

Sendmail® Mobile Message Server

User's Guide

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Preface

Sendmail Mobile Message Server (SMMS) is Web-based email software that enables end users to access their existing email accounts through a Web browser such as Netscape Navigator or Microsoft Internet Explorer. SMMS is *not* a Web-based email service like Hotmail, although it serves the same purpose: the ability to view, compose, forward, and manage email from any computer or Internet-capable device with an active connection.

Because it is highly configurable, figures in this guide may look different than your own. Your mail administrator may have made some modifications to your SMMS setup.

Some options shown in this guide may not be available to you. If they are not, check with your administrator to see if these options have been modified.

How to Obtain Technical Support

If you have problems with SMMS, you should first contact your mail administrator or IT department. They are equipped to assist you in the use and troubleshooting of SMMS as it is customized to your system.

Who Should Use This Book

This guide is intended for users of SMMS, whether using it with a computer or a wireless phone.

How This Book is Organized

Each chapter in this guide is briefly described below:

“Preface” (this section) gives you an overview of SMMS and of the SMMS User’s Guide.

Chapter 1, “Using SMMS On Your Computer” shows you how to use SMMS on your computer.

Chapter 2, “Using SMMS On Your Wireless Phone” gives you instructions on using SMMS from your wireless phone.

“Index” lets you access specific information quickly.

What Typographic Conventions Mean

Table P-1 describes the typographic conventions used in this book.

Table P-1 *Typographic conventions*

Typeface	Meaning	Example
monospace	Names of commands, files, and directories, on-screen character output, email addresses	<code>/etc/mail/ >>EHLO support@example.com</code>
monospace bold	Input; that is, characters that you type rather than computer output	<code>% cat /etc/hosts</code>
<i>italic</i>	Placeholder for the true value	Substitute <i>hostname</i> with the name of your host.
<i>italic</i>	Emphasized words or titles	You <i>must</i> assign a password.

Using SMMS On Your Computer

1

Logging In

Before you can use SMMS, you must log in with a valid user name and password. Once you have obtained your login information you can start using SMMS. To log in to SMMS:

1. Access the Internet using a Web browser such as Microsoft Internet Explorer or Netscape Navigator.
2. Enter the URL provided by your SMMS Administrator to access your organization's SMMS login page.

The login screen appears. Remember, your login screen may appear differently that the one shown below.



3. Type in your user name and password.

The user name and password are case sensitive. This means that the system reads “john”, “John”, and “JOHN” as three different user names.

4. Select Log In.

Use the same user name and password as you use to access your email from your office.

Your email server may require a domain in addition to a user name and password. If so, type your domain and a forward slash (/) in the Username field, followed by your user name, for example, GLOBAL/joanne to indicate that the login should be for user “joanne” in the domain “GLOBAL”.

Inbox and Global Navigation

After a successful login, the Inbox is displayed and the global links shown in Figure 1-1 are visible at the left of the screen:

These links take you to the SMMS functional areas; they appear on every screen and are always accessible. When moving between SMMS system functions, it is important to use these global navigation links. While it is possible to use your browser's Back and Forward buttons, the information displayed as a result may be out of date.

Each functional section contains action buttons—buttons such as Delete, Reply, Send, or Next. Use these action buttons before moving to another section, or your actions will not be sent to the server.

For example, when you are composing a message, select either Send or Postpone before you move to a different screen. If you do not use one of these buttons your active message will not be sent or saved on the server.



Figure 1-1 Global links

Inbox and Managing Messages

The Inbox screen shown in Figure 1-2 displays all messages in the current folder. This includes the From (sender), Subject, Date and Size of each message.

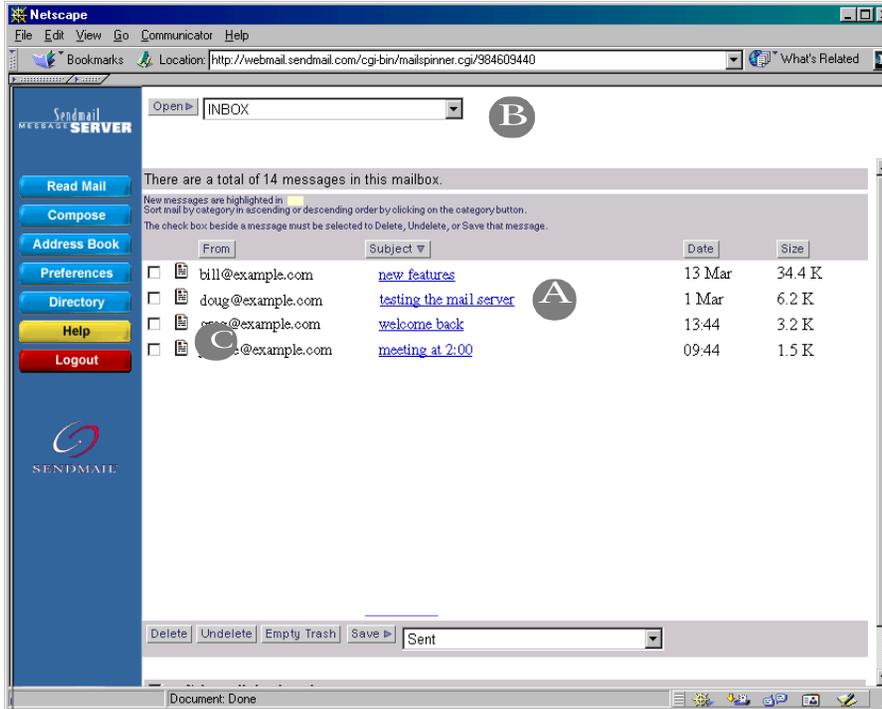


Figure 1-2 Inbox screen

- To read a message, select the hyperlinked message subject (A in Figure 1-2).
- To see the contents of a different folder, select the folder from the drop-down menu at the top of the screen. (B)

To the left of each message is a checkbox (C). After selecting one or more checkboxes, you can perform the following functions on the selected messages:

- select Delete to delete the message.
- select Undelete to undelete a previously deleted message.
- choose a folder and select Save to save the message to another mailbox.

Reading Messages

The Read Message screen, shown in Figure 1-3, displays the text of the active message. If the active message contains attachments, they are referenced at the bottom of the message.

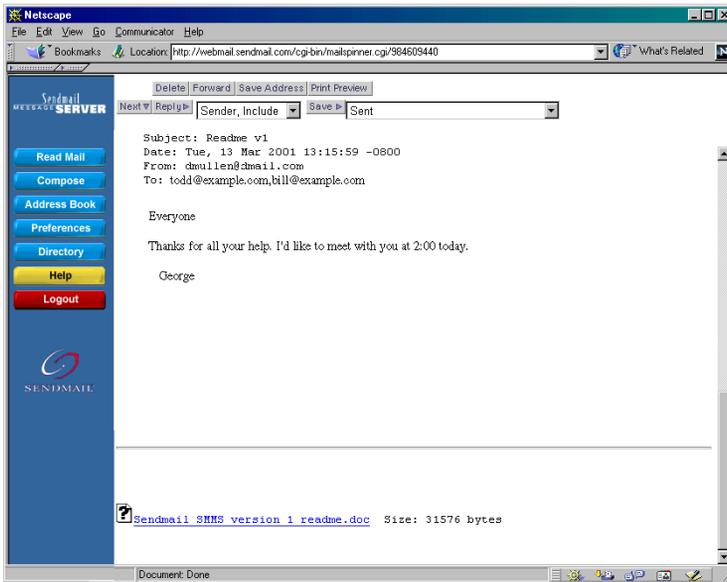


Figure 1-3 Read mail screen

To view or save attachments, select the reference below the message text.

The bar directly above the email text area provides a variety of functions, shown in Table 1-1.

Table 1-1 Message functions

Select:	To:	Notes:
Previous	Read the previous message	If you are viewing the first message, you cannot see the Previous button.
Next	Read the next message	If you are viewing the last message, the Next button will not be visible.
Delete	Delete the current message	
Save	Save a message to a mail folder.	Select the folder from the drop-down menu first.
Save Address	Save an address included on the email.	The Address Book entry form appears. For more information about the Address book, see “Using the Address Book” on page 8.
Forward	Forward a message to a new recipient	
Reply	Reply to a message	Select one of the available reply options: - Reply to sender - Reply to all message recipients - Reply to sender and all recipients -Reply to all and include text of message
Print Preview	Preview the message as it will look if printed.	

Composing Mail

The Compose Mail screen allows you to write new e-mail messages and add text to forwards or replies.

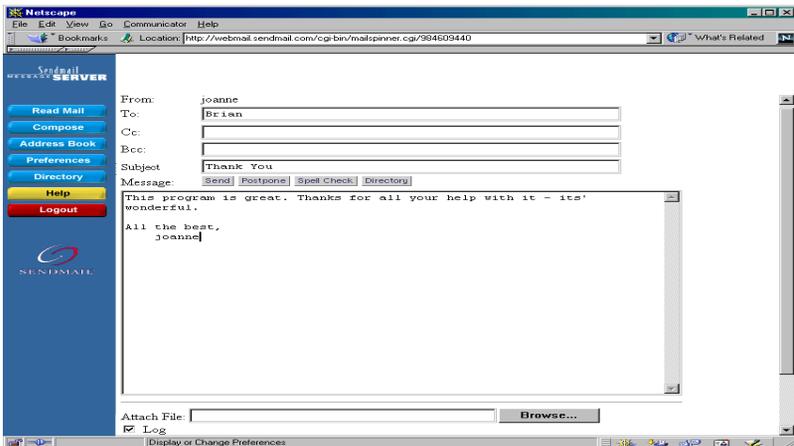
To compose and send a new message:

1. With the cursor in the **To:** field, type an email address.

If the address you want is in your address book, select one or more recipient names from the text box to the right.

When you select the recipient's name it is automatically entered in the **To:** field of the message or type the recipient's nickname in the **To:** field.

You can also **CC:** and **BCC:** the message to as many recipients as desired.



2. Type the body of the message.
3. To include an attachment, select **Browse** (not shown) and locate the file to attach.

To send multiple attachments, configure your Preference file accordingly.

4. Send the message.

To send the message immediately, select Send, or to save the message and send it later, select Postpone. The message is saved in the Postpone folder.

Using Spell Check

SMMS includes a spell-checker, so that you can make sure your e-mail messages are error-free.

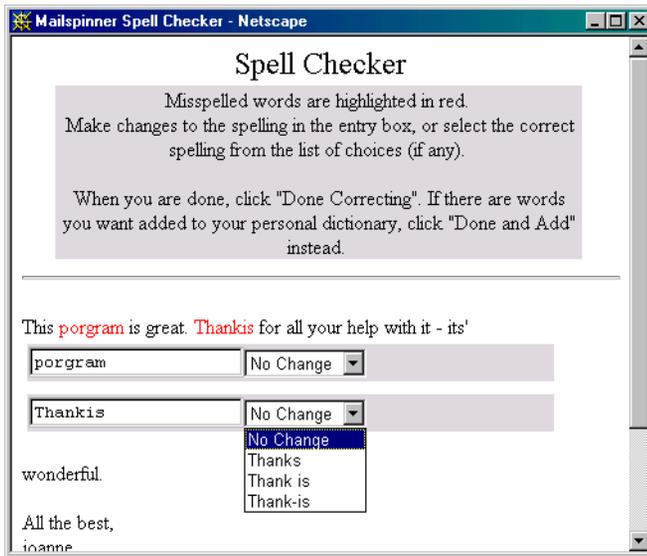


Figure 1-4 SMMS spell checker

To check the spelling of your message:

1. Create your message.
2. Select the Spell Check button above the text of your message.

SMMS highlights the misspelled words and offers a list of correct words. You can also choose to leave a word as it is by selecting No Change, or add it to the dictionary.

3. When you are finished with your corrections, select Done to exit Spell Check, or select Add Done to add the word(s) to the dictionary and exit Spell Check.

Using the Address Book

Keep track of regularly used names, email addresses and nicknames using the Address Book.

To add a new address to the address book, type in a valid email address and nickname in the text boxes at the bottom of the screen, then select Add Address. Email Address and Nickname are required fields, but the remaining fields are optional.

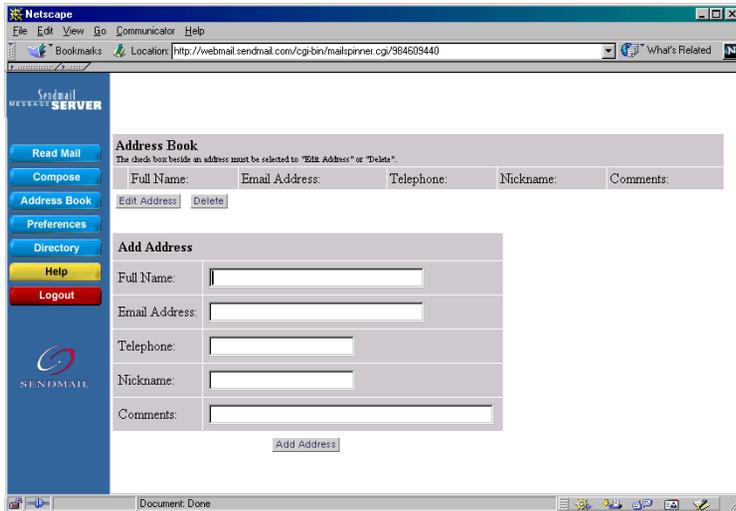


Figure 1-5 Address book

An easy way to save addresses is to open a mail message and select Save Address. This saves the addresses in the current message to your address book.

To edit an entry in the address book, select the box located to the left of the entry you want to change and then select Edit Address. To delete an entry, select the appropriate box and then select Delete.

Directory Services

The administrator of the SMMS system may provide the capability to search an online directory for user information. If this option is enabled, you can search directories for email addresses and other information. Directories that may be available to you are corporate address books or public directories such as Superpages.com or people.yahoo.com, both of which contain US phone information.

The available options are shown in Table 1-2.

Table 1-2 Directory options

Option	Description
Search Base	Sets the directory start point for your search. A Search Base can contain sub-units.
Search Base Sub-Search	Specifies a search in all of the sub-organizational units that belong to the selected Search Base.
Search Input Options	Allows you to specify data for which to search.
Add to Address Book	Allows you to add entries to your address book by checking an entry or clicking a name.
Show Details	Displays all data the server holds for that entry. Clicking the email address brings up a new Compose window with the To: field pre-populated with the selected address.

You can select the way your search is performed. Both the **Begins with** feature and the **Contains** features let you use the Boolean AND/OR search limitations. Select from the dropdown lists to select the method to use in your search.

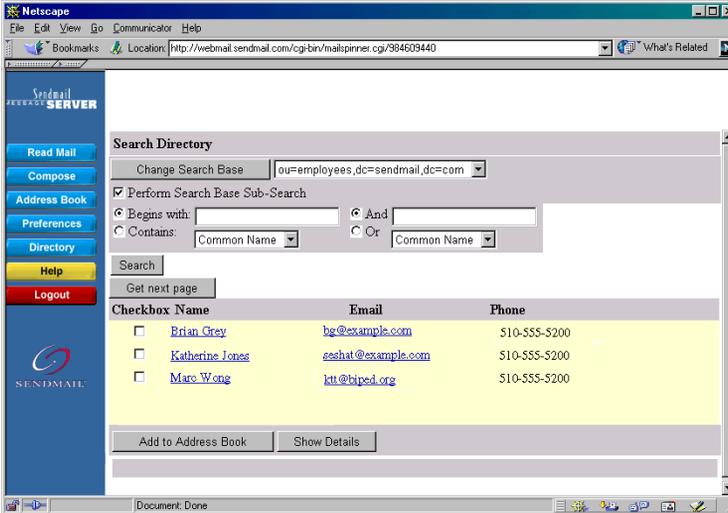


Figure 1-6 Directory screen

To search for a directory item:

1. **Select Directory from the global links.**
The search directory screen appears above your current mailbox.
2. **Select the base directory from which to search.**
3. **If you want to include sub-bases, select Perform: Search Base Sub-Search.**

This tells the search engine to search all subdirectories of the currently selected directory.

4. **Choose either Begins with or Contains.**

You can only select one option. This tells the search engine how to search the directory.

5. **Select or enter the string you want to match. To use one of several options, use the OR option. To ensure that all criteria matches, use the AND option.**

Select Search. The search is performed and the results are displayed. If SMMS returns more than one page of results, select Get Next Page to see more results.

Preferences

You can customize your SMMS using the Preferences screens. Preferences range from including a signature file to specifying how often SMMS should check the mail server for new mail.

Until you change your preferences, the default preferences set by your SMMS administrator are active. Be sure to select Save Changes for each screen before you move to the next one.

This section of the User's Guide tells you how to set and customize preferences:

- “Customizing Mailbox Options” on page 12
- “Customizing Send Options” on page 14
- “Reply Options” on page 15
- “Remote Mailboxes Options” on page 16
- “Read Message Options” on page 17
- “Compose Options” on page 18
- “Mail Folder Options” on page 21
- “Phone Options” on page 22

The Mailbox Options screen is the Preferences default. It will be the first screen you see each time you select the Preferences button.

To change *any* preference setting:

1. Move to the screen containing the preference you want to change.
2. Make the desired change
3. Select Save Changes to save any changes you make before moving to the next screen.

Customizing Mailbox Options

Using the Mailbox options window, you set several options about how SMMS displays messages.

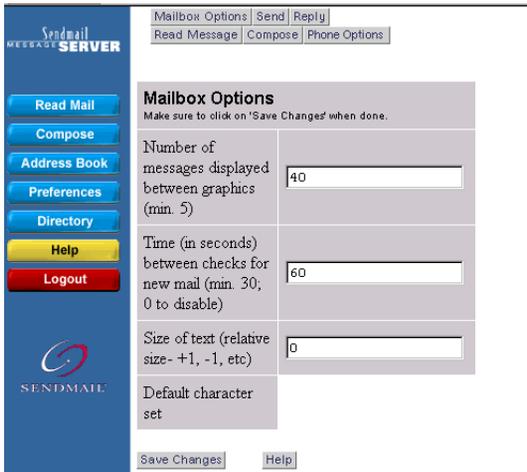


Figure 1-7 Mailbox options

The available Mailbox options are shown in Table 1-3.

Table 1-3 Mailbox options

Set	Description	Default
Number of messages displayed between graphics	Number of messages visible on screen before SMMS redisplay the access buttons.	5
Time between checks for new messages	SMMS checks for new mail based on the interval set here. When the system checks for new email, it refreshes the screen. You will notice that the screen blinks each time it refreshes, and probably returns to the top of the page instead of remaining at the point where you were reading. To disable this function, set the time option to 0.	30 sec
Size of text	Relative font sizes for printing.	None
Default character set	What character set to use when displaying messages, if multiple sets are enabled.	None

To change the option, select the option to change and make your changes. Select Save Changes before moving on to another page.

Customizing Send Options

You can customize the way you send messages using the features shown in Table 1-4.

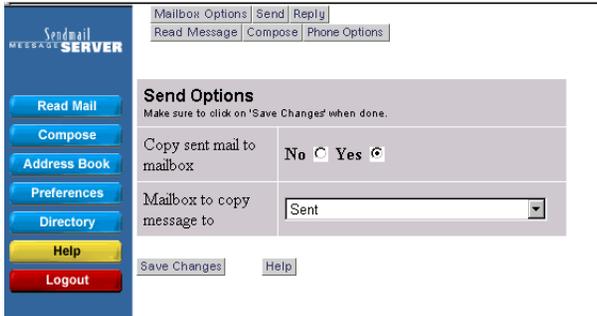


Figure 1-8 Send mail options

Table 1-4 Send mail options

Option	Description	Default
Copy Sent Mail to Mailbox	Controls whether messages you send are copied automatically into the Log Mailbox specified by the Name of Log Mailbox option.	Yes
Mailbox to Copy Message To	Specifies which mailbox (if any) messages will be copied to upon generation of a new message. You can choose from any existing mailboxes.	none

Reply Options

To customize the way you reply to messages, make desired changes to the Reply options shown in Table 1-5; the Reply Options screen is shown in Figure 1-9. .

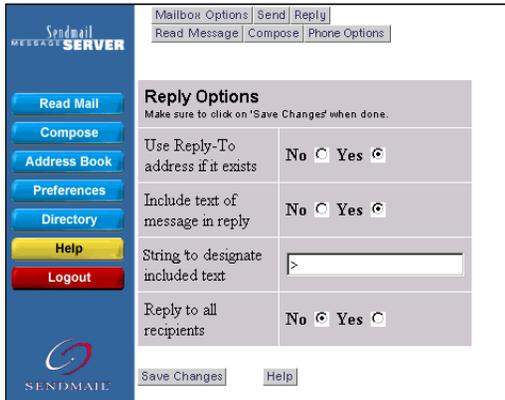


Figure 1-9 Reply options screen

Table 1-5 Reply options

Option	Description	Default
Use Reply-To address	This option tells the computer to use the address you chose, based on the Reply to entered in Composition options.	Yes

Table 1-5 *Reply options*

Option	Description	Default
Include Text of Message in Reply	Defines how to treat the text of the original message in a reply message. Change this action by selecting another form of reply.	Yes
String to Designate Included Text	Specifies what characters precede an included message. Included messages are enclosed by square brackets.	>>>
Reply to All Recipients	Controls the default action of the Reply To button. If Yes, SMMS sends replies to all addresses specified in the From, To, and Cc lines of the original message.	Yes

Remote Mailboxes Options

The Remote Mailboxes Preference screen allows you to check email received on other accounts, such as personal email accounts.

The options for New Remote mailboxes only are shown in Table 1-6:

Table 1-6 *New remote mailboxes options*

Option	Description	Default
Remote Account Info	Allows you to enter the email address for a remote mailbox.	None
Remote Password	Allows you to enter a password for an email address.	None
Advanced Remote Path	If you know your advanced IMAP path, enter it here. The advanced IMAP path is the directory where the IMAP mail server stores mail.	None
Current Remote Mailboxes	Allows you to delete any remote mailboxes.	None

If you receive an error message that the account is not accessible then you should assume that the email address is incorrectly entered, the mail server is not available, or the domain name is invalid.

Read Message Options

You can set the options for reading messages, as described in Table 1-7.

Table 1-7 *Read message options*

Option	Description	Default
Display HTML Code as Source	Specifies whether or not SMMS prints HTML source code or allows your browser to display it as a web page.	No
Display Messages in Fixed Font	Controls whether the text of a message is displayed in a fixed or standard browser font. If you set this option to No, HTML new lines are inserted at the end of each text line of the message.	No
Automatically Display Attached Image	Specifies whether images attached to a message are displayed in the Read Message screen. If you set this option to No, image attachments are listed like any other attachments at the bottom of the Read Message screen.	Yes
Show Full Headers	Specifies whether the full headers of a message are displayed in the read message screen. If this option is set to No, only the Date, From, To, Cc (if any) and Subject lines are shown.	No
Automatically Remove Deleted Messages	Specifies whether or not messages are completely and permanently removed from your mailbox when you delete them.	No

Compose Options

As you might expect, there are many ways to customize the way you compose messages. Figure 1-10 shows the Composition Options screen.

Mailbox Options | Send | Reply
Read Message | Compose | Phone Options

Composition Options
Make sure to click on 'Save Changes' when done.

Full name to use on outgoing mail	<input type="text"/>
Reply-To address to use on outgoing mail	<input type="text"/>
Width of Compose box (min. 20, max. 255)	<input type="text" value="72"/>
Number of To lines to display	<input type="text" value="1"/>
Number of Address Book entries to display (min. 1, max. 5)	<input type="text" value="1"/>
Number of compose lines to display (min. 1, max. 100)	<input type="text" value="20"/>
Number of attachments (min. 0, max. 10)	<input type="text" value="1"/>

Figure 1-10 Composition options

These are described in Table 1-8.

Table 1-8 Message Composition Options

Option	Description	Default
Full Name to Use on Outgoing Mail	Allows you to specify the name people see in the From field when they receive your email.	fullname
Reply-To Address to Use on Outgoing Mail	Allows you to specify the email address people see when they receive your email.	None
Width of Compose box	Allows you to specify the width of the box you compose email in. Enter any number between 1 and 100.	50
Number of To: Lines to Display	Controls how many To: lines you see when composing a message.	2
Number of Address Book Entries to Display	Controls how large the address entry field is in the Composition screen, with a minimum of 1 and a maximum of 5 lines). The optimal number of lines is determined by the size of your browser window and the fonts you have chosen.	3
Number of Compose Lines to Display	Allows you to specify how many lines of text show up in the compose box. The optimal number of lines is determined by the size of your browser window and the fonts you have chosen.	5
Number of Attachments	Controls how many local files you can attach to a message. If you need to attach more than the current setting allows, postpone composition of the message, change the number of attachments in the configuration screen and continue to compose the message.	2

Table 1-8 Message Composition Options (Continued)

Option	Description	Default
Display Full Address in Address Book	No means that you see only the person's nickname in the Address book window in the compose screen. Yes shows their entire email address.	No
Display Cc: Line:	Controls whether the Cc: line is visible when you compose messages. If you decide while composing a message that you would like to send a carbon copy to another user and this line is not currently displayed, postpone the current message, change this option in the preferences screen, and then continue composing the message.	Yes
Display Bcc: Line	Controls whether the Bcc: line is visible when you compose messages. Any addresses in this line will not be displayed to other recipients of the message. If you decide while composing a message that you would like to send a blind carbon copy to another user and this line is not currently displayed, postpone the current message, change this option in the preferences screen, and then continue composing the message.	Yes
Signature	Controls what text (if any) should be automatically added to the end of any message you send. Signature could include sender's name, address, phone number, etc.	None

Mail Folder Options

You can set the options for Mail folders as described in Table 1-9.

Table 1-9 *Mail folder options*

Option	Description	Default
Name of Default Save Folders	Names the default folder to which messages will be saved when the Save To button is pressed. You can override this default by choosing a different mailbox from the list to the right of the Save To button.	None
Add New Folder	Allows you to create a new mailbox folder. You can specify any name for a folder.	None
Delete Folders	Allows you to delete mailbox folders.	None

You cannot delete your Inbox. To delete all of the messages in your Inbox, select and delete them from the mailbox index screen, then choose Save Change.

Phone Options

This option is for users who access SMMS using cellular phones. It allows you to define a set of pre-recorded messages to use when replying to messages. Instead of keying in the text of a response you use time and again, you can select one from the list, rather than retype an often used response.



Figure 1-11 Phone message options

Possible responses might be:

“I’ll get back to you.”

“Let’s schedule an appointment to discuss this.”

“Let’s do lunch.”

You can set the two phone options shown in Table 1-10.

Table 1-10 Phone options

Options	Description	Default
Current Responses	Allows you to choose one of the responses already saved in SMMS.	None
New Response	Allows you to add new responses.	None

Online Help

This guide is available online. As you use SMMS, select the Help button on the left side of the screen. Next, select the help option for the area you need assistance.

Logging Out

The last global link is the Logout link, which terminates your SMMS connection. For security reasons, always select Logout when you complete your SMMS session.

Logging out clears authentication information from your computer; even though your login information is always stored in an encrypted format if it is not cleared after a session anyone could login to your SMMS account from your computer without providing a user name or password.

Because SMMS does not support multiple concurrent sessions, logging out assures that the connection is freed. It also makes sure that others using the same computer after you are not longer using it cannot access your mailbox.

Troubleshooting

Netscape Navigator 4.7 Workaround

Problems using Netscape Navigator version 4.7 have been found. They are due to the caching behavior of this version of Navigator. The only known work around for this problem is to disable caching when using this browser. To do this, set the Navigator memory and disk cache sizes to zero:

1. From the Edit menu select Preferences.
2. Expand (select the plus sign) Advanced.
3. Select Cache.
4. Set Memory Cache and Disk Cache to '0' (zero) Kbytes.

5. **Select Every Time under Document in cache is compared to document on network.**

Select OK to save your settings.

Using SMMS On Your Wireless Phone

2

SMMS can be accessed using your wireless phone. Keep in mind that there are differences between using SMMS on the computer and using the wireless phone. Two notable differences are due to the screen size. Due to the size of the phone's screen, it takes more screens to get things done. The second is that the functions available via the phone are limited due to memory limitations.

On the wireless phone, SMMS allows you to:

- send and receive functions, including replying to and deleting messages
- check messages in different mailboxes

The Basics

These instructions are generic phone examples. The placement of the keys on your phone may be different. Each numbered key type described matches the numbers shown on the generic key pad shown in Figure 2-1 on page 26.

1. The phone display is used to view messages and enter data.
2. The keypad is used for alphanumeric and symbolic characters. The Alpha, Num, or Smart notations at the bottom right side of the phone display determine how the keys are used.

Note: When using the keypad as the alphanumeric keys, the key has to be pressed the same number of times as the order in which that letter appears on the key: for key #7, the letter “R” is the third letter on that key, so you need to press key #7 three times to display the letter “R”.

3. Use the arrow key to scroll up, down, left (back) and right (forward).
4. The CLR key takes you back one space.
5. The BACK key takes you back to the previous screen.
6. The two top keys (noted by 6 in Figure 2-1) are used to perform various functions, indicated by labels on the screen above them. When this section of the manual tells you to select a function, you should choose the key that corresponds with the function name you want to use.
7. The MENU key displays the Browser Menu screen.
8. The HOME key displays the Home screen.

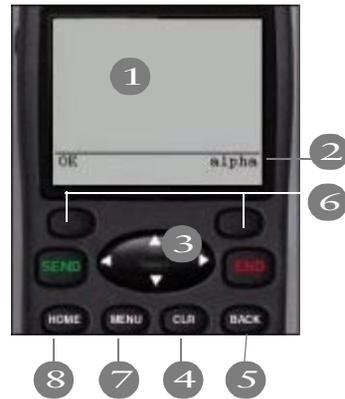


Figure 2-1 Phone key usage

Logging In

To use SMMS, you must first access the Internet on your phone. To log in, do the following:

1. Enter the URL address provided by your SMMS administrator.
You will see a logon screen.
2. Type your user name—the same one you use to access your email from your office.
Select OK. The next screen will ask for your password.
3. Enter the password and select OK.



Figure 2-2 Login screen

Inbox and Loading Messages

The Inbox displays the first 10 messages in your mailbox. To see if you have more messages, select Menu. If you do not have more messages you will see the menu screen on the right. If you have more messages, you will see the menus screen on the left, which gives you the option to Load those messages into the Inbox.



Figure 2-3 Inbox screen

Reading Messages

To read a message from the Inbox:

1. Press the arrow key to select the message you want to read.
2. Press the key under the label “Read” (see Figure 2-3 for an example).
As you arrow up or down, the pointer on the left of the screen moves correspondingly.
3. When you are finished reading the message, you have the option to return to the inbox or perform an action.

Select the Act key to move to the Options screen, where you can view details about, delete, or reply to the current message.

Message Details

When you read a message from your computer, SMMS displays the header information on the screen above the message. In order to save space, the phone will not display these details unless you request them.

To request message details:

1. From the Options screen, shown in Figure 2-4, choose Details.
2. When you are done reading the details, choose Act to return to the Options screen or Inbox to read another message.



Figure 2-4 Options screen

Deleting a Message

From the Options screen, arrow down to delete and select OK. You will receive a screen asking if you are sure you want to delete the message. Select Delete or Cancel.

Replying to Messages

To reply to a message:

1. After reading the message, select **Act**.
2. Select **Reply** from the **Options** screen.

SMMS provides predefined messages for use with wireless phones, to save the user time typing with the keypad. If you have any of these messages saved in your SMMS Preferences file—accessible from your computer— they will appear on the screen first.

3. Arrow down to the one you wish to use and select **Send**.

If you wish to enter a new message, select **New**. The screen on the right will come up. If you have no predefined messages SMMS skips directly to the **New message** screen.

4. Once you finish entering your message, select **Send**.

You will see a screen stating that your message has been sent.

Sending Messages

To send a new email message:

1. Access the **Send New Message** screen.
2. From the **Inbox** screen, choose the **Menu** option.
3. Arrow down to **Send New Message**, and select **OK**.

The screen either asks you to enter the email address or displays the addresses in your SMMS Preferences address book.

4. Once you have keyed in or selected the address, select **Next**. The next screen asks you to enter the subject of your message.
5. Key in the subject and select **Next**.

6. Select one of your saved messages or select Next to enter the text of a new message in the next screen and click Send.

SMMS now displays a screen confirming your message was sent.

Loading a Mailbox

To load messages from different mailboxes:

1. Use the Load Mailbox function to view messages in different mailboxes.

From the Inbox screen, choose Menu.

2. On the Menu screen, choose Load Mailbox, shown in Figure 2-5.

Select OK to see a list of available mailboxes.

3. Arrow down to the mailbox you wish to load and select Load.

You will see a list of messages in that mailbox.



Figure 2-5 Load Mailbox

You can perform the same functions in a loaded mailbox as in your inbox.

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