

**T O P S**®

**USER'S GUIDE**

**TO INBOX™**

**FOR MACINTOSH®**

**TOPS® USER'S GUIDE TO INBOX™ FOR MACINTOSH®**

**T O P S**

**USER'S GUIDE**

**TO INBOX**

**FOR MACINTOSH**

**Version 3.0**

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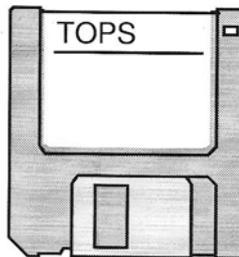
# Preface

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## Your InBox Package

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- **User's Disk: TOPS InBox Macintosh User's Disk**



Includes:

- TOPS InBox
- TOPS InBox Setup
- InBox Help
- TOPS InBox Init

- **Documentation: User's Guide to InBox for Macintosh**  
This user's guide describes how InBox for Macintosh works and how to use it.
  - **Release Notes:**  
Additional information not included in the User's Guide. Read the release notes first.
- Refer to your TOPS packing list for details on other TOPS software as well as the Customer Support Guide and Registration Card that accompany your InBox package.

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## Who Should Read This Guide

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This guide is for you, the InBox user, whether you are just starting out or are looking for details about how to use InBox . The guide takes you through the setup procedures, showing you how to install InBox on your computer, connect to the InBox mail system, and use all the features of the program.

For every InBox system there should be at least one person responsible for setting up and managing the system as a whole—an *InBox administrator*. For a small workgroup, this might be an

individual who performs these duties as an adjunct to other responsibilities. For a large organization, this might be a network administrator whose full time is devoted to maintaining network operations. (If you are the designated InBox administrator, you should read this guide, to become completely familiar with how InBox works from a user standpoint.)

As a user, if you have questions about InBox you should find most of the answers in this guide. If your questions are specifically about your own network and how InBox is set up on your network, speak to your InBox administrator.

## **Finding Out About InBox**

There are three ways to learn about the InBox program:

- *This user's guide* describes how to set up InBox on your computer and use all the InBox features, including sending, receiving, sorting, and storing messages.
- *On-line help* offers brief descriptions of how to use each of the InBox features. Once InBox is installed you can obtain help from the Apple menu or by pressing the  and the / key at the same time.
- The *InBox administrator's guides* (see *TOPS Administrator's Guide to InBox* and *TOPS Administrator's Guide to InBox Plus*) contain more in-depth information about InBox and the underlying system that distributes and manages InBox messages.

## Typeface Conventions

Various typefaces are used to indicate the different meanings or context of certain words or phrases. The following list defines the typeface conventions that appear in this manual:

Typeface Style	How the Style is Used	An example
This typeface	Normal text.	Throughout this manual, several typefaces are used...
<i>This typeface</i>	Indicates figure and table titles, book titles and chapter names, examples, and emphasis on important words, .	See <i>Chapter 3</i> of the <i>Administrator's Guide to InBox for Macintosh</i> , for information on...
<b>This typeface</b>	Special headings, indicates steps or processes which must be done in sequence.	<b>1. Make a working copy of your InBox user disk...</b>
<b>This typeface</b>	Indicates menu and menu option names, dialog boxes and window names and any other screen or keyboard option available for your use.	From the <b>File</b> menu select <b>Import text...</b>



# Communicating through InBox

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## About InBox

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InBox is an electronic mail system that provides a simple, efficient means of corresponding with every other InBox user on your computer network. InBox allows you to communicate with users whether they have a Macintosh computer, and IBM PC, or a PC compatible computer.

There are currently two versions of InBox—workgroup-level InBox and InBox Plus. Workgroup-level InBox is designed for communication between up to 20 users on a local area network. InBox Plus allows communication between InBox users on a broader scale and, in some cases, with users of a variety of other electronic mail systems.

With both these InBox versions, you, as an InBox user, can:

- Send and receive Memos and Phone Memos.
- Send and receive Enclosures (files such as spreadsheets, application programs, and formatted documents).
- Store messages and retrieve them whenever you need them.

In addition, InBox offers such features as:

- Personal Address Books, to let you choose from commonly used addresses.
- Carbon Copy (CC) memos to people other than the primary recipient.
- Automatic saving and printing of all memos you send.
- Sorting of messages according to date, subject, sender or status.

- Importing capabilities that let you incorporate any ASCII file into your memos.

As you go through this guide, you will learn about all the InBox and InBox Plus capabilities. For now, the next section will provide you with a brief look how you can use InBox.

## A Typical InBox Day

InBox can immediately help you boost your productivity, and continue helping you throughout your workday.

8:30 am Arrive at the office, turn on your computer, access InBox, and see a list of three messages that came since you left last night. (Receiving Mail, *Chapter 5*) You select each one to read on the screen.

A phone message from a co-worker says Chuck Malcolm wants you to call back ASAP. (Opening a Message, *Chapter 5*)

Barbara Allen's message contains an Enclosure—a spreadsheet with the numbers you need for the report that's due by the end of the day. You save the Enclosure in a file of its own; you'll be able to retrieve it when needed. (Saving an Enclosure, *Chapter 5*)

Phil Brent sends a CC (Carbon Copy) of a memo in which he promised marketing an East Coast market analysis by Friday. You print it out and also save it on your computer in a Storage Box you labeled “Markets.” (Printing Messages and Storing Messages, *Chapter 5*)

9:30 You write a memo requesting all last-minute comments on the draft proposal you sent out a week ago. You open an Address Book and, with a single keystroke, send the message to everyone you want to respond. With Return Receipt on each copy, InBox will inform you when each recipient opens his or her copy. (Addressing a Message, *Chapter 4* and Working with Address Books, *Chapter 6*)

10:30 You retrieve the spreadsheet Enclosure, modify the numbers to bring them up to date, and import it into the report.

11:30 People are reading your memo. While working on the report with your word processing program, several Notices appear at the bottom of your screen. (Resetting Options, *Chapter 7*)

12:30 pm A message from Phil Brent requests a reply. You turn his original message into a reply form and send off your response. (Replying to a Message, *Chapter 5*)

- 1:30 Off to lunch. But before you go, you send a message to yourself to remind you of a slight reorganization in your report. "Reorganization" appearing under Subject on the message list will remind you to look at the message itself. (Sending Mail, *Chapter 4*)
- 2:30 Back at your desk, you receive several memos. You want to see Barbara Allen's messages only, so you "screen" your messages, listing only messages from Barbara Allen in your Mailbox Message List window. (Listing Messages, *Chapter 6*)
- 3:30 Barbara Allen's comments arrive, you incorporate them into your report, print it, and do a fast proofing.
- 4:30 Time to send copies of the report to everyone on your list. You write an InBox Memo as a cover letter for the report and attach the report as an Enclosure. (Attaching Enclosures and Addressing a Message, *Chapter 4*)
- Send a memo to Barbara Allen telling her the report is off and thanking her for the numbers. A memo comes back: Congrats on getting the report off.

## **InBox Software: The Electronic Post Office**

InBox is an electronic mail system that works 24 hours a day, whether your computer is on or off. If you receive a message when your computer is off, you'll be notified that there's a message for you when you turn on your computer.

You can also send messages day and night; it makes no difference whether the recipient's computer is on or off.

The ability to exchange messages so freely derives from the fact that messages do not go directly from your computer to the recipient's computer. Instead, messages go to a computer that has been set up to receive and store messages, and to notify the recipient that a message has arrived.

You can think of InBox as an electronic version of a postal system, where each person has a mailbox right at the post office. When mail arrives at the post office, it's sorted and inserted into each recipient's mailbox.

With a real post office, you would have to go there, see if you have mail in your mailbox, take any mail out, and take it with you. With InBox, a *Message List* on your computer tells you there is mail in your electronic "post office" mailbox; the list shows who the mail is from and what it's about. If you are interested in reading a particular piece of mail, instead of having to go and pick it up, just indicate that you want to open it and the electronic message

appears on your screen. When you're done reading, the mail remains stored in your mailbox in the "post office."

Before you look at the specifics of installing and using InBox, it's important to look more closely at the basic components of InBox, and how these components work together to provide InBox capabilities.

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## Basic InBox Components

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An InBox system consists of these basic elements:

- Mail
- A Message Center
- A Mailbox for each user
- Storage Boxes

### Mail



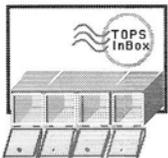
InBox users can send two types of mail to each other: messages and files.

A message is a written note in the form of:

- An interoffice memo
- A phone memo

You can enclose one or more files with either type of memo. The files can be text files, graphics, formatted documents or applications.

### The Message Center



A *Message Center* consists of users' *Mailboxes* and software for sorting mail. Like a postal system, in which mail first goes to distribution center or post office, all InBox mail first goes to the Message Center. Then Message Center software sorts the messages and puts them into Mailboxes for the recipients, just as a mail clerk sorts mail and puts it into mail slots for delivery.

A single workgroup InBox Message Center can contain up to 20 Mailboxes and an InBox Plus Message Center can contain up to 100 Mailboxes. These mailboxes can belong to both Macintosh and PC InBox users.

## Mailboxes

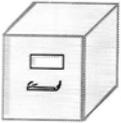


Every InBox user has a Mailbox on some Message Center. Like an answering machine, the Mailbox holds messages for you indefinitely. You can read mail at your convenience. Messages remain in Mailboxes unless you delete or move them.

When you log in to your Mailbox, InBox displays a list of the messages in your Mailbox. You can sort messages by subject, date, or sender.

When you read your mail, it appears as though the information is on your own computer, however, you are actually seeing information that remains in a Mailbox on the Message Center, located on some remote computer.

## Storage Boxes



After you read your mail, you may want to keep some of your messages. InBox gives you the option of creating *Storage Boxes* where you can organize and store messages.

InBox Storage Boxes are like filing cabinets where you can store information in an organized way. Like Mailboxes, you can open Storage Boxes, see a list of the messages in them, and sort the messages by subject, date, or sender. You can create as many Storage Boxes as you want.

Storage Boxes differ from Mailboxes in that they are not located on the Message Center. You can put Storage Boxes wherever you choose—usually on your own computer, but also on a file-server, or anywhere else on the network.

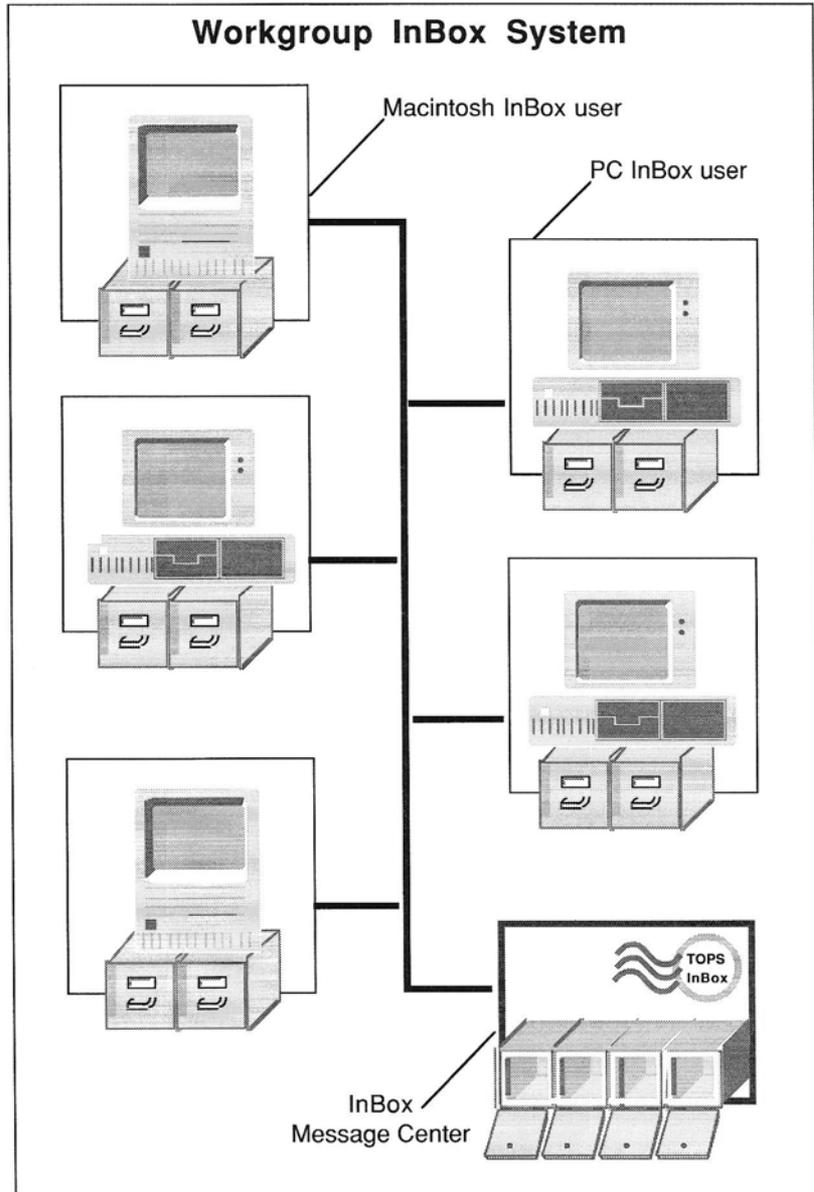
## Your InBox System

Every InBox system brings together all these elements—Message Centers, Mailboxes, users, Storage Boxes. It requires a network platform on which to function. The network provides the communication link between InBox users and InBox Message Center. InBox can be used by both Macintosh and PC users, provided your network supports both kinds of computers.

As mentioned earlier, there are currently two versions of InBox—workgroup-level InBox and InBox Plus. Workgroup InBox, which is diagramed on the following page, is designed for communication among up to 20 users.

InBox Plus provides for communication between InBox users on a broader scale and is described in the next section.

Most InBox communications are initiated by InBox users. Users can send messages or make requests for information to the Message Center. When the Message Center receives such requests, it retrieves information, say, from a user's Mailbox and sends it to the user's computer.

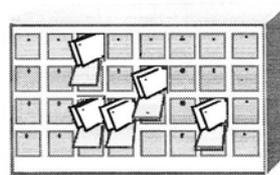


## About InBox Plus

### InBox Plus:

All the features of workgroup InBox ...

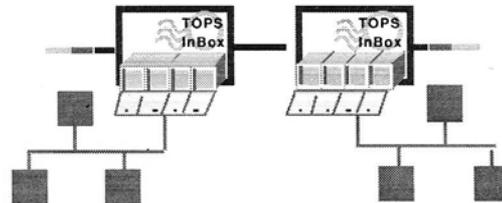
Plus



up to 100  
Mailboxes

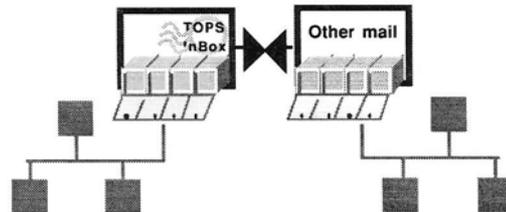
- more than 20 Mailboxes per Message Center

Plus



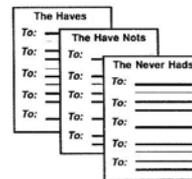
- more than one Message Center per InBox system

Plus



- access to other remote mail systems

Plus



- distribution lists for use network-wide

As illustrated in the above diagram, InBox Plus offers all the features of workgroup InBox, *plus*:

- Up to 100 Mailboxes per Message Center.  
You can go beyond the 20 Mailbox limit of a workgroup InBox system. However, the InBox *administrator* (not the InBox user) must create these mailboxes.

- **More than one Message Center per InBox system**  
You can communicate with as many InBox Plus Message Centers as you like on your InBox system. Users on one InBox Plus Message Center can send mail to users on any other InBox Plus Message Center.
- **Distribution Lists**  
An InBox Plus administrator can create enterprise-wide distribution lists that speed the sending of mail to large numbers of InBox users.
- **Gateways to Other Mail Systems**  
InBox Plus offers the possibility of linking your electronic mail system to other e-mail systems around the world—say, in another office across the country or to nationwide and international e-mail services and networks, such as AT&T Mail, BIX, UUCP, VAXmail, The WELL or Telex.

**Note**

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This guide presents information for users of both workgroup-level InBox and InBox Plus systems. As you proceed through this guide, you will see notations, as appropriate, to indicate information that applies to workgroup-level InBox or to InBox Plus, but not to both.

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## **Installing InBox**

This chapter describes how to set up InBox on your computer. It explains:

- What equipment you need to use InBox
- How to install InBox on your computer
- How to log in to (or create) your own Mailbox
- How to change setup information after initial installation.

If, at any point, you are unsure how to proceed, please contact your InBox administrator. As explained earlier in this guide, some individual should have been designated as InBox administrator and is responsible for setting up your InBox system and providing you with an InBox User's Worksheet. This Worksheet will assist you in Installing InBox.

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## System Requirements

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The InBox user program runs on a variety of computers, using a variety of networks and network software.

- Computer: – Macintosh 512KE, Macintosh Plus, Macintosh SE, as well as the Macintosh II and SE30 families.
- System: – Macintosh Finder™ version 6.1 or later. (To find out what version of the Finder you have, from the  menu select **About the Finder**.)
- System release 6.0 or later on all models except the 512KE. Recommendation for 512KE: System 4.1/Finder 5.5.
- Network: – AppleTalk (Version 52 or later), FlashTalk and EtherTalk network systems or any file-service network (AppleShare, Novell, TOPS, etc.)
- Memory: – One megabyte
- Disk Storage: – A hard disk. The InBox software will take up about 500 to 750K of disk space. (InBox software is distributed on 800 K diskettes.)

It is possible to run InBox from diskettes or from a remote computer, rather than from a hard drive. For information about installing InBox for either of these situations, see the *Release Notes* that accompany this software.

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## Preparing for Installation

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Proper preparation is necessary to ensure a successful InBox installation. The installation procedure is a one-time task that takes only a few minutes. In overview, the steps are:

- Fill in the InBox User Worksheet with your InBox administrator, or obtain a form that has already been filled in by your InBox administrator.
- If necessary, mount a volume (or open a volume, or map to a volume, depending on your network system).
- Create a folder for the InBox program.
- Install the InBox software.  
The software will generally be copied to your hard disk.

## **Issues to Discuss with your InBox Administrator**

- Log in to a Mailbox.  
“Tell” InBox where to find your Mailbox and choose a password.
- Configure InBox.  
Choose a folder to hold Storage Boxes on your computer and specify your time zone.

There are a number of issues that will affect your installation. All of these issues are covered by the information on your InBox User's Worksheet (discussed on the following pages), which you should review with your InBox administrator. Being especially aware of the following two issues will help your installation go as smoothly as possible. One is whether you are on a workgroup-level InBox or InBox Plus system. The other is whether or not you want to use InBox as a Desk Accessory.

### **InBox or InBox Plus?**

*Chapter 1* presented the basic components of InBox and described the differences between workgroup InBox and InBox Plus. The type of InBox system that you have determines if you can create your own Mailbox, and how many Message Centers there may be.

If you have a workgroup InBox system, you will have the capability of creating your own Mailbox. Discuss with your InBox administrator whether a Mailbox has been set up for you, or if you should create your own. Also, since workgroup InBox has only a single Message Center, you will have only that Message Center to select when you log in.

If you have an InBox Plus system, your InBox administrator must have set up a Mailbox for you before you can log in. You will select both the appropriate Message Center and your Mailbox during the log-in process.

### **Using InBox as a Desk Accessory**

Using InBox as a Desk Accessory may prove helpful if you are not running under MultiFinder and you plan to move in and out of InBox frequently. Using InBox as a desk accessory uses up a certain amount of free memory. This may place some limitations on what InBox functions you can perform, especially with Macintosh computers with only 1 Meg of memory.

Discuss with your InBox administrator whether or not you want to use InBox as a Desk Accessory. If you decide to use it as a DA, you must install all InBox software in your System Folder.



## **InBox User's Worksheet**

The User's Worksheet on the previous page provides you with information you need to prepare for and carry out InBox installation. You should consult your InBox administrator to make sure all sections are filled out before you begin installation.

## **Before You Install InBox**

The next two sections help you prepare for installation of the InBox program: accessing a file server, if necessary, and creating a folder to hold the InBox program.

### **Do You Need To Access a File Server?**

Refer to Question 1 on your InBox Worksheet. If the answer is NO, proceed to Question 2. If the answer is YES, you must access the Message Center volume indicated on the Worksheet, otherwise you will not be able to see your Message Center.

### **Where do you want to Install InBox?**

Refer to Question 2 on your Worksheet. Before you begin installation, you may have to create a new folder to hold your InBox software. (No new folder is required if you plan to run the InBox program as a Desk Accessory, since you will install all your files in your System Folder.) If you are not going to use InBox as a Desk Accessory, create a folder per instructions on the Worksheet.

## **Running Setup**

If you are running a number of applications under MultiFinder, close them all before you begin installation. Be especially sure that, if you have another copy of InBox, it is not currently running under MultiFinder.

- 1. Make a working copy of your InBox User disk and put your original away for safekeeping.**

Label each copy with the same name as the original. If anything damages your working copy, you now have a backup.

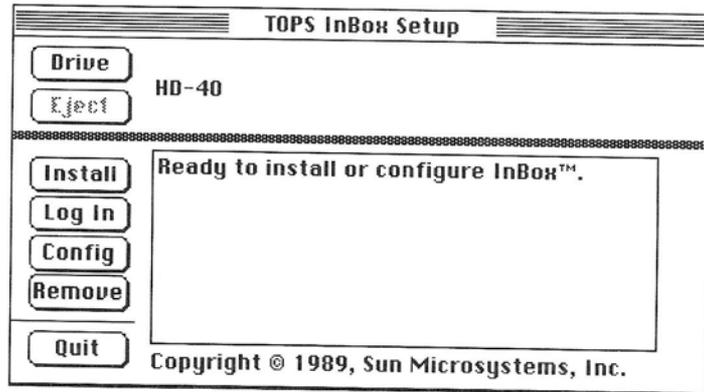
- 2. Insert the copy of InBox User disk in the computer and open it.**

- 3. Double click on the TOPS InBox Setup.**

The Setup screen on the following page appears.

This screen allows you to select **Install**, **Log in**, **Config** or **Remove**. When you select **Install**, the installation process automatically takes you through Installation, Logging In and Configuration. Later you may want to run setup to change log-in or configuration information, or to stop InBox from

functioning on your computer. These procedures are covered at the end of this chapter under "Re-running Setup."

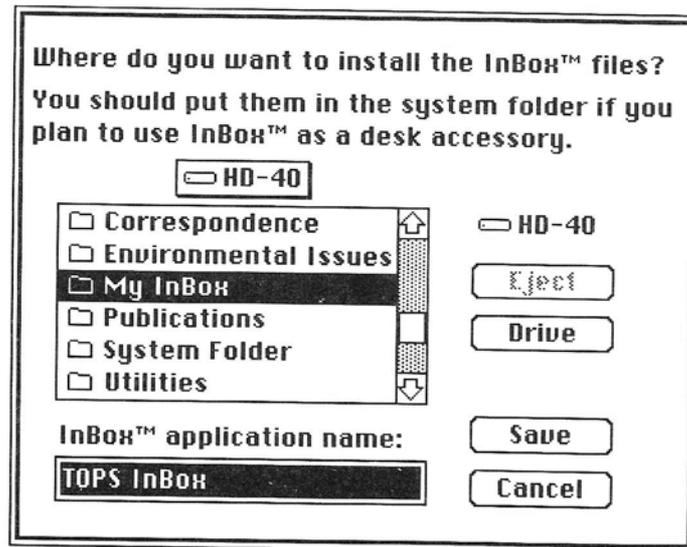


## Installing InBox

At each step in the installation, refer to the completed InBox Worksheet for the information you need.

1. **If you have more than one drive, click Drive until you select your Startup drive.**
2. **Click on Install.**

The InBox program copies the Init file to the System Folder and the following screen appears.



**3. Select the folder for the remaining InBox software.**

Refer to Question 2 on your Worksheet for the folder in which to install InBox. If necessary, click on **Drive** to select the correct drive, then double click on the name of the folder.

**4. Click on Save.**

After a number of files are automatically copied, the message, "Searching for Message Centers, this process may take a while" appears. When that message disappears, installation is complete and the Setup program proceeds to the Log In process. The **Select a Zone** dialog box appears, as shown on the following page.

**Note**

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If the InBox program cannot find a Message Center an Alert appears informing you of that. In that case, see *Appendix A*, "Troubleshooting."

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## **Logging In to Your Mailbox**

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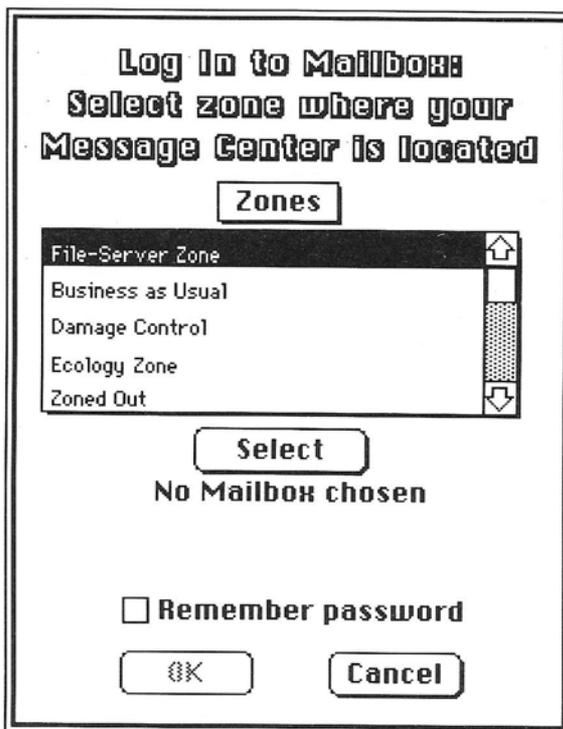
The next few pages describe how to log in to your Mailbox. The instructions take you through the following steps:

- Choosing the **zone** and the **Message Center** where your **Mailbox** is located. (Remember, if you are on workgroup-level InBox, you will only have a single Message Center.)
- Selecting or Creating a Mailbox. (Remember, if you are on workgroup InBox, you may create your own Mailbox.)
- Entering the password.

The InBox installation program should take you directly to the first step in logging in. If it does not, or if you are returning to log in, select **Log In** from the **TOPS InBox Setup** dialog box.

## Selecting the Zone Where Your Message Center is Located

When the **Select a Zone** dialog box appears, it lists one or more “zones.” If you have an AppleTalk-based network, there may be several zones (sub-networks) in your system. If your network consists of only *one* zone, you will see only two choices listed: “File-Server Zone” and “Mail-Server Zone.”



1. Click on the Message Center Zone shown in Question 3 of your Worksheet.
2. Click on Select.

## Selecting a Message Center

Once you select a zone, InBox responds with Message Center(s) located in that zone. At **Select a Message Center**, select the Message Center where your Mailbox is located or, if you have yet to create a Mailbox, where it will be located.

1. Click on the Message Center name shown in Question 3 of your Worksheet.
2. Click on Select.

**Log In to Mailbox:  
Select Message Center.**

**Ecology Zone**

Ecology Group	↑
Recycle Center	

**Select**

**No Mailbox chosen**

**Remember password**

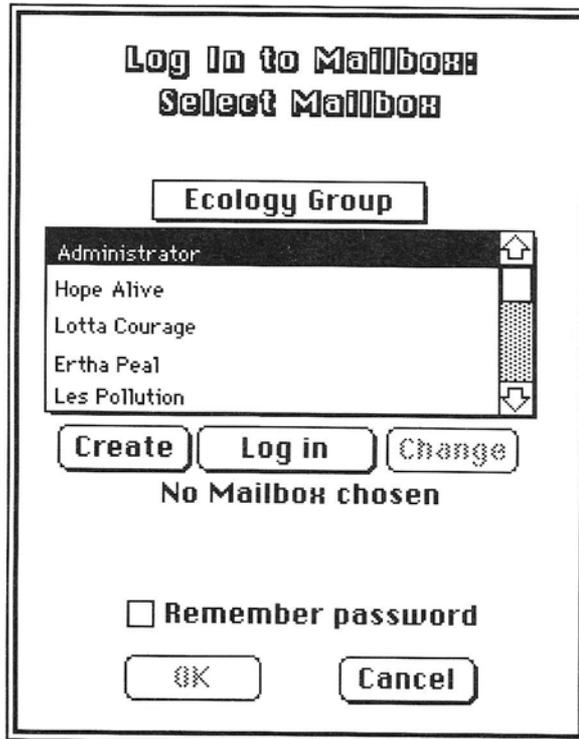
**OK**      **Cancel**

## **Finding Your Mailbox**

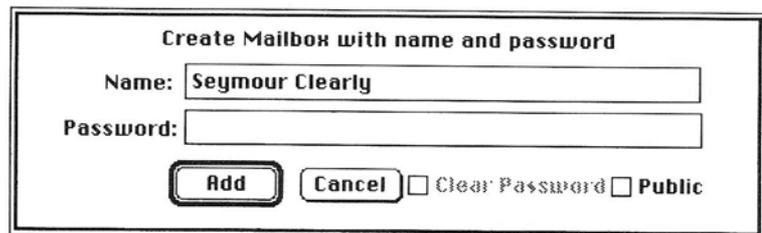
When **Log in to a Mailbox** appears on the screen, see if your Mailbox is among the Mailboxes shown on the list. (Refer to Question 3 of the Worksheet.) If your Mailbox is not listed there and you have to create your own Mailbox, continue with the next section, "Create Your Own Mailbox." If your Mailbox is listed, skip the next section and continue with "Log In With Your Password." (If your Message Center is not listed and there is no **Create** button, see your InBox administrator.)

## **Create Your Own Mailbox**

If **Create** appears in your dialog box (you are on workgroup-level InBox), then you can create a Mailbox.



1. **Click on Create.**  
The following dialog box appears.



**Type in the User Name and Password you want to use.**

- This should be the name by which you will be known to other InBox users. A Mailbox name can contain from 1 to 33 of the following characters:

All upper-case and lower-case letters of the alphabet and Space, -, ' and 0123456789. (In both the name and password, you can always substitute the upper-case and lower-case of the same letter; in other words, the software is not case sensitive.)

- A password is not required (although it is very strongly recommended). If you use one, it can contain up to 13 of the following characters:

All upper-case and lower-case letters of the alphabet and [ \ ^ \_ { | } ~ Space ! " # \$ % & ' ( ) \* + , - . / 0 1 2 3 4 5 6 7 8 9 ; : < = > ? @ .

For security reasons, dots appear instead of letters when you type the password. Speak with your InBox administrator about security, especially about how to handle confidential information, financial, and personnel records.

3. Click on Add.
4. Confirm your password by retyping it and click on OK.

(To change the name or password on this Mailbox, first click on **Change** in the **Log in to a Mailbox** dialog box, shown below. Then retype the name and/or the password.)

**Log In to Mailbox:  
Select Mailbox**

Ecology Group

Administrator  
Hope Alive  
Seymour Clearly  
Lotta Courage  
Ertha Peal

Create Log in Change

Successfully logged in as  
Seymour Clearly @ Ecology Group

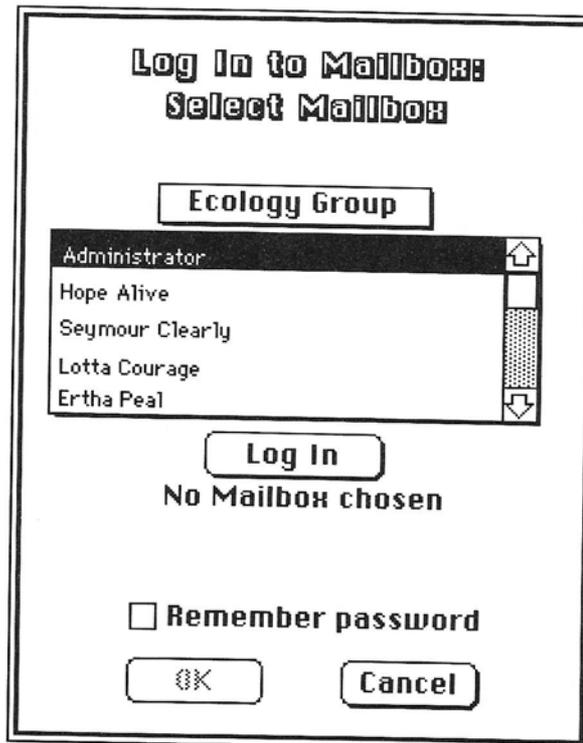
Remember password

OK Cancel

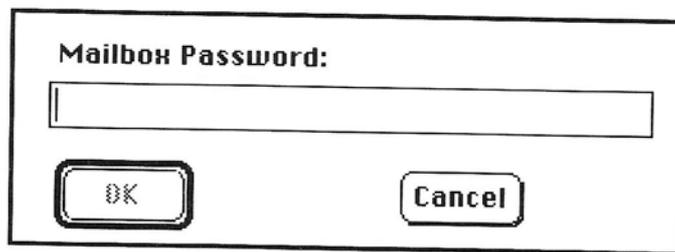
## Log In With Your Password

Once you've located, or created, your Mailbox, you can log in with your password. A password will keep others who are using your computer from reading your InBox messages and prevent them from sending out messages under your Mailbox name.

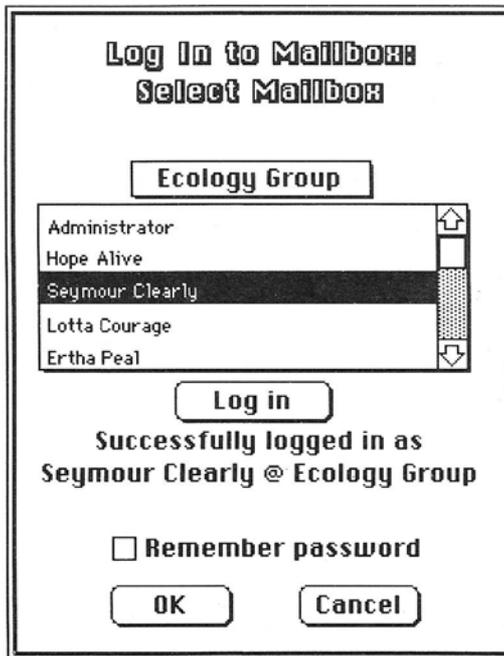
1. Find your Mailbox name on the list and click on it.



2. Click on Log In.  
The following box appears:



3. Type the password to your Mailbox.  
For security reasons, dots appear instead of letters as you type.
4. Click on OK.



### **Bypass Entering Your Password**

Normally, whenever you start using InBox you will have to enter your password. *To provide security for your mail you should sign in with your password every time you use InBox.*

If security is not important to you, and if you do not want to enter a password each time, select the **Remember password** option. (This bypass works only from this computer. Anyone attempting to open your Mailbox from another computer must know your password.)

1. **Click on** Remember Password.
2. **Click on** OK.

### **Changing Your Password**

If your InBox administrator assigned your Mailbox a password, then you should change your password as soon as possible after completing installation. See "Making Changes," *Chapter 7*.

### **If You Forget Your Password**

If you forget your password, your InBox administrator can assign another to you.

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## Configuring InBox

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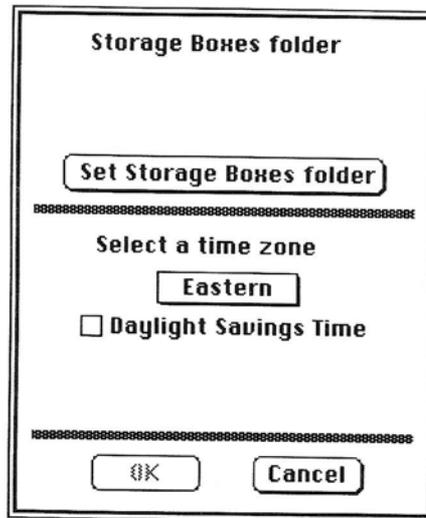
As soon as you have finished logging in, you can configure your InBox installation. As described in the following pages, you can choose where to keep InBox messages that you store on your own computer and can designate the time zone where you are located.

Installation should take you directly to the first step in the configuration process. If it does not, or if you are returning to setup to perform configuration, select **Config** from the InBox Setup dialog box.

### Selecting a Storage Boxes Folder

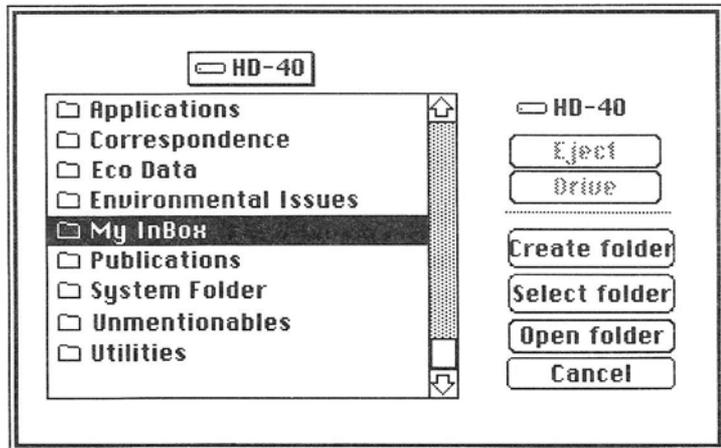
InBox holds your received messages in your Mailbox in the Message Center. However, if you wish, you can store your messages in local Storage Boxes on your own computer. Here you have the opportunity to select the folder where the Storage Boxes are to be located.

- **Click on Set Storage Boxes Folder.**



The dialog box that appears allows you to change drives, and either make or select a folder to hold the Storage Boxes. You can also click on **Open Folder** to view the contents of a folder.

If you have more than one drive, click on **Drive** to change drives.



- **To use an existing folder for storing Inbox messages, highlight one of the listed folders and then click on Select Folder.**  
(If you want to reach a folder that is within another folder, highlight the parent folder and click on **Open Folder**.)
- **To create a folder, click on Create Folder.**  
By default, the name “InBox Storage Boxes Folder” appears in a dialog box. Either click on **Create Folder**, or type in a different name and then click **Create Folder**.

## Selecting a Time Zone

Accurately recording the date and time when messages are sent requires that the InBox program know your time zone. InBox software contains a list of common time zones. It also has an option for entering information for time zones that are not on the list. (For this to work accurately, the clock on your computer must be set to the correct time.) Refer to Question 5 of your InBox User’s Worksheet.

1. **Click on the box under Select a time zone.**  
This box is set to “Eastern.” When you click on the box, you can slide up and down the list of zones to select your time zone.
2. **If none of the time zones is correct for your location, select Other at the end of the list.**  
In the box labeled **min**, type the number of minutes your time zone is located east or west of Greenwich, England. Almost every time zone is 60 minutes from its adjacent zones. So, if you are in a time zone 2 zones east of Greenwich, then type in 120 (2 time zones X 60 minutes).

3. **Click on East or West of Greenwich, England.**  
For example, the Americas are west, and Australia is east of Greenwich, England.
4. **If you are now on Daylight Savings Time, click on that box.**  
(An X within the box indicates daylight savings time.)
5. **Click on OK.**

Depending on what settings you made, an alert may appear informing you that you need to restart your computer for the installation to take effect. Click on **RESTART**.

Just as the computer turns off before restarting, the following message appears:

“InBox has been configured.”

You can exit the Setup program without restarting your Macintosh by clicking on **Quit**.

## Quitting Setup

As soon as Setup is complete you can quit Setup. The information you have provided is stored, available for startup of InBox, as described in the next chapter.

### Note

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If you set up your InBox program with the intention of using it as a Desk Accessory, then you can continue with the next section, “Installing the InBox DA.”

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## Installing the InBox Desk Accessory

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If you want to install the InBox Desk Accessory (DA), be sure that when you installed InBox all files were copied to the System Folder on the disk you use to start your computer. (If you did not install all InBox software in the System Folder, you can always re-install InBox to prepare it for use as a DA; see “Reinstalling InBox”).

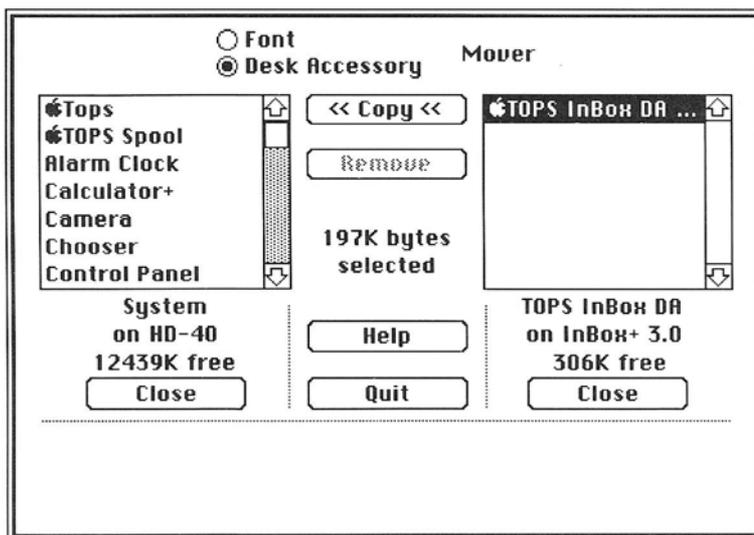
Either have your InBox administrator install InBox as a DA for you, or obtain the Administrator diskette (Macintosh) or Utilities diskette (DOS), which contains the InBox DA file.

If you are installing the DA yourself, proceed with the following steps:

1. **Insert a working copy of the InBox Administrator’s diskette.**

This diskette contains the InBox DA file.

2. **Find the Font/DA Mover wherever you have stored it, and click to open it.**
3. **Click on the Desk Accessory button.**
4. **Open the right side of the dialog box and click on Drive.**  
Click until the name of the diskette containing the InBox DA appears.
5. **Click open the diskette.**



6. **Click on TOPS InBox DA, then click on Copy**  
The InBox DA is installed as a desk accessory.
7. **When you're done, click on Quit.**
8. **Restart your computer, making sure you are using the Finder.**  
You can then select the **InBox DA** from the **⌘** menu.

## Re-installing InBox

There are a few reasons why you might want to reinstall InBox software. For example, the software may have been corrupted, you might have had a hard disk disaster, or you may have upgraded your InBox software. In any case, use the backup disks you created when you first installed the InBox program (or the new disks if you are upgrading) and reinstall the software, starting from "Copy Diskette and Run Setup" earlier in this chapter.

If you are reinstalling because of corrupted software, be sure that you are not keeping any damaged files. Replace existing files during the setup process. When you see, "File [filename] exists. Replace it?"

click on **OK**. The choices are available primarily to allow you to change your mind in case, for example, you begin reinstallation by mistake.

**Warning:**

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Do not throw away the InBox preferences file (which contains information on settings for your Address Books and other important information) or your InBox Storage Boxes folder (unless you no longer want to keep any of your stored messages).

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If you are reinstalling for any other reason, save your current settings, and replace files as you wish, except for Preferences and Storage Boxes.

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## Re-running Setup

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As you work with InBox, you may want to rerun Setup to change the information in Log In or Configuration, or to "Remove" InBox from working on your computer. You might want to change Log In information for example, if you wanted to use a Mailbox on a Message Center other than your own (for InBox Plus) or change the name of your Mailbox (for workgroup InBox). You might want to change Configuration information if, for example, you went off daylight savings time, or wanted to specify new locations for Storage Boxes.

To change information in either of those areas:

1. **From your System Folder, open** Tops InBox Setup.
2. **Select Log In or Config, depending on what information you want to change.**
3. **Follow the steps in this chapter under "Logging In" or "Configuring InBox".**

At some point, you may want to temporarily stop InBox from running on your computer. To do this:

1. **From your System Folder, open** Tops InBox Setup.
2. **Select Remove.**

This will "remove" the InBox Init file from your System Folder. You can still access your Mailbox from any other computer on your InBox system. To regain use of InBox on your computer, you would have to run **Install** again.

If you have a workgroup InBox system, the **Remove** button also lets you remove your Mailbox from the Message Center. To regain use of a Mailbox, you would have to create a new one.

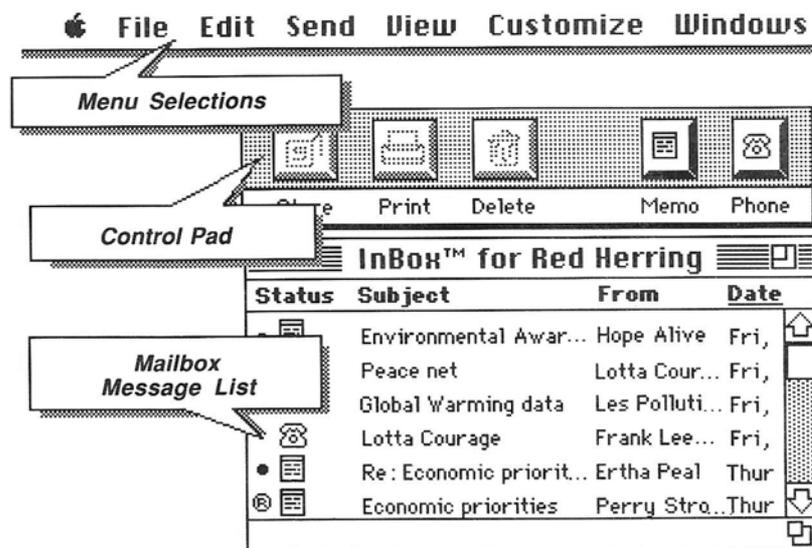
# Getting Started

InBox provides a rapid, easy-to-use means of sending electronic mail over your network. This chapter describes how to begin working with InBox, including starting, quitting, and obtaining help. By following the brief tutorial at the end of the chapter, which describes how to send and read a message, you can learn all the basics about using InBox.

How you start InBox depends on whether you installed the InBox Desk Accessory:

- If you installed the InBox Desk Accessory, from the  menu select **TOPS InBox**.
- If you did not install the InBox Desk Accessory, open the folder that contains the InBox software and double-click on the TOPS InBox icon.

When the InBox program starts, the following screen appears.



The illustration on the previous page shows the main parts of the InBox startup screen: The menu bar across the top of the screen, the InBox Control Pad and the Mailbox Message List. The use of the Control Pad and menus are discussed below under "InBox Controls."

### Quitting InBox

To quit the InBox program, from the **File** menu select **Quit** or press **⌘Q**.

Normally, when you start up your computer, The InBox Init file loads into memory. If you wish to prevent the InBox from loading into memory at startup, hold down the mouse button while your Macintosh is starting up. The InBox Init file will not load, and InBox will be disabled. To re-enable InBox, you will have to restart your computer.

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## InBox Controls

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You'll find a number of different ways for you to operate the software, including buttons, menus, and "shortcut keys".

### Selecting with Buttons

You can reach the InBox features you'll use most often through the Control Pad buttons. The Control Pad is illustrated below.



**Store, Print, Delete** - to handle mail you've received.

**Memo or Phone** - to open a new message window.

In addition, there are buttons within message windows. These appear when and where appropriate, and allow you, for example, to address the message you are working on or to attach an Enclosure.

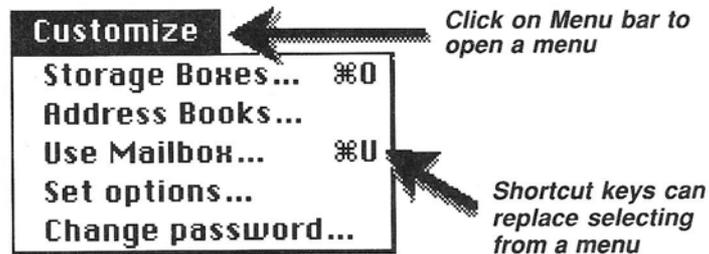


To use a button, just click on it. Grayed-out buttons don't work until their function is appropriate. (You can't click **Send**, for example, until you have first addressed a message.)

## Selecting From Menus

In addition to buttons, InBox includes a complete set of menus. Many menu items duplicate functions that can be performed using Control Pad buttons or message window buttons. In such cases, this user's guide directs you to use the buttons rather than the menu equivalents. Other menu items are described in this guide as they are needed to perform InBox functions.

Each menu covers a particular set of functions. For example, use the **Customize** menu to access Storage Boxes, create Storage Boxes, change your password, and so forth.



The selections available on a menu may depend on the current situation. For example, the **View** menu is used to choose whether or not the Control Pad appears on the screen. When you pull down the menu, you'll see either **Hide Control Pad** or **Show Control Pad**, depending on whether the Control Pad is visible or hidden at the time.

## Using Shortcut Keys

Shortcut keys combine the **Command** key (⌘) with a letter, and let you use the keyboard to implement a function rather than selecting it from a pulled down menu. For example, use ⌘ U to implement Use Mailbox, instead of pulling down the **Customize** menu and selecting **Use Mailbox**.

## Getting Help

While using the InBox program there are two ways to receive Help directly on the screen:

- From the **⌘** menu select **Help**.
- Press **⌘-?**. (While holding down the **⌘** key, press the **?** key.)

When the TOPS InBox Help Main Menu appears, click on the item you want help with. The help screens, which are self explanatory, lead you through each of the major InBox functions and features, explaining them in detail.

## **Send Yourself a Message**

At this point, you're probably eager to try InBox. Just sending yourself a message shows you most of the program's basic functions:

1. **Click on the Memo button to open a new Memo.**  
The cursor appears in the blank after **Re**.
2. **Type the subject of the message.**
3. **Click into the text area and then type the body of the message.**
4. **Click the Address button on the message.**  
An Address dialog box appears with a Mailbox listing.
5. **Click on your Mailbox.**  
**TO** appears next to your Mailbox.
6. **Click on Send Now.**  
In a moment, the **Status**, **Subject**, **From**, and **Date** columns of your Mailbox Message List will contain the appropriate information about your message.
7. **To read the message you just received, double-click on the message icon in the Message List.**
8. **Finally, to close the window containing your message, click on the close box in the upper left corner.**

# Sending Mail

The basics of using InBox described in *Chapter 3* take only a few minutes to learn. This chapter presents more in-depth information about handling outgoing mail, including information on:

- Opening the desired Memo form
- Entering Header and Footer information
- Creating the message
- Attaching Enclosures
- Addressing the message
- Sending or saving the message

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## Types of Memos

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InBox provides two kinds of new Memo forms for sending messages:

- **Memo**  
contains a header, an address area, and space for the body of the message.
- **Phone Memo**  
contains a header, an address area, the standard “While You Were Out” check boxes, and space for the message.

You can attach an Enclosure to both Memos and Phone Memos. An Enclosure is one or more files (such as applications, binary files, or formatted documents) that you send along with the message (see “Attaching an Enclosure,” later in this chapter).

When you receive a Memo containing an Enclosure, a  appears in the upper right corner of the Memo window next to **Date**.

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## Opening Desired Memo Form

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As soon as the InBox screen appears on your computer, you can send a message. (In fact, the only time you *cannot* send a message is when a dialog box is open.) Before sending a message, first choose whether you want to send a Memo or a Phone Memo, then open the desired memo form.

You can have up to 32 Memo forms and 32 Phone Memo forms open at one time, but only one of them can be active at any one time. The active message window is the one in which you can write a message.

### Note

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There is a File Copies Storage Box in which you can save a file copy of each message you send. (If you choose to use this feature, be careful that you do not inadvertently fill your disk with file copies of every message you send.) To save file copies, from the **Customize** menu select **Set options**. Then click on **Save file copy**.

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To open the desired memo form:

1. **Click on the Memo or Phone button on the Control Pad.**

A Draft Memo or Draft Phone Memo appears with your Mailbox name following **From:**.

**Draft Memo 1**

Address... Send Enclose...

**From:** Seymour Clearly  
**To:**

**Date:** Wed, Nov 15, 1989 at 2:15 PM  
**Re:**

Return receipt  Urgent

**Draft Phone 1**

Address... Send Enclose...

**From:** Seymour Clearly  
**To:**

---

**Date:** Wed, Nov 15, 1989 at 2:15 PM  
**Caller:**  
**Of:**  
**Phone:**

Called	Will Call
Returned Call	Please call

Return receipt  Urgent

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## Entering Header and Footer Information

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In a Memo form, the header information lists the subject of the memo. In a Phone Memo form, the header information reproduces the “caller” information in commonly used paper telephone memo slips.

In both Memo and Phone Memo forms, the footer information affects how your message will be displayed on the recipient’s Message List. It also controls whether or not you are notified when your messages are read.

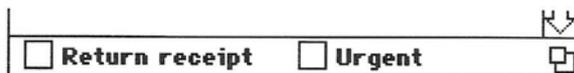
### Headers

To fill in the header information:

- For a Memo, type the subject of the Memo in the **Re:** blank.
- For a Phone Memo, type the caller’s name, affiliation, and telephone number. Then click on the appropriate check box (**Called**, **Returned Call**, etc.). To remove a check mark, click again on the check box.

## Footers

The two footer check boxes are **Return receipt** and **Urgent**.



If you check **Return receipt**, an “®” will appear in the **Status** column of the recipient’s Mailbox Message List window. InBox automatically sends you a message notifying you as soon as your message has been read.

If you check **Urgent**, an “!” will appear in the **Status** column of the recipient’s Mailbox Message List window.

If you check both **Urgent** and **Return receipt**, only the ® appears in the Mailbox Message List window. Whenever the recipient opens your message, however, whatever boxes you check will show as checked at the bottom of the message.

To select footers:

- Click on the desired box(es)
- To uncheck a box, click on it again.

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## Creating a Message

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You can write and edit the message just as you would any other text. There is an **Edit** menu that allows you to use common editing functions such as cut, paste, and copy. You can also insert text from an already created file. Inserting text is covered at the end of this section. If it’s not a function you want to use, feel free to skip it for now.

## Writing and Editing Text

With the Memo or Phone Memo headers completed, write the message.

Place the cursor within the body of the memo form and click once, or tab to the body of the form. Type the message and use all the editing functions of the Macintosh text editor, many of which are in the **Edit** pull-down menu.

Edit	
Undo typing	⌘Z
Cut	⌘H
Copy	⌘C
Paste	⌘V
Clear	
Select all	⌘A
Delete message	⌘D
Undelete message	
Discard deletions	

- **Cut**—to remove highlighted text and save it in memory.
- **Copy**—to copy highlighted text and save it in memory.
- **Paste**—to insert text that was cut or copied.
- **Clear**—to remove highlighted text without saving it in memory.
- **Select All**—to highlight all the text in a document. (When there is no open document, use this menu selection to select all the messages in any Message List window.)

You can select a font (style and size of print) for your messages (see “Choosing Fonts,” *Chapter 7*).

**Note**

No matter what font you choose for displaying your message, messages will print in Times font.

## Inserting a Text File Into a Message

If this is not a function you need to use, feel free to skip to the next section. Return to this section, or continue with this section whenever it becomes appropriate for you.

You may have already used a word processor to write something that you want to send as a message or incorporate into a message you are writing.

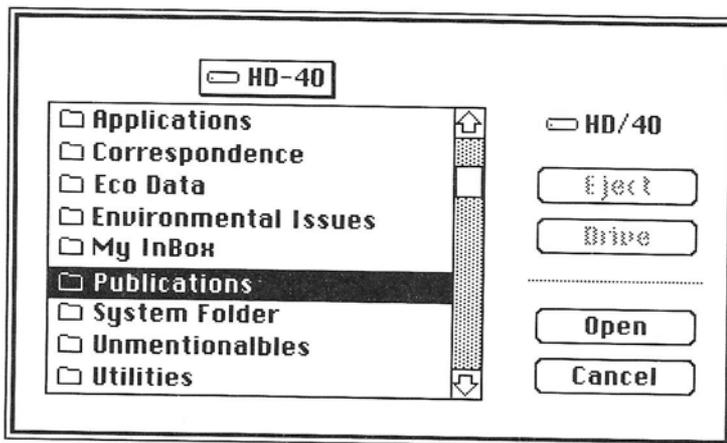
To prepare the word processed file for incorporation, you must first save that file as text (an ASCII file). The word processor you used for creating the file should have directions for saving documents in ASCII format.

You can then insert the ASCII text file directly into the body of your message. To do this, you place the cursor in the body of the message where you want the text to appear, and then *import* the text file using the steps on the following page. (The imported version is a copy of the file—the original remains undisturbed.)

**Note**

You can import a number of files into one message and then edit them within InBox. The total size of the entire message, including all imported text cannot exceed 30 K.

1. **From the File menu select Import text.**  
The dialog box shown below appears.
2. **Select the drive containing the file to import.**  
If you have more than one drive, click on **Drive** until the drive you want appears.
3. **Select the folder containing the file to import.**  
Highlight the folder and click on **Open**.



4. **Select the file to import.**  
Highlight the file and click on **Open**.  
The selected file is copied into the Message.

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## Attaching Enclosures

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If this is not a function you need to use, feel free to skip to the next section. Return to this section, or continue with this section whenever it becomes appropriate for you.

When you want to send documents, data files, applications, or any other files, you can send them as Enclosures attached to a message. Enclosures are fast, easy, and secure ways to send complex documents to your co-workers while retaining complete control over the files you are making available. By sending an Enclosure, you do not have to make files available to anyone except the person that you want to receive them.

When an Enclosure reaches the recipient, it is identical to the file that was on your computer. If you send, for example, a word-processed document, the recipient can open the file with the same software that was used to create it and see it just as it appeared before it was transmitted, complete with formatting codes.

**Note**

InBox sends Enclosures exactly as they are; it does not translate IBM PC files, for example, so that they are readable by Macintosh software. There are products available that perform some of these MAC/DOS translations. In addition, there are many software products—Excel®, Pagemaker®, Microsoft® Word are just a few—that have Macintosh and DOS versions. Documents created with one version of the product can easily be moved from one kind of operating system to the other as InBox Enclosures, and then be opened and used within the new operating system.

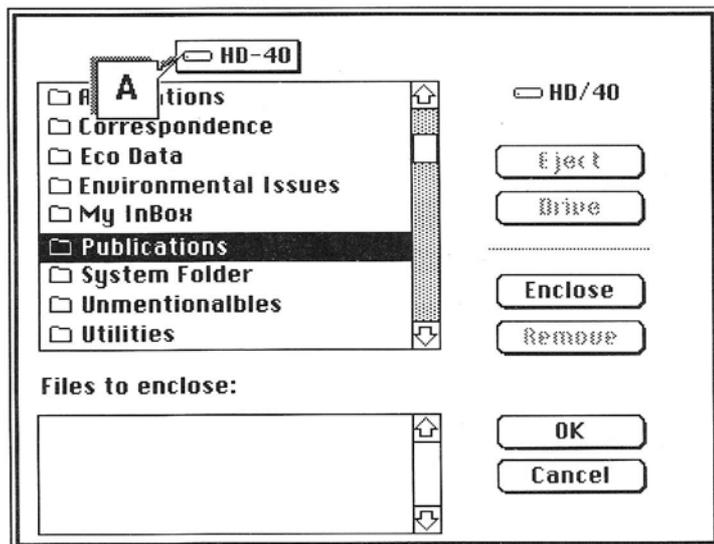
### Attaching an Enclosure

1. **Click on Enclose in the opened message window.**

The dialog box shown below appears, and allows you to select the files to enclose.

2. **If you have more than one drive, click Drive to reach the drive you want.**
3. **Select the folder containing the file to enclose.**

As necessary, search through different levels of folders until you find the folder that contains the file you want. (To move back through levels of folders, place the mouse pointer on box "A". Press the mouse button, pull down to the selection you want and release the button.)



4. **Select the file(s) to enclose.**

Click on each name in the upper box and then click on **Enclose** (or double-click on the name).

Each of the files you select enters the box labeled **Files to enclose**.

(Copies of the files are enclosed; originals remain untouched.)

To remove a file name from the lower box, highlight the name and click on **Remove**.

**5. When you have made all your selections from one folder, change to another.**

Continue adding files to the box of **Files to enclose**.

There is no numerical limit to the number of files you can enclose. You are limited only by your available memory.

**6. When all the files you want to enclose are in the lower box, click OK.**

When the message form reappears it now shows a paper clip in the upper right corner, next to the **Date** entry. This indicates that the message contains an Enclosure.

**Note**

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You can always return to the Enclosure dialog box from the message window, to add or remove an Enclosure. To return to the dialog box, click on **Enclose** again.

Recipients see a paper clip in the **Status** column of their message lists, to indicate this message contains an Enclosure.

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## Addressing a Message

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You can send messages to anyone using InBox on your network. (For workgroup InBox, you can send messages only to Mailboxes on your own Message Center.) InBox Plus has two additional addressing features—Gateway Addressing and Distribution Lists. These are covered at the end of this section.

InBox allows you to choose addresses from the following two sources:

- **Message Center address lists**

For workgroup InBox, you may select any address on your Message Center. For InBox Plus, you may select addresses from any Message Center on the network.

- **Address Books, if you have created any**

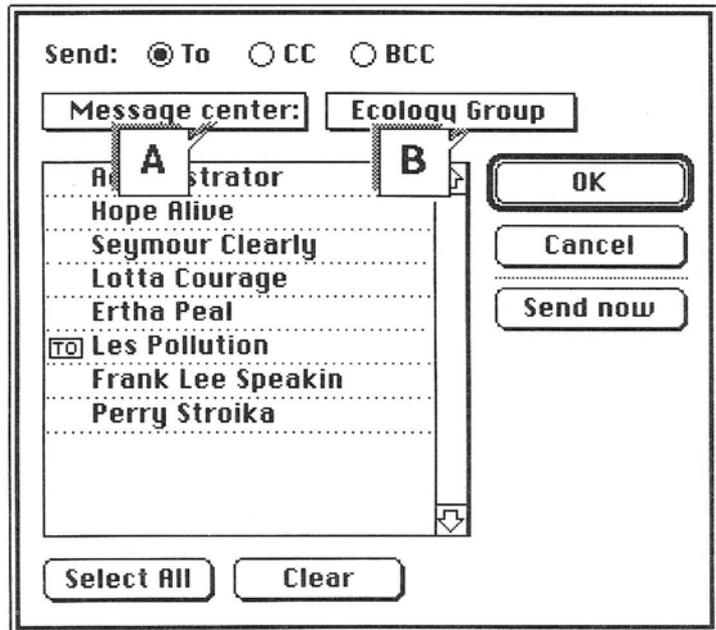
An Address Book is your personal address list. You can bring together addresses from a number of sources to create your Address Books. For information about creating Address Books, see “Creating Address Books,” *Chapter 6*.

1. **To address the message, click Address on the open message window.**

When the address dialog box appears, the **To** button is selected.

2. **Select the first source (Message Center or Address Book) you want to use to address your message.**

- To switch between sources (Message Centers and Address Books), place the mouse pointer on box "A". Press the mouse button, pull down to the selection you want, and release the button.



- To select the particular Message Center or Address Book you want, place the pointer on box "B". Press the mouse button and pull down to the selection you want, and release the mouse button. The address list for that Message Center or Address Book appears in the scroll box on the left side of the address dialog box.

**Note**

The order of the list of Mailbox names that appears during addressing was set up by your InBox administrator. You may find it more convenient to select addresses from a list organized by first or last name. If that is the case, see "Resetting Options" in *Chapter 7*.

**3. Click on the Mailbox of each person you want to receive the message. Each Mailbox is marked with To.**

To unmark a Mailbox, click on that Mailbox again.

- To mark all Mailboxes on the list, click on **Select all**. (To unmark one of an entire selected list, hold down **Shift** and click on that Mailbox.)
- To unmark all Mailboxes on the list, click on **Clear**.

**4. Mark names to receive Carbon Copy (CC) and Blind Carbon Copy (BCC).**

Click on **CC** or **BCC**, then click on the appropriate Mailboxes.

You can decide who you want to be the primary recipients (the “**To**’s”) and those who you want to receive “carbon copies” of the message. You can select a number of **To** recipients or one **To** and several **CC** recipients. Addressees with **To** and **CC** attached to their names are listed as recipients on the message and are included when a recipient sends a “Reply to All.” (See *Chapter 5, Replying to a Message*.)

The Mailbox of the recipient of a blind carbon copy is hidden from most recipients. The **BCC** recipient’s Mailbox appears only on the sender’s copy of the message and on the recipient’s copy. In addition, names of **BCC**s are not listed when a recipient sends a Reply to All.

You can use **Select All** with **CC** and **BCC**, too. But, there must be at least one **To** on the list before you can send a message.

**Hint**

---

If a message has an attached Enclosure and you want to keep a copy of the message with the Enclosure, send yourself a copy. Even if you choose to have a copy of each message you send out stored in the “File Copies” Storage Box (See “Writing and Editing a Message,” earlier in this chapter for information about File Copy Storage Boxes) only the message itself (but not any Enclosures) will be stored in that box. To save a message *with* its enclosure, send yourself a **CC** or **BCC**.

---

**5. Select all the Mailboxes you want on each Message Center and Address Book.**

Once you have selected all the **To**, **CC**, and **BCC** Mailboxes from each Message Center and each Address Book, in turn, click **OK**. The message window reappears.

The **Send Now** button is there for convenience. Whenever you write a message first and then address it, you can send it immediately with **Send Now**.

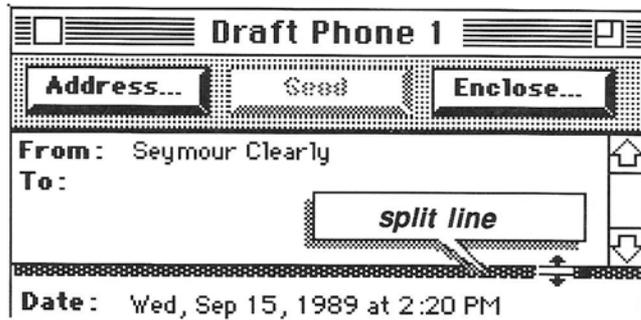
**Hint**

---

As you begin using InBox software on a regular basis, and especially if there are many Message Centers on your network (for InBox Plus), you'll find it extremely useful to create Address Books with lists of names. The Address Book allows you to make a single list of names which you select from a number of different sources: Message Centers, Memos you've received, and even other Address Books. For information about creating this powerful tool, see "Creating Address Books," *Chapter 6*.

---

Depending on which is more important to you, you can make more room on either the address or the message portion of a message window. Place the mouse pointer on the split line. When the cursor changes to a double arrow, hold the button down and move the split line.



Once you return to the open message window, you'll see all the Mailboxes you selected at the top of the window. They are in the form "Mailbox@Message Center." For InBox Plus, there can be several Message Centers on one network and this allows you to distinguish between two people with the same Mailbox names on different Message Centers.

**Note**

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If an address appearing on your message is so long that you can't see it all, just click on it. A box appears containing the entire address.

---

## **InBox Plus: Distribution Lists**

In InBox Plus, Message Center Address Lists and Address Book Address Lists may contain both the names of individuals and the names of “distribution lists.” Distribution lists appear in italics.

Distribution lists are set up by your InBox administrator. Each list consists of a number of individuals who are likely to want to receive copies of your messages. For example, everyone in the Accounting Department may be on one distribution list, everyone in Human Resources on another distribution list. A third list may contain the names of everyone working on a special project, regardless of department. You might even have a distribution list that includes everyone in your company. To determine who is included in each distribution list, check with your InBox administrator.

When you select a distribution list name, you are sending the message to everyone on the list.

### **Note**

---

When you choose **Select all**, you may be sending to individuals who are also listed on a distribution list. In case of duplications such as these, recipients will receive duplicate copies of your messages. As this may prove annoying, avoid this type of duplication by deselecting distribution lists when you **Select all**.

---

## **InBox Plus: Gateway Addressing**

If you are on an InBox Plus system, and your InBox administrator has set up special “Gateway” Message Centers on your network, you can send mail through those Gateways to recipients throughout the world. Once Gateway Message Centers are set up, worldwide communication (the exact destination depends on the type of Gateway Message Center that’s been set up on your network) is just as easy as sending local mail to the nearest computer in your office.

Ask your InBox administrator for information about what external electronic mail services you can reach through the InBox Gateway Message Center(s) that may have been set up.

If Gateway Message Centers are set up on your network, then you can select any Mailbox on those Message Centers, or write in the addresses of individuals not listed.

### **Selecting Gateway Addresses**

You can select Gateway Message Centers and Mailboxes just as you would any other Message Centers and Mailboxes. To select existing Mailboxes on Gateway Message Centers, follow the steps in the previous section under “Addressing the Message.”

## Writing In Gateway Addresses

You can send mail via a Gateway Message Center to anyone using that external mail service (for example DASnet, Compuserve® or AT&T Mail®) even when the person's address is not listed on the Message Center. With "Advanced Addressing," you can type in the name and address of the person to whom you want to send the message.

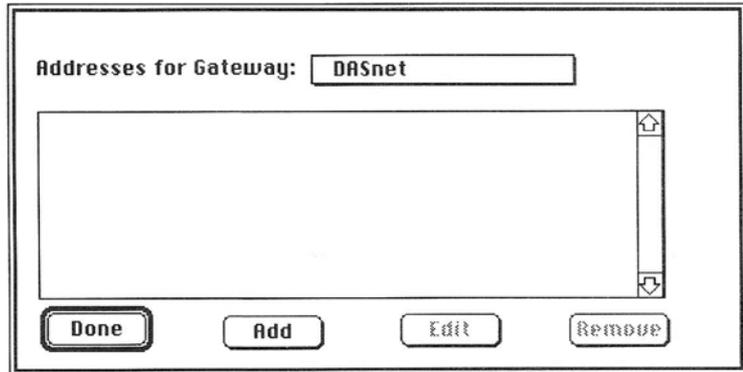
**1. Begin with the open message you want to address.**

Address the message by selecting names from Message Centers and Address Books, as described previously in this section.

**2. From the Send menu select Advanced Addressing.**

The "Addresses for Gateway" dialog box appears.

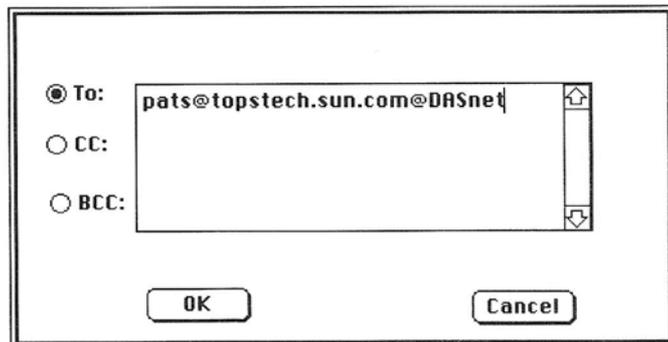
**3. Move the pointer to the Addresses for Gateway box. Hold down the button, move to the Gateway Message Center you want, and release the button.**



**4. Click on Add.**

A dialog box appears with space to type in the name and address.

**5. Click on To, CC, or BCC.**



**6. Type the name and address.**

Use the name and address format required by the electronic mail service you want to reach. Each Gateway Address can have up to 512 characters.

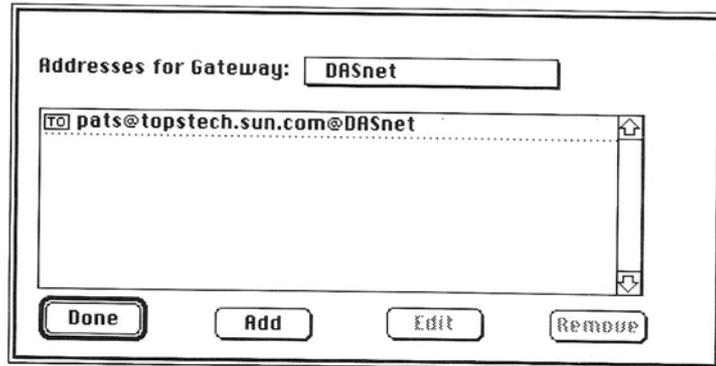
If you are unsure of the type of external mail services available through your Gateway Message Center(s), or what address formats are required, then ask your InBox administrator for information.

**Hint**

Unless you take steps to save it, each Advanced Address you enter is lost as soon as you send the message containing the address. To avoid having to retype an Advanced Address each time you use it, the best thing to do is enter it in an Address Book. If you have entered it in a message address, you can copy the address into an Address Book. Refer to "Working With an Address Book" in *Chapter 7* to see how to add Advanced Addresses to an Address Book.

**7. Click on OK.**

The name and address you wrote is now added to the **Addresses for Gateway** list.



**8. Repeat the process for all the names you want to add for that particular Gateway.**

Then select each new Gateway and repeat the process until you have written in all the addresses you wish.

**9. Click on Done.**

All addresses appear in the **To** section of your message.

---

## **Sending or Saving a Message**

---

Once you have completed a message, you may send it immediately, save it to send later, or save it to edit later. You could, in fact, save a partially completed message at any point after you have typed something in the message window. If you are interested in saving a message, skip ahead to that heading.

### **Sending a Message**

When your message is complete, first decide if you want to save a copy of the message. If you do, begin with step 1. If you do not, skip to step 2.

There is a "File Copies" Storage Box in which you can save a file copy of each message you send.

**1. To save file copies, if you have not already set this option:**

- Select **Set Options** from the **Customize** menu.
- Then select **Save file copy**, and exit from the dialog box.

**2. To send your message, click on the Send button.**

Remember, to send a message the address must include at least one **To**.

An alert box will appear with a series of notices, telling you, one at a time, who is being sent the message:

"Sending Message to . . ."

A Notice appears for each addressee who is on your own Message Center. With InBox Plus, when you send messages to recipients on another Message Center, the Notice informs you only that the message is going to that Center, not to specific individuals. (Once at the Message Center, the message is sent to each recipient.)

#### **Hint**

---

Think about the message before you send it. The nuances available in direct conversation (the wink or shrug) and telephone conversations (chuckle or questioning inflection in the voice) are not possible in a written message. Does the message say just what you want it to say, without room for misinterpretation?

---

## Delivery Time

If you send a message to a Mailbox on your own Message Center, then delivery is almost instantaneous.

If you have an InBox Plus system and the message must go to another Message Center or to a Gateway address, then the delivery time is usually a few minutes to hours, depending on the routing required. In certain instances, as described below, delivery time could be quite a bit longer.

You can think of an InBox Plus routing system as consisting of one “mailbag” on your Message Center for each Message Center to which you can send mail. At a specific interval, that mailbag and its contents travel to the other Message Center, delivering all the messages. The interval between deliveries determines how long it takes for the recipient to receive your message. An overseas routing system could take days to send a message round trip if, for example, the InBox administrator decides to hold all messages and send them only during the nighttime hours when overseas rates are lowest.

## If a Message Is Undeliverable

You may receive an InBox “System Message” informing you that a message is undeliverable. Usually, the System Message lets you copy the undelivered message to the Drafts Storage Box, where you can keep the message while you determine why it was not delivered, and then re-send it.

To save the copy:

- Open or select the message
- Click on **Store**
- Select a Storage Box, and click on **Copy**.

The only time the message itself *might* not be returned to you is if it is sent through a Gateway Message Center on an InBox Plus system. Even in that case, you will receive a notice that the message was not delivered.

The most frequent reason a message is undeliverable is that the address listed in an Address Book or Distribution list (InBox Plus) is no longer valid (the recipient’s Mailbox may have been changed, for example, but not updated in the Address Book). Another likely cause is an incomplete Gateway Address. A third cause may be problems routing the message to another Message Center.

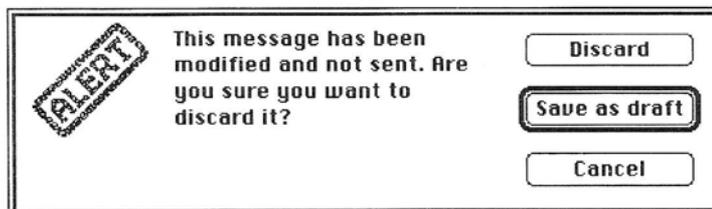
## Saving a Message

You may be in the middle of writing a message and decide you want to do something else. Or, if the message is important, you may want to think about it before sending it off. You can save the draft and then return to finish the writing later.

### Saving a Draft Message

1. **Click the close box in the upper left corner of the message window.**

The following “Alert” lets you choose whether to save the draft or discard it.



2. **To save the message, click Save as draft.**  
Your draft message is filed in the Drafts Storage Box.

### Finishing a Saved Draft

Saved drafts are automatically stored in a file called the **Drafts Storage Box**. (However, when you are sending a message from someone else’s Mailbox, with **Use Mailbox** on the **Customize** menu, the draft message appears as “Unsent Mail” in the Mailbox Message List window of the Mailbox you are using. For example, you might use your own computer to send a letter from a co-worker’s Mailbox. In that case, drafts remain in the co-worker’s Mailbox Message List.) To complete a draft message:

1. **From the Customize menu select Storage Boxes.**
2. **Double-click on the Drafts Storage Box.**  
The window that opens contains a list any of draft Memos that you have saved.
3. **Double-click on the message you want to open.**
4. **Continue writing where you left off.**

---

#### Note

If, for any reason, local storage is not available, your draft messages are stored in your Mailbox.



They appear in your Mailbox Message List window as “Unsent mail,” with the status icon, shown to the left.

---



# Receiving Mail

InBox is designed to make it easy for you to handle your mail: reading, responding, printing, storing and discarding it. When you receive a message, it appears in your Mailbox Message List window. This chapter describes the basics of handling your mail, including:

- Receiving a message
- Opening a message
- Replying to a message
- Forwarding messages
- Saving Enclosures
- Printing messages
- Storing messages
- Deleting messages

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## Receiving a Message

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InBox can notify you when a message has arrived:

- **When you are working in another application**

InBox can notify you of the arrival of a message through a visual alert at the bottom of the screen, and/or an audio alert. (For information about turning on or off audible and visual alerts, see “InBox Options”, in *Chapter 7*.)

In addition, as long as there is unread mail in your Mailbox, the InBox note icon flashes on the Apple menu header.

- **When you are using InBox**

Information about the incoming messages is added to the Mailbox Message List window, shown on the following page. (Notices from your InBox administrator, however, appear in boxes at the bottom of your screen.)

InBox™ for Seymour Clearly				
Status	Subject	From	Date	Time
!	Environmental Awareness Plan	Hope Alive	Fri, Nov 17, 1989	3:18 PM
Ⓜ	Peace net	Lotta Courage	Fri, Nov 17, 1989	3:59 AM
•	Global Warming data	Les Pollution	Fri, Nov 17, 1989	2:36 PM
•	Lotta Courage	Frank Lee Speakin	Fri, Nov 17, 1989	10:15 AM
	Re: Economic priorities	Ertha Peal	Thu, Nov 16, 1989	3:24 PM
	Economic priorities	Perry Stroika	Thu, Nov 16, 1989	5:32 PM
	Recycle, Conserve Energy	Les Pollution	Thu, Nov 16, 1989	11:09 AM
	Endangered Species	Ertha Peal	Tue, Nov 14, 1989	9:52 AM
	Return Receipt	Hope Alive	Tue, Nov 14, 1989	3:55 PM
	Ecology Conference	Les Pollution	Mon, Nov 13, 1989	11:00 AM

Messages normally appear in the Message List window, first in order of status (unopened before opened, for example) and then by date sent. The Message List can also be sorted by Date, Sender (From) or Subject (see "Listing Messages" in *Chapter 6*).

To extend the box to the right to view the time when messages were received, drag the grow box at the lower right corner of the window.

The symbols in the **Status** column provide useful information about the messages:

- Unread—You have not yet opened this message to read it.

! Urgent—The person sending this message wants you to know that it is important.

Ⓜ Return Receipt requested—As soon as you open this message, a notice that you opened it is returned to the sender.

Symbols for urgent, unread, and Return Receipt requested all remain on the list only until you read the message.

☎ Phone Memo

✉ System Message—A message from the computer system that either informs you that a message has been read (when you request a Return Receipt) or that a message is undeliverable.

📎 Enclosure—Attached to the message is one or more files.

🗉 Incomplete Message—In most cases you can open the message and InBox will retrieve the remainder of the message from the Message Center. If the message is not recoverable, have the sender re-send it.

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## Opening a Message

---

To open a message, double-click anyplace on the line where the message is listed. The message will open up an active message window. The message might be a Memo or a Phone Memo. It might also be a Return Receipt announcing that a message you sent has been opened by the recipient, or a System Message informing you that a message you sent is undeliverable.

You can open up several messages at once by first selecting them—hold down the **Shift** key and click on each of them. (To de-select, click on any unselected message.) Once you've selected all the messages to open, double-click on any one of them.

You can select all of the messages by using **Select all** from the **Edit** menu. (To de-select, hold down the Shift key and click on any message.)

The number of messages you can open in this way depends only on how much memory you have available. The last message to open becomes the active message window.

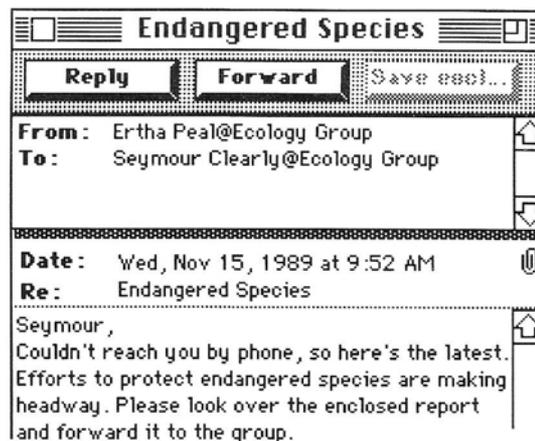
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## Replying to a Message

---

You can reply to any message you've received. The original message is retained to provide a context for your reply.

### 1. Open the message.

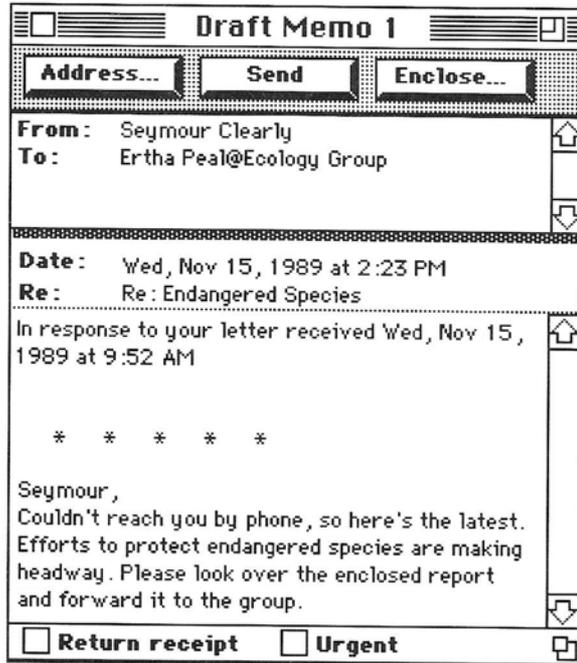


### 2. Reply in one of two ways:

- Reply to the **sender** by clicking on the **Reply** button on the open message window.
- Reply to **everyone** listed as "To" or "CC" on the original message by holding down the **Option** key. When the **Reply** button changes to **Reply to All**, then click on it.

In response, the InBox program brings up a new message window that contains:

- A header that identifies you as the sender.
- A new first paragraph explaining that this is a reply to an earlier memo.



**3. Write the reply.**

For consistency, you may want to keep the reply above the row of asterisks, but you can write anywhere in the message window.

You can edit or erase any portions of the original message. You can also add an Enclosure to the reply; for information about Enclosures, see "Attaching Enclosures" in *Chapter 4*.

**4. Address the reply.**

Whether you originally selected Reply or Reply to All, you can add or change addresses on this message. (To address a message, see "Addressing the Message," in *Chapter 4*.)

**5. To send the reply, click on Send.**

---

## Forwarding a Message

---

When you forward a received message, a copy of the original goes to each new recipient.

**1. Open the message to forward.**

**2. Click on Forward.**

InBox changes the received message to a forwarded message:

- The header on the message is changed to show the message is from you.
- A new first paragraph is inserted to explain that this is a forwarded message. It names the original sender and recipient, and shows the original date.

**3. Write additions if you wish.**

Before you send the message, you can write additions to the original message (background information for the person you're sending the message to, etc.), using all the editing features found in the **Edit** menu. You can also save an unfinished draft (see "Saving a Draft Message," *Chapter 4*).

**Note**

You cannot **add** any enclosures to a forwarded message. Any enclosures that were included with the original message are automatically included when the message is forwarded.

**4. Address the message, just as you would an original message.**

(See "Addressing a Message", *Chapter 4*.)

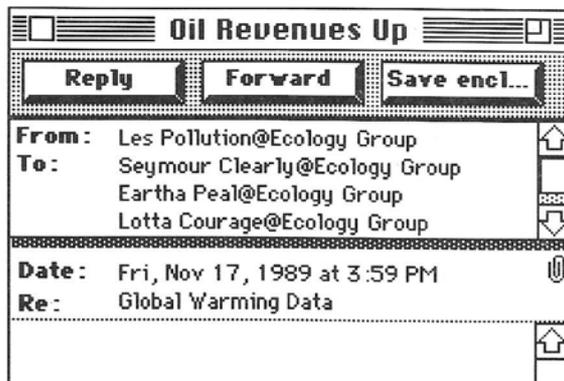
**5. To send the forwarded message, click on Send.**

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## Saving an Enclosure

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If you receive a message with an Enclosure, a paper clip appears under **Status** in the Message List and again, as a reminder, in the upper right corner of the message, next to **Date**, as shown below.



Enclosures are files that are sent along with a message. They can be files created with a software application—a word processor, graphics, or spreadsheet application, for example. These Enclosures can be saved in a folder and then retrieved with any application that can read them. Enclosures can also be application files or ASCII text files. They cannot be other InBox messages.

### Warning

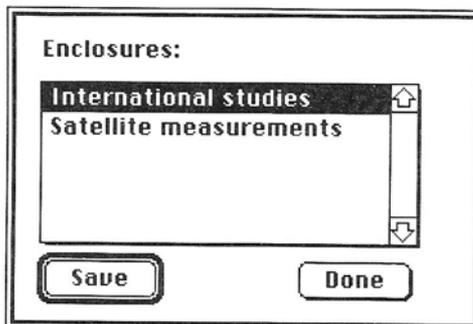
Enclosures may use a large amount of disk space. Delete enclosures or save them to storage as soon as possible.

To save an Enclosure:

**1. Open the message.**

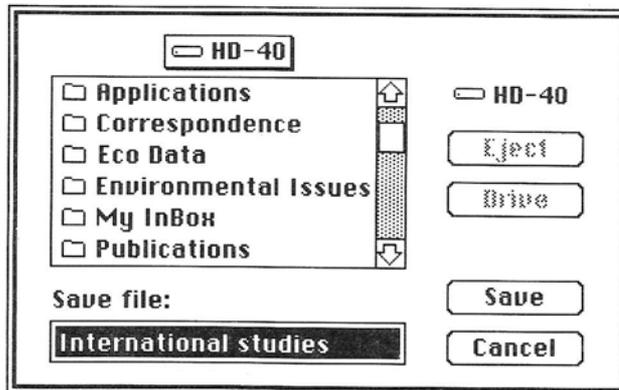
**2. Click on Save encl....**

The box that opens contains the list of Enclosures.



**3. Click on the first Enclosure that you want to save and click Save**

The following dialog box appears:



4. **If there are multiple drives, select the drive with the folder you want.**

Click on **Drive** until the appropriate drive appears.

5. **Select the folder where you want to save the Enclosure.**

If there are folders within folders, open a folder by double clicking on it.

Click on the folder you want and click on **Save**.

The Enclosure is saved and the list of Enclosures reappears. If there are additional Enclosures, the next Enclosure on the list is now highlighted. You can repeat the process with remaining entries on this list to save additional Enclosures.

6. **When you're finished saving Enclosures, click on Done.**

---

## Printing Messages

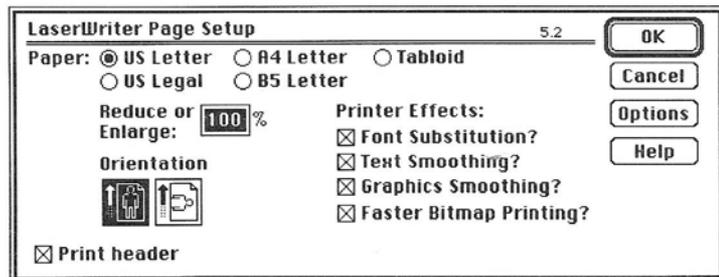
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Before you print messages, check to make sure that the Page Setup dialog box contains the correct settings for your computer and your printer. (If you need to connect to a printer, or change printers, from the  menu select **Chooser**.)

### Setting Page Setup Options

1. **From the File menu select Page setup.**

A dialog box appears, similar to the one shown below. The dialog box depends on the type of printer you selected in the **Chooser**.



2. **Adjust any page settings you want, and click on OK.**

To print the address information on your messages, check the **Print Header** box in the lower right hand corner. To suppress the printing of address information (particularly useful for messages with many addresses), uncheck this box.

## Printing

You can print a single message or select a number of messages to be printed one after the other.

### 1. Select message(s) to print.

- You can print any active message you have open; or
- From any active Message List (Mailbox Message List or various Storage Box Message Lists), select the messages you want to print.

To select more than one message, click on the first message, then hold down the **Shift** key and click on each additional message.

To select all messages on a Message List, select **Select All** from the **Edit** menu.

### 2. Click on the Print button on the InBox Control Pad

The following dialog box appears.

LaserWriter "Biodegradable LW" 5.2

Copies: 1 Pages:  All  From: [ ] To: [ ]

Cover Page:  No  First Page  Last Page

Paper Source:  Paper Cassette  Manual Feed

OK Cancel Help

### 3. Adjust any appropriate printer settings and click on OK.

The program prints each of the messages you selected. No matter what font appears on screen, the printed copy is in Times font.

#### Note

To stop printing, hold down the **⌘** key and press period (.). To suppress printing address information, see "Setting Page Setup Options" on the previous page.

## Storing Messages

InBox allows you to store messages on your own computer in two different ways—by placing them into Storage Boxes or by saving them as text.

- **Store a message in a Storage Box**  
When you want to keep the message and still be able to retrieve it and read it as an InBox message.
- **Save a message as text**  
if you want to keep an ASCII file of the message. You can retrieve a message saved this way with a program other than InBox; a word processing program, for example.

## Storing in a Storage Box

Your InBox system comes with two built-in Storage Boxes:

- **Drafts** Storage Box—holds a copy of any message that you start to write and then save as an unfinished draft.
- **File copies** Storage Box—holds a copy of every message you send out (although the File copies Storage Box is always available as part of the program, you must choose to have file copies stored there—see “Resetting Options” in *Chapter 7*).

In addition to these built-in Storage Boxes, you can create any number of additional Storage Boxes to help you manage the messages you receive. You'll find it easy to create Storage Boxes for the different categories of InBox mail you receive. Then just store your incoming messages in the appropriate boxes, for retrieval anytime you want. For information on setting up and using Storage Boxes, see “Working with Storage Boxes,” *Chapter 6*.

### Note

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When you installed InBox, you selected the folder where InBox Storage Boxes are located. Anything you save to a Storage Box is in *that folder*, not in your Mailbox on the Message Center computer. Be sure to *back up everything* you save in your Storage Boxes folder.

---

### To Store Messages:

#### 1. Select message(s) to store.

- You can store any active message you have open; or
- From the Message List, select the messages you want to store.

To select more than one message, click on the first message, then hold down the **Shift** key and click on each additional message.

To select all messages on a Message List, select **Select All** from the **Edit** menu.

#### 2. Click on the Store button on the InBox Control Pad.

A dialog box opens with the names of all the Storage Boxes.

#### 3. Click on the name of the box where you want to store the message(s)

To create a new Storage Box, see “Creating a Storage Box” in *Chapter 6*.

#### 4. Move or copy the message.

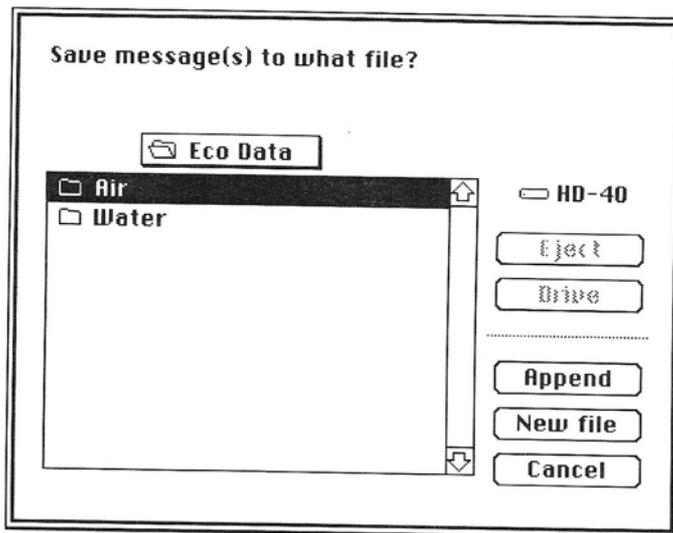
Select **Move** to remove the original from the Message List.

Select **Copy** to keep the original on the list.

## Saving as Text

Once you've finished working with a message you've received and you want to save it in a text file:

1. **Select the message to save just as you would select messages to store.**
2. **From the File menu select Save as Text.**  
The dialog box allows you to specify where you want to save the file.



3. **If there are multiple drives, select the drive with the folder you want.**  
Click on **Drive** until the appropriate drive appears.
4. **Locate the folder where you want to put the file.**  
Double click to open each folder and then double click on the folder you want. (To return to the drive for any reason, click on the drive symbol above "Eject.")
5. **Place the file in the folder you selected.**
  - If there is already a file in the folder you selected, you can *append* this message to the end of that file; click on the file you want and then click on **Append**.
  - If you want to save it in a separate file, click on **New File**. If there is no existing file in the folder you selected, then you can only create a new file, not append to one.

For a new file, a dialog box appears with a request to name the file.

Type the new file name and click on **Save**.

The message is saved in a file with the name you requested.

---

## Deleting Messages

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Just as with printing or storing, you can delete a single message at a time, or a number of messages. Deleted messages are not really gone until you discard deletions. Until you discard them, you can display deleted messages on your Message Lists and you can undelete them.

### To Delete Messages:

**1. Select message(s) to delete.**

- You can delete any active message you have open; or
- From any active Message List (Mailbox Message List or various Storage Box Message Lists), select the messages you want to delete.

To select more than one message, click on the first message, then hold down the shift key and click on each additional message.

To select all messages on a Message List, select **Select All** from the **Edit** menu.

**2. Click on the Delete button on the InBox Control Pad.**

The message(s) is immediately deleted. Deleted messages are not really gone, however, until you “discard deletions.” Until you discard them, you can display deleted messages or choose to undelete them.

### To Display Deleted Messages:

You can choose whether or not to display deleted messages on your Message List windows.

The last item on the **View** menu acts as a “switch” or toggle. Each time you click on it, it switches between **Show deleted** and **Hide deleted**:

If you selected **Show Deleted**, then messages do not just disappear when you delete them—instead, a **d** appears next to each one you delete as shown in the illustration on the following page.

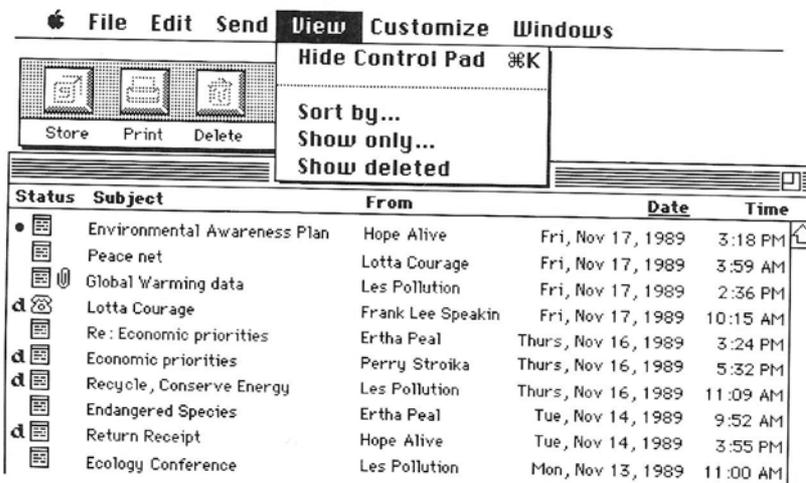
If you selected **Hide Deleted**, then messages are not displayed on the Message List when you delete them.

**Note:**

---

If another user has logged in to your Mailbox, deleted and discarded messages, then when you attempt to open a deleted message, you will get the notice—“ALERT: Invalid Message ID”.

---



### To Undelete Messages:

1. Display deleted messages.
2. Select message(s) to undelete exactly the same way as you select messages to delete.
3. Select Undelete Messages from the Edit menu  
The message(s) immediately reappear in the Message List as normal messages.

### To discard Deleted Messages:

To permanently remove deleted messages, select **Discard Deletions** from the **Edit** menu, or Quit InBox, or close a Storage Box that has deleted messages.

Until you discard deletions (or Quit InBox or close a Storage Box) all deleted messages, whether displayed on your Message List or not, remain in your Mailbox.

**Discard Deletions** operates only for the currently active Mailbox Message List or Storage Box Message List.

### Warning

Closing a Storage Box which contains deleted messages automatically **discards all deleted messages in that Storage Box**. Quitting InBox automatically discards **all** deleted messages. There is no warning and no way to stop this discarding once it begins. Before you close a Storage Box, or quit InBox, make sure that there are no deleted messages that you wanted to undelete.

# Managing Mail

Once you begin using InBox on a regular basis, you can benefit from a number of InBox features that help you manage your electronic communications more efficiently.

These include:

- Listing Messages: Sorting and filtering messages in Message List windows
- Working with Address Books
- Working with Storage Boxes.

---

## Listing Messages

---

The messages in any of your Message Lists appear, by default, sorted first in order of status (Urgent, Return Receipt, System, unopened, opened, etc.) and then within each status, by date sent. If you prefer, you can also sort the messages by Date, Sender (From) or Subject. InBox also allows you to filter messages, so only those that meet your *specific* criteria appear on the list.

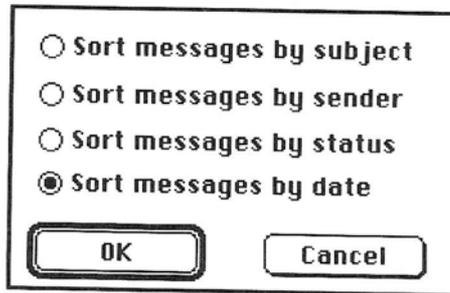
## Sorting Messages

You can choose to sort your messages by Date, Status, Sender (the **From** column of the Message List window), or Subject.

1. **Click on the Message List window to make it the active window.**

The current sort order is indicated by the underlined column heading at the top of the Message List. For example, the **Status** heading is underlined when the default sort is current.

2. **To choose a sorting method, from the View menu select Sort by.**



3. Select one of the following options and then click OK:

- **Sort messages by subject**—listed in alphabetical order.
- **Sort messages by sender**—listed in alphabetical order by first name.
- **Sort messages by status**—with “Urgent” at the top of the list, followed by “System Messages”, “Return Receipt,” then “Unopened with no other special indications” and “Opened.”
- **Sort messages by date**—with those sent most recently at the top of the list.

**Hint**

---

As a shortcut you can resort your Message List by simply clicking on the desired column heading at the top of the Message List. For example, click on **Subject** to sort messages by by subject.

---

## Filtering Messages

You can easily “filter” the messages you receive, according to who sent them and what they are about. You do this by specifying text in the **Subject** column or Mailbox names in the **From** column:

- **Subject:**  
Text in the space after **Re:** appears in the subject column of the Message List.
- **From:**  
Text in the space after **From:** is the sender’s Mailbox name.

For example, you and a colleague may agree to start the **Re:** line of your memos with the word “Financial.” Or, you may choose to see only messages from one person by specifying that person’s Mailbox name in the **From:** column. This can help you separate high priority memos from those that do not require your immediate attention.

1. To filter messages, from the View menu select Show only.

Show only messages that

begin with     contain     end with

the following text:

in the subject column     in the sender column

2. **Click on this text's position in the column.**  
Choose whether the column should **begin with**, **contain** (the text is anyplace in the column) or **end with** this text. For example, the phrase "Urgent Meeting Today" *begins with* "Urgent," *ends with* "Today" and *contains* "Urgent," "Meeting," and "Today."
3. **Type the text or Mailbox name.**  
The filter feature is not sensitive to upper and lower case letters, but *is* sensitive to spaces—for example, "Today" and "today" are seen as the same, but "To day" is not. Be careful to type filter text exactly as it appears.
4. **Click on the column where you want the InBox program to find the text or name: the Subject or the From column.**  
The column heading you have selected will appear in italics when you return to the Message List window. This will indicate that messages are being filtered.
5. **When you've made all the selections, click on OK.**  
Your Message List will now be filtered according to the selections you've made.

---

**Note**

To return to listing all messages received, retrieve this dialog box and select **Don't filter**.

---

The ability to list only specific messages can be used to speed up many features of the InBox program. Use a filtered list to enhance printing, storage, and deletion of messages. For example, suppose you have 40 messages on your Mailbox Message List. Twelve are from the Mailbox "Jim Smith" and you want to place them all in the Storage Box you've labeled "Jim Smith."

In the "View only" dialog box, click on **contain** and type the Mailbox "Jim Smith." Click on **in the sender column** and click on **OK**. From the **Edit** menu choose **Select all**. Then, click on the **Store** button, highlight the "Jim Smith" Storage Box and click on **Move**.

## Working with Address Books

Use an Address Book to create a selective list of addressees to keep in one place. You could, for example, have one Address Book containing the addresses of everyone, from various departments, who happens to be associated with a specific project. You could have another Address Book for your personal friends, and a third containing co-workers in the same job category.

You can send messages to specific addresses in a particular book or, with a single click, send to all addresses in that book.

## Creating an Address Book

InBox allows you to use three different types of sources for addresses when creating an Address Book:

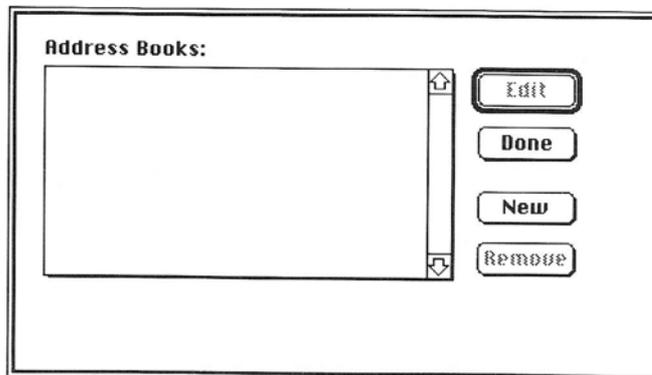
- Mailboxes from Message Center lists  
For workgroup InBox, you may choose Mailbox addresses only from your own Message Center. For InBox Plus, you may choose Mailbox addresses from any Message Center you can access.
- Mailboxes from already created Address Books  
Once you have created Address Books, you can use them as a source for additional Address Books.
- Addresses from any message you have received and not yet discarded.

If you wish to include the addresses from a message, it must be the active message window. Click open that message before you begin creating the Address Book.

For InBox Plus, this is a particularly useful feature when you have a lengthy address used for sending messages over Gateways.

1. **To begin creating a new book, select Address Books from the Customize menu.**

This **Address Books** dialog box appears.

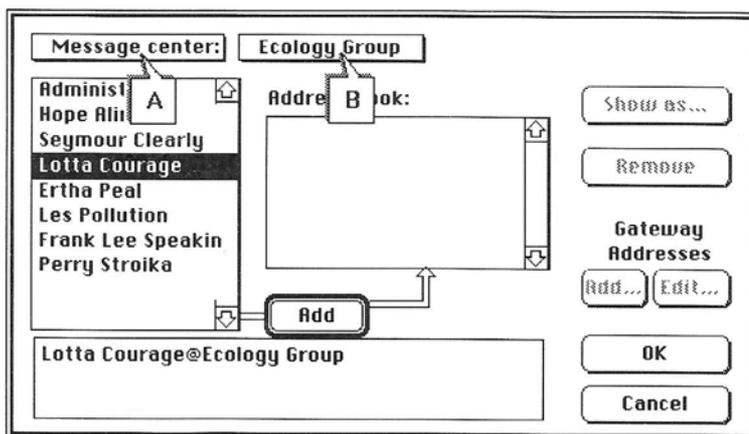


2. **Click on New.**
3. **Type the name of the new Address Book in the dialog box that appears and click OK.**

The Address Book dialog box, shown below allows you to select specific Mailboxes or (for InBox Plus) write-in Gateway Addresses for inclusion in the new Address Book.

4. **Select the first type of source for names to include.**

To change from Message Center to existing Address Books, or to an open active message, move the pointer to "A". Hold down the mouse button and pull down to your selection, then release the button. If you select an open message, then skip to step 6.



5. **Select the particular Message Center or Address Book you want.**

Move the pointer to "B". Hold down the mouse button and pull down to your selection, then release the button.

The address list is displayed on the left side of the dialog box.

6. **In the address list window, click on the Mailbox you want to add.**

To add multiple Mailboxes, hold down the shift key and click on each Mailbox.

7. **Click on Add.**

The Mailbox is added to the Address Book list in the center of the dialog box.

---

**Note**

To remove a Mailbox that you've already included in an Address Book, just click on that Mailbox and then click on **Remove**.

---

You can add Mailboxes from multiple Message Centers (InBox Plus), Address Books, and an open message (if you have one) to this Address Book. When you are finished selecting Mailboxes from one source, change to another and select Mailboxes from that one (at "B"). You can always return to any source to add or delete Mailboxes.

**8. To change the way a Mailbox appears in the Address Book, select the name and click on Show as.**

If, for example, the name you select appears as "James Smyth @ Active1," you might want to have it appear simply as "James Smyth." Just erase the "@Active1" part of the name. (It appears this way only on your Address Book; the full name and address appear on the memos you send.)

**9. When you have completed the Address Book, click on OK.**

**Hint**

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You can use Address Books to, in effect, create your own distribution lists. While an InBox Plus administrator is the only person who can create actual distribution lists, you can use the Address Book feature to create your own de facto distribution lists. For example, to send memos to everyone on a given project, create an Address Book that contains the names of everyone working on that project. Whenever you want to send a message to the project team, open that Address book, select **Select all** from the Address Book dialog box, and send the message.

---

### **Gateway Addresses**

For InBox Plus, if there is a Gateway Message Center on your network, you can select Mailboxes from that Message Center just as you would for any Message Center. In addition, you can write in the names and addresses of individuals accessible through the Gateway.

To write in a gateway address:

**1. Select a Gateway Message Center.**

The **Add** button under **Gateway Address** becomes active.

**2. Click on the Add button under Gateway Address.**

**3. Type in the first address for that Gateway, and click OK.**

Repeat the process with all addresses for that Gateway. If you want to add addresses for other Gateways, select your next Gateway Message Center and repeat the process.

For more information about Gateway addresses, speak with your InBox administrator or see "Gateway Addressing," *Chapter 4*.

## Editing an Address Book

Once you have created an Address Book, you can make changes to it, including adding or removing names, changing existing Gateway names, and changing the way a name appears in the Address Book.

1. **To begin editing an existing Address Book, from the Customize menu select Address Books.**
2. **Click on the name of the Address Book you want to change.**
3. **Click on Edit.**  
Use the dialog box that appears to add, remove, or edit Mailboxes, or change the way a Mailbox appears in the Address Book you selected. You can add, remove or change the appearance of any address you selected. You can edit any gateway address that you wrote in.

## Deleting an Address Book

This is a powerful operation that can remove an entire Address Book with a single stroke.

1. **From the Customize menu select Address Books .**
2. **Click on the Address Book you want to remove.**
3. **Click on Remove.**

### Note

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Don't forget to *back up your InBox files on a regular basis*. Text, and Address Book files you've saved are located on *your* computer (or disk your computer has mounted). Address Books, and InBox preferences you have set, are in the InBox Preferences file, so back that file up regularly.

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## Working with Storage Boxes

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InBox comes with two built-in Storage Boxes:

- **Drafts Storage Box**  
Holds a copy of any message that you start to write and then save as an unfinished draft.
- **File copies Storage Box**  
Holds a copy of every message you send out (although the File copies Storage Box is always available as part of the program, you must choose to have file copies stored there—see “Resetting Options” in *Chapter 7*).

In addition to these built-in Storage Boxes, you can create any number of additional Storage Boxes to help you manage the messages you receive. You'll find it easy to create Storage Boxes for the different categories of InBox mail you receive. Then just store your incoming messages in the appropriate boxes, for retrieval anytime you want.

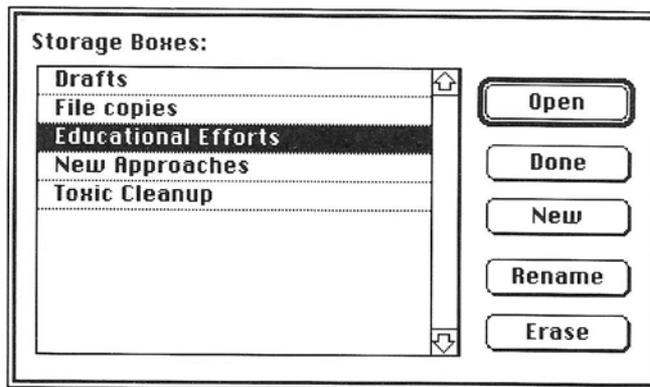
**Note**

When you installed InBox, you selected the folder where InBox Storage Boxes are located. Anything you save to a Storage Box is in *that folder*, not in your Mailbox on the Message Center computer. Be sure to *back up everything* you save in your Storage Boxes folder.

You can open, view, and create Storage Boxes through the Storage Boxes dialog box. You can also rename or discard any Storage Boxes you create; you cannot rename or discard the File copies or Drafts Storage Boxes. (To see whether InBox is set to save a file copy of each message you send, from the **Customize** menu choose **Set Options**. To keep a file copy of every message you send, there should be an **X** next to **Save file copy**.)

## Viewing Storage Boxes

To see a list of your current Storage Boxes, from the **Customize** menu select **Storage Boxes**. The following window appears.

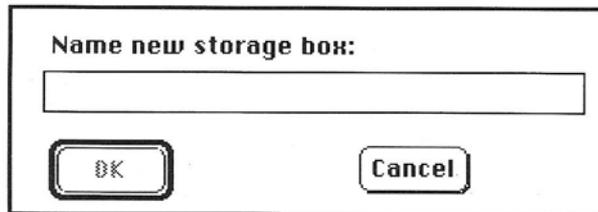


To view the messages currently stored in your Drafts or File copies Storage Box, double click on either one.

## Creating a Storage Box

You can create a number of different Storage Boxes for the different categories of messages you receive. To create a Storage Box:

1. **From the Customize menu select Storage Boxes.**  
The Storage Boxes window appears.
2. **Click on New in the Storage Boxes window.**  
A dialog box appears, requesting the name of the Storage Box.



The image shows a dialog box with a title bar that says "Name new storage box:". Below the title bar is a single-line text input field. At the bottom of the dialog box are two buttons: "OK" on the left and "Cancel" on the right.

3. **Type the name, and click on OK.**  
The name of the new Storage Box appears in the Storage Boxes window.

## Renaming a Storage Box

To rename any Storage Box you have created:

1. **Highlight the box to rename.**
2. **Click on Rename.**
3. **Type the new name and click on OK.**

## Retrieving Stored Messages

Retrieving messages from a Storage Box is similar to opening messages from your Mailbox Message List.

1. **Open the Storage Boxes dialog box by selecting Storage Boxes from the Customize menu.**
2. **Double click on the Storage Box containing the message to retrieve.**  
A list similar to the Mailbox Message List appears, except that the list is headed by the name of the Storage Box you opened.
3. **Double click on the message to retrieve.**

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### Note

To review messages in Storage Boxes when you are not currently running InBox, open the Storage Boxes folder, and click on one of the Storage Boxes. This "launches" the InBox application (you must be connected up to your InBox system). Then proceed with steps 1 through 3 above.

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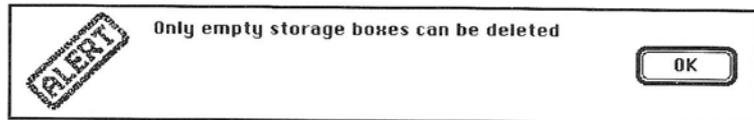
## Deleting Storage Boxes

To prevent you from unintentionally deleting messages stored in Storage Boxes, a Storage Box must be empty before it is deleted. Before attempting to delete a Storage Box, open it and delete the messages. (See “Deleting Messages” in *Chapter 5*.)

To delete a Storage Box:

1. **Open the Storage Boxes dialog box by selecting Storage Boxes from the Customize menu.**
2. **Click on the Storage Box to delete.**
3. **Click on Erase.**

If the Storage Box is not empty, the following Alert appears. In that case, delete all messages from the Storage Box, and then **Erase** the Box.



Once you have deleted messages from a Storage Box, simply close the Storage Box and all deleted message will be discarded.

---

### Note

A Storage Box may appear to be empty after you have deleted all messages. But it is not actually empty until you discard deletions or close the open Storage Box.

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### Storage Considerations

If your mail occupies so much of your disk that you receive a message warning you of insufficient disk space, refer to *Appendix A*, “Troubleshooting.”

## Special InBox Features

This chapter describes many of the special features InBox offers to make InBox easier, more efficient, and more specifically tailored to the way you like to work. It explains how to:

- Use other Mailboxes.
- Manage windows
- Select type fonts
- Reset options (including how Mailboxes are sorted, whether alerts should be turned on, saving file copies of sent memos, etc.)

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### Using Another Mailbox

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InBox lets you use any Mailbox on your Message Center, assuming you know any password that's required. This includes both Private and Public Mailboxes. The Private Mailbox may actually be your own, which you want to reach from someone else's computer because your own computer isn't working (or perhaps several individuals share a single machine). The Public Mailbox may be one that your InBox administrator set up as a kind of bulletin board.

With InBox Plus, if you want to use a Mailbox on a Message Center other than your own, you must run InBox Setup. Select **Log In** to choose the appropriate Message Center and then log in to the desired Mailbox.

## Using a Private Mailbox

If you want to manage your mail when working at someone else's computer (or check someone else's mail at your own computer, assuming you know the password of the Mailbox you want to use):

1. **From the Customize menu select Use Mailbox.**
2. **Click on the Mailbox you want to use and click on OK.**
3. **Type the password and click on OK.**

You are now logged in to a Mailbox different from the one for which Storage Boxes were originally set up on the computer you are using. This means the Drafts and File Copies Storage Boxes do not support the Mailbox you are currently using.

If **Save File Copy** is selected in the **Options** dialog box of the Mailbox you are currently using, then a copy of each message you send is not saved to the File Copies Storage Box on the computer you are using. The copy is mailed, rather, to the Mailbox you are currently using. It then appears in the Mailbox Message List of that Mailbox.

Similarly, if you are interrupted while working on a memo and save the memo as a draft, the draft memo is not stored in the Drafts Storage Box on the computer you are using. Rather, it appears as "Unsent Mail" on the Mailbox Message List of the Mailbox you are currently using.

You cannot save this message to the local Drafts Storage Box. You could, however, save it to some *other* local Storage Box. To do this, select the message from the Message List, then click on the **Save** button. Select any local Storage Box on the computer you are using, except Drafts, and save the message there. There is no way for you to save that message to a Storage Box on any computer other than the one you are using.

## Using a Public Mailbox

A Public Mailbox serves as a kind of bulletin board; a place where anyone can leave a message for anyone to read. Depending on how the InBox administrator sets them up, access to Public Mailboxes may or may not require a password. If access does require a password, then only a controlled group of people on the network can use the Mailbox. Without a password, the Public Mailbox becomes available to everyone who has a Mailbox on the Message Center where the Public Mailbox is located.

Send mail to a Public Mailbox just as you would send mail to any other Mailbox.

To read mail in a Public Mailbox:

1. **From the Customize menu select Use Mailbox.**
2. **Click on the Public Mailbox you want to use and click on OK.**
  - If there is no password, you are immediately able to view the Message List for this Mailbox.
  - If a password is required, type the password and click on **OK**.
3. **Click open any messages you want to read.**

**Note**

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Once you have selected a Public Mailbox, you can also send mail from it, just as you would from your own Mailbox. The mail you send will be identified as coming from your own Mailbox.

---

If you are interrupted while working on a memo and save the memo as a draft, the draft memo appears in your own Drafts Storage Box. Also, if **Save File Copy** is selected in your **Set Options** dialog box, then a copy of each message you send appears in your own File Copies Storage Box.

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## **Working with Windows**

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Almost everything in InBox is done through windows: viewing Message Lists, writing, forwarding and replying to messages, opening messages from Storage Boxes, and numerous other functions. The information in the following sections helps you manage windows.

### **Keeping Track of Windows**

You may have many different InBox windows open. The window containing the InBox Control Pad always “floats” on top of the open windows. You may “hide” this control pad by selecting **Hide Control Pad** from the **View** menu.

To keep track of the other windows, and to decide which one should be “active” (the one to be currently in use) pull down the **Window** menu. The bottom of that menu names each of your open windows. Use the mouse to select the window you want to be active. (The active one contains a check mark next to it.)

## Keeping Window Size and Position

Once you have selected the size and position of InBox windows, you can keep them that size and position whenever you retrieve them. You can:

- Save the size and position of Message List windows.
- Save the size and position for all Storage Box windows.
- Save the size and position of outgoing messages. Whenever you begin to write a new memo, for example, the form that appears will be the size, and in the position, you requested.

(Incoming messages appear the same size as they were sent.)

To save the size and position of an *active* window, from the **Windows** menu select **Remember position**.

## Message Information

Anytime you want information about a specific window, you can find out easily by selecting **Get info** from the **Windows** menu. Depending on which window is active you can find out:

- Mailbox Message List Window and Storage Box Message List Windows
  - Number of messages
  - Number of messages marked for deletion
  - Number of unread messages.
- Memos
  - Originating platform (Macintosh or PC)
  - Number of addresses
  - Message size
  - Contents size
- Drafts
  - Number of addressee(s)
  - Contents size.

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## Choosing Fonts

---

The InBox program provides a variety of type styles and sizes (fonts) for you to choose from. You can select the font for a specific message or you can choose the font you want to be used for all subsequent messages (the default). You can even select the font in which you want any of your Message Lists to appear.

To select the font for a specific message or Message List, it must be the current active window.

### Note

The size and style of font you select for an outgoing memo appears on the recipient's Macintosh computer just as you selected it. When the memo appears on an IBM compatible computer, however, the characters are in the standard IBM character set. Also, no matter what font you choose for displaying the messages, they will only *print* in Times font.

1. **From the Windows menu select Set font.**

The following dialog box appears.



2. **Click on the name and the size of the typeface you want to choose.**

A sample of the style and size typeface you select appears in the box above the font list.

- If the selection is for the open message (or Message List) *only*, click on **OK**.
- If the selection is for all subsequent messages (or all subsequent Message Lists, including Storage Box Message Lists), click on **Use as default**, then click **OK**.

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## Making Changes

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You can customize InBox to your own preferences, by changing your password and resetting a number of other options.

### Changing Your Password

If your InBox administrator assigned you a Mailbox and used your name as the password, then you should change your password as soon as possible. After that, for tighter security, change the password often. Use random letters and numbers rather than your home phone number or relative's name, and do not write down the password.

1. **From the Customize menu select Change password.**
2. **Type the old password you want to change and click on OK.**  
For security, bullets appear instead of letters.
3. **Type the new password and click on OK.**
4. **Type the new password again, to be sure it is correct.**  
Click on **OK**.

### Resetting Options

To change any of the following options, from the **Customize** menu select **Set options**.

- **Sort Mailboxes by:**  
Refers to Mailboxes in Message Center address lists.
  - **First name**
  - **Last name**
  - **Admin order**  
The order in which the InBox administrator has chosen to place them.
- **Alerts:**  
The following alerts appear when you are working in an application other than InBox.
  - **Audio**  
Select this for an audible signal announcing each message you receive.
  - **Video**  
Select this for an on-screen notice that you have received a message.
  - **Flashing icon**  
Select this for a flashing InBox message icon to notify you that you have unread mail.

- **Additional options:**

- **Remember password**

Normally, whenever you start using InBox you will need to enter your password. If you do not want to enter a password each time, select this option. **Remember password** works only from this computer. Anyone attempting to open your Mailbox from another computer must know your password.

- **Save file copy**

Select this to store a copy of each message you send, in the File Copy Storage Box.

- **Print sent messages**

Select this to print a copy of each message you send.

- **Daylight Savings Time**

Select this during Daylight Savings Time. Turn it off for standard time. (You can use this option from the Set Options dialog box, rather than rerunning Setup to reconfigure Daylight Savings.)



# A

## Troubleshooting

While installing or using the InBox software, you may occasionally encounter difficulties. This appendix provides some guidelines for diagnosing and solving commonly encountered problems.

If you are uncertain how to perform a certain function with InBox, check the *Table of Contents* for the chapter that describes the function in question. This appendix discusses only unexpected problems. Problems related to InBox Administrator software are found in the appendices of the *Administrator's Guide to InBox for Macintosh*, *Administrator's Guide to InBox Plus for Macintosh* and *Administrator's Guide to InBox for DOS*.

Your first step is to determine the nature of the problem you are experiencing. The problems discussed in this appendix are grouped according to where you might encounter them:

- **Installing InBox**
- **Starting Up InBox**
- **Sending and Receiving Mail**

If you already know where your problem lies, go directly to the section in this appendix that discusses that activity.

If you are unable to resolve your problem after consulting this troubleshooting guide, please refer to the section "TOPS Technical Support" at the end of this appendix. This section lists the information you should collect and have available when you call TOPS Technical Support for additional assistance.

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## Installing InBox

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### **The Setup program cannot find any InBox Message Centers.**

Investigate the following:

- Check with your InBox administrator to see that the Message Center computer is turned on.
- If using a Macintosh and AppleTalk, check to make sure that the AppleTalk connector is plugged tightly into the printer port, and that AppleTalk is set as “active” in the Chooser.
- Use whatever other network software is available on your machine to access printers or network servers. If this software is not functional, check cabling and connectors.
- If using a file-server Message Center, check to make sure that the appropriate volume is “mounted”.
- If using a mail-server Message Center, ask the administrator to check if the Message Center is currently “open”.
- If using a mail-server Message Center, ask your InBox administrator to check the number of active connections on the Message Center via the Control Panel. This number should be equal to or higher than the number of users that are concurrently accessing the Message Center.

### **The Message Center is visible, but you can't see your Mailbox.**

The following items should be checked:

- Make sure that you are looking in the correct AppleTalk zone, on the correct Message Center. In many InBox configurations there may be more than one Message Center.
- In some installations you may be responsible for creating your own Mailbox. If you (or someone else) have not done this, then you will need to do so.
- If using an InBox Plus Message Center, check to make sure that your InBox administrator has created a Mailbox for you.
- Scroll through the entire list of names on the Message Center. The ordering of Mailboxes is changeable. Your Mailbox could be anywhere on the list.

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## Starting Up InBox

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### **The message “Missing Resource” occurs when starting the InBox user program or Desk Accessory.**

One of the InBox files has been changed or deleted. The following steps should be taken in the order presented until the problem is resolved:

- Make sure that the TOPS InBox Init is in the System Folder.
- Use the Setup program to log in to your Mailbox.
- Use the Setup program and re-install InBox.

### **The message “Could not find Init” occurs.**

If running under MultiFinder, the problem could be that the InBox application is already open when running Setup. Try closing the InBox application, and re-launching Setup. If not, then the Init may not be in the same folder/volume as the Setup program. Copy the InBox Init file into the InBox folder along with the InBox Setup file and the other InBox files. Then launch the Setup program again to perform the Install option.

### **The message “The InBox Init has not been run” appears.**

Check that the InBox Init is in your System Folder. If other Inits are loaded at boot time, try putting them in another folder and restarting. If you can then run InBox successfully, then TOPS InBox and another Init in your System Folder may be incompatible.

Also, Init “suppressors” like AASK, InitPicker, and Init may be preventing InBox Init from running.

### **A Message Center isn’t visible to the InBox user program.**

Normally, this is corrected by one of the following:

- Check with your InBox administrator to see that the Message Center computer is turned on.
- If using AppleTalk, check to make sure that AppleTalk is “active” on both the Message Center and your InBox software. This is done by selecting the Chooser and selecting the AppleTalk **active** button.
- If using Ethernet, make sure that EtherTalk is selected in the Control Panel.
- If using a Macintosh Plus, check to make sure that the RAM-based AppleTalk (Version 52 or later, which ships with InBox 3.0) is being used. This is done by selecting the AppleTalk file in the System Folder and selecting **Get Info** from the **File** menu.

- If using a file-server Message Center, check to make sure that the appropriate volume is “mounted”.
- If using a mail-server Message Center, ask the administrator to check if the Message Center is currently “Open”.
- If using a mail-server Message Center, ask your InBox administrator to check the number of active connections on the InBox Message Center via the Control Panel. This number should be equal to or higher than the number of users that are concurrently accessing the Message Center.
- Use whatever other network software is available on your machine to access printers or network servers. If this software is not functional, check cabling and connectors.
- If the Message Center is on another LocalTalk zone or Ethernet cable segment, ask your InBox administrator to use the InBox Administrator program or other network software to see if access can be obtained to any devices on the other zone. If not, ask the network administrator to check the bridge between the zones or cables.
- If the Message Center has recently been moved, each user needs to use Setup to repeat the log-in process.

**The message “Corrupt Index File” occurs when starting InBox.**

Your Mailbox has been corrupted. This is unusual, but can occur. Ask your InBox administrator to run the Recovery Utility which comes with the InBox Macintosh Administrator. This program is called RepairMC when using the DOS Administrator.

**Remote users cannot find the Message Center when using dial-in products (e.g. Shiva, Solana, Liaison, etc.).**

The InBox Init attempts to find the Message Center when the Macintosh is booted. If communication is not available at that time, restarting the Macintosh after communication is established will solve the problem.

**The message “Not enough memory” occurs when attempting to start the InBox Desk Accessory.**

Memory is more limited for Desk Accessories than for applications. If this occurs, you have the options of running InBox as an application, not running other memory resident programs when InBox is running, or adding memory to your Macintosh.

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## **Sending and Receiving Mail**

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### **A message arrives with an improbable time and date stamp.**

Check the time and date of the computer from which the message was sent, as well as the time zone that has been selected within the InBox Setup application. InBox uses all of this information for setting the date and time the message was sent.

### **A message appears with a question mark icon and torn off memo icon, and the subject field "Incomplete Message."**

The InBox software has discovered something about the message that appears to be wrong. There is a great deal of checking done by the software, and the problem could be of several types. The message could have been incomplete when sent to your Mailbox, or it could have been damaged during transmission. The following steps are recommended:

1. Attempt to read the message. InBox attempts to retrieve the rest of the message from the Message Center, if possible. If it is readable, and you wish to save it, move it to a storage box.
2. If the message is not readable, quit InBox, restart InBox, and try again.
3. If the message is still not readable, ask your administrator to run the Recovery Utility on your Message Center or on the Message Center from which the message came.

### **There is no alert when mail is received.**

This could be caused by three things:

- You may have disabled alerts. Check in the "Customize" menu for the current setting.
- You are running the InBox application when the mail is received. Alerts only occur when the application is not running.
- The Init may not be running. Test this by attempting to start the InBox client application.

### **Users receive several copies of the same message.**

When using InBox Plus, this occurs when someone addresses a message with a combination of individual addresses and Distribution Lists, or nested Distribution Lists. Addressees will receive the message once for each time selected. This can occur when the sender uses the **Select All** button on a Message Center that includes Distribution Lists. Make sure you de-select any Mailbox names that are also included in Distribution Lists to prevent sending multiple copies of messages.

### **Messages appear in an unexpected order.**

The default ordering of messages in the message list is first by status or message type, and secondly by date and time within message type. The message types, in order, are:

1. System messages
2. Urgent unread messages
3. Return receipt unread messages
4. Other unread messages
5. Read messages

The ordering can be changed by using **Sort by...** under the View menu in the InBox application. The current sort order is indicated in the InBox message list with an underline for the header of the column you are sorting by, such as "Date." You can change this by double-clicking on another header.

### **Enclosures are Missing.**

A frequent problem is that the sender forgets to include the enclosure before sending the message.

Enclosures are not saved to your File Copies (sent mail) or Drafts Storage Boxes. InBox only saves the body of the message in these Storage Boxes. Enclosures are not preserved in order to save disk space and improve performance. To retain the enclosure you can CC or BCC: yourself when you send the message.

### **Untranslatable or strange characters appear in a Received Message**

When receiving mail from machines using another character set (e.g. between Macintosh and PC, or two PCs with different character sets), certain characters have no equivalent. If the PC detects this situation it warns the user that some characters could not be displayed; the Macintosh displays a ∞ in place of the character.

### **Text imported into a message using the "Import Text" function contains non-meaningful characters.**

The "Import Text" function does not filter for standard ASCII characters. Non-standard or hidden characters in the file inserted by the word processor will be imported also. The user should create a "pure" text file using the appropriate word processor command prior to importing into InBox. The file should be saved as "text-only."

**A long list of addressees is printed when printing a message.**

The addressees are normally printed as part of the header of a message when the message is printed. If a message is addressed to many people, the addressee list could be quite long. If this is not desired, use the **Page Setup** menu item and deselect the "Print Header" box.

**An "Invalid Message ID" error message occurs.**

This message occurs when more than one user is accessing the same Mailbox at the same time (using the "Use Mailbox" command). The error can occur when one user deletes a message and then the other user attempts to read the deleted message from the same message list.

**Mail is returned to the sender as "undeliverable".**

This could be caused by several things:

- The destination Mailbox may have been deleted.
- The destination Message Center (containing the Mailbox you sent to) is unavailable (that is, turned off, disconnected from the net, etc).
- InBox Plus: The Router that connects your Message Center and the one you are attempting to send to is down.
- There may be corruption in the Mailbox. This is unusual, but can occur. The Recovery utility (called RepairMC on the PC) may help; however, if the damage is severe, the Recovery utility will completely remove (that is, delete) the Mailbox from the Message Center. If possible, save all important memos and enclosures to your local storage boxes before running the Recovery program.
- There could be network cabling and configuration problems that caused a connection to be broken while sending mail.

**The messages "Connection Closing" or "Connection going away" appear.**

These messages occur when the communication portion of the InBox software can no longer maintain a connection with the Message Center. Causes of this could be:

- The InBox Message Center Server has been "Closed".
- The Message Center computer has been powered off.
- A bridge between the user and Message Center is not working.

- For a File-Server InBox configuration, the network volume that contains the Message Center has been unpublished.
- A problem with the network cabling has occurred.

**InBox Plus: Mail is not delivered when is not being routed between Message Centers.**

There can be several causes:

- The Router is not running.
- Links are not set up between all Message Centers.
- The Router is having trouble connecting to a Message Center. Check the Router log for errors.

**InBox Plus: A Message Center that was removed from the network can still be seen by all of the InBox clients.**

To assure that a Message Center is not removed from the addressing dialogues of other Message Centers simply because it is powered off, the Router program waits 96 hours (a long weekend) after a Message Center disappears from the net before it deletes the information from other Message Centers.

**InBox Plus: The message "Message not delivered to 'Red Herring (file not found)'" appears.**

Red's Mailbox has been removed, but your Message Center had not been updated by the Router at the time that the message was sent. Or, your Address Book was create prior to the deletion of his Mailbox. You should try re-sending the message to the name as you now see it in the Message Center.

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# **TOPS Technical Support**

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If you have persistent problems with InBox that the information in this appendix did not resolve, contact your InBox and TOPS dealer or international distributor. In the United States and Canada you can also contact TOPS Technical Support. In either case, be sure to have the following information about your system available:

### **Hardware Information**

- Brand names, type or model of all computers involved:
- Brand names, type or model of all additional hardware in the computers, such as accelerator boards:
- Make or model for all network interface cards:
- Type of connectors and cabling used by your network:
- Physical layout or arrangement of the stations on the network:

### **Software Information**

- Version numbers for all InBox software:
- Version numbers for all file serving software installed:
- Version numbers for DOS or the Macintosh system and finder:
- Version numbers for print spoolers or other system software:
- Any relevant applications or system utilities and their version numbers:

### **Problem Checklist**

- Reproduce the sequence of events that lead to the problem.
- Write down any error messages that appear.
- Call from a location near your computer, with InBox loaded.

### **TOPS Contacts (United States & Canada) :**

- **TOPS Technical Support**      **415-769-8711**  
Call TOPS at the above number between the hours of 7:00 AM and 5:00 PM Pacific Standard Time.
- **TOPS Bulletin Board Service**      **415-769-8774**  
This bulletin board service is available 24 hours a day (1200 or 2400 baud/8 bits/1 stop bit/no parity).
- **BIX Information Service**  
TOPS maintains a "conference" on BIX.. Enter: **JOIN TOPS**
- **CompuServe**  
TOPS maintains a topic in the PC Vendors forum and in the Apple Vendors forum.
  - For PCs, enter: **GO PCVEN**
  - For Macintoshes, enter: **GO APPVEN**
- **AppleLink**  
If you have access to AppleLink, you can send e-mail to TOPS Technical Support. Address it to **D0098**.



# Glossary

## **Address list**

A list of InBox users to whom you can address mail. It appears when you click the **Address** button on a memo or phone memo.

## **Address book**

A selective list of addressees drawn from the available address lists but personalized for your use only. You can create personal Address books which could contain entries organized, for example, by department, project or individual choice.

## **AppleTalk**

A set of network communication protocols developed by Apple. The protocols route data packets between nodes and networks, assure reliable end-to-end communication, and carry out other communication management tasks. "AppleTalk networks" usually refer to networks which use AppleTalk protocols on top of a LocalTalk physical networking system.

## **ASCII**

American Standard Code for Information Interchange. ASCII is a standard way of representing alphanumeric English-language characters and commonly used symbols and punctuation in microcomputer operating systems.

## **Back up**

To copy the contents of a disk, directory, or file to another hard or floppy disk. (A backup file or disk is made in case the original becomes damaged.)

## **Bridge**

In general, a device that connects two distinct physical networking systems, such as two different network cabling systems. AppleTalk (EtherTalk) bridges, however, are routing devices that connect two AppleTalk (EtherTalk) networks and control network traffic by passing only communication packets going from one side of the bridge to the other, that is between two different AppleTalk zones.

**Dialog box**

A box that appears on the screen to prompt you for information during a procedure. While a dialog box is open, you cannot perform any other functions.

**Disk**

A device used to store information processed by your computer. Hard disks and floppy diskettes are common storage devices.

**Distribution List**

A list of InBox addresses created by an InBox Plus administrator for use network-wide. It appears as a single address on an InBox Plus Message Center address list.

**Ethernet**

A physical networking system (communication chips, connectors and cabling) used to link computers and peripheral devices together to permit communication and data transmission. Cabling consists of coaxial cable ("thick" or "thin" Ethernet), twisted pair and other types. Ethernet transmits data at 10 megabits per second.

**EtherTalk**

Refers to networks that use AppleTalk protocols with Ethernet physical networking systems.

**File server**

A station on a network that makes files available to other stations on the network.

**File-server Message Center**

(See Message Center)

**Finder**

The application that maintains the Macintosh desktop. It keeps track of documents and applications and transfers information to and from disks, and enables applications to be launched.

**Folder**

Macintoshes store files in folders, which can be created within other folders, forming a hierarchy of levels.

**Gateway**

A computer or other device used to connect two usually dissimilar networking systems, by providing a hardware connection and a software interface between the two.

- **AppleShare Gateway**

Usually refers to a device that links AppleTalk networks (sometimes called a router).

- **Mail Gateway**

Usually refers to a device that links different mail systems. For example, a gateway can provide an electronic mail interface beyond the local InBox system to outside services such as AT&T Mail, DASnet, Internet, etc.

**Hierarchical file system (HFS)**

A filing system used by the Macintosh operating system in which files are organized according to a hierarchy of folders within folders.

**Init**

An "init" is a file stored in the Macintosh System Folder which is loaded into memory each time the computer is started.

**Local**

Files, software or hardware stored in or connected to a computer.

**Local Area Network (LAN)**

A network localized in a single workplace or institution. Compared to a wide area network, which spans long distances and usually links local area networks.

**LocalTalk**

A physical networking system (communication chips, connectors and cabling) developed by Apple and used to link computers and peripheral devices together to permit communication and data transmission. LocalTalk cabling also refers to any compatible cabling system, such as TOPS Teleconnectors and PhoneNET connectors and twisted pair cabling. LocalTalk transmits data at 230 kilobits per second.

**Log in**

The process of gaining access to a Mailbox or Message Center by selecting a user name and typing in a password.

**Mailbag**

A group of messages collected by an InBox Plus Message Center to be delivered to another Message Center by an InBox Router at administrator-specified time intervals. Intervals are determined using the Router software.

**Mailbox**

A group of files stored in the Message Center assigned to an InBox user. This is where all messages for that user are delivered.

**Mail-server Message Center**

(See Message Center)

### **Memory (Disk, RAM, ROM)**

The data storage area of a computer system, usually composed of three types.

- Disk memory is the main data storage area of a computer. Application and data files are stored even with the computer turned off.
- RAM (random access memory) is memory used to hold application programs when they are being executed. Turning off the computer clears the memory.
- ROM (read-only memory) is memory on which data is permanently stored, or burned in. You cannot write to ROM.

### **Message Center**

The central mail distribution center for an InBox system. Consists of a collection of InBox Mailboxes and software for distributing incoming messages. The workgroup InBox Administrator program creates Message Centers that support 1 to 20 users. The InBox Plus Administrator program creates Message Centers that support 1 to 100 users.

There are two Message Centers configurations mail-server and file-server.

- **Mail-server Message Center**

A Message Center that can be used on an AppleTalk network. A mail-server Message Center provides all the networking software required to transport InBox messages over the network and does not require file-sharing.

- **File-server Message Center**

A Message Center that uses the file-sharing capabilities of an existing network to transport InBox messages.

### **Mount**

To use your network software to connect to another computer and make a directory or folder available to your own computer. You can read and write to the directory or folder as if it were on your own computer.

### **MultiFinder**

Macintosh system software which enables one application to process information in the background while another application is running in the foreground.

### **Multitasking**

The ability to process information in the background while other applications are running in the foreground.

## **Network**

Computers, printers, and peripherals connected by a combination of hardware and software to permit information exchange. The software works according to communication rules, or protocols.

- **AppleShare Network**

Based on the AppleTalk communication protocols, a network that provides file-sharing capability along with the basic AppleTalk features.

- **AppleTalk Network**

A network that uses AppleTalk communication protocols and does not support file sharing without additional software.

- **Novell Network**

A network that supports file sharing and connects networks using varying types of communication protocols.

- **File-Sharing Network**

A network that lets you make files available to the network (publish volumes) so that users on other machines can access the files (mount volumes) as if they were on their own systems.

- **TOPS Network**

A network based on AppleTalk protocols that supports file sharing and connects Macintosh, DOS, and Sun computers. It runs on either LocalTalk or Ethernet cabling systems.

## **Notice to Users**

A notice from the InBox system manager to all InBox users whose computers are running and connected to the Message Center. The notice appears temporarily in a dialog box displayed in the monitor foreground on top of whatever program the user has running.

## **Password**

A unique character string that the user must enter to access certain files, folders, volumes, Mailboxes or Message Centers. Passwords provide security for user materials stored in electronic form.

## **Path**

The route through a hierarchical file system, from one directory down through the hierarchy, to a file.

## **Protocols**

A set of rules that govern the transmission of information across a network. Many kinds of rules at different levels govern data communication, just as in spoken communication.

## **Publish**

To make a resource such as directory or folder available to other computers on a network.

**Remote**

Files, hardware or software stored in or directly connected to a station on a network other than your own.

**Root level**

The top level of a hierarchical file system. On a Macintosh, if you open your hard drive (double click on the hard disk icon in the Macintosh Finder), the window that appears with the name of the hard drive visually represents the "root" level in the file hierarchy. On a PC, the root level is the topmost directory.

**Router**

A program that connects Message Centers so that InBox Plus software can transfer mail between them. This feature is available only with InBox Plus.

**Server**

A station that makes its resources, such as files, printers, and other peripherals, available to other stations on a network.

**Storage Box**

A disk storage location where an InBox user can store messages he or she has moved from his/her Message Center Mailbox. Usually on a local hard drive.

**Volume**

A folder, directory, or subdirectory that has been published (made available) to the network. (When a folder is published, all folders and files in that folder are also published.)

**Window**

A work area within an application. When a window is active, you can perform a particular set of tasks. A window is normally framed by a title bar at the top containing a close box (to "close" the window) on the left and a zoom box (to enlarge or shrink the window) on the right. If the contents of the window are lengthy, a scroll bar on the right hand edge may also be displayed. InBox contains message windows, message list windows and help windows.

**Zone**

Large AppleTalk networks may consist of smaller networks that are connected together. A zone is a logical grouping of connected AppleTalk networks. Each network must be in a zone, and a zone can contain one or more networks. Often each zone constitutes a single network.

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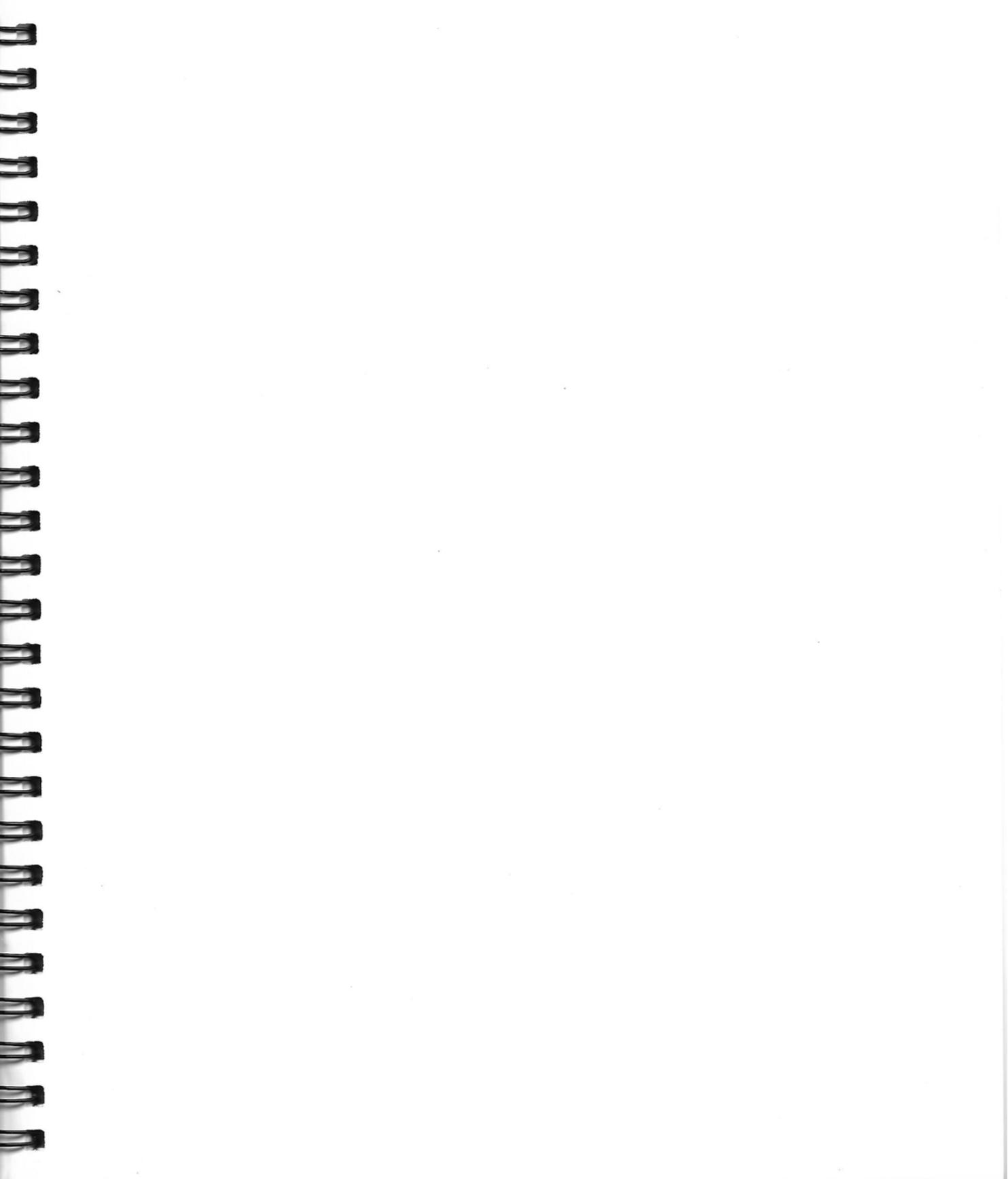
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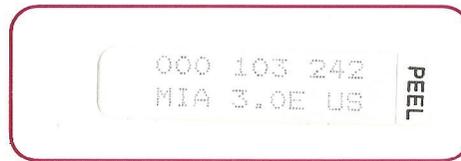








Here is your **InBox** serial number:



Affix this serial number sticker to your TOPS Registration Card to insure proper registration of your **InBox** product.

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*Before you read the documentation...*

# **InBox 3.0.E for Macintosh User's Release Notes**

These Release Notes supplement information in the *User's Guide to InBox for Macintosh*. For information regarding other InBox products, please see the Release Notes for those products.

If you are installing InBox on a floppy disk Macintosh (no hard disk), first read the Floppy Disk Installation instructions (page 12) in this note. Read the rest of this note after you read the manual. If you are installing on a hard disk, read these notes after you read the *User's Guide*. These notes are organized as outlined below.

<b>New Features</b>	<b>page 2</b>
The new features in this release allow you to:	
• Search for addresses (Mailboxes or Distribution Lists)	page 2
• Set how often you are notified of the arrival of new mail	page 9
• Access your mail easily from another Macintosh (public access)	page 10
<b>Supplemental Information</b>	<b>page 12</b>
Additional information not included in the <i>User's Guide to InBox for Macintosh</i> .	
<b>Applications Compatibility</b>	<b>page 16</b>
A list of the applications that have been tested by TOPS and found to be partially compatible or incompatible with InBox 3.0.E user's software for Macintosh.	
<b>Known Limitations of InBox 3.0.E</b>	<b>page 18</b>
A list of known limitations of InBox 3.0.E user's software for Macintosh.	

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## New Features

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### InBox Search

This section describes features that are new to this version of InBox and explains how to use them. They provide you additional flexibility and more power as an InBox user.

The Search feature lets you find an InBox address (Mailbox or Distribution List) when you are unsure of the exact name or location of the address. For example, you might want to send mail to a particular person but you don't know her last name or which Message Center (if you have more than one) contains her Mailbox.

You can use **Search** when you are:

- Sending a message and need to find an address.
- Creating or editing an Address Book and need to find an address to add.

The Search feature is available from both the Address dialog box (for addressing messages), and the Address Book dialog box (for creating Address Books).

The following pages describe how to use **Search** in these two situations.

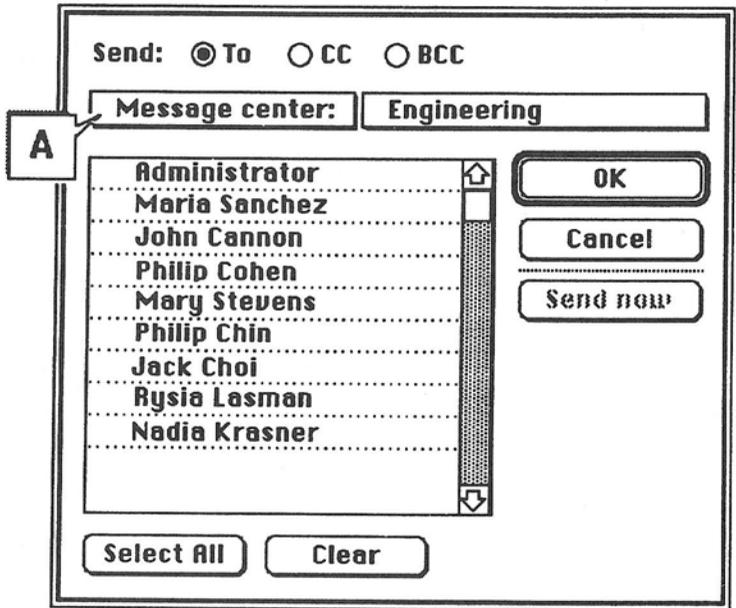
#### **Searching for an address (Mailbox or Distribution List) when sending a message**

The steps below explain how to search for an address (Mailbox or Distribution List) that you need to send a message. This procedure assumes that you have read "Addressing a Message" in *Chapter 4* of your *User's Guide*.

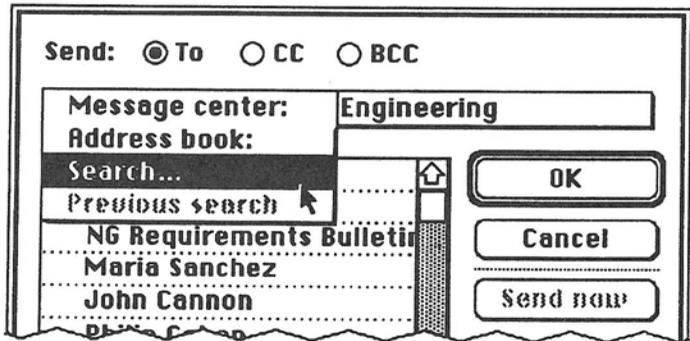
To find an address:

1. **Open or create a message you wish to send.**
2. **Click Address... on the open message window.**  
You see the Address dialog box.

3. Select Search... from the pop-up menu "A".



Place the mouse pointer on "A" and press the mouse button, You see the pop-up menu below. Pull down to **Search...** and release the mouse button.



After you select **Search...**, the Search dialog box is displayed.

Search for addresses that

begin with    contain    end with

the following characters:

Rob

Find   Cancel   All users

4. **If you know what characters the name:**

- begins with, click the **begin with** radio button.
- contains, click the **contain** button.
- ends with, click the **end with** button.

5. **Type the characters for which you want to search.**

Keep in mind that these searches are character specific, but *not* case sensitive. You can search for "Rob" or "rob" and you'll find all the Mailboxes titled Rob, Robb, Robert or Roberta. However, if you're looking for Robert and type "rbrt", it won't be found.

You can also use **Search** to list all the Mailbox names and Distribution Lists in your InBox system. Click once on the "All users" button. "All users" ignores any search criteria. It lists *all* InBox Mailbox names and Distribution Lists.

6. **Click Find to start the search.**

A progress box is displayed.

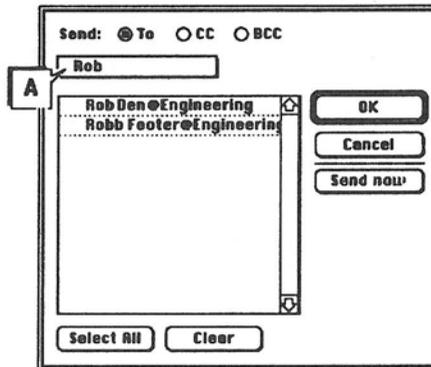
Searching for "Rob"

(Type Command-Period (⌘-) to halt)

Message Centers remaining: 12   Addresses found: 2

The first time InBox searches across multiple Message Centers, it may take some time. Subsequent searches in the same session are much faster.

When the search is complete, the set of characters for which you searched appears in "A" (shown below), and all found addresses are displayed in the address list below it.



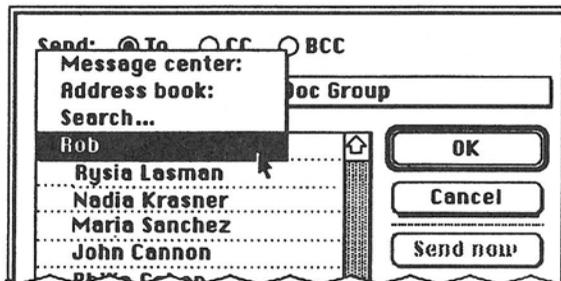
You can select from among these addresses, found through search, as you would any other address list.

**Note:**

If you want to cancel the search, press Command-Period (⌘-). This stops the search and displays the results found until the search was stopped. The word "Partial" is displayed in box "A", shown in the graphic below.

If your search address list has too many addresses to be useful, you can search this list again to further limit it. Suppose, for example, there were 100 "rob" addresses. You can select **Search...** again from the pop-up menu and type "robert."

After performing a search, you can select addresses from other sources (Message Centers or Address Books). You can also return to the list of addresses you have found in your previous search by selecting the name (shown below the **Search...** option) of your previous search.

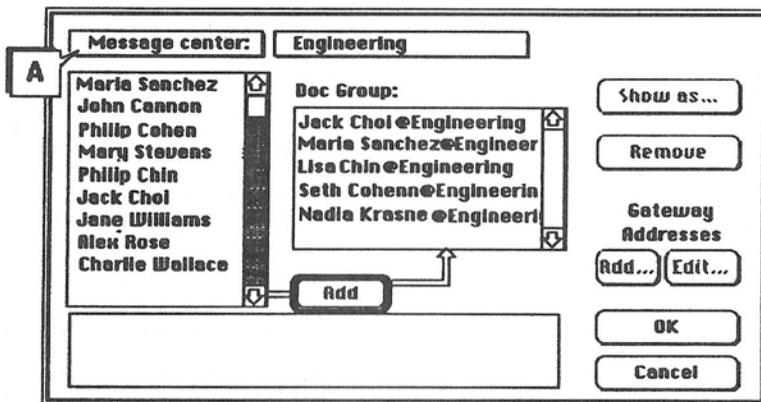


## Searching for an address (Mailbox or Distribution List) for an Address Book

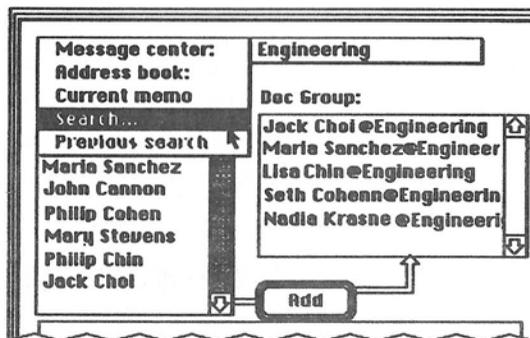
The steps below explain how to search for an address (Mailbox or Distribution List) that you need to create or edit an Address Book. This procedure assumes that you have read "Creating an Address Book" in *Chapter 6* of your *User's Guide*.

To find an address for an Address Book:

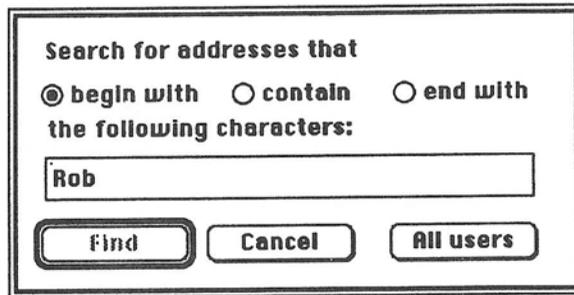
1. Select **Address Book** from the **Customize** menu.
2. Click on **New**, or **Edit**, in the **Address Book's** dialog box.
3. Select **Search...** from the pull-down box "A".



Place the mouse pointer on box "A", press the mouse button, pull-down to **Search...** and release the button. You see the pop-up menu below.



After you select **Search...**, the Search dialog box is displayed.



**Search for addresses that**

**begin with**    **contain**    **end with**

**the following characters:**

Rob

**Find**   **Cancel**   **All users**

**4. If you know what characters the name:**

- begins with, click the **begin with** radio button.
- contains, click the **contain** button.
- ends with, click the **end with** button.

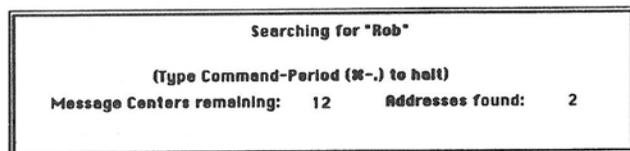
**5. Type the characters for which you want to search.**

Keep in mind that these searches are character specific, but *not* case sensitive. You can search for "Rob" or "rob" and you'll find all the Mailboxes titled Rob, Robb, Robert or Roberta. However, if you're looking for Robert and type "rbrt", it won't be found.

You can also use **Search** to list all the Mailbox names and Distribution Lists in your InBox system. Click once on the "All users" button. "All users" ignores any search criteria. It simply searches for *all* InBox Mailbox names and Distribution Lists.

**6. Click Find to start the search.**

A progress box is displayed.



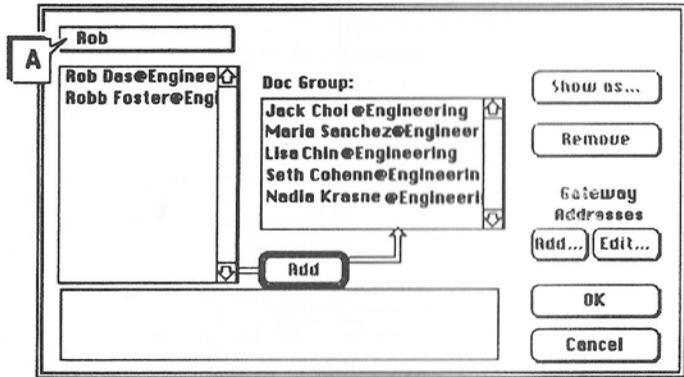
**Searching for "Rob"**

**(Type Command-Period (Ctrl-C) to halt)**

**Message Centers remaining: 12      Addresses found: 2**

The first time InBox searches across multiple Message Centers, it may take some time. Subsequent searches in the same session are much faster.

When the search is complete, the set of characters for which you searched appears in "A" (shown below) and all found addresses are displayed in the address list below it.



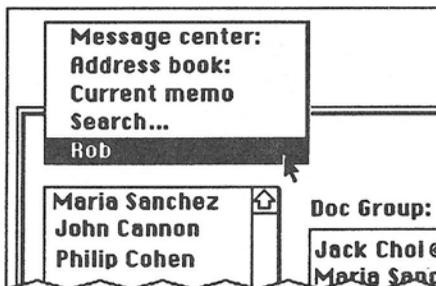
You can add to your Address Book from these addresses, as you would any other address list.

**Note:**

If you want to cancel the search, press Command-Period (⌘-.). This stops the search and displays the results found until the search was stopped. The word "Partial" is displayed in "A", shown in the graphic above.

If your search address list has too many addresses to be useful, you can search this list again to further limit it. Suppose, for example, there were 100 "rob" addresses. You can select **Search...** again from the pop-up menu and type "robert."

After performing a search, you can select addresses from other sources (Message Centers or Address Books). You can also return to the list of addresses you have found in your previous search by selecting the name (shown below the **Search...** option) of your previous search.

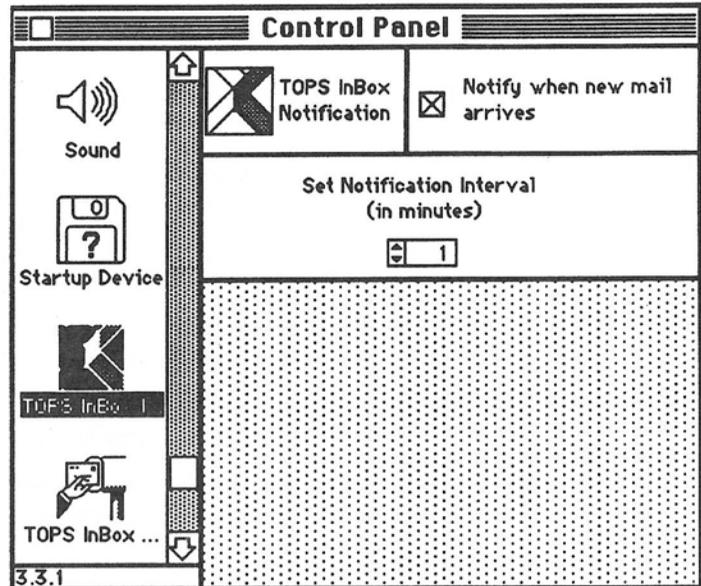


## New Mail Notification Frequency

InBox now lets you set how often InBox will notify you of the arrival of new mail. By default, InBox notifies you once a minute. You can set this notification interval to be anything from 0 to 60 minutes. You can also turn the notification off when you don't expect to receive mail. For example, if you take your Macintosh home, or away from the network, you can turn the notification feature off to avoid delays as InBox checks for new mail.

To set the Notification Interval:

1. **Select Control Panel from the  menu.**
2. **Click on the TOPS InBox Init.**  
You see the InBox Notification settings.



3. **Set the Notification Interval by clicking on the up or down arrows.**

The shorter the interval, the more often you are notified of new mail. However, the more you are notified the more traffic you put on your network. If, when using InBox or when working in another application, you notice delays or a slowdown in response time, try increasing the Notification Interval.

To turn notification off entirely, uncheck the checkbox that is titled "Notify when new mail arrives."

Remember: If you take your Macintosh off the network (such as taking it home) and you notice your machine pausing for a few seconds periodically, turn off the notification until you reconnect to the network.

4. **Close the Control Panel by clicking on the close box.**  
The new Notification Interval takes effect immediately. You don't need to reset your Macintosh.

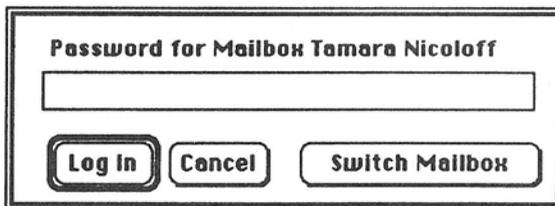
## Public Access

With the public access feature you don't need your own Macintosh to use InBox. You can use any InBox user's Macintosh that is connected to your Message Center to send or read your mail. You don't have to know the other InBox user's password, and you can read or send mail without violating that user's password security.

With this feature, many users can share one Macintosh in a public area. This is especially useful if people work away from their desks but want to continue to read and send mail. For instance, your InBox administrator can set up a Macintosh for this purpose in a meeting room, lunch room, laboratory, or library.

To use this feature, the InBox user software installed on the Macintosh must require a password to access mail. See "Log in with Your Password", *Chapter 2* in the *User's Guide*. If the **Remember Password** option is checked, you will not see the Password dialog box.

1. **Double-click on the TOPS InBox application.**  
You see the Password dialog box shown below.

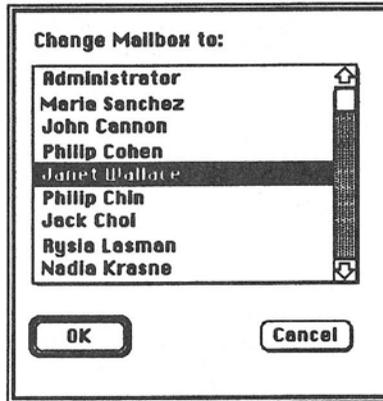


Password for Mailbox Tamara Nicoloff

Log In Cancel Switch Mailbox

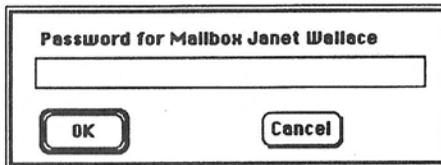
**2. Click on Switch Mailbox.**

You see a list of all the Mailboxes on the Message Center to which the Macintosh is currently connected.



**3. Click on your Mailbox name and click OK.**

**4. Enter your password.**



**5. Click on OK.**

You see the messages in your Mailbox. You are now logged in to your Mailbox. Although you can read and send mail, you cannot use Storage Boxes or your personal Address Books.

**6. When you finish your work, quit InBox.**

When you quit InBox, the next user can repeat the process above. He or she will not see your mail.

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## Supplemental Information

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This section contains information that supplements or makes corrections to the *User's Guide to InBox for Macintosh*. It includes information on Floppy Disk Installation, User Interface, Sending Mail, Storage Boxes and Troubleshooting:

### Floppy Disk Installation

Below are the instructions for how to create InBox disks for floppy drive Macintoshes. There are three ways: Installing from a Hard Drive to a Floppy Start-Up Disk; Installing on a Dual Floppy drive Macintosh; Installing from a Network File Server.

#### Note

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You will be unable to install the InBox Desk Accessory on an InBox floppy start-up disk. There is not enough room on a single disk for the System files and the InBox Desk Accessory.

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#### Installing from a Hard Drive to a Floppy Start-Up Disk

1. Create a start-up disk with a System and Finder on it.
2. On a Macintosh with a hard drive, copy all of the files from the InBox User's disk onto the hard drive.
3. Eject the InBox User's disk and insert the start-up disk that you have created.
4. From the hard drive, launch TOPS InBox Setup. Click on the **Drive** button to change drives to the floppy start-up disk.
5. Click on the **Install** button. TOPS InBox Setup will install the TOPS InBox Init into the System Folder on the floppy start-up disk.
6. Select a location for the rest of the InBox files to reside by using the **Drive** button.
7. Continue as documented in the *User's Guide*.

#### Installing on a Dual Floppy Drive Macintosh

1. Insert your start-up disk in drive A and turn on the Macintosh.
2. Insert the TOPS InBox User's Disk in drive B.
3. From drive B, launch TOPS InBox Setup.

4. **Click on the Install button.**  
TOPS InBox Setup will install the TOPS InBox Init into the System Folder on the floppy start-up disk.
5. **Select a location for the rest of the InBox files by ejecting the start-up disk, and inserting another disk.**  
If the InBox User's Disk is locked, a message will appear saying "Disk is Locked." Click **OK** when you see this message. Setup will now allow you to insert a new disk in drive A.
6. **After several disk swaps, select your Storage Boxes location.**  
Eject the start-up disk from Drive A, and insert the InBox disk you created in Step 5.
7. **Continue as documented in the *User's Guide*.**

### **Installing from a network File Server**

On a single floppy computer, with a file server access (such as TOPS or AppleShare), follow these steps.

1. **Insert the start-up disk in the drive and turn on your Macintosh.**
2. **Mount your network volume(s).**
3. **Eject the start-up disk.**
4. **Insert the InBox User's Disk.**
5. **Copy TOPS InBox Setup, TOPS InBox, TOPS InBox Init and TOPS InBox Help from the InBox User's disk to a folder on the mounted network volume.**
6. **Eject the InBox User's disk.**
7. **Insert the start-up disk.**
8. **Copy the TOPS InBox Init from the network volume into the System Folder of the start-up disk.**
9. **Launch TOPS InBox Setup on the file server volume.**
10. **Click on Log In and Config.**  
Refer to the *User's Guide* for more information about these steps.
11. **Click on Quit.**
12. **Restart your Macintosh**

## **Sending Mail**

- **Importing Graphics**  
You can only import text into InBox messages, you cannot import graphics files.
- **Enclosures with Forwarded Messages**  
Enclosures associated with a forwarded message are forwarded. However, you cannot add additional enclosures to this message.
- **Enclosures when you Reply**  
Enclosures associated with a message are not returned to the original sender when you reply to a message. You can, however, attach your own enclosures to this message.
- **Sorting of Address Books**  
Regardless of the sort order that you have established for viewing Message Center mailbox names, names in Address Books are always sorted alphabetically by first name.

## **Storage Boxes**

- **Erasing Storage Boxes**  
When erasing a Storage Box, you must first delete all messages that are in it, and discard deletions. If you do not, you will get the message "Only empty Storage Boxes can be deleted." There are two ways to discard your deletions. One way is to close the Storage Box. The other way is to select **Discard Deletions** from the **Edit** menu.
- **Locating Storage Boxes**  
If you change the name of the hard drive on your Macintosh, InBox will be unable to locate your Storage Boxes. The next time you log in, InBox will ask you if you want to reselect your Storage Boxes folder.
- **Moving and Copying Messages to Storage Boxes**  
There is a feature not documented in the User's Guide which allows you to drag selected messages into open Storage Boxes. To move a message to a Storage Box, select the message, hold down the mouse button until the mouse pointer turns into a memo icon, and then drag the message to the open Storage Box. To copy a message to a Storage Box, hold down the **Option** key, select the message, hold down the mouse button until the mouse pointer turns into a memo icon, and then drag the message to the open Storage Box.
- **Moving Storage Boxes from One Computer to Another**  
To move a Storage Box to another computer, follow these steps, while InBox is not currently active.
  1. **Copy the source Storage Box onto a floppy disk, or use a network file server.**

2. **Copy the source Storage Box file from the floppy onto the target computer's Storage Boxes Folder.**
3. **Start InBox. You will now see the newly created Storage Box.**

## **User Interface**

- **Changing Time Zones**  
When you change time zones using TOPS InBox Setup, you must restart your Macintosh for the change to take effect.
- **Using Arrow Keys**  
There is a feature not documented in the User's Guide which allows you to the arrow keys to move through the message list. You can also use the return key to open a highlighted message.

## **Supplemental Troubleshooting Information**

- **You are Unable to See the Message Center**  
If you are unable to see a Mail-Server Message Center, and have previously been able to access the Message Center, or if you are only able to access the Message Center when a few people are using it, ask the InBox administrator to increase the number of active and simultaneous users set in the TOPS InBox Server Init on the Message Center Macintosh.
- **You are Unable to See the Message Center**  
The RAM-based AppleTalk file (Version 52) is included on the Administrator disk for use by Message Centers that are Macintosh Pluses. Without this file a Macintosh Plus running the InBox Administrator or User software will be unable to see the Message Center when the Message Center is local.  
Additionally, if a Mac Plus InBox user on the network has difficulty finding the Message Center the RAM based AppleTalk file may help.
- **"Not Enough CCBs" Error Message**  
If you receive this message, ask the InBox Administrator increase the number of simultaneous and active users set in the TOPS InBox Server Init on the Message Center Macintosh.
- **"The Contents Field will be Truncated" Error Message**  
You may receive this message while opening several messages. This message indicates that you are running low on memory, and may not be able to see the all of the contents of one or more messages.
- **This Message Inexplicably Missing. Sorry.**  
This message may occur when your Macintosh is running low on memory. To alleviate the problem, try closing some of your open messages, use the InBox application instead of the

Desk Accessory, unload other inits, or if using MultiFinder, quit other open applications.

- **Using the LaserWriter 6.0 Drivers**

If you are using the LaserWriter 6.0 Drivers, and messages are not printing or are taking a long time to print, select black and white printing, instead of the default for color printing.

- **"MCP Not Connected" Error Message**

If the Message Center disconnects from the network abruptly you may see the message "MCP not connected." This means that you are no longer connected to the Message Center, and should unmount the Message Center volume.

- **Disconnecting from the Message Center**

If your Message Center disconnects, or if you disconnect your Macintosh from the network, you may notice that activity such as word processing, may slow periodically. If you are going to be disconnected from a Message Center for long periods of time, it is best to not load the TOPS InBox Init by holding down the Shift key when your Macintosh starts up, since InBox continues to poll the network, trying to reconnect to the Message Center.

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## **Applications Compatibility**

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A number of applications have been tested by TOPS and a few have been found to be incompatible or partially incompatible with InBox 3.0.E. The following notes describe some methods to work around these incompatibilities.

- **FileMaker II Release 1 by Claris**

FileMaker II at run time allocates all available memory minus approximately 80K. For this reason, FileMaker II and the InBox Desk Accessory are incompatible. The work-around is to use MultiFinder and the InBox application instead of the Desk Accessory.

When using FileMaker in Network mode, if you experience screen refresh problems when you receive visual alerts, turn off video alerts within InBox.

- **Network Helix Version 3.0r1 by Odesta**

When using Double Helix in Network mode, if you experience screen refresh problems when you receive visual alerts, turn off video alerts within InBox.

- **Shiva Dial-In**

If you are using Shiva Dial-In software on a Macintosh to connect to a remote InBox Message Center via Shiva NetModem or NetSerial, after you switch to a dial-in connection in the Control Panel, and dial in to the remote net-

work, you will have a short delay before InBox notes the change in the network connection and adjusts for it.

- **Solana Dial-In**  
In configuring the Solana Dial-In software you can place the following three characters into the password prompt <#>. You will then receive a message stating that the remote network will be dialed upon your next restart. At this point, restart you Macintosh and the Solana dial-in software will connect to the remote network. You will be able to see zones in the Chooser and log in to the Message Center.
- **LAN Ranger by Kinetics**  
If you run LAN Ranger, you must restart the Macintosh before using InBox User's software. If you don't restart, your computer may be unable to communicate with the Message Center, may hang, or a System Bomb may occur.
- **Front Desk by Layered**  
Running the InBox Desk Accessory while in Front Desk can cause Front Desk to crash.
- **Full Write 1.0 by Ashton Tate**  
Full Write 1.0 at run time allocates almost all available memory. For this reason, Full Write 1.0 and the InBox Desk Accessory are incompatible. The work-around is to use MultiFinder and the InBox application instead of the Desk Accessory. InBox is fully compatible with Full Write 1.1.
- **AppleShare by Apple**  
If you have TOPS, AppleShare client software, and InBox installed when you start your Macintosh, you will receive the message "Too many open files" when connecting to a File-Server Message Center. InBox will continue to work in this configuration, but you may see this message frequently. To avoid this problem, do not load AppleShare or TOPS with InBox when you start your Macintosh.
- **Pyro! 3.3 by Fifth Generation**  
If you use Pyro! 3.3, the InBox flashing memo icon that indicates that new mail has arrived can still be seen, even when the screen saver is active.
- **Microphone II by Software Ventures**  
InBox is incompatible with Microphone when Microphone is used as a start-up application. The work-around is to launch Microphone manually when using InBox.

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## Known Limitations of InBox 3.0.E

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The following list itemizes functionality and features that have not yet been fully implemented in the version of InBox 3.0.E. The following notes describe some methods to work around these limitations.

- **Copying Messages to Another Storage Box**  
If you select all of the messages in a Storage Box and copy them to another Storage Box, the order in which the messages are displayed is reversed, even when using the same sort order.
- **InBox on a Single-Floppy**  
Due to the need to do many disk swaps, it is not recommended to run InBox user software on a single-floppy Macintosh with no hard drive, second floppy, or mounted network volume. Refer to the first section of these *Release Notes* for information on floppy disk installations.
- **InBox Preferences**  
If you must re-install InBox for any reason, your settings (e.g. login name and password) will be saved in the TOPS InBox Preferences file in your System Folder. Settings that aren't saved are **Save File Copies** and **Sort Mailboxes by...** which can be re-selected in the **Customize** menu, under **Set Options**.
- **Saving as Text to the Storage Boxes Folder**  
Do not put anything into your Storage Boxes Folder. If you save message as text, for example, in the Storage Boxes folder, and later create a Storage Box with the same file name, InBox will overwrite the file and replace it with a Storage Box file. You will not receive a message when this happens.

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# Notes

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**T O P S**

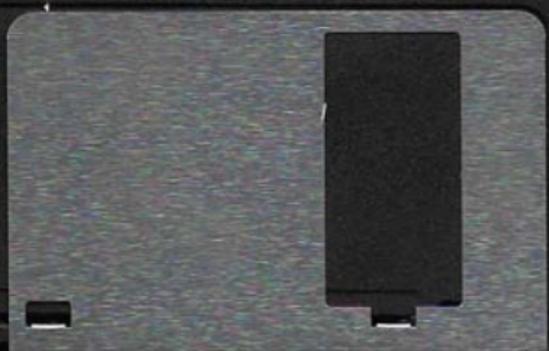
**INBOX V3.0 MACINTOSH®  
USER'S DISK**

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