

# Quick Start Guide for Windows

The *Eudora® 5.0 User Manual for Windows* is on the Eudora CD included in the product box. If you prefer a printed and bound copy, you can purchase one from [www.eudora.com](http://www.eudora.com) or call 1-800-2-EUDORA (1-800-238-3672).

## Introduction

This Quick Start Guide shows how to install and configure the Eudora software. It also provides keystroke shortcuts and basic email procedures such as sending and receiving messages. For the Macintosh version, turn the booklet over.

## Finding Information

You can find more information about Eudora in the *Eudora 5.0 User Manual for Windows* included on the Eudora CD. The manual is in Portable Document Format (PDF). To read the manual, use Adobe® Acrobat Reader, a software utility included on the Eudora CD.

After you install Eudora, you can access the manual via the Start menu. Choose Eudora, and a list of items pertaining to Eudora appear. Double-click **Manual.pdf**. Acrobat Reader automatically opens the manual.

The manual topics are linked. When you see a topic associated with a page number in the table of contents, index, or cross-reference, click the topic or page number and that topic appears.

If you prefer, you can print the PDF manual. From the **File** menu in Acrobat Reader, choose **Print**.

If you need help while using Eudora, go to the Help menu and choose a topic. Context sensitive help is available by pressing F1 or clicking  and selecting the option or field you need information on.

## System Requirements

To install and use Eudora, you must have the following.

- IBM PC or compatible
- Microsoft Windows 95/98 or Windows NT 4.0 or above. It is recommended that you have the latest service pack for each operating system
- A mail account with an Internet Service Provider (ISP)
- Access to your mail account via a modem or Internet-style network connection

## Getting Started

Before you can successfully install Eudora, you need to know the following basic information about your email account. Either your ISP or your email administrator can provide you with this information.

### ■ Return email address (Return address)

This is the email address that has been assigned to you by your ISP or your organization. It is the address other people use to send you email. An example return address is jim@myfirm.com

*Record your Return address here.*

### ■ Login name

This is the name you use to log into your email account. Your ISP or organization provides it. It is generally, but not necessarily, the name that appears before the at sign (@) in your return email address (in the example above, "jim" is the login name).

*Record your login name here.*

### ■ Mail account password

This password lets you access your email account. Your ISP or organization provides it. Keep this password private.

### ■ Incoming mail server name

Your incoming email account resides on a computer at your ISP or within your organization. Your incoming mail server name is the full name of that computer (for example, pop3mail.myfirm.com).

*Record your incoming mail server name here.*

### ■ POP or IMAP

This is the protocol that your incoming mail server uses. Your incoming mail server uses one of the following two Internet protocols, POP or IMAP, for storing and forwarding your mail. Ask your ISP or your email administrator which one it uses.

**Note.** If you are setting up an IMAP account, it may require an IMAP Mailbox Location Prefix. Obtain this from your ISP or your email administrator. Otherwise, leave the following box blank.

If applicable, record your IMAP Mailbox Location Prefix here.

#### ■ Outgoing Mail Server Name

This server, an SMTP server, receives and processes all of your outgoing mail. It also resides on a computer at your ISP or within your organization. The server name is often the same as your incoming mail server name. Your SMTP server name is the full name of that computer (for example, smtp.myfirm.com). If your ISP or your email administrator has not given this server name to you, you can leave the box blank.

Record your SMTP Server name here (if known).

## Installing Eudora

After you have recorded the previous information, you are ready to install, configure, choose a Eudora mode, and register your copy of Eudora.

If you are installing over a previous version of Eudora, all of your messages, mailboxes, folders, filters, and settings are maintained as long as you install Eudora in the same location as your previous version.

To install Eudora, do the following:

- 1 Exit any applications you are running including toolbars, memory management programs, window savers, and virus protection programs.
- 2 If you are installing from a CD, insert the CD into your CD-ROM drive. The Windows 95/98/NT autoplay feature will cause the Eudora installer to launch. (If the installer does not launch, from the **Start** menu, choose **Run** and enter the CD-ROM drive letter, backslash, and then setup.exe (for example, E:\setup.exe). If you are installing from a software archive, double-click on it to start the Setup program.

Installation begins, and you can see the InstallShield extract the Eudora files.

- 3 Read the Eudora Welcome window, then click **Next**.
- 4 Read the Software License Agreement and if you agree to the terms, click **Yes**.
- 5 If you want to install all components (if included), click **Next**. Otherwise, click the components you do not want to install to deselect them. Click **Next**.
- 6 Specify a directory in which to install Eudora. If you are installing Eudora over your current version of Eudora, choose your current Eudora directory to retain your settings. If you are installing Eudora for the first time, you can choose any directory you want. Click **Next**.

Eudora is installed in the destination directory.

- 7 You are prompted to create a shortcut to open Eudora from your desktop. If you want to place the Eudora icon on your desktop, click **Yes**.
- 8 When the installation is complete, you are prompted to view the Eudora README file. Click **Finish** to complete the installation and view the README. The README gives you important information concerning this version of Eudora.

## Opening and Configuring Eudora

After you have successfully installed Eudora, you must configure your email account using the information you entered in the *Getting Started* section of this guide.

To open and configure Eudora, do the following:

- 1 Open Eudora from the **Start** menu or click the Eudora icon on your desktop. The first time you launch Eudora, the New Account Wizard appears (unless you installed Eudora 5.0 over an older copy of Eudora, in which case, the settings from the older copy are imported automatically into Eudora 5.0).
- 2 To get started, click **Next**. After the Welcome window appears, the New Account Wizard Account Settings window appears.

*New Account Wizard window - Account Settings*



Choose the method of setting up your account:

- **Create a brand new e-mail account**—Choose this method to set up a new account if you are not familiar with Eudora or other email programs. You are prompted to enter one item of information per dialog box.
- **Import settings from an existing e-mail account**—Choose this method if you want to import your settings, mail, and address book from Microsoft® Outlook Express™ 4.0 and 5.0, Outlook™ 98, Outlook 2000 or Netscape Messenger™ 4.x versions into Eudora. This process may take time depending on the amount of mail, the complexity of your settings, and the size of your address book. See the next section.

- **Use an ACAP server to get your settings**—Choose this method to instruct Eudora to attempt to get your settings from an ACAP server. To get your settings from an ACAP server, make sure you are connected to the Internet. Your email administrator or ISP can provide you information as to whether an ACAP-based setup is available to you.

If you choose the ACAP option and click Next, the Auto Configure window appears. Click Next again to instruct Eudora to try to get your account settings from the ACAP server. If the attempt fails, click Back and try one of the other options.

- **Skip directly to advanced account setup**—Choose this method if you are familiar with Eudora or other email programs. An Account Settings window appears with two tabbed panels. You enter all of your Eudora information on these panels.

If in the Account Settings window you choose to create a brand new email account and click Next, the New Account Wizard begins walking you through the fields for which you need to enter setup information.

You will need to supply the following items in the windows of the New Account Wizard (click Next after filling out each window):

- **Your Name**—Enter your name as you would like it to appear in the From field of all of your outgoing messages from this email account, indicating to your recipients who the mail is from.
- **Email Address**—Enter the email address that has been assigned to you by your ISP or your email administrator. This is the address that other people will use to send you email. Return addresses are generally of the form loginname@domainname, and rmonte@myfirm.com for example.
- **Login Name**—Enter the name that you will use to log in to this email account. This name is provided by your ISP or your email administrator, and it usually consists of the text that appears before the at sign (@) in your return email address. In the example rmonte@myfirm.com, the login name is rmonte.
- **Incoming Email Server**—All of your incoming email messages are delivered to your incoming email account, which resides on a computer that runs your incoming email server. Once your messages arrive at your mail account, Eudora retrieves them to your computer. Your incoming email server must use one of the two Internet-mail communications protocols: POP or IMAP. If you are not sure which protocol it uses, choose POP; you can always change this later. In the edit box, type the full name of the computer that runs your incoming email server (for example, server.myfirm.com).

If you chose IMAP in the previous setup panel, an IMAP Mailbox Location Prefix may be required to indicate the location of your personal mailboxes on the IMAP server. If so, enter the name of that location prefix as given to you by your ISP or email administrator. If the information is not required, leave the field blank. Now click **Next**. When you click Finish in the final window, your new IMAP email account is set up.

If you chose POP in the previous setup window, click **Finish** in the final window, and your new POP email account is set up.

Once you have completed setting up your account via the New Account Wizard, you are now ready to receive messages. However, you may need to take an additional stop to send messages.

- **Outgoing Email Server**—All of your outgoing email messages are sent through a specific server, usually an SMTP server. However, your outgoing server may be the same as your incoming server. If you're not sure what your outgoing server's name is, use the incoming server's name.

If the computer that runs your POP or IMAP server also runs an SMTP server, then no additional setup action is required. If your SMTP server runs on a different computer from the one running your POP or IMAP server, then consult your ISP or email administrator to help you set up the SMTP server. If you ever wish to change the settings of your email account, you can do so from the Options windows (under the Tools menu).

Also, you can change these settings in the Account Settings dialog, which is accessed from the Personalities window. This window lets you create alternate email accounts and edit the settings in those accounts.

Once you have configured Eudora, you are ready to begin sending and receiving messages. However, you may want to change the Eudora operating mode and register your copy of Eudora. (See "Operating Eudora in One of Three Modes" on page 7).

## Importing Mail and Address Book from another Email Application

To set up a newly migrated account from Netscape Messenger 4.x versions, Microsoft Outlook Express 4.0 and 5.x versions, Outlook 98, and Outlook 2000 as a new account using the New Account Wizard, do the following:

- 1 In the New Accounts Wizard dialog box, choose **Import settings from an existing email account**. The Import Settings dialog box appears. If the Import Settings dialog box is blank, Eudora has not detected other email programs.
- 2 **Importing from Outlook and Outlook Express:** It is advisable to empty the **Deleted Items** folder in Outlook and Outlook Express before you begin the migration. Also, if the **Import Mail** and/or **Import Address Book Entries** option is dimmed, Eudora cannot find the messages and/or address book.

In the dialog box, choose **Outlook 98**, **Outlook 2000** or **Outlook Express**. To import your email messages, choose the account you want to import and then choose **Import Mail**. To import your address book entries, choose **Import Address Book Entries**. Go to step 5.

- 3 **Importing from Netscape:** Before you import your Netscape Address Book, you must first save it in LDIF format. LDIF means LDAP Data Interchange Format. To save your address book in LDIF format, do the following.
  - a Launch **Netscape Communicator**.
  - b From the **Communicator** menu, choose **Address Book**.
  - c From the **File** menu in Netscape Communicator, choose **Save**. The Save dialog box appears.
  - d Name the file while retaining the .ldif extension and save it on your computer.
  - e Then, in Eudora's Import Mail and Address Book dialog box, click **Browse** to locate the address book file you just saved.

- 4 In the dialog box, choose **Netscape Navigator**. To import your email messages, choose the account you want to import and then choose **Import Mail**. To import your address book entries, choose **Import Address Book from LDIF file**.

If you don't check *Import Address Book from LDIF file*, the Browser button is dimmed.

- 5 To migrate your email account, click **Next**. Eudora transfers all settings including the chosen personality, incoming and outgoing server names, real name, return name, and login name.

It may take a long time for the migration to occur depending on the amount of mail, the complexity of your settings, and the size of your address book that you are importing into Eudora. During the migration, if the process stops because of a corrupt message, you must go into your importing application and delete the corrupt message to resume the migration.

When the migration is occurring, notice in the Mailbox window that a mailbox tree begins to form. For example, you will see the folder "Outlook" and all its mailboxes listed underneath. A plus sign (+) next to the folder name indicates that other folders/mailboxes are contained within this folder. Your imported settings are immediate, and your mail is migrated.

## Operating Eudora in One of Three Modes

You can **choose** one of three operating modes on how you wish to use Eudora. They are as follows:

- **Paid mode**

This mode provides the full-featured Eudora desktop email client without advertising.

- **Sponsored mode**

This mode provides the full-featured Eudora desktop email client at no charge, supported by sponsors' advertising. It includes all of the features that are in the Paid mode.

- **Light mode**

This is an upgrade to the freeware version formerly known as Eudora Light. It includes fewer features than the other modes and a sponsor image or logo, but no advertising.

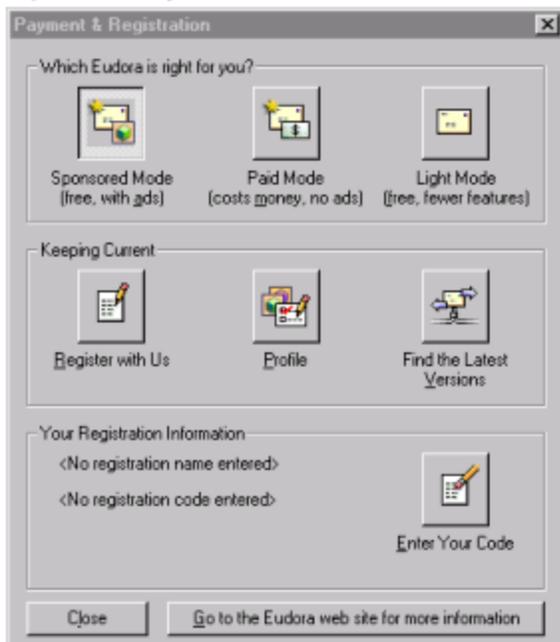
## Choosing a Eudora Mode

If you bought Eudora from a retail store or from a web site, Eudora installs in Paid mode. However, if you would like to change the operating mode, for example to Sponsored mode, you can do so right in the Eudora program. (Remember to request a refund from QUALCOMM. See the last page of this guide for details.)

To change the Eudora operating mode after you install Eudora, do the following:

- 1 From the **Help** menu, choose **Payment & Registration**. The Payment and Registration window appears.

*Payment and Registration window*



- 2 In the **Which Eudora is right for you?** section:
  - To use Eudora in Sponsored mode, click **Sponsored Mode (free, with ads)**. Eudora displays the ad window.
  - To use Eudora in Paid mode, click **Paid Mode (costs money, no ads)**. Eudora displays the Eudora web site for you to purchase Eudora.
  - To use Eudora in Light mode, click **Light Mode (free, fewer features)**. Eudora changes to light mode by shutting down certain features. The features that will be off are listed in the Light mode dialog.

**Note.** The pushed button indicates the mode in which you are operating Eudora.

## Registering Eudora

If you are using Eudora in either Sponsored or Paid mode, you need to register to be eligible for technical support. If you don't register or use Eudora in Light mode, you are not eligible for technical support.

If you switch from one mode to another, you must register in that mode even though you registered in another mode. For example, if you are a Paid mode registered user, and you wish to get a refund and use Sponsored mode, you must re-register in Sponsored mode.

To register your copy of Eudora, do the following:

- 1 From the **Help** menu, choose **Payment & Registration**. The Payment and Registration window appears.
- 2 In the **Keeping Current** section, click **Register with Us**. Eudora takes you to Eudora's registration web page.
- 3 Enter your information, click **Submit Registration**. You will receive an email confirming your registration.

## Technical Support

If you register your copy of Eudora, you can receive tech support depending on the mode you are using:

**Paid mode**—6 calls per year to technical support, no time limit

**Sponsored mode**—6 calls per year to technical support, no time limit

**Light mode**—no technical support

Many common issues can be solved by visiting the Eudora technical support web site at <<http://www.eudora.com/techsupport>>. The technical support web site provides online answers to your technical questions about QUALCOMM's Eudora software products. Go to the Technical Support web site to get valuable "how to" information and step-by-step interactive tutorials. Also, you will be able to retrieve most current Eudora products and documentation.

If you are unable to find your answer using the technical support web site, Eudora tech support representatives are available Monday through Friday from 8 a.m. to 5 p.m. Pacific Time using the following phone number and email address:

Phone: (858) 658-1292

Email: [eudora-support@eudora.com](mailto:eudora-support@eudora.com)

When contacting us via telephone or email, you will be asked to provide the following:

- Registration number
- Eudora version, mode, and platform
- System version
- What you were doing when the problem occurred and any error messages (including error codes) that you received

For a quick introduction to Eudora's basic functions, refer to the procedures provided in this guide and to your online help, which you can access from the Eudora Help menu.

## Creating and Sending a Message

- 1 From the **Message** menu, choose **New Message**.
- 2 Type an email address in the **To** field.
- 3 Press **Tab** to move the cursor to the **Subject** field.
- 4 Type the subject of your message (optional, but recommended).
- 5 Press **Tab** and type in the **Cc** field email address (optional).
- 6 Press **Tab** and type in the **Bcc** field email address (optional).
- 7 Press **Tab** and type in the body of the message.
- 8 After completing the message, click **Send**.

**Tip.** You can type multiple addresses in the To, Cc, and Bcc fields, as long as you separate them with commas.

Also, you can save a message without sending it by selecting **Save** from the **File** menu. Your message is saved in the Out mailbox. It can be reopened and edited at any time prior to sending it.

## Checking for and Receiving Mail

You can manually check for mail or set up Eudora to automatically check for mail.

### Checking Mail Manually

- 1 From the **File** menu, choose **Check Mail**.
- 2 If Eudora asks for your password, type it in the Password dialog box and click **OK** (server passwords are usually case-sensitive).
- 3 If there is no mail for you, a "no mail" alert appears. Click **OK**.
- 4 If you have new mail, Eudora transfers the messages one by one and then displays a "new mail" alert. Click **OK**.

New messages are delivered to your In mailbox. This mailbox opens automatically and your new message summaries are added to the end of the mailbox list.

- 5 Double-click a message summary to open the message, or view the message in the lower preview pane.

### Automatic Mail Checking

- 1 From the **Tools** menu, choose **Options**. Then, click the **Checking Mail** category icon.
- 2 Click the checkbox for **Check for mail every \_\_\_\_ minutes** to turn on automatic mail checking. In the text box, type the number of minutes between automatic mail checks (15 is the recommended interval).
- 3 To save your changes and close the Options window, click **OK**.

Eudora automatically checks for mail at the interval you have requested.

## Replying to a Message

- 1 Choose or open the message you want to reply to.
- 2 From the **Message** menu, choose **Reply** to display a new composition window. Eudora completes the To, From, and Subject fields based on the original message.
- 3 Remove those parts of the original text that you don't want to include in your reply and type in your own text.
- 4 When you finish your response, click **Send**.

## Forwarding a Message

- 1 Choose or open the message you want to forward.
- 2 From the **Message** menu, choose **Forward** to display a new composition window. Eudora completes the Subject field based on the original message and transfers the header and body of the original message to the new message body.
- 3 Type the addresses of the people you want to forward the message to in the **To** field.
- 4 The existing text may be edited, and more text may be added to the message.
- 5 After editing the message, click **Send** (or **Queue**) to forward it.

## Redirecting a Message

Eudora's Redirect command lets you pass on a received message that was intended for someone else, allowing that person to reply directly to the original sender.

- 1 Choose or open the message you want to redirect.
- 2 From the **Message** menu, choose **Redirect** to display a new composition window. Eudora completes the From field with the address of the originator, followed in parentheses by the words "by way of" and your name and/or email address. The Subject field and message body are also completed based on the original message.
- 3 Type the addresses of the people to whom you wish to redirect the message in the **To** field.
- 4 The existing text may be edited, and more text may be added to the message.
- 5 Once the editing is completed, click **Send**.

**Note.** Email courtesy suggests that you not do much editing of the message you're redirecting. If you must add comments, put them in brackets [ ] with your initials, like this:  
[Don: Please reply to this right away. SD]

## Shortcuts

The shortcut keys for Eudora functions are the following:

Press these keys	This will happen...
<b>Ctrl + 0</b> (zero)	Opens Out mailbox
<b>Ctrl + 1</b>	Opens In mailbox
<b>Ctrl + 6</b>	Checks spelling
<b>Ctrl + ' </b>	Pastes as quotation
<b>Ctrl + .</b>	Removes one level of excerpt bars
<b>Ctrl + &gt;</b>	Adds one level of excerpt bars
<b>Ctrl + ;</b>	Finds next
<b>Ctrl + ,</b>	Finishes address book entry (nickname)
<b>Ctrl + A</b>	Selects all
<b>Ctrl + B</b>	Makes text bold
<b>Ctrl + C</b>	Copies selection to clipboard
<b>Ctrl + D</b>	Deletes a message
<b>Ctrl + E</b>	Sends immediately or queue for delivery
<b>Ctrl + F</b>	Opens Find Messages window
<b>Ctrl + Shift + F</b>	<b>Opens Find Text dialog box</b>
<b>Ctrl + H</b>	<b>Attaches file</b>
<b>Ctrl + I</b>	<b>Makes text italic</b>
<b>Ctrl + J</b>	<b>Filters messages</b>
<b>Ctrl + K</b>	<b>Makes address book entry (nickname)</b>
<b>Ctrl + L</b>	<b>Opens Address Book</b>
<b>Ctrl + M</b>	<b>Checks mail</b>
<b>Ctrl + N</b>	<b>Opens a new message</b>
<b>Ctrl + O</b>	<b>Opens file</b>
<b>Ctrl + P</b>	<b>Prints a message</b>
<b>Ctrl + Q</b>	<b>Quits Eudora</b>
<b>Ctrl + R</b>	<b>Replies to the message</b>
<b>Ctrl + Shift + R</b>	<b>Replies to all</b>
<b>Ctrl + S</b>	<b>Saves current window</b>

Press these keys	This will happen...
<b>Ctrl + T</b>	<b>Sends queued messages</b>
<b>Ctrl + U</b>	<b>Underlines text</b>
<b>Ctrl + V</b>	<b>Pastes from the clipboard</b>
<b>Ctrl + W</b>	<b>Closes one mailbox at a time (message or window)</b>
<b>Ctrl + Shift + W</b>	<b>Closes all open mailboxes (messages or windows)</b>
<b>Ctrl + X</b>	<b>Cuts (deletes what's selected and puts it on the clipboard)</b>
<b>Ctrl + Y</b>	<b>Opens Directory Services</b>
<b>Ctrl + Z</b>	<b>Undoes the last operation</b>
<b>Ctrl + Shift + Z</b>	<b>Redoes the last undone operation</b>
<b>Ctrl + Tab</b>	<b>Goes through all open mailboxes</b>
<b>arrows</b>	<b>Moves from one message to another in a mailbox (depends on your Miscellaneous options [Tools&gt;Options&gt;Miscellaneous])</b>
<b>Enter</b>	<b>Selects the outlined button in any dialog, alert, or window, or open the selected messages or URL</b>
<b>Esc</b>	<b>Stops any operation currently in progress</b>
<b>F1</b>	<b>Displays Help</b>
<b>Shift + F1</b>	<b>Turns on the context sensitive help</b>
<b>F2</b>	<b>Renames the selected item in a tool window (e.g., the Mailboxes window or the Address Book)</b>
<b>F3</b>	<b>Finds again</b>
<b>F5</b>	<b>Refreshes the view in the File Browser window</b>
<b>F6</b>	<b>Toggles the focus between the parts of a split window.</b>
<b>F7</b>	<b>Shows or hides one half of a split window (current window only): in composition windows, shows/hides the message header; in mailbox windows, shows/hides the message preview pane (if it is set to display)</b>
<b>Page Up, Page Down</b>	<b>Scrolls up or down through the window</b>
<b>Home</b>	<b>Scrolls to the beginning of the mailbox window or to the beginning of the line in a message</b>
<b>End</b>	<b>Scrolls to the end of the mailbox window or to the end of the line in a message</b>

More shortcut keys are listed in the user manual.