# Mail Mode

OfficeTalk provides a very *easy to use* mail facility with most of the features that you would expect from a standalone mail package. In addition, OfficeTalk Mail is both MAPI and VIM compliant which means that it will interface with Microsoft Mail, Lotus cc:Mail and many other popular Email packages.

The Mail Mode Windows

There are two main views in Mail Mode: **Read Mail View** and **Write Mail View**.

Read Mail View Windows

When you enter Mail Mode for the first time, the **Read Mail View** will be displayed.
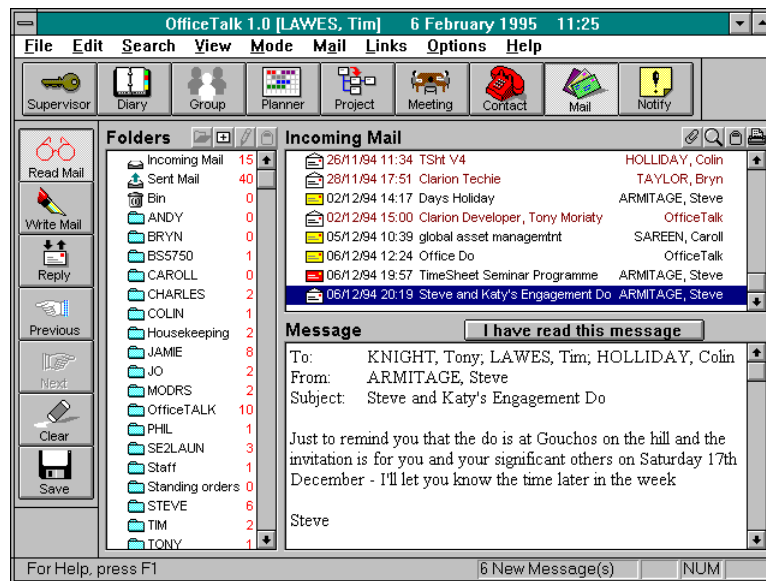
Read Mail View

The Read Mail View contains three windows: a Mail Window, a Message Window and a Folder Window. The Mail Window is the uppermost window in Read Mail View. It displays mail messages in date order by showing the *date*, *time* and *subject* text of the message along with the *originator* of the message on a single line.

Message Header
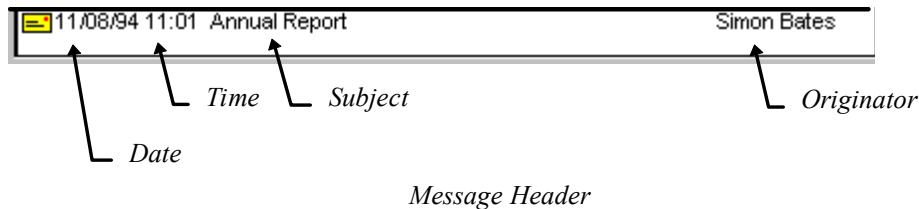
The Folder Window contains a list of *folders*. A folder provides a convenient place to move messages to, once they have been read, for public or private access. OfficeTalk provides several different *types* of folder. They are:

      Œ   Incoming Mail folder
              Sent Mail folder
      Ž   Bin folder
              Bulletin Board folder (public mail folder)
              Personal Mail folder

For more information about folders see **Folders** later on in this section. The Mail Window can show the mail in any folder.

The Message Window is under the Mail Window. It displays the *body* of any message that you select in the Mail Window.

Changing the Window Sizes

You can adjust the size of the Read Mail View windows at any time by moving the cursor over the *borders* between the windows, clicking the left mouse button and dragging the mouse until you have defined the appropriate size. When you release the left mouse button the windows will resize.
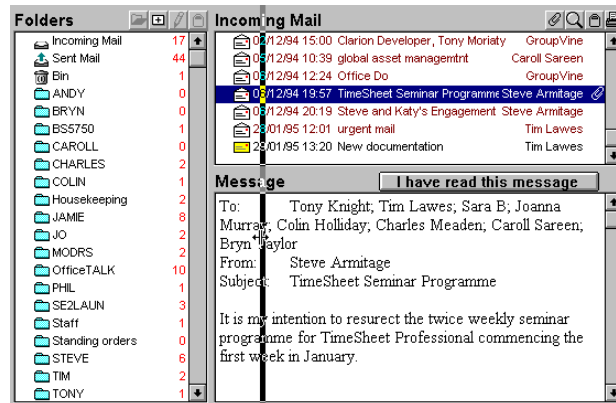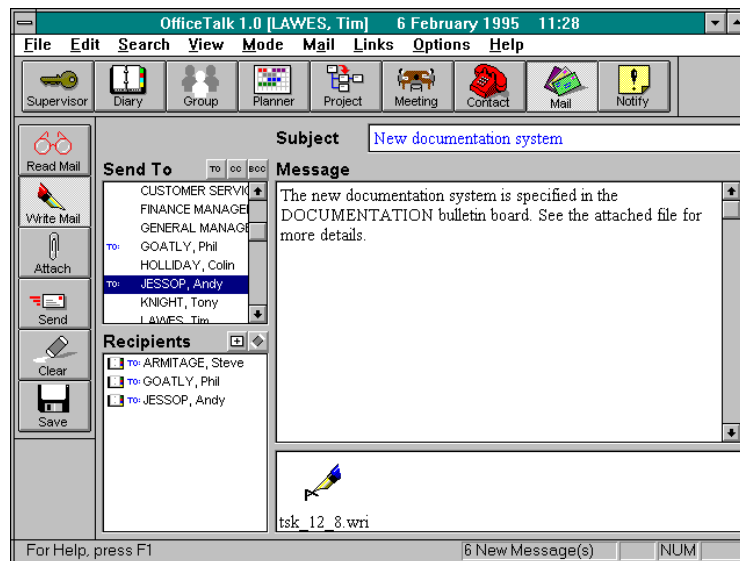
Resizing the Mail Windows

Write Mail View Windows

When you press the [Write Mail] button, the **Write Mail View** will be displayed:

Write Mail View

The Write Mail Window contains four windows:

      Œ   Compose Window
               Attach Window
      Ž   Send To Window
               Recipients Window

The large window to the right of the application window is the Message Window. Your message is entered into this window. The window underneath is the Attach Window. Any files that you wish to attach to the message may be added into this window. For more information on attaching files, see **Attaching Files to a Mail Message** later in this chapter. The window to the left is the Send To Window. It contains a list of all the users, external contacts and bulletin boards to which you may send messages. The Recipients Window is underneath the Send To Window. It contains a list of the recipients to whom you have addressed your current mail message.

Changing the Window Sizes

You can adjust the size of the Write Mail View windows at any time by moving the cursor over the *borders* between the windows, clicking the left mouse button and dragging the mouse until you have defined the appropriate size. When you release the left mouse button the windows will resize.
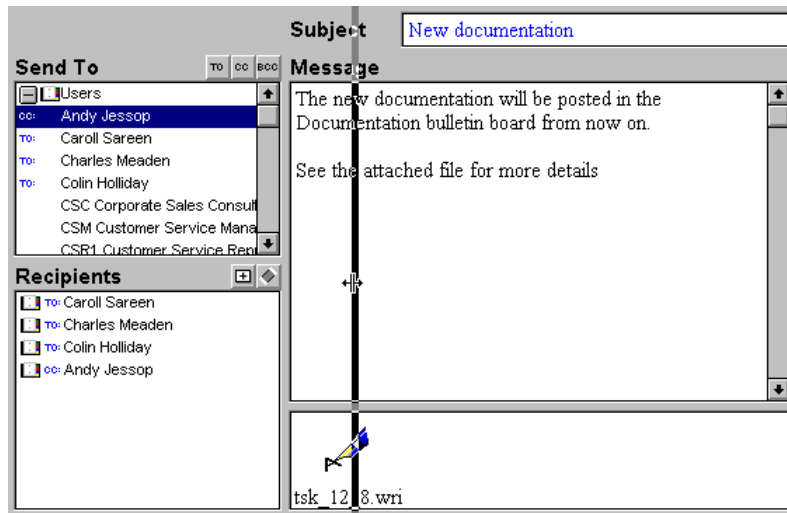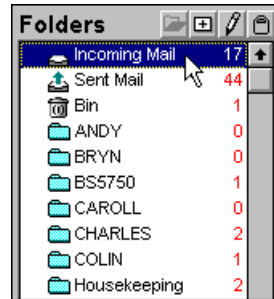

Resizing the Mail Windows

Reading Messages Sent To You

All messages sent to you will automatically appear in your Incoming Mail folder. When you first enter Mail Mode, the Mail Window will display the contents of the Incoming Mail folder. If the Mail Window is displaying the contents of another folder, you can view the contents of the Incoming Mail folder by double clicking on it in the Folder Window.

Selecting the Incoming Mail folder

The Mail Window displays mail messages by showing the *date*, *time* and *subject* text of the message along with the *originator* of the message on a single line.
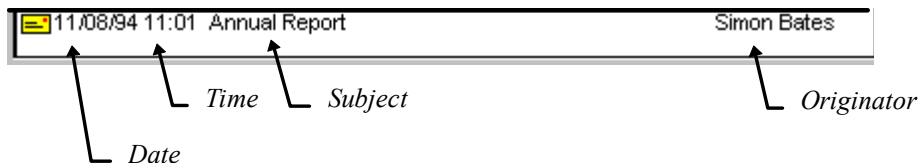
To read a message, single click the left mouse on the relevant message in the Mail Window. When you do this, the body of the message will be displayed in the Message Window along with any attached files which will appear in the Attach Window underneath.

To read the next message in the Mail Window, press the button in the sub toolbar. To read the previous message in the Mail Window, press the button in the sub toolbar.

If a message has already been read then it will be displayed in the Mail Window in a *red* colour. It's associated *marker* will also change to show a white *opened* envelope . If the message has not yet

been read then the message header is displayed in a *black* colour and a yellow *envelope* icon will be displayed to the left of the text.

In addition to showing Incoming Mail, the Mail Window can display messages stored in any of the folders in the Folder Window. For more information about folders see the **Folders** section later in this chapter.

Checking For New Mail

OfficeTalk checks for new mail on a regular basis. The frequency of the checks depends upon the **Check Mail every *n* secs** field in the **General Preferences** dialog box (**Options** Menu). You can manually check for new mail by selecting the **Check For New Mail** menu entry under the **Read** menu.


Check For New Mail menu command

Composing Simple Mail Messages

To compose a simple mail message to another OfficeTalk user enter the Write Mail View by pressing

the [Write Mail] button and do the following:

❶ Enter a *subject* for the message into the *Subject* field.

❷   Enter the message text into the Message Window underneath.

❸ Select the recipient(s) to whom you wish to send the message. Do this by double clicking on an OfficeTalk user in the Users address book in the Send To Window. The recipient will appear in the Recipients Window, underneath the Send To Window.
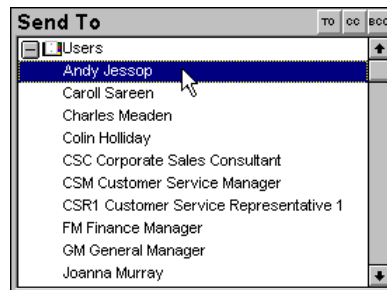
Send To Window

 Press the [Send] button. OfficeTalk will pop up a Send Mail dialog box. Press the [Send] button. The mail message will then be delivered.
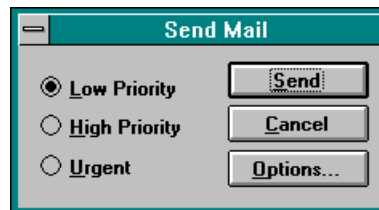
Send Mail dialog box

Instead of pressing the ⌷ button you can press **CTRL+S** which will by-pass the Send Mail dialog box altogether and will send the message immediately.

Mail Priority

Mail that you send may have one of three levels of priority:

       Œ   Low
       ⌷   High
       Ž   Urgent

By default, any mail that you send is *Low Priority*. Low Priority mail appears in the recipients Incoming Mail folder with a *yellow* envelope icon. High priority mail appears in the recipients Incoming Mail folder with a red envelope icon. Urgent mail appears in the same way as High priority mail except that OfficeTalk pops up a message to inform you that some urgent mail has arrived in your Incoming Mail folder.

Urgent Mail

You can send a *high priority* mail message in the following way:

❶ Enter the *subject* and *message* and select the recipients in the usual way.

❷ Press the ⌷ button. OfficeTalk will pop up a Send Mail dialog box.

Send Mail dialog box

Choose the **High Priority** or **Urgent** radio button as appropriate and then press the [**Send**] button. The mail message will be delivered marked as high priority or urgent.

Advanced Addressing

OfficeTalk lets you mail messages to more than just other OfficeTalk users. OfficeTalk lets you mail to the following:

- Œ   OfficeTalk Users
- ⬜   OfficeTalk User Groups
- Ž   OfficeTalk Contacts
- ⬜   Bulletin Boards
- ⬜   Recipients held in MAPI address books
- '   Recipients held in VIM address books
- '   Manually entered EMAIL addresses

The Send To Window contains all of the recipients that you may potentially mail. These recipients are:

- •   OfficeTalk Users
   - •   OfficeTalk User Groups
   - •   OfficeTalk Contacts
   - •   Bulletin Boards
   - •   MAPI address book
   - •   VIM address book

The User Groups address book will only appear if groups have been added to OfficeTalk (See **Group List** in the **Supervisor Mode** chapter). The OfficeTalk Contacts address book will only appear if one or more contacts, within Contact Mode, have been given EMail addresses. For more information on Contact Email addresses, see **Mailing Contacts** in the **Contact Mode** chapter. The Bulletin Boards

address book will only appear if one or more bulletin boards have been added. For more information on adding Bulletin boards, see **Creating New Folders** later in this chapter.

The MAPI address book and VIM address book only appear if OfficeTalk has been enabled for MAPI or VIM support accordingly. For information on how to enable OfficeTalk for MAPI and VIM support see **Mailing External Recipients** later in this chapter.
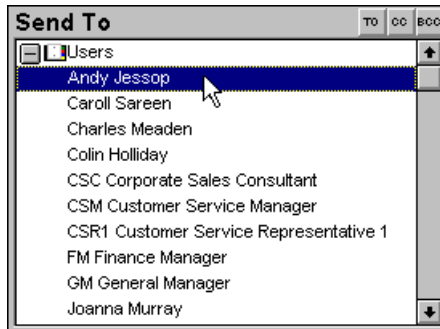

Send To Window

The OfficeTalk Users address book is automatically opened when you enter Mail Mode. You may close it by clicking on the ▣ button, next to the *OfficeTalk Users* entry. Opening the OfficeTalk User Groups address book will expand the Send To Window to show all the groups in OfficeTalk visible to you. Opening the OfficeTalk Contacts address book will expand the Send To Window to show all the OfficeTalk contacts, visible to you, which have a mail address and a messaging type of MAPI or VIM selected. For more information on mailing OfficeTalk contacts, see **Using a Contact Mail Address** later in this chapter. Opening the Bulletin Board address book will expand the Send To Window to show all the Bulletin Boards defined in the workgroup.

In addition to letting you send a message *to* a recipient, OfficeTalk also lets you C*arbon Copy* (CC) and *Blind Carbon Copy* (BCC) recipients. Any recipients who are *carbon copied* are sent the mail message and are listed in all the recipients mail message *header* as **CC:** recipients. Any recipients who are *blind carbon copied* are not listed in any recipients mail message *header* except their own in which they are listed as a **BCC:** recipient.

There are three ways to address a message *to* recipient. These are as follows:

Action	Description
Using the [TO] button.	Select the recipient(s) from the Send To Window and press the [TO] button. The recipient(s) will appear in the Recipient Window.
Double clicking.	Double click the required recipient using the left mouse button. The recipient will appear in the Recipient Window.
Dragging.	Drag the required recipient(s) from the Send To Window to the Recipient Window. The recipient(s) will appear in the Recipient Window.

To address a recipient or recipients as CC or BCC, select the recipient(s) from the Send To Window. You can select several recipients at a time by keeping the CTRL key pressed as you select each recipient. Then, press the [CC] or [BCC] button as appropriate. The recipients will appear in the Recipients Window marked as *cc:* or *bcc:* accordingly.

If you wish to *exclude* a recipient who you have already addressed then double click on that recipient in the Recipients Window. If you wish to remove all recipients from the Recipient Window, press the [◆] button above the Recipient Window.

Attaching Files to a Mail Message

OfficeTalk allows you to attach any kind of file to a mail message. You can attach anything from a bitmap file to an executable program file. There are two ways to attach a file. The first way is by dragging a file from the File Manager and dropping it into the Attach Window.

Another way of attaching a file is by pressing the [Attach] button. A File dialog box will appear. Choose the relevant file and press **OK**. Alternatively, you can double click in the Attach Window (the window at the bottom of the view) to bring up the File dialog box.

In both cases, the file will be attached to the message and will appear in the Attach Window as an icon. The icon will be extracted from the application that is associated with the attached file. If there is no application associated with the attached file then OfficeTalk will provide a default icon.
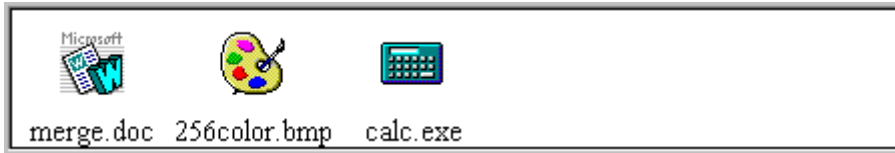
Attach Window

*Default OfficeTalk Provided icon*

Replying to Received Messages

OfficeTalk lets you reply to messages that you have received. You can do this in the following way:

❶ Select the message that you wish to reply to by clicking on the message in the Mail Window using

   the left mouse button. The ⬛ Reply button will become enabled.

❷ Press the ⬛ Reply button. The Reply Option dialog box will appear. If you wish to reply to the
   sender of the original message then select the **Reply to Sender** check box. If you wish to reply to
   all recipients of the original message then select the **Reply to Recipients** check box. If you wish
   to do both then ensure that both check boxes are selected.
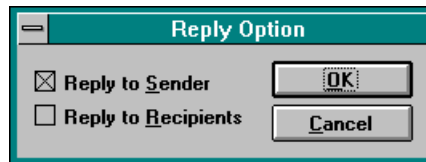
Reply Option dialog box

❸ Press OK on the Reply Option dialog box. OfficeTalk will place you in **Write Mail View**. The
   subject will already be filled out and the original message will appear in the Message Window.
   Add your reply underneath the original message.

❹ Press the [Send] button. OfficeTalk will pop up a Send Mail dialog box. Press the [Send] button. The mail message will then be delivered.
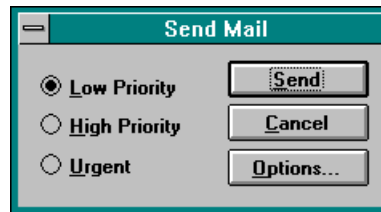
Send Mail dialog box

When you reply to a message, OfficeTalk addresses the message back to the person that sent the original mail message and any other recipients, depending on your reply choice. You may want to send a copy of your reply to people other than the original sender or recipients. This can be done by selecting the required names from the Send To Window in addition to the name(s) already selected.

Also, if you wish to remove certain recipients from the Recipient List, this may be done easily by *double clicking* on the recipient's name in the Recipient List.
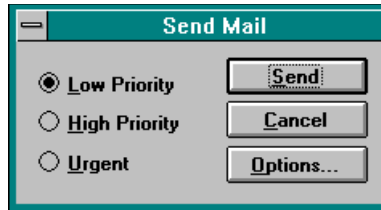
Clearing All Windows

OfficeTalk lets you clear *all* the windows in both the Read Mail View Windows and the Write Mail View Windows. You can do this by pressing the ◆ button.

Circulating Documents

Sometimes it is necessary to pass a mail message or a document (attached file) to a number of people *in a specified order* so that they can read and comment in turn. Alternatively you may wish to send around a form which requires certain user's authorisation in a certain order. OfficeTalk makes this possible by allowing mail messages and their attachments to be routed amongst OfficeTalk users.
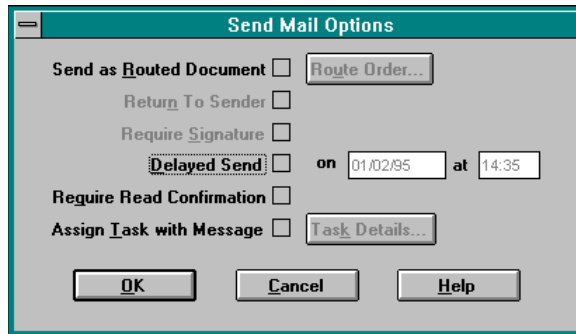
You can route a mail message round the recipients in the following way:

❶ Compose the mail message as usual. Press the ⬚ Send button. The Send Mail dialog box will appear.

Send Mail

- ⦿ **L**ow Priority
- ○ **H**igh Priority
- ○ **U**rgent

Send
Cancel
Options...

Send Mail dialog box

❷ Press the Options... button on the Send Mail dialog box. The Send Mail Options dialog box will appear.

Send Mail Options

Send as **R**outed Document ☐ Route Order...
Retur**n** To Sender ☐
Require **S**ignature ☐
Dela**y**ed Send ☐   on 01/02/95   at 14:35
Re**q**uire Read Confirmation ☐
Assign **T**ask with Message ☐ Tas**k** Details...

OK   **C**ancel   **H**elp

Send Mail Options dialog box

❸ Select the **Send As Routed Document** check box and then press the Route Order... button. The Document Flow dialog box will appear.
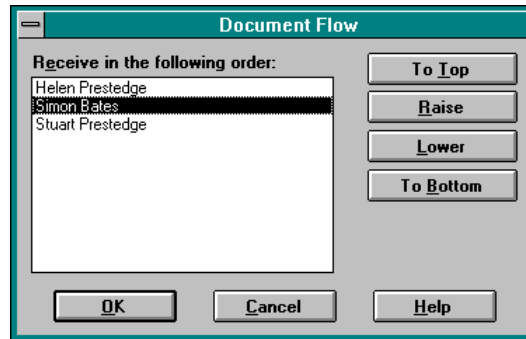
Document Flow dialog box

The Document Flow dialog box shows only the **To:** recipients. It does not show the **CC:** and **BCC:** recipients. The order in which the recipients will receive the message is the order in which the names appear in the name list. If you want the message (and/or attached document) to return back to you then select your name as a recipient and ensure that your name appears at the bottom of the list in the Document Flow dialog box. Alternatively, do not select your name into the circulation list, but ensure that the **Return To Sender** check box is selected. Note that OfficeTalk does not let you select this check box if your name is already in the circulation list.

> **Note:** Messages/documents are only routed round To: recipients.
> CC: and BCC: recipients are mailed as normal.

OfficeTalk lets you modify the order of recipients using the ⎡ **To Top** ⎤, ⎡ **Raise** ⎤, ⎡ **Lower** ⎤, and ⎡ **To Bottom** ⎤ buttons. When you have selected the correct order, press ⎡ **OK** ⎤ on the Document Flow dialog box. Press OK on the Send Mail Options dialog box and then press the ⎡ **Send** ⎤ button on the Send Mail dialog box.

The first recipient will be sent the mail message/document immediately. When the recipient opens the message, OfficeTalk will display the message along with a ⎡ **Pass on document** ⎤ button. When the recipient has read the message and/or made and modifications or comments on the document then he/she should press this button. OfficeTalk will then automatically mail the updated document to the next recipient in the circulation list.
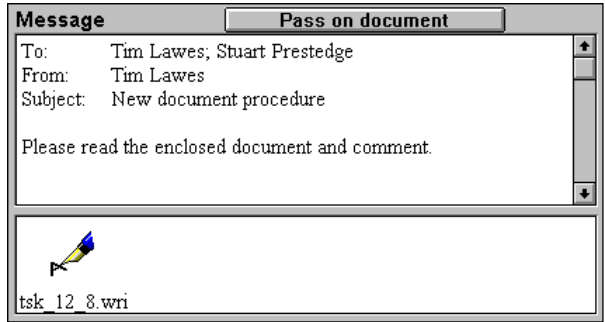
Circulated Document

Prompting Recipients for their Signature

When you are *circulating* a message/document and it is important that you know that a particular mail message has been read by each specific recipient you may prompt the recipient to *sign* to say that he/she has read the message before the message is passed on. You can do this in the following way:

❶ Compose the mail message as usual. Press the [Send] button. The Send Mail dialog box will appear.
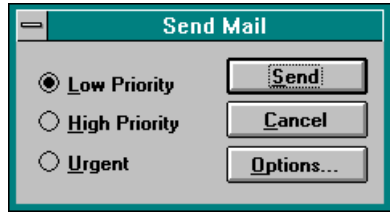

Send Mail dialog box

❷ Press the [Options...] button on the Send Mail dialog box. The Send Mail Options dialog box will appear.
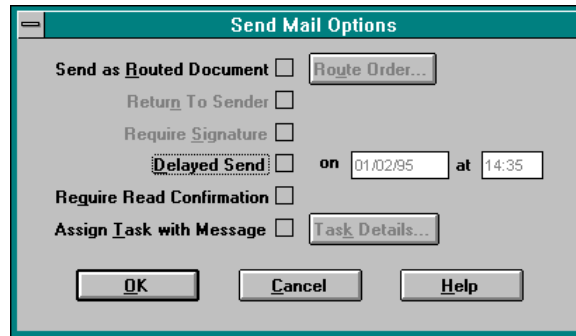
Send Mail Options dialog box

❸ Follow the instructions for sending a *routed* document and then *check* the **Require Signature** check
 box. Press OK on the Send Mail dialog box.

When the recipient reads the message the [**Pass on document**] button will appear at the top of the
message.
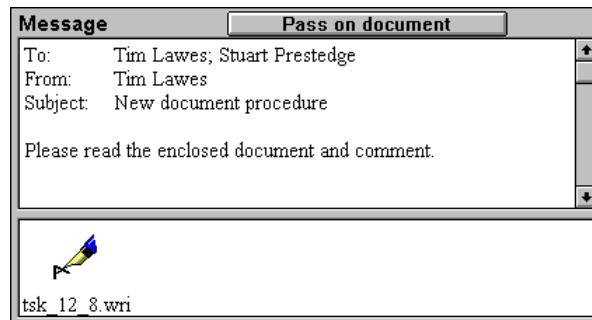
Circulated Document

When this button is pressed, OfficeTalk will pop up a signature dialog box as shown below.

Signature dialog box

The recipient will be required to type in his/her normal login password. When this is done, the message will be passed on.

Keeping Track of Mail Sent by You

Whenever you send or reply to a mail message, OfficeTalk will automatically keep a copy of the message along with information about who you sent the message to and whether or not the mail message has been *opened*, *read*, *binned* or *archived*. You can view your sent mail by double clicking on the Sent Mail folder using the left mouse button in the **Read Mail View**.
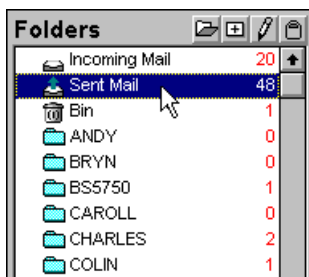
Selecting Sent Mail

The Mail window will then display the contents of the Sent Mail folder. All the mail that you have sent will be listed in this window as a single line of text representing the subject of the message. Each line will have a ⊞ symbol beside it. Clicking on this symbol using the left mouse button will expand the line to show the recipients of the message along with information specifying whether or not the specific recipient has opened, read, passed on, completed or shredded the message.
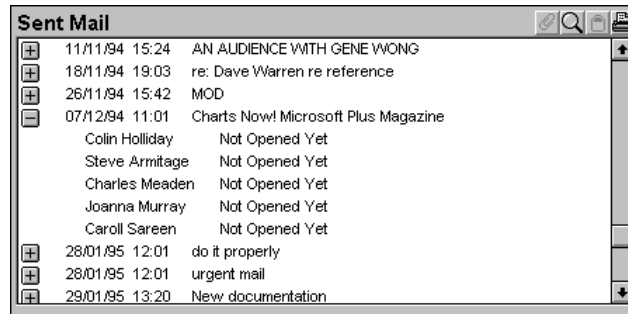
Sent Mail Window

The complete set of possible status descriptions is listed below:

Status	Description
Not Opened Yet	The recipient has not yet opened the message.
Not Read Yet	The **Require Read Confirmation** check box was selected by you so that the Sent Mail dialog would inform you when the recipient has read the message, however the recipient has **not** yet read the message.
Opened <Date> <Time>	The recipient has opened the mail message. The date and time when the recipient opened the message are displayed.
Read <Date> <Time>	The **Require Read Confirmation** check box was selected by you so that the Sent Mail dialog would inform you when the recipient has read the message and the recipient *has* read the message. The date and time when the recipient read the message are displayed.
Passed On <Date> <Time>	The mail message was sent as a *routed document*. This status description indicates that the recipient has opened the document and has passed it on to the next recipient.
Assigned task not completed	A task was assigned along with the mail message but

|	the recipient has not yet completed the task.
Assigned task completed	A task was assigned along with the mail message and the recipient *has* completed the task. The date and time when the recipient completed the task are displayed.
Delayed Message Due to Arrive On <Date> <Time>	You sent the mail message as a *delayed message* which has not yet arrived. The date that you set for it to arrive are displayed.
Shredded	The recipient has binned and shredded the mail message.
Retracted	You have retracted the recipient's mail message.

It is possible to find out if the recipients have actually read the message (as well as having opened it). For more information on this, see the **Requiring Read Confirmation** section. Also it is possible to assign a task with a mail message and see whether or not the task has been *completed*. For more information on this, see **Assigning Tasks with Messages** below.

Deleting Sent Mail

You can delete items from your Sent Mail window by selecting the item that you wish to delete and pressing the ⬛ button above the Mail Window. Alternatively, you can drag the Sent Mail item over to the bin folder.

Retracting Mail Messages

Occasionally you may wish to withdraw messages that you send to other OfficeTalk users. You can do this by clicking on the ⊞ symbol next to the relevant mail message in the sent mail folder and then selecting the recipient from whom you wish to withdraw the message. Then select **Retract Mail** from the **Edit** menu. OfficeTalk will confirm that you wish to retract the selected mail message.
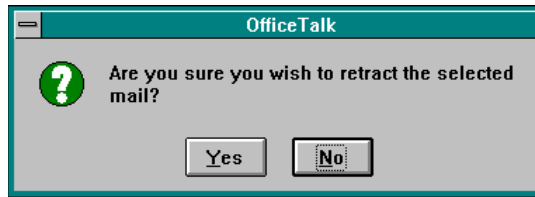
OfficeTalk Message

If the mail message has not yet arrived in the recipients In Box, then the recipient will never receive the message and OfficeTalk will pop up an information box informing you that the message has been retracted successfully.

OfficeTalk Message

If the message has already arrived in the recipients Incoming Mail folder then the **Retract Sent Mail** command will be disabled in the **Edit** menu and OfficeTalk will not let you retract the message.

> **Note:**   If you retract a *document flow* message from the current recipient of the message then the remaining recipients of the document will not receive the document.

You may retract messages sent only to other OfficeTalk users. It is not possible to retract messages sent via the MAPI or VIM messaging systems.
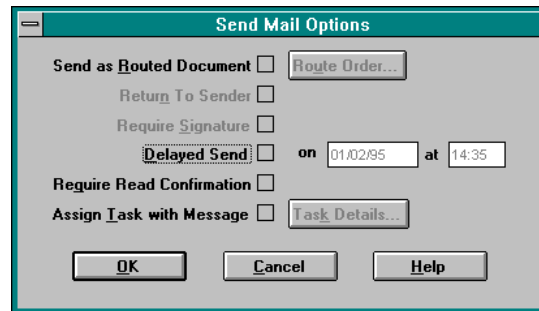
Assigning Tasks with Messages

OfficeTalk lets you assign tasks with a mail message. You can do this in the following way:

❶ Compose the mail message as usual. Press the [Send] button. The Send Mail dialog box will appear.
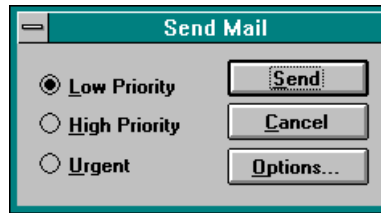
Send Mail dialog box

❷ Press the **Options...** button on the Send Mail dialog box. The Send Mail Options dialog box will
appear.

Send Mail Options dialog box

❸ Check the **Assign Task with Message** check box. The **Task Details...** button will become enabled.
Press the **Task Details...** button. A Mail Task dialog box will appear. The description will be filled
out with the original subject of the mail message. You can change this if you wish the task to
have a different description. You may specify a deadline for the task. Finally, press the **OK**
button on the Mail Task dialog box and press **OK** on the Send Mail Options dialog box. Next
press the **Send** button on the Send Mail dialog box.
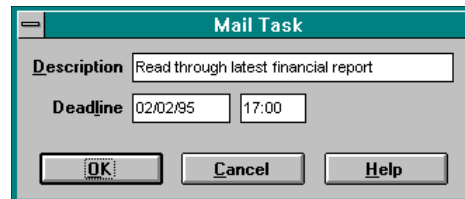
Mail Task dialog box

When the recipient opens the mail message, a task with the specified description will appear in his/her task list. OfficeTalk will pop up a message box informing the user that a task has been placed in their task list. When you look at the corresponding entry in the Sent Mail folder, there will be a slightly different description of the status of the mail message. If the recipient has not completed the task then the Sent Mail status will read *Assigned task not completed*. As soon as the recipient completes the task, the Sent Mail status will read *Assigned task completed*.

Saving Messages to Disk

You can save mail messages to a file by pressing the [Save] button. When you do this a File dialog box will appear. Specify the name of the file to be saved and press OK. The mail message will now be saved in a plain ASCII text format.

Copying Attachments

OfficeTalk lets you extract attachments from a received mail message and copy them to a file. You can do this in the following way.

Œ   View the mail message with the attachment and select the attachment from the Attachment Window by clicking on it using the left mouse button.

        Select **Copy Attachment** from the **Mail** menu. OfficeTalk will pop up a Save As dialog box.

Ž   Select a filename and path for the new file and press **OK**.

Sending Delayed Messages

Sometimes you will want to send a mail message which is to be delivered at some point in the future. This is called a *delayed message*. You can do this in the following way:

❶ Compose the mail message as usual. Press the [Send] button. The Send Mail dialog box will appear.
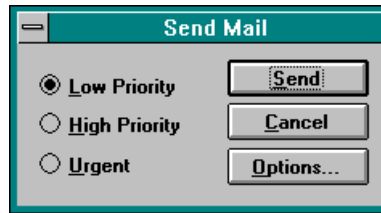
Send Mail dialog box

❷ Press the ⬜Options... button on the Send Mail dialog box. The Send Mail Options dialog box will appear.
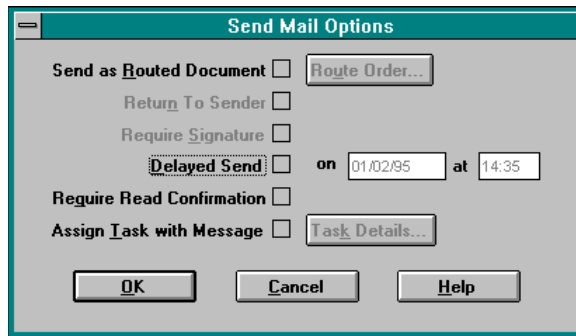
Send Mail Options dialog box

❸ Check the **Delayed Send** check box fill out the date and time at which you want the mail to arrive in the *on* and *at* fields, respectively.
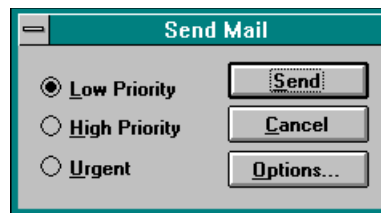
▯ Press **OK** on the Send Mail Options dialog box and press ⬜Send on the Send Mail dialog box.

When you send the message, OfficeTalk will create an entry in your Sent Mail folder which, when expanded, will indicate to you that the message sent is a *delayed message* and will display the date and time at which the message is due to be delivered.
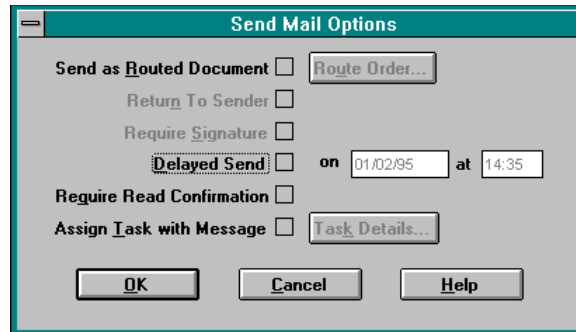
Requiring Read Confirmation

OfficeTalk automatically lets you know when a recipient has opened a mail message but sometimes you will want confirmation that the message has been read and understood. OfficeTalk lets you do this in the following way:

❶ Compose the mail message as usual. Press the [Send] button. The Send Mail dialog box will appear.


Send Mail dialog box

❷ Press the [Options...] button on the Send Mail dialog box. The Send Mail Options dialog box will appear.

Send Mail Options dialog box

❸ Check the **Require Read Confirmation** check box. Press OK on the Send Mail Options dialog box and then press the [Send] button on the Send Mail dialog box.

When the mail message is read, a button which reads I have read this message will appear at the top of the message. The user will press this button when he/she has *read* the mail message. This information will be represented in the Sent Mail information. The entry in the Sent Mail will read: *Opened <Date><Time> Read <Date><Time>*.
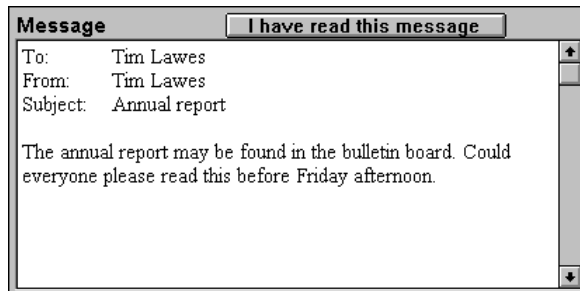
Message requiring read confirmation

Folders

A folder provides a convenient place to move messages to, once they have been read, for either public or private access. Several different types of folders are displayed in the Folder Window in Read Mail View. They are:

Œ 🖂 Incoming Mail folder
 Sent Mail folder
Ž 🗑 Bin folder
 🖼 Bulletin Board folder (public mail folder)
 📁 Personal Mail folder

New mail is automatically placed in the Incoming Mail folder on arrival. You can view the contents of the Incoming Mail folder by double clicking on the Incoming Mail folder in the Folder Window. Its contents will be displayed in the Mail Window.

Whenever you send a mail message, a *sent mail entry* will automatically be placed in the Sent Mail folder. You can view the contents of the Sent Mail folder by double clicking on it in the Folder Window. For more information on Sent Mail see **Keeping Track of Mail Sent By You** in this chapter.

Whenever you wish to bin a message or a sent mail item or even a folder, you may drag it over and drop it onto the bin folder. For more information on binning and deleting items in Mail Mode, see **Deleting Folders**, **Deleting Mail Messages**, and **Deleting Sent Mail**.

A *bulletin board* is a public folder. Received and Sent Mail may be moved into a bulletin board and you may also send messages directly to a bulletin board. All users have access to bulletin boards. Any message in a bulletin board may be read by any OfficeTalk user. Bulletin boards are useful for publishing public information. Bulletin boards may be *hierarchical* allowing you to create structure for the public information.

A *Personal Mail folder* is a convenient place to which to move messages to that you wish to keep. You may create an unlimited number of Personal Mail folders and the folders may be *hierarchical* allowing you to create a structure for your folders.

Creating New Folders

To create a folder, press the ⊞ button above the Folder Window when in Read View. A New Folder dialog box will appear.
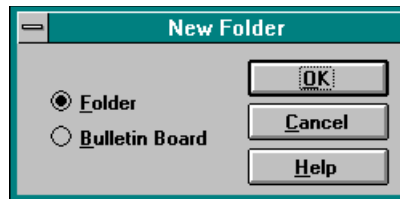
New Folder dialog box

Choose what type of folder you wish to add. You may choose between adding a bulletin board folder and a Personal Mail folder. Select the appropriate radio button and press OK.

A Personal Mail Folder dialog box or a bulletin board dialog box will appear depending on your selection in the New Folder dialog box. The process for adding a new bulletin board folder is identical to the process for adding a new Personal Mail folder. The following explanation and diagrams demonstrate how to add a new Personal Mail folder.

Enter the name of the new folder into the *Name* field. If this folder is to be a *top-level* folder then press **OK**.

New Folder dialog box

The new folder will appear in the Folder Window.
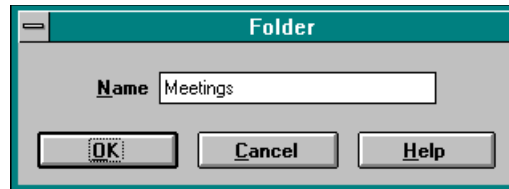

Folder Window

The *red* numbers along the right margin of the Folder Window indicate the number of messages stored in each folder.

Creating Sub Folders

If you wish to make the folder a *sub-folder* of an existing folder then, in the New Folder dialog box, select the *parent* folder from the list of folders, ensure that the **Make Sub-Folder of** radio button is selected and then press OK. In this case, a ⊞ symbol will appear next to the selected *parent* folder to indicate that it has sub-folders (it may already have other sub-folders in which case it will already have a ⊞ symbol next to it). Pressing the ⊞ symbol next to the *parent* folder will show all its sub-folders.

Editing Folders

You can change the name of a folder by selecting the folder and pressing the [✏] button. A Folder dialog box will appear. Modify the folder name by editing the *Name* field and then press **OK.**
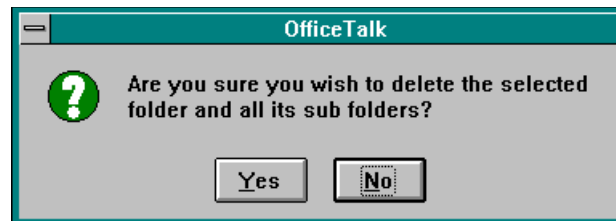

Folder dialog box

Deleting Personal Mail Folders

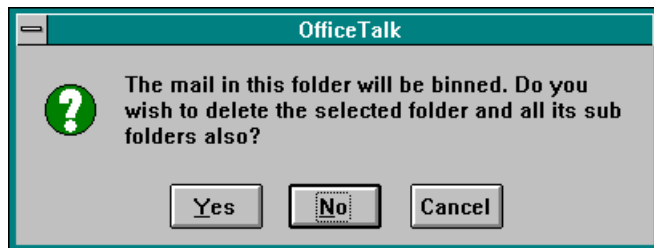You can delete folders in one of two ways:

❶   Select the folder and press the [📋] button above the Folder Window. When you press this button, if the folder contains no mail messages, OfficeTalk will confirm that you wish to delete this folder and all its sub-folders, if any. Press the **Yes** button.

Confirmation dialog box

❷   Drag the folder over to the bin. The same Confirmation dialog box will appear. Press the **Yes** button.

If the folder contains mail messages, OfficeTalk will inform you that it will bin all the messages in the folder but also asks you if you wish to delete the folder and any sub folders.
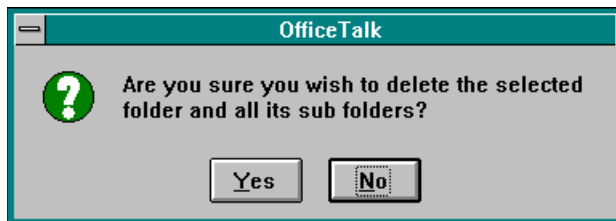
Confirmation dialog box

Deleting Bulletin Board Folders

> **Note:**   You must be a Supervisor in order to delete Bulletin Board
> folders.

You can delete bulletin board folders in one of two ways:

❶ Select the bulletin board folder and press the 🖻 button above the Folder Window. When you
press this button, OfficeTalk will confirm that you wish to delete this bulletin board folder and all
its sub-folders, if any. Press the **Yes** button.

Confirmation dialog box

❷ Drag the folder over to the bin. The same Confirmation dialog box will appear. Press the **Yes**
button.

Moving Mail to a Folder

You can move a message by dragging it from the Incoming Mail folder and dropping it onto a folder of your choice. The folder that you drop it onto may be either a top level (*parent*) folder or a sub-folder. It may be either a *personal mail* folder or a *bulletin board* (public folder). The *red* message count, next to the folder name, will increase to show the new number of messages stored in that folder.

Opening a Folder

You can *open* a folder to view its contents in one of three ways, by:

❶   Double clicking on the relevant folder in the **Folder Window** using the left mouse button.

❷   Selecting the folder and then pressing **RETURN** on the keyboard.

Ž   Selecting the folder and pressing the 🖿 button.

In both cases, the Mail Window will be display the contents of the selected folder. The name of the folder that the Mail Window is displaying is always shown above the Mail Window.
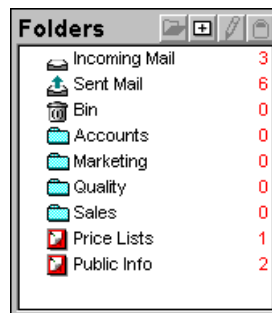

Folder Window

Deleting Mail Messages

The table below shows the possible ways in which you can delete a mail message:

| Action	Description
Using the button.	Select the mail message that you wish to delete from the Incoming Mail Window or from the Folder Window and press the button. OfficeTalk will move the message from its current folder to the Bin folder. To delete the contents of the Bin folder, select **Empty Bin** from the **Edit** menu.
Dragging the message to the bin folder.	Drag the mail message that you wish to delete from the Mail Window and drop it on the bin folder. You may *un-bin* the message at a later time by double clicking on the bin folder and moving the message to a different folder. To delete the contents of the Bin folder, select **Empty Bin** from the **Edit** menu.
Pressing the DELETE key on the keyboard.	Select the mail message that you wish to delete from the Mail Window and press the DELETE key on the keyboard. OfficeTalk will move the message from its current folder to the Bin folder. To delete the contents of the Bin folder, select **Empty Bin** from the **Edit** menu.

Deleting a Mail Message

Searching for Mail Messages

OfficeTalk lets you search through mail messages for any text. You can do this by pressing the button which is above the Read Window. When you press this button, the Search Mail dialog box will appear.
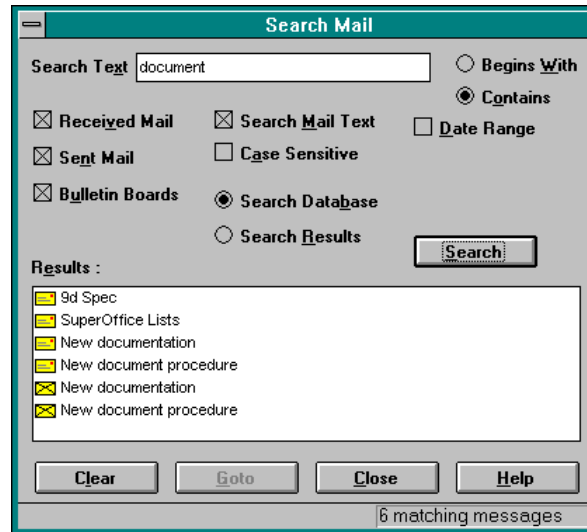
Search Mail dialog box

The Search Mail dialog box consists of a *Search Text* field into which you may enter your search text, a ⌞ **Search** ⌟ button for performing the search and a ⌞ **Goto** ⌟ button for displaying the resulting record(s). You may choose whether or not to search **Received Mail**, **Sent Mail** or **Bulletin Boards** by *checking* the corresponding check box. If you wish to search through only the subject text then *uncheck* the **Search Mail Text** check box. If you wish to perform a case sensitive search then *check* the **Case Sensitive** check box. If you wish to search for mail messages *beginning with* a certain character sequence then select the **Begins With** radio button. Otherwise, if you wish to search for mail messages *containing* a certain character sequence then select the **Contains** radio button. You may search for messages which were sent or received within a certain date range by *checking* the **Date Range** check box. A *From* and *To* field will appear. Enter the required date range into these fields.
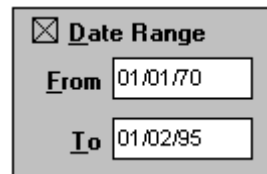
From and To fields

OfficeTalk lets you choose between searching through the database and searching through the results of a previous search. You can do this by selecting either the **Search Database** or **Search Results** radio button, as appropriate.

When you have specified your search criteria, press the [**Search**] button. OfficeTalk will perform the search and return the results into the **Results** window. Received mail will appear with a ▣ marker and sent mail will appear with a ✖ marker.

To view a particular result, select the result from the **Results** window and press the [**Goto**] button. OfficeTalk will close the dialog box, load the mail message and display it in the Read Mail Window.

Mailing External Recipients

OfficeTalk lets you EMail recipients using either OfficeTalk, MAPI or VIM messaging systems. This means that OfficeTalk can communicate with Microsoft Mail$^®$, Lotus cc:Mail$^®$ and any other mail system that also supports either VIM or MAPI.

When you mail a message to another OfficeTalk user, OfficeTalk automatically knows the internal mail address of that user. OfficeTalk has two ways of knowing the mail addresses of non-OfficeTalk users.

Œ   By using the external messaging system address book

    By keeping the mail address for a specific non-OfficeTalk user along with the *contact* information for that person.


Using a Messaging System Address Book

If you have enabled MAPI or VIM support, OfficeTalk will add a MAPI and/or VIM address book in the Send To Window in Write Mail View. Each address book will appear as a single entry in the Send To Window. The name of the address book will be either *MAPI address book* or *VIM address book*. The names of the address books may not be changed.

You may open the VIM address book entry, by double clicking on it or by selecting it and pressing the ENTER key. When you do this, the VIM address book will appear.
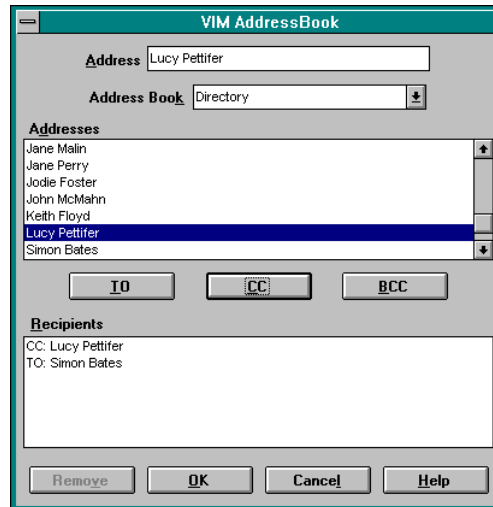
VIM Address Book dialog box

To mail a user held in a VIM address book, select the appropriate recipient(s) from the **Addresses** window and press the ⎿___**TO**___⏌, ⎿___**CC**___⏌ or ⎿___**BCC**___⏌ button. The recipient will appear in the **Recipients** window below. Press OK on the VIM Address Book dialog box. The message may now be sent in the normal way. To mail a user held in a MAPI address, double click on the MAPI address book entry or select it and press the ENTER key. A MAPI Address Book dialog box will appear.
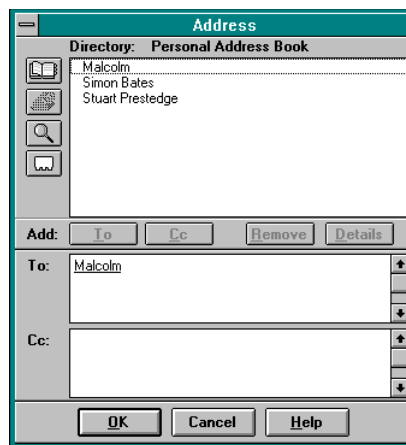
MAPI Address Book dialog box

Select the required recipients in the **Directory** window and then press either the ⬚**To** button or the ⬚**Cc** depending on whether you wish to address the recipient as To: or CC:, respectively. Next press ⬚**OK** . OfficeTalk will insert the chosen recipients into the **Recipients** window. The message may now be sent in the normal way.

Using a Contact Mail Address

If you do not wish to use the external messaging system address book, OfficeTalk lets you mail non-OfficeTalk users as if they were contacts. The way OfficeTalk implements this is by letting you specify an EMail address in a contact record. For more information on how to do this, see **Mailing Contacts** in the **Contact Mode** section.

Once you have set up the EMail address of one or more contacts, a Contacts address book entry will be displayed in the Send To Window in the Write Mail View. You may expand this entry to show a list of all the contacts in OfficeTalk which have been given an EMail address.

If you do not specify an EMail address in the Contact dialog but do specify a messaging system then the contact will still appear in the Contacts address book. However, when you send a message to the contact, since there is no EMail Address, OfficeTalk will try to match the name of the contact with an address entry in the specified messaging system's address book. Note that the name of the contact must be the same as the name specified in the relevant messaging system address book.

To address a contact as a recipient of a mail message, expand the Contact address book entry by clicking on the ⊞ symbol. The list of addressable contacts will be displayed underneath the Contact address book entry. Select the contact and press the ⬚**To**, ⬚**cc** or ⬚**Bcc** button. The contact will appear in the Recipient Window below. Alternatively, you may double click on the contact in the Send To Window. This will have the same effect as selecting the contact and pressing the ⬚**To** button. The message may now be sent in the normal way.

Receiving Mail Messages from other Mail Systems

Provided that you are logged into the MAPI and/or VIM message systems (see **Preparing OfficeTalk for use with MAPI and VIM**), OfficeTalk will be able to receive messages sent to your MAPI and/or VIM address. The messages will arrive in your OfficeTalk Incoming Mail folder as usual.

Preparing OfficeTalk for use with MAPI and VIM

In order to send or receive a message via an external messaging system such as MAPI or VIM, you must be logged into that messaging system. OfficeTalk lets you automatically log into MAPI and/or VIM messaging systems on starting up OfficeTalk. You can do this by selecting **External Mail...** from the **Options** menu. An External Mail dialog box will appear.
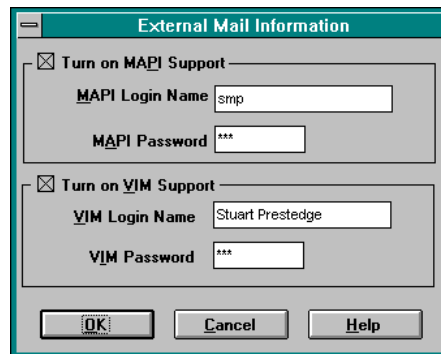
External Mail Information dialog box

Check the **Turn on MAPI Support** and/or the **Turn on VIM Support** check box(es). Specify a login name and password for each of the services. If you do not supply a login name or password for any of the enabled mail services, OfficeTalk will prompt you for this information every time you log in. The MAPI service will cause OfficeTalk to pop up a MAPI Login dialog box. The VIM service will cause OfficeTalk to pop up a VIM Login dialog box.
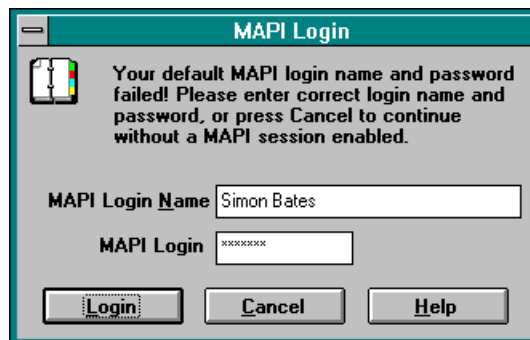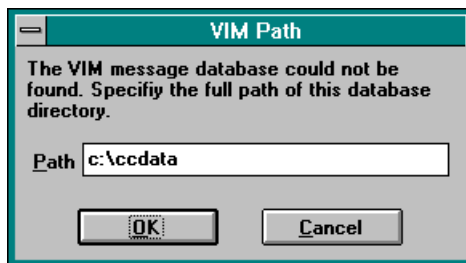
MAPI Login dialog box
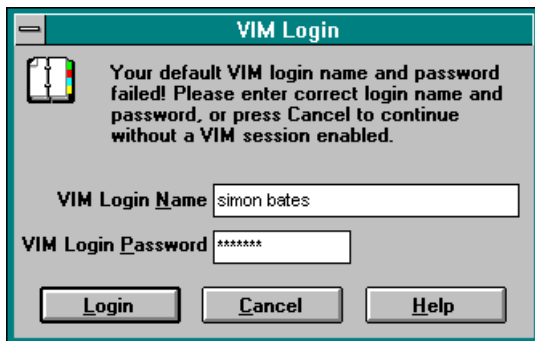
VIM Login dialog box

If OfficeTalk cannot find the VIM database path, which is usually specified in WMAIL.INI in the CC1DIR directory of a CC:Mail installation, then OfficeTalk will prompt for the database path each time you start up OfficeTalk

Prompting for the VIM database path

Type in the path and press OK. If this dialog box continues to appear, see your cc:Mail administrator who should be able to correct the problem. (Refer to **Appendix C: Troubleshooting**).

Technical Requirements

If you use the MAPI service, you must be running Windows 3.11 or above and you must have the **MAPI.DLL** file in the path. It will usually live in the WINDOWS or WINDOWS\SYSTEM directory. If you use the VIM service, you will need all the VIM based DLLs which come with cc:Mail. These are as follows:

| DLLs required	VIM.DLL

to be in the path when using the VIM messaging system with OfficeTalk.	CHARSET.DLL MAILENG.DLL MEMMAN.DLL

Required DLLs for VIM

The VIM DLLs will either be found in your WINDOWS directory or in the cc:Mail directory. If you do have the listed DLLs then contact your EMail suppliers.

Printing Mail

OfficeTalk lets you print out mail messages by pressing the ⎙ button above the Incoming Mail Window. When you press this button, the Print Mail dialog box will appear.
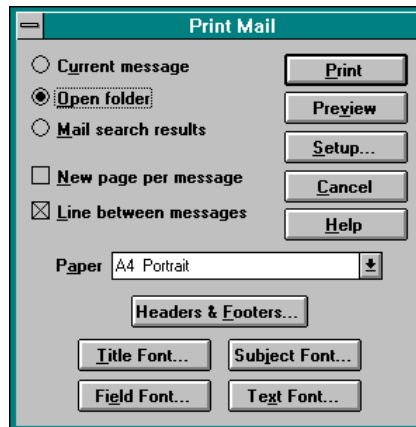
Print Mail dialog box

The fields and buttons in the Print Mail dialog box are described in the table below:

Field/Button	Description
Current Message/ **Open Folder/** **Mail Search Results**	You may choose what to print by selecting one of these radio buttons. You can print either the *current message* displayed in the Message Window, the *open folder*, which may be any of the folders in the Folder Window, or you may print the Mail Search results which are currently listed in the Search Mail dialog box.
New Page Per Message	Check this check box if you wish to start a new page for each message.
Line Between Messages	Check this check box if you wish to print a line between each message.
Paper	This is the paper style that OfficeTalk will use to print. For more information on paper styles, see the **Printing** chapter in the **General OfficeTalk Features** section.
Title Font	The font of the field names, e.g. "*To"*, "*From"*, "*Subject"* etc.
Field Font	The font of the fields.
Subject Font	The font of the subject description.
Text Font	The font of the mail message.

OfficeTalk provides common print functionality in all Print dialog boxes. This functionality includes:

- Defining headers and footers
- Printer setup
- Preview capability

For more information on this common print functionality, see the **Printing** chapter in the **General OfficeTalk Features** section.

If you *preview* the contact print out, with careful selection of fonts, OfficeTalk will display a preview output similar to that shown below:
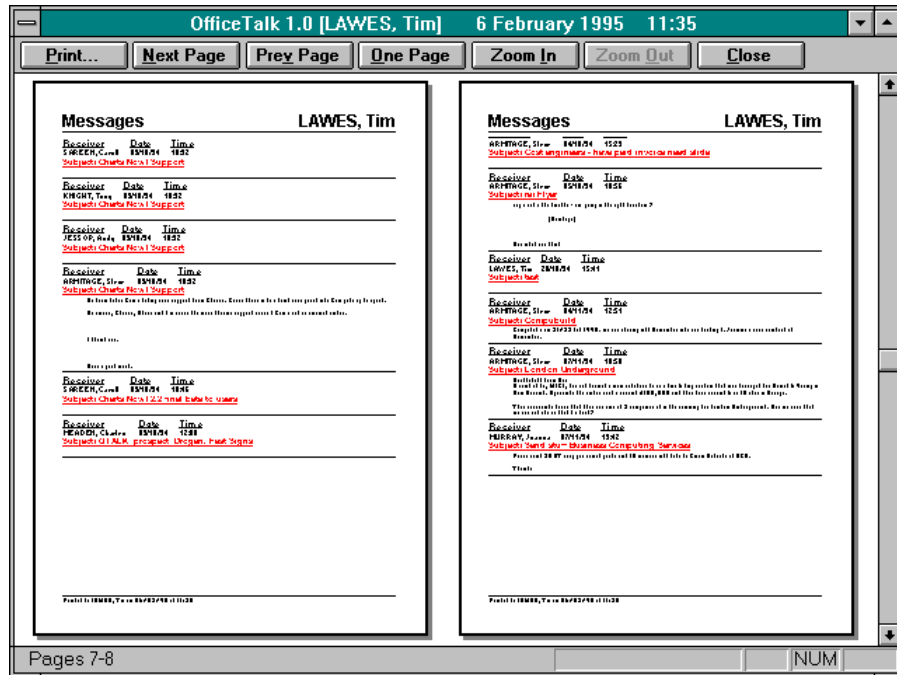
Mail Print Preview

Linking other items to Mail Messages

OfficeTalk lets you link mail messages to other OfficeTalk data. You can do this in the following way:

❶ Select the mail message that you wish to link.

❷ Press the [paperclip] button above the Mail Window.

❸ Select another linkable item and press the [paperclip] button above that items window.

The mail message will now be linked to that item. A ✐ symbol will appear in the Mail Window. For more information on *Linking*, see the **Linking** section in the chapter named **General OfficeTalk Features**.