



Messenger Pro



Messenger Pro
The Email and News Client for RISC OS



RComp
22 Robert Moffat
High Legh
Knutsford
Cheshire WA16 6PS

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22 Robert Moffat, High Legh, Knutsford, Cheshire WA16 6PS, UK

Telephone: (+44) (0)1925 755043

Fax: (+44) (0)1925 757377

Email: rcomp@rcomp.co.uk

Web: <http://www.messengerpro.co.uk/>
<http://www.rcomp.co.uk/>

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Getting Started

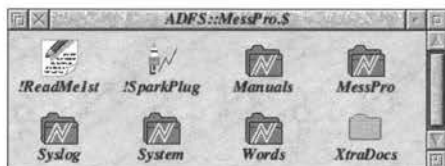
The following chapters describe how to install and set up Messenger Pro, and give you an introduction to writing, sending, receiving and reading messages.

1. Installation

Copying the Software onto your Hard Disc

Messenger Pro is supplied as a series of compressed files, which you will need to unpack onto your hard disc using !SparkPlug (supplied), following the steps below. Your disc contains five archives:

- MessPro: The main Messenger Pro program
- Manuals: The comprehensive online documentation
- SysLog: A program used by Messenger Pro to keep logs of what's going on
- System: Acorn's Toolbox modules and other shared components needed to run Messenger
- Words: Spell check dictionaries



Load SparkPlug by double clicking its icon. You can open the archive files by double clicking on them. Once opened, you will see one or more files/icons. You can drag these to your hard disc as described below.

Start by deciding where to put Messenger Pro on your hard disc. If you already have an Internet programs directory, that would seem like a sensible place. Double click on the **MessPro** archive, then copy (drag) !Messenger to the desired location on your hard disc.

Next, open **Manuals** and **SysLog**. The !Manuals and !SysLog applications need to be copied to !Boot.Resources so that they are seen by your computer every time. To open !Boot (on the top level of your hard disc), hold down Shift when double clicking on it. Then go into the Resources folder.

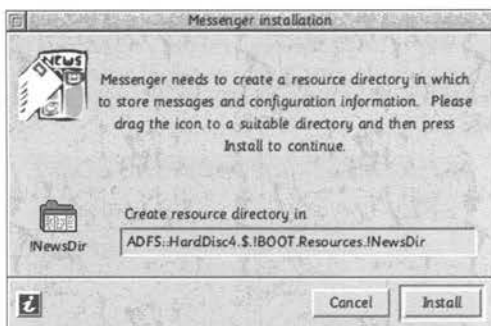
You may not have the latest versions of Acorn's Toolbox modules installed, so you will need to copy the contents of the **System** archive to a temporary directory. Next double click on !Boot on the top level of your hard disc, and click on the **System** option. Drag the !System from the temporary place to the window that appears, and click on Merge.

To complete the process, you should shutdown and restart your computer.

Starting Installation

When you first run Messenger Pro on your computer, it will take you through a series of installation screens, to help you set the program up. The first installation screen (shown on the next page) creates !NewsDir, which is where the program will store all your mail, news and most settings (so it's quite important, and worth the occasional backup!!!). If Messenger finds that you already have a !NewsDir on your machine, it will move immediately to the second screen.

Messenger Pro 2



The program will automatically suggest a location for !NewsDir (normally !Boot.Resources) and this is almost certainly where it should go. If you have a desperate desire to put it somewhere else (eg. in your Internet programs directory) then drag the !NewsDir icon to the place you want, but in 99% of situations, you should simply accept what's there and click **Install**. Clicking **Cancel** will stop installation at any point.

You will then be asked which server you wish to use:



Messenger Offline Database

If you are using a modem or ISDN to connect to the Internet, and download your mail to your hard disc, pick this option. This is the "standard" choice.

Messenger IMAP/NNTP Client

This option is only available in the "online" edition of Messenger Pro; it allows you to connect to network mail/news servers. This is only of use if your machine is on a network, and you wish to access a central mail/news store.

Installation for this option is covered in a separate sheet provided with the Online version.

If you pick the standard Offline Database option, you will need to connect to the Internet to fetch your mail, but you will be able to read and write messages at any time without being online.

In a network environment, the advantage of the IMAP option is that you can read your mail/news from any machine on the network, as it is stored centrally, rather than being downloaded to your hard disc.

Choose which option you want from the popup menu, and then click on the **Install** button to continue.

Messenger Pro is designed to work with all manner of different Internet connection and mail/news fetching programs. The next step is to tell Messenger about yourself and the software you use. The program uses this information to create your "user" - personal settings. Later in the manual, you will learn how to add passwords and the like, and also create additional users. This first user is considered to be the "master".

Messenger installation

Please enter your details below, select which mail and news fetcher programs you will be using, and click Install to continue.

System administrator

Login name example

E-mail address example@freeuk.com

Real name An Example

Organization Home

Transports

Use POPstar for transferring mail

Use NewsHound for transferring news

Cancel Install

IMPORTANT NOTE: It is tempting to press return when you finish typing into the boxes in this window. **Don't!** The **Transports** section is critical, so you may wish to fill that in first.

The first box, the rather cryptically titled **Login name**, is the name by which Messenger Pro will identify you (in Messenger-speak, your "user name"). If you are the only person who will be using the software, you can put anything you like into the box, but we recommend using the "bit before the @ sign" in your email address. So, if your address was *tony@freeuk.com*, you'd enter *tony* here.

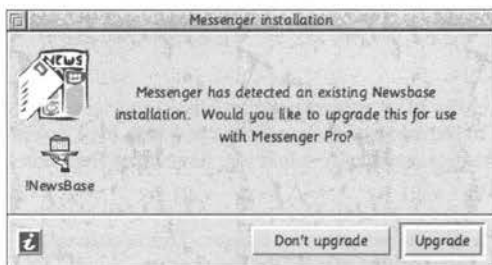
Next you will be asked to specify your **email address** (if you aren't sure about this, you should contact whoever set you up with your internet account), **real name** (your own name - if you aren't sure about *this* one, you should seek *professional help!!!!*). The last writable box is for your **Organization**. If you are a company, this will be obvious, but most people will enter *Home* here.

The **Transports** section allows you to select, via popup menus, which software you are using to fetch mail and news. If you are using R-Comp's **DialUp** software, pick POPstar for mail and NewsHound for news. For other Internet connection software, pick the appropriate one from the list. **Please note** that your computer must have seen the programs in question for them to appear on the menu.

When you have finished entering these details, press the **Install** button to continue. There may be a pause at this point whilst Messenger reads in information from your mail/news fetching software.

It is advised that you don't have any downloaded mail or news waiting (ie. downloaded, but not yet in your email software) on your machine at this point. If you have any problems at this stage, you may need to delete the MsgServe directory inside !NewsDir or contact R-Comp for more information.

If you have been using (or have had on your machine) an old version of Messenger, or the NewsBase program, you may be asked whether you wish to upgrade it to Messenger Pro at this point. It is entirely up to you, and the upgrade can be performed later if you wish.



The only advantage of upgrading at this early stage is that all the read/unread status of your old messages will be converted correctly (because you don't have any mail in Messenger Pro yet). The upgrade process can take quite a while if you have a large amount of old mail and news.

Clicking **Upgrade** or **Don't upgrade** will take you on to the next stage of the installation.

Messenger Pro will now attempt to read in the necessary information from your Internet software (if possible), to keep things easy. You will be asked to confirm that it is correct:



The first section of the window asks for information which will be used to identify your computer. These settings are not too critical to the use of the software, but it's a good idea to get it right!

The first box - **Host name** - is the name of your account. Demon/Freeserve and similar customers should enter it as shown in the example. If your email address is of the form *user@freeuk.com* or *user@argonet.co.uk*, enter your user name in the first box, and the freeuk.com or argonet.co.uk in the second box.

The **Mail domain** is usually "the bit after the @ sign" in your email address. It is likely to be similar to the host name, as you can see in the example. About the only time it could be different would be if you had registered your own, different domain name. If the last sentence made no sense to you, then don't worry - it doesn't apply to you! So, FreeUK users would enter freeuk.com , Argonet users - argonet.co.uk , whilst Demon/Freeserve (etc.) would enter something like youraccount.freeserve.co.uk

In most cases, you can leave the **Mail gateway** option blank, and ignore the warning which follows. Strictly, this should be set to the name of the machine via which mail is sent eg. post.demon.co.uk or relay.freeuk.com but in practice (especially when you have more than one internet account) you may be best leaving it blank.

You can safely ignore the **mail to news gateway** option. This is only useful if you can't post news any other way. It is so rarely necessary that, given the number of good free internet providers in existence, it is probably easier to change provider! If you need this, you'll know!!!

Finally, the **Handle local mail internally** option controls whether local mail (ie. addresses without an @) is delivered automatically by Messenger. If you leave it unticked, it will be sent normally.

To complete the installation, click Install. Congratulations!

2. Quickstart guide

The first few minutes are always the most daunting with any new piece of software. It is especially true of such a flexible and powerful program as Messenger Pro. This Quickstart section of the manual aims to show you the basics of Messenger so that you can get off to a good start.

Loading Messenger Pro

If you have just completed the installation as described on the previous pages, Messenger Pro's icon will be on the iconbar, and you can skip the next paragraph.



To load the program, first open the directory on your hard disc containing the **!Messenger** icon. In most cases, this will be your Internet programs directory. Next, double click on this icon, and Messenger Pro will load onto the iconbar.

First Steps

Logging in

Unless you have specified otherwise, Messenger Pro will open its status window, and show you the login window in the middle of the screen. If either window doesn't appear, don't worry! If the login box doesn't appear, simply skip to the next step below.



Notice the little blue-and-white *i* symbol? Clicking on this, in any window, will bring up the online help, and show you information about the window you're looking at.

When you first installed Messenger Pro, you will have entered a "user name". In all likelihood, if your email address was *fred@freeuk.com* then your user would be *fred*. You can pick this from the menu to the right of the User name box. You should leave the Password field blank. This is **not** your internet account password, but is a private Messenger-specific password that allows each user's mail to be kept private. Since you will not have set a password yet, leave it blank.

Finally, if you are the only person using the system, and don't want to be told to log in each time, simply click **Remember Details**, and you won't be prompted again.

Bringing up the main Messenger Pro windows

Messenger Pro has two main windows. If you left click on the Messenger icon on the iconbar, your **"Inbox"** (Incoming mail) will be shown with a toolbar across the top. All the mail you receive will appear here. Alternatively, if you right click on the iconbar icon, the **Groups Window** will appear. This is a similarly-styled window, and shows a list of newsgroups, folders of mail and mailing lists.

Writing and Sending your First Email

With many buttons and icons, Messenger Pro's toolbars may seem quite daunting at first. Regardless of whether you open the Inbox or the Main Groups window as described on the previous page, the first button on the left of the toolbar is the Send Mail button:



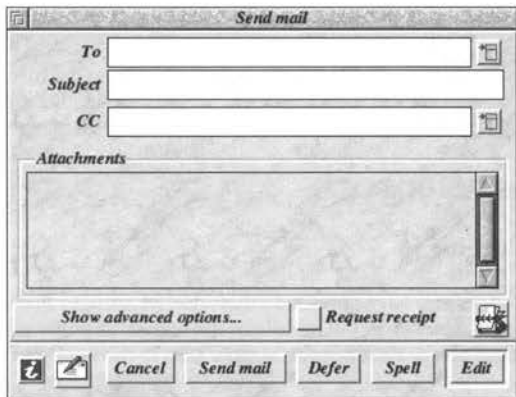
Click once with the left mouse button on this icon now.

The Send Mail window will open:

There are a number of options in this window. For the time being, you need only concern yourself with the **To** and **Subject** boxes.

Type in the email address of the person to whom you wish to send a message in the **To** box. If you are unsure who to email, you could always send one to *rcomp@rcomp.co.uk* (that's us!) and we will endeavour to reply to you as soon as possible to confirm that we have received your message.

In the **Subject** box, you should type in a meaningful title for your message. If you are sending your first message to us, you might wish to type *A Test Message* here.



Writing your message

Next, click on the **Edit** button in the bottom right-hand corner of the window. A text window will appear in whichever text editing software you have on your computer. In many cases, this will be !Edit, but many people prefer !Zap or !StrongEd (<http://stronged.iconbar.com/>). The latter has quite a friendly email writing mode, but don't worry about that for now!

You should start typing your message at the top left hand corner of the text window. It is good form to press return at the end of each line (every 70 characters or so, but who's counting!) so that the message is neatly laid out.

Completing and sending your message

Once you have finished typing your message. Go through the following steps:

- 1) Press F3 (keyboard shortcut for save)
- 2) Press Return. This saves the file (don't worry where!) for Messenger Pro to send.
- 3) Finally, close the window.

Once you have completed these steps, the title bar of the Send mail window will become yellow (active) again. Finally, click **Send Mail**. Next time you go onto the internet, the mail will be sent!

Reading Email

It may surprise you that we're looking at the fairly straightforward process of reading messages *after* the section on writing them. There is, however, method in our madness! Whilst some people may have a welcome message from their Internet Provider, or other email waiting to be read, many won't have anything to look at until someone replies to their first message.






Fetching mail

It may seem obvious, but before you can read mail, you will need to have downloaded some from the Internet. This will usually happen automatically when you connect to the Internet via your connection software. You don't need to do anything in Messenger to download your mail. Once it has been downloaded, Messenger will automatically pick it up and load it in, ready for you to read. This "pick up" process occurs within a few seconds of fetching, or when you load Messenger Pro.

The Inbox window

When you left click on Messenger Pro's iconbar icon, it will show you a window listing all your unread mail. Email messages which you have already read aren't shown, but don't worry, they are still there and easily accessible - we'll look at finding those in a moment.

To the left of the subject of each message is a small picture representing the email and its "state":

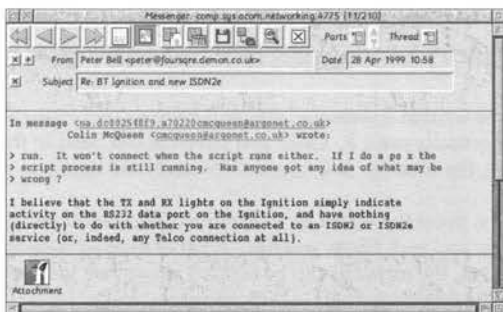
-  Unread messages will be shown as envelopes.
-  Messages with files attached will be shown as bulging envelopes.
-  Emails which you have read will be shown as white "letters" (ie. you've opened the envelope)
-  Messages which are on screen being read will be shown as highlighted "letters".
-  Messages to be deleted will be marked with a red cross.

If you have the Inbox window (see previously) open when new mail arrives, the **refresh** button will animate. Clicking on this will update the Inbox window to show the new arrivals.



Viewing a message

To open a message and display it on screen so that you can read it, double click the left mouse button on the message you wish to read. The Message Viewer window will appear:



You can use the **left/right arrow** buttons on the left of the toolbar to move through your emails.

Replying to Messages

Once you have read a message, the chances are that you will want to send a reply back to the person who sent it. To do this, click once on the **Reply by Email** button on the toolbar:



This will open the Send Mail window (see the previous section on writing messages), but with the subject and recipient already filled in. Refer to the previous Writing Messages section for instructions on how to edit the message, and then complete/send it.

Showing Old Messages

Once you have read a message, Messenger Pro will mark it as "read", and won't normally show it to you again when you bring up the list of messages. To view such messages again, you need to make Messenger **Show All** the mail. To do this, press the middle mouse button (Menu) over the list of messages, and slide to the right off **Display** (the first option). From here, pick **All Messages**. Alternatively, you can click on the Display button on the toolbar:



Setting a Signature

A signature on an email has rather more in common with a letterhead in traditional writing terminology. At its simplest, it can be just your name, but many people also add something about their geographical location (given that many people will see this, a whole address isn't recommended!), or about their computer or business.

The signature is added to the end of each email that you send, with two dashes (--) separating the main part of the message and the signature (this is important - most email programs strip signatures automatically when replying).

To set up your signature, press the Menu mouse button over the Messenger icon on the iconbar. Select **Choices** from the menu. In the Choices window, click **Edit Settings**. Finally, next to the **Append Signature** box, click **Edit**. Once you have finished creating your signature (more than four lines is regarded as rather "over the top"), save your signature (press F3, then Return) and close the window. Finally, click save in the Edit Settings window, and close the Choices window.

Stopping and Editing Messages before they are actually Sent

Sometimes, when you have written a message, you will have second thoughts about it, or want to make changes before you actually send it. Once you have clicked Send in the Send Mail window (see earlier in this chapter), the message is Queued to be sent next time you go onto the Internet.

To show Queued messages, press the Menu mouse button over the Messenger icon on the iconbar. Go to the right off **Utilities**, and pick **Show queues**. A list of queued messages is shown, and if you single-click on one to select it, the message can be deleted altogether, stopped, restarted (ie. sent next time) or edited with the following toolbar buttons respectively:



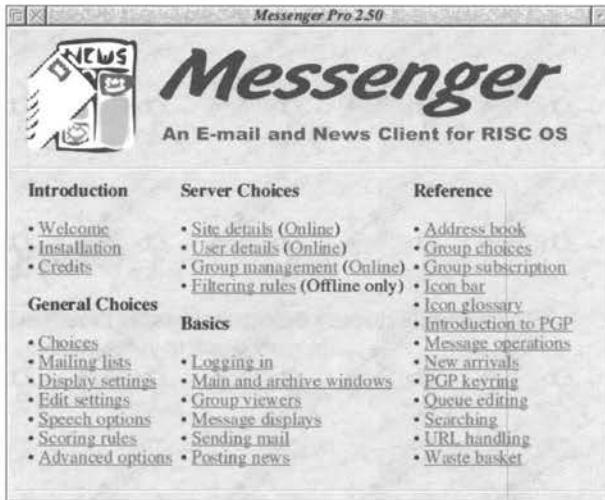
Going Deeper

The following chapters describe Messenger Pro's News and Mail facilities in more depth than the previous Quickstart sections


3. Getting Help with Messenger Pro

The Online Manual

This printed manual is intended to get you started, and cover the most important aspects of Messenger Pro. As such, we have not documented every icon and button in every window (!), and there may be more than one way to do certain things. A more comprehensive "blow by blow" manual is provided in electronic form, which can be accessed by selecting the **Help...** option from the iconbar menu. It will bring up the following window:



Links are indicated in green and are underlined. Clicking one of these will take you to the section of the manual that tells you more about what the link indicates, in the same way as in a web browser.

Help is also available directly for most of Messenger's windows, either by clicking the help button  in (usually) the bottom left-hand corner of the window, or by pressing *F1*.

Interactive Help

All of Messenger's windows support interactive help via the standard !Help program available on your computer. !Help can usually be found by clicking on the "Apps" icon on the iconbar, next to the floppy disc icon. Double click on its icon to load it. To get help, simply point at the part of the window you are interested in, and !Help will show you information about it.

In addition, Messenger's main windows include an interactive help bar in which the function of the button currently under the pointer will be displayed. This works alongside the standard interactive help facilities, which provide further details. Most buttons will do slightly different things if you right-click on them as opposed to left-clicking on them. !Help will explain these different actions.

4. Reading Mail and News

Logging In

When you load Messenger, you must identify yourself to it before you can access your mail and news. If you are the only user of a system, this may seem superfluous (see the next-but-one paragraph for how to hide this window!). Clicking on the iconbar icon will initiate the login process, as will selecting **Login...** from the iconbar menu.



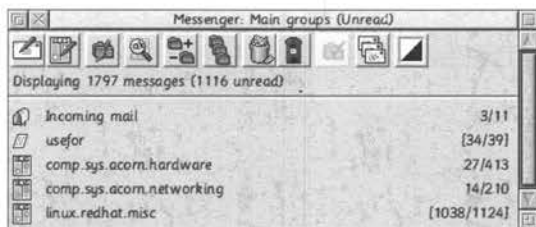
In this window, you must first type your **user name**, or select it from the pop up menu, and then your **password**, if one is set. It is important to remember that this *not* your internet password, but a separate password to privately protect your mail. If you haven't explicitly set a password, then leave the box blank.

Clicking **Remember details** will cause the program to log you in automatically with these settings next time, so that the user specified becomes the "default", stopping the User Login appearing.

Click **Login** to complete the process.

You may also log in by using the **Login** submenu on the iconbar menu. This contains a list of all the users on your system; to select one, simply click on it. If a password is required, the login window will be displayed to ask you for it.

The Main and Archive Group Windows



Messenger organizes mail/news into *groups* - collections of messages that are stored together. You can open a list of mail/news groups by right-clicking on the Messenger icon on the iconbar, or by picking **Main groups** from the iconbar menu. This provides an "overview" of your mail and news groups. Left-clicking on the iconbar icon takes you directly to your **Incoming Mail**.

There are also Archive groups (ctrl-right-click on the iconbar icon, or **Archive groups** from the iconbar menu). These are identical to regular groups of mail, but are normally hidden so they don't get in the way. They are useful for storing "rarely viewed" messages that you still want to keep.

By default, you will see only those groups which contain unread mail. Messenger knows which messages you have read (looked at), and won't normally show you messages unless you haven't read them yet. This extends to whole groups of mail when you open the Main groups as described above - if the group doesn't contain any unread messages, then it will be hidden. If you wish to see all the groups or messages, regardless of whether they are read/unread, press the menu mouse button over the window, and move to the right off the **Display** option, then select **All mail**. You can also save this setting from that submenu.

Entries in the Groups list window

Each line in the window contains a graphical icon to show you what it is. For example, there are different icons for news groups, incoming mail and so on. After the name of the group, you will see the number of messages shown to the right. The left-hand figure is the number of unread messages, whilst the right-hand figure is the total. For example *10/50* would mean *10 unread messages from a total of 50 messages*. If these numbers are shown in square brackets [] eg. [10/50] then there are new messages in that group. If there are any urgent messages to be dealt with then they will be shown in curved brackets (). Groups with urgent messages will always be shown.

Double clicking on a group will open a window showing its contents. These will either be shown in order, or as a list of *threads*. A thread is a collection of related messages usually on the same subject/topic, with any replies to those messages. News groups are normally shown in this manner so that you can follow discussions more easily.

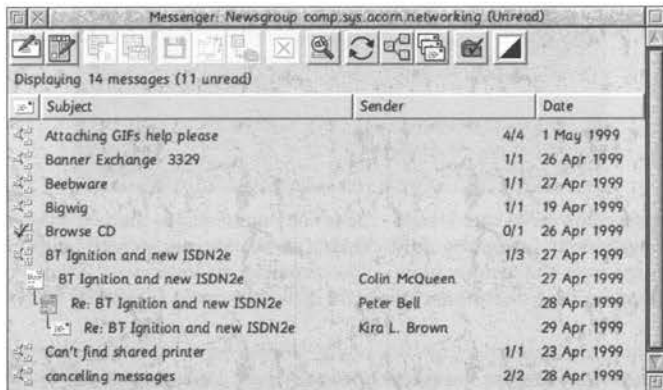
All of Messenger's viewers (windows with lists of groups or messages) work in a similar way:

- Selections can be made using *Select* to highlight one item, and *Adjust* to add/remove others.
- Holding down *Ctrl* allows a selection box to be dragged to include a range of items.
- Double clicking an item usually opens the item for display or edit
- Some windows allow entries to be dragged around within them by dragging using *Select*.

Most such windows include a select all/clear selection button. Clicking *Select* on this button will select all the entries in the viewer, whilst clicking *Adjust* will clear the current selection.



Group Viewers



A group viewer lists the messages and/or threads that a group contains. For each message, the subject, sender and date of sending are shown in the window, as well as an icon giving a visual indication of the message's status:

- Unread/read: The message is shown as an envelope or opened letter respectively.
A bulging envelope signifies an attached file.
- Replied to: The opened letter is shown with a tick overlaid.
- For attention: A red dot is shown next to these messages.

In the case of a threaded news group, a list of threads will be shown, each of which shows its subject and the number of messages contained within it.

Double-clicking on a message will display it on screen, whilst double-clicking a thread will show the first message of that topic. As you move forwards and backwards through the messages, the program will automatically open each message or thread, and also highlight the current message in the list, scrolling the window if necessary.

Shift double-clicking on a thread will show you all the messages it contains, or allow you to "collapse" (close) one that is already showing its contents. Replies to messages in threads (ie. followup articles) are indented from the original message, leading to a tree-like display.

Sorting messages

You can quickly change how the messages are sorted in the window by left or right clicking on the column heading you wish to sort on - left click to sort in ascending order or right for descending order. Each group can have its own special sort settings, so you can make sure that the messages are always shown just as you want them. To save the settings, press *Menu* over the window, and go to the right off **Display** then **Settings** and click **Save**. The **Edit** option on this menu opens a window allowing you to fine-tune sorting (eg. sorting on several things) and other settings for the group.

The **Display** menu also allows you to show all messages, unread messages or read messages, as well as toggle threading on/off for the group. These settings can be saved as described above, too.

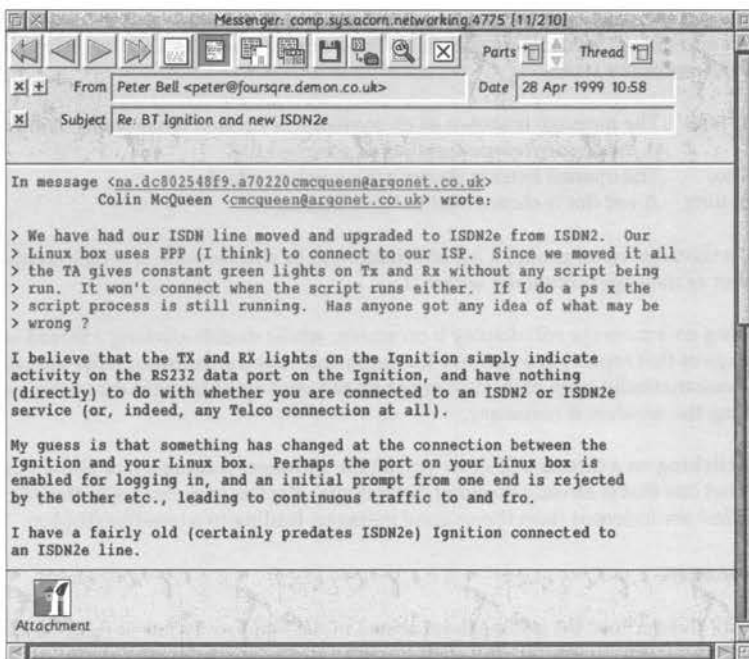
Drag-and-drop

Messages can be copied or moved to another group by **dragging** them from one window to the other - hold down *Shift* if you want to move rather than copy. You can also drag messages to other programs (to load them into other programs) or to a Filer window (to save them to disc).

Message Display (ie. reading messages)

Double-clicking on a message opens a window displaying it, with a toolbar across the top for common operations. The first four buttons allow you to navigate between messages, whilst the fifth from the left allows the *header* to be shown or hidden. This is the part of the message created by the mail/news program (and added to by other computers as it travels to the recipient). Most of the time you won't want to see this - it is off by default.

Messenger colours the text in the window to show you what previous people have said. This allows you to easily follow replies, even when someone has replied to a reply to a reply..... etc! Email and web addresses are shown in a different colour, and can be clicked on to trigger them.



On the toolbar, the single arrow buttons are **previous** and **next**, and take you through your messages one at a time. When you get to the end of your messages with the **next** button, the window will close. The double arrows allow you to jump to the **previous** or **next thread**. If you aren't interested in a thread, and want to mark all its messages as "read", hold down the **Ctrl** key when clicking on the previous or next thread buttons.

Some messages may consist of several "parts". The most common case of this is where you have a text part of a message, with a file attached as the second part. In this case (as in the illustration above), the file(s) will be shown in a bar along the bottom of the window. In some cases, there may be several, separate, readable parts (sometimes the result of errors in the sending email software!). In this case, the arrows next to the word **Parts** in the top-right of the window will highlight, allowing you to move between parts. You can also select the part to read from the popup menu.

A pop up **Thread** menu is available, which gives a list of other related messages, including any replies. To display one of these messages, simply click the required message from the menu.

Dealing with attached files

The bar containing the attached files will appear whenever there are any files attached to the message (both uu-coding and MIME methods are supported). From here, the file(s) may be extracted by dragging to a Filer window or another application, or by double clicking to load it just as you would if it were on your hard disc. Double-clicking with *Adjust* will open a save dialogue for the attachment, allowing you to change its name while saving. Note - if double clicking on a particular type of file wouldn't normally load it into a program (eg. double clicking a !Squash-ed file will just unsquash it), then you will need to save it out first. *Sending files is covered in the next chapter.*

Message Operations

You can do a number of things with the messages that you view in Messenger Pro. Most can be done from either the list of messages, or from the Message Display window. Icons on the button bar allow common operations, whilst others can be found on the **Message** or **Send** submenus:

Reply



Send a reply to the person who sent you the message, or reply to everyone who sent/received it by using the **Reply** and **Reply to all** options. Click with *Select* to send a **Reply**, or with *Adjust* to **Reply to all**.

Followup



This is similar to a reply, but applies to news group postings. Clicking with *Select* starts an ordinary followup article, whilst clicking with *Adjust* also emails a courtesy copy to the original poster.

Forward and Bounce

These options can be found on the **Send** submenu, and allow a message to be sent on to other people. **Forward** works a little like a reply, in that the normal mail sending window is shown first, and you can then edit the original message (or more usefully add your own comment) just as you would when replying to someone.

Bounce, on the other hand, simply asks you for the person to send it to, and re-sends the original message exactly as received, only altering the header to ensure it is sent correctly. This is the best way to send someone an exact copy of a message.

Save, Print and UU-decode

Whilst the first two of these options should be self-explanatory, if you select a number of messages first, you will be able to save or print them all at once. This "multiple selection" method is useful in conjunction with the UU-decode option (for extracting certain types of file attachments). This is because it is possible to split UU-coded files over several emails. By selecting several emails and picking the option from the Message submenu, Messenger Pro can accommodate this.

Delete and Undelete



Click on this button to mark a message for deletion. Messenger carries out deletions when you close the group list window (for speed). Clicking the button with *Adjust* will "unmark" it. When messages are deleted, they are placed in your **waste basket** which is cleared every 24 hours by default. This is accessible via the Main Groups window toolbar (*Adjust* on iconbar icon).

Copy To and Move To



This button, and the menu options, allow you to copy or move messages to another folder. Folders are groups of email messages that you can create yourself from the Groups window.

Status (read/unread etc.)

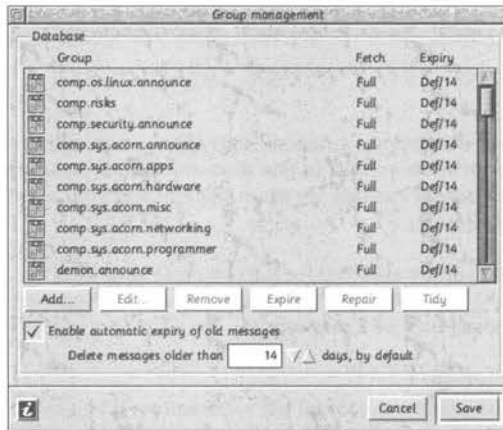
Messages can be marked as *unread*, *read*, *replied to*, or as *requiring attention*. *Read* is implied by the latter two options which are mutually exclusive. Messenger will go out of its way to bring to your attention those messages that have been marked **For Attention**. Messages are automatically marked as *replied to* when you reply to them, but you can change this manually if you so desire.

Cancel (Send cancel request)

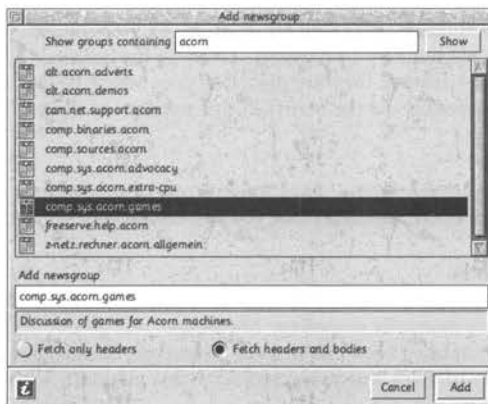
Found on the **Send** submenu, this option allows you to send a cancel request for any news postings that you create. It will cause the article to be deleted from every news server that understands cancel requests. Note that Messenger will not allow you to cancel other people's postings!

Group Management (Adding News Groups etc.)

Telling Messenger Pro which newsgroups to fetch (and many other options!) is done through the Groups Management window. This can be found by pressing the Menu mouse button over the iconbar icon, and selecting **Choices...** then **Group management**. If you have set up more than one user, this must be done by your master administrator user, which is usually the first one you created when you installed the program. The following window appears:



From this window, groups may be deleted from the database, and new newsgroups can be added to be fetched. You can also **Edit** the settings such as Expiry (the period Messenger keeps messages for before automatically deleting them) for each one. To add a new newsgroup to the list, click on the **Add** button which will bring up the Add newsgroup window:



The writable box three quarters of the way down the window allows you to name the newsgroup you want to fetch. It is also possible to search for it in a full list of groups. To do this, enter a word you are looking for into the top writable field (eg. Acorn in the example on the previous page) and click **Show**, then select the desired newsgroup. Click **Add** once you have typed in or selected the newsgroup you want. The newsgroup will be fetched the next time you download your news.

Group Subscription

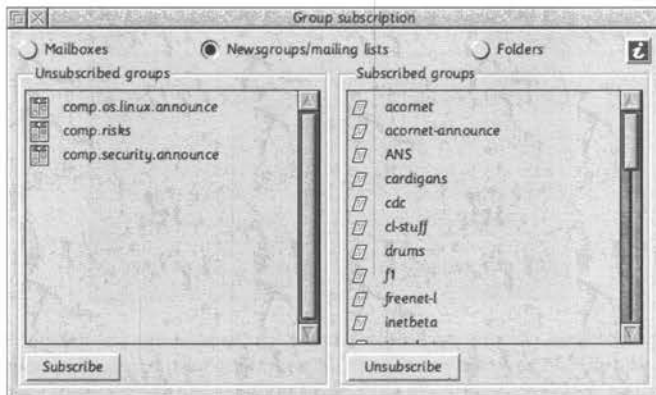
The process of selecting a group to appear in your list of Main Groups is called *Subscribing*.

By default, Messenger Pro has the **Auto subscribe to groups** option turned on in its advanced choices, and this whole section can be ignored, as you will always see all the available groups (ideal for a single user setup). Otherwise, you will need to pick which groups you want to follow. This is done by clicking on the **Group Subscription** button in the Main Groups window:



You can also choose the **Misc->Subscription** menu option in the Main Groups window.

However you trigger it, the Groups subscriptions window will open, showing you the groups available from which to select. If you get the Group Management window described previously, then you have the **Auto subscribe to groups** option turned on. The Subscription window is shown below:



Along the top of the window are three radio buttons which select the type of groups that are displayed (user mailboxes; newsgroups and mailing lists; folders of mail).

On the left of the window is a list of groups which are available, but to which you *do not* subscribe. On the right are those groups to which you *are* subscribed.

Subscribing and unsubscribing from groups is a simple matter of clicking on the desired groups and clicking **Subscribe** or **Unsubscribe** to make the necessary changes; these take immediate effect. Close the window when you have finished.

5. Sending Mail and Posting News

Mail

The send mail window is brought up in a number of ways:

- Clicking on one of the send mail/reply buttons
- Shift-clicking *Select* on Messenger's iconbar icon
- Choosing one of the send mail/reply menu options
- Clicking on an email link from within another application (or Messenger itself)

There are actually two versions of the Send Mail window, a simple one suitable for most messages, and an advanced version, offering finer control and additional options.

The Simple Send Mail Window

The simple dialogue contains three fields (described below), although only the **To** and **Subject** are compulsory. When replying, the **To** and **Subject** fields will be filled in for you.



After filling in the dialogue, clicking on **Edit** will bring up the message for editing. When you have finished editing, you should save the message from within the editor (usually press **F3** then **return**). Next, **close** the editor window, and finally click **Send mail** to send the message, or **Cancel** to abort.

To

The **To** field can be a single email address or a comma separated list of addresses to which the message should be sent. The pop up menu to the right of this field (and the **CC** field) allows you to select addresses from your address book.

Subject

The **Subject** gives a title for the message, and should be chosen to reflect the message contents.

CC

Similar to the **To** field, the **CC** (Carbon Copy) icon allows you to add additional recipients.

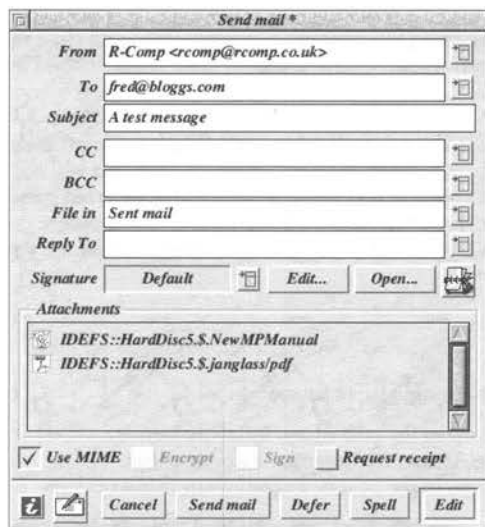
Attaching files to your message

The **Attachments** section allows you to include files as part of your message. To specify attachments, simply drag the required files into the Attachments box. This will list all the currently attached files. Should you wish to remove one or more, select them and choose the **Remove** option from the menu that is available by clicking *Menu* over the Attachments area.

If you are sending to PC users, you should tick the **MIME encoding** button (in the Advanced window) to ensure that they can handle it. This can be set as the default in the Advanced Choices. Note that this is enabled as standard when installing Messenger Pro 2.

The advanced Send Mail window

If you click on the **Advanced** button in the normal (simple) Send Mail window, a more detailed version will appear. If you would prefer to always use the advanced window, this can be set in **Advanced Options** in the Messenger Pro Choices window (from the iconbar menu).



From

This is your address and is filled in by Messenger Pro automatically. If you have specified more than one email address for your user (see the Users section of the manual), then you can pick which you want to use from the pop up menu to the right.

BCC

The BCC (Blind Carbon Copy) field does the same thing as CC, but none of these recipients will be listed within the message, so nobody will know who else received a copy.

File in

This field allows you to specify the name of a Messenger Pro folder in which a copy of this message will be kept. The pop up menu to the right of this field gives a list of all your folders to choose from.

Reply to

The Reply to field allows you to specify an alternative address to which replies to this message should be sent. Note that you do not need to set this to your own address, as this is automatically assumed. It should be considered as an "override" option.

Signature

This allows you to pick a signature to be used on the message you send. You can edit the chosen signature if you wish, or open a filer window allowing you to copy (add) and edit the signatures (they are just plain text).

Deferring messages

You will notice that there is a Defer button at the bottom of the Send Mail window. This allows you to stop one (or more) message, part way through, and store it ready to be finished later. This can be very useful if you are interrupted for any reason. In addition, if you are not sure if you wish to actually send the message for any reason (perhaps you are feeling annoyed at the time), you can defer the message and decide later whether you really want to send it!

To use this feature, finish editing the message as normal (save and close the editor window). Don't worry that you may be midway through a sentence! Next, click on the **Defer** button, and the message will be deferred.

Deferred messages are stored in a special folder called (surprisingly!) **Deferred mail**. Right click on Messenger Pro's iconbar icon to bring up your folder list, and you will see the Deferred mail folder there. Double click on it to open it, and you will see a list of deferred messages, and notice that it has a slightly different toolbar from normal. Click once on the message you wish to begin re-editing, and click on the Re-edit button on the toolbar to resume where you left off:



News

The **Post news** dialogue is brought up in several ways:

- Clicking on one of the post news/followup buttons.
- *Shift*-clicking *Adjust* on Messenger's icon bar icon.
- Clicking on one of the post news/followup menu options



The standard Post News window

The window contains four writable fields, although only the first two are compulsory. The contents of these fields are described previously when they are also used for mail, and below when they apply only to news. In the case of a followup news posting (like a reply to an email, but for newsgroups), the Newsgroup and Subject fields will be filled in for you. **Note** - you should check that the posting still applies to the subject/newsgroup - discussions quickly head off topic!

Newsgroups

The Newsgroups field should contain a comma separated list of the newsgroups to which you wish your message to be posted, and is mandatory. You should ensure that your choice of newsgroups is appropriate given the content of your message, and that you post it to as few newsgroups as possible. Excessive crossposting is a form of net abuse, and may result in complaints to your ISP.

Followup To

The Followup To field allows you to specify an alternative, more appropriate, newsgroup or newsgroups to which followups to your message should be directed. If you wish followups to be sent to you by e-mail instead of to a newsgroup, then you can specify the newsgroup as "**poster**".

The advanced Post news window

This is very similar to Advanced Send Mail window, with additions for setting the Signature and where copies are filed, as before. There is only one addition which hasn't been covered elsewhere:

Mail Copy To

This field is similar to the CC field described for mail, and allows you to send a copy of the posting to someone via email (often to the original poster if you are replying).

Deferring news postings

This works exactly as per the instructions for deferring email messages, except that the deferred news postings are stored in a folder called **Deferred news**.

Netiquette

Messenger will check all of your messages to ensure they conform to the guidelines set down for acceptable usage of mail and news. In particular, Messenger will warn you about the following:

- Signatures more than four lines in length
- Messages containing tabs or control characters
- Messages with lines in excess of 80 characters long
- Messages without mandatory fields, e.g. Subject
- Messages cross-posted to more than three newsgroups
- Messages which consist entirely of quoted text
- Messages which have no content
- Attachments posted to newsgroups where binaries (files) are not allowed

6. Address Books

As with their real-life counterpart, Messenger Pro's Address Books are used to store names and addresses. Of course, the addresses here are of the email variety! The reason that Address Books are referred to in the plural is that Messenger Pro provides two types of address book - a public one, which is available to all the users, as well as a private address book for each user. If you are the only person using the program, these will be one and the same, but if several family members are using the system, for example, they can each have their own lists of friends.

When in use, both types of address book are shown together, so it isn't necessary to look in two places for the same information! Indeed, from now on we shall simply refer to the "Address Book" (meaning a list of all the entries) unless specifically necessary.

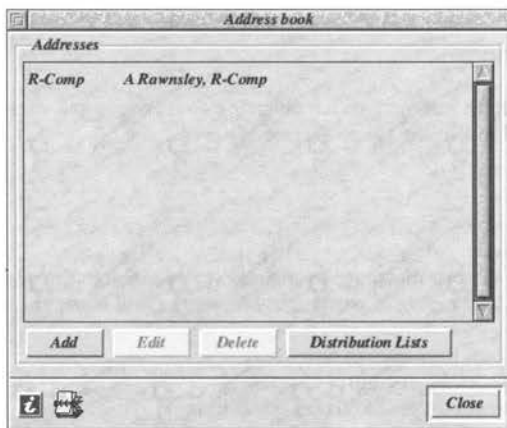
Opening the Address Book

If you want to add or modify addresses, you will need to open the Address Book window. This can be done in a number of ways:

- Press menu over a Message List, or a Message Viewer, and use Misc->Address Book
- Press the F10 key when either a Message List or Viewer has the input focus
- Clicking on the Address Book button in the Send Mail Window



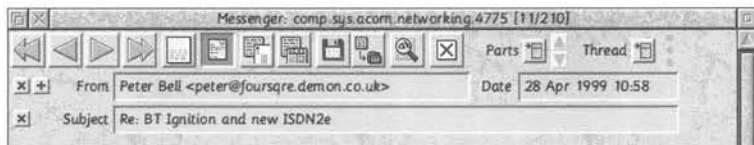
For most people, this last option will be the most commonly used method, as people usually think about addresses when sending or replying to messages. However you open it, a window will appear:



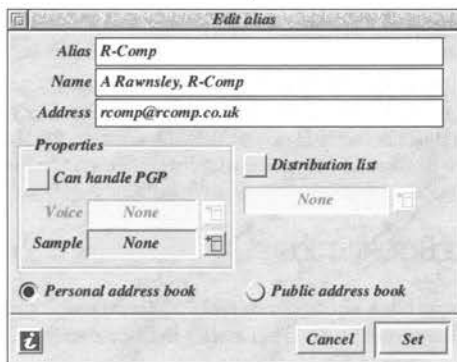
As you can see, the window is shown with just one entry. From here, you can **add** new entries, **edit** existing entries and **delete** entries. It is also possible to import address books from other programs via this window, but this will be covered later, as will Distribution lists.

Adding Address Book Entries

It is possible to add address book entries in two ways - either by clicking on the **Add** button in the Address Book window, or by clicking on the small plus sign button that appears next to email address in a viewer windows, such as the snippet shown below:



You can see the plus button next to the word **From** in the above example. Clicking on this opens the **Add Address** window, with the details filled in for you. The window is shown below:



The illustration shows the new address book entry as it would be just before completion. The three main text entry boxes form the core of the address book. Firstly, the **Alias** box allows you to enter a short hand way of referring to the address book entry. In many cases, this will be the same as the **Name** field, but not always. For example, you might have a relative called Robert Smith, but wish to refer to him as just Bob or Uncle Bob. In this case, the alias would be Bob (which you could type into the To or CC fields when sending messages), and the name Robert Smith. Note that you can leave the alias field blank if you wish.

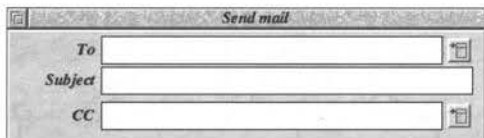
The **Address** field is the email address of the person. It is possible to enter a comma separated list of email addresses here, to have one address book entry which sends messages to a number of people. This is also the purpose of Distribution Lists (but for larger groups of people), covered shortly.

The **Properties** box allows you to set options for that Address Book entry. If you wish to use Messenger Pro's PGP security features when sending messages to the person, you should tick the **Can handle PGP** option. PGP security is explained in the Messenger Pro online documentation, and is not for novice users! The **Voice** option will be greyed out unless Jonathan Duddington's Speak module is present; it allows the selection of a voice to be used when speaking messages from that person. Similarly, the **Sample** option allows different sounds to be played when messages are received from the person.

Finally, you should choose whether the entry is to be shown in everyone's address list (**Public address book**) or just your own (**Personal address book**). Click **Set** to save the entry.

Using the Address Book

When you send an email message to someone, you will notice popup menu buttons next to the To, CC and BCC fields:



Clicking on these buttons will open a menu listing the entries in the Address Book. To select an entry, click on it on the menu, and the email address will appear in the corresponding field.

Editing Address Book Entries

If you need to change an entry in the Address Book, you should highlight it by clicking on its entry in the Address Book window, then click on the **Edit** button. The window that appears is identical to that shown in the Add Entry section above, except that the existing details will be filled in ready for you to alter. Once you have finished making adjustments, click on the **Set** button.

Importing Address Book Entries

It is possible to import address book entries from ANT's **Marcel** email program, which was supplied as part of the ANT Internet Suite. This assists in the move from that product to Messenger Pro.

To do this, first open the Address Book window, so that it is easily visible on screen. Next, locate your *!MarcelDir* or your *aliases* file wherever you store your Marcel mail. It doesn't matter which you use, because using the *!MarcelDir* will use the *aliases* file contained therein. The icon that you have located should be dragged to the main part of the Address Book window - the part where the addresses are displayed.

Messenger Pro will then import the Marcel addresses, and they will appear in the window. By default, they will be set as personal (private) address book entries, so if you have more than one User set up in Messenger Pro, you will need to mark them as public if you want everyone to see them (see Editing Entries above).

Distribution Lists

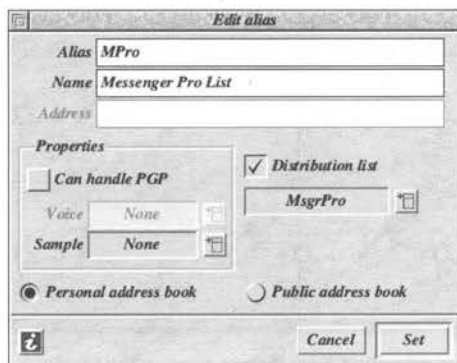
The final facility which is available via the Address Book window is that of Distribution Lists. These are used if you need to send a message to a large number of people (often using the BCC blind carbon copy option when sending messages). For example, you might wish to have a distribution list of customers, for sending them emails detailing special offers.

You should start by producing a list of the email addresses to which you want to send messages. This list should have an address on each line, and should be a plain text file. This allows distribution lists to be easily exported out of databases.

In the Address Book window, you can click on the **Distribution Lists** button to open one or more Filer windows showing where Messenger stores the lists. If you are an "Administrator" user (which you will be if you only have the one user) then two windows will open, similar to public and private address book entries described above. If you look in the title bars of the Filer windows, you will notice that one window will include the text *Userhome* and the user's name - that's the private one.

Place your text file of addresses into one of the Filer windows, and give it a suitable filename eg. Customers. You can close the Filer window(s) now.

Next, click on the **Add** button in the Address Book window to begin creating a new entry for your distribution list:



You should start by ticking the **Distribution list** option, which will enable the field beneath, and allow you to select your list from the popup menu. The **Address** field will be disabled, as it is not relevant if you are using a distribution list (since all the addresses are in the list). Finally, you should give it a Name and possibly an Alias too. Once you have done this, click **Set** to finish creating the entry.

Using the Distribution list(s)

When you wish to use the list(s), start by opening the Send Mail window normally, and write your message. It is good form to include one normal address in the **To** field so that it is properly addressed. Some email systems can object if no recipient is present!

It is usual to use the Distribution List in the BCC field, found on the Advanced Send Mail window (click the **Show advanced options** button if using the Simple Send Mail window). This will prevent recipients seeing all the other people on the list, and is important for privacy reasons. Most internet users value their privacy, and may object strongly if you include their email address in a visible list. Select the appropriate entry from the popup address book menu to send to the list.

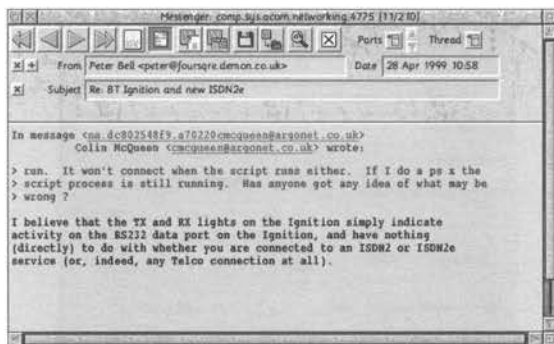
Important note: If you plan to keep people's names, addresses or other details on file, then you may need to register with the Data Protection Agency - contact them if you aren't sure!

7. Searching

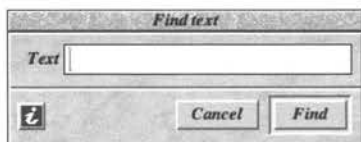
Once you start using email and news regularly, you will often want to search messages, either individually (eg. finding something in a long newsletter) or, more usefully, searching many messages at once. The simplest task is to search an individual message for a topic, so this is covered first.

Searching through an Individual Message

It is first necessary to open the message so that you can read it in the normal fashion - by double clicking it in the message list window. The window which appears, showing the contents of the message, has a toolbar across the top:



To search the message, click on the **Find Text** button to open the **Find** window:



Enter the text you wish to search for in the box, then click on the **Find** button. The search is not case sensitive. If Messenger finds the text, it will highlight the found text, and the Find window will stay open. Clicking on the Find button again, will search for further occurrences of the text. If no (further) occurrences are found, then the program will beep to indicate this.

Searching Through Lots of Messages

In many instances, it is necessary to search through lots of messages, be they in your Inbox, or in several different folders. These searches are initiated by left-clicking on the **Search** button in either the Main Groups or Message List windows, or by pressing **F4**:

The **Search Messages** window will open:

Search messages

Search details

Search groups

Store results in

Matching criteria

Date =

Size = bytes Attachments

Body =

Subject =

From =

To =

Recall previous

The window above has been shown larger than other illustrations as it is the crux of this chapter! It is split into two parts - the **Search details**, which cover those group(s) you wish to search, and where to store the results; and **Matching criteria**, which determines what you search for.

Search details

Taking the **Search details** first, you can enter the **groups**/folders to search into the top field. To specify more than one for searching, separate them with commas eg. group1,group2,group3 etc. Do not put spaces after the commas! Alternatively, you can pick the groups from the popup menu triggered by clicking on the button to the right of the field. Note that, if you are typing in a group name and it has a space in it, you should enter it as a hard space (type Alt-Space on the keyboard). Group names are not case sensitive. Using an * (asterisk) as part of a group name will act as a wildcard and search all matching groups eg. comp.* searches all the comp newsgroups on the system.

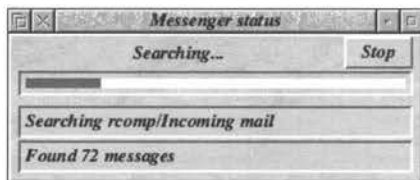
When the search has finished, the results will be **stored in** a folder so that you can refine or refer to the search again later. In fact, the actual messages are not stored in the folder, rather links to those messages are used, in order to conserve disc space. The folder used to store these results should be specified in the second box, or picked from the menu.

Matching criteria

The main part of the search window is the **Matching criteria** section which determines what you are searching for. Down the left hand side of this window you will see a series of tick boxes. To enable search on "that line" of the window, tick that box. You can search individual message headers (eg. sender, subject etc.) or the main content of the messages (body) or combinations thereof. Note that if you have a lot of mail/news, a body search can take some time! You should not include wildcards in the criteria fields - searching for "nip" will automatically find all occurrences of the word "nipper", and any other corresponding words, eg. "snipe" etc. The search is not case sensitive.

Completing the search

Once you have set up the search to your requirements, click on the **Search** button to begin. The search may take a few moments, so a percentage completed bar is shown in the Messenger Status Window (the one which appears each time you load the program). If you have closed the window, you can open it via the **Utilities** submenu of the program's iconbar menu. This window also allows you to stop the search part way through.



Once the search has finished (either completed or having been stopped by the user), a window will appear showing the results of the search. If you stopped the search part way through, then only the results up to that point will be shown. The group containing the results works just like any other folder of mail, except that the results of a search are stored as links to the appropriate messages, rather than as the messages themselves.

If you subsequently need to re-do the last search, perhaps with a minor change, then the **Recall previous** button at the bottom left of the Search window will allow this.

8. Filtering, Scoring and Mailing Lists

Once you begin to receive more than the occasional email message, it is important that your email software be able to file messages where you want automatically, and present them to you in a useful and practical manner. In many cases, you will want to add a new "user" (in Messenger terms, this is a different persona, with individual settings etc.), and this was covered in chapter 7. However, regardless of how many users you set up, the key to unleashing much of Messenger Pro's power lies in its Filtering and Scoring options.

It is important to understand what these are, and the differences between the two. Filtering allows you to move messages around automatically, delete unwanted messages and ensure that they end up in the desired location. It is, in a phrase, about the destination of messages. Scoring, on the other hand, is concerned with how the messages are shown to you in the message listing window.

Perhaps the best explanation is by way of example - to place all mail about Pineapples in a folder called "Pineapples" automatically, we would use a filter. To make messages from certain people appear top of our list, or in a different colour in our Pineapples folder, we would use scoring.

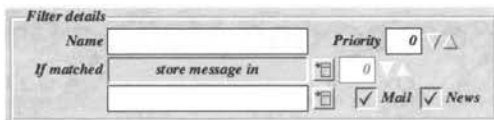
Filtering

The previous two paragraphs explain what filtering is for, but how do you go about setting it up? The first thing you need to ensure is that you are using an "administrator" user. If you just have a single user, you don't need to worry about this.

Press the Menu mouse button over Messenger Pro's iconbar icon, and select **Choices...** to open the configuration window. We are interested in the Filtering rules section:



Clicking on the **Filtering rules** option opens a window listing any current filters. The software allows you to set up many different filters, to ensure that all your mail ends up in the desired location. To create a new filter, click on the **Add** button. The main **Edit filter** window will open. This can be a little off-putting to start with, so take each section in turn!



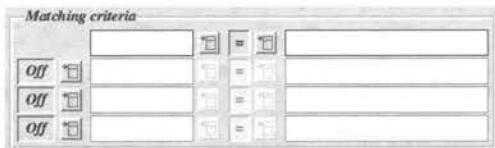
The first thing we need to do is to give the filter a **name**. This allows you to identify it quickly, should you need to change it later. As an example, we shall ensure that all messages with the word Pineapple in their subject line are filed away separately. A good name for this filter would be "Pineapple Filter".

Next to the name box is the **priority** of the filter. Since we are only creating one filter, it isn't necessary to worry about this, but once you have several filters which could apply to the same message, the priority option allows you to set the order in which Messenger uses the filter.

For most filters, you will want to change where the message ends up (ie. where it is stored). To do this, make sure that the **If matched** field is set to "store message in". The box beneath allows you to select where you wish the message to end up via a popup menu. You can also type it in directly if you wish.

To complete the first part of the New Filter window, we have two tick boxes - **Mail** and **News**. These allow you to specify whether the filter should be applied to arriving mail, news or both. In our Pineapple example, we are only interested in mail, so you should untick the News box, to stop news postings about pineapples cluttering things up.

The **Matching Criteria** section of the window is perhaps the heart of the filter, and allows you to tell Messenger what it should look for to trigger the filter. It consists of four lines (allowing AND/OR relationships) as shown below:



The first line is in three parts, whilst the second and subsequent lines are in four parts. The first writable box and the popup menu next to it is for the **part** of the message we are filtering on. In our example, pick *Subject* from the popup menu. To understand this more clearly, you need to understand that an email message is more than just the text that you read. At the top of each message, there are a series of "headers", in the form *something: something*. Common ones include *subject*: and *to*: but others exist too. To see a list of headers on a given message when reading it, you can click on the **Toggle headers** button on the view message toolbar.

Next to the box for selecting the part of the message is the **operator**. In almost every case you will want to leave this set to = as you will want to filter on the basis of "When *a* matches *b*, then do *c*".

The final writable icon on the first line is for the **condition**. This is the text that Messenger should look for. It is important to wrap it in * characters, so in our example, we would enter *pineapple*. This will cause Messenger to use the filter whenever the word "pineapple" appears in the subject of a message.

The extra option at the start of lines 2-4 allow you to choose AND/OR for additional criteria.

The final part of the Edit filter window is the **Expiry** section, which allows you to choose whether or not the filter will be automatically removed by Messenger at some future date. In most cases, you will want to leave this set to **Keep filter indefinitely**, as you will not want Messenger to delete the filter unless you tell it to.

Once you have completed your filter, you should click on the **Set** button, then **Save** on the filter list window. You should note that the filter will only apply to any *new* mail that comes in. Existing mail will not be affected by your filter.

Scoring

Unlike filtering, scoring rules are applied to all mail/news - new or old. They allow you to alter the colour in which individual messages appear, their order in the message list window, and even automatically mark them as "read" so that they don't normally appear in the message list window. One common use for scoring is to make mail from certain people appear in different colours. For example, you might want all the mail from your boss to appear in red!

Since scoring rules are non-destructive, and may vary according to taste, each user can set their own scoring rules, and you don't need to be an administrator to set them up. As with filters, scoring rules are set up from the Messenger Choices window, available by clicking on the **Choices...** option on the iconbar menu:



The interface for scoring rules is very similar to filters described in the previous section, and just as before, you are first shown a list of any scoring rules you have currently set up. Clicking **Add** will begin creating a new one:

Rule details

Rule name Priority

For groups

If matched

Matching criteria

<input type="checkbox"/>	Subject	=	<input type="text"/>
<input type="checkbox"/>	Subject	=	<input type="text"/>
<input type="checkbox"/>	Subject	=	<input type="text"/>
<input type="checkbox"/>	Subject	=	<input type="text"/>

Expiry

Do not expire rule

Remove if unused for days months

Remove after weeks

Remove on

This window has many similarities to the filter window described in the previous section. Indeed, the main difference lies in the top **Rule details** section, so we shall concentrate on that. You should refer to the filter section previously if you need more guidance, or click the *i* button as usual.

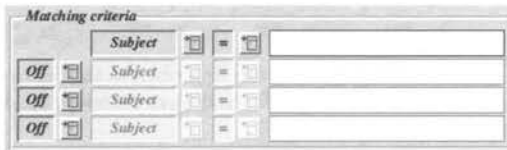


As with filtering, the first box allows you to give the scoring rule a **name**. In our example, to colour messages from the boss, we might call it "Colour Boss Red". The priority option next to the name allows you to adjust things so that Messenger knows which scoring rules are the most important, and should be used first. In most cases, this should remain at 0.

The **For groups** writable field and popup menu allow you to choose which folders to apply the rule to. This is a comma separated list, so you can choose as many as you like. In the example, we only want to colour messages in the Inbox, so you would select "Incoming mail" from the menu.

The **If matched** field allows you to specify what will happen to the messages which match the scoring rule, just as with filtering. To set the colour of the message, pick "just colour". The options referring to the score of the message allow you to give each message a value determined by the scoring rule(s). When viewing the list of messages, one of the options on the menu is to display messages in order of score.

The final part of the Rule details allows you to select a colour. Click **Edit...** to change the colour. In the case of our example, we would select a red colour.



The **Matching criteria** section of the window works in exactly the same way as in the filtering section described earlier. For this reason, it seems sufficient simply to cite how we would go about the example, and refer you back for more detailed information. From the first menu, pick "From" because we want to colour mail *from* the boss. Leave the next box set to = and finally set the last writable icon on the first line to **boss@work.co.uk**. The * characters are very important, as Messenger would look for an exact match otherwise, and this is usually far too strict a criteria.



Just as with filters, you can tell Messenger to **Expire** scoring rules in various circumstances if you wish, although in most cases you will want to leave the scoring rule active ad infinitum. Once you are happy with your scoring rule, click **OK** to finish creating it, then **Save** in the window listing the scoring rules to finish.

If you have a window open showing an affected folder of mail, then you may need to close and re-open it, or click on the **Refresh listing button** on the toolbar before the changes become visible:



Mailing Lists

Messenger Pro has a special feature which allows you to treat email mailing lists just as you would a normal newsgroup. Although postings to mailing lists are sent (as the name implies!) via email, they have far more in common with newsgroups, but a more tightly controlled and limited circulation. As such, it would seem sensible for an email system such as Messenger Pro to present mailing lists in a similar fashion to newsgroups, and that is what it does!

You may be wondering why Mailing Lists are being described in the same section as filtering and scoring. The reasoning is that you will need a filter (actually it isn't 100% necessary, but it makes life much easier!) in order to make best use of the feature.

We shall assume that you have already subscribed to a mailing list - it is beyond the scope of this manual to describe how to go about joining a list, as it varies from list to list. We shall describe the set up process in a step-by-step tutorial fashion, because using Messenger Pro's mailing list functions require three distinct setup processes.

To begin, you will need a Messenger Pro folder to store the messages you receive from the mailing list. To create the folder, right click on the Messenger icon on the iconbar, and click on the **Create Folder** button towards the left of the toolbar:



A window will appear prompting you for a name for the mailing list, with two tick boxes beneath:



Since the folder is going to be designated as a mailing list in due course, you should **untick** the **Make folder personal** option. Click **Create** to complete this step.

Messenger Pro now has somewhere to put the mailing list postings received. We now need to ensure that postings end up in the right place. This requires (you've guessed it!) a filter.

Click the Menu mouse button over the Messenger Pro icon on the iconbar, and select **Choices...** from the menu. Click the **Filtering rules** option. (At this point, you may wish to have one finger in the Filtering section earlier in this chapter.)

In the Filtering rules window, click **Add** to create a new filter to apply to your mailing list.

First, give the filter a **name**. An example might be "Filter for xyz mailing list". Leave the **priority** at 0, and the **If matched** section set to "store messages in". From the popup menu on the third line of the window, select the folder you made a few paragraphs previously. Untick the **News** option, as your mailing list postings will only be arriving via email.

What you need to put in the **Matching criteria** section of the window will vary depending on the mailing list. Most mailing lists will either have a common "to" setting, or a common "from" setting. You will need to look at the headers of some postings to gauge this. Refer to the Matching criteria section of the Filtering instructions previously for information on this.

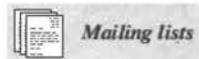
As an example, you might set the first box to "To" from the popup menu. Leave the second box at "=" and in the third box enter **something** where something might be the email address to which all postings are sent. It is an unfortunate side effect of the fact that each mailing list is slightly different that there are no hard and fast rules here. Remember the * characters - they are important!

Finally, make sure that the **Expiry** is set to **Keep filter indefinitely**.

Click **Set** to complete adding your filter, then **Save** in the window listing all your filters.

This completes the second phase of adding your mailing list.

The final stage is, perhaps, the simplest. From the Messenger Choices window, click the **Mailing lists** option.



A window will appear listing all the currently defined mailing lists. The purpose of this window is to tell Messenger which folders should be treated as mailing lists, and what address postings should be sent to. Click **Add** to open the final window:



In the **Name** box, type in a name for the mailing list.

Pick the **Folder** you are using for your mailing list from the popup menu.

Finally, in the **Address** field, enter the email address that postings should be sent to, then click on the **OK** button to complete the process. Click **Close** on the mailing list window.

Congratulations, the process is complete!

If you now right click on Messenger's icon on the iconbar, your folder should have a different icon (and possibly appear further up/down the list) to indicate it is a mailing list. (Remember that it may not be shown automatically if it is empty - display all messages if you aren't sure.) Opening the mailing list window will show articles in much the same way as for a news group. You can reply to postings via email (ie. privately) by clicking the standard reply button, or follow the posting up to the mailing list by clicking on the "news reply" button. In other words, you can now treat the mailing list exactly as you would a news group.

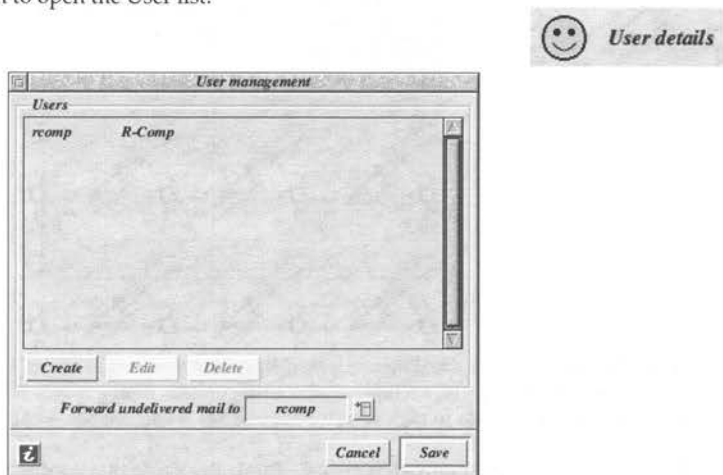
9. Creating and Using Additional Users

One of Messenger's most important features is the handling of more than one user, and hence more than one set of email and settings. Not only does this allow for varying settings, but it also allows single users and small businesses to have several different "faces" when dealing with the outside world. For example, in a small business environment, you might want to have separate faces for sales as distinct from support. Although there are a number of ways of achieving this with Messenger Pro, perhaps the most elegant and flexible is through the use of multiple Messenger "users".

Adding Users

User creating/modifying/deleting is a serious business, so is only available to the Administrator user(s). If you only have a single user set up, then that will (by default) already have this level of authority. However, quite clearly, you may not wish every user to have the ability to alter or delete others!

To begin adding a user, you need to click the middle Menu mouse button over the Messenger icon on the iconbar. On the menu, click on the **Choices...** option to open the Choices window, and then on the User details option to open the User list:

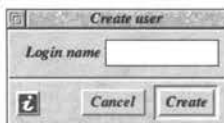


The current list of users is shown in the main part of the window, with the user on the left and the real name on the right.

At this stage, it is also worth drawing your attention to the **Forward undelivered mail to** box at the bottom of the window. Ensuring that mail ends up in the right place is covered later in this chapter. However, if Messenger still doesn't know where to put messages once it has tried everything else, the user nominated here will receive the mail. Although you have the option of *None* here, this isn't recommended, as it means that messages of unknown destination will be lost altogether.

To begin adding another user, click on the **Create** button.

You will be prompted for a login name for the new user:



In future, this will be referred to as the "user name". The name may be limited to 10 characters (depending on machine), but should ideally match the bit before the @ sign in your email address. In other words, if your email address were *bob@bobshouse.com*, then your new user might be *bob*. The later section concerning ensuring email delivery to the correct place is relevant at this point!

A window will now appear allowing you to set up your new user. If you change your mind about any settings for the user at a later date, the **Edit** button in the User management list window can be used to re-display these settings for a selected user.



The **Email address** field is a little more interesting than you might at first imagine. If you enter more than one email address, each separated by a comma, then a menu will be available when sending mail, allowing you to pick which address you wish the message to be "from".

Real name should be fairly straightforward - this is the name that people will see when they receive mail from you. Unless you have a business name to go in the **Organization** field, you should set that box to Home.

The **Change password** and **Access control** options will be covered in the Privacy section which follows on from this section on adding users.

The **Keep copies of sent mail/news** option determines whether Messenger Pro automatically files copies of your outgoing correspondence for your future reference. In most cases, you will want to have access to a log of all the messages you have sent to people, although how useful copies of outgoing news postings are is questionable, given that you will, in all likelihood, download the postings from the group yourself soon after!

When you delete messages, Messenger can file them away in the waste basket for a period so that you can recover them if you so desire. The **Use waste basket** option determines whether this cushion is available for the user in question. The waste basket is particularly useful if you turn off deletion warnings in the "Advanced options" Messenger choices window.

The **alternative "Reply-To" address** and **forward** options allow you to redirect messages, causing replies to your messages to go to a different account, or incoming mail to be copied on to a different account respectively. These options can be useful if you plan to be away from the machine or have several different machines in different places, and need your mail to be redirected by Messenger. In most cases, you will probably not need to use these options.

Once you are happy with the configuration of the user, click on the **Set** button. The next section on Privacy discusses the **Access control** and **Password** options.

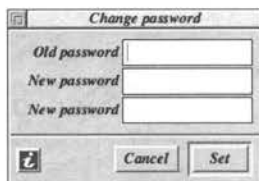
Privacy

If several people plan to use Messenger Pro - in other words, each user really is a different person, rather than just a different "face" - it can be important to keep things private and secure. A basic level of security is offered in the form of passwords - each Messenger Pro user can have his/her own password, without which it won't be possible to log in as that user.

However, Messenger Pro's privacy and security go beyond this. The software allows access to various sections to be restricted, so that certain users cannot perform certain operations. The very first user you created when you installed Messenger Pro will, by default, be the Administrator. This is, if you like, the master user, and the only one who can, for example, change site settings, or add/remove users. However, it is possible to give other users Administrator status if you wish.

Passwords

When creating or editing a user (see the Adding Users section earlier in this chapter), you will see a button marked **Change password...** When you first create a user, it will not have a password, allowing the user to be accessed without you being prompted for a password. If you want to password-protect the user, click on the **Change password...** button. A window appears:



Simply enter the old password, and type the new password in twice for confirmation. Once you have finished, click once on **Set**, and the password is changed.

When you next log into that user - click the menu mouse button on the iconbar icon, and use the **Login...** submenu - the user login window that appeared when you first set up Messenger Pro will appear, prompting you to enter a password before you will be able to access that user.

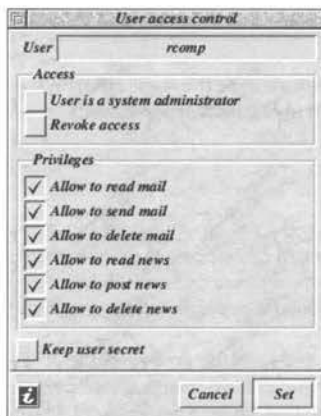
Note that a user can change his/her own password, by using the **User details** choices window.

Unless they have Administrator rights, then only their own user will be editable.

Access rights

It is possible for the Administrator to set what a user can/cannot access. Be careful not to delete or restrict your Administrator user if you only have one!

As with the passwords, these options are available in the User add/edit window, but unless the user has administrator rights, the **Access control...** button will be disabled. Clicking on that button opens the User access control window:



The window contains a number of tick boxes allowing you to enable or disable various facilities. Enabling the very first box - **User is system administrator** - will grey out most of the other options, as by its nature, the administrator needs to have full access!

The **Revoke access** button allows you to "ban" a user. The user will still exist on the system, and Messenger will still deliver mail to that user, and retain any personal settings. However, it will not be possible to log in to that user, and hence the person who normally uses that user will not be able to read/write mail and news. As an example of its use, this option could be used to ban someone from accessing email (perhaps as a punishment) for a period.

The various **Privileges** should be self-explanatory. They simply allow the administrator to prevent the user performing certain operations. If an option is ticked, then the user will be able to carry out that operation; if unticked, then they will be prohibited from that.

Finally, if you choose to enable the **Keep user secret** option, the user will not appear on any of the publicly visible menus. Only the administrator would know of the user's existence. This option could usefully be used to create a "backup" administrator user, or even to hide the main one, to prevent people trying to guess the password. If they don't know the user exists, they won't try to access it!

Once you are happy with the various access control settings, click on the **Set** button.

Personal Settings

Each Messenger Pro user can have his/her own personal settings, including which newsgroups are shown, what order their email is displayed in, personal scoring rules (see previous chapter), how messages are shown etc.

If you don't want to have every available newsgroup shown for your user, then there is one very important option which must be disabled. Go to the Messenger Pro choices from the iconbar menu, and select **Advanced Options**. The last setting in the first General section is **Auto subscribe to groups**. If this is selected, you will always be shown a full list of available newsgroups. If you want to pick just the ones you are interested in, disable the option. For example, in a family situation, a teenager may wish to read a newsgroup relating to a pop star, whereas the parents might not have any interest in that whatsoever.

In Messenger Pro's choices window, the right hand column of buttons gives access to a number of aspects that users may wish to change for themselves:

- | | |
|-------------------------|--|
| Display settings | This covers the font used to display messages when reading them, the colours used when reading, and various other message display options. |
| Edit settings | This controls various options associated with the writing and sending of mail. The most useful part of this window allows you to set signatures and taglines for the user, the latter being flippant or thought provoking comments randomly appended to the messages you send. |
| Speech settings | If you have Jonathan Duddington's Speak application, this options window allows you to choose which voice is used, and set how much or how little speech is used. |
| Scoring rules | See the previous chapter for information on scoring. |
| Advanced options | This section provides a great deal of flexibility over how Messenger behaves, varying from how strict the program is when checking emails you send for netiquette errors , to enabling/disabling message delete warnings. Various PGP security options are also available. The online documentation contains a useful introduction to PGP message security if you are interested in such matters. You may well wish to enable the MIME by default option, and you can also use the advanced send mail/news as standard from here. |

Since it is likely that the Advanced options will change between versions, with extra options appearing to cover new features, it is suggested you click on the *i* button in the bottom left corner for the latest online help.

In addition to the Messenger choices window, various **Display** settings can be set from the menu available over the Message List window. When you have a list of messages on screen, press the middle Menu mouse button over the window, and slide to the right off **Display**. Here you will be able to select how the list is sorted, and even set signatures and the like exclusively for the folder being viewed etc. These options can be found via **Display -> Settings -> Edit**.

Ensuring Mail Delivery to the Correct User

Perhaps the largest challenge of sorting out a multiple user Messenger Pro system is the task of ensuring that mail ends up in the right place. Historically, this wasn't too much of a problem, with multiple addresses downloading from your Internet Provider to separate files via SMTP transfer - as long as you matched the user name to the "bit before the @ sign", all was well. However, most internet mail is now fetched using the POP3 method, which is far more suited to single addresses than multi-user setups.

Because of this interaction between the method of mail fetching and Messenger Pro itself, the process of ensuring correct mail delivery can be associated with the software you are using to connect to the internet and fetch mail. However, we will start by looking at just using Messenger Pro to divert the mail into the right place.

Regardless of how you ensure correct delivery, it is a good idea to match the user name with the "bit before the @ sign" in your email address. So, if you wanted mail boxes for bob@test.freeuk.com and tony@test.freeuk.com it would be sensible to have "bob" and "tony" users.

Just using Messenger Pro to achieve the desired results

If you have read the previous chapters, it will come as no surprise that this can be achieved through mail Filtering. You may wish to re-read the Filters chapter before going any further, to remind yourself of the process.

The important thing to remember when setting up a mail filter for a user is that there are a number of ways of identifying mail for that user. Not only can a message be "To" the user, it can also be "CC" to the user. Finally (and this is the problem one) if the message has been sent to the person via BCC (blind carbon copy) then there will be no "To:" or similar field to work on. To get round this problem, many Internet Providers add extra information to the email messages you receive identifying who they are destined for.

At this stage, you should open an existing message in the normal fashion. When you have the message on screen, click on the "**View headers**" button on the toolbar:

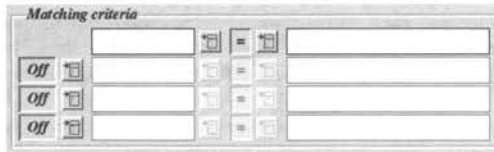


Extra lines will now appear at the top of the message, showing you the various informational parts of the email which you wouldn't normally see. Many providers will add Envelope-to or similar lines identifying who the original mail was destined for. Note down the exact start of the line (up to the colon character), including the case of each letter. Variations include X-Envelope-To and others. You may wish to refer to several emails at this point.

Once you are clear about how your Internet Provider does this, it is time to add the Filter(s). Press the Menu mouse button over the Messenger icon on the iconbar, and go to **Choices...** Click on **Filtering rules**, and then on **Add**.

Give the filter a helpful name, such as "Filter for Bob's email". Leave **If matched** set to "store message in". From the popup menu next to the box beneath "store message in", select the Incoming mail folder for the desired user. Untick **News**, as this filter should not apply to News.

The main part of the filter is in the **Matching criteria** section:



Since we want to have a reliable filter, it is best to use several lines, each separated with an OR relationship. Step by step:

In the first box, pick **To** from the menu

Leave the operator set to =

In the condition box at the end of the first line, put **name** where name is *name@account.co.uk*

Remember that the * characters are important!

On the next line, pick **OR** from the first popup menu and then repeat the above steps but use **CC** instead of **To**.

Finally, on the third line, again pick **OR** and repeat, but instead of picking from the menu, type *Envelope-To* (or whatever header you found previously) into the first writable icon on the line.

Leave the filter active indefinitely, and the window should look something like:



Once you are happy, click on the **Set** button, then **Save** in the Filtering rules list window. The filter will now be active, and you can go online and fetch new mail.

You should now find that the incoming mail is automatically filtered into the correct place for the user. You can add as many filters as you like - one for each user.

Delivering mail to users without filtering

Whilst filters can help ensure that mail ends up in the right place regardless of how it was downloaded, it is possible to avoid filters altogether. However, the exact procedure for this will vary depending upon the software used to download mail (ie. your internet connection software).

If the filename of downloaded mail matches a Messenger Pro user, then even without filters, the software will deliver the mail to the named user. Using this feature, some quite sophisticated results are possible, even without filters.

For example, imagine the situation where you have just one person using Messenger Pro. Over the years he has had three different "public" email addresses, and needs to fetch mail from all of these, but wants to see it all in one place. In addition, he receives mail from an internal company mail server on the network, and he wants this to be in a separate user, with separate settings etc.

By fetching each of the three "public" addresses to the same file, with the name matching the user in Messenger Pro, all the public mail is fetched to the same place. The "internal" mail is then fetched to a different file, but again the name matches another Messenger user. When Messenger sees this mail, it will see only two files, and deliver them to the matching users, all without any filters!

Of course, the tricky part of this process is fetching the mail to separate files, and this is the part that varies with your internet software. Indeed, if you have several people sharing one account, it may not even be possible to fetch each person's messages to a separate file. You can see why we covered the filtering method first!

Having explained the principle, we shall cite R-Comp's **DialUp** software as an example of how to go about setting this up. Other software, eg. !Popstar and !Pop may work in a similar manner.

In DialUp's choices, there is an Emailboxes button, which brings up a list of all the POP email accounts being fetched. If you add, or edit one, the following window appears:

Add New Mailbox

This window allows you to alter the settings for this email account

Local User (filename):

(Usually user to deliver to in email program)

Account name:

Password:

POP mail server:

Remove mail from server once fetched

Skip already fetched mail (use LAST)

Cancel OK

The first line - **Local User (filename)** - is the key. If you set this to match the Messenger Pro user you wish the mail to end up in, then it will be downloaded to that filename, and end up in that user. Note that if your user has "." (dots) in, then they should be entered as '/' (slash) eg. *bob.smith@* would be fetched to a filename *bob/smith*

In many cases, you may have several people downloading mail from the same account (many Internet providers allow for several email addresses to be used with a single POP account). When your computer downloads this mail, it all comes down in one fetch, so it isn't immediately possible to split simply by setting the download filename.

In this case, many Internet Providers (we shall use Demon as an example) allow you to fetch an individual user's mail separately, rather than downloading the whole lot together. For example, if your email addresses were: *bob@account.demon.co.uk* and *tony@account.demon.co.uk* it is possible to fetch Bob's mail separately from Tony's. To do this, instead of using a POP account name of *account*, you would use *bob+account* for one mailbox, and *tony+account* for a second mailbox. Each could then be given a different filename. Note, however, that not all Internet Providers will offer this facility.

Once the mail is fetching correctly to separate file names, Messenger Pro will automatically deliver the mail to the matching user.

Logging in to (Hidden) Users

Once you have Messenger set up with multiple users, you will normally use the **Login submenu** from the iconbar menu to select the user you want. This is fine for normal users, but if a user has been marked as "hidden", it won't be listed on the Login menu.

Instead, to log in to a hidden user, bring up the iconbar menu as usual by clicking the middle Menu mouse button over Messenger's iconbar icon. Rather than moving to the right of the **Login...** option, click with the left mouse button on it, and the standard login window is shown:



Simply type the name of the hidden user into the **User name** writable icon, and enter the appropriate password into the box beneath. Once you have done that, click on the **Login** button, and you will be able to access the user as normal.

Appendix A - Glossary of Terms

- Attachments** Files (eg. pictures or documents) which are enclosed with an email message
- Debatching** Email/news is sent and received via your Internet software. Once it has been downloaded, Messenger picks it up and makes it available to you. This latter process is called debatching.
- Filtering** Messenger can automatically sort incoming mail into different "boxes" and users, so that you don't have to do it by hand. This process is called Filtering.
- Folders** These are "boxes" you create in Messenger to file away your messages. You might have folders for several different topics.
- Groups** This is Messenger's generic term for a "box" of email or news. Your Inbox, folders, newsgroups, mailing lists etc. are all Groups.
- Archive Groups** Groups which are shown separately to avoid cluttering the Main Groups window.
- Headers** Information about messages such as the sender and subject are stored in the Header of a message. These are normally hidden when reading and are dealt with automatically by email programs such as Messenger Pro.
- Inbox** A special group into which all your new mail is placed, aka Incoming Mail.
- MIME** Email messages cannot contain anything other than the standard alphabetical and numerical characters. MIME encoding is a method of getting round this limitation and, as such, is also a method of attaching data files. Most PC/Windows email programs require files to be sent in MIME format.
- PGP** A method of sending secure, encrypted emails. Refer to the online help for a comprehensive overview and instructions.
- POP or POP3** This is the most common method of downloading email onto your computer.
- Queue** All mail and news which is to be sent next time you go online is regarded as being stored in the outgoing Queue. The Show Queues option on the Utilities submenu from the iconbar menu allows you to look at and alter queued messages.
- Scoring** Messenger automatically rates each message based on various rules which you can set up. Depending upon the "score", messages can be shown in different colours, in different orders, or hidden away.
- Threading** Articles on the same topic in newsgroups (and mailing lists) are known as a thread. Threading shows these articles together making it easy to follow discussions.
- Transports** These are files which tell Messenger how to work with your Internet software
- Users** Messenger is capable of handling mail and personal settings for different people, known as users. A single person could also have several users if they wish to separate different mail boxes or Internet accounts.
- UU-coding** Similar to MIME, but older and less flexible. This is purely a method of attaching files to messages that you send. Older email systems can only handle UU-coded files, and Messenger will use this method unless explicitly told to use MIME. You should note that several PC programs *only* support MIME and not UU-coding!



Messenger Pro

The Email and News Client for RISC OS

Messenger Pro is a comprehensive email database and Internet news reader package for RISC OS computers, offering the following advanced features:



Flexible viewing options with graphically threaded display



Support for local and remote message database servers



PGP encryption for email security and authentication



Multiple users, archival folders and mailing lists



Message filtering & scoring for advanced sorting operations



Spelling and 'Netiquette' checking to aid email presentation



Optionally supports both offline and online message access



R-Comp
22 Robert Moffat
High Legh, Knutsford
Cheshire, WA16 6PS

Tel. 01925 755043

Fax 01925 757377

Email rcomp@rcomp.co.uk

Web <http://www.rcomp.co.uk/>