail users interface with the interactive terminal interface (ITI). PADs interface directly with the X.25 network using the CCITT-defined protocols, and leased-lines connect them to the X.25 network.

The leased-line connection is configured by the X.25 network and an account is set up for you there.

ITI describes the terminal interface that conforms to the CCITT X.28, X.3, and X.29 recommendations. cc:Mail is compatible with the three ITI types, plus the X.32 protocol, all of which are described below.

- X.28 serves as the interface between your computer system and a PAD, and is where users configure the X.3 guidelines.
- X.3 serves as a set of configurable guidelines that PADs use in the process of assembling, disassembling, and representing packets. These guidelines also define the flow control within the network.
- X.29 refers to a procedure by which user data and other control information (like X.3 parameters) is defined between two PADs, or the X.25 host and the PAD.

cc:Mail users actually dial in to an X.25 network using an asynchronous device. The CCITT defines this protocol as X.32.

About writing an X.25 script file

cc:Mail uses a communication script file to send data to the PAD, which also includes address instructions and any other navigational information necessary to provide the PAD with specific destination instructions.

Besides containing the addressing information necessary to connect to the destination X.121 address, cc:Mail communication script files perform other functions. You use them to send special characters to the PAD, as well as to execute cc:Mail functions that are invoked with the use of keyword commands.

About X.3 PAD parameters

Lotus recommends a set of X.3 PAD parameters that have been tested and that are known to work with cc:Mail Mobile.

The set in “X.3 PAD parameters for X.29 (8 bit)” is recommended if you’re using an 8-bit X.25 network with RTS/CTS flow control. The set in “X.3 PAD parameters for X.29 (7 bit)” is recommended if you’re using a 7-bit X.25 network with XON/XOFF flow control.

X.3 PAD parameters for X.29 (8 bit)

X.3 PAD Parameters for X.29 (8 bit)

| <i>No.</i> | <i>Parameter</i> | <i>Value</i> | <i>Definition</i> |
|------------|--|--------------|--|
| 1 | Escape from data transfer | 0 | Escape not possible |
| 2 | Echo | 0 | No echo |
| 3 | Selection of data-forward signal | 0 | No forward character |
| 4 | Selection of idle-timer delay | 2 | 0.1-second idle timer |
| 5 | Auxiliary Device Control | 0 | No use of DC1/DC3 |
| 6 | Control of service signals | 1 | All signals transmitted to termination |
| 7 | Procedure on receipt of break | 8 | Exit to command state |
| 8 | Discard output | 0 | Normal delivery to termination |
| 9 | Carriage-return padding | 0 | No padding characters |
| 10 | Line folding | 0 | No line folding |
| 11 | Communication speed | n/a | (Read-only parameter) |
| 12 | Flow control of PAD by PC | 0 | Do not use XON/XOFF |
| 13 | Linefeed insertion after carriage return | 0 | No linefeed after carriage return |
| 14 | Linefeed padding | 0 | No padding characters |
| 15 | Editing | 0 | No editing during data transfer |
| 16 | Character delete | 0 | No character delete |
| 17 | Line delete | 0 | No line delete |
| 18 | Line display | 0 | No line display |
| 19 | Editing service signals | 0 | No service signal |
| 20 | Echo mask | 0 | No echo mask |
| 21 | Parity treatment | 0 | No parity checking |
| 22 | Page wait | 0 | Page wait disabled |

X.3 PAD parameters for X.29 (7 bit)

X.3 PAD Parameters for X.29 (7 bit)

| <i>No.</i> | <i>Parameter</i> | <i>Value</i> | <i>Definition</i> |
|------------|--|--------------|--|
| 1 | Escape from data transfer | 1 | Escape using ^P |
| 2 | Echo | 0 | No echo |
| 3 | Selection of data forward signal | 0 | No forward character |
| 4 | Selection of idle-timer delay | 2 | 0.1-second idle timer |
| 5 | Auxiliary Device Control | 0 | No use of DC1/DC3 |
| 6 | Control of service signals | 1 | All signals transmitted to termination |
| 7 | Procedure on receipt of break | 8 | Exit to command state |
| 8 | Discard output | 0 | Normal delivery to termination |
| 9 | Carriage-return padding | 0 | No padding characters |
| 10 | Line folding | 0 | No line folding |
| 11 | Communication speed | n/a | (Read-only parameter) |
| 12 | Flow control of PAD by PC | 1 | Use XON/XOFF |
| 13 | Linefeed insertion after carriage return | 0 | No linefeed after carriage return |
| 14 | Linefeed padding | 0 | No padding characters |
| 15 | Editing | 0 | No editing during data transfer |
| 16 | Character delete | 0 | No character delete |
| 17 | Line delete | 0 | No line delete |
| 18 | Line display | 0 | No line display |
| 19 | Editing service signals | 0 | No service signals |
| 20 | Echo mask | 0 | No echo mask |
| 21 | Parity treatment | 0 | No parity checking or generation |
| 22 | Page wait | 0 | Page wait disabled |

Using a Direct connection

Using a Direct connection

1. If necessary, add a home post office address for your direct connection. See “Changing your home post office address” in Chapter 12.
2. Create a communication method for your direct connection. Choose Direct from the Modem Type menu in the Communications section of the Locations dialog box; no other parameters are necessary.

Chapter 14

Using Shortcuts

About using SmartIcons

SmartIcons® are alternatives to using menus or keyboard shortcuts to display windows or choose commands.

Using SmartIcons

To use an icon, click it.

Using Help for SmartIcons

If you want to see a short description for each icon when you place the mouse pointer over the icon, choose Tools - SmartIcons or Tools - User Setup and check the Show Icon Descriptions box.

Customizing SmartIcons

In cc:Mail, you can customize the set of SmartIcons that appears in the cc:Mail application window. These are your options:

- Choose not to display SmartIcons at all. See “Setting window display options” in Chapter 12.
- Choose to have medium or large icons.
- Choose where the SmartIcons appear on the screen.
- Change the set of SmartIcons that cc:Mail displays.
- Create a set of SmartIcons, modify an existing set, and delete a set.
- Turn Help for SmartIcons on and off.

Setting the size of SmartIcons

cc:Mail automatically chooses a SmartIcons display size based on the type of monitor that you’re using. You can, however, change the size at any time:



1. Choose Tools - SmartIcons.
2. Click Icon Size.

3. Select Medium or Large.
4. Click OK to return to the SmartIcons dialog box.
5. Click OK to return to the cc:Mail application window.

Displaying an alternative SmartIcons set



1. Choose Tools - SmartIcons.
2. Select the name of the set that you want to display from the pull-down menu at the top of the SmartIcons dialog box.
3. Click OK.

Opening menus using keyboard shortcuts

This table lists the keyboard shortcuts for cc:Mail menus. One letter is underlined in each menu. To open a menu, hold down **ALT** and then press the underlined letter.

Keyboard shortcuts for cc:Mail menus

| <i>Menu</i> | <i>Keyboard shortcut</i> |
|-------------|--------------------------|
| Control | Alt - (hyphen) |
| File | Alt+F |
| Edit | Alt+E |
| Text | Alt+T |
| Message | Alt+M |
| Attachments | Alt+A |
| Rules | Alt+R |
| Tools | Alt+L |
| Window | Alt+W |
| Help | Alt+H |

Keyboard shortcuts for the cc:Mail Mobile menu

| <i>Menu</i> | <i>Keyboard shortcut</i> |
|-------------|--------------------------|
| Mobile | Alt+B |

Running commands using keyboard shortcuts

This table lists the keyboard shortcuts that you can use to run cc:Mail commands.

About menu shortcuts

Just as in menus, one letter is underlined in each command, indicating which key to press to run that command. First open the menu (using Alt+ the letter underlined in the menu), then press the letter underlined in the command to run it.

About keyboard shortcuts

In addition to these menu shortcuts, many commands also have other keyboard shortcuts. These shortcuts are listed on the menu to the right of the command and usually use the **CTRL** and **SHIFT** keys in combination with another letter. With these types of shortcuts, you don't need to display the menu to choose the command.

About button shortcuts

You can choose the buttons in windows and dialog boxes by holding down **ALT** and pressing the underlined letter in the button name.

Tips on using keyboard shortcuts

Use the **+** and **-** keys on the numeric keypad to run the Expand and Collapse commands.

Press **ENTER** after the Control-menu shortcuts. There are three Alt+hyphen-N shortcuts on the Control menu; press **N** consecutively to cycle through each command.

Keyboard shortcuts

| <i>Menu</i> | <i>Command</i> | <i>Keyboard shortcut</i> | <i>Menu shortcut</i> |
|-------------|---------------------------|--------------------------|----------------------|
| Help | About cc:Mail | | Alt+H-A |
| Message | Address | Ctrl+A | Alt+M-A |
| Window | Arrange Icons | | Alt+W-I |
| Window | Cascade | Shift+F5 | Alt+W-C |
| Attachments | Clipboard | | Alt+A-C |
| Control | Close | Ctrl+F4, Esc | Alt+hyphen-C |
| Window | Close All | | Alt+W-A |
| Window | Close Window | Esc | Alt+W-W |
| Window | Collapse | Shift Ctrl – | Alt-W-L |
| Window | Collapse All | Ctrl – | Alt+W-O |
| Text | Colors | Ctrl+H | Alt+T-C |
| Help | Contents | | Alt+H-C |
| Edit | Copy | Ctrl+C | Alt+E-C |
| Rules | Create New Rule | | Alt+R-N |
| Edit | Cut | Ctrl+X | Alt+E-T |
| Edit | Delete | Del | Alt+E-D |
| Message | Delete Message | Alt+Del | Alt+M-D |
| Message | Delete - Next Message | Ctrl+Alt+→ | Alt+M-E |
| Message | Delete - Previous Message | Ctrl+Alt+← | Alt+M-O |
| Rules | Disable Rule | | Alt+R-D |
| Tools | Empty Trash | | Alt+L-T |
| Rules | Enable Rule | | Alt+R-E |
| File | Exit | Alt+F4 | Alt+F-X |
| Window | Expand | Shift Ctrl + | Alt+W-E |
| Window | Expand All | Ctrl + | Alt+W-X |
| File | Export | | Alt+F-E |
| Attachments | Files | Ctrl+F | Alt+A-F |
| Edit | Find Next | F3 | Alt+E-N |
| Edit | Find/Replace | | Alt+E-F |
| Text | Fonts | | Alt+T-F |
| Tools | Forms Filler | | Alt+L-F |
| Message | Forward | Ctrl+R | Alt+M-R |

| <i>Menu</i> | <i>Command</i> | <i>Keyboard shortcut</i> | <i>Menu shortcut</i> |
|-------------|-------------------------|--------------------------|----------------------|
| Window | Go to Inbox | Ctrl+I | Alt+W-G |
| Help | Guide Me | F1 | Alt+H-G |
| Help | How Do I? | | Alt+H-H |
| File | Import | | Alt+F-I |
| Attachments | Launch Attachment | | Alt+A-L |
| Text | Margins/Tabs | | Alt+T-T |
| Control | Maximize | | Alt+hyphen-X |
| Control | Minimize | | Alt+hyphen-N |
| Edit | Modify Mailing List | | Alt+E-M |
| Control | Move | | Alt+hyphen-M |
| Rules | Move Rule Position | | Alt+R-M |
| File | New | Ctrl+N | Alt+F-N |
| Window | New Address Book Window | | Alt+W-B |
| Window | New Mailbox Window | | Alt+W-M |
| Message | New Message | Ctrl+M | Alt+M-M |
| Control | Next | Ctrl+F6 | Alt+hyphen-T |
| Message | Next Message | Alt+→ | Alt+M-X |
| Control | Next Pane | F6 | Alt+hyphen-N |
| File | Open | Enter | Alt+F-O |
| Text | Paragraph Formatting | | Alt+T-P |
| Edit | Paste | Ctrl+V | Alt+E-P |
| Control | Prev Pane | Shift+F6 | Alt+hyphen-P |
| Message | Previous Message | Alt+← | Alt+M-P |
| File | Print | Ctrl+P | Alt+F-P |
| File | Print Setup | | Alt+F-R |
| Edit | Rename | | Alt+E-R |
| Attachments | Rename Attachment(s) | | Alt+A-R |
| Message | Reply | Ctrl+Y | Alt+M-Y |
| Message | Resend | | Alt+M-N |
| Control | Restore | | Alt+hyphen-R |
| Rules | Rules List | Ctrl+L | Alt+R-L |
| Text | Ruler | | Alt+T-R |
| Attachments | Run Applications | | Alt+A-A |

| <i>Menu</i> | <i>Command</i> | <i>Keyboard shortcut</i> | <i>Menu shortcut</i> |
|-------------|------------------------------|--------------------------|----------------------|
| Rules | Run Rule | | Alt+R-R |
| Rules | Run Rules as Scheduled | | Alt+R-S |
| File | Save As | F2 | Alt+F-A |
| Attachments | Save Attachment(s) | F2 | Alt+A-S |
| Message | Save Draft | | Alt+M-F |
| Control | Save Window Defaults Now | Shift+F2 | Alt+hyphen-N |
| Control | Save Window Defaults on Exit | | Alt+hyphen-O |
| Tools | Search | Ctrl+Q | Alt+L-H |
| Help | Search | | Alt+H-S |
| Message | Send | Ctrl+S | Alt+M-S |
| Control | Size | | Alt+hyphen-S |
| Tools | SmartIcons | | Alt+L-I |
| Tools | Spell Check | Ctrl+E | Alt+L-S |
| Message | Store | Ctrl+T | Alt+M-T |
| Attachments | Text | | Alt+A-T |
| Window | Tile Horizontal | Shift+F4 | Alt+W-H |
| Window | Tile Vertical | | Alt+W-T |
| Edit | Undo | Ctrl+Z | Alt+E-U |
| Text | Use Default Margins | Ctrl+D | Alt+T-D |
| Tools | User Setup | | Alt+L-U |
| Attachments | View Attachment | | Alt+A-V |

In addition, the following keyboard shortcuts are available in cc:Mail Mobile for Windows:

| <i>Menu</i> | <i>Command</i> | <i>Keyboard shortcut</i> | <i>Menu shortcut</i> |
|-------------|---------------------------|--------------------------|----------------------|
| Mobile | Copy to Docked Account | | Alt+B-C |
| Mobile | Docking Mode | | Alt+B-D |
| Mobile | Filters | | Alt+B-F |
| Mobile | Locations | | Alt+B-L |
| Mobile | Mobile Setup | | Alt+B-M |
| Help | Mobile Tour | | Alt+H-M |
| Mobile | Move to Docked Account | | Alt+B-V |
| Mobile | New Directory Entry | | Alt+B-E |
| Tools | Optimize Mailbox on Exit | | Alt+L-O |
| Mobile | Process Directory Updates | | Alt+B-P |
| Mobile | Receive Only | | Alt+B-R |
| Mobile | Send Only | | Alt+B-S |
| Mobile | Send/Receive Mail | | Alt+B-N |

Chapter 15

Troubleshooting

About reporting problems to your cc:Mail administrator

When you report a problem to your cc:Mail administrator, provide the following information:

- cc:Mail product name and release number
- Type of hardware
- Operating system and version number
- Exact text of the message you received
- What you were trying to do when you received the error

cc:Mail error messages

If you receive an error message, note the exact text of the message and look it up in the following table.

If you can't solve the problem after trying the possible solutions listed in this table, contact your cc:Mail administrator. See "About reporting problems to your cc:Mail administrator."

For Help with cc:Mail Background error messages, see cc:Mail Background error messages.

cc:Mail error messages

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|--|---|---|
| Attribute [number] is invalid. | This is an internal cc:Mail error. | Ask your cc:Mail administrator to call Technical Support. |
| Can't attach this fax item. The file is not a valid fax file. | The file is not a monochrome bitmap. | Convert the file to monochrome in Paintbrush or attach it as a color .PCX file. |
| Can't complete operation due to insufficient disk space. | There isn't enough space on your temporary drive to complete this operation. | Create more space on your temporary drive. Exit Windows and delete files that you no longer need, then try the operation again. |
| Can't complete operation due to insufficient memory. | Systems resources are low. | Close windows and applications that you aren't currently using, then continue. |
| Can't copy data to the Clipboard. | The data can't be copied to the Clipboard because it is too large or because your system resources are low. | Select less text to copy, or try closing windows and applications that you aren't currently using before trying to copy the data again. |
| Can't create bitmap. | System resources are too low to create a bitmap and place it on the Clipboard. | Close windows and applications that you aren't currently using, then continue. |
| Can't create directory [directory]. | You entered an invalid directory name. | Rename the directory with a valid DOS name. See your DOS documentation if you need more information. |
| Can't create file [file name]. | You entered an invalid file name. | Rename the file with a valid DOS name. See your DOS documentation if you need more information. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|---|---|--|
| Can't create item. | <p>1. The limit for this type of item has been exceeded.</p> <p>2. System resources are too low to create the item.</p> | <p>1. Try deleting or moving items before trying to add more. You can create up to 199 folders (including your Drafts, Message Log, and Trash folders). You can create up to 199 private mailing lists.</p> <p>2. Close windows and applications that you aren't currently using, then continue.</p> |
| Can't delete item. | You tried to delete an item that you don't own (such as a bulletin-board message or an address in a public mailing list), or an archive item. | You cannot delete bulletin-board items that you did not send, addresses from a public mailing list, or archive messages. |
| Can't find [string]. | The text you are searching for cannot be found. | Verify that you have spelled the text you're searching for correctly. |
| Can't find a draft message with the subject [string] in [folder name]. | You tried to initiate a Send draft message action in a rule. A message with the subject you entered in the With Subject text box was not found in the folder you indicated. | Look in the folder you indicated to find the Draft message with the correct subject or indicate another folder to search. |
| Can't find an addressing template with the subject [string] in [folder name]. | You tried to initiate a Forward action in a rule with the Use Addresses from Message option. A message with the subject you entered in the With Subject text box was not found in the folder you indicated. | Look in the folder you indicated to find the message with the correct subject or indicate another folder to search. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|---|---|--|
| Can't find a template message with the subject [string] in [folder name]. | You tried to initiate a Reply to sender using message action in a rule. A message with the subject you entered in the With Subject field was not found in the folder you indicated. | Look in the folder you indicated to find the template message with the correct subject or indicate another folder to search. |
| Can't find launched application. | No file association exists or the application you're trying to run is not installed properly. | Use the File Manager to check the file association. If the association is valid, verify that the application you're trying to use is installed correctly. |
| Can't find program path for this Lotus application [application]. Verify program is installed properly. | The program path for this application wasn't found in the [LotusApplications] section of LOTUS.INI so the application can't be run. | Add the program path to the [LotusApplications] section of LOTUS.INI, or verify that the application is installed correctly. |
| Can't find template file [file name]. | A cc:Mail template file for this application does not exist. | See "Creating a template" in online Help. |
| Can't move or add item. | <ol style="list-style-type: none"> 1. You exceeded the target destination limit. 2. The item could not be deleted (and therefore could not be moved). 3. You exceeded the limit for this container or item. 4. The item is corrupt. | <ol style="list-style-type: none"> 1. Verify that the target destination has enough space for this item. 2. Check the file attributes to verify that the item can be deleted. 3. Delete items that you don't need before adding this item. 4. Verify that the item is not corrupt. (Try to read the message. If you see "Message cannot be read," the item is corrupt. Notify your cc:Mail administrator.) |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|---|--|---|
| | 5. You tried to add an invalid participant, such as one that already exists or an Internet address, to a mailing list. | 5. Verify the existing mailing list participants. You cannot add an Internet address to a mailing list. |
| Can't open archive. | The name you provided when trying to Store a message is not an archive file, or the archive path is invalid. | Verify that the archive directory and filename are valid. (Look in the Path column in the container pane for the path, verify the path in DOS, and verify the path in WMAIL.INI.) |
| Can't read address [address]. | You can't connect to the cc:Mail post office database. | First, restart Windows and your network connection. Next, check with your cc:Mail administrator about the integrity of the post office database. If you continue to experience difficulties, ask your cc:Mail administrator to contact Technical Support. |
| Can't retrieve the next/previous message. | System resources are low. | Close windows and applications that you aren't currently using, then continue. |
| Can't run associated application [application]. Verify program is installed properly. | No file association exists or it is invalid. | Use the File Manager to check the file association. If the association is valid, verify that the application you're trying to use is installed correctly. |
| Can't save message to Drafts folder. | System resources are low. | Close windows and applications that you aren't currently using, then continue. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|---|--|--|
| Can't save rule to disk. | You have run out of space in your user directory. | Clear some space on the drive where your user directory resides, then try to save the rule again. |
| Can't write to file due to insufficient space or access privileges. Try using the Save As command to save it to another location. | There is insufficient space or you don't have the appropriate access privileges to save this file where it was previously saved. | Make space for the file by deleting files you no longer need, or use the Save As command to save the file to a location where there is space and where you have the appropriate access privileges. |
| Change made but not added. Ignore last modification? | You made a change in a rule dialog box but did not choose the Add, Insert, or Replace buttons. | If you want to cancel your latest change, choose OK. If you want your change to be applied to this rule, choose Cancel and then choose Add, Insert, or Replace, as appropriate. |
| Clipboard is empty. | There is no data on the Clipboard (you haven't cut or copied anything). | Copy something to the Clipboard and then try pasting again. |
| Duplicate addressee exists. | You entered a duplicate address. | Delete the duplicate address. |
| Error adding word to the replace list. | Internal memory error. | Check memory and system resource usage. |
| Error adding word to the skip list. | Internal memory error. | Check memory and system resource usage. |
| Error adding word to user dictionary. | cc:Mail can't access your user dictionary file or write to it. | Verify your user dictionary file exists and that you have adequate disk space. |
| Error initializing Main Dictionary file(s) in [path]. Please verify path and dictionary file(s) exist. | cc:Mail can't locate the main dictionary files (.DIC) in the specified path. | Verify that the dictionary files exist and that you can access them. Verify the path in User Setup. |
| Error loading spell checker. Please verify LTSSPL1.DLL exists in your program directory. | cc:Mail can't find the Spell Check files. | Contact your cc:Mail administrator to install the cc:Mail spell checker. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|--|---|--|
| Error opening user dictionary file. Please verify path exists. | cc:Mail can't locate the user dictionary file in the specified path. | Verify that your dictionary file exists and that you can access it. Verify the path in User Setup. |
| Error spell checking word. | Spell Check returned a fatal error. | Save your message as a Draft, then exit cc:Mail. Restart cc:Mail and try the operation again. |
| Failed to run Lotus application [application]. Verify program is installed properly. | cc:Mail can't load the application because it can't find the program or because of inadequate system resources. | Verify that the program is installed properly. |
| File exists. Overwrite? | You entered a filename that already exists. | Determine whether you want to overwrite the file or rename it. |
| File filter is not implemented. | You're trying to view a file for which no filter is available. | Use the application the file was created in to view it. |
| File read error. | cc:Mail can't read this file. | Verify the integrity of the file. |
| File too big. | After importing the file you've asked to import, the text item you're working on is larger than 20 Kbytes. | Use multiple text items to send this file. |
| File write error. | cc:Mail can't export this file. | Verify that you have enough disk space and that you have access rights to the directory you're trying to write to. |
| Folder [name] does not exist. | One of the cc:Mail special folders (Drafts, Trash, or Message Log) does not exist and could not be created. | Delete some personal folders and try the operation again. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|---|---|--|
| Left margin out of range. Valid range: [numberrange]. | You specified an invalid left margin. | In the Margins/Tabs dialog box, make sure that your left margin is less than the right margin, greater than or equal to 0 (zero), and less than 80. |
| Log-in attempt failed. Try again? | You entered an invalid log-in name or password (or both). | Reenter your log-in name and password correctly. If you can't remember your password, see your cc:Mail administrator. |
| Log-in attempt failed. Can't open database. Try again? | The path specified to your post office is invalid or the network is down. | Verify that the cc:Mail post office files are in the specified P.O. path. See your cc:Mail administrator if you do not know the path. You may also need to log into the network again if it is down, or reboot your PC to reestablish the network connection. |
| Manual rule(s) cannot be disabled. | You tried to disable a rule with When to Run set to Manual. | You can't disable a manual rule. Set When to Run to something other than Manual to enable a rule to run automatically. |
| Message cannot be read. | Your database is corrupt or you are experiencing a network failure. | Notify your cc:Mail administrator. |
| Name already exists. | You tried to rename an item with a name that already exists. | Choose another name or rename the item that already exists. |
| New password must be different from the old one. | You entered a new password that is the same as your old password. | Reenter a new password that is different than your old password or cancel the change. |
| No additional forwarding can be performed on this message. It must be forwarded as new. | The message was forwarded the maximum number of times. | Deselect the Retain Forwarding History check box before you forward the message again. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|--|---|---|
| No addressing information was given. | You did not select an address when you tried to forward a message. | Try the operation again and select at least one address to send the message to. |
| No application is associated with this filename extension. | No file association exists or it is invalid. | Use the File Manager to check the file association. If the association is valid, verify that the application you're trying to use is installed correctly. |
| No matches were found. | No message or address met your search criteria. | If you think a message or address should have been found, verify your search criteria. |
| Out of memory. | Systems resources are low. | Close windows and applications that you aren't currently using, then continue. |
| Passwords do not match. Try again? | The new password you entered the second time (for verification) is different from the new password you entered in the previous field. | Reenter your new password again and be sure to type the same characters for verification. |
| Password is invalid. | 1. The password you entered when you restored cc:Mail (from a minimized icon) is invalid. | 1. Reenter your password correctly. |
| | 2. The old password you entered when changing your password in User Setup is invalid. | 2. Reenter your old password correctly. If you cannot remember your old password, see your cc:Mail administrator. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|---|---|--|
| Post office access delayed. Retrying... | The post office cannot handle your request at this time because an administrative tool is currently running. | Wait until this message goes away. If you click Interrupt, the current request will stop but with unpredictable results (for example, your message might not be delivered to all recipients but you won't be informed of this). If the delay is long or if you get this message often, see your cc:Mail administrator. |
| Replace list full, word not added. | You have filled the Replace All list. | Use Replace instead of Replace All. |
| Remote users may not access mail locally. | You cannot log in to cc:Mail as a remote ('R' or 'r') user. | If you are an 'R' user, dial into cc:Mail as a remote user. If you are an 'r' user, access your home post office instead of this post office. |
| Right margin out of range. Valid range: [numbernumber]. | You specified an invalid right margin. | In the Margin/Tabs dialog box, make sure that your right margin is greater than the left margin, less than or equal to 80, and greater than 0 (zero). |
| Skip list full, word not added. | You have filled the Skip All list. | Use Skip instead of Skip All. |
| Specified date is invalid. | In the Special Folders option of User Setup, you entered an invalid date in the Empty after n Days from date field. | Reenter a valid date. |
| Specified days for empty Message Log is invalid. Enter a number between 1 and 90. | You entered an invalid number in the Delete Messages Older than n Days field in the Special Folders option of User Setup. | Enter a number between 1 and 90. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|---|--|---|
| Specified days for empty Trash is invalid. Enter a number between 1 and 90. | You entered an invalid number in the Empty after n Days from [date] field in the Special Folders option of User Setup. | Enter a number between 1 and 90. |
| Specified directory is invalid. | You specified an invalid drive and/or directory. | Verify the path. If the directory does not exist, create it. |
| Specified filename is invalid. | You specified an invalid filename. | Verify the filename and try again. |
| Specified position is invalid. Enter a position between 1 and [number]. | You entered an invalid rule position. | Re-enter a number between 1 and [number]. |
| Specified size for rule log is invalid. Enter a number between 1 and 9999. | You entered an invalid number in the Delete if File Size is Greater than n Kbytes field in the Rules option of User Setup. | Enter a number between 1 and 9999. |
| Specified time interval for Idle is invalid. Enter a number between 1 and 3660. | You entered an invalid number in the Notify Only if Idle n Minute(s) field in the Notify option of User Setup. | Enter a number between 1 and 3660. |
| Specified time interval for Notify is invalid. Enter a number between 1 and 3660. | You entered an invalid number in the Check Every n Minute(s) field in the Notify option of User Setup. | Enter a number between 1 and 3660. |
| Specified time is invalid. | You entered an invalid time. | Reenter a valid time. |
| Status bar is currently not displayed. You can change that in the Desktop settings in User Setup. | In the Notify option of User Setup, you asked to see counts on the status bar but the status bar is not displayed. | In the Desktop option of User Setup, check the Show Status Bar box to display the status bar. |
| Tab stop is out of range. Valid range: [numbernumber]. | You specified an invalid tab stop. | In the Margins/Tabs dialog box, make sure that your tab is between 1 and 80. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|---|--|--|
| TEMP directory does not exist. | The TEMP DOS environment variable isn't set. | Type SET TEMP=pathname at the DOS prompt (or add this line to your AUTOEXEC.BAT file and reboot). pathname must be an existing directory. |
| Text editor is full. | The text editor has reached its maximum. | Open a new text item to type more text. |
| The post office has been shut down by the cc:Mail administrator. New messages that you were working on have been saved in the Drafts folder. Press OK to close cc:Mail. | Your cc:Mail administrator shut down your post office. | You cannot use cc:Mail until the post office is available again. Ask your cc:Mail administrator when the post office will be available again and try logging in then. New, reply, and forward messages in progress have been saved in the Drafts folder. |
| The post office will shut down within xx minutes. | Your cc:Mail administrator has started the post office shutdown process. | Save your work and exit from cc:Mail. After the post office shuts down, you will not be able to save any work in progress, send messages, or receive messages. |
| The working directory path must match the program path in Windows File Properties. | You're running CCMAIL.EXE instead of WMAIL.EXE. | Run WMAIL.EXE instead of CCMAIL.EXE. |
| There are no dictionaries found in this directory. | cc:Mail can't locate any .DIC files in the specified directory. | Verify the directory or contact your cc:Mail administrator for the location of the dictionary files. |
| There is insufficient disk space on your temporary drive to attach this item. | Your temporary drive is full or nearly full. | Create more space on your temporary drive. Exit Windows and delete files that you no longer need, then try attaching the item again. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|---|---|--|
| There is insufficient disk space on your temporary drive. | Your temporary drive is full or nearly full. | Create more space on your temporary drive. Exit Windows and delete files that you no longer need, then try your current operation again. |
| There is insufficient disk space to send this message. | Your post office database is full. | Contact your cc:Mail administrator and report the problem. |
| There is insufficient memory to insert all data. Paste as much as possible? | The text editor is full. | If you choose OK, the editor will paste in as much as it can fit. |
| This message could not be delivered. | cc:Mail could not deliver your message. | Check the address. If you believe it is correct, contact your cc:Mail administrator and report the problem. |
| This version of cc:Mail has been restricted. See your cc:Mail administrator. | The cc:Mail administrator has restricted use of the version of cc:Mail you are using against the post office you are using. | The restriction may be temporary. Your cc:Mail administrator should tell you when you can access cc:Mail again or if you need to install a different version of cc:Mail. |
| This version of cc:Mail is no longer supported by your post office. Please upgrade. | The version of cc:Mail that you are using is no longer supported at your site. | You must upgrade to the latest version of cc:Mail. If you are not asked to do so when you try to log in to cc:Mail, see your cc:Mail administrator. |
| Too many files are selected. Use the compression option to add more than 20 items. | You tried to attach more than 20 files to a message. | Either use the compression option or attach the items using two (or more) messages. |
| Too many items to cut or copy. | The capacity of the target container or Clipboard will be exceeded by this action. | Either try the action again with fewer items or remove some items from the target destination. |
| Too many items to place on Clipboard. | The capacity of the Clipboard will be exceeded by this action. | Try the action again with fewer items. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|--|--|---|
| You cannot add any more actions to the rule. The maximum is 20. | While defining actions for a rule, you tried to add more than 20 individual actions. | Save this rule and create another one to perform the remaining actions. |
| You cannot add any more conditions to the rule. The maximum is 20. | While defining conditions for a rule, you tried to add more than 20 individual conditions. | Save this rule and create another one to meet the remaining conditions. |
| You cannot add any more containers to the rule. The maximum is 20. | While defining where a rule should find messages, you tried to include more than 20 containers. | Save this rule and create another one to search the additional containers. |
| You must close the launched application. | You tried to use cc:Mail while a remote editing session was active. | Close the attachment's application to return to cc:Mail. |
| You must close the remote document. | You tried to use cc:Mail while a remote editing session was active. | Close the attachment's application to return to cc:Mail. |
| You must run the cc:Mail installation program. | cc:Mail was not installed properly. | Run the cc:Mail Release 6 for Windows installation program. |
| Your account has been locked. See your cc:Mail administrator. | Your account has been locked because of too many invalid login attempts. | See your cc:Mail administrator to get access to your account. |
| Your completed message will not fit in a single text item. The highlighted region shows the text that must be deleted. | The text editor is full. | Delete the highlighted text to complete your message. |
| Your password has expired. You must change it. | Your cc:Mail administrator set your password to expire after a certain time limit and that time has arrived. | Change your password and then see your cc:Mail administrator for information on how often you need to change your password. |

cc:Mail Background error messages

If you receive a cc:Mail Background error message, note the number of the message and look it up in the following table. If you can't solve the problem after trying the possible solutions listed in this table, contact your cc:Mail administrator. See "About reporting problems to your cc:Mail administrator."

Tip If you're using a modem and having connection problems, verify that you are using the correct modem file.

Note For Help with other error messages, see cc:Mail error messages.

cc:Mail Background error messages

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|--|--|---|
| [1000]: Post office did not answer or Packet mismatch. | A faulty modem connection. | Check that the correct modem file is selected. Lower the baud rate (to 9600 if it's currently set above 9600). Verify the modem selection, DIP switch settings, and phone number. |
| | The answering post office didn't respond (either cc:Mail Router or the post office is currently down). | Verify the phone number. If you continue to have problems, see your cc:Mail administrator. |
| [1001]: Data connection not requested. | A faulty modem connection. | Check that the correct modem file is selected. |
| | | Lower the baud rate (to 9600 if it's currently set above 9600). Verify the modem selection, DIP switch settings, and phone number. |
| | | If you're expecting a call, verify that Error Correction is set to Automatic. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|---|--|---|
| [1002]: Data connection lost. | No characters have been sent or received within the specified timeout length. | <p>Try calling back to see if the post office is shut down.</p> <p>Check that the hardware flow control is set (on the modem).</p> |
| [1003]: Refused connection, wrong password. | Your Mobile password must match your LAN password. | <p>Change your cc:Mail Mobile password to match your home post office password or ask your cc:Mail administrator to change your home post office password to match your cc:Mail Mobile password.</p> |
| [1004]: Refused connection, requested wrong name. | The calling post office reached the wrong number. | <p>No action necessary. cc:Mail Mobile will hang up automatically and then reset to receive messages.</p> |
| [1007]: Wrong post office name requested. | The name or telephone number of either the answering post office or person is incorrect. | <p>Verify the spelling of the post office's or person's name.</p> <p>Verify the address in your cc:Mail Directory and try again.</p> <p>Note: If you change a person's name, you need to delete any messages already stored in the Outbox addressed to that person, readdress the messages, and then resend them.</p> <p>If your post office is set up for remote passthrough, your post office name must be the name of your home post office (not the Hub post office).</p> |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|---|--|--|
| [1008]: Cannot generate phone number. | A dialing string is incorrect. | Verify that the phone address, dialing rule, calling card number (if applicable), and outside line are correct. |
| [1010]: <i>tel#</i> , <i>userID</i> , or <i>password</i> not present in cc:Mail address for script file line: <i>line</i> . | A script file can't find the information it needs in the post office address. | Verify the post office Directory entry. |
| [1011]: Format error in script file line: <i>line</i> . | cc:Mail Mobile cannot interpret the specified line in this script file. | See "About the format of script files" in online Help. |
| [1012]: Prompt string <i>string</i> unmatched. | cc:Mail Mobile didn't receive the specified word or it timed out waiting for it. | Check the script file for proper responses from the answering modem or host system. |
| [1015]: Incompatible database. | You are using a LAN post office. | See your administrator to create a Mobile post office. |
| [1016]: Post office is temporarily shut down. | The post office has been shut down. | Try again later. |
| [1017]: Program cannot be run from database directory. | You tried to start cc:Mail Mobile from the cc:Mail post office database drive and directory. | See your administrator to separate the cc:Mail Mobile program files from the cc:Mail Mobile post office database files or run cc:Mail Mobile from another directory. |
| [1018]: Post office cannot be accessed. | The cc:Mail Mobile post office database files are not flagged as shareable or are not stored on the drive and directory you specified. | <p>Check the rights in the cc:Mail Mobile post office directory.</p> <p>Verify the cc:Mail Mobile post office location and use the full drive-letter and directory-name path when specifying the post office location.</p> <p>Run DOS SHARE <i>before</i> launching Windows.</p> |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|---|--|---|
| [1019]: File creation/write access in directory <i>directory</i> not enabled. | cc:Mail Mobile requires additional rights in the specified directory. | Add Create and Delete rights to this directory. |
| [1020]: No valid communication methods are available. | You haven't enabled a communication method for this location or for the post office address. | Use the Location Setup dialog box to enable a communication method; use the Directory Entry dialog box to verify that the post office address includes this communication method. |
| [1021]: Direct connection is not a valid type for Accept mode. | You tried to use Direct connect in Accept mode. | Choose another communication method to exchange mail. |
| [1022]: Invalid connection parameters. | The connection parameters are incorrect. | Check the settings for this communication method and correct the setting that is in error. |
| [1023]: Problems initializing modem. | Your modem didn't respond to cc:Mail Mobile. | Check the modem settings (modem type, serial port, and so on) for this communication method. |
| | | Turn Diagnostics on to help debug the problem. |
| [1024]: No days scheduled. | You haven't chosen a day in which to call the post office. | Select one or more days in the Schedule component of the Location Profile dialog box. |
| [1025]: Invalid schedule. | There is an error in the schedule for this location profile. | Delete the schedule from this location profile and add it back again. |
| [1026]: Cannot find modem file: <i>modemfilename</i> . | cc:Mail Mobile couldn't find the modem file associated with the modem you've chosen. | Make sure the modem file you're using is located in the same directory as the cc:Mail Mobile program files. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|---|---|--|
| [1027]: Cannot find script file: <i>scriptfilename</i> . | cc:Mail Mobile couldn't find the script file you've chosen. | Make sure the script file name extension is .SCR and that it's located in the same directory as the cc:Mail Mobile program files. |
| [1028]: Invalid communication port setting. | The COMx port or speed is incorrect. | Change the communication port to COM1, COM2, COM3, or COM4 and set the speed to a valid setting (see CUSTOM.MDM for valid speed settings). Check the IRQ and I/O address for COMx port. |
| [1029]: Invalid communication data rate setting. | The port speed setting is incorrect. | Choose a valid communication port speed (see CUSTOM.MDM for valid speed settings). |
| [1030]: Invalid modem volume setting, using default. | The volume setting is incorrect. | Set the volume to either High, Medium, or Low. Check the modem file for the proper AT string. |
| [1031]: Invalid Timeout value, using default of 30. | The Timeout value is incorrect. | Set the Timeout to a valid value for this connection or use the default (30). |
| [1032]: At maximum of 10 post offices per mail call. | You've tried to connect to more than 10 post offices per scheduled call. | Place two calls if you want to call more than 10 post offices. |
| [1033]: At maximum of 50 messages for post office <i>postofficename</i> . | You've tried to send more than 50 messages to one post office. (You can receive an unlimited number of messages.) | Place two calls to send more than 50 messages to one post office. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|---|--|---|
| [1034]: Serial port not responding. | cc:Mail Mobile can't locate the serial port you specified (the default is COM1 if unspecified). | Make sure that a card with a serial port is properly installed in your PC. |
| | | Change the communication port to COM1, COM2, COM3, or COM4. |
| [1035]: Modem not responding. | Your modem is not turned on. You selected the wrong modem type. You do not have a modem. The modem is not attached to the serial port you selected (COM1, COM2, COM3, or COM4). | Make sure you aren't using both COM1 and COM3, or COM2 and COM4 simultaneously or interrupt conflicts (INT4 and INT3, respectively) will occur. |
| | | Turn on the modem. |
| | | Select the correct modem from the Modem Type menu in the Edit Communication Method dialog box. |
| | | Attach a modem. |
| [1036]: Cannot access addresses for post office <i>postofficename</i> . | cc:Mail Mobile can't access the post office in the path you provided, or some of the post office data files are missing. | Either move the modem cable to the serial port you selected or change the serial port. |
| | | Verify that the serial cable is plugged in. |
| [1036]: Cannot access addresses for post office <i>postofficename</i> . | cc:Mail Mobile can't access the post office in the path you provided, or some of the post office data files are missing. | Make sure the post office exists in the location you provided. |
| | | Ask your cc:Mail administrator to verify that you have sufficient rights to access the post office directory. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|--|--|--|
| [1037]: Unable to accept voice call. | A non-cc:Mail user called you by mistake. | No action necessary. cc:Mail Mobile will hang up automatically and then reset to receive messages. |
| [1038]: Unable to accept data call. | You tried to use a non-cc:Mail protocol. | Use a cc:Mail communications program (on both sides) to exchange mail. |
| [1039]: Cannot open USR file. | The USRxxxxx file is marked as Read Only. | Set the file to Read/Write and run DOS SHARE before running Windows. |
| | cc:Mail Mobile cannot open the appropriate USRxxxxx file. The file is either corrupt or damaged. | Contact your cc:Mail administrator. |
| [1040]: Message cannot be read. Entry deleted. | A damaged message. | cc:Mail Mobile automatically deletes the damaged message. If the error message persists, there may be some other type of damage. Ask your cc:Mail administrator to check for possible file corruption. |
| [1041]: Message cannot be read. | cc:Mail Mobile cannot read the message you are trying to send. This error indicates a probable hardware problem, such as a disk error, or a damaged message. | cc:Mail Mobile will automatically try to send the message again. If it cannot, you will get error code 1040. |
| [1042]: Post office cannot be accessed. | The cc:Mail post office database files are not shareable or are not stored on the drive and directory specified. | Ask your cc:Mail administrator to check the rights in the \CCDATA directory. Verify the location of the post office and use the full drive-letter and directory-name path when specifying the post office location. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|---|--|--|
| [1043]: No messages in Outbox to send. | You chose Send Only but there are no messages in the Outbox to be sent. | <p>Prepare a message before attempting to send mail.</p> <p>Choose Receive only or Send/Receive Mail from the Mobile menu.</p> <p>Verify the integrity of the messages in your Outbox.</p> |
| [1046]: TCP/IP driver not installed. | The TCP/IP driver must be installed before you can use this communication method. | <p>Install the TCP/IP driver.</p> <p>Make sure that WINSOCK.DLL is located in either the cc:Mail Mobile program directory or in another directory on your path.</p> |
| [1047]: NetWare driver not installed. | The NetWare driver must be installed before you can use this communication method. | <p>Install the NetWare driver.</p> <p>Make sure you have a current IPX.COM file (version 3.10 or later is recommended). Run IPX with the -i parameter to see the version number.</p> |
| [1055]: Post office did not answer. | The cc:Mail Router you called didn't answer the phone or is off line. | <p>Try again later.</p> <p>If the problem persists, see your cc:Mail administrator.</p> |
| [1057]: Manual dial not available with wireless modems. | You tried to use Manual dial mode with a wireless modem. | Select either Tone or Pulse from the Dial Mode menu in the Telephone component of the Location Setup dialog box. |
| [1058]: Busy signal detected. | The number you called is busy. | Try again later. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|---|---|---|
| [1059]: No dial tone detected. | Your modem didn't receive a dial tone. | Make sure your modem is plugged into a working phone jack, and that the phone cord is connected to the modem correctly. |
| [1060]: No answer detected. | There was no answer at the number you called. | Try again later. |
| [1061]: No carrier detected. | You either called the wrong number or the modem you're calling is malfunctioning. | Verify the phone number. If the problem persists, see your cc:Mail administrator. |
| [1062]: Error in modem command. | The modem file sent the modem an incorrect string. | Turn on Diagnostics to determine which string failed, then correct the modem file. |
| [1063]: Voice call detected. | You called the wrong number. | Verify the phone number. |
| [1064]: Invalid connect response received from modem. | The modem sent a response that is not in the modem file. | Add this response code (exactly as it appears) to the [responses] section of your modem file. |
| [1065]: Message cannot be stored. | The message is too large to fit on the hard drive. | Make more disk space available. |
| [1066]: Message cannot be delivered. | The message contains an incorrect address or it is corrupted. | If you receive an "undeliverable" message back from cc:Mail Mobile, correct the address in error (click Forward in the Message window to see the addresses), and send the message to that recipient. If you don't receive notification of an incorrect address, try sending the message again. |
| [1067]: Insufficient disk space for message. | The message is too large to fit on the hard drive. | Make more disk space available. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|---|--|---|
| [1068]: Message size too long. | cc:Mail Router rejected the message because it is too long. | Break into two messages or see your cc:Mail administrator. |
| [1069]: Message priority too low. | cc:Mail Router rejected the message because its priority is too low. | Change the message priority and resend. |
| [1070]: Maximum messages exceeded. | cc:Mail Router cannot accept all of your messages in one session. | Make another connection to send more messages. |
| [1071]: Message type restricted. | cc:Mail Router can't accept this type of message. This usually only happens with ADE or Bulletin Board messages. | See your cc:Mail administrator. |
| [1072]: Unknown message termination code. | cc:Mail Background received an unknown error from cc:Mail Router. | Try to send the message again. |
| [1073]: Author/User name mismatch. | An outgoing message contains a value other than your name in the From field. | Delete the message and create it again with your user name. |
| [1074]: Unknown recipients. | The message contains an incorrect address or it is corrupted. | Verify all addresses. |
| [1075]: No Home Post office defined. | You haven't set up your home post office. | Set up a post office in the Mobile Setup dialog box. |
| [1076]: Mailbox is locked. | Your account is locked on the LAN. | Ask your cc:Mail administrator to unlock your account. |
| [1077]: Invalid length for new password. | Your password does not contain enough characters. | Make your password longer. |
| [1078]: Pre-expired password. | Your password has expired. | Change your password. |
| [1079]: Current password has expired. | Your password has expired. | Change your password. |
| [1081]: Message header is too big, canceling the operation. | You addressed the message to too many people. | Remove some names from the recipient list. |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|--|---|--|
| [1082]: Sender name not in mail directory. | cc:Mail Mobile can't return the requested receipt to this person because their name is not in the cc:Mail Directory. | Add this person to the cc:Mail Directory. Verify that you are connected to the correct post office. |
| [1083]: SPX address is invalid... | The SPX address provided is incorrect. | Verify the SPX address for this post office. |
| [1084]: SPX insufficient memory. | There is not enough memory to complete this operation. | Make more memory available. |
| [1085]: SPX socket unavailable. | There are no free SPX sockets. | Close other communication applications that may be using sockets. |
| [1086]: Not enough free disk space available, canceling operation. | There is not enough free disk space to continue this operation. | Make more disk space available. |
| [1087]: TCPIP address invalid... | The TCP/IP address provided is incorrect. | Verify the TCP/IP address for this post office. |
| [1088]: Attempt to send message with invalid Author. | You tried to send a message during a Direct connection with an invalid Author name. | Verify that you're logged in with the correct user name and that the From field contains your user name. |
| Error[1089]: TCP/IP Connect() failed, error = xx | <p>The TCP/IP connection failed.</p> <p>Possible Winsock TCP/IP errors include:</p> <p>10050 - Network Down</p> <p>10051 - Network Unreachable</p> <p>10053 - Connection Aborted</p> <p>10054 - Connection Reset</p> <p>10061 - Connection Refused (server not running cc:Mail Router)</p> <p>10064 - Host Down</p> | |

| <i>Error message</i> | <i>Likely cause</i> | <i>Possible solution</i> |
|--|---|---|
| [1090]: You are not a user on this Post Office. | You have been moved to a different post office. | Ask your cc:Mail administrator for the name and location of your new post office. |
| [1092]: Not enough RAM, close another app and try again. | You have run out of memory. | Close other applications and try to connect again. |
| [1093]: TCP/IP read error, type xx | <p>The TCP/IP read failed. Possible Winsock TCP/IP errors include:</p> <p>10050 - Network Down 10051 - Network Unreachable 10053 - Connection Aborted 10054 - Connection Reset 10061 - Connection Refused (server not running cc:Mail Router) 10064 - Host Down</p> | |
| [1094]: TCP/IP write error, type xx | <p>The TCP/IP write failed. Possible Winsock TCP/IP errors include:</p> <p>10050 - Network Down 10051 - Network Unreachable 10053 - Connection Aborted 10054 - Connection Reset 10061 - Connection Refused (server not running cc:Mail Router) 10064 - Host Down</p> | |

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