

FRONTDOOR
Editor
User Guide

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DEF-E-FDFM-Z-1/2001-EP

Produced in Sweden.

The logo for Definite SOLUTIONS. The word "Definite" is written in a large, red, cursive script font. A thick red diagonal line starts from the bottom left of the word "Definite" and extends across the word "SOLUTIONS". The word "SOLUTIONS" is written in a smaller, black, sans-serif, all-caps font, positioned below the red line.

To the memory of Catharina Frödin and Alva Gårdlund.
And to Alexander, Christian, Katja, and Igor Homrighausen.
Party on Fred, we miss you.

Special thanks to Colin Turner and Christian Kaderud for their help with the production of this document.

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1. INTRODUCTION

The FrontDoor Editor, hereafter "FM", is the tool used to manipulate messages. It is the program you use when writing and reading your mail. While FM contains a number of advanced features, it is sufficient to be familiar with but a handful of them to write and read mail.

In the sections that follow, the user guide will outline the basic functions for manipulating messages, and then move onto the more advanced features. After each section, new keys and commands will be summarized where applicable. The user guide makes the assumption that FM has been correctly installed and configured.

It is likely that you will encounter a number of unfamiliar terms. They will not be described in detail unless they are critical to complete the function described in a section. A small glossary is located at the end of this document.

About this document

When using the PDF viewer from [Adobe](#), Acrobat Reader, this document is best viewed in 1024x768 (or higher) resolution. We realize that not everyone has access to hardware capable of such resolutions and apologize if the document appears hard to read on some displays.


The *bookmarks* window (typically displayed to the left of the *document* window) can be closed to gain some display space for the document window. Furthermore, the [View](#) options [Fit page](#) and [Fit width](#) can be used to change the display of the document. We also recommend experimentation with the various display settings in the reader, in particular the [Smooth text and monochrome images](#) option (located under [File.Preferences.General](#) in the English language version of the reader).

One, perhaps not so obvious, feature in the Acrobat Reader is the ability to jump "back" after having followed a link. To jump back, hold down the **CTRL** key and press - (minus).

Executables

Since this document intends to cover all available platform versions of the software, the following should be noted in regards to the name of the program executables:

- FM.EXE The name of the DOS executable;
- FM2.EXE The name of the OS/2 executable.

 It should also be noted that "FM" itself refers to the program in all its flavors unless otherwise noted.

Starting FM

To start FM, you simply type FM (see above) at the command prompt and press the **ENTER** key. If your computer responds with **Bad command or filename** (or a similar message), it is typically an indication that FM has not been properly installed. If you know to which directory FM was installed on your system, you can change to that directory and then repeat the previously described procedure.

In graphical environments such as Windows and OS/2, FM can also be configured with an icon to allow starting the program directly from that environment.

User Interface Level (UIL)

FM utilizes something referred to as User Interface Level, hereafter "UIL", to hide or make available certain menu choices and commands. There are three UILs: **Advanced**, **Intermediate**, and **Novice**. This user guide makes the assumption that the active UIL is Advanced.

When a menu or dialog box choice is restricted to one or two UILs, it is so noted by showing the minimum required UIL, e.g. [UIL: Intermediate](#).

View Mode and Edit Mode

The user guide makes extensive use of the two expressions View Mode and Edit Mode. The former is used to describe keys and commands available when you are reading messages, and the latter is used when writing and editing messages.

The screen layout in View Mode

The screen is partitioned into four sections: Top status bar, message header, message text, and bottom status bar. The top status bar is replaced by a menu bar when the menu system is displayed. Once you exit the menu system, the top status bar is restored.

Top status bar

The top status bar contains three fields: Your network address, the current time, and the name of the current folder:

255:3046/1 12.37	NetMail Folder
------------------	----------------

Message header

This is where the sender, recipient, and subject of a message is displayed. The time and date the message was written and any special status or priority the message may have is also displayed here. When there are no messages to read in a folder, the text *Message folder is empty* or *No available messages* is displayed in this section.

Message text

This section contains the message body (text). Some messages do not have any text, in which case this section will be empty. FM only displays the amount of text that can fit in this section. For large messages, this section can be scrolled to show the remainder of the text.

Bottom status bar

The bottom status bar contains a number of fields. The three left-most fields are used to display some statistics on the number of messages in the current folder. From left to right these are: the currently displayed message's number, the position of the current message out of the total number of messages, and the number of remaining messages from the current message's position.



(Status bar with mouse loaded)

The four fields following the **.. remaining** field above are clickable hotspots; they only appear if mouse support is enabled.




(Status bar without mouse loaded)

When there are no messages to read in a folder, the text *No messages* is displayed in this section.

The menu system

The menu system is accessed by holding down the **ALT** key and pressing **H** (**ALT+H**); this will make the Help menu the currently active menu.

Once the Help menu is displayed, you can navigate between the various menus by using the **LEFT** and **RIGHT** keys. Use the **UP** and **DOWN** keys to move between menu options. The **HOME** and **END** keys move to the first and last menu option respectively.

 You can also select another menu by holding down the **ALT** key and pressing the key of a menu's name; e.g. to display the Message menu, hold down the **ALT** key and press **M** (**ALT+M**). This method of selecting a specific menu can also be used to access the menu system instead of **ALT+H**.

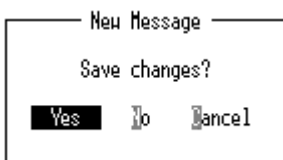
Menu options that are not available (disabled) are displayed in a lighter color (gray) or made completely invisible (black), depending on the display monitor attached to your system.

To select a menu option, position the selection bar on the option you wish to select and press the **ENTER** key.

To close the menu without selecting a menu option, press the **ESC** key.

Prompt dialogs

When FM prompts you to select an action to take for a specific event, it usually does this by displaying a box somewhere near the center of the screen; in the box, there is typically one or two lines of text, followed by one or more options. These boxes are called prompt dialogs, or dialog boxes.



You can select an option directly by pressing the key corresponding with the highlighted character (letter) of that option (**Y**, **N**, and **C** in the above dialog). You can also use the **LEFT** and **RIGHT** keys to move the selection bar to the option you want to choose. Once the selection bar is positioned on the desired option, press the **ENTER** key.

If a **Cancel** option is displayed in the prompt dialog, you can select this option directly by pressing the **ESC** key.

2. CREATING A NEW MESSAGE

From the View Mode screen, hold down the **ALT** key and press **M (ALT+M)**. The Message menu is displayed and the selection bar is positioned on the first entry: **Create**. Press the **ENTER** key to select this menu option.

*The text to the right of some menu options indicates the key or combination of keys usable as a shortcut to access that option directly, without first having to display the menu system. The shortcut for the Create option is the **INS (Insert)** key.*

The message header dialog box

The message header dialog box is used to specify the recipient and subject of a message; it also allows you to give a message certain attributes such as high priority.



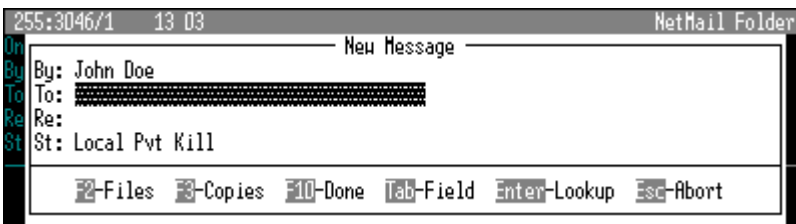
When you create a new message, FM automatically fills in the first field, labeled **By:** (message sender) with your name and makes the **To:** (message recipient) field active.

Type **Technical Support** and press the **TAB** key.

FM now prompts you for the address of Technical Support. An address consist of a number of digits and optionally a colon, a slash, and/or a period. The address is used to specify the geographical destination of a message, much like a postal address is used to tell the post office to which country, state/province/region, city, street address/post office box, and ultimately, mailbox a letter should be delivered.

The destination of a message is the system on which the recipient of the message reads and writes mail.

Your own address is displayed in the upper left-hand corner of the top status bar:



For now, enter the address displayed in the upper left-hand corner of the top status bar (your own address); e.g. **255:3046/1**, and press the **ENTER** key.

If FM could locate the specified address in its database, it will make the **Re:** (message subject) field the active field; if it could not locate the address, FM will display a warning message to that effect. If you have made an error when typing the address, you can move back to the address field by holding down the **SHIFT** key and pressing **TAB (SHIFT+TAB)** after having removed the warning message; accomplished by pressing the **ESC** key.

In the **Re:** field, you should enter text that gives an indication of the contents of the message. If you are writing the message to someone in the technical support department about a printer problem, a fitting message subject may be something like **Printer problem, OUT OF PAPER**.

When you are satisfied with the text you have entered in the **Re:** field, or if you do not want to enter any text, press the **ENTER** key.

FM will now display a box containing a number of options. These options are all related to the **St:** (message status) field. Simply press the **ENTER** key to let FM assign the default status to the message you are creating. For a more detailed explanation of the various status options, see "Message status".

*To bypass the Message Status box, you can press the **F10** key directly from the **Re:** field instead of pressing the **ENTER** key.*

You have completed the message header. FM will close the message header dialog box and place the cursor in the message text section of the screen. The bottom status bar has been changed to indicate that you have activated Edit Mode, i.e. you are now editing a message.

The message text section

This is where you enter the text of your message.


```

255:3046/1 13 59 NetMail Folder
On
By John Doe 255:3046/1
To Technical Support 255:3046/1
Re Printer problem, OUT OF PAPER
St Local Pvt Kill
-
EDIT | <Ctrl-Z> to save/exit editing | L1.1 | INS

```


The field displayed near the center on the bottom status bar indicates the position in the message text, e.g. L6.12 means that the cursor is positioned on line six, column twelve.

The cursor

The cursor, or text insertion point, indicates where the text that you type will be placed.

Insert mode

In insert mode, text that you type will be inserted without replacing existing text. Text to the right of the cursor, on the same line, will be moved to the right as you type. Insert mode is indicated by the text **INS** on the bottom status bar. The cursor itself is a thin lowered horizontal line in insert mode. To switch from insert mode to overtype mode, press the **INS** (Insert) key.

 When inserting text into an existing line, a word or two will sometimes move so far to the right it is no longer on screen; this will automatically be corrected when the message is saved.

Overtyping mode

In overtype mode, text that you type will replace existing text. Overtyping mode is indicated by the text **OVR** on the bottom status bar. The cursor itself is a flashing block in overtype mode. To switch from overtype mode to insert mode, press the **INS** key.

Entering text

Continuing your previous problem report about the printer to the technical support department, enter a few lines of text that describes the problem:

```

Hi there,

I'm having problems getting the new printer to function properly. When I select to print my
documents, the program says that it's printing the document but nothing comes out of the
printer.

When I go to the printer, I can read "ERROR: OUT OF PAPER" on its display. Can you please come
and rectify the situation, or tell me how I can do it myself?

Sincerely,
John Doe

```

Formatting the message text

When you write message text, it is recommended that you let FM handle the initial formatting of the text:

- ❑ FM will move the cursor to the next line automatically and handle the wrapping of words while doing so.
- ❑ Avoid pressing the **ENTER** key after each sentence or line of text, unless you actually want to format the text in such a way.
- ❑ Leaving an empty line between paragraphs is recommended.

The primary reason for the above is to allow software to automatically format your message text when it is displayed on the recipient's system.

The recipient of your message may use other software, or other hardware that has different display capabilities (e.g. the width of the display).

Moving the cursor while editing text

The arrow/cursor keys (**UP**, **DOWN**, **LEFT**, and **RIGHT**) can be used to move the cursor while writing message text. Hold down the **CTRL** key and press **F1** (**CTRL+F1**) for a brief explanation of some commonly used commands.

Accessing the message header dialog box

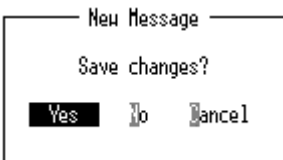
If you want to edit the Re: (message subject) field of the message to read **Printer problem, ERROR: OUT OF PAPER** instead of the initial text, you can do so by first accessing the menu system as previously described and selecting Edit Header (in the Message menu), or by holding down the **ALT** key and pressing **E** (**ALT+E**).

Once the message header dialog box is displayed, use the **TAB** key to make the Re: field active and then edit the field to your liking.

To return to the message text section, press the F10 key.

Saving the message

Once you are satisfied with the message, you should save it. Access the Message menu by holding down the **ALT** key and press **M** (**ALT+M**), then select Save and Exit. FM will display a dialog box asking you to choose what you want to do.



Select Yes to save your message, No to abandon any changes you have made, or Cancel to resume writing text.

☞ If you select No when creating a new message, FM will discard (throw away) the entire message, without the possibility of recovery.

Assuming you selected Yes, and FM was successful in saving your message, FM will exit Edit Mode and the display will be returned to View Mode.

If there were no other messages when you started writing your message, you should now be looking at your own message. If there were other messages in the folder, your message has been saved as the last message in the folder.

*☞ You can also save the message without accessing the menu system; hold down the **ALT** key and press **F10** (**ALT+F10**) or hold down the **CTRL** key and press **S** (**CTRL+S**).*

Section summary

Create a new message	INS (Insert)
Create a new message	ALT+M and <u>C</u> reate
Save a message.....	ALT+F10
Save a message.....	CTRL+S
Save a message.....	CTRL+Z
Save a message.....	ALT+M and <u>S</u> ave and E <u>xit</u>
Edit header	ALT+E
Edit header	ALT+M and <u>E</u> dit Header
Accessing the Message menu	ALT+M
Accessing the help menu	ALT+H

3. EDITING A MESSAGE

There are several reasons why you may want to edit a message that you have written. The most common reason is to add or delete message text, or to change the contents of the Re: (subject) field of the message.

Edit starting points

There are three different ways to start editing an existing message. The difference between them is where you start editing the message and what you can edit: Message text, message header, or message header (status).

Message text

To start editing the message text, hold down the **ALT** key and press **M** (**ALT+M**), then select [Edit Text](#). You can also use the edit text shortcut, which is the **E** key. The bottom status bar will be updated to indicate that FM has switched from View mode to Edit mode. Use the Message menu (or shortcut keys) to edit the message header.

Message header

To start editing the message header, hold down the **ALT** key and press **M** (**ALT+M**), then select [Edit Header](#). You can also use the edit header shortcut, which is **ALT+E**. The message header dialog box will be displayed. You cannot edit the message text.


Message header (status)

UIL: [Advanced](#)

To start editing the message header (status), hold down the **ALT** key and press **M** (**ALT+M**), then select [Edit Header Status](#). You can also use the edit status shortcut, which is **CTRL+E**. The message header dialog box will be displayed with the St: (message status) field being the active field. You cannot edit the message text.

Saving changes when editing

If you choose to edit the message header, you can press the F10 key at any time to save your changes. You can also save your changes by pressing the **ENTER** key in the St: (message status) field. To abandon changes that you have made, simply press the **ESC** key at any time; FM returns to View Mode once you are finished editing the message header.


 *Note that you will not be asked if you want to save changes to the message. The only way to abandon changes is to press the ESC key.*

If you choose to edit the message text, you save the changes you have made just like you do when you write a new message: hold down the **ALT** key and press **M** (**ALT+M**), and then select [Save and Exit](#), or use one of the shortcuts, **ALT+F10** or **CTRL+S**.

If no changes have been made, FM simply returns to View Mode without asking you if you want to save any changes.

Editing sent messages

If you edit a message that has already been sent (the word **Sent** is displayed in the St: field), the recipient of the message will not receive changes that you make to the message. FM will display a warning when you choose to edit a message that has already been sent.

 *You can choose re-send your message after you have made the applicable changes by removing the Sent status from the message (see "Message status").*

Navigating in the message header

When the message header dialog box is displayed, you can move between its various fields by using the **TAB** key. To move to the next field, press the **TAB** key; to move to the previous field, hold down the **SHIFT** key and press **TAB** (**SHIFT+TAB**).

There are other keys that invoke special functions while the message header dialog box is displayed, these are explained in a later section.

Section summary

Edit text.....	E
Edit text.....	ALT+M and Edit Text
Edit header.....	ALT+E
Edit header.....	ALT+M and Edit Header
Edit header (status).....	CTRL+E
Edit header (status).....	ALT+M and Edit Header Status
Save a message.....	ALT+F10
Save a message.....	CTRL+S
Save a message.....	CTRL+Z
Save a message.....	ALT+M and Save and Exit
Header field navigation.....	TAB and SHIFT+TAB

4. DELETING A MESSAGE

This function allows you to remove messages that you no longer want to keep. You may want to delete a message that you have read, or one that has been successfully sent to its recipient. Deleting messages should be done with care since there is no functionality provided for in FM to recover a deleted message.

When you choose to delete a message, FM will first ask you to confirm that you want to delete the message. You can only delete one message at a time with this function. There are, however, functions for deleting multiple messages (see "Survey").

☞ You can only delete a message from View Mode.

To delete the currently displayed message, hold down the **ALT** key and press **M** (**ALT+M**) to access the Message menu; then select **Delete**. You can also use the delete message shortcut, which is the **DEL** (Delete) key.

FM will respond by displaying a dialog box, asking you to confirm that you want to delete the currently displayed message.



Select **Yes** to delete the currently displayed message, or **No** to retain the message.

*☞ Deleting a message that shows **Sent in the St:** (message status) field of the message header will only remove your copy of the message.*

Section summary

- Delete a message **DEL** (Delete)
- Delete a message **ALT+M** and **Delete**


5. REPLYING TO A MESSAGE

When you receive a message from someone, you quite often need, or want, to reply to that message. FM allows you to reply to a message in a number of ways.

To reply to the sender of the currently displayed message, hold down the **ALT** key and press **M** (**ALT+M**) to access the Message menu; then select [Reply to Message](#). You can also use the reply to message shortcut, which is the **R** key.

When the message header dialog box is displayed, you will notice that most of the fields have already been filled in for you by FM. It simply copies the sender of the message you are replying to, and places that information into the recipient field of the new message you are creating. It also copies the contents of the Re: field from the original message. The Re: field will be the active field.

It is rare that you need to change anything in the message header when replying to a message. Should you, however, want to make modifications, you can move between the various fields as previously described (see "Navigating in the message header"), using the **TAB** and **SHIFT+TAB** keys.

 You can abort the reply function at this time by pressing the **ESC** key. FM will then return to View Mode.

Once you are satisfied with the contents of the message header, press the **F10** key to proceed with your reply.

Message reply options

When you have completed the above procedure, FM will display a dialog box with a number of options. Most of these options are designed to make it easier to include portions of the original message in your reply, this is called message quoting.

Message quoting

Message quoting is a technique used to remind the recipient (of your message) what you are replying to. While the contents of the Re: (subject) field is sometimes used for this purpose, quoting certain portions of the original message allows you to respond to and highlight specific issues in a message.

Overdoing it

Message quoting is often abused, where the contents of an entire message is included in the reply, only to be commented by a single line of text. Use this feature with care and remember to remove superfluous portions of the original message.

Quoting out of context

Just like including too much of the original message is not recommended, it is not advisable to quote a message out of context. Maintaining the balance between not overdoing it, and quoting something out of context requires quite a bit of practice.

Quote original message: Yes

When you select this option, FM will include the contents of the original message, slightly reformatted to fit within the current display dimensions. The quoted text is prefixed by some sort of marker, typically this marker is made up from the initials of the sender of the original message and a greater-than sign (>). If the original message contained quotes, an additional level of markers is added.

Quote original message: No

Prevents any text in the original message from being included in your reply. The text section will be empty, much like when you create a new message (see "Creating a new message").

Quote original message: Cancel

Aborts the reply to message function entirely. FM will then return to View Mode.

Quote original message: Yes+Notes

[UIL: Advanced](#)

Similar to the [Yes](#) option, with the exception being that extended information (see "Various functions:Show Notes") in the original message is also quoted. The extended information is prefixed by a single @ character. This choice is often used when you want to point out errors in the extended message information.

Quote original message: Bounce

[UIL: Advanced](#)

A highly technical option – also referred to as a *Bounce Reply* - used primarily by administrators. It is similar to the [Yes+Notes](#) option in that it includes extended message information. It also inserts the contents of the original message header into the reply text. This choice is seldom used to reply to the actual contents of a message; it is more commonly used to point out technical errors in the original message.

Entering text when replying

Once you have selected the message reply option that best fits your need, the cursor will be placed in the text section of the screen. You can now enter text as previously described.

If you want to comment on a specific portion of the quoted text, position the cursor at the beginning of the line following the text you want to comment and press the **ENTER** key to add an empty line between your text and the quoted text.

Taking the text of the first message you created when writing about your printer problem to technical support, their response might look something like this:

```

jd> I can read "ERROR: OUT OF PAPER" on
jd> its display.

This means that the paper tray has run out of papers. You simply need to refill it.

Once you have refilled it, the printer will automatically detect that there is paper available
and resume printing.

Sincerely,
Ben Wallin
Technical Support

```

As you can see, the only portion of your original message that was retained, is the description of the actual problem. This is a fairly good example of sound use of message quoting.

Replying in another folder


It is sometimes desirable to write your reply in another folder (see "Folders"). To reply to the current message, and write your reply in another folder, hold down the **ALT** key and press **M** (**ALT+M**), then select [\(Reply to Message\) In other Folder](#). You can also use the reply in other folder shortcut, which is **ALT+R**.

If other folders are available, FM will ask you to select a folder in which you want to write your reply; to write your reply in the current folder, simply press the **ENTER** key.

Once you have selected in which folder you want to write your reply, the message header dialog box will be displayed.

Making a Private Reply

A private reply is identical to the function described above, with one exception. Instead of presenting you with a list of folders to choose from, FM automatically selects the NetMail Folder (see "Folders") as the folder where your reply is written.

 *The same result could be achieved by using the above function and selecting the first folder in the list.*

To reply to the current message, and write your reply in the NetMail Folder, hold down the **ALT** key and press **M** (**ALT+M**), then select [Private Reply](#). You can also use the private reply shortcut, which is the **P** key.

Section summary

- Reply to message.....**R**
- Reply to message..... **ALT+M** and [Reply to Message](#)
- Reply to message In other Folder **ALT+R**
- Reply to message In other Folder**ALT+M** and [\(Reply to Message\) In other Folder](#)
- Private Reply..... **P**
- Private Reply.....**ALT+M** and [Private Reply](#)

6. LOCKING A MESSAGE

A locked message is a message that has the Lock status. A locked message:

- will never be sent;
- will never be removed automatically;
- cannot be removed manually without unlocking it;
- forces FM to display a warning and to request confirmation before it allows you to edit the message.

If you are writing a message but do not have the time to finish it, you can simply lock the message before or after saving it and then continue working on it later. Note that this does not prevent any CC-recipients from being processed when the message is saved (see "Carbon copies").

If, while reading messages, you encounter a message that you want to keep, you can simply lock it to prevent it from being removed by automated maintenance software.

To lock the message, hold down the **ALT** key and press **M** (**ALT+M**) to access the Message menu; then select **Lock**. You can also use the lock shortcut: hold down the **CTRL** key and press **L** (**CTRL+L**).

Note that a message is locked by using the same commands and/or menu options in both View Mode and Edit Mode.

When a message is locked, the word **Lock** is displayed in the St: (message status) field of the message header.

Section summary

Lock/unlock message **CTRL+L**
 Lock/unlock message **ALT+M** and **Lock**

7. FORWARDING A MESSAGE

It is sometimes necessary to send a message that you have received to someone else. This procedure is called forwarding (or redirecting) a message. It can also be useful when you read a message that you think someone else would benefit from seeing.


When forwarding a message to someone, you simply instruct FM to copy the entire message to that recipient; your name and address will be inserted into the sender fields of the new message. FM will also insert information into the body of the new message to indicate the sender and recipient of the original message.

To forward the currently displayed message, hold down the **ALT** key and press **M** (**ALT+M**) to access the Message menu; then select **Forward**. You can also use the forward message shortcut, which is the **O** key.

If other folders (see "Folders") are available, FM will ask you to select a folder to which you want to forward the message; to forward the message to the current folder, simply press the **ENTER** key.

Once you have selected to which folder you want to forward the message, the message header dialog box will be displayed. You will notice that most of the fields have already been filled in for you by FM. It simply copies the recipient of the message you are forwarding, and places that information into the recipient field of the new message you are creating. FM inserts your name and address as the sender of the new message. It also copies the contents of the Re: field from the original message. The To: field will be the active field.

Specify the new recipient and/or address using the same procedure as when creating a new message. You can move between the various fields as previously described (see "Navigating in the message header"), using the **TAB** and **SHIFT+TAB** keys.

 You can abort the forward function at this time by pressing the **ESC** key. FM will then return to View Mode.

Once you are satisfied with the contents of the message header, press the **F10** key to proceed. FM will enter Edit Mode, displaying the cursor in the text section. It is customary to add a brief explanation as to why you are forwarding the message.

You will notice that FM has inserted some information about the sender and recipient of the original message, as well as some divider text to indicate where the text of the original message begins and ends.

Typically, your notes about why you are forwarding the message should be written above the * **Original..** information.

```
Here is another message I received about the "PRINTER: OUT OF PAPER" problem, perhaps it is
time to inform people of where they should send these messages?
```

```
John.
```

```
* Original by Janice Doe (255:3046/10)
```

```
* Original to John Doe (255:3046/1)
```

```
* Original dated Mon 3 Nov 97
```

```
-- Forwarded message follows: --
```

Saving changes when forwarding

Save the new message you have created just like you do when you write a new message; i.e. hold down the **ALT** key and press **M** (**ALT+M**), and then select **Save and Exit**, or use one of the shortcuts, **ALT+F10** or **CTRL+S**.

If you select to save the changes, FM will ask if you want to delete the original message. If you select **Yes**, FM will remove the original message. This prompt is not displayed if the original message has the Lock status.

Including extended information

[UIL: Advanced](#)

When forwarding a message, it is possible to copy (include) extended information from the original message. The extended information from the original message will be prefixed by a single @ character. This is typically used when you want to point out errors in the extended message information.


Once you have completed the message header dialog box, FM will ask you if you want to include the extended information.

Blind forward

[UIL: Intermediate](#)

The blind forward function is similar to the forward function described above. The resulting message differs only in that the recipient will not be able to see that the message has been forwarded; i.e. the message will appear as if you had written it.

To blind-forward the currently displayed message, hold down the **ALT** key and press **M** (**ALT+M**) to access the Message menu; then select **Blind Forward**. You can also use the blind forward message shortcut, which is the **B** key.

 When using the blind forward function, FM will not ask you if you want to include the extended information of the original message (see above).

Section summary

Forward/Redirect message	O
Forward/Redirect message	ALT+M and Forward
Forward/Redirect message (blind forward)	B
Forward/Redirect message (blind forward)	ALT+M and Blind Forward

8. COMMENTING A MESSAGE

UIL: Intermediate

Commenting a message is similar to replying to a message. The only difference is to whom your message is directed.

When you reply to a message, the intended recipient is the sender of the original message. When you comment a message, the intended recipient is the recipient of the original message.

Commenting a message is typically used to emphasize, or add to, something written in the original message.

To comment the currently displayed message, hold down the **ALT** key and press **M** (**ALT+M**) to access the Message menu; then select [Reply Comment](#). You can also use the comment message shortcut, which is the **C** key.

Commenting in another folder

It is sometimes desirable to write your comment in another folder (see "Folders"). To comment the current message, and write your comment in another folder, hold down the **ALT** key and press **M** (**ALT+M**), then select [\(Reply Comment\) In other Folder](#). You can also use the comment in other folder shortcut, which is **ALT+C**.

If other folders are available, FM will ask you to select a folder in which you want to write your comment; to write your comment in the current folder, simply press the **ENTER** key.

Once you have selected in which folder you want to write your comment, the message header dialog box will be displayed.

Refer to "Replying to a message" for the remainder of this function.

Section summary

Comment message	C
Comment message	ALT+M and Comment Reply
Comment message In other Folder	ALT+C
Comment message In other Folder	ALT+M and (Comment Reply) In other Folder

9. FOLDERS

Folders are primarily used to organize messages into different categories; folders can also be used for archiving purposes. The default folder (the one FM opens at startup) is the *NetMail Folder*. This folder is required.

What type of messages your NetMail Folder actually contains greatly depends on how the system has been configured.

In a multi-user environment, such as a LAN, it is common for the administrator not to allow direct access to the actual System NetMail Folder (i.e. where messages are sent from and where messages arrive); instead each user has a separate NetMail Folder where incoming mail for that user is stored. Messages written by users are then copied from their individual NetMail Folders to the actual System NetMail Folder.

Folder Types

There are three types of folders: NetMail Folder, Conference Folder, and Local Folder.

NetMail Folders

A NetMail Folder typically contains messages that are direct person-to-person correspondence.

Messages in a NetMail Folder have four addressing fields in the header: Sender name, sender address, recipient name, and recipient address.

Messages in a NetMail Folder can have files (such as documents and images) attached to them (see "File attachments").

Messages in a NetMail Folder can have multiple recipients (see "Carbon copies").

Conference Folders

A Conference Folder contains conference messages; it is said to "hold a conference". A conference is a distributed forum where one or more topics are discussed. A Conference is a very powerful and flexible way of maintaining communication and exchange of information between groups of people.

Messages in a Conference Folder have two addressing fields in the header: Sender name, and recipient name.

Messages in a Conference Folder cannot have files (see "File attachments") attached to them.

Messages in a Conference Folder cannot have multiple recipients (see "Carbon copies"). They can, however, be addressed to **All** or *****, which is often used in conferences to indicate that the message is intended for anyone with access to the conference.

Messages in a Conference Folder normally have an ending identification line, called *Origin Line*. An example of an origin line:

```
---
* Origin: Definite Solutions (255:3046/1)
```

The three dashes are called a *Tear Line* and is an indication that the end of the message has been reached. The tear line is optional and need not appear in conference messages.

The text in the origin line can contain any (or no) text, but it must be followed by the address of the system where the message originated. Some examples of text in an origin line:

```
Definite Solutions - Stockholm, Sweden
XYZ Corporation - Green Valley, CA, USA
XYZ Corporation - John Doe in the field
```

Writing messages in Conference Folders

As previously described, FM contains functions to quote text from the original message and insert it into your reply.

Since it is normal for all participants in a conference to receive each message posted in the conference, you should try to limit the amount of quoted text when replying to messages in a conference.

If someone reads your reply to a message, and want to know what the entire original message contained, they can simply go back and re-read it.

Local Folders

A Local Folder is typically used to access a folder defined in a BBS (Bulletin Board System) as a local-only folder or area. They are useful for administrators who do not want to login to the BBS to read and write messages.

They can also be used for conferences in a LAN where all participants of the conference are located on the same LAN.

Messages in a Local Folder have two addressing fields in the header: Sender name, and recipient name.

Messages in a Local Folder can have files (such as documents and images) attached to them (see "File attachments").

Messages in a Local Folder cannot have multiple recipients (see "Carbon copies").

Folder Configuration

Additional folders are configured in the FrontDoor configuration program FDSETUP. Specific details regarding the folder configuration procedure are outlined in the [Administrator Guide](#).

Folder List

Several functions in FM allow a message to be moved or copied to another folder, replied to/commented in another folder, etc.

These functions will simply skip the destination folder selection if no folders (other than the NetMail Folder) have been configured; some functions are not available until one or more additional folders have been configured.

The folder list is a large window, occupying almost the entire screen, that allows you to select a folder. The key elements of this screen are:

- the folder number (zero for the NetMail Folder);
- the folder type (N-NetMail, C-Conference, L-Local);
- the folder title, e.g. "NetMail Folder".

Near the bottom of the folder list is a text field, with a brief explanation of what is expected of you. If you cannot select or choose a folder, the text field should indicate this.

#	Title	Message Folders	Remaining	Total
> 0	N	NetMail Folder		
----- Work -----				
1	C	Announcements		
2	C	Staff, Marketing		
3	C	Staff, Production		
----- Operating systems -----				
4	C	Linux		
5	C	OS/2		
6	C	W95/NT		
----- Various Conferences -----				
7	C	Support, FrontDoor	r/o	
8	C	Support, FrontDoor APX	r/o	
----- Music -----				
9	C	Media (CD, DAT, etc)		
10	C	Speakers		
----- My archive folders -----				
11	C	PVT: Technical, House		
12	N	PVT: Technical, Music		
13	N	WRK: Replies from technical support		
Select a Folder and press Enter , or press Esc to exit				

Folder selection

As previously mentioned, there are several functions in FM that will display a list of folders, expecting you to select one (and in some cases several), if one or more additional folders have been configured.

Regardless of why you are prompted to select one or more folders, the method by which you select folders remains the same, with one exception (see "Crossposting").

When the folder list is displayed, the currently active folder is indicated by a ">" character to the left of the folder number.

Folder selection keys

UP

Moves the selection bar up

DOWN

Moves the selection bar down

ENTER

Selects the currently highlighted folder

HOME

Moves the selection bar to the top of the screen

END

Moves the selection bar to the end of the screen (or as far as there are folders displayed)

PGUP

Moves the selection bar one page up

PGDN

Moves the selection bar one page down

CTRL+PGUP

Moves the selection bar to the top of the list

CTRL+PGDN

Moves the selection bar to the end of the list

Folder selection keys (special)

Some keys can also be used to navigate in the folder list if the Folder Scan function (described later in this section) has previously been used:

CTRL+UP

Moves the selection bar to the previous folder with unread messages. If the selection bar does not move, it means that there are no folders below the selection bar with unread messages.

CTRL+DOWN

Moves the selection bar to the next folder with unread messages. If the selection bar does not move, it means that there are no folders above the selection bar with unread messages.

Folder storage

For users with Supervisor access, the **TAB** key can be used to display the physical storage location (and type) of the currently highlighted folder. This does not work if the incremental search function (see below) is being used.

Folder selection by searching

You can also move the selection bar to the desired folder by using the incremental search function. Once you have become familiar with this function, it is usually the fastest way to select a folder.

The incremental search function works by matching text that you type against a folder number or a folder description. It first attempts to search from the current position of the selection bar towards the end of the list. If no match is made, the search is restarted from the top of the list, until the position of the selection bar is reached, in which case no match was made.

The search criterion that the incremental search function works with will be displayed to the left on the bottom window frame.

If you enter a digit (0-9) as the first character, the incremental search function attempts to match it to a folder number. Thus, if you first type a one (1) followed by a zero (0), the selection bar will first be moved to folder number one, and then when you enter the zero, the selection bar will be moved to folder number ten. If you had entered another one (1) as the second digit, and there was no folder number eleven, the incremental search function would have taken the second digit entered (1) and started the search with that criterion.

If you enter any non-digit as the first character, the incremental search function attempts to match it against a folder description in similar way to that described above. You will note that spaces and dashes seem to be ignored – they are.

It may sometimes be necessary to correct a typing mistake in the search criteria; if you are trying to locate a folder with the description **Theatre..** but have typed **theq**, simply press the **BACKSPACE** key once to erase the **q** character.

If you have several folders with the same description in the first few characters, you can force the incremental search to display the next match without further typing; if you are trying to locate a folder with the description **The..** but have several folders starting with **The**, simply type **the** and then use the **TAB** key to move to the next match.

Selecting a folder in View Mode

To change the active/current folder in View Mode, hold down the **ALT** key and press **S (ALT+S)** to access the System menu; then select [Folders](#). You can also use the folder change shortcut, which is the **F** key.

Folder Scanning

The Folder Scan function previously mentioned forces FM to scan all available folders to determine:

- how many messages each folder contains;
- how many messages remain to be read by you.

The number of messages remaining to be read by you is determined by taking the total number of messages and subtracting the last message read by you.

A folder can be configured in a way that instructs FM to skip it when the Folder Scan function is used. This is in particular useful for folders that store messages on removable media – such as a floppy disks – that are not always accessible.

Once the Folder Scan function has completed, the folder list will include the statistics – mentioned above – for each folder every time the list is displayed. The folder list will be displayed when the Folder Scan function has completed, and you can select a different folder to become the active/current folder.


To invoke the Folder Scan function, hold down the **ALT** key and press **S (ALT+S)** to access the System menu; then select [Folder scan](#). You can also use the folder scan shortcut, which is **CTRL+F**.

Section summary

Select different active/current folder	F
Select different active/current folder	ALT+S and Folders
Invoke Folder Scan function	CTRL+F
Invoke Folder Scan function	ALT+S and Folder scan
Accessing the System menu	ALT+S

10. READING MESSAGES

One would think it to be overkill to devote an entire section to the reading of messages, and at a quick glance, this supposition certainly appears to hold true. If you, however, take advantage of the many powerful message navigation functions that FM contains, you will find that it is a sound investment of time to fully understand which tools are at your disposal.

 Most of the keys described in this section do not have corresponding menu options.

The basics

Reading messages, or mail, is not a complicated procedure. You move from one message to the other and read the contents of the message. Once you have read all the messages, and possibly replied to some of them, you move onto the next folder (if you have one or more additional folders configured).

The four most used keys will initially be:

LEFT

Moves to the previous message. If you are already viewing the first message in the folder, FM will sound a low tone to indicate that it cannot move to the previous message (because there is no previous message).

RIGHT

Moves to the next message. If you are already viewing the last message in the folder, FM will either display the folder list (if one or more additional folders have been configured) or sound a low tone to indicate that it cannot move to the next message (because there is no next message).

DOWN

Scrolls the message text up (i.e. to display what is below) if there is more message text to be displayed. If FM does not seem to react when you press the **DOWN** key, it is because the end of the message text has been reached.

UP

Scrolls the message text down (i.e. to display what is above) – this is the opposite of what the **DOWN** key does.

Some slightly more advanced keys:

PGDN

Similar to the **DOWN** key, but much more useful for long messages (i.e. messages with several pages of text). It scrolls the message text up by one page if there is more text to be displayed.

PGUP

Similar to the **UP** key, but much more useful for long messages. It scrolls the message text down by one page if you are not already viewing the beginning/top of the message.

CTRL+PGDN

Moves to the last page of the message text, if there is more text to be displayed.

CTRL+PGUP

Moves to the beginning/top of the message text.

CTRL+LEFT

Moves to the previous message to you (if any).

CTRL+RIGHT

Moves to the next message to you (if any).

HOME

Moves to the first message in the current folder.

END

Moves to the last message in the current folder.

Keys available after the survey function has been invoked (see "Survey"):

CTRL+UP

Moves to the previous message (if any) selected in the survey list.

CTRL+DOWN

Moves to the next message (if any) selected in the survey list.

SPACE

Selects the current message in the survey list. If the current message is already selected in the survey list, it is deselected (this is called "toggle").

Markers and message numbers

The number of the current message is displayed in the left-hand corner of the bottom status bar. This number uniquely identifies the message in a folder.

Selecting message by number

You can navigate to a specific message by entering its number: type the number of the message you want to read. When you enter the first digit, you will notice that an input field appears on the bottom status bar with the text **Go to message**. Continue entering the message number and then press the **ENTER** key.

To abort this function, simply press the **ESC** key. If you press the **ENTER** key, FM will attempt to locate the message you have specified. If the message could be found, FM will display it, otherwise the current message will remain unchanged.

Selecting message by marker

UIL: Intermediate

It is sometimes desirable to navigate between several specific messages. Using the above described method (entering the messages' number) works in many cases, but becomes cumbersome when the number of messages to navigate between increase. For this purpose, FM has something called Markers.

A marker is like a bookmark, which allows you to quickly return to the point where it was dropped/left. FM allows you to drop up to nine markers, numbered one through nine (1-9) in a folder. There is a tenth marker, marker zero, which FM sets automatically during certain movements between messages.

To drop a marker, hold down the **ALT** key and press **U** (**ALT+U**), then select **Drop Marker**. You can also use the drop marker shortcut, which is the **D** key. An input field will appear on the bottom status bar with the text **Drop marker (1-9, Esc)**. Type a digit to complete the function or press the **ESC** key to abort the function. If you complete the function, you have dropped a marker on the current message.

```

255:3046/1  14 16  Nethail Folder
On  Tue 21 Oct 97 14.13
By  John Doe                255:3046/1
To  Technical Support      Definite Solutions I  255:3046/1
Re  Printer problem, ERROR: OUT OF PAPER
St  Local Pvt Kill
[3]
Hi there,
I'm having problems getting the new printer to function properly. When I select
to print my documents, the program says that it's printing the document, but
nothing comes out of the printer.

When I go to the printer, I can read "ERROR: OUT OF PAPER" on its display. Can
you please come and rectify the situation, or tell me how I can do it myself?


Sincerely,
John Doe
165 | 159 of 159 | 0 remaining | << >> ↑ ↓

```

If a message has a marker, FM indicates this by showing the marker number to the right on the line dividing the message header and the message text. You cannot drop a different marker on a message that already has a marker. If you drop a marker that has already been used on another message, the marker is moved from the previous message to the new message.

To move to a message with a specific marker, hold down the **ALT** key and press a digit one through nine (**ALT+1** through **ALT+9**).

To access the zero marker, hold down the **ALT** key and press zero (**ALT+0**). The zero marker is automatically managed by FM when you select to display another message such as the first or last message, etc. The zero marker does not change when you move between messages in sequential order.

 Once you select a different folder, FM will reset all markers so that they are available to be used in the new folder.

The Home message

UIL: Intermediate

When you first enter a folder that contains messages, FM saves whatever the current message number is and allows you to later return to that message. This message is called the home message.

To return to the home message, hold down the **ALT** key and press **U** (**ALT+U**), then select **Go to Home message**. You can also use the go to home message shortcut, which is the **H** key.

To save the current message as the home message, hold down the **ALT** key and press **U** (**ALT+U**), then select [Set as Home message](#). You can also use the set as home message shortcut, which is **CTRL+H**.

Section summary

Display previous message	LEFT
Display next message	RIGHT
Scroll message text down	UP
Scroll message text up	DOWN
Display previous page of message text	PGUP
Display next page of message text	PGDN
Go to beginning of message text	CTRL+PGUP
Go to end of message text	CTRL+PGDN
Dropping a marker	D
Dropping a marker	ALT+U and Drop Marker
Directly selecting a message (by marker)	ALT+1 through ALT+9
Directly selecting a message (by number)	Digits (0-nnnnnn)
Go to home message	H
Go to home message	ALT+U and Go to Home message
Accessing the Utilities menu	ALT+U
Display previous message to you (if any)	CTRL+LEFT
Display next message to you (if any)	CTRL+RIGHT
Display first message	HOME
Display last message	END
Display previous message (if any) selected in the survey list	CTRL+UP
Display next message (if any) selected in the survey list	CTRL+DOWN
Selects/Deselects current message in survey list	SPACE


11. THE NODELIST

The nodelist is the common term used throughout the FrontDoor documentation to describe a rather complex topic. In the simplest of definitions, the nodelist is very much like a phone directory listing (phone book). But it contains a lot more information than a name and a telephone number, and different programs in the FrontDoor package use different parts of this information.

In FM, the nodelist is only used when writing and reading messages in NetMail-type folders (those prefixed by an 'N' in the folder list). It can, however, be accessed from any type of folder and has some auxiliary use in Conference and Local-type folders.

You do not have to understand the technical aspects of a nodelist to use FM, but you do need some basic understanding of how addresses are expressed, what they are used for, and you also need to know the meaning of some basic terms.

An address consists of a number of digits and optionally a colon, a slash, and/or a period. The address is used to specify the geographical origin and destination of a message, much like a postal address is used to tell the post office to which country, state/province/region, city, street address/post office box, and ultimately, mailbox a letter should be delivered.

 *The destination of a message is the system on which the recipient of the message reads and writes mail.*

Address components

An address is made up of four components: Zone, Net, Node, and Point. A complete address is expressed as: **Zone:Net/Node.Point**, where **.Point** is often omitted if it has a value of zero (**.0**). These components are normally used to classify different geographical areas such as continents, countries, cities, etc.

The primary reason for using these components instead of an arbitrary number is to be able to quickly group a number of systems together. For example, if zone 200 is used for the North American continent, it is easy to see that a system with the address 200:3000/123 is located somewhere on that continent.

Zone

Used to describe a large geographical area such as a continent (Europe, North America, etc).

Net

Used to describe a smaller geographical area such as a country or city.

Node

Used to describe an individual system

Point

Also used to describe an individual system in the technical sense, but a point is typically linked directly to one specific user/person.

Regions

The word "Region" is displayed by FM in some places related to addresses and the nodelist. The meaning of the word, in this context, is a *collection of nets*; it has no significance as far as FM is concerned and is displayed for reasons normally of interest only to administrators.

Server/Boss

A server – also called *Boss* – is the term used to describe a system which has one or more clients (see below) attached to it. The server for **255:3046/10.100**, **255:3046/10.200**, and **255:3046/10.300** is **255:3046/10**.

Client/Point

A client – also called *Point* – is typically an individual user with a unique address. These users can reside on the same geographical location, e.g. an office, or be loosely tied to a geographical location, e.g. distance workers, field staff, etc. A point address is one that always contains four components: **Zone:Net/Node.Point**.

Short-form addressing

Short-form addressing is used to simplify the entering of addresses. Short-form addressing means that you specify the portion of an address that differs from your own.

If your address is **255:3046/10** and you want to enter an address that is **255:3046/20**, you only have to enter **20**, FM will then take **255:3046/** from your own address, append what you typed and end up with **255:3046/20**.

If your address is **255:3046/10** and you want to enter an address that is **255:3048/100**, you only have to enter **3048/100**, FM will then take **255:** from your own address, append what you typed and end up with **255:3048/100**.

If your address is a point address (see above), a slightly different method for short-form addressing applies. If your address is **255:3046/10.100**, entering **20** will make FM compose **255:3046/20**; i.e. the **.Point** portion of the address has to be specifically expressed for short-form addressing to work on that level. If you want to address a message to **255:3046/10.200**, you would have to enter **.200**; entering **200** (without the dot/period) would result in **255:3046/200**.

12. BROWSING FOR RECIPIENTS

When entering (creating) new messages in NetMail-type folders, the To: field (message recipient) is made up of two parts: the recipient's name and the recipient's address. There are a number of ways to provide FM with this information.


The most obvious way is to enter all information manually, which works well if you are a fast typist, or do not mind doing something that FM can do for you.

As mentioned previously, the nodelist is much like a phone directory listing. You can use FM to look-up recipients and addresses, and then copy information from the nodelist to the message's recipient fields. These look-ups can be made by providing partial or complete search criteria to FM. When you provide partial search criteria to FM, you invoke something called a browser.

There are two primary browsers in FM: The nodelist browser and the userlist browser. The former is used to browse the nodelist sorted on the various components of an address (Zone, Net, Node, and Point), the latter is used to browse the nodelist sorted on names (last names) of users.

The userlist browser

In the first part of the To: (message recipient) field of the message header dialog box, you normally enter a person's name. To invoke either of the two browsers, you can enter a partial name (last name) or an address search mask. For example, to invoke the userlist browser, you could type a single **A** (or **a**) and then press the **ENTER** key. If FM could locate one or more users in the nodelist with a last name starting with the letter **A**, it will display these in a list for you to choose from. If you want to change the search criteria – for example to make it more specific – when FM has displayed its list, simply press the **ESC** key and change **A** to something else, and press **ENTER** again. If FM could not locate any users in the nodelist matching the criteria you have specified, it will make the second part of the To: field the active field and expect you to enter an address.

 If you want to bypass the look-up after you have entered a recipient name, simply press the **TAB** key instead of the **ENTER** key; FM will make the second part of the To: field the active field and expect you to enter an address.

The userlist browser can only be invoked from the first part of the To: (message recipient) field.

The nodelist browser

The nodelist browser can be invoked from both parts of the To: (message recipient) field, either by simply pressing **ENTER** with an empty field, or by specifying an address search mask. An address search mask is made up of one or more address components, followed by a question mark (?). The only effect the address search mask has is to determine where in the nodelist FM starts displaying from.

Address search masks

:?

Starts by displaying all zones in the nodelist

Z:?

Starts by displaying all nets in zone Z; e.g. **255:?**

Z:N/?

Starts by displaying all nodes in zone Z, net N; e.g. **255:3046/?**

Z:N/D.?

Starts by displaying all points of the server/boss system Z:N/D; e.g. **255:3046/10.?**

?

Starts by displaying all nodes in the net of your address. This is the same as pressing **ENTER** in an empty field.

Mixing manual and automatic input


Note that it is possible to combine manual input of the recipient's name with browsing for an address in the nodelist. To do this, enter a name in the first part of the To: field and press the **TAB** key; when the recipient address field is the active field, either specify an address search mask or leave the field empty, and then press the **ENTER** key. If you select an address in the nodelist browser, FM will only copy the address from the nodelist and leave the recipient name that you entered intact.

NAMES.FD

This is the name of a text (ASCII) file located in the FrontDoor *system* directory that, if present, allows you to maintain a list of frequently used recipients and (optionally) addresses. This file is not required for FM to function, but if used properly it can save a lot of typing and time. Although the use of this file is primarily intended for recipient information, it can also be used to provide default data for the Re: (subject) field.

Depending on how your system is configured, you may not have sufficient access to edit this file. But if you do, it can be edited by using a normal text editor. The format of the file is described in the [Administrator Guide](#).

The use of this file can only be invoked from the recipient name field. To invoke the NAMES.FD browser, simply type an asterisk (*) in the recipient name field and press the **ENTER** key. If you append data after the asterisk, that data will be used as the initial search criteria for the incremental search (described below). The first field in this file is used as a tag (description); i.e. if the first entry's tag is "doe", and you enter *doe in the recipient name field, FM will find a match on the first line and immediately exit. If there is more than one line starting with the same text, FM will position the selection bar on the first match and expect you to choose an entry from the list.

 Unlike when you invoke the userlist browser, FM will not limit the list to only contain those entries matching the text entered in the recipient name field.

The use of NAMES.FD is not limited to NetMail.-type folders. It can be used in Conference and Local-type folders as well. FM will simply ignore anything it does not need from the selected entry.

Searching while browsing

You can also move the selection bar in the various browsers to the desired recipient or recipient address by using the incremental search function. Once you have become familiar with this function, it is usually the fastest way to select a recipient or recipient address while browsing.

The incremental search function works by matching text that you type against a recipient name (last name) or a recipient address. It first attempts to search from the current position of the selection bar towards the end of the list. If no match is made, the search is restarted from the top of the list, until the position of the selection bar is reached, in which case no match was made.

The search criteria that the incremental search function works with will be displayed to the left on the bottom window frame.

If you enter a digit (0-9) as the first character, the incremental search function attempts to match it to a recipient address. Note that in the nodelist browser, the entire recipient address is not displayed in the list. FM will attempt to match your incremental search criteria with what is displayed in the list.

If you enter any non-digit as the first character, the incremental search function attempts to match it against a recipient name in similar way to that described above. Keep in mind that the incremental search function attempts to match the criteria you provide with the **last** name of the recipient.

It may sometimes be necessary to correct a typing mistake in the search criteria; if you are trying to locate a recipient with the last name **Johansson** but have typed **johant**, simply press the **BACKSPACE** key once to erase the **t** character and then resume typing. Note that if no matches could be made with **johant**, FM will have reset the search string to the last character entered, in this case a **t**, making it impossible to correct the mistake by using the **BACKSPACE** key.

If there are several entries in the list with a similar recipient name or address, you can force the incremental search to display the next match without further typing; if you are trying to locate a recipient with the last name **Johansson** and there are several recipients in the list with that last name, simply type **johansson** and then use the **TAB** key to move to the next match.

Browsing the nodelist

UIL: [Intermediate](#)

All of the above described browsers can be invoked from both Edit Mode and View Mode in all types of folders. To do this, hold down the **ALT** key and press **U** (**ALT+U**), then select [Browse Nodelist](#). You can also use the browse nodelist shortcut, which is **ALT+N**.

13. CROSSPOSTING

UIL: Intermediate

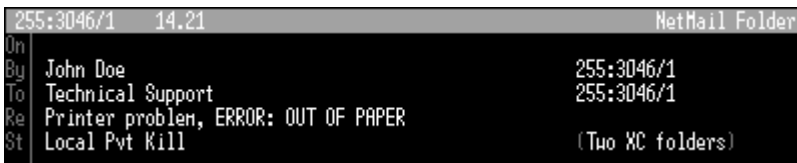
Crossposting (XC) is the term used to describe a fairly advanced feature of message writing. It means to write (or post) the same message to several folders, at the same time. This is primarily useful when making announcements of some kind; where the announcement is directed at several different audiences that may not have access to all of the folders and/or conferences that you do.

Understanding the crossposting function is not a requirement to use FM.

To use the crossposting function, simply create a new a message in the appropriate folder; once you have finished editing the message and you are ready to save it, hold down the ALT key and press S (ALT+S), then select Crossposting. You can also use the crossposting shortcut which is ALT+F. The folder list will be displayed, and you can select to which folders you wish to save (crosspost) the message. The message will always be saved to the folder in which you started writing it.

You can modify the list of folders to which you want to crosspost the message at any time prior to saving it. You can also continue to add text after you have selected to which folders the message should be crossposted.

If you select any folders to which the message should be crossposted, the screen will indicate how many crossposting folders you have selected once you exit from the folder list. This information is displayed to the right of the St: (message status) field as ..XC folders.



You can only crosspost new messages.

Selecting crosspost folders

When the folder list is displayed, you select crosspost folders by using the SPACE key (the ENTER key will close the folder list when selecting crosspost folders). If you press the SPACE key once, you select the folder (a selection indicator is displayed), if you press the SPACE key again (on the same folder), you deselect the folder (the selection indicator disappears). This is called "toggle select".

Navigation in the folder list, including using the incremental search function, is identical to when you use the folder list to select a different folder to read messages in.

Hiding crosspost folders

When you use the crossposting function, FM normally inserts text into all copies of the saved message, showing to which folders it was crossposted. To prevent this, you can hide one or more of the crosspost folders. These hidden folders are still selected as crosspost folders, but FM will not insert their title in the text showing to which folders the message was crossposted. To set a crosspost folder as hidden, position the selection bar on it, and hold down the CTRL key, then press D (CTRL+D). If the folder was not previously selected as a crosspost folder, FM will select it and set it as being hidden.

You can hide the original folder (the currently active folder) by using the above method.

NetMail folders

You cannot select a NetMail-type folder as a crosspost folder. You can, however, start writing your message in a NetMail-folder and then crosspost it to Conference and Local-type folders.

Crossposting carbon copies

It is possible to crosspost a message that contains CC-recipients (see "Carbon copies"). You cannot, however, crosspost the message to another NetMail-type folder.

Section summary

- Crosspost (folder list).....ALT+F
- Crosspost (folder list)..... ALT+S and [Crossposting](#)
- Toggle select folder (folder list)SPACE
- Clear all selected (folder list) F5
- Hide folder (folder list).....CTRL+D

14. CARBON COPIES

Carbon copies is the term used to describe the process of sending the same message to several recipients (whereas crossposting is when you write/post the same message to several folders). The short-form for Carbon copies is CC. A message that is a carbon copy is said to be a CC-message. A recipient of such a message is called a CC-recipient.

Understanding the carbon copies function is not a requirement to use FM.


The carbon copy function can be accessed at any time when you are creating a new message in a NetMail-type folder. The only requirement is that a recipient name and address has been properly specified in the message header dialog box. This recipient is called the primary recipient of the message.

To access the carbon copy function from the message header dialog box, you simply press the **F3** key from any of the fields, or from the message status list.

When you invoke the CC function, a list of recipients is displayed. At the top of this list, there are three fields, very similar to the fields in the message header dialog box. These fields make up the message header dialog box for CC-recipients.

The first recipient in the list is the *primary recipient* of the message. The primary recipient cannot be removed from the list, nor can it be modified in this dialog; it is simply there for reference.


The list below the message header dialog box is divided into three columns: Recipient name, recipient address, and message status (St:) indicators (**h**-Hold, **i**-Immediate, **k**-Kill/Sent, **d**-Direct, **c**-Crash, **L**-Locked, Hidden, and Blind).

 *Due to the limited space available, FM will not display all possible message status indicators; only those commonly used are displayed. If you position the selection bar on a CC-recipient, FM will display the complete message status in the header section of the CC recipient list.*

To add a CC-recipient, specify the recipient name and address, just like you do when creating a new message using the message header dialog box. FM will filter any duplicates that you enter, i.e. it will not allow you to add the same recipient name and address twice. When you add one or more recipients, their messages will by default have the same status as that of the primary recipient. You can modify the status for each individual message.

When you add CC-recipients one at a time, i.e. by entering their name and address and then pressing the **ENTER** or **F10** key from the St: (message status) field, FM will simply add the recipient to the list, clear the fields at the top of the screen, and wait for more input. If you do not want to add any more recipients, simply press the **F10** key in an empty To: field.

You can also add multiple CC-recipients at a time by using one of the three browsers described previously (see "Browsing for recipients"). When you use a browser to add one or more recipients to the list, FM will highlight those recipients in the browser that are already in the list of CC-recipients. You can deselect such highlighted entries to remove them from the CC-recipient list. When you use the browser to add CC-recipients, you use the **SPACE** key to select and deselect (toggle) recipients. If no entries in the browser have been selected as CC-recipients, you can use the **ENTER** key to select the currently highlighted recipient.

 *When you use any of the browsers to add CC-recipients, FM will return to the list of CC-recipients, rather than to the message header dialog box, as it does when you add CC-recipients one at a time.*

To exit the carbon copies function, press the **ESC** or **F10** key from the CC-recipient list, i.e. not from the message header dialog box. When you start or resume editing the text of the message you are creating, FM will show how many CC-recipients you have selected.

Hiding CC-recipients

Because FM adds text to all CC-messages, showing to which recipients the message was sent, it is sometimes desirable to prevent one or more of the recipients from being shown in the CC-messages. There are two ways to accomplish this:

Hidden recipients

A hidden CC-recipient will not show up as being a recipient in the text inserted into the other CC-messages; a hidden CC-recipient will, however, be able to see all other CC-recipients, except those with hidden or blind status.

To set a CC-recipient as hidden, or to remove the hidden status from a recipient, hold down the **CTRL** key and press **D (CTRL+D)**. Changing the hidden status for a recipient does not work when the normal status list is displayed.

Blind recipients


A CC-recipient who does not know that the message is a CC-message (because there is nothing indicating it), is said to be a blind recipient. Blind CC-recipients is a useful way of distributing the same information to several recipients without revealing who the other recipients of the message are.

To set a CC-recipient as blind, or to remove the blind status from a recipient, hold down the **CTRL** key and press **B (CTRL+B)**. Changing the blind status for a recipient does not work when the normal status list is displayed.

 *A CC-recipient cannot have both hidden and blind status.*

Response files

Using response files to create fixed distribution lists is a very powerful, but somewhat complex, function. A response file is a text (ASCII) file containing data that FM reads instead of reading input from the keyboard. Response files are typically created using a normal text editor, but FM can also be used to create these files. The format of response files is described in the [Administrator Guide](#).


 *Response files are very useful when you often send messages to a fixed set of people. It saves you from having to enter all the recipients manually, and ensures that you do not accidentally forget to include one or more recipients.*

When response files are used to create CC-messages, they can be used in two different locations:

- When specifying the primary recipient in the message header dialog box. When a response file is used in this location, FM will take the first recipient from the response file and make it the primary recipient of your message.
- When adding CC-recipients from the CC-message message header dialog box.

To indicate that you want to use a response file, enter the name of the response file in the recipient name field, prefixed by a single '@' character; e.g. @C:\FD\FRIENDS


The default extension for response files used to create CC-messages is **.CCL**. If you do not specify an extension (see above), FM will automatically append **.CCL** to the specified filename. The default location of the response files is the FrontDoor *system* directory. If you do not specify a path, FM will automatically use the FrontDoor *system* directory when attempting to locate the file. If FM cannot locate the specified file, a directory and file browser will be displayed, allowing you to select a different location and/or file to be used.

 *If you want to invoke the directory and file browser immediately, simply type a single '@' character in the recipient name field and press the **ENTER** key. If you are adding CC-recipients (i.e. from the CC-recipient list), you can also press the **F2** key in the recipient name field to accomplish this.*

Creating a response file

As mentioned above, you can use a normal text editor to create a CC-message response file. Unless you have some needs that are not covered by FM's ability to create a response file, however, it is recommended that you use FM to create these response files; you do not have to create a complete message for this, you only need to provide FM with the primary recipient and the CC-recipients.

Create a new message and add the CC-recipients. From the CC-recipient list, press the **F8** key. FM will ask you to provide a filename for the response file. When you have specified the desired filename (it is recommended that you include the **.CCL** extension when specifying the filename), press the **ENTER** key. The CC-recipient list and the primary recipient have now been saved to the specified file. If all you wanted to do was to create a response file, simply close CC-recipient list and then abort the new message.

 *If nothing appears to happen when you press the **F8** key, press the **F10** key once to switch from the CC-message header dialog box to the CC-recipient list.*

Crossposting carbon copies

It is possible to crosspost (see "Crossposting") a message that contains CC-recipients. You cannot, however, crosspost the message to another NetMail-type folder.

Section summary


Carbon copies (message header dialog box).....	F3
Hidden recipient toggle (CC-recipient list).....	CTRL+D
Blind recipient toggle (CC-recipient list)	CTRL+B

15. IMPORTING TEXT INTO MESSAGES

Many applications can export data to text (ASCII) files. These files can later be used by, or in, other applications. FM provides an import function which allows you to import the contents of text files into messages that you create.


When you import the contents of another file into the message text section, FM will apply some basic formatting rules such as wrapping of long lines and conversion of control characters to printable characters. Apart from that, FM should not do any conversion on the imported data.

When you import the contents of one or more files, it is important to keep in mind that this function is not suitable for extremely large files. Importing files exceeding 100 Kb in size will not leave much space for you to add your own message text.

 *To import the contents of a file into the text section of a message, you must be in Edit Mode. You can either create a new message, or edit the text of an existing message.*

To select a file to import, hold down the **ALT** key and press **M** (**ALT+M**), then select [Import File](#). You can also use the import file shortcut, which is **CTRL+I** or **ALT+F2**. FM will display a dialog box and prompt you for the name of the file to import.

If FM cannot locate the specified file, or the specified filename contains wildcards (* and ?) or is the name of a directory, a file and directory browser will be displayed, allowing you to select the file to be imported.

 *If you want to invoke the browser immediately, simply leave the filename field empty and press the **ENTER** key.*

Once you have selected a file to import, FM will display a dialog box, asking you if you want to quote the imported text (see "Replying to a message:Message quoting"). Keep in mind that if you choose to quote the imported text, there will be somewhat less space available on each line since the quoted text is prefixed by ">".

As mentioned above, the import function is not suitable for large files; nor is it suitable for non-text files, such as word processing or spreadsheet documents, files containing national or extended characters created by Windows applications, or other types of binary files. These types of files are better sent as attachments to messages (see "File attachments").

Section summary

Import file	CTRL+I
Import file	ALT+F2
Import file	ALT+M and Import File


16. EXPORTING MESSAGES TO TEXT FILES

Just as you can import the contents of text files into messages (see above), you can export your messages to a text file. The exported messages can later be used in other applications, that cannot read your messages as they are stored by FM. The export function can also be used to create a crude form of a message archiving system.

Unlike the import function, the export function can be accessed from both View Mode and from Edit Mode. The only difference in the exported text is that when you access the export function from Edit Mode, FM will write the current date and time as the date and time the message was written.

To export the message currently displayed, hold down the **ALT** key and press **U** (**ALT+U**), then select [Message to File](#). You can also use the export shortcut, which is **ALT+V**. FM will display a dialog box and prompt you for the name of the file you want to export the message to.

If the specified filename contains wildcards (* and ?) or is the name of a directory, a file and directory browser will be displayed, allowing you to select the file to which you want to export the message.

 If you want to invoke the browser immediately, simply leave the filename field empty and press the **ENTER** key.

If you specify the name of an existing file, FM will display another dialog box, asking you if you want to append the message being exported to the end of the specified file, or if you want to overwrite the contents of the specified file.

Once you have selected a file to export to, FM will display a dialog box, asking you if you want to include extended information. Extended information is normally only of interest to other FrontDoor programs and related utilities. If you do not have a specific need for this information to appear in your text file, respond [No](#) to this prompt.

Section summary


Export message to file	ALT+V
Export message to file	X (view mode)
Export message to file	ALT+U and Message to File

17. MOVING/COPYING A MESSAGE


UIL: Intermediate

The Move/Copy function allows you to move or copy a message from one folder to another. Moving or copying a message has several uses, but it is primarily intended for manual storage management in regards to message archiving.

To move or copy the currently displayed message, hold down the **ALT** key and press **M** (**ALT+M**) to access the Message menu, then select [Move/Copy](#). You can also use the move/copy shortcut, which is the **M** key.

 You can only move and copy messages if other folders (see "Folders") are available.

FM will ask you to select a folder to which you want to move or copy the message. You cannot move or copy the message to the current folder. Once you have selected to which folder you want move or copy the message, FM will copy the message to the selected folder and ask you if you want to remove the original message. If you select Yes, the original message will be deleted from the current folder (i.e. the message will have been moved since the original is deleted).

 FM will not ask you if you want to remove the original message if it has the Lock status.

Section summary

Move/Copy message	M
Move/Copy message	ALT+M and Move/Copy

18. SURVEY

Almost all functions in FM deal with single messages, i.e. one message at a time. For certain functions, such as reading and writing, this is all that is needed; few people, if any, can read more than one message simultaneously. But this leaves a lot to be desired when you want to do something with a group of messages, such as moving or copying all messages with a specific subject (Re:) field, deleting all messages written before a specific date, and so on. The functions to do this, one message at a time, are all provided for in FM. What to do with these messages is not the problem; the time required to find them, however, is.

The survey function allows you to manipulate multiple messages at the same time. You can select messages based on certain criteria, and then invoke the desired function on these messages. You can also use the survey function to select a number of messages, and then return to View Mode and read only the messages selected in the survey function. The survey function can only be invoked in View Mode; and only in a folder containing messages.

When the survey function is invoked, FM first scans all the messages in the current folder and then displays a list of messages in a very abbreviated form. Once FM has completed the scan of messages in a folder, FM does not need to rebuild the list the next time you invoke the survey function, provided that you are in the same folder from which the survey function was invoked the first time. On some rare occasions, FM will discard the survey list to preserve memory. When this occurs, FM must rebuild the list the next time the survey function is invoked.

To invoke the survey function, hold down the **ALT** key and press **S** (**ALT+S**), then select [Survey](#). You can also use the survey shortcut, which is the **S** key.

Depending on the speed of your computer system and operating environment, and the number of messages in the folder, the time required for FM to scan a folder can range from as little as one second to well over two minutes. The latter, however, has to be considered an extreme case.

When FM has completed the scan, the survey list is displayed. The survey list is an abbreviated list of messages in the current folder. The top status bar remains more or less unaltered from View Mode. The only addition is the indicator for the number of selected messages, which is displayed to the right of the current time. The rest of the screen, save three lines at the bottom, is used for the survey list. Below the survey list is a status bar and two rows of text, showing most of the available functions and their shortcuts.

Navigating in the survey list

When the survey list is first displayed, FM attempts to position the selection bar on the message that was displayed in View Mode, prior to the survey function being invoked. The survey list selection bar can be moved in a number of ways:

DOWN

Moves the selection bar down one position (if it is not already on the last message in the list).

UP

Moves the selection bar up one position (if it is not already on the first message in the list).

HOME

Moves the selection bar to the top of the screen (this is not necessarily the first entry in the survey list).

END

Moves the selection bar to the bottom of the screen (this is not necessarily the last entry in the survey list).

PGDN

Moves the selection bar down one page, or the remainder of the last page.

PGUP

Moves the selection bar up one page, or the remainder of the first page.

CTRL+PGDN

Moves the selection bar to the last message in the survey list.

CTRL+PGUP

Moves the selection bar to the first message in the survey list.

CTRL+LEFT

Moves the selection bar to the previous message to you (if any).

CTRL+RIGHT

Moves the selection bar to the next message to you (if any).

Searching in the survey list

You can also move the selection bar by using the incremental search function. The incremental search function works by matching text that you type against one of the fields in the survey list. It first attempts to search from the current position of the selection bar towards the end of the list. If no match is made, the search is restarted from the top of the list, until the position of the selection bar is reached, in which case no match was made.

The search criteria that the incremental search function works with will be displayed to the left on the bottom window frame.

On the top window frame, the header of each field is displayed. The field that is highlighted and surrounded by square brackets ([and]) is the field against which FM attempts to match the search criteria specified by you. To change the active field, use the **LEFT** and **RIGHT** keys.

When entering search criteria, you will note that spaces and dashes seem to be ignored – they are.

It may sometimes be necessary to correct a typing mistake in the search criteria; if you are trying to locate a message written by **John Doe** but have typed **joha**, simply press the **BACKSPACE** key once to erase the **a** character.

If there are several messages that match your search criteria in the first few characters, you can force the incremental search to display the next match without further typing; if you are trying to locate a message written by **John Doe** but have several messages written by someone named **John**, simply type **john** and then use the **TAB** key to move to the next match.

Selecting messages in the survey list

There are a number of ways to select messages in the survey list.

To select a single message, press the **SPACE** key. If you press the **SPACE** key once, you select the message (a selection indicator is displayed), if you press the **SPACE** key again (on the same message), you deselect the message (the selection indicator disappears). This is called "toggle select".

To select a group of messages, you can either use the range select survey function, or you can select a block of messages. To select a block of messages, move the selection bar to the first message in the block and press the - (minus) key. This determines the starting point of the block. If you want to change the starting point, simply move the selection bar and press the - (minus) key again. To complete the block selection, move the selection bar to the last message in the block and press the + (plus) key. You cannot use this "block select" method to deselect messages.

The **F5** key can be used to select and deselect all messages.

Range selection

The range select function allows you to specify search criteria which is then used to select messages in the survey list. All messages matching the specified criteria will be selected. You cannot use the range select function to deselect message.

To invoke the range select function, press the **F4** key. When the range select function is invoked, FM displays a dialog box, asking you to choose on which part of the message you want to perform the search. The [Originating address](#) and [Destination address](#) options are only available in NetMail-type folders. If you hold down the **SHIFT** key while making your selection from the range select options, you tell FM to select those messages **not** matching the specified criteria.

Once you have selected on which part of the message you want to perform the search, FM displays another dialog box, asking you to specify the search criteria. With the exception of searching on a range of dates, all criteria is considered to be partial; i.e. if you search on message recipients and specify **John** as the criteria, FM will select all messages containing **john** in the recipient field, whether it is **John Doe**, **John Walker**, or Jack **Johnson**. When FM compares the specified criteria with data in the message, the comparison is case insensitive; **JOHN** is **john** is **John**, and so on.

When the range select function has completed, you will be returned to the survey list.

Other survey list functions

The remaining functions reachable from the survey list all do something with the selected messages (or the current message, if no messages have been selected).

F3

Prints all selected messages. Once FM has processed all selected messages and placed them in its internal print queue, it will continue printing in the background, while you perform other tasks.

F6

Moves all selected messages to another folder. This is identical to moving a single message from View Mode (see "Moving/Copying a message"), with the exception that the operation is performed on more than one message. You will be prompted to select a target folder. If FM encounters a selected message with Lock status, it will not move that message.

F7

Copies all selected messages to another folder. This is identical to copying a single message from View Mode (see "Moving/Copying a message"), with the exception that the operation is performed on more than one message. You will be prompted to select a target folder.

F8

Exports all selected messages to a text file. This is identical to exporting a single message from View Mode (see "Exporting messages to text files"), with the exception that the operation is performed on more than one message. You will be prompted to specify a target file.

SHIFT+F8

Similar to the above in that it exports data from the selected messages to a text file. The difference is that FM will export the messages as they appear in the survey list rather than how they would appear in View Mode. You will be prompted to specify a target file.

DEL

Removes all selected messages. Messages with Lock status are not removed.

ENTER

Returns to View Mode and displays the message highlighted by the selection bar.

ESC

Returns to View Mode.

Selected indicator in Survey list/View Mode

When you are reading a message in View Mode that has been selected in the survey list, FM indicates this by displaying **[Selected]** on the line dividing the message header from the message text (this option can be disabled in the FrontDoor configuration program FDSETUP).

To move between selected messages in the survey list and in View Mode, use the **CTRL+UP** (previous message) and **CTRL+DOWN** (next message) shortcuts.

Forcing a scan

UIL: [Intermediate](#)

As mentioned above, once FM has scanned the messages in a folder to create the survey list, it does not normally need to rebuild the list the next time you invoke the survey function in that same folder (provided that you have not invoked the survey function in another folder). You can, however, force FM to scan the contents of the folder and rebuild the list of message. To do this from View Mode, hold down the **ALT** key and press **S** (**ALT+S**), then select Survey (force scan). You can also use the survey force scan shortcut, which is **CTRL+S**.

Section summary

Survey	S
Survey	ALT+S and Survey
Survey (force scan).....	CTRL+S
Survey (force scan).....	ALT+S and Survey (force scan)
Survey: Select message (toggle).....	SPACE
Survey: Select block of messages (block start).....	- (minus)
Survey: Select block of messages (block end).....	+ (plus)
Survey: Print messages.....	F3
Survey: Range select messages	F4
Survey: Select all (toggle) messages	F5
Survey: Move messages	F6
Survey: Copy messages.....	F7
Survey: Export messages.....	F8
Survey: Export messages (survey list format)	SHIFT+F8
Survey: Delete messages	DEL


19. FILE ATTACHMENTS

A message with one or more files attached to, or accompanying it, is said to have file attachments. This is how you send files such as word processing documents, spreadsheets, and other types of files to other recipients. A message with file attachments does not need to have any text in the message text section, though it is customary to include a brief comment or reference.

Only messages in NetMail and Local-type folders can have file attachments.


To send the same file to two or more recipients, you only need one copy of the file, but several copies of the message (one per recipient); this is because the message itself contains the recipient information.

Because files like word processing documents and other non-text files often contain data such as formatting and control codes, they are not suitable candidates for the import function (see "Importing text into messages"). Large (exceeding 100 Kb) text files should also be sent as attachments.

 *When you attach one or more files to a message, they will be delivered to the recipient in their original state, with formatting and control codes intact. No data conversion is made on files transmitted as file attachments.*

Creating a message with file attachments is very similar to creating a message without attachments (see "Creating a new message"). The primary difference is that you cannot edit the Re: (subject) field manually because it is used to store information about the attached files.

When the Re: field is the active field in the message header dialog box, press the **F2** key. This invokes a file and directory browser similar to the one used when importing and exporting messages from and to a text file; this browser, however, also has a section containing the files you have selected to be attached to the message.

 *To specify a starting point (directory and filemask) for the browser, you can type it in the Re: field before you press the **F2** key.*

The top section of the browser shows the currently selected directory and the files contained in it. This section is used to select the files you want to attach. The bottom section of the browser shows a list of the files you have selected; you can remove entries from this list if you change your mind. Use the **TAB** key to switch between the two sections.

To select a file from the top section, press the **SPACE** key. The selected file should immediately appear in the bottom section. If the file does not appear, it is an indication that there is insufficient memory available to add the file; should this happen, you can either switch to the bottom section and remove some files, or finish the message with the currently selected files and then create another message with the remainder of the files you wanted to send.

If you press the **ENTER** key on a directory entry (indicated by a trailing \) in the top section, the browser will switch to that directory. If you press the **ENTER** key on a drive entry (indicated by [- and -] surrounding the drive letter) in the top section, the browser will switch to that drive.

When you have selected the files you want to attach, press the **F10** key. FM will close the browser window and the message header dialog box will be visible again; the St: (message status) field will be the active field. Press the **F10** key again to start writing message text if you are satisfied with the contents of the message header. If you want to edit the recipient fields, press the **TAB** key. If you want to add carbon copy recipients (see "Carbon copies"), press the **F3** key.

If you change your mind and decide that you do not want to attach any files to the message, you can simply edit the status of the message and remove the "File attachment" status; this can be done before or after saving the message.

When you have finished the message and are ready to save it, hold down the **ALT** key and press **M** (**ALT+M**), then select [Save and Exit](#). You can also use the save message shortcut, which is **ALT+F10** or **CTRL+S**.

Since the Re: (subject) field can only hold 72 characters of text, FM may run out of space when it attempts to place the names of the selected files into the field; should this occur, FM will create empty messages (i.e. messages with no text) to the same recipient until all selected files have been successfully processed.

Editing a message with attachments

To edit a message with attachments, proceed as you would with editing a message without attachments (see "Editing a message"). The text (**One or more File Attachments**) will be displayed in the Re: (subject field). To remove or add attachments, press the **F2** key anywhere in the message header dialog box.

Creating carbon copies with attachments

If you only intend to send files to one (the primary) recipient, it is recommended that you first specify the carbon copy recipients and then the files.

If you intend to send files to some or all of the recipients, you should first specify which files you want to send, and then specify the carbon copy recipients since that will allow you to select which of the carbon copy recipients should receive the files.

If you choose not to send the specified file attachments to one or more of the carbon copy recipients, the Re: (subject) field of the messages to those recipients will be empty.

Response files

Using response files to send files is a very powerful, but somewhat complex, function. A response file is a text (ASCII) file containing data that FM reads instead of reading input from the keyboard. Response files are typically created using a normal text editor, but FM can also be used to create these files.

An example of a response file follows:

```
c:\fd\timelist.txt
c:\office\doc\salesref.doc
c:\office\doc\salestemp.dot
```

Each line contains the (complete) name of a file that you want to send. Blank (empty) lines are ignored by FM when it reads the response file. Only one filename per line can be specified. If a file specified in a response file cannot be located, FM will quietly ignore it and proceed with the next file (if any).

To use a response file to send files, place the name of the file behind a @ character in the Re: (subject) field before you press the **F2** key to invoke the file and directory browser.


20. FILE REQUESTS

In the simplest terms, a file request is the opposite of file attachments. Instead of writing a message to someone and attaching one or more files to it, you create a request for one or more files. A file request is not sent to a specific person (recipient), instead, you are asking the destination/target system to send you certain files. While the primary use of file requests is intended to provide for the automatic and unattended retrieval of files, file requests can be used to initiate other processes as well.

A few examples of services that can be provided for by the file request function:

- Any kind of store with pricing information being updated on a regular basis could allow its customers to automatically pick up the most up-to-date product price lists.
- An information provider such as weather services and financial services could allow customers and/or subscribers to fetch the latest weather forecasts, stock market reports, etc.
- Database retrieval services such as catalogue and library searching.
- Any software or hardware company could allow product updates and device drivers to be retrieved without manual intervention.

The result of a file request is not necessarily the transfer of files; it could be a simple confirmation receipt message indicating that the requested service has been initiated or processed.

 *One drawback with requesting files is that the system that processed the file request (the destination/target system) does not normally transmit the files as file attachments; this means that the files normally arrive on your system without a specific recipient, i.e. without a message accompanying them.*

Alias/Magic filenames

File requests can be configured so that when the request for a specific name or file is processed, on the destination system, several files are returned to the requesting (your) system. This is called using "alias" or "magic" filenames. A common such filename is **FILES**, which typically returns a list of all files available for request on the destination system; sometimes this list also includes file descriptions, time and date information, etc.

Creating a file request (message)

Creating a message to request files is very similar to creating a normal message without a request for files (see "Creating a new message"). The primary difference is that the Re: (subject) field is used to specify which file(s) you want to request; one other difference is that these request messages usually do not contain any text in the message text section.

 *A single message cannot be used to request files and have file attachments at the same time.*

When the Re: field is the active field in the message header dialog box, type the name of the file(s) you want to request, separated by spaces. Do not include any path (drive letters and directory names) information, just the filenames; wildcard characters (* and ?) can, however, be used. Some examples follow (the **Re:** text should not be entered):

```
Re: *.DOC *.ZIP
Re: STOCKS.*
Re: 97*.RPT
Re: FDFAQ.RAR
```

When you have specified which file(s) you want to request, press the ENTER key to make the St: (message status) field the active field.

To create a file request, press the **R** key (or move the selection bar to the [Request file](#) option and press the **SPACE** key). To create an update file request (see below), press the **U** key (or move the selection bar to the [Update file request](#) and press the **SPACE** key). File requests and update file requests are mutually exclusive, i.e. you cannot set both on a message.

When you have selected which type of request you want to make, press the **ENTER** key. The cursor will be in the text section of the message. To save the file request message, hold down the **ALT** key and press **M** (**ALT+M**), then select [Save and Exit](#). You can also use the save message shortcut, which is **ALT+F10** or **CTRL+S**.

Requesting password protected files

Because the contents of certain files may be considered to be of a more sensitive nature than that of others, the destination system may require that you present a password before it allows access to these files.

The password is specified after the filename as shown below; the password must immediately follow the filename separated by a single comma or a space and an exclamation mark. Note that the filename and password are coupled together, i.e. you must specify the password after each file that is protected.

```
Re: *.DOC !PASSWORD
Re: *.ZIP !ZIPPWD *.DOC !DOCPWD
Re: FDFAQ.RAR, FDPWD
Re: NEWDBX.RAR, !EXCLAMATION
```

For the first request, the password is **PASSWORD**. For the second request, the first password is **ZIPPWD** and the second password is **DOCPWD**. For the third request, the password is **FDPWD**. For the fourth request, the password is **!EXCLAMATION**. A password cannot contain any spaces.

If the password's first character is an exclamation mark (!), you need to either specify the exclamation mark twice (when the file and password are separated by a space), or by using a comma to separate the file and password (see the fourth example above).

Update file requests

An update file request is similar to a file request, with the exception that the destination system is instructed to send only those files matching the request that have a timestamp later than a given file on your own system. When you want to make an update file request, you need to specify the full path to an existing file on your system in the Re: (subject) field.

Some examples follow:

Re: C:\MYRPT\97RPT.RAR

Re: C:\MYDOC*.DOC

Re: C:\ZIPDIR*.ZIP

Re: C:\MYDOC*.DOC C:\ZIPDIR*.ZIP

The first request will ask for the file **97RPT.RAR**. It will only be sent by the destination system if it has a timestamp later than the file **97RPT.RAR** in the directory **C:\MYRPT** on your system.

The following two requests are similar to the first, except that they do not ask for a specific file. Your system will use the timestamp of the file with the most recent timestamp, that is matched by **C:\MYDOC*.DOC** and **C:\ZIPDIR*.ZIP** respectively; the request is made for ***.DOC** and ***.ZIP** respectively.

The fourth request is simply a combination of request two and three.

21. MESSAGE STATUS

A message's status affects how, when, and possibly if a message is delivered to its destination system, and ultimately, its recipient(s). A specific status is referred to as a flag, or status flag. To say that a message has Lock status is the equivalent of saying that the message has the Lock flag set.

When reading and writing messages, the message's status is displayed in the St: field in the message header. When modifying a message's status, the message status list is used. This section will first outline what effect each specific status flag has, and then describe how the message status list is manipulated.

Status flags

In the below list, there are four columns. From left to right, they are:

- The verbose flag text/message status list text.
- The text that appears in the St: (message status) field of the message header when that flag is set.
- The folder types in which this status flag can be used: N-NetMail, C-Conference, and L-Local.
- The description of the status flag.

Private	Pvt	NCL	This indicates that the message is only intended to be read by the recipient of the message.
Crash (high) priority	Crash	N	Indicates the second highest message priority. These messages are typically delivered as soon as possible, but it is possible for the system to be configured in such a way that Crash messages are not sent until a specific time of day. The message will be sent as directly as possible to the destination system (see <i>Direct</i> , below).
Remove message after sending	Kill	N	The message will be removed after it has been successfully transmitted. If the Kill flag is not set, it will instead be tagged as Sent (see below) to indicate that the message has been sent.
Non-proportional (fixed) display	NPD	NCL	This flag is often used when the layout of your message should be maintained in an environment that uses proportional fonts to display message text. Most software in graphical environments does this. It is in particular useful if your message contains tables or column formatting.
Request return receipt	Rcpt	N	Indicates that you want a receipt to be sent back to you when your message reaches the destination system. These receipts are not an indication that the message has been read by its recipient, only that it has arrived on the intended destination system.
Ask for confirmation receipt	Conf	N	Indicates that you want a receipt to be sent back to you when your message has been read by its intended recipient.
Immediate priority	Imm	N	Indicates the highest message priority. These messages are typically sent "now" and are usually not subject to being held until a specific time of the day. The message will be sent as directly as possible to the destination system (see <i>Direct</i> , below).
Direct	Direct	N	Indicates that you want the message to be sent as directly as possible to the destination system. It is possible that messages without the Direct flag are sent via intermediate systems.
Hold for pickup	Hold	N	The message will be held for pickup by the destination system.
File attachment	File	NL	Indicates that the message has one or more file attachments (see "File attachments").
Truncate after sending	Trunc/Sent	N	Indicates that the file should be truncated (written to zero-length) after successful delivery. This flag is typically used by automated software and should not be used except for very specific reasons. A truncated file is very hard to recover! This flag is only valid for messages with one or more file attachments.
Erase after sending	Del/Sent	N	Indicates that the file should be removed (erased) after successful delivery. This flag is typically used by automated software and should not be used except for very specific

			reasons. <i>A removed file is hard to recover!</i> This flag is only valid for messages with one or more file attachments.
Request file	FilReq	N	Indicates that the message contains one or more file requests (see "File requests").
Update file request	UpdReq	N	Indicates that the message contains one or more update file requests (see "File requests").
Do not pack	NoPack	N	On some systems, external programs are used to compress many messages into one single file before transmission – this flag indicates that the message should not be processed ("packed") by such programs.
Sent	Sent	NCL	Indicates that the message has been sent. Messages without the Kill flag (see above) will be stamped as Sent to indicate that they have been successfully transmitted/delivered.
Received	Rcvd	NCL	Indicates that the message has been read by its intended recipient.
Replied-to	Replied	NCL	Indicates that one or more replies have been written to the message.
Lock	Lock	NCL	The message is locked (see "Locking a message").
Local	Local	NCL	Indicates that the message was written or modified on "this" (your) system. Messages received from other people will normally not have this flag.
Transmit file as	TFA	N	This flag cannot be set manually. It is an indication that the file attachment listed in the Re: field should be transmitted with a different name than its current name.
Fax	Fax	N	This flag cannot be set manually. It indicates that the file attachment listed in the Re: field is a fax document.
Transit	Transit	N	This flag cannot be set manually. It indicates that the message is passing through the system (i.e. it was received from a remote system, and it is destined for another remote system).

Message status list

The message status list is used to manipulate the contents of the St: (message status) field. The message status can be specified when writing or editing messages. The only message status flag that can be changed manually, without using one of the edit message functions is the Lock flag (see "Locking a message").

When the message status list is displayed, you can use the **UP** and **DOWN** keys to move the selection bar and the **SPACE** key to select or deselect the currently highlighted status flag. You can also use the shortcuts which are listed on the right-hand side of the message status list.

UP

Moves the selection bar up one position. If the selection bar is already on the first entry in the list, it will "roll over" and be positioned on the last entry in the list.

DOWN

Moves the selection bar down one position. If the selection bar is already on the last entry in the list, it will "roll over" and be positioned on the first entry in the list.

HOME

Moves the selection bar to the entry currently displayed at the top of the window (this is not necessarily the first entry in list).

END

Moves the selection bar to the entry currently displayed at the bottom of the window (this is not necessarily the last entry in list).

PGUP

Moves the selection bar up one page. If the selection bar is already on the first entry in the list, it will "roll over" and be positioned on the last entry in the list.

PGDN

Moves the selection bar down one page. If the selection bar is already on the last entry in the list, it will "roll over" and be positioned on the first entry in the list.

CTRL+PGUP

Moves the selection bar to the first entry in the list.

CTRL+PGDN

Moves the selection bar to the last entry in the list.

SPACE

Selects or deselects (if it was previously selected) the message status flag currently highlighted by the selection bar. Selecting certain flags will deselect other flags to avoid illogical combinations (such as **Immediate priority** and **Hold for pickup**).

ENTER**F10**

Accepts the currently selected message status flags and closes the message status list.

CTRL+E

Accepts the currently selected message status flags and closes the message status list.

ESC

Restores the previous message status flags (those that were set prior to the message status list being displayed) and closes the message status list.

TAB

Accepts the currently selected message status flags and closes the message status list. The To: (message recipient) field in the message header dialog box will be the active field.

SHIFT+TAB

Accepts the currently selected message status flags and closes the message status list. The Re: (message subject) field in the message header dialog box will be the active field, except when used in the CC-recipient dialog, which will make the destination address the active field. If the message has file attachments, the To: field will be the active field since you cannot edit the contents of the Re: field for messages with file attachments.

F2

Identical to pressing the F2 key anywhere in the message header dialog box (when available). See "File attachments".

F3

Identical to pressing the F3 key anywhere in the message header dialog box (when available). See "Carbon copies".

No status toggle


The [No status toggle](#) option (shortcut **Z**) in the message status list is a utility function allowing you to remove all currently selected status flags instead of manually deselecting them; if you repeat the use of the [No status toggle](#) option, the previously selected message status flags will once again be selected.

22. VARIOUS FUNCTIONS

This section describes those menu options that do not naturally belong in other sections..

Macro Keys

FM allows the configuration of up to 24 keyboard macros. These macros can be used to insert commonly used text sequences and phrases into your message text. They can also be used to invoke some internal functions, such as repositioning the cursor, deleting text, etc.

 *The keyboard macros can only be used in Edit Mode.*

The keyboard macros are accessed with the function keys (**F1** through **F12**) and the shifted function keys (**SHIFT+F1** through **SHIFT+F12**). You can view the configured keyboard macros by invoking the Help menu (**ALT+H**) and selecting [Macro Keys](#). You can also use the Macro Keys shortcut, which is **ALT+K**.

Macro keys are configured in the FrontDoor configuration program FDSETUP and cannot be modified in FM. A complete keyboard macro reference is available in the [Administrator Guide](#).

(Message) Information

Most messages contain what is referred to as *extended message information*, or notes. This information is used by the programs that process the messages. It is typically of no or little use to a user of these programs. The following settings and functions are accessible from the Information menu. To invoke the Information menu, hold down the **ALT** key and press **I** (**ALT+I**).

Show Notes

UIL: [Advanced](#)

This function allows you to view the extended message information of the currently displayed message. To access the function, select [Show Notes](#) from the Information menu. You can also use the Show Notes function shortcut (*View Mode only*), which is the **N** key.

Show CC Notes

This function allows you to view information related to any carbon copy recipients (see "Carbon copies") that the currently displayed message may have. To access the function, select [Show CC Notes](#) from the Information menu. You can also use the Show CC Notes function shortcut (*View Mode only*), which is the **Q** key. If the currently displayed message does not have any carbon copy recipients, this function is not accessible.

Show technical message information

UIL: [Advanced](#)

This function displays technical information about the currently displayed message. This function is not available from the Information menu. To access the function, press **?** (*View Mode only*).

Remote Info

UIL: [Intermediate](#)

This function displays information about the system from which the message originated, rather than information about the message itself. If the message originated on your system, the function instead displays information about the system to which the message is addressed. If FM cannot locate the required information in the nodelist database (see "The nodelist"), it will produce an audible signal to indicate this. To access the function, select [Remote Info](#) from the Information menu. You can also use the Remote Info function shortcut, which is **ALT+Y**.

Options

The following settings and functions are accessible from the Options menu. To invoke the Options menu, hold down the **ALT** key and press **O** (**ALT+O**).

Change User


In View Mode, this function allows you to switch to another user profile, if more than one profile has been configured. A user profile consists of the username, the user's access level, the default address to use when writing messages, a password (optional), and an UIL setting (Novice, Intermediate, or Advanced).

If this function is used in Edit Mode, while writing a message, FM will update the message header information in the By: (message sender) field. To access this function, select [Change User](#) from the Options menu. You can also use the Change User shortcut, which is **ALT+G**.

Change Address

UIL: Advanced


Some systems have several network addresses (see "The nodelist"). It may be desirable or necessary to use a different address when writing messages. This function allows you to change the address in the By: (message sender address) field when writing a message. To access this function, select [Change Address](#) from the Options menu. You can also use the Change Address shortcut, which is **ALT+W**.

 When you write messages with carbon copy recipients and/or crosspost messages to several folders, FM will use its built-in logic, as well as the configured settings to determine which address will actually be used in the By: field. Changing the address in the By: field while writing a message only applies to the message to the primary recipient, not to any of the copies automatically generated by FM.

Change Origin

UIL: Intermediate

This function allows you to select what, if anything, is inserted at the end of messages created in Conference-type folders (see "Folders:Conference Folders"). If used in View Mode, the selected origin line information will be used until you select a different folder or origin line. If used in Edit Mode, the selected origin line information will be used for the message that is currently being edited/written. To access this function, select [Change Origin](#) from the Options menu. You can also use the Change Origin shortcut, which is **CTRL+O**.

 When you crosspost messages to several folders, FM will use its built-in logic, as well as the configured folder settings to determine which origin line information will actually be used. Changing the origin line information only applies to the actual message saved in the current folder, not to any of the copies automatically generated by FM.

UI Level

This function allows you to change the currently active UIL (User Interface Level). The current UIL setting determines which menu options are available to you. This function is not available if it has been disabled by the administrator. To change the current UIL setting, select [UIL](#) from the Options menu. There is no shortcut for this function.

Translation Tables

UIL: Intermediate


Translation tables allows FM to convert characters that appear in messages. This setting determines if FM should use the translation tables when displaying messages and when you enter text in Edit Mode. If translation tables are enabled, the text **Xit** appears on the bottom status bar. The use of translation tables is not necessary in most environments; they are a left-over from the early days of messaging and electronic mail exchange. To change this setting, select [Translation Tables](#) from the Options menu. You can also use the Translation Tables shortcut, which is **CTRL+X**.

Translation tables are configured in the FrontDoor configuration program FDSETUP and cannot be modified in FM.

Conference Info

UIL: Intermediate

This setting determines if origin line information should be inserted at the end of messages created in Conference-type folders (see "Folders:Conference Folders"). If Conference Info is enabled, the text **Inf** appears on the bottom status bar. To change this setting, select [Conference Info](#) from the Options menu. You can also use the Conference Info shortcut, which is **CTRL+A**.

 When you crosspost messages to several folders, FM will use its built-in logic, as well as the configured folder settings to determine if origin line information will actually be inserted. Changing the Conference Info setting only applies to the actual message saved in the current folder, not to any of the copies automatically generated by FM.

Display Hard CRs

UIL: Intermediate

This setting determines if the physical end-of-line markers (also known as "Hard CRs" or "Hard Carriage Returns") should be visible. It does not affect the actual contents or layout of messages. If this setting is enabled, FM will display Hard CRs as paragraph marks (¶). To change this setting, select [Display Hard CRs](#) from the Options menu. You can also use the Display Hard CRs shortcut, which is **CTRL+C**.

Force Hard CRs

UIL: Advanced

When you type message text, FM will wrap the text when a word is too long to fit on the current line. When FM wraps text, it does not actually break the word or sentence, it simply moves text down onto the next line. If you, however, press the ENTER key (in Insert mode, see "Creating a new message:Insert mode"), FM will insert a Hard CR (see above). A Hard CR is a physical line break that cannot be automatically reformatted.


If the Force Hard CRs setting is enabled (**HardCR** is displayed on the bottom status bar), FM will insert a Hard CR when it performs automatic word wrapping. This setting can only be changed in Edit Mode and is applicable until you return to View Mode. To change this setting, select [Force Hard CRs](#) from the Options menu. You can also use the Force Hard CRs shortcut, which is **CTRL+R**.

Message

The following functions are accessible from the Message menu in Edit Mode. To invoke the Message menu, hold down the **ALT** key and press **M** (**ALT+M**). Other options on the Message menu (in Edit Mode) are described in the keyboard reference section (see "Keyboard reference").

Find

This function allows you to locate a specific sequence of characters in the message text. FM will prompt you for the characters you want to search for, and then scan the message text. If FM locates a match, it will highlight the match and ask if you want to continue searching. Note that FM uses a case insensitive scan; i.e. if you enter **my office** as the characters to search for, FM will find a match on **MY OFFICE**, **my office**, and **My Office**. To access this function, select [Find](#) from the Message menu or use the Find shortcut, which is **ALT+F5**.


 *FM will scan the message text from the current cursor position. To search from the beginning of the message text, press **ALT+PGUP** before you select this function. Doing so will move the cursor to the start of the message text.*

Find and replace

This function allows you to find and replace a specific sequence of characters in the message text. FM will prompt you for the characters you want to search for and the characters you want to replace them with, and then scan the message text. If FM locates a match, it will highlight the match and ask if you want to replace the located character sequence.

Note that FM uses a case insensitive scan; i.e. if you enter **my office** as the characters to search for, FM will find a match on **MY OFFICE**, **my office**, and **My Office**; the replacement sequence will, however, be inserted exactly as you have typed it. To completely remove a sequence of characters, leave the Replace: field empty when you are prompted for the search and replace data.

To access this function, select [Find and replace](#) from the Message menu or use the Find and replace shortcut, which is **ALT+F6**.

 *FM will scan the message text from the current cursor position. To search from the beginning of the message text, press **ALT+PGUP** before you select this function. Doing so will move the cursor to the start of the message text.*

Reformat

This function will reformat the message text from the current cursor position until the next empty line is encountered. FM will remove any physical breaks (Hard CRs) it encounters. When text is reformatted by this function, the text will appear as if you had typed a paragraph, made up from several lines, without using the **ENTER** key. To access this function, select [Re-format](#) from the Message menu or use the Reformat shortcut, which is **ALT+F8**.

23. MOUSE SUPPORT

Most commands and functions are accessed by using the keyboard. FM does, however, feature limited mouse support as outlined below.

Menus

The mouse can be used to select a menu option and to move the selection bar. In the menu system, you can move between menus by clicking the LEFT mouse button when the mouse pointer is on the menu heading. Use the RIGHT mouse button to close the menu system (*this is identical to pressing the ESC key*). To select a menu option, double-click the LEFT mouse button when the mouse pointer is on the desired option; if the mouse pointer is already on the desired response, a single click on the LEFT mouse button should be used.

To invoke the menu system, use the LEFT and RIGHT mouse button simultaneously. If you have a 3-button mouse, you can also use the CENTER button to invoke the menu system.

Prompt dialogs

The mouse can be used to choose a response when you are prompted by FM; a typical example of a prompt dialog is the **Save changes** dialog box displayed by FM when you choose to save a message. Simply move the mouse pointer to the desired response and double-click the LEFT mouse button; if the mouse pointer is already on the desired response, a single click on the LEFT mouse button should be used. If there is a *Cancel* option displayed in the dialog box, clicking the RIGHT mouse button will choose it and close the dialog.

Edit Mode

If you click the LEFT mouse button while the mouse pointer is positioned anywhere in the message header area, FM will react as if you had pressed **ALT+E** (see "Editing a message").

If you click the LEFT mouse button while the mouse pointer is positioned on the **<CTRL-S> to save..** text on the bottom status bar, FM will react as if you had pressed **CTRL+S** (see "Creating a new message:Saving the message").

If you click the LEFT mouse button when the mouse pointer is positioned anywhere in the message text section, FM will move its cursor to that position.

View Mode

If you click the LEFT mouse button while the mouse pointer is positioned on the folder description in the top status bar, FM will react as if you had pressed the **F** key (see "Folders:Folder selection").

If you click the RIGHT mouse button, FM will react as if you had pressed the **F** key (see "Folders:Folder selection").

If you click the LEFT mouse button while the mouse pointer is positioned on the current message number display (the leftmost field) in the bottom status bar, FM will prompt you to enter the number of the message you want to display (see "Reading messages:Selecting message by number").

If you click the LEFT mouse button while the mouse pointer is positioned on any of the four buttons to the right of the **..remaining** text in the bottom status bar, FM will: go to the previous message, go to the next message, scroll the text one page up, and scroll the text one page down, respectively.

Lists

In other lists such as the folder list, survey list, and message status list, the mouse can be used to select entries much like you would select a menu option using the mouse. Typically, clicking on an item in the list that is not highlighted will first highlight it, while clicking on an already highlighted item will select it.


If there is a scroll bar to the right of the list, you can either click the LEFT mouse button when the mouse pointer is positioned somewhere on the actual bar, or when it is positioned on one of the arrows at the extreme ends of the bar.

24. DOS SHELL

UIL: Advanced

This function is most useful in pure DOS environments, or similar environments where it is not possible to start other programs without first exiting the currently running program. When you use the DOS shell function in FM, a temporary copy of DOS is loaded and FM is suspended (temporarily stopped). The DOS version of FM can be (and is by default) configured to maximize the amount of memory available in the temporary DOS shell – this is referred to as *FM swapping itself out of memory*.

Once you have completed your activities in the temporary DOS shell, you must type EXIT and press the **ENTER** key to return to FM.

 Do not type FM and press the **ENTER** key to exit from the temporary DOS shell as this will load a second copy of FM from the temporary DOS shell.

The DOS shell function is available from just about anywhere in FM: including the various menus, dialog boxes, view mode, edit mode, survey, and input fields. You invoke the DOS shell function with the **ALT+Z** shortcut.

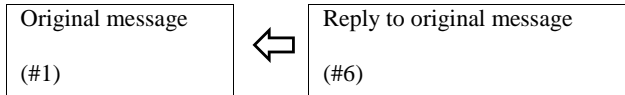
An alternate DOS shell function can be accessed from View Mode with the **CTRL+Z** shortcut. This will invoke a temporary copy of DOS as well, but prior to loading this temporary copy, FM will change to the directory where the message base files for the currently active folder are stored.

25. READING MESSAGES USING THREADS

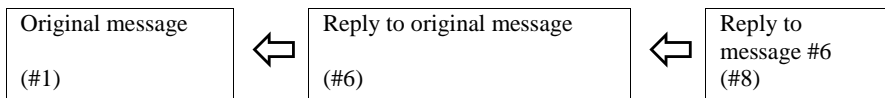
A (reply) thread is the logical link between one or more messages, that are replies to one single message and the original message to which they are a reply. Since other messages can be replies to one of these replies, reply threads often create long links of messages that discuss a specific topic.

FM allows you to easily jump between messages in a thread with the reply thread shortcuts.

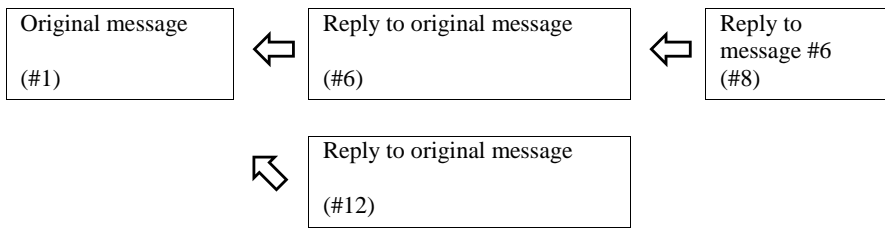
Here are a few examples of threads:



Message #6 is a reply to message #1. The link between them is called the *reply thread*. When you read message #1, FM will indicate that there is at least one reply to it. When you read message #6, FM will indicate that it is a reply to another message.



Same as above, but here message #6 also has a reply to it. In this case, message #6 is a reply to message #1, and message #8 is a reply to message #6.



This is a more complex example. Here, both message #6 and message #12 are replies to the original message (#1). Message #8 is a reply to message #6.

Reply thread indicators

Reply indicators are shown when the currently displayed message is part of a reply thread. The indicators are displayed in the message header area of the screen in View Mode. There are two different types of indicators: basic and advanced.

The different types are related to how the messages are physically stored in the current folder. Certain storage formats do not contain sufficient information to maintain a proper thread, in which case FM will only display a set of basic indicators.

Basic indicators

The basic set of indicators is made up of two individual indicators. Their appearance and meaning is as follows:

- 2>** This message is part of a reply thread. The next message in the thread is message #2. Use the next message in thread shortcut, which is + (plus) to access message #2.
- <2** This message is part of a reply thread. The previous message in the thread is message #2. Use the previous message in thread shortcut, which is - (minus) to access message #2.
- 2<>3** This message is part of a reply thread. The previous message in the thread is message #2, and the next message in the thread is message #3. Use the shortcuts described above to access the thread in the desired direction.

To go to the first message in the thread, use the first message in thread shortcut which is **CTRL+HOME**. To go to the last message in the thread, use the last message in thread shortcut, which is **CTRL+END**. If you use either of these shortcuts, FM will automatically drop marker #0 before it displays the first/last message in the thread (see "Reading messages:Markers and message numbers" for more information about markers).

Advanced indicators

The advanced set of indicators are made up of four individual indicators. No message numbers are displayed when the advanced indicators are used. Each indicator is surrounded by a pair of brackets, < and >. In the explanation below, a comma is used to separate the indicators; their appearance and meaning is as follows:

(Four empty pairs of < >)	The message has no replies and is not part of a reply thread.
/	The message is a reply.
*	The message has a reply
/, *	The message is a reply and the message has a reply.
-, /	The message is a reply and there is at least one more (previous) message in the reply thread.
+, /	The message is a reply and there is at least one more (next) message in the reply thread.
-, +, /	The message is a reply. There are several messages in the reply thread.
-, /, *	The message is a reply and the message has a reply. There is at least one more (previous) message in the reply thread.
-, +, /, *	The message is a reply and the message has a reply. There are several messages in the reply thread.

A message can be related to other messages in the reply thread in four different ways:

- The message can be a reply to another message (the original message). Use the go to original message shortcut, which is / (slash).
- There can be other messages before this one, that are also replies to the same original message. These messages are accessed with the previous message in thread shortcut, which is - (minus).
- There can be other messages after this one, that are also replies to the same original message. These messages are accessed with the next message in thread shortcut, which is + (plus).
- There can be replies to this message. Use the go to first reply shortcut, which is * (asterisk).

Section summary

Go to previous message in thread.....	- (minus)
Go to next message in thread.....	+ (plus)
Go to first reply to this message (advanced indicators)	* (asterisk)
Go to original message (advanced indicators)	/ (slash)
Go to first message in thread.....	CTRL+HOME
Go to last message in thread.....	CTRL+END

Appendix A: GLOSSARY

Active field

Certain input screens, such as the message header dialog box, contain a number of input fields where you enter data. The active field is the field that is currently being used to store the data that you enter.

BBS

See Bulletin Board System

Bulletin Board System

A Bulletin Board System, or BBS for short, is a system to which users can connect via a dial-up connection, a Local Area Network or via the Internet. It often consists of different areas, e.g. message groups, file areas, on-line games, and chat rooms.

Carbon Copy

A NetMail message that is sent to two or more recipients.

CC

See *Carbon Copy*

CnfMail

See *Conference Mail*

Conference

A conference is a discussion forum where a certain topic is discussed, for instance Cooking, Computer programming, Politics, Product support, etc. A conference can either be open to everyone, or restricted to a closed group of participants.

All messages in a conference are public, even if they are addressed to a specific recipient. This means that all participants of the conference are able to read all messages. To send a private message, use the NetMail folder.

All messages in a conference are stored together in a folder.

Conference Mail

Mail that is sent from one person and then distributed by means of a conference with more than one participant (see Conference).

Confirmation Receipt

A confirmation receipt is an indication that the recipient of a message has read it.

When you write a message in a NetMail-type folder, you can request that the recipient's system sends a confirmation receipt to you, when the recipient reads the message. See *Message status* for further information on how to do this.

All systems do not support or allow confirmation receipts, which means that the recipient may have read the message, even if you have not received a confirmation receipt.

Crossposting

The process of saving ("posting") a message to more than one folder.

FAQ

Frequently Asked Questions, or FAQ for short, is a common term for a document that contains a list of the most frequently asked questions (and their answers) regarding a certain topic, for instance a program.

Filemask

A file mask is used to access all files matching a certain mask. The mask can contain wildcard characters that allow any character to match a certain position.

There are two different wildcard characters that are allowed:

- ? The question mark matches any single character in the position where it is specified. You can use more than one question mark character.
- * The asterisk matches zero or more characters in the position where it is specified. You can specify an asterisk in the file name before the extension, and also an asterisk in the extension after the dot. It is not possible to specify any characters after the asterisk, except for a dot and an extension.

Examples:

- *.TXT Matches all files with an extension of **TXT**
- LETTER?A.* Matches all files that begin with **LETTER** followed by a single character, and then an **A**. The extension can contain any characters.

Folder

A folder is an area where related messages are stored together.

LAN

Local Area Network.

A LAN is often used to connect a number of computer at an office with each other, to make it possible to share resources such as disk drives, modems, and printers.

Macro

The keyboard macros can be used when you are editing a message. They can contain normal text, or text editing functions that modify the message text, reposition the insertion point, etc. It is also possible to have the keyboard macros automatically add the name of the sender, the name of the recipient, the subject of the message, etc.

NetMail

Mail that is sent from one person to another person, i.e. person-to-person correspondence.

Origin line

Messages in a Conference Folder normally have an ending identification line, called *Origin Line*. An example of an origin line:

```
* Origin: Definite Solutions (255:3046/1)
```

The text in the origin line can contain any (or no) text, but it must be followed by the address of the system where the message originated. Some examples of text in an origin line:

```
Definite Solutions - Stockholm, Sweden  
XYZ Corporation - Green Valley, CA, USA  
XYZ Corporation - John Doe in the field
```

PGM

Program Generated Message; an indication that the message was generated by an application rather than a person. Replying to such messages without modifying the recipient information of the new message typically results in a message that nobody on the destination system will read; at least not within a reasonable amount of time.

Quote message

When you reply to a message, you have the option to quote the original message. When a message is quoted, each line of the original message is copied to the reply you are writing, with a > character in front of each line. The initials of the author (sender) of the original message are also added before the > character. This makes it easier for the recipient of your message to see who wrote each part of the message.

An important thing to remember when quoting the original message, is to only keep the relevant part of the original message. This makes it easier for the recipient of your message to read it.

Tear line

The tear line is a line located at the end of the messages, just before the origin line, and begins with three dashes (---), sometimes followed by a short program notice.

This line is added by most message editors, such as FM, but is not required.

WAN

Wide Area Network.

A WAN is used to connect computers at different locations to each other.

Word wrap

Word wrapping is the process when text is automatically formatted to fit in the window. If all text that is on one line does not fit, some text is moved down to the next line.

XC

See *Crossposting*

Appendix B: Q&A

This section contains some common questions and their answers.

Common

- ?: I press **ALT+H** to access the menu system, but nothing happens.
- A: The menu system is not accessible from certain places such as the survey list and most dialog boxes/message windows.
- ?: When I press the DEL key to remove a message, FM displays an error message telling me that **Locked messages cannot be removed**.
- A: The message has Lock status, i.e. the message is locked. You have to remove the lock status before the message can be removed (see "Locking a message").
- ?: When I choose to edit a message, FM displays a warning message telling me that **Message has already been sent**.
- A: Editing a sent message will only change your copy of the message. The recipient of the message will not see any modifications you make. The word **Sent** is displayed in the St: (message status) field when a message has been sent.
- ?: When I access the menu systems, certain options are displayed in a lighter color (gray) or completely invisible.
- A: These menu options are "disabled", i.e. they are not accessible in the current context. For example, the [Change Origin](#) menu option (**Options**) is only applicable in Conference-type folders, and therefore not accessible in other types of folders.
- ?: When I print messages, FM says that it is printing them, but nothing happens until I quit the program, at which point the printer starts printing.
- A: This is a common problem in some LAN environments and is often related to the way your system administrator has configured the *print capture* feature. It should be configured to time-out after a certain amount of time (typical is 20-40 seconds) has passed since the last printer output was made by a program.
- ?: After having crossposted a message to a number of folders, I wanted to post the message in three more folders, can I do this without having to copy the message to each individual folder?
- A: Go to the folder where a copy of the crossposted message is located and use the Blind Forward function (Advanced). Once you have specified the primary target folder, you can select to which folders you want to crosspost the message (you will most likely want to remove the **Crossposted in..** information before saving the message).
- ?: When I choose to reply to the currently displayed message, FM displays **Do you want to reply to the original sender**.
- A: When a message is forwarded, many programs (including FM) inserts extended (hidden) information about the contents of the original message. When you reply to a message that has such information, FM allows you to reply to the original sender or the current sender of the message.
- ?: When I choose to comment the currently displayed message, FM displays **Do you want to comment to the original recipient**.
- A: When a message is forwarded, many programs (including FM) inserts extended (hidden) information about the contents of the original message. When you reply to a message that has such information, FM allows you to write your comment to the original recipient or the current recipient of the message.
- ?: After having invoked the Folder Scan function, FM all of a sudden stops displaying the folder statistics (total number of messages and number of unread messages) when I invoke the folder list, why?
- A: If FM detects that the contents of a particular folder has been updated, it will not display statistics for that folder until you either access that folder, or repeat the Folder Scan.
- ?: It seems that I do not receive any receipts back from certain recipients and/or systems when I write messages and add the **Request return receipt** and/or **Ask for confirmation receipt** status.
- A: The FrontDoor software can be fully or partially configured so that it does not honor the creation of receipts. If the administrator of the remote system has configured FrontDoor in such a way, no receipts will be created by that system.

?: When I press **ALT+Y** to invoke the Remote Info function, FM does not display information about the correct system. The system is a Client/Point system, why is FM showing me information about the Server/Boss system?

A: If FM cannot locate the Client/Point system in your nodelist database, it will attempt to find the Server/Boss system.

Technical

?: All of a sudden, FM displays **Frozen, waiting for semaphore to clear**, and all my keystrokes appears to be ignored.

A: FM is, as it says, frozen. That is, it has been instructed by another program to temporarily shut down and close open files, etc. This is usually because maintenance or changes needs to be made which cannot be made unless FM has been temporarily shut down. If this happens frequently, you may want to contact the system administrator for more information.

?: When I return from a DOS shell, the screen appears garbled or misaligned, why?

A: This should only happen if FM's display mode has been configured as Auto.

When the display mode is configured as Auto, FM does not support that the screen characteristics change while it is running. FM only knows what the screen looked like when it was first loaded. Thus, when you return from a DOS shell, the screen characteristics must be identical to what they were when FM was first loaded.

Appendix C: KEYBOARD REFERENCE

This section is intended to be a keyboard reference for FM. Some keys have corresponding menu options in Edit Mode and View Mode, while others do not.

Menus

Function	Keyboard sequence
Help	ALT+H
Information	ALT+I
Message	ALT+M
Options	ALT+O
System	ALT+S
Utilities	ALT+U

It should be noted that the above shortcuts can only be used in Edit Mode and View Mode (i.e. not in Survey Mode).

Edit Mode

Function	Keyboard sequence
Browse nodelist	ALT+N
Change Address (AKA)	ALT+W
Change Origin (Conference-type folders)	CTRL+O
Change User	ALT+G
Copy line to "restore buffer" (inserted with ESC)	CTRL+B
Delete all characters from cursor to end of line	CTRL+END
Delete all characters from cursor to end of message	CTRL+T
Delete character to the left of the cursor	BACKSPACE
Delete character under cursor	DEL (Delete)
Delete line	CTRL+Y
Delete word to the right of cursor	CTRL+W
Display hard CRs	CTRL+C
Display next page of message text	PGDN
Display previous page of message text	PGUP
Edit header	ALT+E
Edit header (status)	CTRL+E
Export message to file	ALT+V
Find and replace text	ALT+F6
Find text	ALT+F5
Folder, crossposting	ALT+F
Force rescan	ALT+F7
Go to beginning of message text	CTRL+PGUP
Go to end of message text	CTRL+PGDN
Go to specific line	CTRL+G
Import file	CTRL+I or ALT+F2
Information about sending/remote system	ALT+Y
Insert empty line (without moving cursor)	CTRL+ENTER
Insert TAB (four spaces)	TAB
Insert/Overtyping toggle	INS
Keyboard help	CTRL+F1
Line drawing	ALT+F4
Lock/Unlock message	CTRL+L
Move cursor down (<i>does not move past end of text</i>)	DOWN
Move cursor left	LEFT
Move cursor right	RIGHT
Move cursor to beginning of line	HOME
Move cursor to beginning of message	CTRL+PGUP
Move cursor to beginning of next word	CTRL+RIGHT
Move cursor to beginning of previous word	CTRL+LEFT
Move cursor to end of line	END
Move cursor to end of message	CTRL+PGDN
Move cursor to end of screen	END (twice)
Move cursor to top of screen	HOME (twice)

Move cursor up	UP
Re-format paragraph	ALT+F8
Restore previously deleted line	ESC or ALT+F1
Save a message (<i>cursor in text section</i>)	ALT+F10 or CTRL+S CTRL+Z
Scroll text down	CTRL+UP
Scroll text one page down (<i>does not move past end of text</i>)	PGUP
Scroll text one page up (<i>does not move past end of text</i>)	PGDN
Scroll text up	CTRL+DOWN
Show macro keys	ALT+K
Toggle case of characters in word to the right of the cursor	CTRL+U
Toggle: Conference info (<i>origin</i> , in Conference-type folders)	CTRL+A
Toggle: Force Hard CRs	CTRL+R
Toggle: Translation tables	CTRL+X

View Mode

Function	Keyboard sequence
Browse nodelist	ALT+N
Change Origin (Conference-type folders)	CTRL+O
Change User	ALT+G
Comment message	C
Comment message (other folder)	ALT+C
Create a new message	INS (Insert)
Delete messages	DEL (Delete)
Display hard CRs	CTRL+C
Display next message	RIGHT
Display next message (<i>if any</i>) selected in the survey list	CTRL+DOWN
Display next message to you (<i>if any</i>)	CTRL+RIGHT
Display next page of message text	PGDN
Display previous message	LEFT
Display previous message (<i>if any</i>) selected in the survey list	CTRL+UP
Display previous message to you (<i>if any</i>)	CTRL+LEFT
Display previous page of message text	PGUP
Drop marker	D
Edit header	ALT+E
Edit header (status)	CTRL+E
Edit message text	E
Export message to file	X or ALT+V
Folder, invoke scan function	CTRL+F
Folder, select different active/current	F
Force rescan	ALT+F7
Forward/Redirect message	O
Forward/Redirect message (blind forward)	B
Go to beginning of message text	CTRL+PGUP
Go to end of message text	CTRL+PGDN
Go to first message in folder	HOME
Go to home message	H
Go to last message in folder	END
Information about sending/remote system	ALT+Y
Keyboard help	CTRL+F1
Lock/Unlock message	CTRL+L
Move selection bar to next message to you	CTRL+RIGHT
Move selection bar to next selected message	CTRL+DOWN
Move selection bar to previous message to you	CTRL+LEFT
Move/Copy message	M
Print Message	ALT+P
Print Fax (fax cover message)	ALT+A
Renummer messages	ALT+B
Reply to message	R
Reply to message (other folder)	ALT+R
Reply to message (private reply)	P
Scroll message text down	UP

Scroll message text up	DOWN
Select a message (<i>by marker</i>)	ALT+0 through ALT+9 (0-9)
Select a message (<i>by number</i>)	Digits (0-9)
Select/Deselect current message	SPACE
Select/Deselect current message in survey list	SPACE
Set current message as home message	CTRL+H
Show carbon copy recipients/notes	Q
Show macro keys	ALT+K
Show notes (extended message information)	N
Show technical message information	?
Survey	S
Survey (force scan)	CTRL+S
Threads: Go to first message in thread	CTRL+HOME
Threads: Go to first reply to this message (advanced indicators)	* (Asterisk)
Threads: Go to last message in thread	CTRL+END
Threads: Go to next message in thread	+ (Plus)
Threads: Go to original message (advanced indicators)	/ (Slash)
Threads: Go to previous message in thread	- (Minus)
Toggle: Conference info (origin, in Conference-type folders)	CTRL+A
Toggle: Translation tables	CTRL+X
View Fax (fax cover message)	A
View Files (message with attachments)	V

Survey

Function	Keyboard sequence
Change to next search criteria field	RIGHT
Change to previous search criteria field	LEFT
Copy messages	F7
Delete messages	DEL (Delete)
Display next message (<i>if any</i>) selected in the survey list	CTRL+DOWN
Display next message to you (<i>if any</i>)	CTRL+RIGHT
Display previous message (<i>if any</i>) selected in the survey list	CTRL+UP
Display previous message to you (<i>if any</i>)	CTRL+LEFT
Export messages	F8
Export messages (<i>survey list format</i>)	SHIFT+F8
Move messages	F6
Move selection bar down one position	DOWN
Move selection bar to bottom of screen	END
Move selection bar to first message in folder	CTRL+PGUP
Move selection bar to last message in folder	CTRL+PGDN
Move selection bar to next message to you	CTRL+RIGHT
Move selection bar to next selected message	CTRL+DOWN
Move selection bar to previous message to you	CTRL+LEFT
Move selection bar to previous selected message	CTRL+UP
Move selection bar to top of screen	HOME
Move selection bar up one position	UP
Print messages	F3
Range select messages	F4
Select all (toggle) messages	F5
Select block of messages (<i>block end</i>)	+ (Plus)
Select block of messages (<i>block start</i>)	- (Minus)
Select/Deselect current message in survey list	SPACE

Input fields

Function	Keyboard sequence
Clear entire field	CTRL+Y
Clear field from cursor to beginning of field	CTRL+HOME
Clear field from cursor to end of field	CTRL+END
Delete character under cursor	DEL (Delete)
Delete word to right of cursor	CTRL+W
Field navigation (multi-field entry)	TAB and SHIFT+TAB

Insert/Overtyp mode toggle	INS (Insert)
Move cursor left	LEFT
Move cursor left one word	CTRL+LEFT
Move cursor right (cannot move past text)	RIGHT
Move cursor right one word	CTRL+RIGHT
Move cursor to beginning of field	HOME
Move cursor to end of field	END

Other

Function	Keyboard sequence
DOS shell	ALT+Z
Field navigation (multi-field entry)	TAB and SHIFT+TAB
Leave editor (exit program)	ALT+Q

Appendix D: CONTACT INFORMATION

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Please refer to our website (above) for additional information such as the [FrontDoor Developer's Kit](#) (FDDEV), the *FrontDoor Frequently Asked Questions* (FDFAQ) document, and more.

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