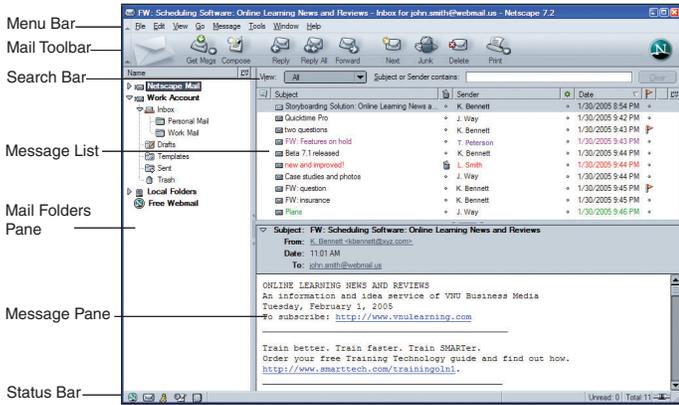


Using Netscape® Mail 7.2

The Netscape Mail Window



Receiving Messages

To manually check for incoming mail at any time, click the **Get Msgs**  button. New messages will appear in the Message List.

Opening and Closing a Message

- To open a message in its own window, double-click the message name, as it appears in the Message List.
- To close a message, select **File / Close** or click the **Close**  button, located in the upper right corner of the window.

Printing a Message

- Select or open the message you want to print.
- Select **File / Print** or press **Ctrl + P**.

Note: By default, the **Print**  button is not displayed. To display the **Print** button, select **Edit / Preferences**, and then click the **Mail & Newsgroups** link. Check the **Print** box and then click the **OK** button.

Deleting a Message

- Select or open the message you want to delete.
- Click the **Delete**  button.

Note: To retrieve a message from the trash, click the **Trash** folder, as it appears in the Mail Folders pane. Then click and drag the message to another folder.

Creating a New Message

- To create a new mail message, click the **Compose**  button. The Compose window will appear.
- To send mail from a different account, click the **From** drop-down menu and select an account from the resulting list.

- Enter recipient email address(es) in the Addressing area, located to the right of the **To** button. Separate multiple email addresses with a comma.

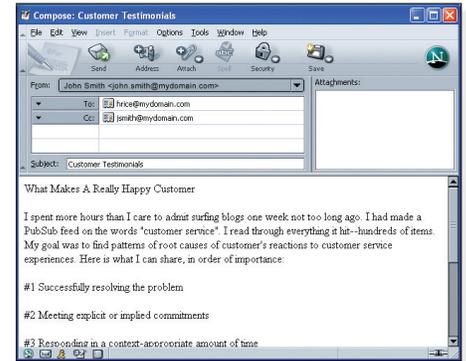
- Enter a description of your message in the **Subject** box.

- Enter the text of your message in the message body.

- When you are ready to send your message, click the **Send**



button.



Saving and Editing a Draft

If you do not have time to finish composing your message, you can save it as a draft.

- To save a message as a draft, click the **Save**  button. The message will be saved in the **Drafts** folder.
- To edit a draft, click the **Drafts** folder, located in the Mail Folders pane. Double-click the draft to open and begin editing the message.

Replying to a Message

- Select or open the message to which you want to reply.
- Click the **Reply**  button, or click the **Reply to All**  button to reply to all message recipients.
- Enter your reply message in the message body.
- Click the **Send**  button to send the message.

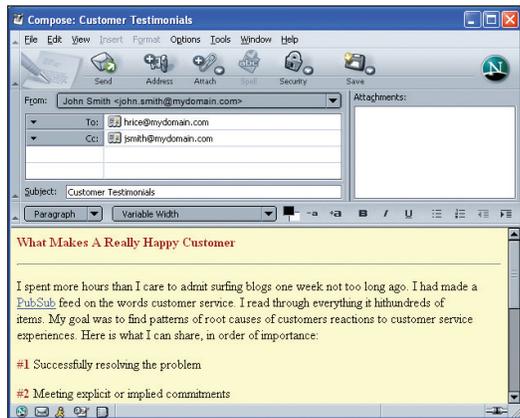
Forwarding a Message

- Select or open the message you want to forward.
- Click the **Forward**  button.
- Enter recipient email address(es) in the Addressing area, located to the right of the **To** button. Separate multiple email addresses with a comma.
- Make changes to the description in the **Subject** box, as desired.
- Enter any accompanying text in the message body.
- Click the **Send**  button to send the message.

HTML

Using HTML Format

When you use the HTML editing format for creating your message, you have access to advanced formatting tools. For example, you can use a variety of fonts and font colors, create bulleted and numbered lists, and insert images and tables.



Setting HTML or Plain Text as the Default Editor

Since some recipients cannot receive HTML-formatted messages, you may prefer to use Netscape Mail's plain-text editor.

1. To indicate HTML or plain text as your preferred default editor, select **Edit / Mail & Newsgroups Account Settings**.
2. Select and expand your mail account, located in the left sidebar pane.
3. Click the **Composition & Addressing** link.
4. Choose one of the following:
 - If you want to use HTML formatting by default, check the **Compose messages in HTML format** box.
 - If you want to use plain-text editing by default, clear the **Compose messages in HTML format** box.
5. Click the **OK** button.

Switching Between HTML and Plain-Text

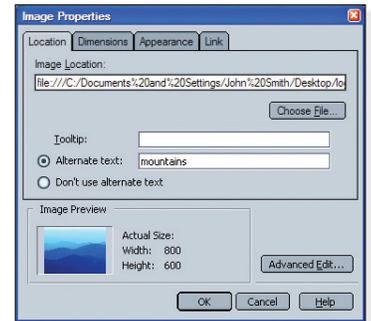
If HTML is your default editor, you can switch between the HTML and plain-text editors while creating your message. Select **Options / Format**, and then select one of the following:

- **Auto Detect** – Netscape Mail will automatically select an appropriate format.
- **Plain Text Only** – Messages will be composed as plain text and can be opened and read with any mail program.
- **Rich Text (HTML) Only** – Messages will be composed as HTML text only. Some recipients may have trouble opening and reading the message.
- **Plain and Rich (HTML) Text** – Messages will contain both plain-text and HTML formatting information. All recipients will be able to open and read the message, but the message file size will be larger to accommodate the extra information.

Images

Inserting an Image

1. To insert an image into the body of your message, place your text cursor in the location where you want to insert the image.
2. Select **Insert / Image**.
3. Click the **Choose File** button.
4. Locate and select the image file you want to insert.
5. Click the **Open** button.
6. Click the **Dimensions**, **Appearance**, or **Link** tabs to make changes to the image, as desired.
7. If the **Alternate text** button is selected, you will need to enter a description of the image. Or you can click the **Don't use alternate text** button to bypass this requirement.
8. Click the **OK** button.



Attachments

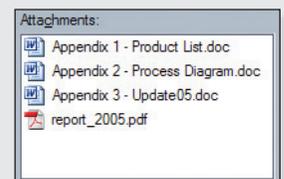
Attaching a File

1. To attach a file to a message you are composing, click the **Attach**  button. The Attach Files window will appear.
2. Locate and select the file(s) you want to attach.
3. Click the **Open** button. The filename(s) will appear in the Attachments area.

Opening Attachments

To open an attachment, double-click the attachment as it appears in the Attachments area of the Message window.

If your computer has the necessary software installed for opening the attachment, the attachment will open. Otherwise, you will be prompted to select an appropriate application for opening the attachment.



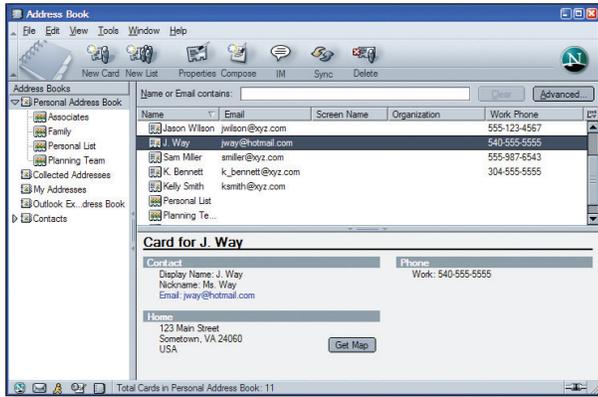
Saving Attachments

1. To save an attachment you have received, right-click the attachment and select **Save As** from the pop-up menu. To save all attachments, right-click the first attachment and select **Save All**.
2. Select the location where you want to save the attachment(s).
3. Click the **Save** button.

Address Book

Opening the Address Book

To open the Address Book, select **Window / Address Book** or click the **Address Book** icon, located in the lower left corner of the Netscape Mail window.



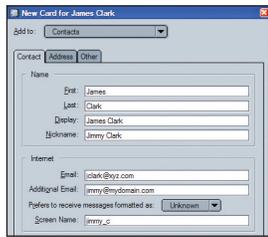
Creating an Address Book

1. In the Address Book window, select **File / New / Address Book**.
2. In the New Address Book window, enter a name for the new address book.
3. Click the **OK** button. The address book will appear in the Address Book pane.

Note: To edit the address book name, double-click the address book.

Creating an Address Book Card

1. In the Address Book window, click the **New Card** button.
2. Click the **Add to** drop-down menu to select the address book in which you want to store the new card.
3. Enter the contact's information in the fields provided.
4. Click the **OK** button.



Note: To edit the address book card, double-click the address book card as it appears in the card list.

Adding a Sender to the Address Book

When you receive a message, you can add the sender to the address book.

1. To add a sender to the address book, click the sender's name, as it appears in the message.
2. Select **Add to Address Book** from the resulting menu.
3. Click the **Add to** drop-down menu to select the address book where you want to store the new card.
4. Enter the contact's information in the fields provided.
5. Click the **OK** button.

Creating a Mailing List

When sending messages regularly to a group of recipients, it is convenient to create a mailing list.

1. In the Address Book window, click the **New List** button.
2. Click the **Add to** drop-down menu to select the address book where you want to store the mailing list.
3. Enter the list name, nickname, and description of the mailing list in the fields provided.
4. Enter the email addresses you want to include in the mailing list. Press the **Enter** key after each entry.
5. Click the **OK** button.

Note: To edit the mailing list, double-click the mailing list name as it appears in the card list.

Searching for an Entry



To search for an address book card, enter the name or email address you want to search for in the **Name or Email contains** field, located above the card list. As you type, Netscape Mail will begin displaying matching items. Click the **Clear** button to clear the search.

Note: For more advanced searching tools, select **Tools / Search Addresses**.

Addressing Tools

Sending a Carbon Copy or Blind Carbon Copy

1. To send a carbon copy or a blind carbon copy of a message you are composing, click the **To** button, located in the Addressing area.
2. Select **Cc:** or **Bcc:** from the resulting menu.
3. Enter email addresses in the area to the right of the **Cc:** or **Bcc:** button, separating multiple email addresses with a comma.

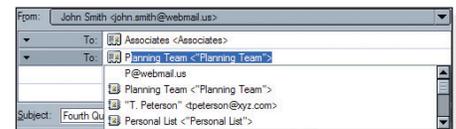


Note: After entering an email address in the first address field, press the **Enter** key and a new **To** button will appear on the next line.

Using Address AutoCompletion

As you type an email address in the Addressing area of the Composition window, Netscape

Mail will attempt to complete the address with a matching address in your address book. To accept the suggested match, press the **Enter** key. Or, if several matches appear, select the desired address and press the **Enter** key.

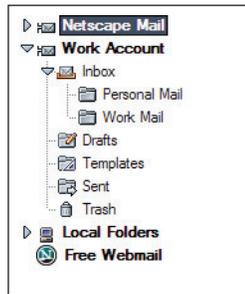


Organizing Messages

Creating a Folder

Your mail account will, by default, have five folders: Inbox, Drafts, Templates, Sent, and Trash. To further organize your email, you can create new folders.

1. To create a new folder, select **File / New / Folder**. The New Folder dialog box will appear.
2. In the **Name** box, enter a name for the folder.
3. Click the **Create as a subfolder of** drop-down menu and select a folder from the resulting list.
4. Click the **OK** button.

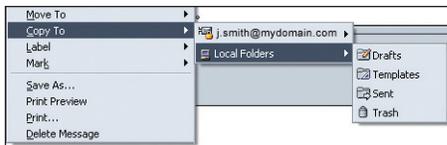


Renaming a Folder

1. Right-click the folder you want to rename, as it appears in the Mail Folders pane.
2. Select **Rename Folder** from the pop-up menu.
3. Enter a new name in the field provided.
4. Click the **OK** button.

Filing a Message

- To file a message into a folder, click and drag the message from the Message List into a folder in the Mail Folders pane.



- To place a copy of a message into another folder, leaving the original in place, right-click the message and select **Copy To** from the pop-up menu. Then select a destination account and folder from the resulting menu.

Sorting and Threading Messages

- To sort the messages in your Message List, click the Subject, Sender, Date, Priority, or other column heading, located at the top of the Message List.
- To group or ungroup related message threads, click the **Thread**  column heading.

Flagging a Message

Use the Flag tool to mark messages that need your attention.

For each message you want to flag, click once in the message's Flag column. A **Flag**  icon will appear.

Note: If the Flag column is not displayed, click the **Show/Hide Columns**  icon, located on the Message List column headings bar, and then select **Flag** from the resulting menu.

Labeling a Message

- To apply a priority label to a message, right-click the message and select **Label**. Then select a label from the resulting menu.
- To apply a priority label using keyboard shortcuts, select the message(s) you want to label, and then press 1, 2, 3, 4, or 5 on your keyboard. To clear a priority label, select the message and then press 0.

Customizing Labels

1. To customize label colors and descriptions, select **Edit / Preferences**.
2. Expand the **Mail & Newsgroups** category and select the **Labels** link.
3. Make changes to the labels and colors, as desired.
4. Click the **OK** button.

Note: If the Label column is not displayed, click the **Show/Hide Columns**  icon, located on the Message List column headings bar, and then select **Label** from the resulting menu.

Creating and Using Message Filters

Netscape Mail's message filters can automatically organize your incoming email.

1. To create a new filter, select **Tools / Message Filters**.
2. Click the **Filters for** drop-down menu and select the mail account for which you want to create a mail filter.
3. Click the **New** button.
4. In the **Filter name** box, enter a name for the filter.
5. Indicate the types of messages you want to filter and the actions the filter should perform.
6. Click the **More** or **Fewer** button to display more or fewer filter options.
7. Click the **OK** button.
8. To run the filter, click the filter name and then click the **Run Now** button. Otherwise, click the **Close**  button, located in the upper right corner of the window.

Note: To make changes to a filter, select **Tools / Message Filters**. Select the filter you want to edit, and then click the **Edit** button. If necessary, you may need to first select a different account from the **Filters for** drop-down menu .

Searching for a Message



To search for a message, enter the words you want to search for in the **Subject or Sender contains** (or **Subject or Recipient contains**) field, located above the Message List. As you type, Netscape Mail will begin displaying matching items. Click the **Clear** button to clear the search.

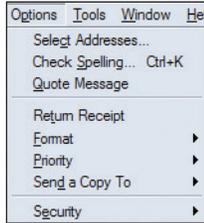
Note: For more advanced searching tools, select **Tools / Search Messages**.

Tools

Using Sending Features

When you are composing a message, you can make changes to the default sending options. For example, you can request a Return Receipt or assign a priority level. In the Compose window, select one of the following from the [Options](#) menu.

- Select Addresses – Allows you to select addresses from the Address Book.
- Check Spelling – Checks the spelling of the text in your message.
- Quote Message – Places quote markings around the original text when you are replying to a message.
- Return Receipt – Attaches a return receipt to the message.
- Format – Allows you to control the editing format of your message.
- Priority – Assigns a priority label to your message, marking the message as Lowest, Low, Normal, High, or Highest priority.
- Send a Copy To – Sends a copy of the sent message to a folder other than your default Sent folder.
- Security – Provides various security options for sending your message, including encryption and digital signatures.



Requesting Receipt Confirmation

Return Receipts display a confirmation request when recipients open your message. You will receive an email message as each recipient opens and confirms receipt of your message.

To attach a Return Receipt to a message you are composing, select [Options](#) / [Return Receipt](#). A check mark will appear next to the [Return Receipt](#) line in the [Options](#) menu.

Note: Not all mail programs accept this feature, and recipients can also ignore or refuse to send a confirmation receipt.

Using the Netscape Junk Mail Filter

Netscape Mail will detect incoming junk mail and mark the message with a small [Junk Mail](#)  icon.

You can train Netscape Mail to recognize items that are truly junk mail by adding or removing the [Junk Mail](#)  label, as needed. Click once in the message's Junk Mail column to add or remove the label.

Assigning Preferences

To assign your preferences to Netscape Mail, select [Edit](#) / [Preferences](#). Expand the [Mail & Newsgroups](#) section and make changes to the preferences, as desired. When you are done, click the [OK](#) button.

Shortcuts

The following are keyboard shortcuts for Windows, Linux, and Mac users. Mac uses a **Cmd** key instead of **Ctrl**, and also **Return** instead of **Enter**. Shortcuts below display *Cmd/Ctrl* and *Enter/Return* to accommodate all users.

Composition Window Shortcuts

Command	Shortcut
Send Message Now	Ctrl/Cmd + Enter/Return
Save Message	Ctrl/Cmd + S
Close Message	Ctrl/Cmd + W
Find in Message	Ctrl/Cmd + F
Find Again	Ctrl/Cmd + G
Insert / Edit Link	Ctrl/Cmd + L
Decrease Indent	Ctrl/Cmd + [
Increase Indent	Ctrl/Cmd +]
Discontinue Text Styles	Ctrl/Cmd + Shift + T
Discontinue Link	Ctrl/Cmd + Shift + K
Decrease Font Size	Ctrl/Cmd + - (minus)
Increase Font Size	Ctrl/Cmd + =
Bold Text	Ctrl/Cmd + B
Italic Text	Ctrl/Cmd + I
Underlined Text	Ctrl/Cmd + U

Message List Shortcuts

Command	Shortcut
Save Message as File	Ctrl/Cmd + S
Open Message	Ctrl/Cmd + O
Delete Message	Del
Undo Delete Message	Ctrl/Cmd + Z
Select All Messages	Ctrl/Cmd + A
Collapse All Threads	/ (slash key)
Expand All Threads	*
Next Message	F
Next Unread Message	N
Next Unread Thread	T
Previous Message	B
Previous Unread Message	P
Reply to Sender	Ctrl/Cmd + R
Reply to All	Ctrl/Cmd + Shift + R
Forward Message	Ctrl/Cmd + L
Edit as New	Ctrl/Cmd + E
Mark as Read/Unread	M
Mark Thread as Read	R
Mark All as Read	Ctrl/Cmd + Shift + C

Troubleshooting

Trouble Receiving Messages

Alert messages: Sending of password did not succeed. Mail server [POP server name] responded: Login failed.

Or Login to server [IMAP server name] failed.

Possible causes: Incorrect or incomplete user name; incorrect password.

Possible solution: Confirm that you are using the correct and complete email address as the user name (for example, *myname@mydomain.com*).

If you continue to get the alert message, confirm that you are using the correct password. Passwords are case sensitive.

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Alert message: Connection to server [POP or IMAP server name] timed out.

Possible cause: Incorrect port number.

Possible solution: Confirm that you are using the correct incoming server settings:

Server Type	Server Name	Port
POP Mail Server	pop.emailsrvr.com	110
IMAP Mail Server	imap.emailsrvr.com	143

Or, if you have checked the [Use secure connection \(SSL\)](#) box:

Server Type	Server Name	Port
POP Mail Server	secure.emailsrvr.com	995
IMAP Mail Server	secure.emailsrvr.com	993

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Alert message: Failed to connect to [POP or IMAP server name].

Possible cause: Incorrect server name.

Possible solution: Refer to the server settings above to confirm that you are using the correct server name.

Trouble Sending Messages

Alert message: Sending of message failed. An error occurred sending mail: Unable to connect to SMTP server [SMTP outgoing server name]. The server may be down or may be incorrectly configured. Please verify that your Mail/News account settings are correct and try again.

Possible cause: Incorrect / misspelled SMTP server name.

Possible solution: Confirm that you are using the correct outgoing server name:

Secure Connection	Server Name	Port
No (None)	smtp.emailsrvr.com	25 or 587
SSL	secure.emailsrvr.com	465 or 587

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Alert message: Sending of message failed. The message could not be sent because connecting to SMTP server [SMTP outgoing server name] failed. The server may be unavailable or is refusing SMTP connections. Please verify that your SMTP server setting is correct and try again, or else contact your network administrator.

Possible causes: Correct SMTP server name, but incorrect port number; using SSL settings for SMTP server that does not accept SSL settings.

Possible solution: Refer to the outgoing server settings on this page to confirm that you are using the correct port number. You may want to try using non-SSL settings.

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Alert message: An error occurred while sending mail. The mail server responded: [recipient email address]: Relay access denied. Please verify that your email address is correct in your Mail preferences and try again.

Possible causes: You may receive this message when your Internet Service Provider (ISP) does not allow third-party SMTP outgoing servers. Or, you may need to enter your user name in the Outgoing Server (SMTP) settings area.

Possible solution: Use the outgoing server settings provided by your ISP. Or, go to [Tools / Account Settings](#), click the [Outgoing Server \(SMTP\)](#) link, check the [Use name and password](#) box and enter your email address in the [User Name](#) box.

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Security Error: Domain Name Mismatch message: You have attempted to establish a connection with [SMTP server name]. However, the security certificate presented belongs to [secure server name]. It is possible, though unlikely, that someone may be trying to intercept your communication with this web site.

Possible cause: Using the SMTP server name (i.e., smtp.emailsrvr.com) instead of the secure server name (i.e., secure.emailsrvr.com) when the [SSL](#) button is selected.

Possible solution: Refer to the outgoing server settings on this page to confirm that you are using the correct server name.

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