

Eudora[®]

Email

New Features Manual for Windows

Version 5.0

This document is designed for use online. The Contents section plus all cross-references are "hot linked." In the Contents section, click the topic, and the topic information appears. If you click any cross-reference, you display the topic referenced.

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About the Name

Why the name *Eudora*?

When looking for a name for this new Post Office Protocol mail program, we thought immediately of the title of the short story “Why I Live at the P.O.,” and named the program after the author of the story, Eudora Welty. “Why I Live at the P.O.” can be found in a collection entitled *A Curtain of Green and Other Stories* (Harcourt Brace & Co.). Ms. Welty’s stories are funny, sad, and fascinating; she’s surely one of the great American writers.

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Introduction

Welcome to Eudora 5.0! This document describes the new features and functions in Eudora 5.0 for Windows.

- **Eudora Sharing Protocol (ESP).** ESP is a new Eudora feature that allows you to share documents and discussion among of a group of Eudora users without the use of a shared server.
- **MoodWatch™.** MoodWatch is a new Eudora feature that can monitor offensive text (flaming) in both incoming and outgoing messages. You can display the new MoodWatch options dialog to set MoodWatch settings.
- **Statistics.** You can now display and print statistics on your Eudora usage and on the messages you send and receive.
- **New Address Book.** The Eudora address book has been improved for easier use and maintenance. It contains more categories per entry, and you can now print the address book.
- **Signatures.** You can now see your signature in the message you are composing. You can also edit the signature if you like. If you prefer not to see the signature, turn this feature off by unchecking the “Show signature while composing” box in the Composing Mail options window (Tools>Options>Composing Mail).

For details on other changes in Eudora 5.0, refer to the README and RELNOTE text files that reside in the directory where Eudora 5.0 is installed.

Using Eudora Sharing Protocol (Sponsored and Paid Modes only)

Eudora Sharing Protocol (ESP) is a Eudora feature that allows a group of people, called a share group, to collaborate and share a common set of files. ESP automatically gives each member of the share group a copy of those files, and when one of the members changes a file, it brings all the other members' copies up to date automatically. ESP also makes it easy for the members of a share group to send email messages to each other. Unlike other collaboration tools, ESP uses only email to keep everyone in sync on the shared files, so there's no need to maintain and administer a shared server.

ESP allows you to create and manage share groups within Eudora, on both Windows and Mac platforms. If you send and receive email through Eudora, you can belong to an ESP share group.

When you join an ESP group, you designate a shared folder on your hard drive. Eudora uses the shared folder to keep the most current copies of your group's documents together. You and each member of your group have copies of the shared documents. When you or a member of your group adds, deletes, or updates a document, ESP automatically adds, deletes, or updates all copies of the document in all of the members' shared folder.

You can use ESP for projects at work and for family members at home to help them stay in touch. For example, you can create a share group by inviting members of your family to share their most current photos with each other. When one member of the family adds a digitized photo to his or her shared folder, all members of the family can see it. It's like maintaining a family album that can be shared with members of family no matter where they live.

When communicating between members of your group, email messages from the group members are automatically routed to the mailbox of your choice. However, you can assign only one mailbox per group.

You do ESP functions from the ESP Groups window found on the Tools menu. These are the basic tasks in creating and maintaining a share group:

- Create a share group.
- Assign the share group a mailbox in Eudora and shared folder on your hard drive, for example, your C:\ drive.
- Invite members to join the share group.
- Configure how ESP will update the shared folders.
- Configure how your group members are notified of changes to the shared folder.
- Maintain group membership by inviting or deleting members, or by synchronizing all shared folders.

However, you may be asked to join a share group. If so, answer the invitation and the you can create a new shared folder and mailbox.

Important. You can only belong to a group on one computer. For example, you can use your home computer to set up a group for family photos, and you can use your work computer to set up a group for a work related project. However, you cannot use both your home and work computer to view your family photos in your family group. If you try to do that, one or both computers will miss some of the photos.

However, if you have two different email addresses, you can belong to a share group on more than one computer. If you check mail with one email address at work and a different address at home, you just need to invite yourself to the share group twice, once for each address. Once you're in the group with one account, you can send an invitation to your other account yourself. ESP will treat your two accounts as two different share group members, and each will receive all the updates.

Installing ESP

ESP should install automatically into the Eudora Plugins folder. However, if you need to install ESP yourself, do the following:

- To install ESP on Windows, copy the ESP.dll file to the Plugins folder, located in your Eudora folder.

Tips on Using ESP

Although ESP is a valuable tool for you and your group when working on the same document or file, there are some limitations. Here are a few tips on using ESP that will make working on group files more efficient.

- **Do** realize that the ESP folder is shared. If you take a file out of the shared folder, it will be removed from each member's shared folder.
- **Do** invite people to be in your group. Some of them might have to become familiar with ESP before becoming full members. As they are gaining experience, tell them how to become full members.
- **Do** use ESP to keep a shared list of current email addresses for group mailings. ESP updates email addresses when you change the email address for a personality. When saved in the ESP Groups window, ESP asks you if you want to update both your ESP's information and other members' information or just update your ESP information. If you choose both, an email message is sent to all group members and automatically updates your changed email address.
- **Do** use ESP as a mini-mailing list for, perhaps, a family, group of friends, coworkers and so on. The list of email addresses stays current in all of the members' lists when the addresses are modified.
- **Don't** put large files in ESP. Other members of your group may have mail systems with limits on file size.
- **Don't** put files in ESP where group members need to work on them at the same time. ESP works best when one member works on one file at a time.
- **Don't** put files in ESP that need to be updated in realtime. There will be a few minute delay in updated group files.

Creating an ESP Group

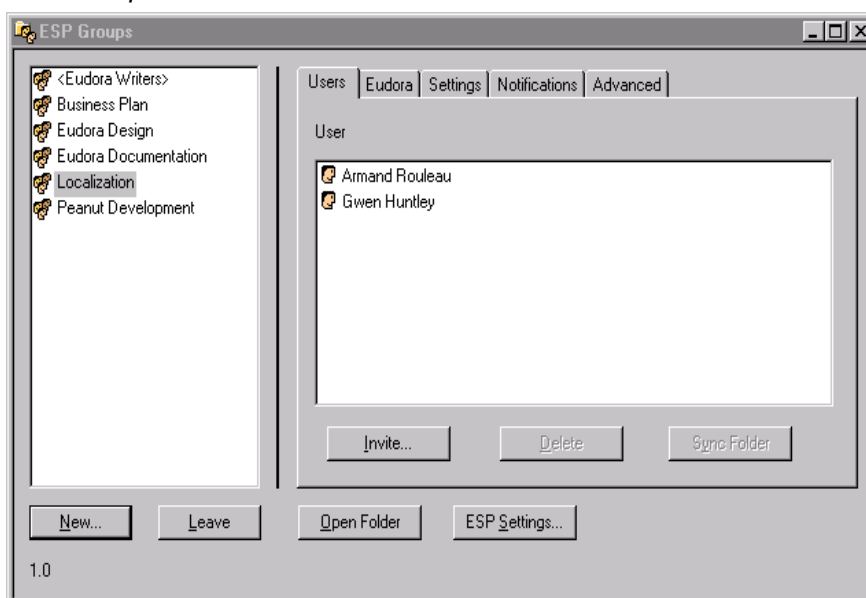
You can create an ESP group and then invite members to join it. All members of an ESP group are of equal importance. Although you are creating the ESP group, it does not mean that you are its leader.

When you create a group, ESP assigns the group a unique identifier, which avoids any naming conflicts.

To create a new group, do the following:

- 1 From the **Tools** menu, choose **ESP Groups**. The ESP Groups window appears.

ESP Groups window



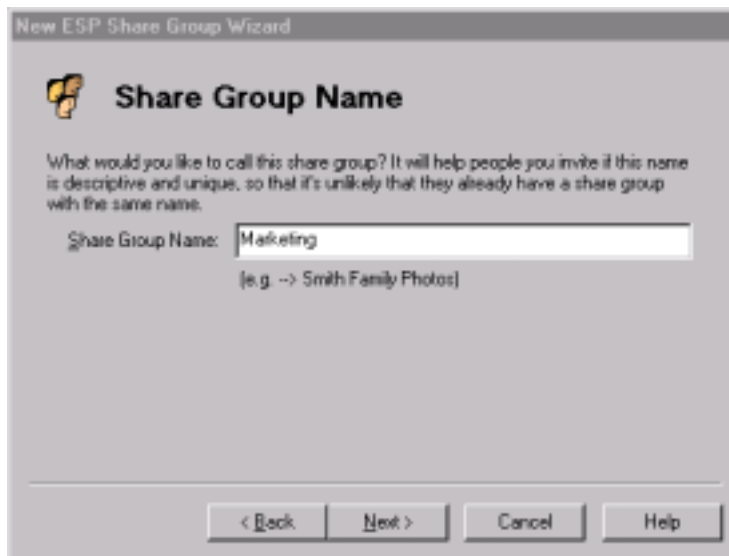
- 2 In the **ESP Groups** window, click **New** (located at the bottom of the window). The Share Group Settings dialog box appears.

Share Group Settings dialog box



- 3 Choose **Create a brand new share group**, then click **Next**. The Share Group Name dialog box appears.

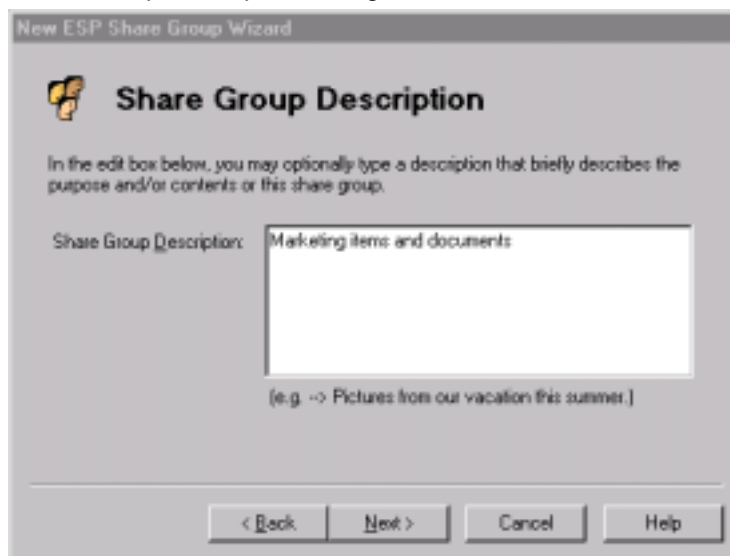
Share Group Name dialog box



The screenshot shows a dialog box titled "New ESP Share Group Wizard" with a sub-title "Share Group Name". It contains a text input field with the word "Marketing" entered. Below the field is a small example "(e.g. -> Smith Family Photos)". At the bottom are four buttons: "< Back", "Next >", "Cancel", and "Help".

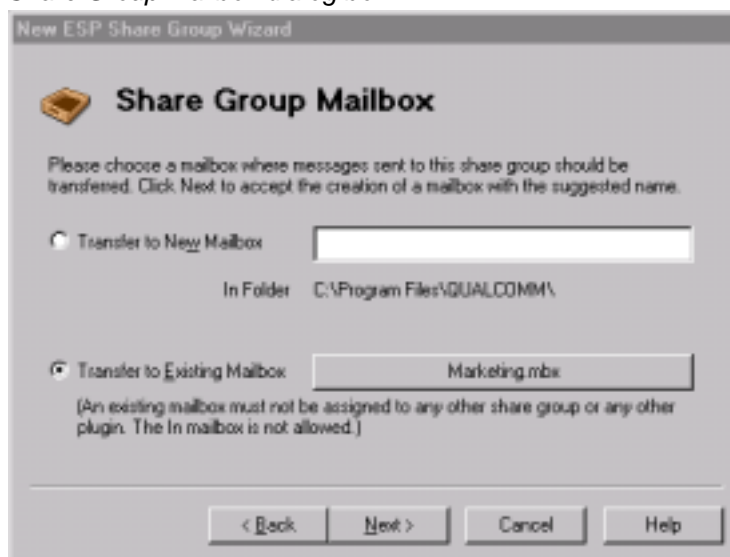
- 4 In the **Share Group Name** text box, type the name of your group, then click **Next**. The Share Group Description dialog box appears.

Share Group Description dialog box



The screenshot shows a dialog box titled "New ESP Share Group Wizard" with a sub-title "Share Group Description". It contains a large text area with the text "Marketing items and documents" entered. Below the text area is a small example "(e.g. -> Pictures from our vacation this summer.)". At the bottom are four buttons: "< Back", "Next >", "Cancel", and "Help".

- 5 In the **Share Group Description** text box, type a brief description of the group purpose or file contents; then click **Next**. The Share Group Mailbox dialog box appears.

Share Group Mailbox dialog box

- 6 Do one of the following:
- If you want to create a new mailbox for all group messages, choose **Transfer to New Mailbox** and type the name of the mailbox in the text box.
 - If you want all group messages to go to an existing mailbox or a new mailbox in a different location, choose **Transfer to Existing Mailbox**, then click the long gray button. A list of your existing mailboxes appears. Right-click to create a mailbox in a different location. Click to select a mailbox, then click **OK** to enter it in the text box.

Note. You can't transfer messages to either the In mailbox or a mailbox already assigned to another group.

- 7 Click **Next**. The Share Group Folder dialog box appears.

Group Folder dialog box

- 8 Do one of the following:
 - If you want to create a new folder to store all group files, choose **Use New Folder** and type the name of the folder in the text box.
 - If you want to create a new folder in a location other than the one shown under **Use New Folder**, switch to My Computer or Windows Explorer, create the folder, and switch back to Eudora. Choose **Use Existing Folder** to navigate to the folder you've just created, then choose it.
 - If you want to store all group files in an existing folder, choose **Use Existing Folder** and click the long gray button. A list of your existing folders appears. Click one of the folders and to enter it in the field, click **OK**.
- Note.** You can't use a folder already assigned to a group or a folder that's inside of another folder already assigned to a group.
- 9 Click **Next**. The Success dialog box appears.
- 10 Click **Finish**. Your new share group is created.

The share group name appears in the list view attachment of the groups window.

Creating an ESP Group (Advanced Setup)

After you feel comfortable creating groups, you can bypass it and enter the group information directly.

To use the Advanced Group Setup function, do the following:

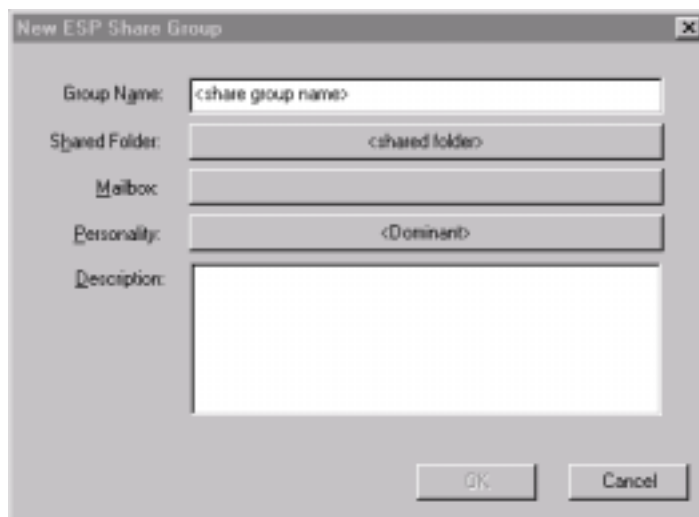
- 1 From the **Tools** menu, choose **ESP Groups**. The ESP Groups window appears.
- 2 Click **New** (located at the bottom of the window). The Share Group Settings dialog box appears.

Share Group Settings dialog box



- 3 Choose **Skip directly to advanced share group setup**. The New Group dialog box appears.

New Group dialog box (same dialog box as the Eudora tab)



- 4 Type the new group name in the **Group Name** text box.
- 5 Click the **Shared Folder** long gray button and choose a folder for this group. Click **OK**.
- 6 Click the **Mailbox** long gray button and choose a mailbox for this group messages. Click **OK**.
- 7 Click the **Personality** long gray button and choose the Eudora personality you want linked with this group. Click **OK**.
- 8 In the **Description** text box, type a brief description of the group function or contents (optional).
- 9 Click **OK**.

ESP adds the new share group to your list of groups. The share groups you create are listed in the ESP Groups window in the left column.

Inviting Members to Join Your Group

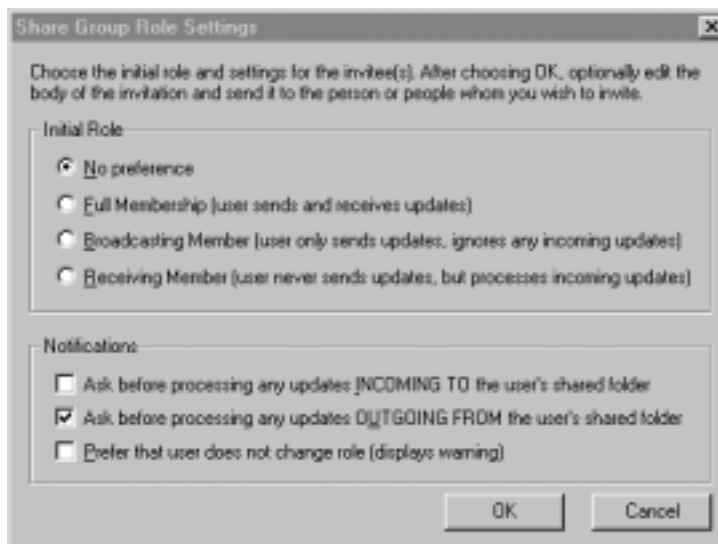
To be fully functional, your group must contain members in addition to yourself. Once you invite someone, you can determine at what level a role they will play within the share group. You can invite members to the group who can receive only the group messages.

To invite users to join your group, do the following:

- 1 From the **Tools** menu, choose **ESP Groups**. The ESP Groups window appears.
- 2 In the left column, choose the Group name to which you want to invite members.
- 3 Click the **User** tab. The User dialog box appears.
- 4 Click **Invite**. The Share Group Role Settings dialog box appears.

Note. To add a user to receive the group messages only, press the Shift key while clicking **Invite**. The Advanced Add dialog box appears where you can enter the person's name and email address. The user's name and email address is stored in your Users list, but ESP doesn't send an invitation. This user receives only email messages that have the group shared documents as attachments.

Share Group Role Settings dialog box

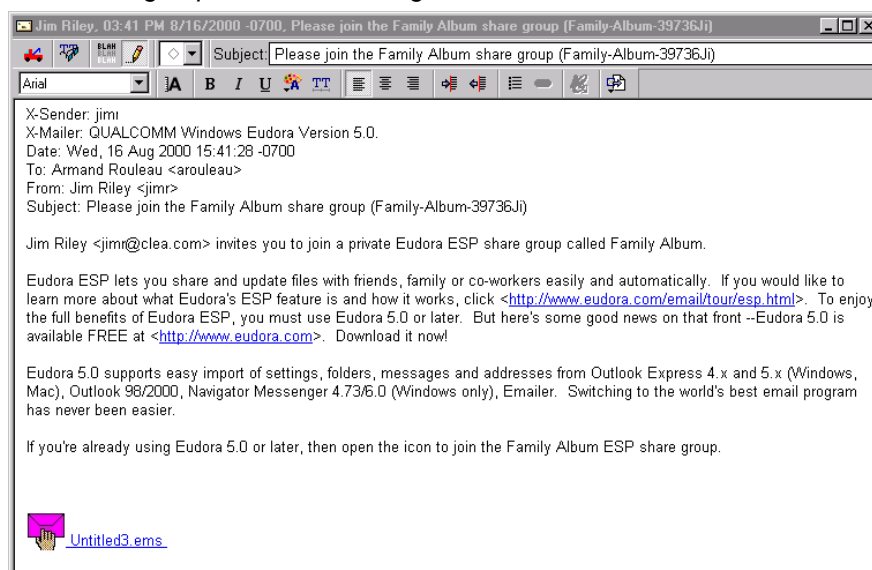


- 5 You can determine which tasks each invitee to your group can do. In the *Initial Role* area, choose of the following roles:
 - No Preference
 - **Full Membership** (user sends and receives updates). This allows the person you invite to receive from and send files to the group, either automatically or manually.
 - **Broadcasting Member** (user only sends updates, ignores any incoming updates). This allows the person you invite to send files top the group only, either automatically or manually. Incoming files are ignored.
 - **Receiving Member** (user never sends updates, but processes incoming updates). This allows the person you invite to receive files from the group only. Any changes you make to the shared folder are ignored.

The system default is **No Preference**.

- 6 In the *Notifications* area, do the following:
 - If you want ESP to notify the person you invite when updates are coming into your shared folder, check the **Ask before processing any updates INCOMING TO my shared folder** box. This box is checked by default.
 - If you want ESP to notify the person you invite when updates are going out of your shared folder, check the **Ask before processing any updates OUTGOING FROM my shared folder** box. This box is checked by default.
 - If you want ESP to warn the person you invite when the potential member attempts to change role type, check the **Prefer that user does not change role (displays warning)** box. If checked, the member can change role type but is discouraged to do so.
- 7 Click **OK**. A message window opens that contains an invitation message for the selected group. This message has a special attachment containing the group invitation.
- 8 In an open message window, enter the email addresses of the invitee(s) in the *To:* header.

ESP share group invitation message



When an invitee accepts the invitation, information contained in the attachment creates a group entry in the invitee's Groups window and prompts him or her to specify a group folder and mailbox. ESP sends an RSVP message back to the inviter. The inviter then sends an updated copy of the membership list to all the members.

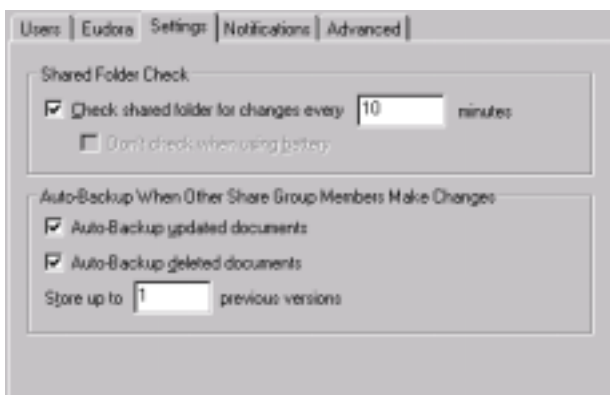
Configuring Shared Folder Settings

Every group member needs a shared folder on his or her hard drive to store documents, schedules, messages, illustrations, images, or any other file the members deem necessary for sharing. ESP allows you and your group members to determine how often ESP checks each member's shared folder for updates, and how the information in the shared folders is backed up.

To configure shared folder settings for your group, do the following:

- 1 From the **Tools** menu, choose **ESP Groups**. The ESP Groups window appears.
- 2 In the left column, choose the Group name whose shared folders you want to set.
- 3 Click the **Settings** tab. The Settings dialog box appears.

Settings dialog box



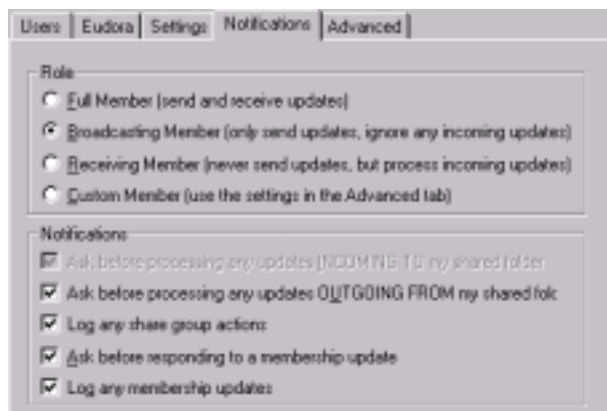
- 4 Check the **Check shared folder for changes every _ minutes** box and specify the time interval at which you want ESP to check the shared folder for group updates. If this option is not checked, ESP won't check the shared folder. The system default is for ESP to check the shared folder every 10 minutes.
- 5 If you want ESP to automatically create a backup when other members update files in the shared folder, check the **Auto-Backup updated documents** box. The box is checked by default.
- 6 If you want ESP to automatically back up deleted documents from the shared folder, check the **Auto-Backup deleted documents** box. The box is checked by default.
- 7 In the **Store up to _ previous versions** text box, indicate the number of previous document versions you want Eudora to store. The system default is one version.

Configuring Group Change Notifications

You can specify the role you want to play in the group, which determines whether or not you can send or receive updates to the shared folder. When you've determined your ESP role, you can then decide how you want ESP to handle updates to the shared folder and group membership.

- 1 From the **Tools** menu, choose **ESP Groups**. The ESP Groups window appears.
- 2 In the left column, choose the Group name whose change notifications you want to set for your role.
- 3 Click the **Notifications** tab. The Notifications dialog box appears.

Notifications dialog box

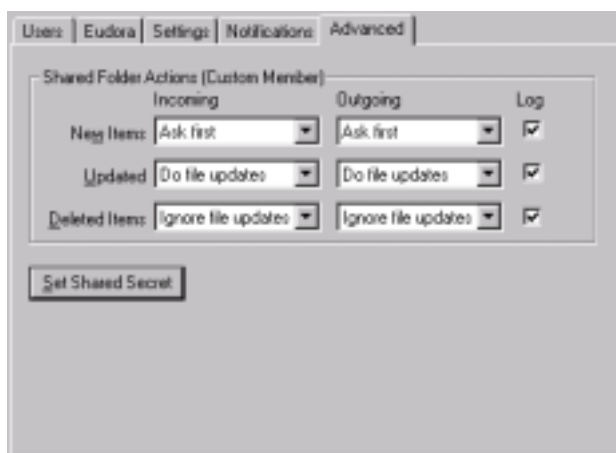


- 4 Click one of the following in the *Role* area:
 - **Full Membership** (user sends and receives updates). This allows you to receive from and send files to the group, either automatically or manually.
 - **Broadcasting Member** (user only sends updates, ignores any incoming updates). This allows you to only send files to the group, either automatically or manually. Incoming files are ignored.
 - **Receiving Member** (user never sends updates, but processes incoming updates). This allows you to only receive files from the group. Any changes you make to the shared folder are ignored.
 - **Custom Member** (use the settings in the Advanced tab). Go to step 6.

The **Full Member** role is the default.

- 5 In the *Notifications* area, do the following:
 - If you want ESP to notify you when updates are coming into your shared folder, check the **Ask before processing any updates INCOMING TO my shared folder** box. This box is checked by default.
 - If you want ESP to notify you when updates are going out of your shared folder, check the **Ask before processing any updates OUTGOING FROM my shared folder** box. This box is checked by default.
 - If you want ESP to monitor any of the group actions, check the **Log any group actions** box. The box is checked by default. A log file is created and placed in a subfolder in the Eudora folder.
 - If you want ESP to notify you prior to changes in the group's membership, check the **Ask before responding to a membership update** box. The box is checked by default.
 - If you want ESP to record all changes to group membership, check the **Log any membership update** box. A log file is created and placed in a subfolder in the Eudora folder. The box is checked by default.
- 6 If you chose **Custom Member** as your role, you must click the **Advanced** tab to display the Advanced dialog box to configure your role settings. In this dialog box, you are required to make various decisions about how you want ESP to handle modifications to the shared folder. It also enables you to choose how ESP should track group membership.

Advanced dialog box



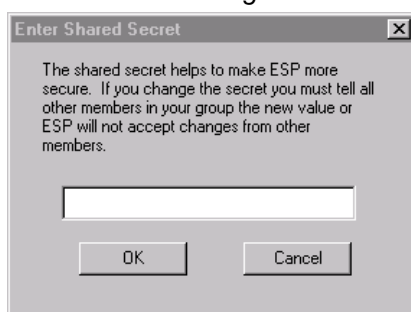
- 7 In the *Shared Folder Action (Custom Member)* area, do the following:
 - Determine which type of incoming or outgoing items—**New Items**, **Updated**, or **Deleted Items**—you want ESP to handle.
 - From the drop-down lists, choose one of the following:
 - To have ESP notify you before specific files in the shared folder are added, updated or deleted, choose **Ask first**.
 - To have ESP modify specific files in the share folder automatically, choose **Do file updates**.

- To have Eudora ignore proposed updates to specific files in the shared folder automatically, choose **Ignore file updates**.
- If you want Eudora to record the activity for each type of incoming or outgoing item, check the **Log** box.

Note. The system default options from the drop-down menus for all incoming and outgoing menus correspond to the last chosen options you selected in the Notifications dialog box. The Role buttons combined with the *Ask before processing any updates INCOMING TO my shared folder* and *Ask before processing any updates OUTGOING FROM my shared folder* are then equal to the choices in the drop-down menus. The Advanced tab dialog box allows you to add, update, and delete settings independently of each other. Whereas in the Notifications dialog box, while simpler, keeps the settings locked. For example, you could use the Advanced tab dialog box to specify that you want to be asked when a delete occurs, but not when additions and updates occur.

- 8 To set a group secret word or phrase, click **Set Shared Secret**. The Set Shared Secret dialog box appears.

Shared Secret dialog box



- 9 In the text box, enter a secret word or phrase that will be known only to you and the other members in your group. You will need to share the secret word or phrase with the other group members. The secret word or phrase is used to make the transmission of file changes more secure so that ESP can verify any incoming file changes were actually sent by a group member.

Note. If your shared secret does not match the shared secret of other group members, you will get a security error when you receive file changes from them. So if you choose to use a shared secret word or phrase for improved security, be sure that all group members set the **exact** same shared secret word or phrase. The secret word or phrase is case-sensitive.

- 10 When finished, click **OK**.

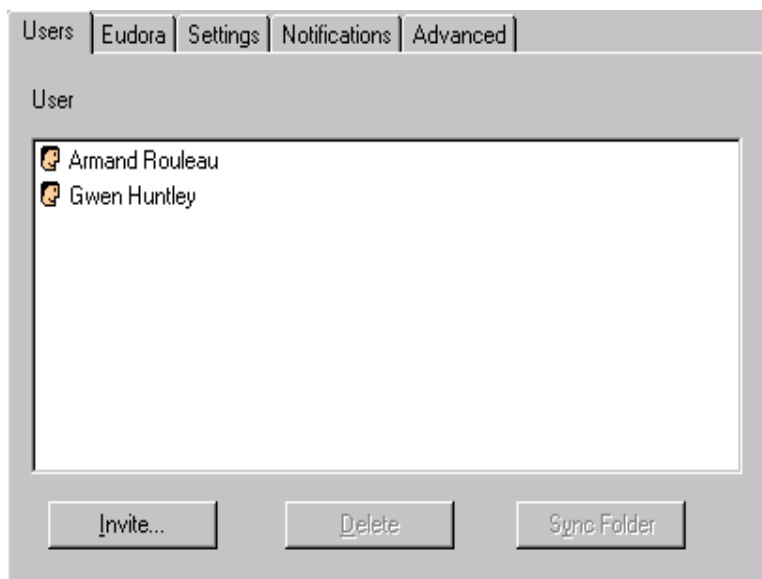
Maintaining ESP Group Members

In the User dialog box in the Groups window, you can maintain your group members by deleting them from the group, inviting new members, or by syncing the selected member's shared folder.

To maintain group members, do the following:

- 1 From the **Tools** menu, choose **ESP Groups**. The ESP Groups window appears.
- 2 In the left column, choose the group whose users you wish to maintain.
- 3 Choose the **Users** tab. The Users dialog box appears, and a list of members of the selected group appears.

User dialog box



In this dialog box, you can do all of the following:

- **Invite**—To invite a new ESP member to join the group, click **Invite**. See “Inviting Members to Join Your Group” on page 259.
- **Delete**—To delete group members, choose the member's name and click **Delete**. You should use this function to delete invalid members. To preserve group participation and communication, use the **Delete** function sparingly. In most situations, the departing group member uses the **Leave** function to notify all group members of the departure from the group. The **Delete** function bypasses this process.
- **Sync Folder**—To send the entire contents of your shared folder to another group member, choose the member's name and click **Sync Folder**.

Note. ESP updates email addresses when you change the email address for a personality. When saved in the ESP Group window, ESP asks you if you want to update both your ESP's information and other members' information or just update your ESP information. If you choose both, an email message is sent to all group members and automatically updates your changed email address.

Joining an ESP Group

ESP manages group membership through a shared mailing list, allowing group members to share files and messages. ESP creates the mailing list through a series of processes, called invitations, ensuring that each member of the group has explicit knowledge of group membership by acknowledging and approving each new member.

To join an existing group, do the following:

- 1 Wait for an email message from one of the group members inviting you to join their group. The Join ESP Share Group dialog box automatically appears after Eudora is done receiving the email message.

Join ESP Share Group



- 2 To join the group, click **Join**. If you don't want to join, click **Cancel**.

ESP prompts you to join the group by opening the New Group Wizard. Choose a folder to store your copies of the shared documents and a mailbox to receive messages associated with the group. See "Creating an ESP Group" on page 255 for details.

ESP processes the invitation, adds you as a member of the group, and sends an RSVP message to the member who invited you to join. When the inviter's copy of ESP receives your acceptance, you'll be sent a membership update message which will add the other group members to your list.

Note. Until you receive an introduction from another group member, ESP doesn't associate those members with you as part of the group.

When all introduction messages are received and answered, you are a member of the group.

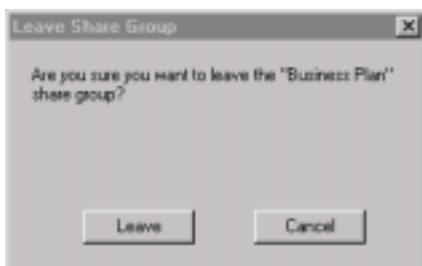
Leaving an ESP Group

When you want to leave a group, ESP removes the group from your list of available groups and sends a message to the other group members asking them to remove you from the group.

To leave a group, do the following:

- 1 From the **Tools** menu, choose **ESP Groups**. The ESP Groups window appears.
- 2 In the left column, choose the name of the group you want to leave.
- 3 Click **Leave** (located at the bottom of the Groups window). The Leave Share Group dialog box opens.

Leave Share Group dialog box



- 4 In the Leave Group dialog box, click **Leave**.

ESP creates a message to other group members announcing your departure from the group. This message's attachment deletes you from other group members' membership lists.

Until you save changes to the ESP Groups window, you can cancel your departure from the group. Just choose the share group that you had planned to leave and click **Rejoin**, which is what the *Leave* button will be renamed when you chose this group.

If you're sure you want to leave the group, then save changes to the ESP Groups window by either closing the window and choosing **Save** in the displayed dialog box or by choosing **Save** from the File menu. ESP will send a message to other group members announcing your departure from the group.

Working with Shared Folders

Use the shared folder like any folder in Windows by adding, modifying, or deleting files as needed.

To open the shared folder, do the following:

- 1 From the **Tools** menu, choose **ESP Groups**.
- 2 In the left column, choose the name of the group you want to open and click **Open Folder**. The Save Changes dialog box opens if you have any unsaved changes to the shared folder. If not, the shared folder opens, allowing you to access its files.

ESP periodically scans the folder for changes, according to your settings, and sends the updated files to other group members.

To update the shared folder of another group member manually, choose the member from the Users dialog box and click **Sync Folder**. This sends the entire contents of the shared folder to the selected member.

As ESP receives periodic changes to the shared folder from other users, it incorporates the changes according to the settings you chose for the group (for example, with or without notification, and with or without archiving).

Changing ESP Group Information

ESP allows you to change the configuration of a share group to meet the changing needs of its members. The same tabs (User, Eudora, Settings, Notifications, and Advanced) you used to create a share group and configure its attributes can be used to change those of an existing group.

To make changes to an existing share group, do the following:

- 1 From the **Tools** menu, choose **ESP Groups**. The ESP Groups window appears.
- 2 In the left column, choose the group you wish to change.
- 3 Click any of the tabs and make your changes in their respective dialog boxes.
- 4 When finished, click **OK**.

Configuring Global ESP Settings

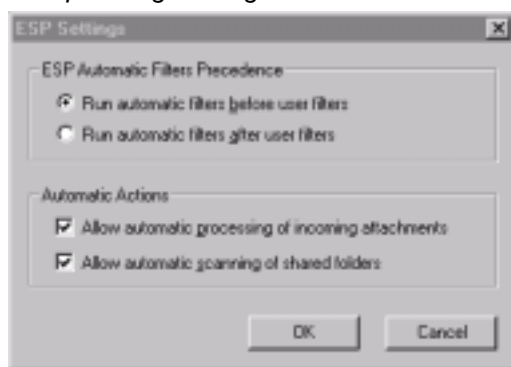
You can control the type of messages received by the shared folder through the use of filters and automatic processing actions.

Note. It is recommended that you retain the default settings.

To configure your group settings, do the following:

- 1 From the **Tools** menu, choose **ESP Groups**. The ESP Groups window appears.
- 2 Click **Settings** (located at the bottom of the Groups window). The Group Setting dialog box appears.

Group settings dialog box



- 3 In the *ESP Automatic Filters Precedence* area, choose **Run automatic filters before user filters** or the **Run automatic filters after user filters**. Depending on which option you activate, ESP filters incoming messages into the shared folder either before or after your own filters take effect. To run the automatic ESP filters before your personal filters is the default.
- 4 In the *Automatic Actions* area, check the **Allow automatic processing of incoming attachments** box if you want the shared folder updated automatically with email message attachments as specified in the *Settings* dialog box. The default is to automatically process incoming attachments.

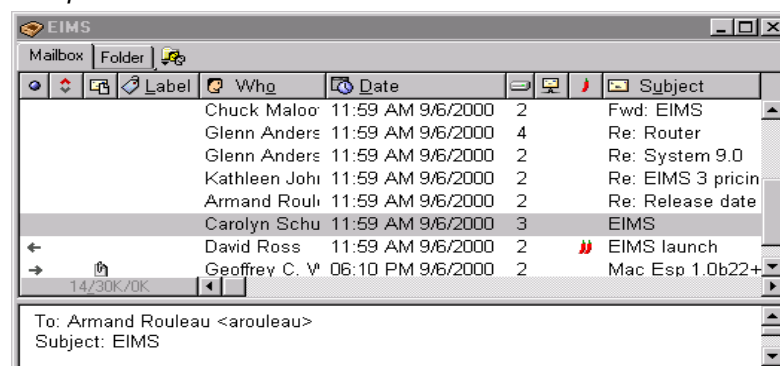
- If you want your shared folders scanned automatically at the frequency you specified in the Settings dialog box, check the **Allow automatic scanning of shared folders** box. The system default is to allow automatic shared folder scanning.

Using the ESP Mailbox and Folder

When you create or choose a mailbox for the ESP group, two tabs appear in the window as well as an icon. One contains all the messages in the mailbox, and other contains the shared folder and its files. The icon displays the ESP menu.


Following is an example of an ESP mailbox.

Sample ESP mailbox window



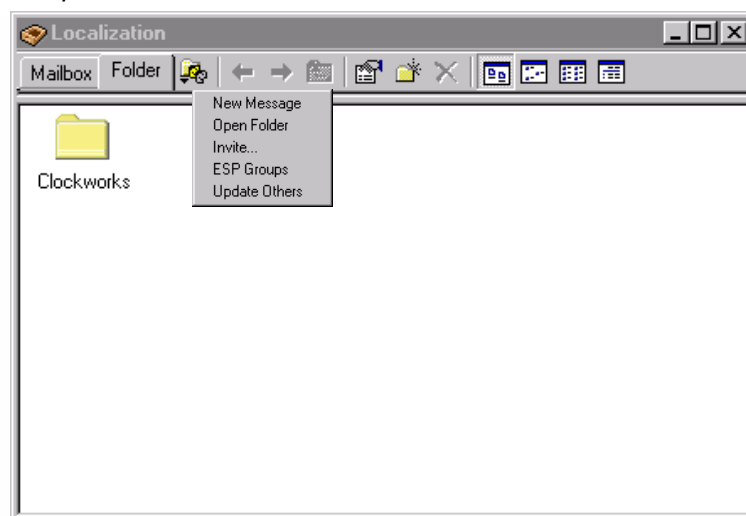
When you click the **Mailbox** tab, messages associated with this group appear. While in the ESP mailbox, you can perform all the tasks and functions as in any other Eudora mailbox.


When you click the **Folder** tab, a browser window appears containing the shared folder and its files.

When you click , the ESP menu appears. From this menu, you can choose to perform for the group.

Following is an example of an ESP Folder displaying the ESP menu.

Sample ESP Folder window and ESP menu



To display the ESP menu, click . Following are the descriptions of the options on the ESP menu:

New Message—Opens a new composition window addressed to the group for you to type a message.







Open Folder—Opens your shared folder in a new window.

Invite—Invites a new member or members to join the group. See “Inviting Members to Join Your Group” on page 259.

ESP Groups—Opens the ESP Groups window.

Update Others—Updates the files in other members’ shared folders.

The file management icons are described below:

-  Displays one page back
-  Displays one page forward
-  Moves up one directory level
-  Displays the properties for the selected file
-  Deletes the selected file
-  Displays files with large icons



Displays files with small icons



Displays files in a list format



Displays file detail

Using MoodWatch

(Sponsored and Paid Modes only)

MoodWatch is a new Eudora feature that monitors incoming and outgoing messages for offensive text. A new settings dialog has been added for MoodWatch so you can determine how you wish to use MoodWatch.

MoodWatch works similarly to a spell checker. MoodWatch scans and determines what words or phrases in a message or a header may be offensive. One, two, or three red chili peppers appear to indicate the severity of the offensive text. If you are sending or queueing a message, a warning appears letting you know that text in your message may be offensive to your recipient.

Using MoodWatch for Outgoing Messages

When you open a new composition window to begin writing a new message, MoodWatch scans each word and phrase you type and determines if it might be offensive to your recipient. The level of offensiveness is indicated by the appearance of one, two, or three red chili peppers, with three red chilies being the most offensive and one the least. As you write, chili peppers appear next to the Send or Queue button.



There is no offensive language in the message.



There may be a slight bit of offensive language in the message.

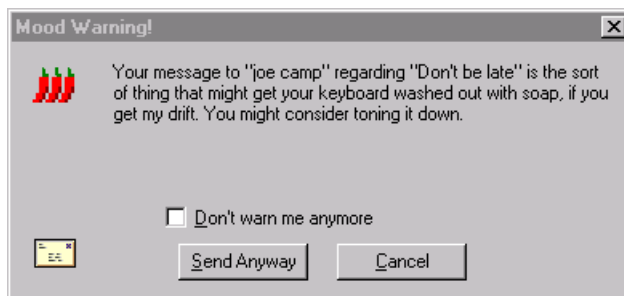


There may be offensive language in the message.



There is offensive language in the message.

After you click **Send** or **Queue**, a warning appears indicating there is offensive text in your email message. Following is the warning you would get if three chili peppers are displayed.

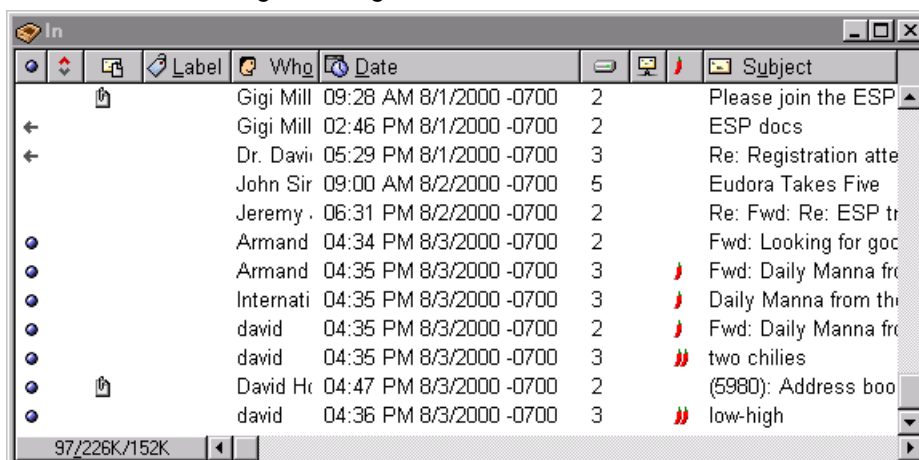
Three chili warning dialog box

To send the message despite the offensive text, click **Send Anyway**. Your message is sent. If you have Eudora set to Queue messages for later transmission, you can still retrieve the message in the Out mailbox to edit or delete it. You can then send the message or requeue it.

To return to the composition window without sending or queuing the message, click **Cancel**.

Using MoodWatch for Incoming Messages

By changing the options in the MoodWatch settings dialog, you can have MoodWatch scan your incoming messages for offensive text as well. The indicators are one, two, or three chili peppers appearing in the mailbox message summary column, as shown.

MoodWatch scanning incoming mail

Also, by turning on an option in the MoodWatch options, you can have MoodWatch scan and display chili peppers on all of your stored mail. See the next section, "Changing the MoodWatch Settings" for more information.

Changing the MoodWatch Settings

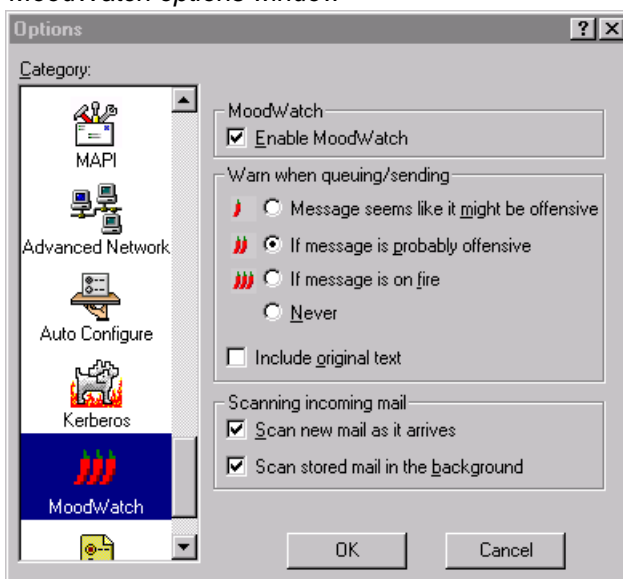
You can change MoodWatch settings in the MoodWatch options window. In this window, you can determine at what level you wish your messages to be monitored before a warning appears telling you that, perhaps, your message content may be offensive to your recipient. Also, you can set MoodWatch to monitor incoming and stored messages for offensive content.

If you don't want to use MoodWatch at all, you can turn it off in this window. Also, you can choose if you want to use MoodWatch for incoming messages only, outgoing messages only, or both.

To display the MoodWatch settings window, do the following:

- 1 From the **Tools** menu, choose **Options**.
- 2 Scroll and click the **MoodWatch** icon. The MoodWatch settings window appears.

MoodWatch options window



- 3 Choose the settings you want to change. Settings are described below.

Enable MoodWatch—If checked, MoodWatch is on. To turn MoodWatch off, just uncheck the box.

Warn when queuing/sending

If the message seems like it might be offensive—Turn this option on to set MoodWatch to its most sensitive level. If your message has some content that looks like it might be offensive (one chili pepper appearing), you will be warned when you queue it.

If the message is probably offensive—Turn this option on to set MoodWatch to a medium sensitivity level. If your message has some content that looks like it is offensive (two chili peppers appearing), you will be warned when you queue it.

If the message is on fire—Turn this option on to set MoodWatch to a low sensitivity level. If your message has some content that is offensive (three chili peppers appearing), you will be warned when you queue it.

Never—Turn this option on to never display a warning in your outgoing messages, despite offensive text in its content.

Include original text—Turn this option on if you want MoodWatch to scan the original text of a message for offensive language when replying.

Scan new mail as it arrives—Turn this option on to allow MoodWatch to scan all of your incoming mail. MoodWatch determines the level of offensive text contained in the message. MoodWatch then displays one, two, or three chili peppers in the MoodWatch column of the mailbox where the message resides.

Scan stored mail in the background—Turn this option on to allow MoodWatch to scan all of your stored messages. MoodWatch determines the level of offensive text contained in each message. MoodWatch then displays one, two, or three chili peppers in the MoodWatch column of the mailbox where the message resides.

Statistics Window

(Sponsored and Paid modes only)

You can now display and print your Eudora usage statistics. These statistics keep track of how many messages you receive and send in a particular day, week, month, or year. You can also see how many attachments were received and sent as well as how many messages were read. In the *Sent Email* section, you can see how many messages you have replied to, forwarded, and redirected during a specific timeframe.

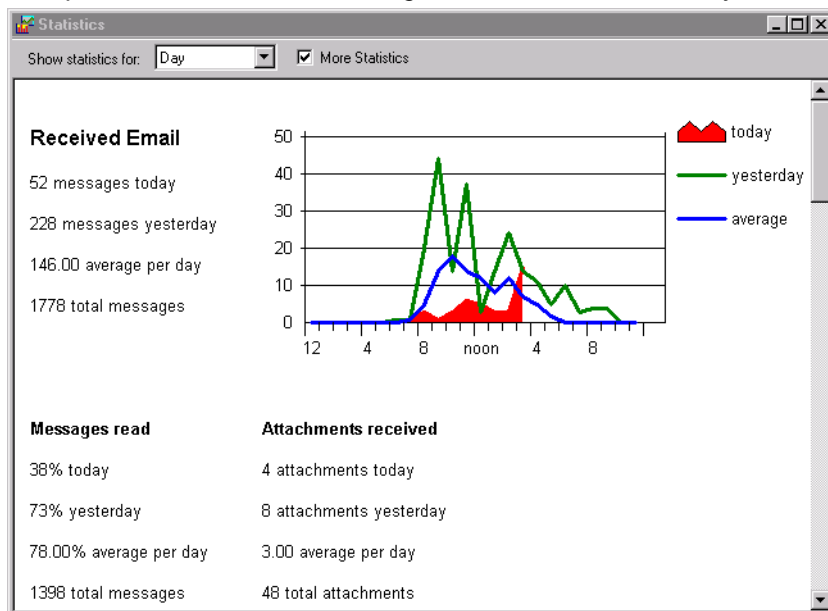
Note. Eudora usage statistics are statistics for you only. No statistical information is sent to Qualcomm or any other location.

Displaying the Statistics Window

To display the Statistics window, do the following:

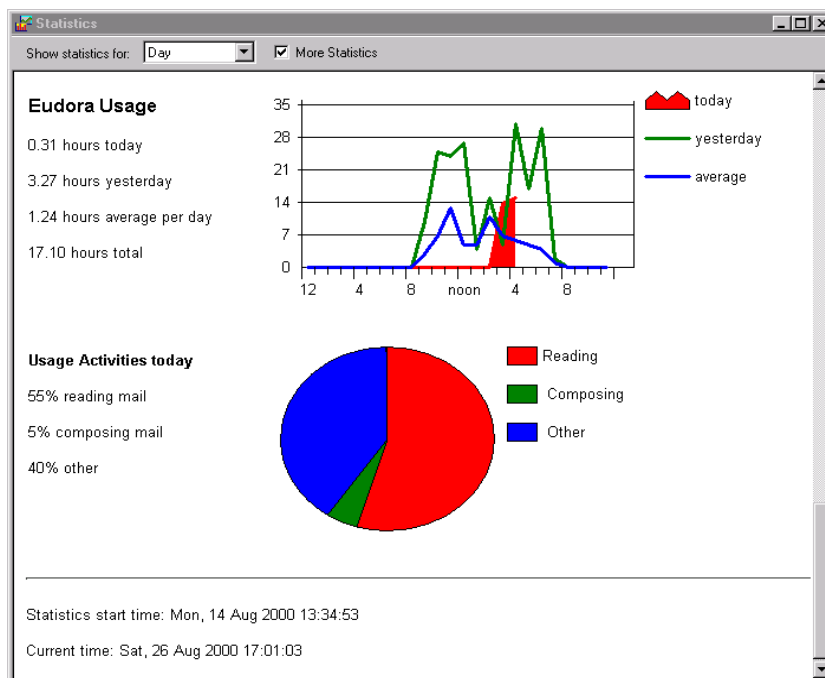
- 1 From the **Tools** menu, choose **Statistics**. The Statistics window appears.

Sample Statistics window showing received email for one day



(Sending mail usage not shown.)

Statistics window showing Eudora usage in general



- From the drop-down menu, choose to see email usage statistics for the **Day, Week, Month, or Year**.
- To see more statistical information, for example Attachments received, check the **More Statistics** box.

Note. To change the color, graph type, and other settings for the Statistics window, go to “Changing the Statistics Settings” on page 33 for more information.

Printing the Statistics Report

To print the information in the Statistics window, do the following:

- With the Statistics window open, go to the **File** menu and choose **Print**. Your Statistics report will print.

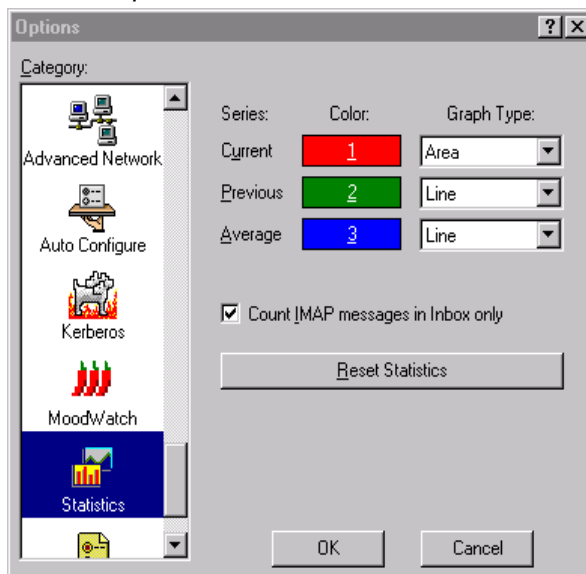
Changing the Statistics Settings

In the Statistics options window, you can choose the color and graph type you prefer when displaying and printing the Statistics window found in the Window menu. The Statistics window displays your email usage, that is the statistics on received, sent, and general Eudora usage. You can display this information for the current or previous day, week, month, or year.

To display the Statistics settings dialog, do the following:

- From the **Tools** menu, choose **Options**.
- Scroll and click the **Statistics** icon. The Statistics settings dialog appears.

Statistics options window



Choose the settings you want to change. Settings are described below.

Series—This column lists the different timeframes displayed in the Statistics window. Current refers to the current day, week, month, or year, as selected in the Statistics window. Previous refers to the previous day, week, month, or year, as selected in the Statistics window. Average is the cumulative average that occurs on a day-to-day basis. For example, if you choose to view your statistics for each day, the current graph would be today, and the previous graph would be yesterday. The average graph would indicate the cumulative average since you began keeping statistical information in Eudora.

Color—Choose the color you wish to represent the current, previous, and average criteria.

Graph Type—Choose the graph type you prefer to display for the current, previous, and average criteria. The graph type you choose will appear in the color you chose in the Color column. The graph types you can choose are a line, a solid (filled) area, a graph bar, a circle, diamond, or a square.

Count IMAP messages in Inbox only—Turn this option on if you want Eudora, for statistical purposes, to count only the IMAP messages received in the Inbox. Turn this option off if you want Eudora to count all received IMAP messages regardless of which mailbox they are received into. If you use shared IMAP folders, you'll probably want to leave this turned on; otherwise, messages that are not really addressed to you may get counted.

Reset Statistics—Click this button to reset your statistical usage. All historical information on your Eudora usage is deleted. Statistical information will then begin from that moment on.

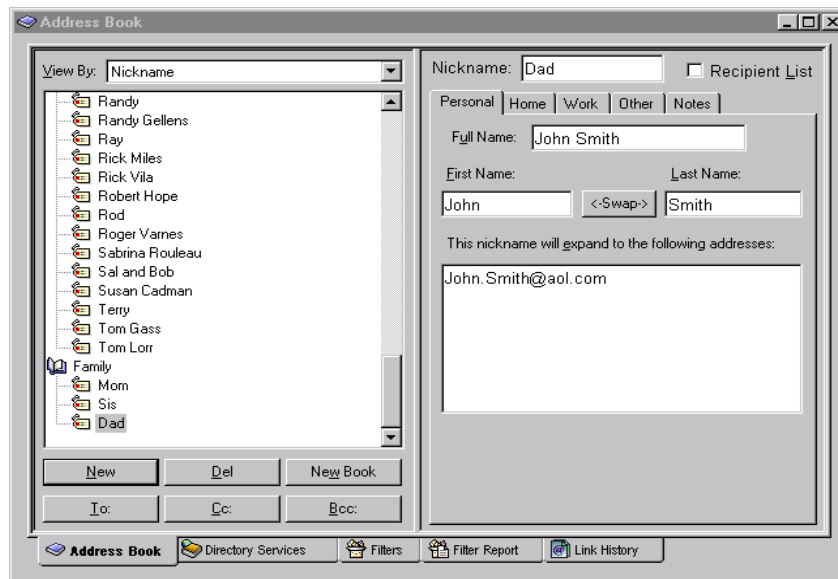
Using the New Eudora Address Book

The Address Book is where you keep information about individuals or groups that you correspond with. Each entry in the Address Book includes a name for a person or group, their full email address (email addresses for groups), a full name, any contact information including both home and work information, other email addresses and information, and any notes. You can also use the Address Book to put names on the Recipient List, and to address a new message. See “Using the Recipient List” on page 47.

To open your Address Book, do the following:

- 1 From the **Tools** menu, choose **Address Book**, or press Ctrl+L, or click the Address Book icon  on the toolbar.

Address Book with sample entries



All of the names are kept in address books, so you can group your names by putting them in different address books. Eudora Nicknames is the default address book, and the example above shows an additional address book called “Family.”

To show or hide the names in an address book, click the book icon to the left of the file name. If the book is closed, the names are hidden; if the book is open, the names appear.

You can use the *View By* drop-down menu to display the names by different criteria, for example by *Last Name*. If you want to view the entries by Last Name, choose Last Name from the *View By* drop-down list. If you view by a field that does not contain any data, the entry appears as the nickname enclosed in brackets preceded by spaces: <<Dad>>. If you view by a field that doesn't contain any data, the entry appears with << >>.

Note. Eudora remembers your selection in the *View By* field when you quit and restart the program.

You can do the following in the address book window:

- You can also start typing in the list of entries, and the appropriate entry is selected when you enter enough unique characters to identify it.
- To page up and down in the list of entries, use the arrow keys. To resize the list, drag the divider.
- To move the keyboard focus back and forth between the left and right sides of the Address Book, press F6.
- To move quickly through the tabbed panels on the right side of the Address Book, use the Ctrl+Tab, Ctrl+PgUp, Ctrl+PgDn, Ctrl+Home, and Ctrl+End keys.

Printing Your Address Book

To print your Address Book entries, do the following:

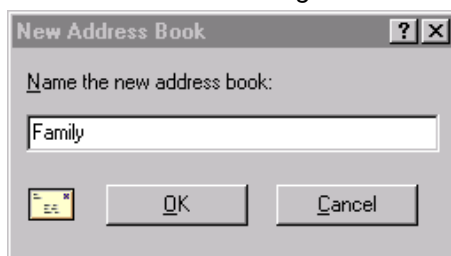
- From the **File** menu, choose **Print**.

Creating an Address Book within your Address Book (Sponsored and Paid modes only)

To create an address book within your Address Book, do the following.

- 1 From the **Tools** menu, choose **Address Book**, or press Ctrl+L. Or, if the Address Book is an inactive window in an open tabbed window group, click its tab.
- 2 Click **New**. The New Address Book dialog box appears.

New Address Book dialog box



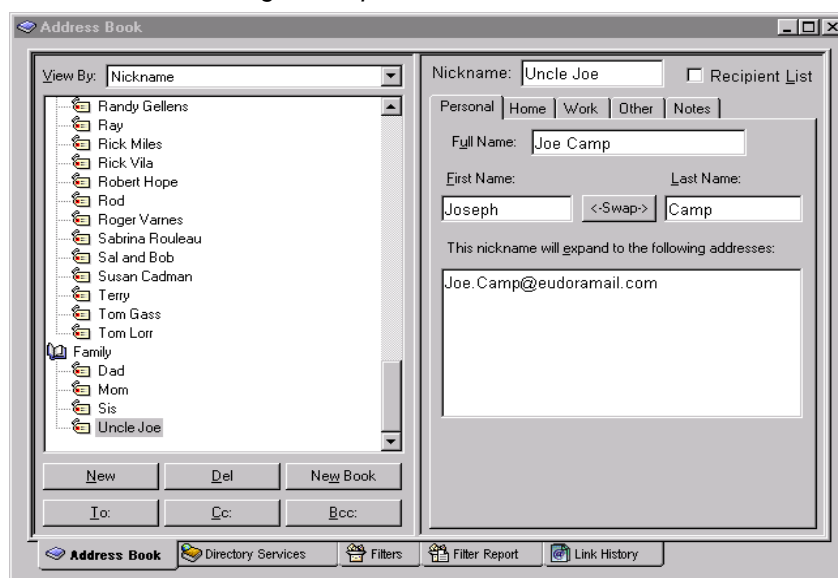
- 3 Enter a name for the new address book in the text box and click **OK**. The address book appears on the list, and you can now add people and group to your newly created address book.

Adding a Person to the Address Book

To create a new entry or entries to be included in the newly created address book, do the following.

- 1 From the **Tools** menu, choose **Address Book**, or press Ctrl+L. Or, if the Address Book is an inactive window in an open tabbed window group, click its tab.
- 2 In the Address Book, choose which address book (if more than one is set up) in which you want this person's information listed, for example "Family."
- 3 Either click **New** in the Address Book, or right-click anywhere in the entry list to display the drop-down list and choose **New**. A new entry appears in the address book column (left side).

Address book - adding a new person



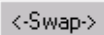
- 4 In the **Nickname** field (right side of window), enter what you want to call this person.

A nickname, sometimes called an alias, is an easily remembered, shorter substitute for the email address in the entry. Nicknames can be used in place of proper email addresses in the To, Cc, and Bcc header fields of outgoing messages. A nickname entered here should be the name you wish to type in a header field (To, Cc, Bcc) when composing an email message. For example, although your Dad's name is John Smith, you can enter "Dad" as the nickname. So when you address a message, you can just enter "Dad" in the header field.

Note. You cannot use the actual email address as the nickname. It must be different.

- 5 If you want the nickname on your recipient list, check the **Recipient list** box. Once the person is on the recipient list, the name is bolded in the address book list.
- 6 To create the entry, click anywhere or press Enter.
- 7 Click the **Personal** tab. The Personal dialog appears.

Personal dialog box

- 8 In the **Full Name** field, type the real name or an informal name for the person. If there is just one address for the entry, this name and the address are included in the "To:" field for your recipient to see.
- 9 In the **First Name** and **Last Name** fields, type the first and last name of the person. You can interchange the first and last names by clicking .
- 10 In the **This nickname will expand to the following addresses** text field, enter at least one complete email address for this person. If this person has more than one address, enter the additional addresses here if you want him or her to receive your messages at each address.

Make sure this field contains no other information except addresses and nicknames, or your messages will be addressed incorrectly.

It is recommended that you have no more than 2,000 nicknames per nickname file. If the files are too large, they may appear collapsed in the address book, but you can still use all the nicknames when addressing messages. If you have a large number of entries, you might want to consider using a Ph or LDAP server.
- 11 To save your changes to the Address Book, from the **File** menu choose **Save**.

Adding a Group to the Address Book

You can set up a group as an address book entry by adding the group's email addresses or nicknames (if already set up in your address book) in the Personal dialog box.

To create a new group in an address book, do the following:

- 1 From the **Tools** menu, choose **Address Book**, or press Ctrl + L. Or, if the Address Book is in an inactive window in an open tabbed window group, click its tab.
- 2 In the **Address Book**, choose which address book (if more than one is set up) in which you want this group's information listed. Click **New**.
- 3 Type the nickname in the **Nickname** text field on the right side of the window, for example "My buddies." The nickname entry appears in the list, and you can now add information for this entry.

- 4 When finished, click anywhere or press Enter and the nickname appears in the list.
- 5 Click the **Personal** tab. The Personal dialog box appears.

Address Book Personal dialog box (group)

Nickname: Recipient List

Personal | Home | Work | Other | Notes

Full Name:

First Name: <-Swap> Last Name:

This nickname will expand to the following addresses:

Amy
Alex
Bruce Strayer
Mom
Uncle Joe
Tom@aol.com
Jane@hotmail.com

- 6 In the **Full Name** field, type the a descriptive or an informal name for the group. This name is included in the "To" field for your recipient to see.
- 7 In the **This nickname will expand to the following addresses** text field, type the complete email address for each person included in the group. Separate multiple addresses with commas or carriage returns (this is the only place you can use a carriage return to separate addresses). You can also use nicknames in this field, but be sure that any nicknames you use are defined by their own entry. You can use a mixture of nicknames and complete email addresses.

Note. Make sure this field contains no other information except addresses and nicknames, or your messages will be addressed incorrectly.
- 8 If you want to put this group on your recipient list, check the **Recipient List** box. The group's name is bolded in the address book list.

Adding Entry Information

In the Eudora Address Book, there are several dialogs in which you can add information for a person or a group. These text fields may be used liberally when entering information. Following is a description of each dialog. Personal dialog is described in the "Adding a Person to the Address Book" on page 37.

To enter Home information for this entry, do the following:

- 1 In the left side of the window, choose the entry for whom you want to enter information. His or her nickname appears in the **Nickname** field.
- 2 Click the **Home** tab. The Home dialog box appears.

Address Book Home dialog box

Personal | Home | Work | Other | Notes

Street Address: 123 Lake Blvd

City: San Diego State/Province: CA

Country: USA Zip/Postal Code: 92103

Phone: (619) 765-3213 Fax: (619) 653-5398

Mobile: (619) 876-9876

Web: www.JoeCamp.com

Swap with Work Primary Information

- 3 In this dialog box, you can type postal information, phone numbers, and a web site address for this person. All fields are optional.
- 4 If you'd like to swap the Home and Work information, click **Swap with Work**.
- 5 If the information listed here is this person's main information, check the **Primary Information** box.

To enter work information, do the following:

- 1 Click the **Work** tab. The Work dialog box appears.

Work dialog box

Nickname: Uncle Joe Recipient List

Personal | Home | Work | Other | Notes

Title: Manager Organization: ABC Technical

Street Address: 1234 Main Street

City: Oceanside State/Province: CA

Country: USA Zip/Postal Code: 92129

Phone: (858) 895-4738 Fax: (858) 574-5834

Mobile: (858) 564-9877

Web: www.ABCTechnical.com

- 2 In this dialog, you can type the person's work information, including title, company name, postal address, phone numbers and a web site address for this person's company. All fields are optional.
- 3 If you'd like to swap the work and home dialog information, click **Swap with Home**.
- 4 If the information listed here is this person's main work information, check the **Primary Information** box.

To enter other information, do the following:

- 1 Click the **Other** tab. The Other dialog box appears.

Other dialog box

- 2 In this dialog, you can type other email addresses, phone numbers, and web site addresses for this person. All fields are optional.

To enter more information on this person, do the following:

- 1 Click the **Notes** tab. The Notes dialog box appears.

Notes dialog box

- 2 In this dialog, you can type anything you want. This is good place to enter information such as the person's birthday and other important dates specific to this person.

To save your changes to the Address Book, do the following:

- From the **File** menu, choose **Save** or press Ctrl+ S. Or if you close the Address Book, click **Save** in the warning dialog.

Note. If your Address Book has duplicate entries, Eudora recognizes only the topmost entry of the duplicates.

Changing, Deleting, Moving, and Copying Entries

- To **change** the nickname for an entry, see the next section, “Renaming a Nickname.”
- To **change** an Address Book entry, choose the entry from the list and edit the fields in any of the address book’s dialog boxes as appropriate.
- To **delete** an entry or an address file, select it from the list and click the Delete button or press the Delete key. Or, right-click it and select Delete from the drop-down list. You cannot remove the Eudora Nicknames file.

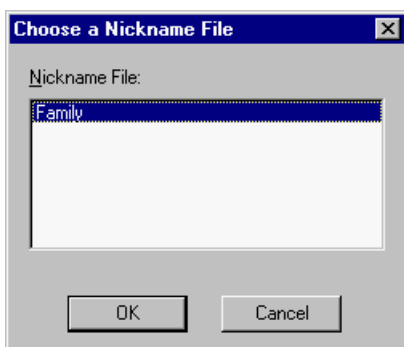
If a nickname file is set to read-only, meaning you cannot change it, you cannot move or copy entries into it, or delete an entry from it.

- To **update** your recipient list and address book, hold down the option key and open the address book (this rebuilds your address book’s table of contents).

To **move** or **copy** an entry to another address book, do the following:

- 1 Right-click the address book entry to display the drop-down list.
- 2 From the drop-down list, choose **Move To** to move an entry or **Copy To** to copy an entry. The Choose a Nickname File dialog box appears so that you can select the file to which you want to move or copy the entry.

Choose a Nickname File dialog box



- 3 You can move an entry (or entries) to a different file by dragging it, or copy it by holding down the Shift or Ctrl key and then dragging it.

You cannot move an entry into the file it is already in, but you can copy an entry into its file. A “Copy of [Entry]” is created.

- 4 To save your changes, from the **File** menu, choose **Save**.

Tip. Add a button for the File menu’s “Save” ctrl to your main toolbar as a handy way to save Address Book changes.

Renaming a Nickname

To change the nickname for an Address Book entry, do the following:

- 1 Set the **View By** field to **Nickname** and make sure the desired entry appears in the list.
- 2 Click the nickname for the entry, pause, and click it again. You can then edit the nickname in the edit box that appears.

Alternately, click the nickname once to highlight it, then in the Nickname field in the Personal dialog box, enter the new nickname and press Enter.

Important. If you change a nickname, be sure to correct any entries that reference that nickname.

Addressing a New Message from the Address Book

You can open and address a new message from the Address Book using the To:, Cc:, and Bcc: buttons.

To create a new message from the Address Book, do the following.

- 1 In the Address Book entry list, choose the entry you want to address the message to. To choose multiple entries in sequence, hold down the Shift key, or to select entries non-consecutively, hold down the Ctrl key
- 2 Click **To:**, **Cc:**, or **Bcc:** at the bottom of the Address Book.

A new composition window appears with the selected nickname(s) inserted in the recipient field.

Note. Also, you can double-click an entry to enter that nickname in a header field. A new composition window is opened and the nickname is entered in the To: field automatically. If a composition window is open when you double-click, the nickname is entered in the header field that last had keyboard focus.

To address the message with the completely expanded address or addresses for that entry, rather than the entry's nickname (the addresses are listed in the Address(es) field for the entry), do the following:

- 1 From the **Tools** menu, choose **Options**.
- 2 Scroll and choose **Miscellaneous**. The Miscellaneous dialog box appears.
- 3 Turn on the **Automatically Expand Nickname** option.

Once the composition window appears, you can use the To:, Cc:, and Bcc: buttons to insert additional nicknames into the corresponding fields, subject to the following restrictions.

- If the Address Book is a docked or floating window, either alone or as part of a tabbed window group, the To:, Cc:, and Bcc: buttons apply to the topmost composition window, if any.

- If the Address Book is a normal window, either alone or as part of a tabbed window group, the To:, Cc:, and Bcc: buttons apply to the composition window, if any; that is, immediately under either the Address Book or the tabbed window group containing the Address Book.

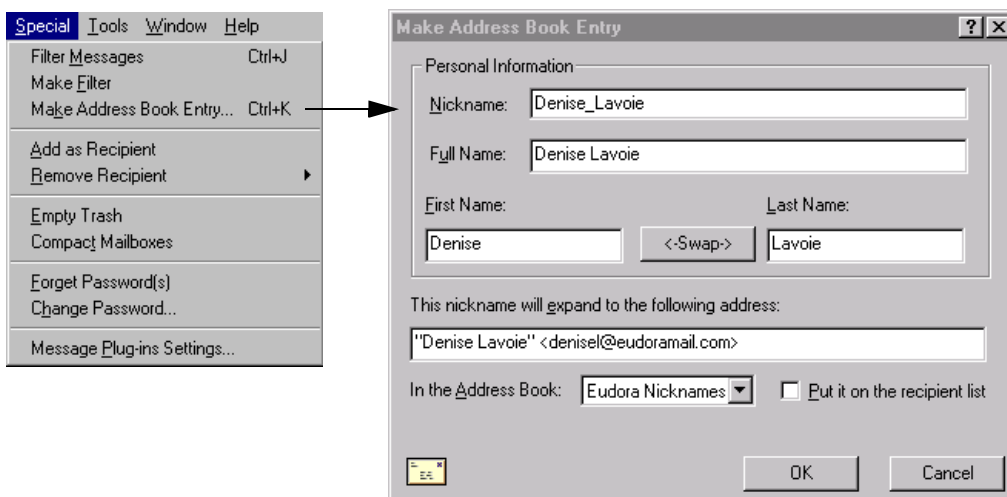
Make Address Book Entry Command

The *Make Address Book Entry* command is used to create entries in your Address Book and is especially helpful for making group entries. You can use this command from anywhere in Eudora, including open messages, open mailbox windows, the Address Book, and the Directory Services window.

To use the Make Address Book Entry command, do one of the following:

- In an open window, go to step 1.
 - In an open mailbox window, first select the message summary or summaries you want in the address book, then go to step 1.
- 1 From the **Special** menu, choose **Make Address Book Entry**. The Make Address Book Entry dialog box appears.

Make Address Book Entry command and dialog box



- 2 In the **Nickname** text box, Eudora enters the name in the email address or the message. You can change it if you like.
- 3 In the **Full Name** field, Eudora enters the full name as it appears in the email address of the message. You can change it if you like.
- 4 In the **First Name** and **Last Name** fields, Eudora enters the first and last name of the person as it appears in the email address or the message. You can change it if you like.
- 5 In the **This nickname will expand to the following address** field, Eudora enters the email address as it appears in the message. You can change the email address if you like.

If you choose multiple message summaries in the mailbox window, addresses are taken from each message and all are put in the new entry.

If the open or selected message is an outgoing message, the new entry will include all of the addresses in the To:, Cc:, and Bcc: fields.

If the open or selected message is an incoming message, the new entry will include the address in the From: field.

- 6 If you have more than one address book, in the **In the Address Book** drop-down list, choose the address book in which you want to place this nickname. You cannot make a new address book using the *Make Address Book Entry* command.
- 7 If you want to put the nickname on your Recipient List, check the **Put it on the recipient list** box.
- 8 When finished, click **OK**. The new entry is now in your address book.

Note. If your new nickname has the same name as an existing nickname, a prompt appears asking if you want to add the address(es) to the existing nickname or replace the existing nickname with the new address(es).

Also, when you use the *Make Address Book Entry* command in an open message or mailbox window, Eudora uses your current Replying settings. If the *Reply to all By default* setting is turned on (or if it is not and you hold down the Option key when selecting *Make Address Book Entry*), the new entry will include all of the recipients of the message plus the sender. However, if the *Include yourself* setting is turned off and the current message is an incoming message, your address is not included in the new entry.

Creating a Group from the Address Book

You can take several of your existing nicknames and group them together under one composite nickname. For example, you can quickly combine your Family, Friends, and School nicknames under a composite nickname called Everybody. The Everybody entry contains the nicknames Family, Friends, and School, rather than their expanded email addresses. However, if you address a new outgoing message to Everybody, it will be sent to all of the email addresses contained in the Family, Friends, and School entries.

To make entries from the Address Book, do the following:

- 1 From the **Tools** menu, choose **Address Book**. Or, if the Address Book is in a group of tabbed windows, click its tab. The Address Book window appears.
- 2 Choose several different entries in the entry list (hold down the Shift key to select multiple entries in sequence, or the Ctrl key to make nonsequential selections).
- 3 From the **Special** menu, choose **Make Address Book Entry**. The Make Address Book Entry dialog appears.

Make Address Book Entry dialog box

- 4 In the **Nickname** text box, type a nickname for the new entry.
- 5 In the **Full Name** field, type a descriptive name for this group.
- 6 In the **This nickname will expand to the following address** field, Eudora displays the nicknames you selected from the Address Book. You may add more nicknames and email addresses if you'd like.
- 7 If you have more than one address book, in the **In the Address Book** drop-down list, choose the address book in which you want to place this group.
- 8 If you want to put the group on your Recipient List, check the **Put it on the recipient list** box.
- 9 When finished, click **OK**. The new group is now in your address book.

Note. If your new group has the same name as an existing group name, a prompt appears asking if you want to add the address(es) to the existing name or replace the existing name with the new address(es).

Finish Address Book Entry Command

By using the *Finish Address Book Entry* command, you can enter a unique portion of a nickname in the *To:*, *Cc:*, or *Bcc:* fields of a message.

To use the *Finish Address Book Entry* command to complete a nickname in your message, do the following:

- 1 In the **To:**, **Cc:**, or **Bcc:** field, type a unique portion of the nickname.
- 2 From the **Edit** menu, choose **Finish Address Book Entry**. The nickname drop-list for that letter appears.
- 3 Choose the desired nickname from the list.

To insert the real addresses for the entry instead of the nickname, do the following:

- Hold down the Shift key and from the **Edit** menu, choose **Finish & Expand Address Book Entry**.

To set this auto-expansion to happen all the time (so that you don't have to hold down the Shift key), check the Automatically Expand Nicknames box in the Miscellaneous options in Options under the Tools menu.

For an alternate way to complete nicknames, see the section, "Using Automatic Nickname Completion" in the user manual.

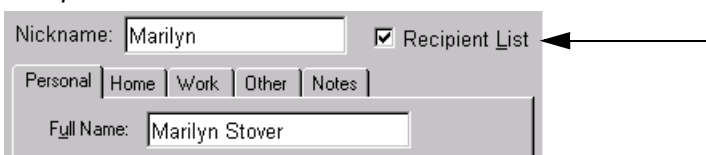
Using the Recipient List

The Recipient List is your list of recipients to whom you often send mail.

To add a nickname to the Recipient List, do the following.

- 1 From the **Tools** menu, choose **Address Book**, or press Ctrl+L. Or, if the Address Book is an inactive window in an open tabbed window group, click its tab.
- 2 Click to select the desired entry in your Nickname list.
- 3 On the right side of the window, check the **Recipient List** box, or right-click the selected item to display the drop-down list.

Recipient List checkbox in the Address Book



- 4 From the drop-down list, choose **Add to Recipient List**. The entry's nickname is added to the Recipient List, and the entry is bolded in the Address Book list.

To add an email address to the Recipient List, do the following.

- 1 Open the **Address Book**.
- 2 Select the text that makes up the full address.
- 3 From the **Special** menu, choose **Add as Recipient**. The recipient's email address is added to your Recipient List.

To remove an entry from the list, do the following.

- 1 Open the **Address Book**.
- 2 Click to select the desired entry in your Nickname list.
- 3 Right-click the item to display the drop-down list.
- 4 From the drop-down list, choose **Remove From Recipient List**. The entry's nickname is removed from the Recipient List and the entry is unbolded in the Address Book list. Or, select the item you wish to remove from the **Remove Recipient** submenu under the **Special** menu.

To open a new message addressed to someone on your Recipient List, do the following:

- 1 From the **Message** menu, choose **New Message To**, **Forward To**, or **Redirect To**.
- 2 From the displayed list, select the nickname. A new message window appears addressed to the nickname you selected.

To insert a recipient into a message that you have already opened, do the following.

- 1 Move the cursor to where you want the recipient.
- 2 From the **Edit** menu, choose **Insert Recipient**. The Insert Recipient submenu appears.
- 3 From the **Insert Recipient** submenu, choose the recipient. The recipient you choose is inserted into the opened message.

To insert the real address(es), instead of a nickname, do the following.

- 1 Hold down the Shift key and from the **Edit** menu, choose **Insert Recipient**. The Insert Recipient submenu appears.
- 2 From the **Insert Recipient** submenu, choose the recipient. The real address of the recipient is inserted in the message. To set this to happen all the time, select the *Automatically expand nicknames* option in the Miscellaneous options window.

More than one recipient from the Recipient List can be added to the *To:*, *Cc:*, and *Bcc:* fields of any message. If you use the Insert Recipient submenu, commas are added where necessary.

Including Nicknames on the Recipient List

To include a nickname in the Recipient List, do the following.

- 1 Right-click the appropriate Address Book entry in the list to display the drop-down list.
- 2 From the drop-down list, choose **Add to Recipient List**. The nickname for the selected entry is included on the Recipient List, and the entry is bolded in the Address Book list.

To remove a nickname from the Recipient List, do the following.

- 1 Right-click the item in the Address Book list to display the drop-down list.
- 2 From the drop-down list, choose **Remove From Recipient List**. The nickname for the selected entry is removed from the Recipient List, and the entry is unbolded in the Address Book list.

If you change a nickname, the Recipient List is updated as appropriate. For details about using the Recipient List, see "Using the Recipient List" on page 47.

Note. You can add or remove multiple nicknames to or from the Recipient List by selecting multiple entries before right-clicking. Hold down the Shift key to select multiple entries in sequence, or the Ctrl key to select entries non-consecutively.