

# 12 E-mail

Your CommuniKate E-mail client enables you to read, write, delete, forward E-mail as well as add to your contact list. The function of this screen corresponds closely to the **Check My E-mail** menu on the telephone.

**Note:** You may maintain multiple E-mail accounts (up to a total of five) with your CommuniKate service. View content and information for all your accounts through your website. Refer to Chapter 16 “My Account”, section “E-mail Account Settings” on page 131 of this User Manual for instructions on how to set up multiple E-mail addresses.

⇒ To access your E-mail, click on the E-mail option on the CommuniKate Sidebar Menu. This brings up the **E-mail** Listing Screen. Your Main E-mail is the default address you will view. If you have other E-mail addresses set up, use the **Switch To** button to view others.

## E-mail Screen



The screenshot shows the E-mail screen interface. At the top, it displays "E-mail" and "Voice: 0/0 Fax: 0/4". Below this is a toolbar with buttons for "View", "Forward", "Delete", "Compose E-mail", and "Check For New E-mail". The main area is titled "Main E-mail Account : Messages" and shows "1..15 of 26" messages. A table lists the messages with columns for "From", "Subject", "Date", and "Size".

|                          | From            | Subject                          | Date               | Size   |
|--------------------------|-----------------|----------------------------------|--------------------|--------|
| <input type="checkbox"/> | No Reply        | CommuniKate voicemail from a ... | 07/17/2001 03:06PM | 16.3Kb |
| <input type="checkbox"/> | No Reply        | Tennis                           | 03/03/2001 09:29AM | 0.8Kb  |
| <input type="checkbox"/> | No Reply        | training                         | 03/02/2001 07:14AM | 0.8Kb  |
| <input type="checkbox"/> | No Reply        | Softball game                    | 02/28/2001 04:29PM | 0.8Kb  |
| <input type="checkbox"/> | No Reply        | Airport run                      | 02/28/2001 01:44PM | 0.8Kb  |
| <input type="checkbox"/> | No Reply        | Conf. call                       | 02/27/2001 02:49PM | 0.8Kb  |
| <input type="checkbox"/> | No Reply        | Tennis                           | 02/24/2001 09:30AM | 0.8Kb  |
| <input type="checkbox"/> | Lorraine Elias  | Week 2/26 Itinerary              | 02/23/2001 03:05PM | 0.8Kb  |
| <input type="checkbox"/> | Kendi Egan      | Confirmation of Lunch Tomorro... | 02/23/2001 03:03PM | 0.8Kb  |
| <input type="checkbox"/> | Richard Jeffers | Unified Communications           | 02/23/2001 03:00PM | 0.9Kb  |
| <input type="checkbox"/> | Richard Jeffers | Unified Communications           | 02/23/2001 02:59PM | 0.9Kb  |
| <input type="checkbox"/> | No Reply        | Conf. call                       | 02/23/2001 01:19PM | 0.8Kb  |
| <input type="checkbox"/> | No Reply        | CommuniKate fax from 1-909-7...  | 02/23/2001 01:09PM | 58.0Kb |
| <input type="checkbox"/> | No Reply        | CommuniKate voicemail from Lo... | 02/23/2001 12:17PM | 22.1Kb |
| <input type="checkbox"/> | No Reply        | Anniversary                      | 02/19/2001 04:59PM | 0.7Kb  |

E-mail Screen

## E-mail Screen Features

Take a moment to become familiar with the features of this screen:

- **Page Summary**

The **E-mail** screen opens to page 1 of your E-mail listings, where you will see a summary of your E-mail listings in the upper-left corner of the window. The above screen shot displays:




“Main E-mail Account: Messages 1...15 of 26.”

The **E-mail** screen displays fifteen (15) messages per page (by default), with the most recently received messages appearing at the top. If you have more than fifteen messages on the server, CommuniKate displays them in subsequent pages of fifteen messages each.

You may access these pages by clicking on [**Next>>**] and [**<<Prev**] or you may display all your messages on the same page by clicking on [**Show all**]. (Depending on the number of messages on the server, the **Show all** page may take a few seconds to load.) Even if you have no messages displayed, you can click the **Compose E-mail** button to send a message at any time.

- **E-mail List Header**

The header has several columns that provide information about each E-mail on the list. These items include:

-  **Checkboxes**—if a checkbox is checked, the associated E-mail is selected for viewing, forwarding, or deleting.
  -  **column**—indicates that the E-mail has an attachment. (Forwarded E-mails are treated as E-mails with attachments.)
  -  **column**—indicates that the message has been marked high priority by the sender.
  - **From** column—shows sender of the message
  - **Subject**—displays a description of the message provided by the sender
  - **Date**—this displays the message’s arrival time
  - **Size**—indicates the size of the message in kilobytes (Kb), including attachments. (At a glance, this gives you an idea as to the length of your new E-mails without opening them.)
- **Command Buttons**
    - **View**—click on this button to view a selected E-mail message

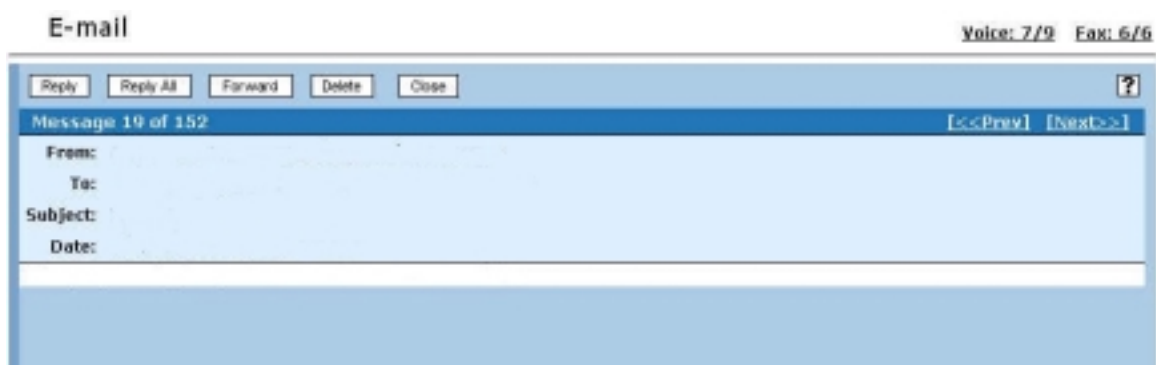
- **Forward**—click on this button to forward an E-mail to one or more contacts
- **Delete**—use to delete unneeded E-mail messages you have previously selected in the Checkbox column
- **Compose E-mail**—click on this button to open the **Composing E-mail** window, where you can create new messages
- **Check for New E-mail**—click on this button to update your E-mail message list and display any messages you received while online.
- **Switch To**—use scroll bar to select other E-mail accounts you've set up and then click **Switch To** to view and manage. Note: If you only have one account set up, this button will not appear.

## Using the E-mail Message Viewer

CommuniKate's E-mail service is compatible with users who employ the commonly used POP3 (*Post Office Protocol*) and IMAP4 (*Internet Message Access Protocol*) E-mail protocols. There are some differences in the way these protocols work. POP3 retrieves E-mail from a mail server and delivers it to your CommuniKate E-mail client. IMAP4 is similar to POP3 but supports some additional features. For example, with IMAP4, you can search through your E-mail messages for keywords while the messages are still on the mail server. You can then choose which messages to download to your machine.

### Reading an E-mail Message

⇒ To open an E-mail message and read its contents, click on the E-mail's **Subject**, which links to the page where the message is stored. This brings up the E-mail message window.



E-mail Message Viewer

⇒ To manage your E-mail messages, use the five command buttons at the top of the window.

The E-mail message content will be displayed in a white text area. You can use the five command buttons at the top of the page to manage your message these ways.

- **Reply**—use to send a message to the address in the **From** field.
- **Reply All**—use to send a reply to all addressees in the **From, To,** and **Cc** fields.
- **Forward**—use to forward E-mail to any address with the original message attached.
- **Delete**—use to remove the message from your E-mail server. Using the **Delete** button in this window removes the displayed message immediately.
- **Close**—use to return to your E-mail listing in the **E-mail Messages** window.

## Forwarding an E-mail Message

⇒ To forward a message, follow these steps:

1. Click on the **Forward** command button, which brings up the **Forwarding Message** window.

E-mail Voice: 0/1 Fax: 1

Send Back Contacts

**Forwarding messages**

From: John Doe

To:

Cc:

Subject: [Fwd: RE: ]

Add Attachments:

Browse... Browse... Browse...

Original Messages:

E-mail Forwarding Window

2. Type in the E-mail address of the recipient in the **To** or **Cc** field, or use the **Address Book** to fill in this field. (See below for instructions on using the **Address Book**.)
3. Type in a comment or message in the free-form message field. (Up to three attachments may be sent with the message.)
4. When you are finished, click on the **Send** button to forward your E-mail message. After your message is sent, a window pops up confirming that your message was sent successfully.

**Note:** You may send a message in the **Cc** or **Bcc** fields without including an addressee in the **To** field.

### The Composing E-mail Screen

CommuniKate provides a special page for creating new E-mail. It is here that you can create your own messages. To begin, click on the **Compose E-mail** button in the **E-mail Messages** window. This brings up the **Composing E-mail** screen.

The screenshot shows a web-based interface for composing an email. At the top, the window title is "E-mail" and there are status indicators for "Voice: 0/1" and "Fax: 1/1". Below the title bar, there are three buttons: "Send", "Back", and "Contacts", along with a help icon (?). The main area is titled "Composing E-mail" and contains several input fields: "From:" with the text "John Doe", "To:", "Cc:", and "Subject:". Below these fields is a large, empty text area for the message body. At the bottom of the screen, there is a section labeled "Add Attachments:" with three "Browse..." buttons for selecting files to attach.

Composing E-mail Screen

This screen provides several features that help you create your own E-mail messages.

## Command Buttons

You will find three command buttons at the top of the screen:

- **Contacts**—opens your contacts list that includes E-mail contacts from all your contact lists
- **Send**—sends off your E-mail message to its destination
- **Back**—should you decide to cancel a message sometime during the process of creating it, click on the **Back** button to return to the **E-mail** screen.

## Information Fields

The **Composing E-mail** screen contains the following fields that require information from you:

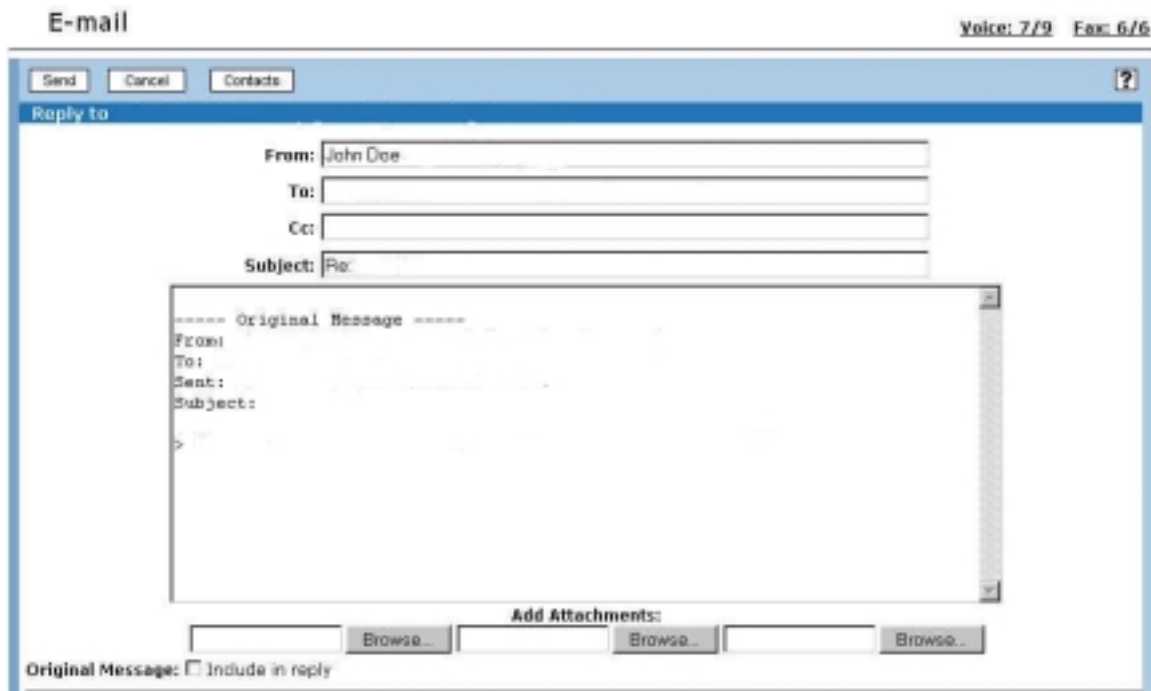
- **From**—this field defaults to your own E-mail address in the E-mail field
- **To**—you may type in an address or multiple addresses, each separated by semicolons. If your recipient is a contact, a more convenient approach for you may be to use your **Contacts** list to fill this field. Contact Lists may also be used to select **Cc** and **Bcc** addresses.
- **Cc**—those to whom you want to send a “carbon copy” message
- **Bcc**—those to whom you want to send a “blind carbon copy”
- **Subject**—a succinct description of the message content
- **Message** field—the large white area is a free-form field, where you may type your message.

## Browse Buttons

The **Browse** buttons at the bottom of the window allow you to browse the directories on your system to locate files you want to add attachments to your E-mail messages. You may attach up to three (3) files to a message.

## Replying to E-mail Messages

To reply to an E-mail message, click on the **Reply** button in the **Message** window. This brings up the **Replying to Message** window.



E-mail Reply Window

Creating a new message and replying to a message both use the same format for their web pages.

⇒ To reply to an E-mail message, follow the same instruction set below for “Composing an E-mail Message.” Both tasks are essentially the same.

**Note:** You have the option of including the original message thread in your reply. In replies, you may elect to include or delete the original message thread that follows the **Add attachments** below.

⇒ To include the original message thread in your reply, place a check in the **Include in reply** checkbox by clicking on it.

**Original message:**  Include in reply

To omit the original message from your reply, make sure the checkmark does not appear in the checkbox. To remove a checkmark, click on it.

### Composing an E-mail Message

⇒ To create an E-mail message, follow these steps:

1. Type the necessary information in the header fields—**From**, **To**, **Cc**, **Bcc**, and **Subject**. You may want to use your Contacts list to fill the **To**, **Cc**, and/or **Bcc** fields.

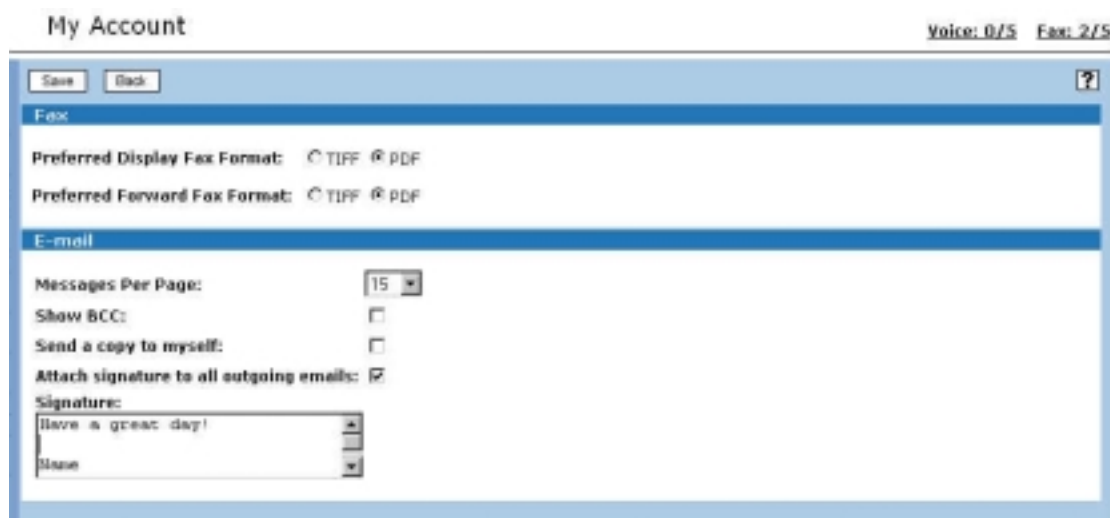
2. Compose your message in the **Message** field.
3. Add any attachments to your E-mail as a last step. The E-mail client is not able to save your attachments if you choose to add another party to the **To, Cc,** and/or **Bcc** fields from your contact lists after adding your attachments.
4. When you are finished, click on the **Send** button to send your E-mail message, or click on Cancel to discard the E-mail message.

## E-mail Signature Feature

This feature automatically places text you want to include in all your E-mail messages. The content of text is what you provide at your website. When activated, every E-mail message you generate will include the text. This feature is helpful for including a salutations, names, titles, phone and pager numbers, and closing remarks to your E-mails.

⇒ To add a signature to your E-mail, follow these steps:

1. Click on **My Account** on the sidebar menu. This opens the **My Account** directory screen.
2. Go to the Web Preferences section and click on the Web Preferences link. This opens the Fax and E-mail preferences screen.



The screenshot shows a web browser window titled "My Account". In the top right corner, it displays "Voice: 0/5" and "Fax: 2/5". Below the title bar, there are "Save" and "Back" buttons. The main content area is divided into two sections: "Fax" and "E-mail".

**Fax**

Preferred Display Fax Format:  TIFF  PDF

Preferred Forward Fax Format:  TIFF  PDF

**E-mail**

Messages Per Page: 15

Show BCC:

Send a copy to myself:

Attach signature to all outgoing emails:

Signature:  
Have a great day!  
Name

Fax and E-mail Preferences Screen

3. Go to the **E-mail** section and click on the checkbox for the **Attach signature to all outgoing E-mails** option. This activates the feature.
4. In the Signature text field, type in the text of your signature. (You may include a maximum of 255 characters.)

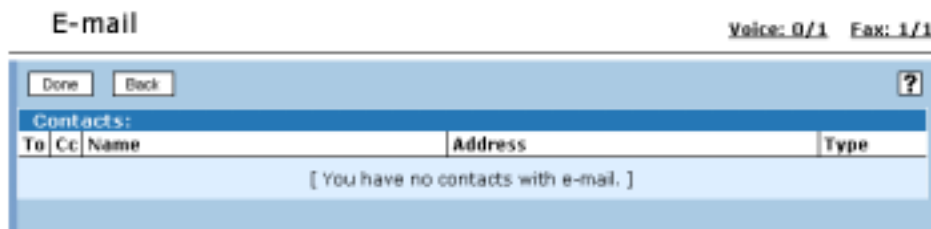
- When you are finished, click on the **Save** button to save your setting and E-mail signature text, or click on the **Back** button to discard your changes and return to the My Account directory screen.

After you activate this feature, each E-mail you compose with your CommuniKate E-mail client will automatically include your signature text in your E-mail text field.

## Using the Contacts List

The **Contacts List** includes all of your E-mail contacts from all your contact lists.

⇒ Clicking on the **Contacts** button in the **Composing E-mail** screen brings up the Contacts screen. (**Note:** The contacts button is also available with the **Reply**, **Reply All**, and **Forward** E-mail functions.)



E-mail Contacts Window

## Contacts Screen Features

- Contact List Header
  - **To**, **Cc**, or **Bcc** columns—click on the appropriate checkbox for each contact to whom you are mailing a message
  - **Name**—the contact's name as you entered it
  - **Address**—the contact's E-mail address
  - **Type**—indicates what kind of address displayed; an office E-mail address, a mailbox, and so on.
- Command Buttons
  - **Done**—click on this button when you are finished with your Contacts list
  - **Back**—click to discard any changes you have made to your contact list
- **Selecting Contacts from Your Contacts List**

⇒ To select a contact or a group of contacts, follow these steps:

1. Click on the appropriate **To**, **Cc**, and/or **Bcc** checkbox for each contact you select.
2. When you are finished, click on the **Done** button. This returns you to the **Composing a New Message** screen, where you can continue composing your message.

- **Adding a File Attachment to an E-mail**

**Reminder:** Add your attachments as a last step. The E-mail client is not able to save your attachments if you choose to add another party from your contact list after adding your attachments.

⇒ To add a file attachment, follow these steps:

1. Click on one of the three **Browse** buttons at the bottom of the **Composing E-mail** screen to select the appropriate file from your storage device. (This selection process is the standard used for most Windows applications.)
2. After you have selected the file attachment you want with the browser, you will see the file name and path in the browser field.

When you are finished attaching files, click on the **Send** button to send off your message and its attachments.