CompuServe Mail for Microsoft Exchange

CompuServe Mail for Microsoft Exchange allows CompuServe members using Microsoft Exchange to send and receive messages through CompuServe Mail.   You can use CompuServe Mail for Microsoft Exchange to:

- Exchange messages with other CompuServe members and with users of the Internet, X.400, and LAN-based e-mail systems.

- Send faxes and telexes.

- Schedule mail to be sent and received automatically at regular times, or log on and process your mail interactively.

CompuServe Mail Settings - General

Name: Enter your name.

CompuServe Id: Enter your CompuServe User ID number.

Password: Enter your CompuServe password.   If you leave this box blank, you will be prompted for your password each time you start Microsoft Exchange.

CompuServe Mail Settings - Connection

Phone Number: Enter the phone number you use to access CompuServe.

NOTE: To use the TAPI dialing properties specified for your modem, (such as dialing «9,» to access an outside phone line) enter the phone number in the following format:

<u>+c</u> (<u>aaa</u>) <u>xxx-yyyy</u>
| | |_____ phone number
| |_____area code (parentheses required)
|_____plus sign followed by country code

Example: +1 (614) 764-2957.

Preferred Tapi Line: Select the modem you want to use.   The Tapi lines are set up in the Windows Control Panel (see «Modems»).

Network: Select the network that you use to access CompuServe.

CompuServe Mail Settings - Default Send Options

Send using Microsoft Exchange rich-text format: Check this box to send all messages in the Microsoft Exchange rich-text format.

Release Date: Enter a date to have the message held until the date specified, and then forward the message to the receipient's electronic mailbox.   If no date is set, the message will be forwarded as soon as it is sent.

Expiration Date: Enter a date to have the message automatically deleted from the recipient's electronic mailbox on the date specified.

Payment Method:
Select one of the following payment methods:

Sender pays -- The sender pays all message transmission fees.   This is the default setting.

Split charges -- The sender and the recipient split the message transmission fees 50/50.

Receiver Pays - The recipient pays all message transmission fees.

NOTE: Message recipients pay fees only if they read or retrieve the surcharged messages - They are not obligated to do either.

CompuServe Mail Settings - Advanced

Advanced options do not apply when you use the Remote Preview feature.

Create Event Log: Check this box if you want to receive an Inbox «event log» message upon completion of each mail retrieval session.   The event log provides information on the messages sent and retrieved during the particular session.

Delete Retrieved Messages: Check this box to automatically delete messages from your online mailbox after retrieving them to your Inbox.

Accept Surcharges: Check this box to automatically accept any mail arriving «postage due.»   If this option is *not* checked, postage-due mail will not be accepted.

Change CompuServe Dir: Select this button to change the path to the common CompuServe directory.

Schedule Connect Times: Select this button to change the time(s) for your automated connection(s) to CompuServe Mail.

CompuServe Mail Settings - IPX

IPX Account: This is the account number for your Private CompuServe Mail System.

IPX Password: This is the current IPX password. You may choose instead to leave this item blank in the settings dialog, in which case you will be prompted for this information each time you start Microsoft Exchange.

Mailbox Name: Your private IPX Mailbox name goes here.

Mailbox access code: Your private IPX password (access code) to your private mailbox goes here. You may choose instead to leave this item blank in the settings dialog, in which case you will be prompted for this information each time you start Microsoft Exchange.

Use IPX for mail: Check this option to automatically logon to use IPX (private) mail instead of the public CompuServe Mail system.

CompuServe Parent Directory

Select the path to a common CompuServe directory that other CompuServe products can use to share items such as connect scripts and the address book.

If you have previously installed another CompuServe software product, this directory probably exists already and you should select it.   The usual name of the directory is CSERVE.

Connection Times

You may select one or more options to automatically retrieve mail at certain intervals:

Startup of Mail: Check this box to have send and retrieve mail when you start Microsoft Exchange.

Every X hours and minutes: Check this box to log on at regular intervals (e.g., every 2 hours, every 20 minutes).   You can set the desired logon interval by clicking the up and down arrows next to the hours/minutes indicators.

Scheduled at X hours: Check this box to log on every day at the same time.   You can set the desired time by clicking the up and down arrows next to the time indicator.

NOTE: Connection time options apply only when Microsoft Exchange is running.

The options below allow you to specify when you wish to schedule connections to CompuServe Mail.

Check this box if you want to automatically logon upon startup.

Check this box to log on at regular intervals (e.g., every 2 hours, every 20 minutes).   You can set the desired logon interval by clicking the up and down arrows next to the hours/minutes indicators.

This is the number of hours you can set between logon intervals.

Click the up or down arrows to set the number of hours.

Click the up or down arrows to set the number of hours.

This is the minutes setting between logon intervals.   Use it if you want to logon at anything other than hourly intervals (eg. Every 20 minutes, Every 2 hours and 15 minutes, etc.).

Click the up and down arrows to set the number of minutes.

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Check this box to log on every day at the same time.   You can set the desired time by clicking the up and down arrows next to the time indicator.

This is the time you can set for a daily automatic logon to retrieve your mail.

This is the time you can set for a daily automatic logon to retrieve your mail.

Click the up and down arrows to set the daily automatic logon time.

Saves your changes and closes this dialog.

Closes this dialog without saving any of your changes.

Allows you to select Help information about this dialog.

Enter your CompuServe password in the space provided.

Press the Cancel pushbutton to stop the transaction currently in progress.

Enter your IPX password in the space provided.

Enter your private IPX mailbox access code in the space provided.

Address Formats

To create a new CompuServe Mail address in an address book, simply fill in the blanks of the template provided with the requested information.   Once you have done this, the CompuServe Mail provider will automatically create and build an address recognized by the CompuServe Mail system, complete with any special format and prefix codes that may be needed.

For a complete description of each of the elements that may be requested (depending on the special type of CompuServe Mail address being created, refer to the list below.)

For a more complete description of the final generated address formats, refer to the tables below.

Display Name: This is the name that will be displayed in the To: field.

Country: Enter the country domain or the standard X400 code for the country where mail is received by the recipient.   Example: US

Surname: Enter the surname of the recipient.   Example: John

Given Name: Enter the given name of the recipient.   Example: Smith

Comments: You may optionally enter comments about the recipient here.

E-mail address: This is your User ID or account number.   Example: 70097,249

ADMD: This field contains the administrative domain.   It cannot be altered.   CompuServe administrative domain is COMPUSERVE.

PRMD: Enter the private domain of the recipient.   CompuServe's private domain is CSMAIL.

DDA Type: The field contains the domain-defined attribute.   It cannot be altered.

User Name: Post Office:

FAX Number: Enter the country code followed by the recipient's FAX number.   Example 1-614-555-9876 (where '1' is the country code for the United States).

　　　　Note: To be transmitted properly, all FAX messages should conform to the following parameters:

* Text only.
* No more than 55 lines per page
* No more than 80 characters per line
* Format for an 8.5x11-inch page.

Internet: Address - the recipient's address.   Example: mikef

Domain: - the recipient's doman (and possibly subdomain).   Example: sales.abc.com

MCI-Mail ID: This is the MCI ID or name as registered in the MCI Mail Directory.   Example: 123-

Username: This is the recipient's username.

Workgroup: This is the workgroup as registered with the CompuServe Mail Hub.   More information about the CompuServe Mail Hub is available on CompuServe (GO MHS).

NIFTY ID: The Nifty ID.

Machine Number: This is the Telex or TWX machine number. (The machine number must be preceded with by the appropriate country code if the machine is outside the United States).   Example: 123456

Answerback: The answerback is an optional field.   Include it only if you are sure you know it. Example: abcdef

Address Formats For Sending Messages

CompuServe Members	User Id 70097,249
Private Mail Systems	Organization:Address xyzco:jane
FAX	fax: country code / area or city code / number United States - fax: 1-614-555-1212 Germany - fax: 49 89 66 55 0 111
Internet	internet:user@domain internet:mikef@sales.abc.com BITNET - internet:bobbyjo@bigvm.oregon.bitnet UUCP-internet:harry%somelab.msu@uunet.uu.net
Novell Netware MHS	mhs: username @ workgroup mhs: mikef @ xyzco
Lotus cc:Mail	ccmail:user name at post_office ccmail:Jane Frank at abc_hq
Telex	tlx: telex number / answerback tlx: 123456 abcdef The answerback is optional, and can be used only if the receiving machine is properly programmed to send it.
Postal	postal: ASCII service will then prompt for name and address.

| MCI Mail | mcimail: mci id |
| | mcimail: 123-4567 |

The MCI Name can be used, but it may not be unique which will result in the message being returned.

You may also use the X.400 addressing format:

x400:(c=us;a=mcimail; s=mci name; d=id:mci id)

Advantis	x400:(c=us; a=attmail; s=surname; g=given)
AT&T Mail	x400:(c=us; a=attmail; d=id:username)
AT&T Easylink	x400:(c=us; a=western union; o=?; d=eln:number)
SprintMail	x400:(c=us; a=telemail; p=?; o=?; s=?; g=?)
Deutsche Bundespost	x400:(c=de; a=dbp; p=?; o=?; s=?; g=?)
Infonet	x400:(c=us; a=infonet; p=?; o=?; s=?; g=?)
NIFTY-Serve	x400:(c=jp; a=nifty; p=?; o=?; s=?; g=?)

Address Formats For Receiving Messages

From Internet	user id@CompuServe.com
	70097.249@CompuServe.com
	(with the comma replaced by the period)

| From NetWare MHS | mail @ cserve {user id} |
| | mail @ cserve {70097,249} |

From cc:Mail	User ID at CSERVE
	(with the comma replaced by the period)
	70097.249 at CSERVE

From X400	Country = US
	ADMD = CompuServe
	PRMD = csmail
	DDA Type = id
	DDA Value = user id

CompuServe Mail -- Message Options

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Split charges -- The sender and the recipient split message transmission fees 50/50.

Receiver Pays -- The recipient pays all message transmission fees.

Microsoft Exchange rich-text format

Microsoft Exchange rich-text format allows you to retain the full richness of textual properties in your mail messages.   These properties include:

font attributes such as <u>underlining</u>, **bold-face**, or *italics*,

font colors,

different `font types`, **and**

font sizes

In addition, using the Microsoft Exchange rich-text format allows you to send all sendable mail messages properties that may not have a direct 1-to-1 mapping to the native mail properties found in CompuServe Mail.   (This is particularly useful for sending a mail message using a non-standard form.)

<u>Guidelines for when to use Microsoft Exchange rich-text format.</u>

Guidelines for when to use Microsoft Exchange rich-text format

The following observations are noted below to help you in deciding whether or not to use the Microsoft Exchange rich-text format when sending mail:

Benefits to using Microsoft Exchange rich-text format:

- All rich-text properties are fully preserved.

- Non-standard mail properties, such as those entered via non-standard mail forms, will be transmitted.

Important Considerations:

All recipients who will receive your mail through CompuServe Mail must also be using Microsoft Exchange in order to read a message sent using Microsoft Exchange rich-text format.   (If you intend for the mail you send to be legible to recipients using software other than Microsoft Exchange, you should **not** use Microsoft Exchange rich-text format.)

Microsoft Exchange rich-text format messages tend to be larger in size, resulting in somewhat longer transmission times through your modem.

Customer Service

There are several ways to contact Customer Service:

- Send a message online (GO FEEDBACK) or by e-mail (CompuServe User ID: 70006,101).

- Post a message in the CompuServe Applications Forum (GO CSAPPS).

- Call one of the numbers below:

UNITED STATES	800-609-1674 or (+1) (614) 529-1340
Argentina	(+54) (1) 345-3871
Australia	1 800 025 240 or (+61) (2) 410-4260
Austria	0660 8750 or (+49) (89) 66 535-222
Chile	(+56) (2) 696-8807 (+56) (2) 698-1474
France	36-63-81-31 or (+33) (1) 47 14-21-60
Germany	0130 86 4643 or (+49) (89) 66 535 222
Hong Kong	(+852) 2599-2722
Hungary	(+36) (1) 135-6493
Israel	(+972) (3) 638-8230
Japan	0120-22-1200 or (+81) (3) 5471-5806
Mexico	(+52) (2) 629-8191
New Zealand	0800 446 113 or (+61) (2) 410-4260
South Africa	(+27) (12) 841-2530
South Korea	080 022 7400 or (+82) (2) 528-0597
Switzerland	155 31 79 or (+49) (89) 66 535 222
Taiwan	080 251 009 or (+886) (2) 651-6899
United Kingdom	0800 289458 or (+44)(117) 976 0680
Venezuela	(+58) 2-793-2984 or (+58) (2) 793-1952
Elsewhere	(+1) (614) 529-1340 (+1) (614) 529-1611

Address Book - Location of data file

The CompuServe address book is by definition located underneath your
parent directory in a subdirectory called SUPPORT.   The filename is always called ADDRBOOK.DAT.
If you choose C:\CSERVE, your address book will be found in this location:

C:\CSERVE\SUPPORT\ADDRBOOK.DAT

In order to access a different CompuServe address book data file, you must modify the location of
your CompuServe Parent directory in your mail transport settings under the Advanced tab.