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The KnowWare idea

KnowWare's main aim is to help you! One of my goals is to spread easy to understand knowledge at a fair price. I "invented" this 'softbook' format in Denmark in April 1993.



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When the Postman rings twice...

...then you probably still live in the good old world of “snail mail.” But these days, letters and even packages can be delivered using only digital means. The magic word isn’t “snail mail,” but “e-mail”; electronic mail. This means of communication is quicker, safer, more reliable, and much cheaper than the traditional post. If you’re using e-mail, it doesn’t matter if you’re sending the “mail” a couple of houses down the street to Jane Smith, to Eric Karlson in Stockholm, or to Gina Tiraldi in Honolulu. Under the most favorable circumstances, you’ll pay only a minimal charge to send this message (and at the same time send other e-mail messages or retrieve e-mail messages that are waiting for you). But the fun doesn’t end with e-mail! In this booklet, I’ll also show you how to use Outlook Express to sniff around in the discussion groups found on the Internet.

You say that you have no precise idea how Outlook Express functions and what you’re supposed to do? No problem – in this booklet I’ll teach you everything you need to know to be a successful e-mail and Usenet user! And I’ll even include some tips for more advanced readers.

Where can I get Outlook Express?

The first piece of good news: Outlook Express is free. It comes with Internet Explorer 5. And now the second piece of good news: if you’ve installed Windows 98, you’ve already got Outlook Express since it is automatically installed by Windows 98.

Do you have the newest version of Outlook Express, Outlook Express Version 5? If you have a slightly older edition of Windows 98 (produced before the first quarter of 1999), then you probably have Version 4, since at that time Windows 98 shipped with Internet Explorer 4.0

I highly recommend Internet Explorer Version 5.

You can get the newest version of Internet Explorer from the CDs included with computer magazines or from www.microsoft.com.

Prerequisites for this Booklet

What prerequisites do you need for this booklet? You should already know a little bit about Windows, especially about files, folders and the Windows Explorer. KnowWare produces booklets on all of these topics.

I’ll show you everything else you need to know step by step, from how to set up your e-mail account to how to send your first e-mail. I’ll even touch upon the installation of the modem or ISDN device.

About the Author

I’m 32 years old. Since Fall 1996 I’ve been working as a freelance author and writing books and newspaper articles about Microsoft Office, the Internet, and programming. My biggest „hammer“ is 945 pages long and bears the title „The Best Office 2000 Secrets.“

Thus far I’ve published the following booklets with KnowWare: “Getting Around Your PC,” “Word 2000 for Beginners,” “PowerPoint 2000 for Beginners,” “Word for Students,” and “Homepages for Beginners.” The last two titles have since appeared in updated editions.

In addition, I give courses on Windows, Word, Excel, Access, creating home pages, searching on the Internet, and programming with JavaScript at the Volkshochschule Berlin-Friedrichshain.

Service Page for this Booklet

You’ve got a question about this booklet? You’ve found an error? The sequence of steps is unclear? Please have a look at the service page for this booklet, which you’ll find at www.lexi.de/outex5.htm. You’ll also find my home page there at www.lexi.de!

I, Johann-Christian Hanke, wish you much enjoyment and success with Outlook Express 5!

P. S. Thanks to Maria-Brigitte and Wolfgang for proofreading. I apologize for any errors, which may have crept into the text despite our best efforts to eliminate them.

The Difference between Outlook and Outlook Express

Before we begin, let's clear up a common misconception. For many computer-savvy people confuse Outlook and Outlook Express. And it's no wonder, since Microsoft paved the road to confusion by giving two different programs such similar names. It's a scandal!

Here, right up front, is the most important realization:

Outlook Express is not Outlook!

Two Teams, Two Programs

Outlook Express is, as mentioned above, the e-mail and news program that comes with Windows and/or Internet Explorer from Version 4 onward. Thus it is a so-called e-mail client and newsreader in one. As you've probably guessed already, this booklet will concern itself with Version 5.

Outlook, by contrast, belongs to the Microsoft Office Suite. You can get it, for example, in a bundle with Word, Excel, and the other Office programs. You can also purchase it separately; the price would probably be \$100-150.

Outlook is well worth the price, as it's a program that can do nearly everything! In technical terms, it's a PIM, a **p**ersonal **i**nformation **m**anager. You can use it to manage your calendar, produce reports on the activities of your co-workers, send faxes, create and administer a comprehensive address database, and much more!

But – and here's where the similarities begin – Outlook is also an e-mail program. Using it is different than using Outlook Express.

Outlook and Outlook Express not only subscribe to different server philosophies, they were also programmed by different development teams.

Which is better?

Just in case you have both programs on your computer and you can't decide between them, which one should you use? Here are my tips:

If you're just looking to handle your e-mail, I'd recommend Outlook Express. The degree of functionality of Outlook Express is just a bit below that of Outlook. And I find Outlook Express much easier to use than Outlook. If you want to venture into the world of discussion groups on the Internet (Usenet), you must use Outlook Express since Outlook won't take you there.

Outlook does have a command VIEW/GO TO/NEWS. But if you use this command, you're actually going out of your way to call up Outlook Express.

Irreplaceable as a Calendar

But if, by contrast, you're seeking a really cool calendar program with all the bells and whistles, you'll love Outlook. Its capabilities are truly phenomenal.

KnowWare also publishes a booklet on Outlook 2000.

As a fax program, however, I can't recommend Outlook. Any fax program that comes with a modem or ISDN device is almost guaranteed to be better than the "test version" of Winfax that comes with Outlook.

Can the Two Co-Exist?

Absolutely! Outlook and Outlook Express even like each other and can be installed seamlessly in parallel. On page 52 I'll show you, for example, how you can link the Outlook and Outlook Express address books with one another and how you can make a program your default e-mail application.

You'll Need This: a Modem or ISDN Device

Before you can log on to the Internet, you'll need some additional hardware. In layman's terms: for "classic access" you'll need a modem, or, if you're a technophile, an ISDN device.

Naturally you'll need an ISDN device only if you've already got a digital ISDN connection from your telephone company. The advantage: you can surf and telephone simultaneously through two connections. In addition, the connection to the Internet is somewhat faster; in particular, the connection to your Internet service provider should be extremely fast and practically seamless. The disadvantage: you'll need more expensive telephones and special devices. ISDN is offered by various telephone companies, so check with your local provider(s).

First I'll show you how to install a modem since most computer users are still working through a normal analog telephone connection. My tips for setting up an ISDN connection will follow shortly thereafter.

Cable, ADSL, Plug, or Satellite?

Let's take a short detour! For at this point in time there are several Internet technologies emerging: I've named ADSL (asynchronous digital subscriber line) or you can get a connection through a cable modem or satellite. Some of the big energy suppliers are even making attempts at "plugging into the Internet" as I write this.

All of these new possibilities have one thing in common: as a rule, they will allow you much faster access than the more usual modem or ISDN options. But the downside is that they require more technology – the additional installation of a satellite dish, for example.

Most of these kinds of connections are still in their experimental or beginning stages. The most widely available is probably ADSL, ASL for short, which various telephone companies in big cities have been offering for a while now.

Hughes Network Systems' DirecPC can offer you a satellite connection to the Internet if you live in the U.S. At the moment, this is the only

satellite provider in operation in the U.S., but this is likely to change in the very near future.

If you'd like to sign up with one of these new service providers, just look at the ads in computer magazines or your local newspaper. When you're setting up your connection, be sure to follow the instructions you get from your provider, for there are significant differences from case to case.

Let one thing be said here: if you're just transmitting e-mail, speed is hardly an advantage. Only if you're sending large attachments (the "electronic packages") will you notice a real difference with a fast connection.

You must decide for yourself whether or not the extra money and effort will pay off.

Installing a Modem

You're not keen on experimenting and you'd like to get onto the Internet as quickly and easily as possible? You've got a normal (analog) telephone connection? Then let's begin with a good old modem!

I'd recommend a fast modem, which these days means one that conforms to the so-called V90 standard. Just about any modem you buy now will suffice. Internal devices are usually a bit cheaper, but external devices are more practical; if "the connection hangs," you can shut them off. External modems begin at about \$50.

A modem is a device with which you connect your computer and telephone connection. It transforms digital computer signals into analog ones, since only analog signals can be transmitted over the analog telephone network. A modem at the other end of the connection (at the service provider – we'll get to this in a minute) transforms the signals back into digital data.

Connecting the Modem

Let's look a moment at how to connect the modem and the telephone connection.

It's really simple! You'll plug one end of the wire into the telephone jack in your wall and the other into modem attached to your PC. Or if you've got a so-called USB modem, you'll plug the wire into the USB port on your computer instead.

Be aware, however: only newer computers (built after 1997/98) are USB compatible. You wouldn't be the first person to proudly carry a USB modem home and, in the end, be able to do nothing at all with it.

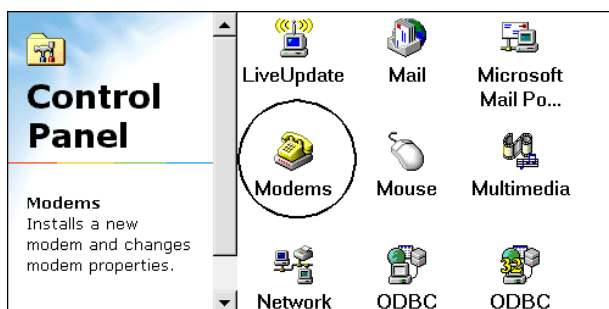
Installing Drivers

In order for your modem to work, it needs a driver. The driver is the program that "drives" the device.

And here's where Windows makes your life really easy. You connect your modem, plug it in, and turn your computer on. Upon startup, the computer will recognize the new device automatically and search for the installation CD. Menus will lead you through the rest of the process step by step.

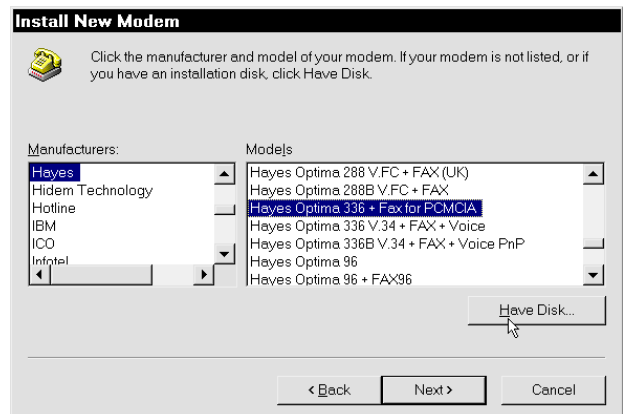
This service is called Plug and Play.

But what if Plug and Play fails you? Or the modem isn't functioning properly? Then you must proceed differently! You'll have to do it manually! Is your modem connected and switched on? Great!



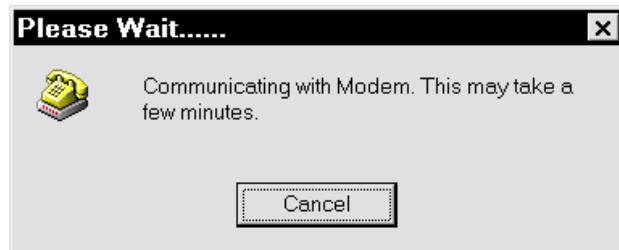
- 1 Select START/SETTINGS/CONTROL PANEL. You'll see an identically-named window. Double-click on the MODEMS icon.

- 2 At some point you'll be asked to type your area code into a dialog box. As soon as the "location" question is clarified, click NEXT to continue.
3. You'll see a dialog box that pertains to the installation of a new modem. Check the box next to DON'T DETECT MY MODEM (I'LL SELECT IT FROM A LIST). Warning: if you already have a standard modem installed, you'll need to click the ADD button first!



- 4 Click NEXT. You'll see a dialog box that offers you a long list of choices. Often on the left side of this box you'll see the correct manufacturer of your modem listed, but not always the correct model. This is because Windows 98 doesn't ship with all drivers.
- 5 Here, you should forego Windows 98's kind offer to provide a driver for you. You're better off clicking on the DISKETTE button (yes, even if you're using a CD).
- 6 Now you'll be asked to insert the diskette or CD. Click NEXT. (If the driver isn't found now, just click the BROWSE button. Here you can specify the relevant drive and folder, just as you would in a word processor).
- 7 On the list that appears now, select your modem type. Click on it and click NEXT. On the next dialog box you'll specify how the modem is connected. You'll be installing a "classic modem" connected to the serial port, the so-called COM port. Click NEXT again. Depending on your modem type, you may see further dialog boxes that you'll need to confirm.

At any time you can call up the Control Panel and double-click the Modems icon. This is where you'll see all installed modems listed. Do you want to set specific parameters? Then click on your modem and click the PROPERTIES button.



If you'd like to perform a quick test to see if your modem is working, click the DIAGNOSTICS tab. The DETAILS tab will start running a test.

Also not impossible: ISDN

ISDN? That will work too! Recently the manufacturers have been taking the trouble to make installation easy and understandable. I won't bother to tell you how things were in the infancy of ISDN.

You've got an external device? Even here there are some devices that connect to the COM port and some that must be plugged into the USB port. So watch out.

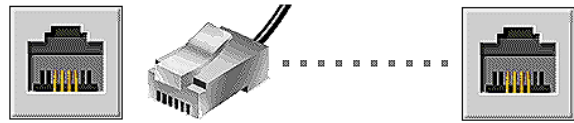
If you don't yet have an ISDN device: the best known are those made by Teles and AVM.

Among the AVM products, the Fritz! Brand has made a name for itself and positioned itself as the absolute market leader. My opinion: these days, when you buy a Fritz!Device, a Fritz!Box or a Fritz!Card, you shouldn't have any problems with the installation.

Watch out even if you're using an internal ISDN card: there are still older ones around for the so-called ISA slot, for example, the Fritz!Card classic. The newer cards (like the Fritz!Plug and Play) will fit into any modern PCI slot. Before you buy, you should figure out whether you've got a slot free for the card!

So: first you'll connect your ISDN device with the appropriate cable to the telephone

connection. At both ends of the cable, you'll find the same kind of connector. If you're using an external device, don't forget to connect it to your computer.



Tips on Driver Installation

So you've installed and plugged in your device? Great! Now you just need to install the drivers. The catch: if you're using an ISDN device, installing drivers is a bit different than if you're using a modem. There are no generally-applicable rules and there is no Windows Assistant to help you. Why? At the beginning, ISDN was off the beaten path. Handy to know: Windows 95 and 98 don't recognize ISDN devices; only Windows 2000 is prepared to handle this technology.

Therefore: you must be sure to install your ISDN device according to the manufacturer's instructions. Depending on the manufacturer, there are different concepts and methods. Therefore I urge you: follow the manufacturer's instructions exactly, read the information sheets, handbooks, Readme files, and above all – have patience!

Don't Forget the CAPIPORT Driver

In general, the installation of ISDN drivers should happen without great difficulty. If you install the AOL software, the CompuServe program, or software for other large providers, these programs will automatically detect and connect with your ISDN device. You shouldn't get too stressed out and the return is more than worthwhile. But in this booklet we're not talking about AOL or CompuServe – or even Earthlink.

Above all, we're interested in access over the so-called Dial-Up network!

If, however, you want to access the dial-up network using Windows, you must install the so-called CAPIPORT driver. Luckily, this isn't too hard.

Many computer-savvy people who want to move from AOL or CompuServe to a “normal” service provider are confronted with a puzzle: suddenly their ISDN device doesn’t work anymore. Why?

Because they’ve forgotten the CAPIPORT driver, the little program that fools Windows into thinking that the ISDN device is a modem. Search for it on the installation CD and just install the driver.

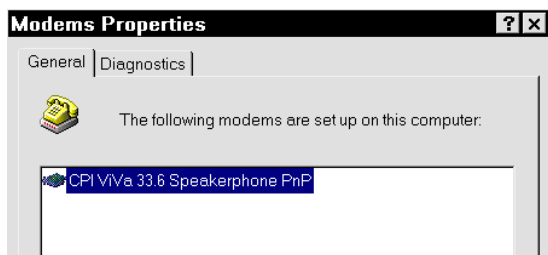


If you don’t find the CAPIPORT driver on the CD, have a look at the homepage of your device’s manufacturer, for example, www.avm.de/english/index_e.htm!

Secret: the CAPIPORT driver by AVM is considered the best one by people in the know. It should even be possible to get ISDN devices that aren’t made by AVM to run using this driver.

Is your driver installed? Wonderful! Now make sure that your ISDN card is masquerading as a modem.

Use the Control Panel to check that your ISDN device is recognized by Windows. Select START/SETTINGS/CONTROL PANEL. Double-click the MODEMS icon and check the list of installed modems. For the Fritz!Card, for example, you’ll see entries for AVM ISDN INTERNET (PPP OVER ISDN), etc.



Decisive: The Choice of Internet Service Provider

Great, now you've fulfilled the hardware requirements. But there remains one more important element: the service provider. You'll need somebody who can connect you to the Internet and set up an e-mail account for you.

Additional Uses: Online Services

Have you already subscribed to an online service, Earthlink, AOL, or CompuServe, perhaps? Online services are service providers who, in addition to Internet access, offer you other services over their own networks. Thus in Germany, T-Online evolved out of BTX, which made its name with tele-text in the 1980s. CompuServe is another similarly old, worthy service provider. And AOL is trying to attract you with its proprietary, youth-oriented content.

I've tried many online services; here are my experiences with each:

- T-Online works with Outlook Express and even functions completely without the special decoder. You can get the user's guide by writing to T-Online.
- AOL uses a proprietary e-mail program; it doesn't work with Outlook Express. For our purposes, therefore, AOL is out of the running.
- On CompuServe, you can set up your e-mail account so that it will work with Outlook Express. Select Go POPMAIL for more information. Lately, however, my experiences with CompuServe have been so bad that I'd recommend against using it.

Online services are spreading their proprietary software across the population via computer magazines and they're hiring marketing firms to "shovel the customers in." Since prices are changing constantly, I can't make any representations about current costs.

Reliable: Local Providers

Many people whose careers depend on the Internet are big supporters of so-called local providers. These are service providers who offer you nothing more than Internet access, but they are often very reliable and relatively inexpensive.

And there's a further advantage: you don't need any proprietary software. You can use the resources that Windows offers you to connect to the net. And naturally you can use Outlook Express for your e-mail.

A few years ago I subscribed to a service called Snafu in Berlin (www.snafu.de) and I've kept my account with them ever since.

Cheap: Call by call

The cheapest of all are – especially if you only need basic Internet access – the so-called call-by-call providers. They offer you the Internet without tying you to a contract and basic fees. For just pennies a minute, you can access the Internet.

Note: call-by-call providers are much more common in Europe than in the U.S. The monthly fees for ISPs in the U.S. are low enough that using a call-by-call provider probably wouldn't make a lot of sense.

Here's a list of some of the call-by-call providers in Germany. Be aware that the numbers, user-names, passwords, etc. can (and do) change practically overnight:

Provider	Dial-Up-Number	Price/Min	Username	Password
Arcor	01070/0192070	6 Pf.	arcor	internet
knUUt-by-Call	01088/0191955	4,9-5,5 Pf.	knuut	knuut
o.tel.o	01011/0191501	5,9 Pf.	otelo	online
Talknet	01050/019251	4,8 Pf.	talknet	talknet
Yahoo! Online	01070/0192020	6 Pf.	yahoo	yahoo
Mobilcom	010190-1929	5 Pf.	egal	egal

On the next few pages I'll show you how to set up access to these providers using a POP3 e-mail account. But you can only use Outlook Express if you select Mobilcom. And only then if you're always going to be dialing in from the same computer.

Call-by-call providers are especially good if you're planning to set up a POP3 e-mail account. And with that, we've already arrived at our next topic.

Dial-Up Networking and E-mail Accounts

Let's go back to the e-mail account. Which provider have you chosen? You'll find the corresponding account settings in the material you receive from your service provider. Sometimes you'll find this information on the provider's Web site.

If you're lucky, your provider will even offer you a news account. That is, you'll gain access to the discussion groups on Usenet, the forest of the Internet.

The second most popular service provider in the U.S. is called Earthlink. Therefore, many of the examples in this book will be based on Earthlink. (Earthlink also offers you access to a news server.)

The Magic Word is POP3

Actually, I've already mentioned this: in order to work with Outlook Express, you'll need a POP3 e-mail account.

POP3 is short for post office protocol 3, the protocol that lets you retrieve your e-mail messages from the server.

Unfortunately, the cheapest providers only offer you e-mail via a Website.

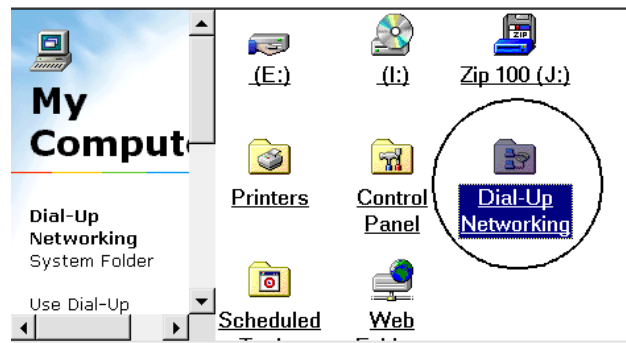
If your service provider doesn't work with the POP3 standard, then you should look for another provider.

You're planning to set up a home page with a Web hosting service? Good idea! For if you do this, you may receive one or more POP3 e-mail accounts that you can call up using a call-by-call provider or another means.

Setting up Dial-Up Networking

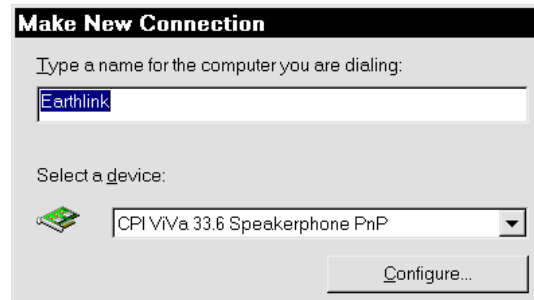
Before you can access your e-mail account, you must first access the Internet. And Dial-Up Networking can help you with this.

Here's how you set up Dial-Up Networking:



1 Click on the desktop. Double-click on the My Computer folder to open it and then open the Dial-Up Networking folder.

2 Now select MAKE NEW CONNECTION. In this way you can even set up a new Dial-Up Networking connection to account you already have.

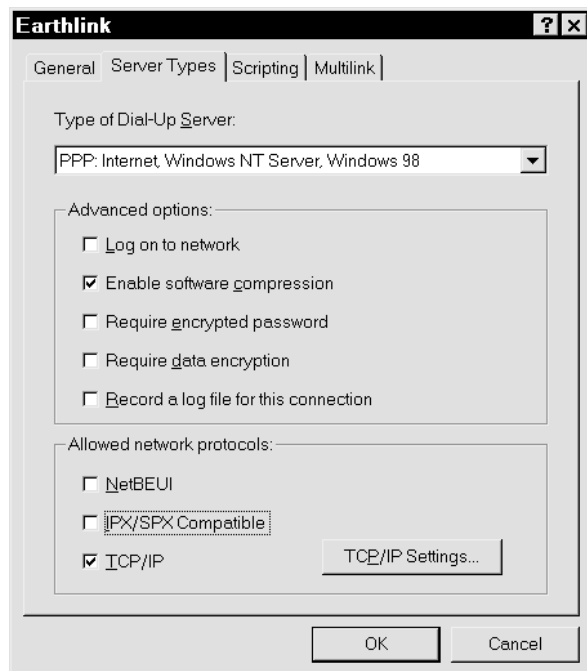


3 Click until you see a window labelled MAKE NEW CONNECTION. Now enter the name you'd like this connection to have, for example, EARTHLINK. The corresponding modem should also be selected; if it's not, select it from the list. Please note: an ISDN device IS a modem! If you're using the Fritz!Card, for example, choose AVM ISDN INTERNET (PPP OVER ISDN). Click NEXT.

- 4 Enter the dial-up number for your service provider. Click NEXT.
- 5 Click FINISH. The connection will be now be created; all you need to do is fine-tune it. If you look, you'll see a new icon that bears the name you just gave your new dial-up connection.



- 6 Right-click the icon for your new dial-up connection, then click PROPERTIES.



- 7 Select the tab SERVER TYPES (if you're using Windows 95, you'll need to click the SERVER TYPES button instead).
- 8 If you're using a dial-up connection, you'll need to select PPP: Internet, Windows NT Server, Windows 98.

- 9 In addition, you'll need to deactivate all options except Enable Software Compression and TCP/IP. So take the checkmarks away!

- 10 Click OK! It's hard to believe, but you're already all done!

In the next step, you'll try out your connection to see if it's really working!

Trying Out the Connection

Do you have your user name and password at hand? Then just double-click on the icon for your new dial-up connection; it should be functional immediately. As I've already mentioned, if you're using a call-by-call provider, you'll just need to supply the information from the table on page 10.

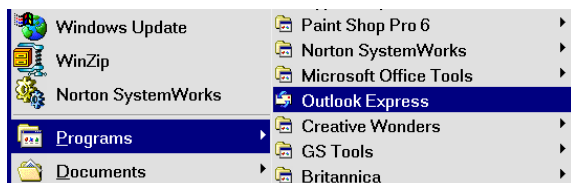


Setting up the E-mail Account

Ugh! By now, you're probably wondering when you'll finally be able to start using Outlook Express. Have patience! At this point, you just need to set up an e-mail account. Sorry, but without this whole complicated "configuration," nothing will work.

So you're ready? Great! The curtain is about to go up on the big show. It would be best if you started Outlook Express now. But how? By activating the appropriate icon, of course! You'll find the Outlook Express icon on the QuickStart bar that's located next to the [START] button.

In case you can't find the QuickStart bar, you can select START/PROGRAMS/OUTLOOK EXPRESS instead. This takes a little longer, but it works just the same.



And now you'll see one of two possible scenarios:

- *Scenario 1:* You had never started Outlook Express before. From the very start you should see a series of dialog boxes that will help you set up your e-mail account. Skip over step 1 in the next sequence of steps!
- *Scenario 2:* Outlook Express starts right up without so much as a burp. If this is the case, you'll need to call up the dialog boxes that will help you set up your e-mail account.

If scenario 2 happens when you start up Outlook Express, let's pull Plan B from the drawer. You'll need to follow this method if you need to change the settings for an existing e-mail account or if you want to add another one.



- 1 Select TOOLS/ACCOUNTS, then click the ADD button and select MAIL.

- 2 Now you'll see the trusty Microsoft Assistant, who will ask you for your name. Tell it to him! Then go ahead and click NEXT.

- 3 Now enter your e-mail address. Your provider should have already given you this information. Click NEXT.

- 4 What next? Now you'll need to take care of the "postal formalities." Enter the information from the materials with which your provider supplied you. The incoming mail server is, as already mentioned, generally a POP-3 server. The outgoing mail server, by contrast, is generally a SMTP (Simple Mail Transfer Protocol) server.

Please note that the server information will vary from provider to provider. The correct settings for your provider's server may vary from what is depicted here!



Internet Connection Wizard

Internet Mail Logon

Type the account name and password your Internet service provider has given you.

Account name: jch

Password: *****

☒ Remember password

If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box.

☐ Log on using Secure Password Authentication (SPA)

- 5 Generally, your user name is the first part of your e-mail address. Type your secret password into the PASSWORD field since you'd really like to get into your mailbox. Naturally you'll only see asterisks (***) here. Click NEXT.

If, for security reasons, you'd rather not type in your password here, you'll need to enter it each time you check your mail.

- 6 Finally, click FINISH.

And with that, you've already set up your e-mail account. But you should still check to see that all the other settings are in order.

Tuning up your E-mail Account

Now we'd like to make sure that all the settings are correct. To do that, you'll need to have a look at your account and tune it up if necessary.



Internet Accounts

All Mail News Directory Service

Account	Type	Connection
berlin.snafu.de	mail	Any Available

- 1 Select TOOLS/ACCOUNTS again. This time, click on the MAIL tab. Double-click on the account you just set up.

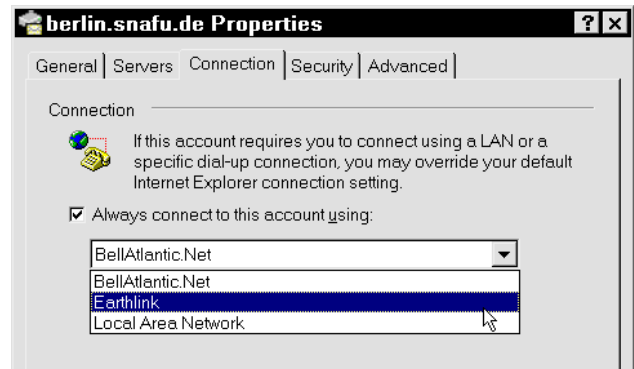


berlin.snafu.de Properties

General Servers Connection Security Advanced

Server Information

- 2 You should see the Properties window for your very own account. Here you'll find various tabs, which, for fun, you can examine one by one. Here's where you can check the settings that you entered with the help of the Assistant.



berlin.snafu.de Properties

General Servers Connection Security Advanced

Connection

If this account requires you to connect using a LAN or a specific dial-up connection, you may override your default Internet Explorer connection setting.

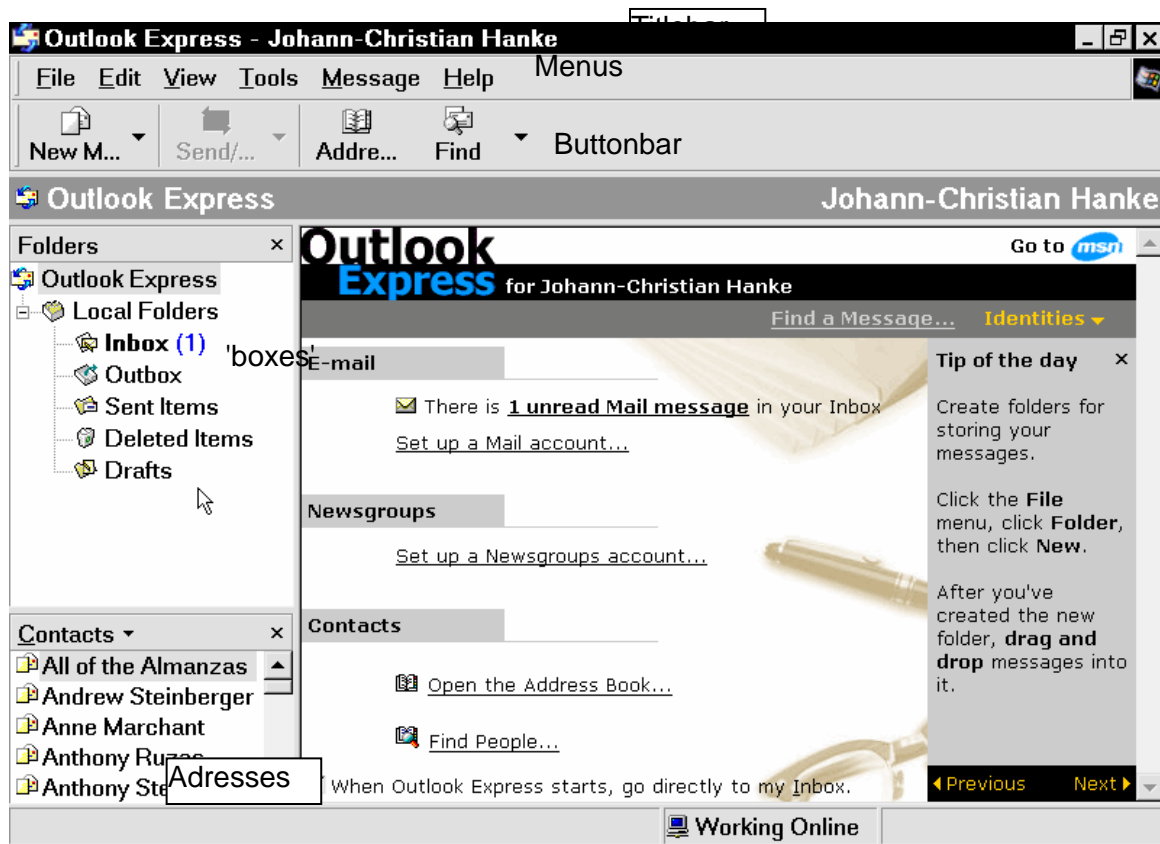
☒ Always connect to this account using:

BellAtlantic.Net
BellAtlantic.Net
Earthlink
Local Area Network

- 3 The most interesting tab is the one labelled CONNECTION. Have a look at the bottom portion of it. In the list box, you should see the connection(s) that you've already set up.
- 4 If your connection isn't selected yet, just click on it and you'll select it. Confirm your selection by clicking the SETTINGS button.
- 5 Close this dialog box by clicking OK.

An Overview – Outlook Express in Brief

Now it's time that we finally throw a glance in the direction of Outlook Express!



The program is constructed in such a way that getting an overview of it is easy. Outlook Express, like Windows Explorer, can be “broken down” into two window-halves. On the left side, you’ll see folders and subfolders “dangling” from a “string.” These subfolders serve your postal needs. These are your “post boxes,” if you will.

Here’s a brief overview of the purpose for which these folders are intended.

Inbox: here’s where the incoming mail is stored. An acoustic signal will inform you when you’ve got new mail. The number of *new* and especially unread messages is displayed on the bar at the bottom left corner of the screen.

Outbox: here’s where e-mail messages that you’ve composed wait until you send them out.

Sent Items: a copy of each e-mail message that you’ve sent is stored in the *Sent Items* folder.

Deleted Items: this is, for all intents and purposes, the wastepaper basket of your e-mail program. If there’s an e-mail message that you want to throw away, click on it and drag it to this folder using the tried and true drag and drop technique! Or use the faster method: click on the e-mail message in question and press [DELETE].

Drafts: this folder is intended primarily for e-mail messages that are works in progress, that is, ones that don’t yet belong in your *Outbox*.

News Account: this is the folder for your newsgroups. It’s only visible if you’ve entered the name of your news server; it will bear any name you’ve chosen to give it. But more about this in a moment.

By the way, you can also set up your own folders. You’ll learn more about doing this on page 33.

In addition to these folders, you'll also find that the lower portion of the left side of the window is designated "Contacts." This is where you'll enter your contacts' e-mail addresses. Naturally here you'll only see addresses if you've set up the Outlook Express address book correctly.

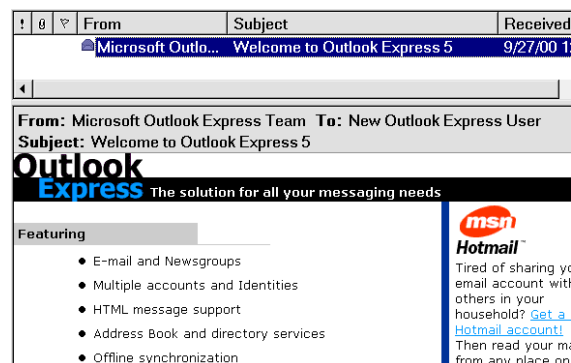
Greetings from the Team: The first E-mail!

So you're working with Outlook Express for the first time? Then it's a sure bet that you've already got mail, and this even without an Internet connection. This first message is a greeting from the "Outlook Express Team" at Microsoft.

Using this example, I'll show you exactly how to read an e-mail!



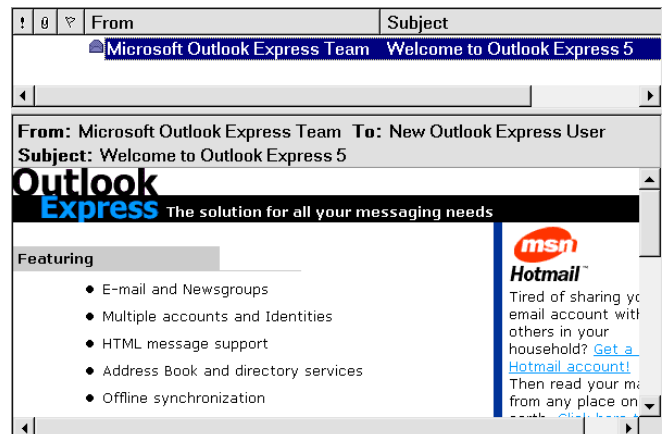
- 1 On the left side of the screen, click the INBOX folder.



- 2 On the right side of the screen you'll now see the message or messages that you've received. In our example, we'll look at the "Mail from the Team". Surely it's already occurred to you that the right side of the screen is divided into two overlapping sections!



- 3 Now click on the unread message on the top section of the screen. You'll see the contents of the message on the bottom section of the screen. Scroll up and down using the vertical scroll bar so that you can see the entire message!



- 4 You say that you'd like to read the message in a more comfortable format? Then just double-click on it on the top section of the screen! Now another e-mail window will open and you'll have a better view of things.
- 5 You'll recognize a message that you're already read by the open envelope icon. Also, the blue number that showed how many unread messages you had has disappeared.

Try poking around a bit in the *Inbox* and *Sent Items* folders. At the beginning, they'll both be empty!

Sensible Basic Settings for Outlook Express

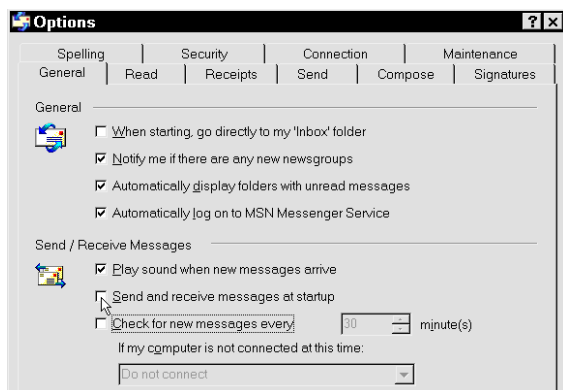
Outlook Express has a few annoying habits of which you should definitely break it. I find the most annoying thing is that Outlook Express will check your account to see if you've got mail each time you open it up.

And since later on you'll inevitably want to try clambering through the thicket of Usenet, here are a few more tricks.

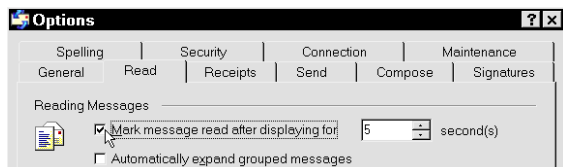
The Options Dialog Box

Most of the possibilities are hidden on the Options dialog box. So come take the grand "checkmark tour":

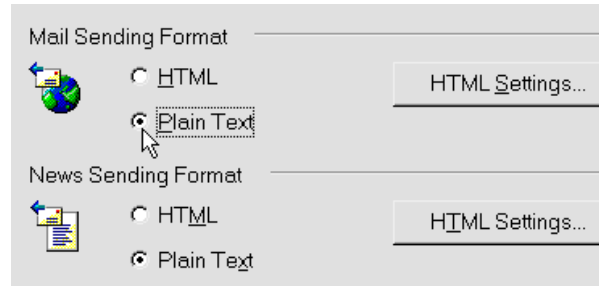
- 1 Select **TOOLS/OPTIONS** and click the **GENERAL** tab.



- 2 Here I implore you: remove the checkmark next to **SEND AND RECEIVE MESSAGES AT STARTUP**.
- 3 Another unnecessary checkmark is the one next to **Check for new messages every X minutes**. This causes Outlook Express to check for mail automatically. I'll tell you more about this feature on page 53.

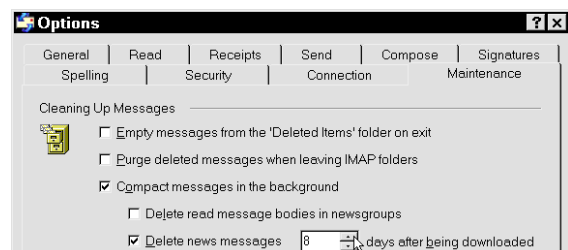


- 4 In principle, everything is in order on the **Read** tab. At the most, you'll want to increase the number next to **MARK MESSAGE READ AFTER DISPLAYING FOR X SECONDS**.



- 5 The next tab, **SEND**, is much more interesting for us. Have a look at the section labelled **MAIL SENDING FORMAT**. I would advise you to choose **PLAIN TEXT** here rather than **HTML**.

But you think that the HTML format is much more attractive than plain text since you can change the font size and type, make the text colored, add background pictures, graphics, and much more? This is correct, but I'd still advise sending HTML mail with caution. If you're sure that the recipient's e-mail program possesses the same capabilities that yours does, then go ahead and enjoy; but if you're not sure, it's possible that your e-mail will arrive scrambled! And another thing: it's hard to quote in HTML messages. And if you're posting to newsgroups, so-called "HTML postings" are treated with disdain. But luckily, the default setting is **PLAIN TEXT**.



- 6 Now we come to the next setting, which I'll beg you to change. Click the **MAINTENANCE** tab. Increase the value next to **DELETE NEWS MESSAGES X DAYS AFTER BEING DOWNLOADED**! This setting relates to newsgroups. If you increase it, you'll ensure that the news items won't be erased from your hard disk too quickly.



- 7** And there's another important item on the CONNECTION tab. Make sure that you place a checkmark next to HANG UP AFTER SENDING AND RECEIVING. This has the nice effect that you won't stay online any longer than you have to.

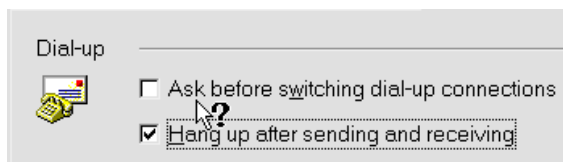
If you like to surf a little after checking your mail, then perhaps you should leave this box unchecked. Otherwise, you'll need to connect again unnecessarily.

Is everything configured the way you like it? Then don't forget to click APPLY and then OK to confirm your settings!

What does the Setting mean?

You'd like to make further changes to your settings, but you're not exactly sure what's hiding behind the other settings? No problem!

- 1** Look in the upper right-hand corner of the window. Here you'll see a little button with a question mark on it. Click it.



- 2** The mouse pointer changes into a question mark.

Specifies that if you have more than one Dial-up Networking connection, Outlook Express displays a message enabling you to cancel a connection that isn't working.

- 3** Click on the setting you'd like explained. Now you'll see a little yellow text bubble that will tell you everything (or sometimes nothing) that you ever wanted to know.

Be careful, you're online!

I've advised you to configure Outlook Express so that your connection will be broken after you've sent, received, and downloaded your mail. In this way you can be sure that your telephone bill won't be too high.

But what if you don't listen to my advice? What then? What if you'd like to surf a bit after checking your mail?

Then you should keep a sharp eye on the two miniature computers on the System Tray of the Windows taskbar.



Take a closer look now: if you're online, you'll see a tiny computer in the lower right-hand corner of the taskbar. It's nearly inconceivable – but this minute symbol is showing you that you're online and that the meter is running.

Be alert! You wouldn't be the first person to leave yourself connected by mistake!

And how do you break the connection? It's very easy! Here's how:

- 1** Right-click on the tiny computer icon. Now a context-sensitive menu will open.



- 2** Here you should select the command DISCONNECT.

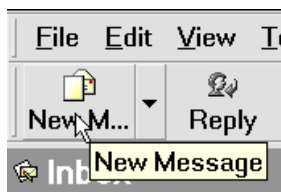
Now that we've got these important remarks under our belts, let's turn our attention to the main topic of this booklet: electronic mail messages!

Here's how: Composing, Sending, and Retrieving E-mail Messages

Let's get started! Do you know someone you can reach via e-mail? No, not me; I already get so many e-mail messages each day that I don't know which way I'm going. Therefore I won't tell you that you can send me an e-mail at the address *test@lexi.de*.

Composing an E-mail Message

I have another suggestion: send an e-mail message to yourself. In the long run, you're always the person closest to yourself; or am I wrong?



- 1 Click the NEW MESSAGE button. It's the one all the way to the left.



- 2 A new window that you'll use to compose your e-mail message will open. Here you'll find lots of formulaic fields. The cursor should be blinking in the To: box. This is where you'll enter the recipient's e-mail address, for example, your own.

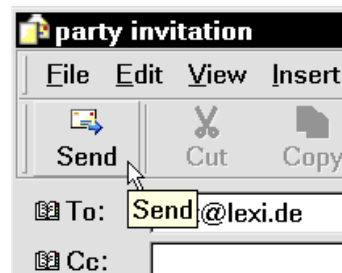
Look out! An e-mail address can never contain blank spaces.

- 3 The CC and BCC fields will only interest you if you want to send carbon copies around. I'll tell you more about this in a moment.

Subject: party invitation

Hey Everybody!
I would hereby like to invite you to my party on Sunday!

- 4 The SUBJECT field is especially important. You should always fill it in! This is the line that the recipient will see first. Then you just type the text of your e-mail into the lower portion of the e-mail form. Proceed as if you're word processing.



- 5 All done? Then click the SEND button. If you've set all the program settings as described above, the message will land first in the OUTBOX.

By the way, you can edit messages in the Outbox at any time. Just double-click on a message to open it, make your changes, then click SEND.

If you'd like, you can compose more messages this way and deposit them in the Outbox until you're ready to send them.

So now let's solve the riddle of Cc and Bcc!

What Cc und Bcc mean

Cc stands for carbon copy, which is supposed to remind you of the carbon paper you used to use on the typewriter. People whose addresses you type into this field will receive a copy of your e-mail message.

And what does the mysterious Bcc mean? It stands for blind carbon copy. If you enter an address here, the person in question will receive a copy of your e-mail message unbeknownst to the recipient.

Not so dumb, huh?

To:	test@lexi.de; idiot@mindless.com
Cc:	friend@lexi.de; peter@mueller.com; hans@meyer.dk
Bcc:	topsecret@dontsayanything.com
Subject:	party invitation

By the way, you can also send the same message to multiple people at once. It doesn't matter if you enter their e-mail addresses in the To: field, or next to Cc or Bcc; just separate their addresses with a semicolon.

Now just stand back and enjoy! Outlook Express will send your messages out automatically when you click SEND. This means: "I've checked the addresses and found no errors."

Writing Names in Plain English

Outlook Express can really make your life easy; all you have to do is set up the remarkable address book that comes with it. Then you won't have to remember any more e-mail addresses; you'll be able to write the names in plain English.

To:	michael maardt
Cc:	

Another extraordinary service is the auto-complete function. If you start typing in a name, the program will finish it for you.

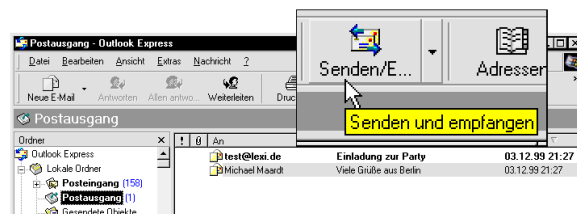
So why type a name instead of an e-mail address? Don't worry – there's a reason for this! When you're sending a message, Outlook Express will automatically fill in the appropriate e-mail address. You'll be able to tell from the underlining whether everything has gone as it should!

I'll teach you more about the address book on page 23

Sending and Retrieving E-Mail Messages

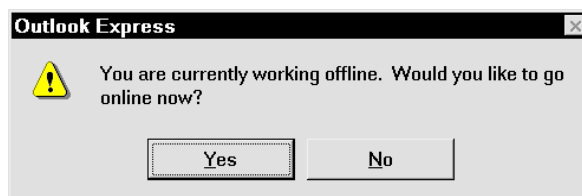
So how many messages are already sitting in your Outbox waiting to be sent? Let's go to the Post Office and send your electronic "letters" on their way!

A small side-effect of this action will be to empty the electronic outbox that your Internet Service Provider maintains for you.



- 1 Click the SEND AND RECEIVE ALL button.

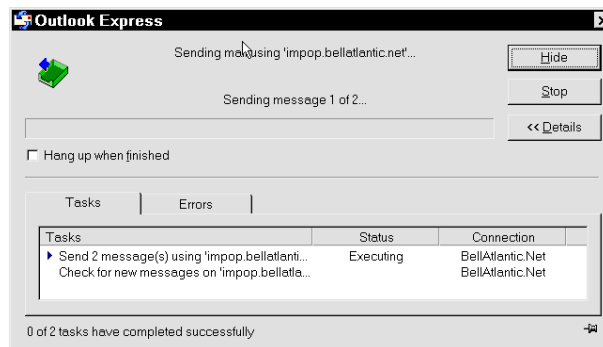
You should also note the key combination [CTRL] + [M]!



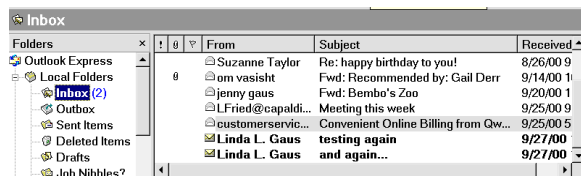
- 2 In some cases you'll first see a message informing you that you're not online yet and asking you whether you'd like to go online. Click YES since you'd really like to be online.



- 3 Now the dialog box for Dial-Up Networking will jump into the foreground. If you – like I – haven't saved your password due to security concerns, you'll have to type it in here. Click CONNECT.



- 4 Next, several status indicators will keep you informed about the progress of mail-related activities.



- 5 If Outlook Express retrieved any messages from your e-mailbox, you'll be informed of this by an acoustic signal. In addition, you'll be able to tell by looking at the blue number next to the INBOX how many new messages have arrived for you.

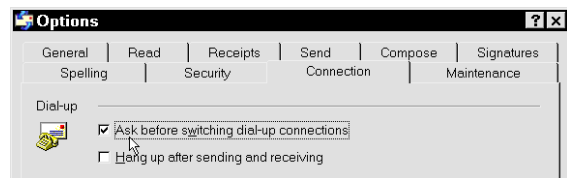
In the beginning, you'll probably be working with just one e-mail account.

Working with Multiple Accounts

But nobody is stopping you from administering multiple accounts with Outlook Express. You say you've got e-mail addresses at Earthlink and a local provider? No problem!

I already showed you how to set up individual accounts on page 13.

And now? What happens when you're sending and receiving? What do you need to look out for? Luckily not much, since Outlook Express takes care of a lot automatically.



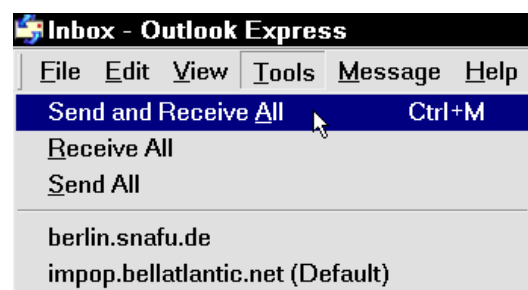
Please go first to the TOOLS/OPTIONS dialog box. Here, you should have a look at the CONNECTION tab. Make sure that the top checkbox is unchecked. More precisely, I mean that the checkbox labeled ASK BEFORE SWITCHING DIAL-UP CONNECTIONS should be cleared (not checked).

This is especially important if you're going to be using not just one but several different dial-up connections to check your various e-mail accounts. Some providers' accounts will only let you dial in with the specially-configured dial-up connection.

Normal POP3 accounts, by contrast, work well when you're "roaming." In plain English: it's immaterial which dial-up connection you use to access your Earthlink account.

Working with One Account

Naturally nobody is forcing you to check all your accounts at one time. You can also check them one at a time, like this:



- 1 Pull down the TOOLS menu and select SEND AND RECEIVE.
- 2 Now you'll see another menu off to the side. Here, choose the e-mail account you'd like to check.

Outlook Express will now retrieve messages from this one account.

Replying Properly: Quoting and Carrying On a "Conversation"

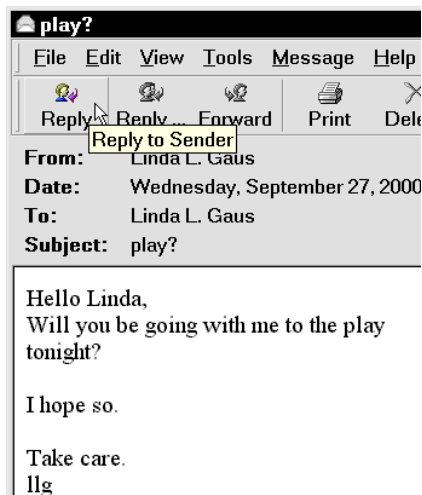
If you're replying to a "normal" letter, there are a lot of things you have to remember: envelopes, paper, stamps, the address, a pen...and if your stamps won't stick or your pen won't write, then the whole enterprise is doomed to failure.

E-mail, by contrast, is much easier. But even here, there are some rules you'll have to follow.

Now I'll show you the proper way to reply to messages and save a lot of time!

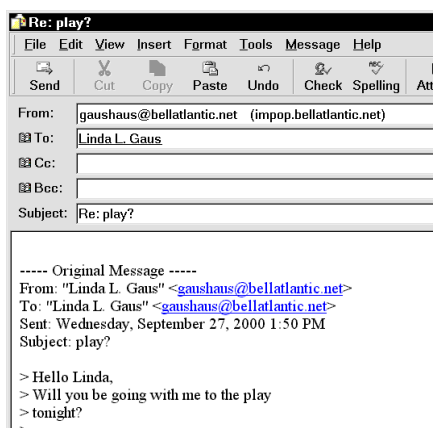
Here's how to quote!

First, let's practice quotation!



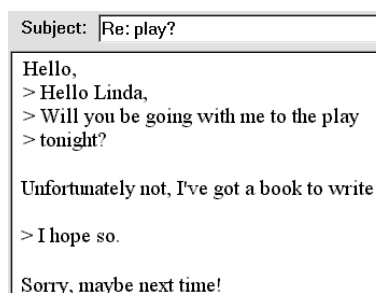
1 You've received a messages and double-clicked on it. Now, you can open this message in its own window.

2 Click on either the REPLY TO SENDER or REPLY TO ALL button.



3 A composition window will open; if you look, you'll see that the To: box has already been filled in with the e-mail address of the person who sent you the message to which you're replying. That's really practical!

4 Look closely and you'll discover that the old subject line has been reused. Furthermore, you'll see that the text of the old e-mail message appears in your new e-mail message. Each quoted line begins with a quotation mark (>). This allows you to delete any quoted text that you don't want to include in your reply.



5 Leave in the passages to which you're replying; make use of the practical quotation marks. To make things easier to see, leave a blank line or two and delete any extra quotation marks.

6 Now keep your e-mail message safe by clicking the Send button. The message will land – if you've set things up this way – in your Outbox and can be sent in the usual manner.



Replying to All and Forwarding

So you've received an e-mail message that was sent to many people and you'd like to respond to all the other recipients at once?



Then try the REPLY TO ALL button! Or if you'd like to forward a message, give the FORWARD button a try!

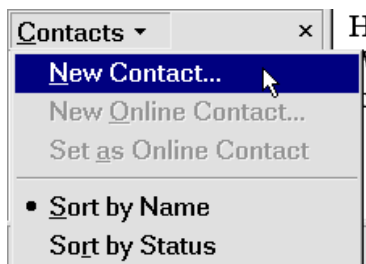
Taking Charge of Your Contacts: Making Life Comfortable with the Address Book

Try out Outlook Express's superb address book. Enter somebody's name and address, as well as their e-mail address. Here's where I'll tell you how!

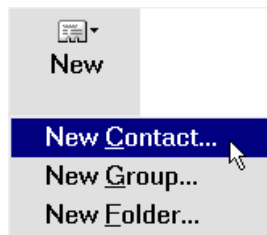
Entering an Address

OK, so you can see the top of the address book in the lower left corner of your screen. But you can also open the address book by clicking on the appropriate button on the toolbar.

And how do you enter a new address here?



- 1 You'd like to use the top of the address book in the lower left corner of the screen? Then click on CONTACTS and select NEW CONTACT.



- 2 Instead you've called up the address book using the appropriately-named button? First click on the NEW button, then select the entry NEW CONTACT.

- 3 Now type the first and last names in the appropriate fields. Change from field to field with the [TAB] key. The [TAB] key is the second key from the top on the left row of your keyboard.

- 4 Don't forget: type the e-mail address in the bottom field and don't forget to click the ADD button.

- 5 Only now is the e-mail address added to your address book.

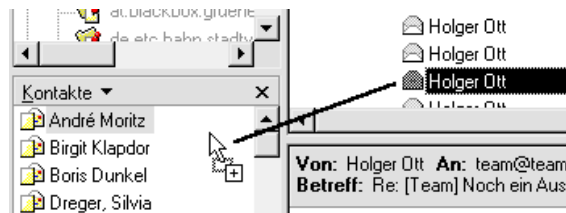
- 6 If you'd like, you can enter information into the fields on the other tabs. Go, for example, to the HOME tab and enter the address and telephone number.
- 7 So you've got everything the way you want it? Then confirm your actions by clicking OK.

If you'd like, go ahead and add more entries. I'll show you on the next few pages what other wonderful features the address book offers you!

You say you'd like to synchronize the Outlook Express address book with the Contacts folder of Outlook 98 or 2000? On page 52 I'll reveal the appropriate recipe to you!

Adding Recipients to the Address Book

How do you add the address of someone who's sent you e-mail to the address book in the most efficient way? It's easy!



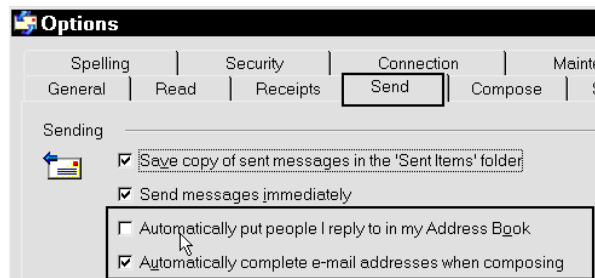
- Select the e-mail message in question. Holding the left mouse button down, drag it into the address book area of the screen.



- Or you can right-click on the appropriate message and choose ADD SENDER TO ADDRESS BOOK from the context-sensitive menu!

Adding Addresses Automatically

You'd like to arrange things so that the e-mail address of anyone who's sent you a message to which you've replied is automatically added to your address book? Even this is possible!



- 1 On the TOOLS menu, select the OPTIONS command. This time, click the SEND tab.
- 2 Place a checkmark in the box next to AUTOMATICALLY PUT PEOPLE I REPLY TO IN MY ADDRESS BOOK.

Faster with the Address Book

And now? What's the use of all this work? A lot! For now it's become much easier to send e-mail messages to particular recipients.

There are several quick methods for accomplishing this:

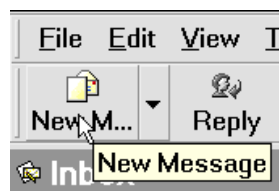


- Just enter the recipient's name in the To: field. The name will be completed automatically; in the background, Outlook Express will use the corresponding e-mail address.



- Just double-click on the appropriate name in the address book field. An e-mail form will pop up automatically, with the recipient's name already filled in.

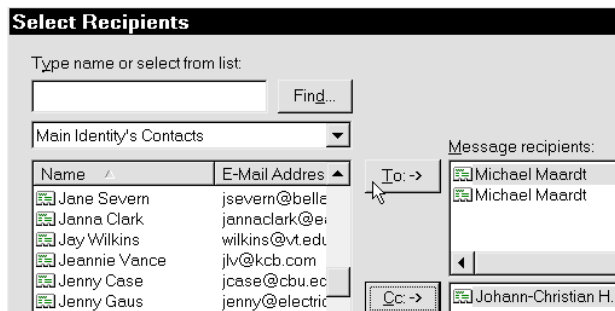
Of course you can also search for the address in the address book in the "classical way." This gives you the opportunity to send the same e-mail message to more than one person at a time.



- 1 First click, as usual, on the NEW E-MAIL or NEW MESSAGE button.



- 2 Now click the TO: button on the e-mail form.



- 3 Search for the individual recipients in the left portion of the window. Add them to the appropriate field using the To, Cc, or Bcc buttons on the right side of the screen. This is how you can specify whether someone is a “main recipient” or whether they should receive a carbon copy or a “blind carbon copy.” You can even select multiple recipients here!



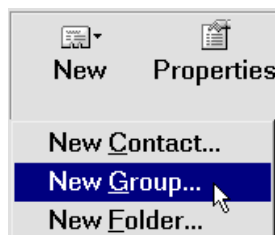
- 4 Confirm your choices with OK. As you can see, Outlook Express has done a great job of organizing the recipients of your e-mail message.

And since we’re already talking about multiple recipients: there’s got to be an easier way. And so there is!

Creating a Distribution List

Do you regularly send e-mail messages to multiple recipients? For example, you’d like to create a kind of small mailing list to use when distributing memos? Then go ahead and create a so-called distribution list!

- 1 First call up the address book using the appropriate button.



- 2 Click NEW, then select the entry for NEW GROUP.



- 3 On the next window, give the group a name, for example, type in MAILING LIST. Then click the SELECT MEMBERS button.



- 4 Now, on the left side of the window, find the people you’d like to add to the distribution list and add them to the right side of the window with a mouse click.

- 5 Confirm your settings by clicking OK, then confirm the next dialog box by clicking OK.



- 6 Now you’ll find a new distribution list in your address book. You’ll be able to distinguish distribution lists right away because they’re marked with a special symbol.

OK, and what if you want to send an e-mail message to the people on this list, what then? Then you should just choose this group from the address book.

Here's How to Secure the Data in Your Address Book

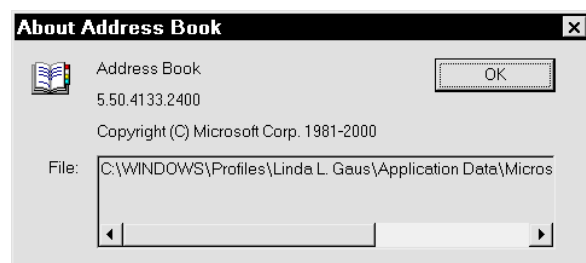
Data security is an important topic! And especially with electronic data, one never knows precisely where the information is stored.

It would be a particular shame to lose the information in the address book. So where are the addresses stored?

Warning! The following tips only apply if you haven't synchronized your address book with Outlook 98 or 2000. If you've got Outlook, you must take a look at page 52.

Here are the tricks to the address book!

- 1 The address book is stored in a file with the extension *.wab! As a rule, the file is called YourName.wab.



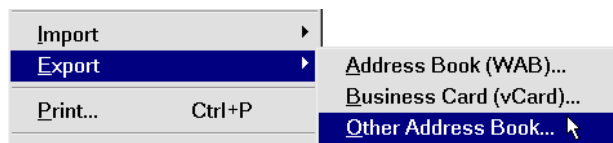
- 2 You can find the precise path if you select the ABOUT ADDRESS BOOK command from the HELP menu in the address book!
- 3 Search for the file with Windows Explorer. Back it up, preferably on an external data source.

For some stupid reason, this data is only available in a very particular format, which can only be read by Outlook Express Version 5!

In case you want to use this data years from now, you should also save it in a universal format.

Text File (Comma Separated Values) is such a universal format!

Here's what to do if you'd like to save your address book in Text Format (Comma Separated Values):



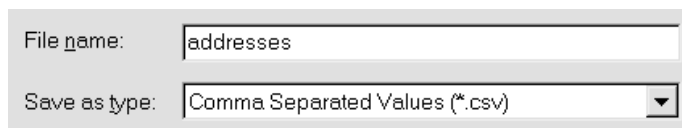
- 1 From the FILE menu, select the EXPORT command and then the subcommand OTHER ADDRESS BOOK.



- 2 Now click TEXT FILE (COMMA SEPARATED VALUES), then click the EXPORT button.



- 3 In the next step, click BROWSE. Select the folder in which you'd like to store the data, for example, My Files.



- 4 Give the file-to-be a name. This comma separated text file will automatically get the extension *.csv. Click NEXT.
- 5 On the next window, search for the fields that you'd like to take over. Click FINISH and you're all done.

With a good basic knowledge of Windows, you can change the file extension from .csv to .txt and view the file with any text editor!

Sending Attached Files

At the beginning of this booket, I mentioned packages that you can send via e-mail. And why not? Instead of printing out a text or a picture, just send it as a file. It's much faster -- and cheaper too. And the recipient will be pleased because they won't have to retype your text.

In this section I'll show you everything you need to know about this topic!

Attaching a File to an E-mail Message

Let's begin with the simplest case: you'd like to attach a single file to an e-mail message?

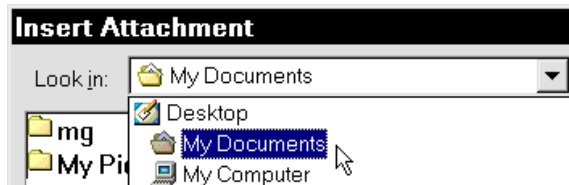
This is really easy! The main thing is that you know what the file is called and in which folder on the hard disk it can be found.

In the example, I'm assuming that the file is called `Offer.xls` and that it's in the folder called `My Documents`.

First compose your e-mail message as usual. Specify the recipient, a subject line, and type in the text of your message.



- 1 Now just click the ATTACH button. It looks like a paperclip.



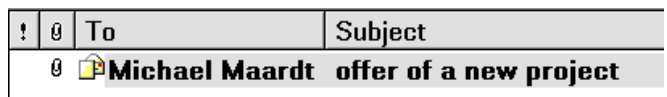
- 2 The INSERT ATTACHMENT window will appear. It looks like an Open dialog box in any other Windows program. Here, you should locate the folder in question, in the example, MY DOCUMENTS.



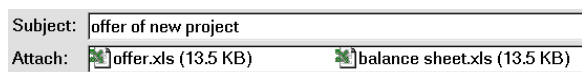
- 3 Locate the appropriate file. In the example, you'd just double-click on `Offer.xls`.



- 4 The Insert Attachment window will close and the file will "land" in your e-mail. You'll see it clearly by the INSERT field on the e-mail form.



- 5 Now click the SEND button to place the e-mail message in your Outbox. Have patience; with large attachments, this process can take a while. The mail in your Outbox should now be "decorated" with a paperclip.



Furthermore, you can attach multiple files to your e-mail message in the same way. But I have a better solution for you!

Compressing Data with Zip

It's true that with small files, file size plays a subordinate role. But what if you want to send whole packages of data? At that point, you'll need to concern yourself with the size of your files, because there's a real difference between sending a 2 Megabyte file and a 125 kilobyte one.

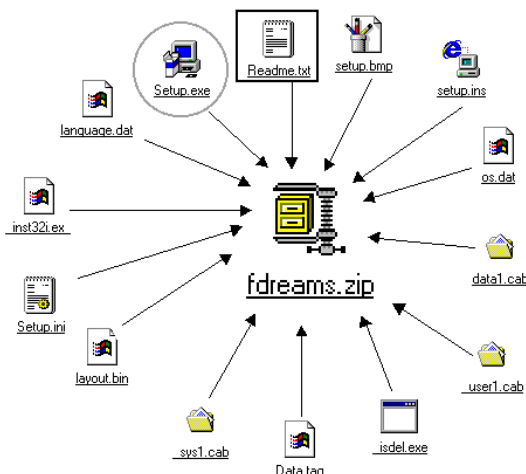
The Zip Format

Therefore, put your documents on a reducing diet before sending them! Just press them down! Compress the data to save space!

If you don't have the Windows 98 Pluspack, you'll need a so-called file packer, preferably a program that understands the zip format.

The Zip format is the best-known compression format!

So what's the secret of the zip process? What's a ZIP archive?



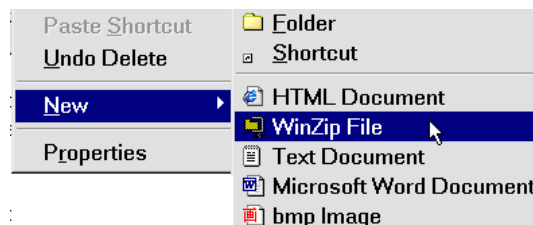
Zip archives are nothing more than files in compressed form. In general, in a zip archive, you'll find dozens of files "sharing one house." They are squeezed in there like sardines in a can. And so in most cases, you'll be able to save up to 95% of the disk space you'd normally need!

The best-known packing program is called Winzip. You can download an evaluation version from www.winzip.com.

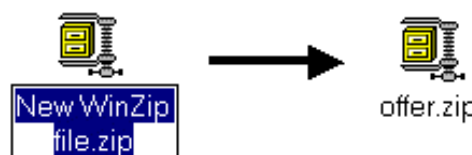
In the next section I'll show you how to create a zip archive with Winzip in no time flat!

Creating a Zip Archive

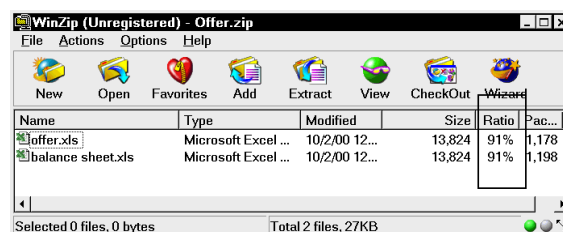
Here I'm assuming that you've already downloaded and installed Winzip from www.winzip.com.



- 1 Right-click on the folder in which you'd like to create the zip archive. Select (now with the left mouse button) NEW/WINZIP FILE.



- 2 You've just created a file with the placeholder filename New Winzip File.zip. Overwrite this name with a name of your choosing, for example Offer or Offer.zip.
- 3 Now just drag the files you'd like to compress into the zip archive using drag and drop, the beloved mouse technique for moving and copying. Begin by clicking a file, hold the left mouse button down, and let the file "fall" over the archive. A compressed copy of this file will be created automatically.



- 4 You can open the archive at any time by double-clicking on it, for example, if you'd like to see which files it already contains.

Above all, you should take a look at the column labeled **RATIO**, which shows you how much WinZip was able to compress each file. You'll be amazed at what WinZip is able to do.

Subject: offer of new project
 Attach: Offer.zip (2.54 KB)

Hello Michael,
 This time I'm sending you the documents in a .zip archive. Here you'll find all the files you'll need.

Take care,
 jch

- 5 Now send the archive as an attached file as described above.

There's one thing I don't want to forget to tell you: the recipient will also need a Zip program! Otherwise, the files can't be unpacked.

And what happens if you want to send a compressed archive to somebody who doesn't have WinZip or a similar packing program? What then?

Naturally there's a slick solution for this problem!

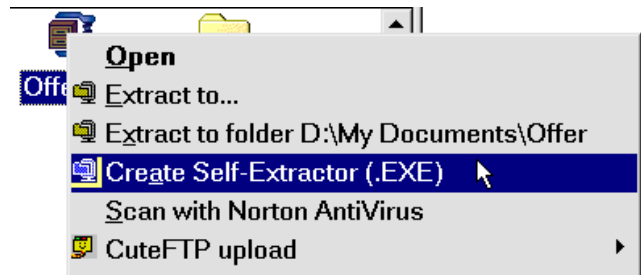
Self-Extracting Archive

Then you'll create a so-called self-extracting archive. This is nothing more than a zip file that contains some extra information so that it can unpack itself.

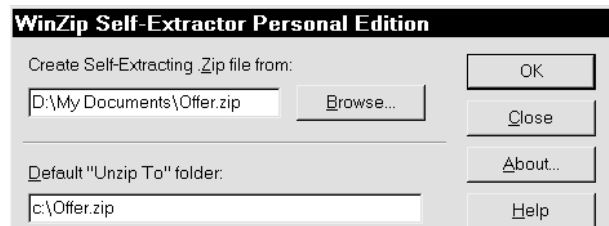
The file extension of a self-extracting archive is not .zip, but .exe!

And here's how you use WinZip to create a self-extracting archive from a normal one! In the example, I'm assuming that you have – as I do – a registered copy of WinZip.

If you're using the evaluation version, you'll see the "nag-screens." These inform the user that they are using a non-registered version of the program.

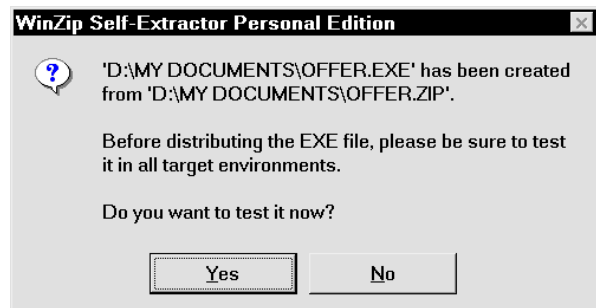


- 1 Right-click on the zip archive in question and choose the SELF-EXTRACTING ZIP ARCHIVE (.EXE) command from the context-sensitive menu.

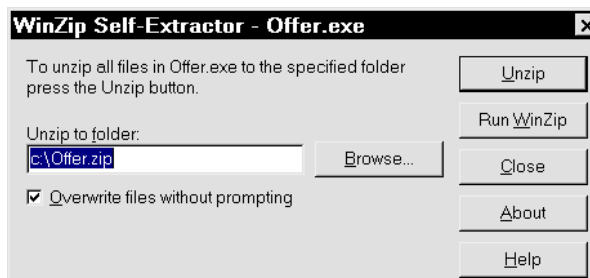


- 2 My tip: type the path to the folder on the recipient's computer to which the files should be unzipped into the bottom box. For example, I could type C:\Offer. If you don't specify a folder, WinZip will choose the TEMP folder.

- 3 Confirm your selections by clicking OK.

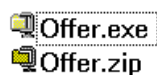


- 4 What now? Yes, now WinZip will suggest that you test the archive since self-extracting archives aren't always 100% reliable. Click YES to see if everything is in working order.



- 5 Now you'll see the very dialog box that the recipient of your self-extracting archive will see. And – wonder of wonders – in the UNZIP DIRECTORY field, you'll see the path you typed in. Therefore: if you go ahead and click UNZIP, the contents of the archive should be unzipped into the OFFER folder.

If the folder doesn't exist, WinZip will automatically create it for you.



33KB

3KB

- 6 Did everything on your hard disk work as you wished it to? Then it will certainly work on the recipient's computer. Surely you'll notice that the self-extracting archive is somewhat larger than the regular Zip archive. But for that, the recipient doesn't have to have WinZip.

Now you can simply attach the file to an e-mail message, just as if it were any other file.

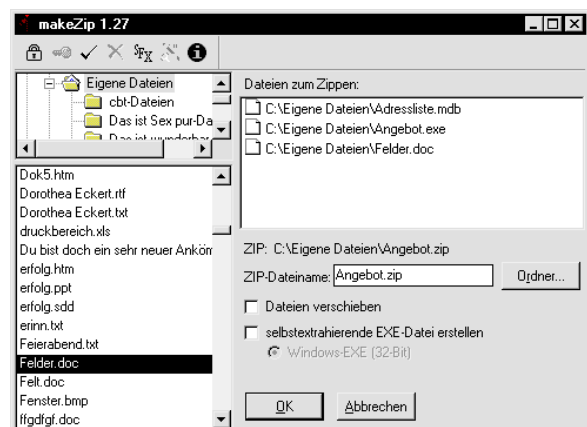
Alternatives to WinZip

Naturally there are also freeware programs that can fulfill the same purpose. But it's a given that they're more cumbersome to use.

FreeZip

FreeZip is an easy-to-use program that compresses and decompresses files. FreeZip adds itself to the context-sensitive menu of Windows Explorer. You'll find it at <http://www.ozemail.com.au/~nulifetv/freezip/>.

makeZip



Another convenient program is *makeZip*. You'll find this tool at www.kalab.com/makezip/makezip.htm. Gerhard Kalab has earned great praise for his spiffy little program: you can password-protect your compressed files. In addition, you can even create self-extracting archives with this program.

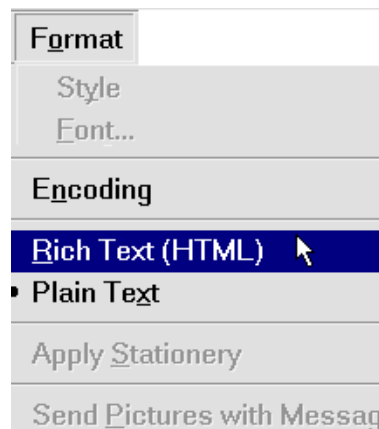
If you surfed by the above addresses and couldn't find what you were looking for, try these spots: www.freeware.com, www.shareware.com, www.download.com, or www.tucows.com. Poke around there and go looking for yourself! Maybe you'll even find other nifty programs this way.

Composing Colorful Letters with HTML Format

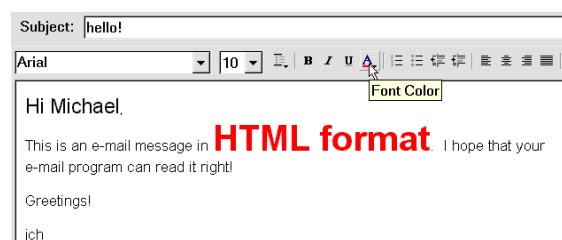
You've probably already guessed what I think of HTML format: not much.

"Classic" e-mail messages are written in simple text-only format. Such messages are small, quick, and they can be read by all systems. Colorful HTML e-mail messages require a longer download time, especially if you're using pictures and stationery.

Nevertheless, I'll show you here how you can write "colorful letters" with Outlook Express! Open up a new message window.

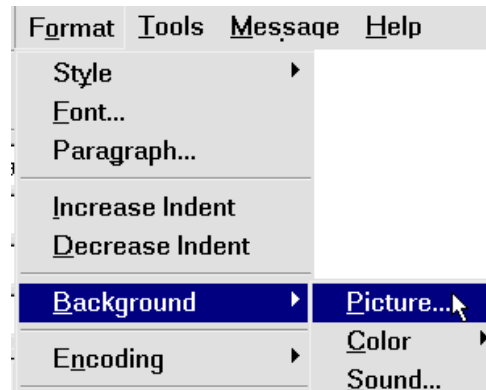


- 1 First check that THE RICH-TEXT (HTML) option on the FORMAT menu is selected. If, by chance, you've changed the default setting to text-only (see page 17), then this is not the case.
- 2 Once you've selected the RICH-TEXT command, you'll see a formatting toolbar on your e-mail form.



- 3 Compose your e-mail message just as you'd compose something in a word processor. Just mark the relevant passages and give them the characteristics you'd like them to have.

- 4 You can choose various fonts and text colors, characteristics like bold, italic, and underlined, and much more. You can even align the paragraphs, for example, you can make them right-aligned or centered.



- 5 Just in case you're not satisfied yet, you can also choose a background image, a background color, or even a sound byte to include in your e-mail message. Select the BACKGROUND option from the FORMAT menu and find something that suits you.



- 6 If you look at the command FORMAT/APPLY STATIONERY, you'll see that you've even got prepared stationery at your disposal. If that isn't something!

You'll see even more stationery designs if you choose the subcommand MORE STATIONERY.

Just so you know: AOL members cannot do anything at all with HTML-formatted e-mail. AOL uses its own standard!

E-Mail for Pros: Receiving, Sorting, and Archiving

So you're crazy about e-mail? And why not! Outlook Express helps you at all turns to make work fun!

Receiving and Sorting E-Mail Messages

The first piece of good news: it's easy to sort your e-mail messages. Sorting your messages will give you an overview of your electronic mail and help you find e-mail messages when you need to do that. Using an example, I'll show you what to do!



- 1 First open the folder you'd like to sort. For example, choose the INBOX folder.

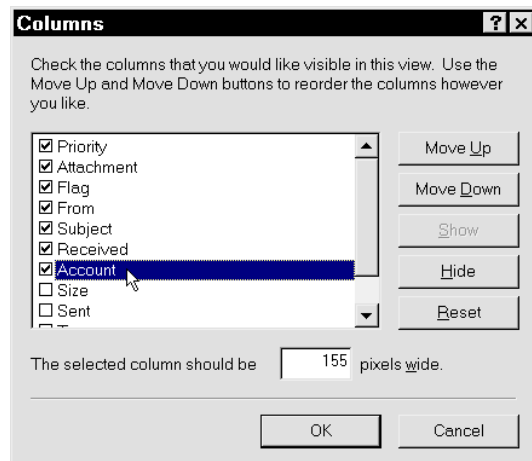
!	0	▼	From	Subject
			Jörn Schäfer	spinoffs
			matthew denckla	Re: so???
			Beanhd8280@a...	Re: hey again!
			Suzanne Taylor	Re: happy birthday to you!
	0		om vasisht	Fwd: Recommended by: Gail Derr

- 2 You say that you'd like to sort your e-mail messages by sender? No problem! Just have a look at the top portion of the window. Here, click on the heading FROM. The messages will now be sorted in ascending alphabetical order.

Click again and the messages will be sorted in descending alphabetical order!

!	0	▼	From	Subject	Received
			Beanhd8280@a...	Re: hey again!	8/23/00 12:...
			Gross Michael I.	FW: Greetings Mr. C	8/23/00 12:...
			jenny gaus	Fwd: Bembo's Zoo	8/23/00 12:...
			Jörn Schäfer	spinoffs	8/23/00 12:...
			Linda L. Gaus	play?	10/2/00 11:...

- 3 And what if you'd like to create additional sorting criteria, for example, by Internet account? Right-click on the heading and choose the COLUMNS command from the context-sensitive menu.



- 4 You'll see the Columns dialog box. Here's where boxes for each of the visible column headings are checked. So you'd like to add Internet account? Then place a checkmark next to ACCOUNT and click OK.

Rec...	Account
8/23/00 ...	impop.bellatlantic.net
8/25/00 ...	impop.bellatlantic.net
8/25/00 ...	impop.bellatlantic.net
8/26/00 ...	impop.bellatlantic.net

- 5 Now you've got a new column heading, so you can sort according to this new criterion.

Received	Account
8/25/00 5:4...	impop.bellatlantic...
9/29/00 4:5...	impop.bellatlantic...
9/20/00 1:1...	impop.bellatlantic...
8/23/00 12:...	impop.bellatlantic...
10/2/00 11:...	impop.bellatlantic...

- 6 The columns are too wide or not wide enough? Then position the mouse pointer between the column headings, press the left mouse button and hold it down. Pull the column size until it suits you, then release the mouse button.

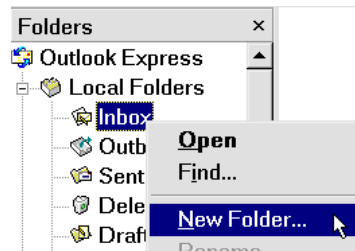
Received	Accou...
8/23/00 ...	impop.bell...
8/25/00 ...	impop.bell...

- 7 You can even shift all the column headings if you hold down the left mouse button.

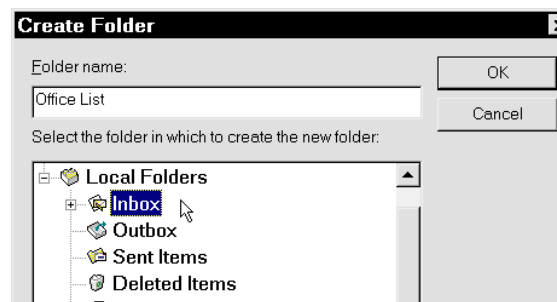
Creating New Folders

Outlook Express offers you a wide variety of folders as a matter of course. You've already got an Inbox, Outbox, Sent Items, etc. But often it makes sense to create your own folders. How about a folder for your e-mail list subscriptions? Or another one specifically for messages from your biggest customer?

In this example, we'll create a new folder called OFFICE LIST inside the INBOX folder. Here's what to do if you'd like to create a new folder:



- 1 Right-click on the folder inside which you'd like to create a subfolder. From the context-sensitive menu, choose THE NEW FOLDER command.



- 2 The CREATE FOLDER dialog box will appear. Here, type the folder name into the appropriate field, for example OFFICE LIST. Confirm your actions by clicking OK.

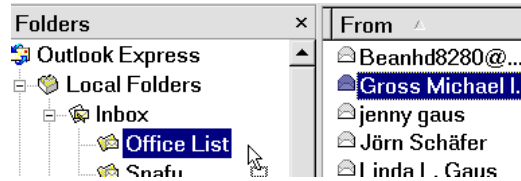


- 3 In this manner you can create as many folders as you want. You can even drag them to wherever you'd like them.

And in the next section, I'll show you what you can use all these great folders for!

Sorting Messages

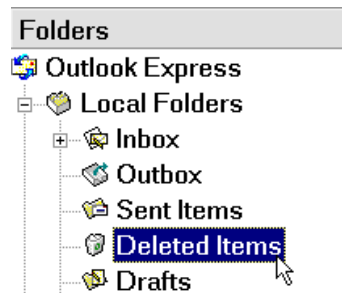
You can use these practical folders to sort all your messages. Move them with the beloved mouse-dragging technique!



- 1 Click on the message that you'd like to move and hold the left mouse button down.
- 2 Drag the message to the left into the folder where you'd like it to be. This technique is called drag and drop. Now you've moved this message into a new folder.
- 3 But you'd like to make a copy of this message instead of just moving it into another folder? There's even a solution for this problem! While you're dragging the message, hold down the [CTRL] key on your keyboard! You'll know when you see the plus sign under the mouse pointer that this message is being copied instead of moved!

Deleting E-Mail Messages

You say that you'd like to delete one or more messages? There are two methods for doing this!



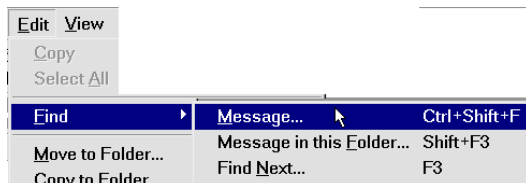
- Drag the message or messages into the DELETED ITEMS folder while holding the left mouse button down.
- There's also an easier way: select the message in question and press the [DELETE] key on your keyboard!

The Search Function: Finding E-Mail Messages

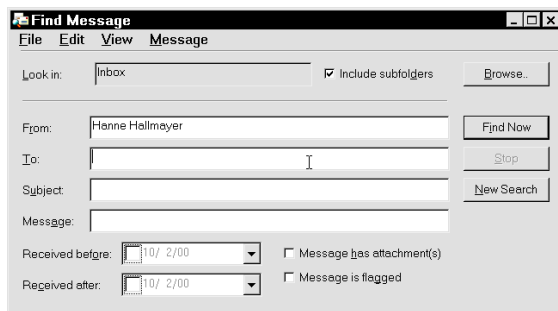
Don't even say it! I know how these things go. You wanted to sort the message in a subfolder. You swore you were going to reply to it right away, and yet... And now the message has disappeared completely. What now?

Luckily, Outlook Express offers you a comfortable search function!

Here's what to do if you're searching for an e-mail message (or a Usenet article):

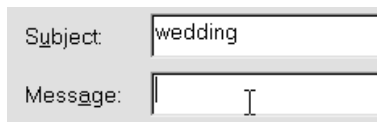


- 1 Select the FIND command from the EDIT menu, then select MESSAGE.

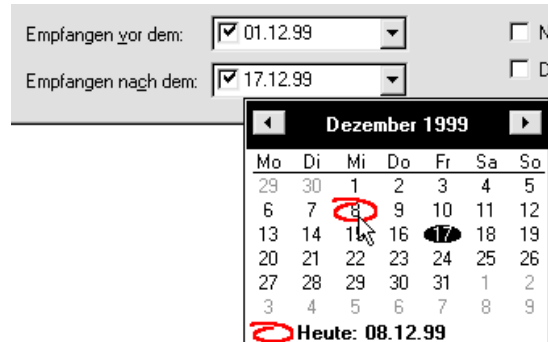


- 2 The FIND MESSAGE dialog box will appear on your screen. Here you'll see countless possible ways to conduct your search. The most important thing to remember is to check THE INCLUDE SUBFOLDERS box.

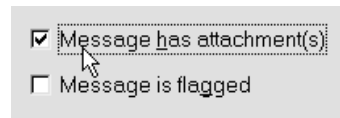
- 3 You could, for example, enter the sender's name in the *From:* field. If you don't know the sender's name, just leave that field empty.



- 4 If you can't remember much about the message, try searching once using the *Message:* field. Type in a particular word or phrase that you think might be found in the text of the e-mail message you're looking for. Then you'll perform what's called a full-text search.



- 5 Another useful feature is the ability to search for a message that you sent or received during a particular time frame. Select the appropriate days in the list boxes at the bottom of the search form.



- 6 Was this an e-mail message with an attached file? Then check the box labeled MESSAGE HAS ATTACHMENT(S).

!	0	From	Subject	Received
0		Joe Weessies	RE: peoplesoft chapter 10	8/27/00 11:...
0		Joe Weessies	Chapter 11	9/6/00 9:25 ...
0		Joe Weessies	Chapter 12	9/17/00 6:0...
0		Joe Weessies	Chapter 11	9/18/00 10:...

- 7 Click START when you've finished entering all the search criteria you want! After a moment – hopefully – you'll see a list of possible matches. You can open a particular message immediately by double-clicking on it!

Quick and Comfortable: Administering Your Mail with Rules

Wonderful! Now you know how to create folders and organize your e-mail messages in the spiffiest way possible. Spiffy organization? Hmm. And what happens if you receive several dozen messages every day? At some point some of your fingers will fall off or you'll get a permanent cramp in your right hand from dragging so many messages around.

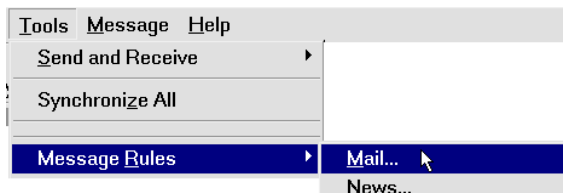
But there's a solution for this problem. The so-called rules! For even the Post Office has caught on: there are fully automatic sorting machines. And whatever "snail mail" can do, electronic mail can do too.

Creating rules is not so easy, but the effort you expend will be richly rewarded!

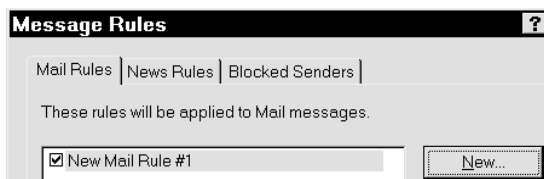
Using an example, I'll show you how you can create fabulous rules with Outlook Express. Let's assume that you have many e-mail messages from a particular mailing list (Woody's Office Watch) to which you've subscribed.

Our goal is simple: to create a rule that will sort your messages into appropriate folders automatically as soon as messages are received!

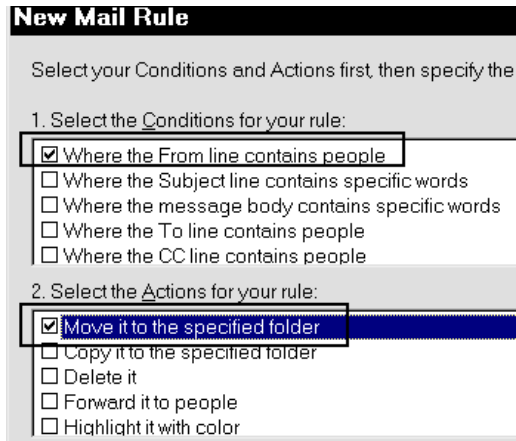
Luckily, there's an Assistant to help you with this task. Here's what you need to do:



1 Select TOOLS/MESSAGE RULES /MAIL.

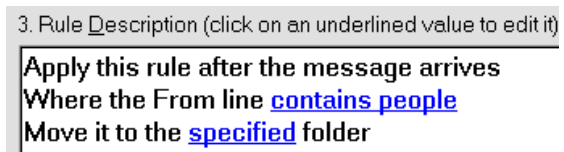


2 I see THE MESSAGE RULE dialog box since I've already created a rule. To make a new rule, I'll click NEW. You'll probably see the Rule Assistant on your screen, so skip down to step 3!

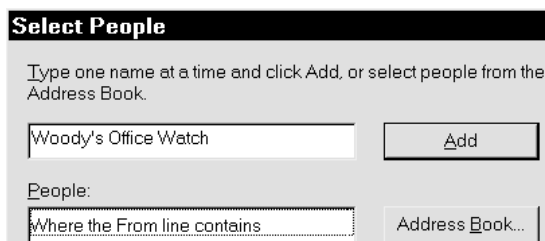


3 Now you'll see a dialog box that appears very complicated. But it's really not that bad. First off, check the box labeled WHERE THE FROM LINE CONTAINS PEOPLE. When you've done this, you should see a message in the third field on the dialog box.

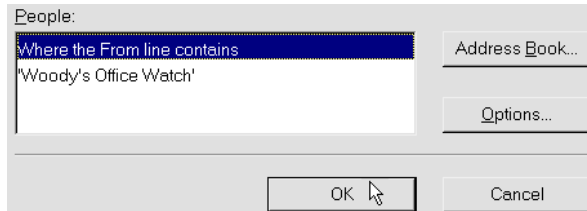
4 But let's have a look at the second field. Here you should place a check next to MOVE IT TO THE SPECIFIED FOLDER.



5 And now life gets interesting! Have a look at the third field. The note is telling you to click on the underlined value. Do this now, but first click CONTAINS PEOPLE.



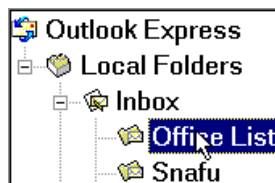
- 6 Enter the name of the sender in question. Make sure that you type it exactly as you do when e-mailing. If that person is already in your address book, then you can click the ADDRESS BOOK button and add the person's name that way. Don't forget to click the ADD button.



- 7 Now all you have to do is click OK and you're all set!



- 8 The next step in our example is to specify into which folder messages from this sender should be moved. Click on the underlined text where it says MOVE IT TO THE SPECIFIED FOLDER.



- 9 From the list, locate the subfolder into which you'd like to move messages from this sender (I hope that you've already created an appropriate folder!). Click OK.



- 10 It's hard to believe, but your rule is almost ready to go. In the fourth field (NAME OF THE RULE), give your rule a meaningful name, for example, you could type Office List. Confirm everything by clicking OK.

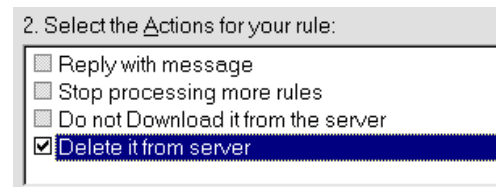
Now you'll see THE MESSAGE RULES dialog box again. So you'd like to see whether your rule is working properly? Then click the APPLY NOW button and then click APPLY NOW again.

Rules are really a great thing. Once you've tried them, you won't be able to understand how you survived without them!

Rules against E-Mail Advertising

The power of rules is such that it's hard to believe! Just have a look at some of the things that Outlook Express can react to automatically: sender, subject, account, message with attachment, message of a certain size, urgent message, etc. There's hardly a wish that it can't fulfill.

And what you can do with the messages: move them, copy them, forward them, delete them, leave them on the server, or delete them from the server. Anything is possible!



And it's precisely the last rule that can be useful if you'd prefer not to be troubled by messages from particular senders.

You can automatically delete e-mail messages with subject lines like Dollar, \$\$\$\$, Earn money quickly, etc., without having to waste time looking at them!

Have a look at the other tabs: if you select TOOLS/MESSAGE RULES you'll find a subcommand called NEWS. On the News Rules dialog box, you can use what you've already learned about rules to set up rules that apply to newsgroup articles.

For example, you could create rules that would delete postings from known troublemakers directly after the articles are downloaded. For you'll notice that in newsgroups as in life, there are unpleasant "colleagues."

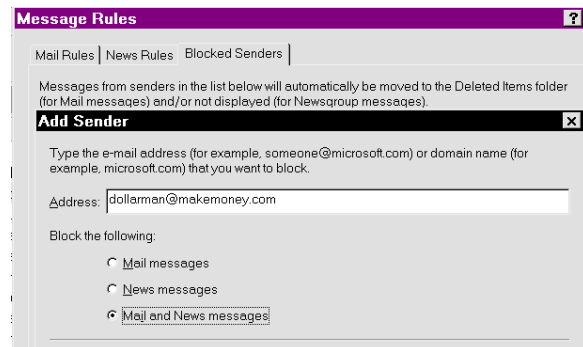
Unfortunately there is no way to delete these articles directly from the server because of the way News works.

I'll teach you more about newsgroups on page 43.

Lists of Blocked Senders

And what's behind the BLOCKED SENDERS tab? This too is a kind of rule, a special rule.

Here's where you can enter the e-mail addresses and/or domain names of people by whom you wish not to be bothered. Click ADD to enter the appropriate address or domain on the dialog box. Decide whether the rule should apply to e-mail, news or both, then click OK.



Messages from these people will be placed in the DELETED ITEMS folder as soon as they're downloaded, so you'll be spared having to deal with them.

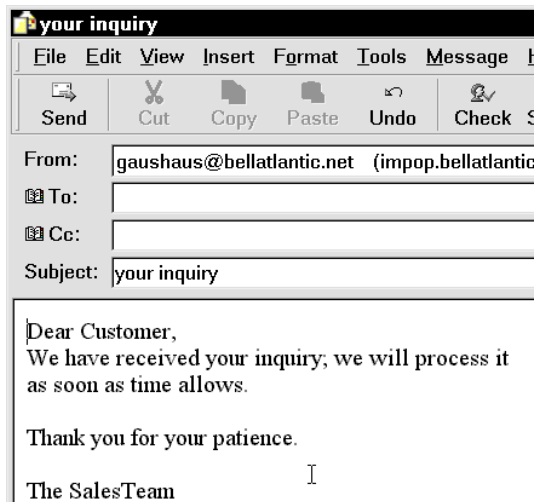
Replying automatically with Rules

Time is money! And many people have been ruined because they were not prepared for the onslaught of customers.

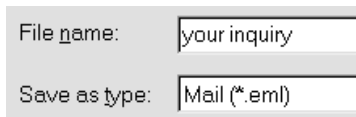
OK, so you're on vacation right now so what? Can you do that if you're self-employed? Yes! I just tried it for the first time in 2 ½ years – for a whole week, yet – and I was overjoyed! Vacation must be.

But where was I? Oh yes, vacation! During your absence, you'd like to send customers who send e-mail to *inquiry@lexi.de* a message telling them that their message has been received and that you'll reply to it as soon as possible.

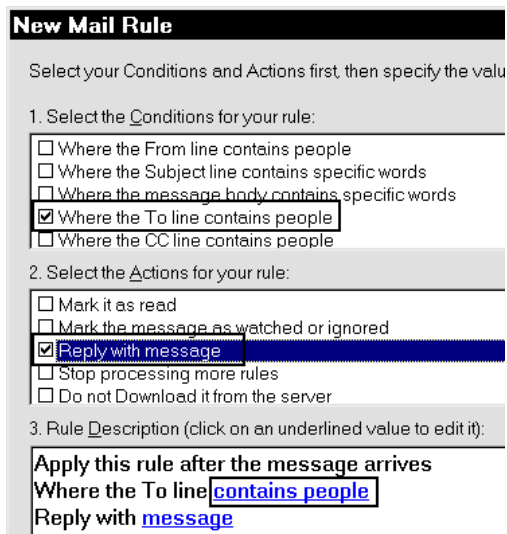
Here's what to do:



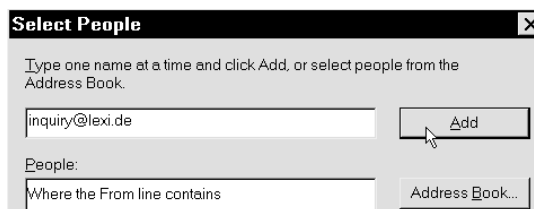
- 1 Open a new e-mail form and compose a standard reply message. Leave the recipient blank.



- 2 Now select FILE/SAVE AS (the plain old SAVE command won't do!). This will save your e-mail in the Windows file system. It now has the extension *.eml.

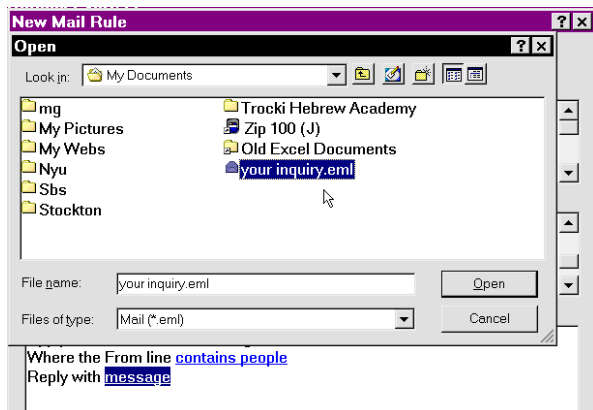


- 3 Create the following rule: WHERE THE TO LINE CONTAINS PEOPLE and REPLY WITH MESSAGE. First click CONTAINS PEOPLE in field 3.

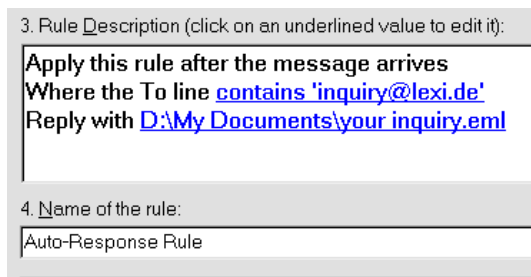


Unfortunately, the reply e-mail can only be sent as an attached file. The recipient will see an empty e-mail message and then have to open the attachment. I don't think this is very elegant; Outlook handles this feature much better.

- 4 Enter the appropriate recipient(s) here. In our example, I've typed *inquiry@lexi.de*. Click Add and then OK.



- 5 Now CLICK REPLY WITH MESSAGE. A dialog box will open. Here you'll need to locate the automatic reply message that you've prepared in the Windows file system. You'll recognize it by the extension *.eml for e-mail.



- 6 Read through the description of your rule again. In the last field, give your rule a meaningful name. Now click OK to confirm and click OK on the next dialog box.
- 7 Now if you receive an e-mail addressed to *inquiry@lexi.de*, it will be answered automatically with your preprepared e-mail. You'll know that this has happened because a copy of your reply will be placed automatically in your Outbox.

Pretty Secure: Encrypting E-mail with Pretty Good Privacy

Now let's move on to a topic that's quite important, namely security. Sending e-mail messages is rather like sending postcards; the contents are not very secure and they can be read by just about anyone.

By now it's no secret that all telephone calls, faxes, and e-mail messages can be intercepted and read automatically by computer programs!

Therefore I'll show you in this section how you can – and should – protect yourself!

Encrypting E-Mails

So you'd like to encrypt your e-mail messages? Why not? For this you can use the program Pretty Good Privacy by Philip Zimmermann.

In the last few years, Pretty Good Privacy has become the de facto standard for e-mail encryption. The program creates two keys, the public and the private. You share the public key with everyone who sends you e-mail. Everyone can "seal" his or her messages to you with the public key.

And the private key? That's the secret! For e-mail messages can only be decrypted with this private key. And you're the only one who has it! And you should keep it to yourself!

This process is called the public key process!

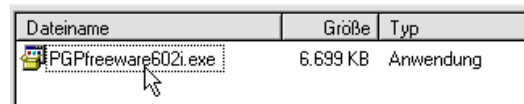
Pretty Good Privacy exists in many versions. The newest is the international freeware version 6.0.2.

PGP and Outlook Express

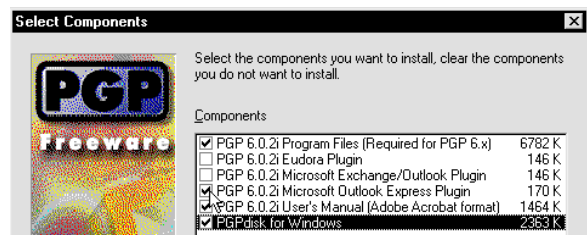
The good news: PGP contains plug-ins for Outlook and Outlook Express!

And how do you access the fabled Pretty Good Privacy? It's easy! Download PGP from www.pgpi.com or anywhere else you can find it. After downloading, you'll find the nearly 7 MB archive file PGPfreeware602i.exe on your hard disk.

And now here's what you'll need to do:



Start the file by double-clicking on it. Luckily, this is a self-executing file. Follow the installation instructions step by step. Click NEXT to move to the next screen.

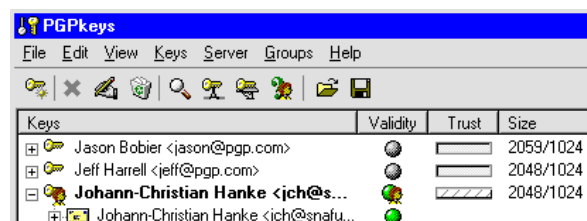


At some point during the installation, you'll be asked to specify which components you'd like to install. Here you need to make sure that the box next to MICROSOFT OUTLOOK EXPRESS PLUGIN is checked!

Creating Keys

Now start Outlook Express. If you look, you'll see a new menu called PGP. Select PGP/LAUNCHPGPKEYS. Give the KEY GENERATION WIZARD your name and e-mail address. Decide on a key variant, type in a key password on the next screen, and wait. The wizard will create your key. Move the mouse!

If you wish, you can send this public key to the key server immediately. All done? Then your key is now attached to the keychain.



Before you can communicate securely with someone, you'll need to have their public key. Have them send it to you via e-mail. Then open an e-mail form and select PGP/DECRYPTVERIFY. PGP will recognize the key automatically and offer you the chance to put this key on your "keyring." Click IMPORT.

Sending E-Mail

So you have the public key and you can create encrypted e-mail. Before you're ready to go, you'll need to select PGP/ENCRYPT ON SEND. Now, as soon as you click SEND, your e-mail will be encrypted.

Betreff: Neues Angebot!

```
-----BEGIN PGP MESSAGE-----
Version: PGPfreeware 6.0.21

hQCMa5F8+Y04PSJRAQP/faSoZ2ASpsxuYr/SY9IDMrG
pRtsXOP0tS8V9kNxiv//OuVla+SeRrI/5OBg0T2G8E3
```

Have a look at your Outbox. The recipient will decode your messages, as mentioned above, with the help of his or her private key.

Less Trouble: Cryptext

Do you find it too much trouble to download and install the encryption tool Pretty Good Privacy? Then I'll show you that there's also an "easy care and slim" alternative.

Try downloading the program Cryptext by the Australian Nick Payne!

Just surf by www.pcug.org.au/~njpayne!
Cryptext is even freeware!

Cryptext uses a 160-bit key and thereby makes your data practically uncrackable.

But how does Cryptext work? Does it also use public and private keys?

No! You can't encrypt your e-mail directly, but you can encrypt attached files!



The encryption works quite easily using the context-sensitive menu, in the "usual" way. Go into Windows Explorer and select the file you'd like to encrypt. Right-click it and choose the command ENCRYPT. Make up as long a password as you can manage; passwords up to 255 characters are possible.

Now the recipient must know this password if they want to open the attached file. There is one further condition: the recipient must also have Cryptext, otherwise they won't be able to decrypt the file.

The recipient of your message doesn't have Cryptext yet? No problem! For in contrast to the resource-gobbling PGP, Cryptext is tiny! It's a 127 kByte executable archive file. So you can even attach Cryptext to an e-mail if the recipient doesn't have Cryptext handy.

Digital ID?

These days, you can even get a digital ID from a so-called certification agent. Microsoft uses an encryption process called S/Mime. Select TOOLS/OPTIONS, then look at the SECURITY tab. Click the GET DIGITALID button.

You'll land at a Web site that has further information. Compare working with digital IDs and Pretty Good Privacy. Here again there's a public and private key, this time called a certificate.

Creating Profiles: Working with Identities

Marvelous: Version 5 of Outlook Express can be configured so that several people can use the program.

What good is that? Just think about what happens if various family members each have their own e-mail accounts and set of post baskets.

These various profiles are called Identities in Outlook Express.

Creating a New Identity

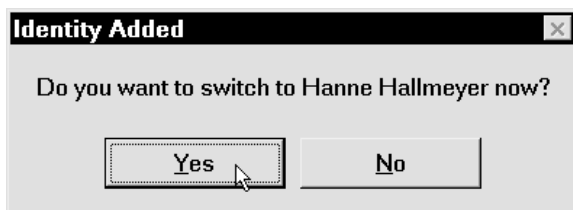
Normally Outlook Express works with just one identity, the main identity. This is the most important one. But you can also create a new identity, for example for a family member.



- 1 From the FILE menu, select IDENTITIES, then ADD NEW IDENTITY.

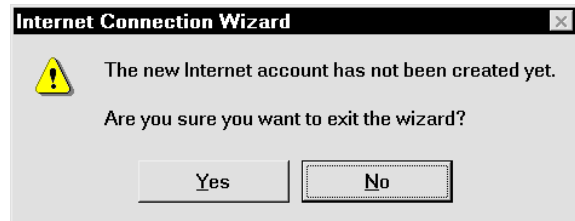


- 2 The New Identity dialog box will appear. Here you can type in a name, for example Hanne Hallmeyer.

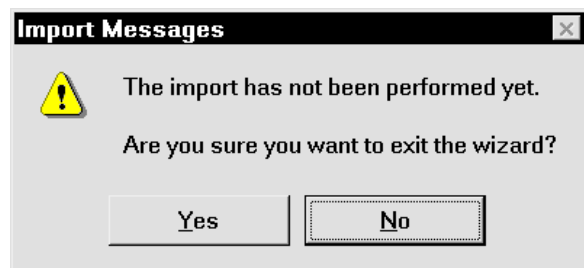


- 3 In the next step you'll be asked if you want to change to this identity. Just say YES.
- 4 Outlook Express will close and then open again anew. You'll see the Internet

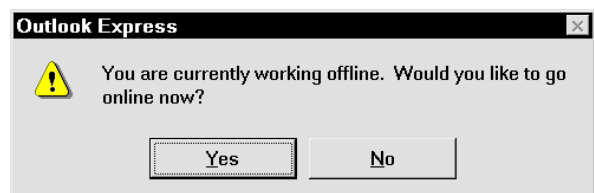
Connection Wizard in the foreground. You can run through all these steps now, but I'd advise you to click CANCEL because you can always do these things later on too.



- 5 But the Wizard is really persistent and needs a special invitation before he'll let you make him go away. In our example, click YES once.



- 6 As if this isn't enough, another Wizard who wants to import some messages appears in the foreground. Here too you can click CANCEL and then YES on the next dialog box.



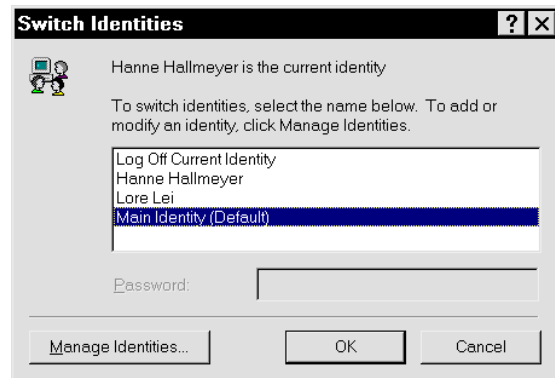
- 7 Finally you'll be terrorized by this message. If you're working in offline mode, you're all set; just click YES.

And now you have – abracadabra – a completely fresh Outlook Express before your very eyes! Now you can proceed as described earlier in this booklet with setting up your e-mail account, address book, etc.

Changing Identities

While you're working with Outlook Express you'd like to change to another identity? No problem!

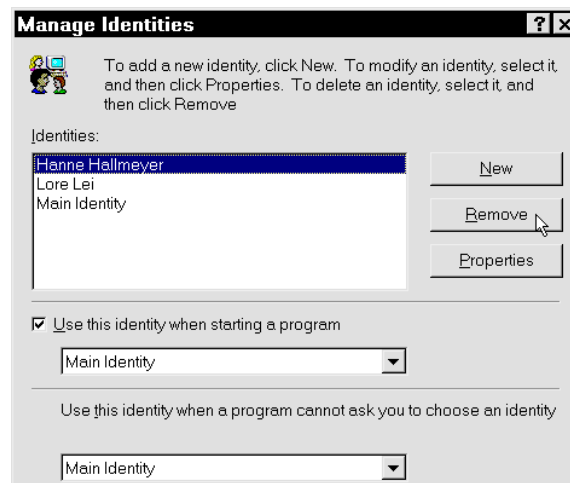
Just choose the SWITCH IDENTITY command from the FILE menu.



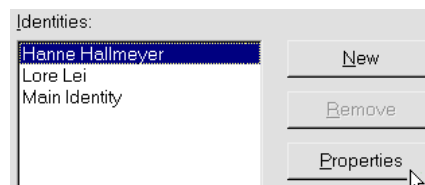
On the following dialog box, select the identity to which you'd like to switch and click OK. Poof! Outlook Express will conjure the other profile onto the screen.

Managing Identities

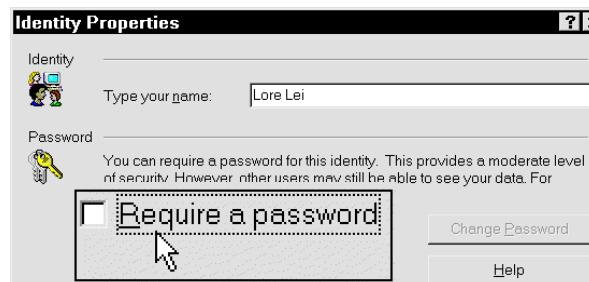
Try out the IDENTITIES/MANAGE IDENTITIES command on the FILE menu! Here you'll meet the nice little "identity editor," with which you'll be able to have a lot of fun.



You can delete an existing identity (but not the one you're currently using). In addition, you can view an identity's properties or password-protect it. How does that work with the password? Like this:



- 1 Select the first identity you'd like to password protect and click the PROPERTIES button.



- 2 You'll land on the Identity Properties dialog box. Check the box labeled REQUIRE A PASSWORD.



- 3 On the next dialog box, you'll need to enter a password. Confirm it in the box below and click OK.

The password is only effective if somebody tries to change identities. You can only do that if you know the password. Stupidly enough, when you start Outlook Express, it doesn't ask you for a password -- even if you've established a password for this identity.

To make the password effective when starting up Outlook Express, you have to select FILE/EXIT AND LOG OFF IDENTITY! Now Outlook Express will close. If you start Outlook Express again there will be a dialog box asking you for the password for this identity. But here's something dumb: if you close Outlook Express in the usual way, the program forgets to ask you for the password the next time you start the program! Only if you restart the computer will Outlook Express remember to ask you for the password.

Off to Usenet with Outlook Express

Did you ever think that there would be bulletin boards on the Internet? It's no joke – it's true! In the so-called newsgroups, everyone can express an opinion about a specific topic. Do you have a problem or a question? Then venture into Usenet and discuss it with others!

It doesn't matter whether you're interested in how to raise your dog or cat or opinions about the newest novel by John Grisham or problems with Outlook Express – as a rule you'll find a newsgroup for any topic.

Regard newsgroups as a kind of hotline! Everyone is supposed to help everyone else. Everyone can express an opinion (post), pose questions, and take part in the discussion. Around the world, there are tens of thousands of newsgroups, most of which are in English. "Publications" in newsgroups are called postings. The discussion doesn't take place in real time (as with Chat), but at some remove. Each person "contributes their \$.02" via e-mail to the bulletin board.

Setting up a News Account

And in Usenet, the old rule also applies: you won't get far without preparation. The most important prerequisite: that you have access to a news server. Most Internet Service Providers will offer you this service.

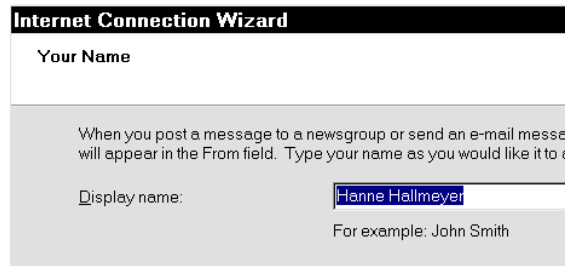
See my tips on page 59 if your Internet Service Provider doesn't offer you a news server!

Good to know: the second prerequisite for accessing newsgroups is something you have already. I mean Outlook Express. The program is also a full-featured news reader.

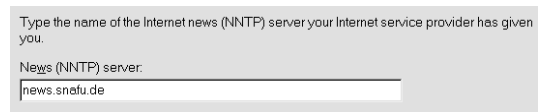
Here's how to set up a news account:



- 1 From the **TOOLS** menu, select the **ACCOUNTS** command. Click the **ADD** button, then select **NEWS** from the submenu.



- 2 Now you'll see the Internet Access Wizard. Enter your name in the first field and click **NEXT**.



- 3 On the next dialog box, type in the name of your news server. You should have gotten this information from your Internet Service Provider. Click **NEXT** again, then click **FINISH**.



- 4 Now specify which dial-up connection you'd like to use to connect to your news account. To do this, double-click on the relevant entry, click the **CONNECTION** tab and adjust the settings as you want them.

If you're a member of an online service such as Earthlink, you must choose the corresponding dial-up connection. In principle, you can use any connection to connect to the free servers (see page 59).

You may also want to have a look at the **General** tab. Here you can specify a more user-friendly name for your news server. For example, you can choose to call it **Earthlink Newsgroups**.

Downloading Newsgroups

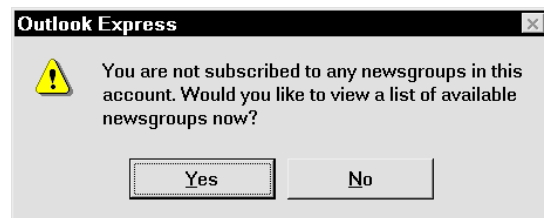
Now I'll show you how newsgroups work! In principle, you only have to download the names of the newsgroups. Once you've done that, you can choose the groups whose names speak to you. One speaks of "subscribing" to the groups you like.

Don't worry, the subscription won't cost you a dime!

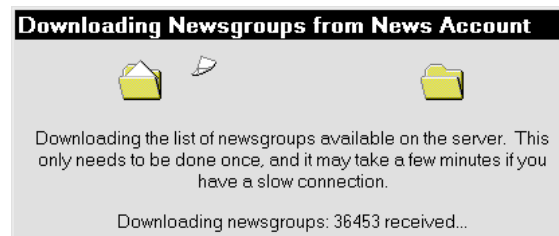
Here's the sequence of steps you'll need to follow the first time:



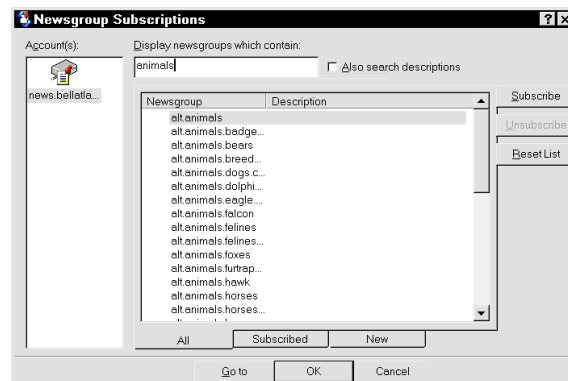
- 1 On the left side of the window, click on the symbol for the news server. Click, for example, on Earthlink Newsgroups.



- 2 The program determines that you haven't yet subscribed to any newsgroups. It offers to show you a list of the available groups. Here you should definitely answer YES.



- 3 After the connection has been established, Outlook Express will download all available newsgroup names for you. Be patient! This can take some time. But you'll only need to do this once.



- 4 Search for newsgroups that interest you. You're interested in animals? Then type an appropriate word into the uppermost box: **animals**. Now on the lower part of the screen you'll see only newsgroups that have something to do with this topic.

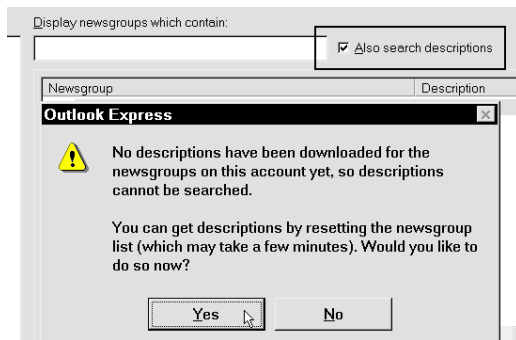
- 5 You could decide to choose a group about dogs. Just select it, then click the **SUBSCRIBE** button. If you wish, subscribe to more newsgroups in the same manner and click OK.

You'd like to have a look at a newsgroup without subscribing to it? Then don't click the **SUBSCRIBE** button. Instead, click the **GO TO** button. If you do this, all the headers for messages in this newsgroup will be downloaded. But during your next Outlook Express session, this group won't appear on your subscription list.

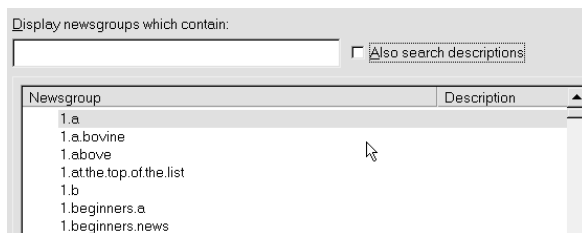
More Information from Descriptions

Outlook Express offers you the opportunity to download descriptions with the newsgroup names. Before you try this, however, think about whether it's worthwhile for you, for you can always download the newsgroup descriptions later on, like this:

Just choose **TOOLS/NEWSGROUPS**.



Now place a checkmark in front of the box labeled **ALSO SEARCH DESCRIPTIONS**. You'll be informed by a dialog box that the list must be reset before you can download the descriptions. Click **YES**.



Patience! After a while you should see a separate column displaying descriptions of these groups – if a description is available, that is.

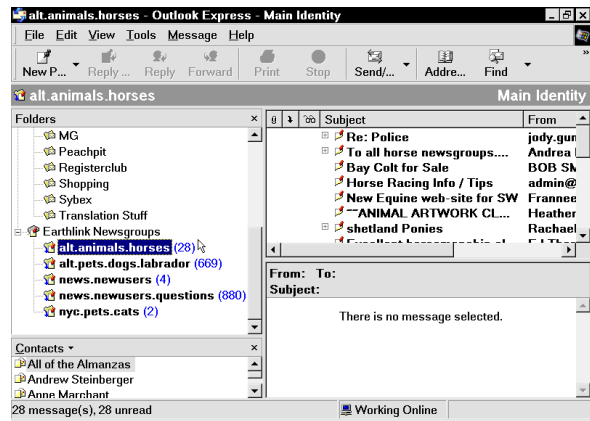
The catch: up to this point, descriptions exist for relatively few newsgroups.

Following the Discussion

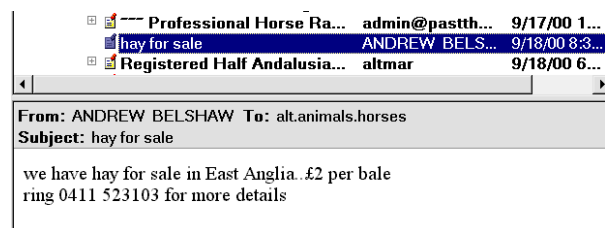
That's enough downloading – let's get started! Follow the discussions on Usenet! Read the individual messages and the so-called threads. In this section I'll show you how!



- 1 On the left side of the window, click first on the plus sign next to your news server. A list of new newsgroups will drop down. If you've only subscribed to one group, naturally only that group will drop down.



- 2 Now click directly on the desired group and the so-called message headers will be downloaded. As a rule, this means the messages' subject lines.



- 3 You say you'd like to read a particular article? Then click directly on the subject line of a message. At the bottom of the right side of the window you can now read the corresponding text!



- 4 A plus sign in front of a posting indicates a so-called discussion thread. Click on the plus sign if you'd like to see the discussion thread drop down.

- 5 Is there a **Re** in front of the heading? Then this is an answer to another message, called a Reply.

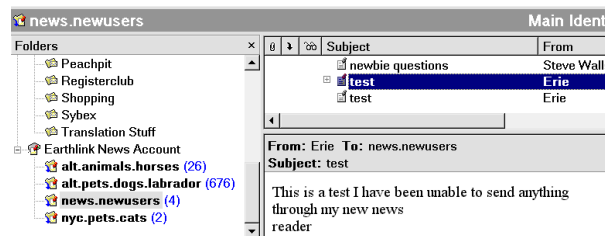


So you'd like to read and subscribe to more groups? To download all newsgroups, just select **TOOLS/NEWSGROUPS** or click the appropriately-named button.

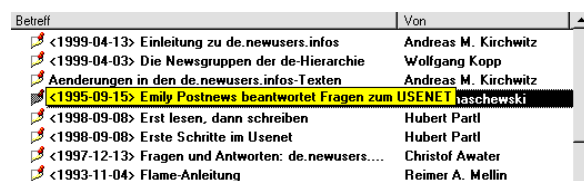
Whoops! Nothing happens when you click on a newsgroup name? Then you're probably not connected! Pull down the FILE menu and see whether there's a checkmark next to WORK OFFLINE. If there is, remove it. Now click on the newsgroup name. Now Outlook Express wants to connect to the news server via the dial-up connection!

Tips and Tricks for Newcomers

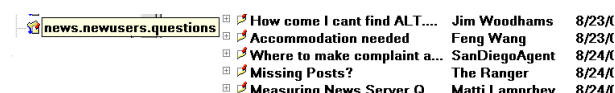
Newcomers to the Internet are often called Newbies. And especially if you're using Usenet, there are some things you should watch out for. My tip: before you go too far, have a look at some of the newsgroups intended specifically for newcomers. These explain a lot about Usenet and how to use it!



- 1 Have a look at the group `news.newusers`. You should definitely subscribe to this group and read it!
- 2 Here you'll read regularly about so-called Netiquette, which refers to the rules of play on Usenet, if you will. In addition, you'll learn everything you need to know about newsgroup hierarchies and much more.



- 3 Friendly colleagues regularly publish information and recommendations for all newcomers. The contributions of Emily Postnews, for example, have become legendary.



- 4 Do you have a question about Usenet? Then you should subscribe to the group `news.newusers.questions`.

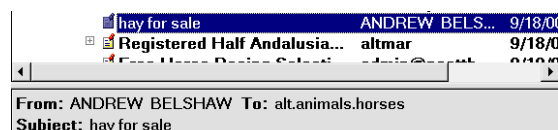
Have a look around in these groups to see what's what! You'll notice that you can get a lot of interesting information here!

Me too: here's how to take part!

If you're still new to Usenet, you should follow a group and its postings for a while. In this way, you'll learn something about the tone that rules in this particular newsgroup.

You should definitely see if the group you're following offers a so-called FAQ, a list of "Frequently Asked Questions." For nothing is more aggravating to other participants than having to answer the same questions all the time.

So you'd like to take part? Then go ahead, join in the discussion!



we have hay for sale in East Anglia. £2 per bale
ring 0411 523103 for more details

- 1 So you've found an article to which you'd like to reply? Then just do it! In principle, replying to an article is similar to replying to e-mail messages, with a few little differences...

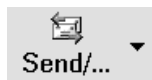


- 2 Normally, you'll click on the REPLY TO GROUP button. It's the second button from the left on the toolbar at the top of your screen.
- 3 Now answer the posting just as if it were an e-mail message. Think about quoting and delete unnecessary passages of the original posting. Your posting will appear underneath the original posting, and `Re` should appear in front of its subject line.

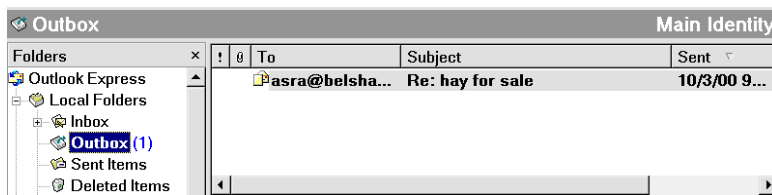
Never use HTML format in newsgroups!



4 Rather than posting a reply, you'd rather e-mail the person in question privately? Even this is possible! Just click the REPLY TO SENDER button.



5 Last but not least, click the SEND button.



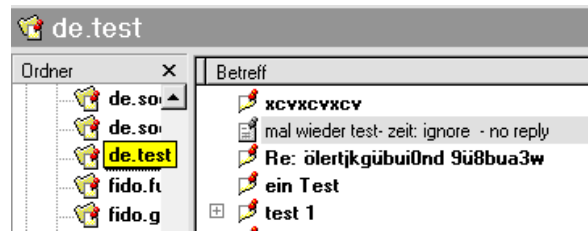
6 The message will land, as usual, in your Outbox. Click SEND/RECEIVE to dispatch your posting posthaste.



7 You'd like to compose a new posting? Then click the NEW MESSAGE button and proceed as if you're composing an e-mail message. Your message will appear as a main posting "on top" in the newsgroup. Perhaps an interesting discussion thread will emerge from your contribution, which will stretch over weeks. Who knows?

As you can see, postings are, in principle, just another form of e-mail. But generally you'll post an article to a group rather than sending it to a person directly.

Therefore, you should practice patience; sometimes it takes a while before your posting is distributed to all news servers. If you're lucky, you'll receive an answer within hours.



You're not certain yet whether you can manage all of this? And you'd like to start with a test? Precisely for this purpose, there's a special newsgroup: test. Here you can test to your heart's delight!

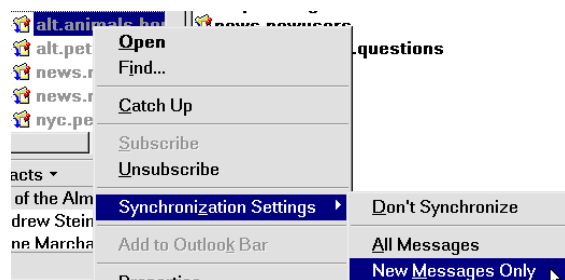
Downloading Usenet Articles for Offline Reading

You're using Usenet a lot? Then I'd recommend that you read your newsgroups offline in order to save precious telephone and online charges.

First, choose the groups and/or articles you'd like to read! Download them at one sweep onto your computer.

Hint: if your newsreader tries to force you to work online, click **WORK OFFLINE**. You can also select **FILE/WORK OFFLINE** from the menus.

Here's what to do if you'd like to set yourself up to read newsgroups offline:



- 1 Right-click on the newsgroup in question, for example `alt.animals.horses`.
- 2 From the context-sensitive menu, select **SYNCHRONIZATION SETTINGS/NEW MESSAGES ONLY**. Do this with all of the newsgroups that you wish to read regularly.

Synchronization of Newsgroups on Earthlink News Account			
To change offline settings, first select a newsgroup, then click Settings			
Synchronize Account	Newsgroups...	Settings	
Newsgroup	Unread	Total	Synchronization ...
alt.animals.horses	26	27	<input checked="" type="checkbox"/> New messag...
alt.pets.dogs.labrador	675	676	<input checked="" type="checkbox"/> New messag...
news.newusers	4	6	<input checked="" type="checkbox"/> Headers only
news.newusers.questi...	882	882	<input checked="" type="checkbox"/> Headers only
nyc.pets.cats	2	2	<input checked="" type="checkbox"/> New messag...

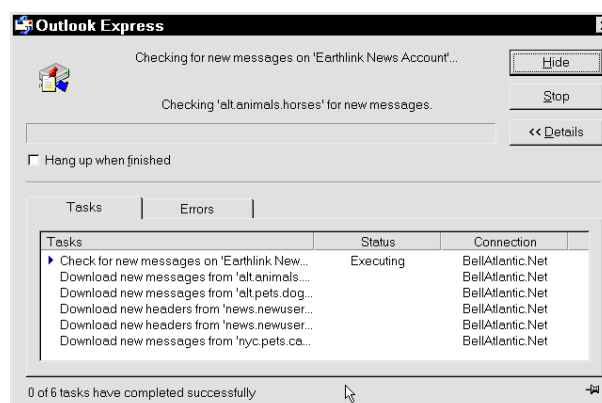
- 3 You'll be able to recognize any groups that you have selected this way by the blue arrow that appears next to the newsgroup name. Left-click once on the entry for the news server and on the right side of the window, Outlook Express will give you an overview of your synchronization settings.

Synchronize Account

- 4 Would you like to download the selected articles? Then click the **SYNCHRONIZE ACCOUNT** button. Or select the **SYNCHRONIZE ACCOUNT** command from the **TOOLS** menu.



- 5 Outlook Express will connect you to the Internet and download the selected newsgroup articles and/or message headers.



- 6 You haven't configured Outlook Express so that it will disconnect automatically yet? Then disconnect yourself. To do this, right-click on the Internet connection icon and select the command **DISCONNECT**.

Just a reminder: you can disconnect yourself automatically by selecting **TOOLS/OPTIONS** and clicking the **CONNECTION** tab. Here, you'll need to place a checkmark before **HANG UP AFTER SENDING AND RECEIVING**.

Better Organized: Tips and Tricks for Using News

In this section I'll show you a few tips and tricks for using Outlook Express as a newsreader.

Considering Postings

So you'd like to consider particular postings in order to be able to follow the discussion better? No problem! Outlook Express provides you with a practical and elegant method for doing just this:



- 1 Click directly in front of the subject line of the posting, that is, in the column with the spectacles. You can see that the article is highlighted, because a pair of spectacles will appear in front of it.
- 2 And now? With one click on a column heading, you can sort all of the messages that you've marked this way.
- 3 One more click in the spectacles column will produce a "no" sign and the message will be ignored. What if you'd like to hide such ignored messages? Then just select VIEW/CURRENT VIEW/HIDE READ OR IGNORED MESSAGES. This will make messages that you've already read disappear too.

If you select VIEW/CURRENT VIEW/SHOW ALL MESSAGES, you'll be able to see all the messages again.

Hiding Just Replies

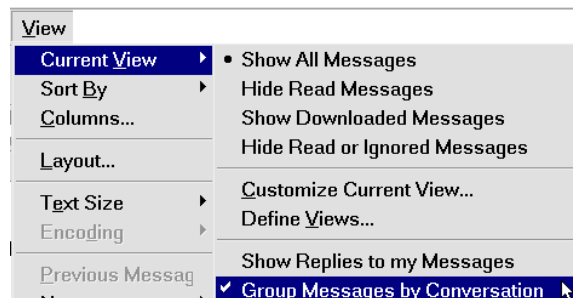
In some newsgroups, traffic is so heavy that it's easy to lose the thread. There are so many postings! How are you supposed to find out whether an answer to a single question that you've asked has trickled in?

Very simple!



- 1 In the newsgroup in question, select VIEW/CURRENT VIEW. Place a checkmark in front of SHOW REPLIES TO MY MESSAGES.
- 2 Now you'll see just the discussion thread to which you contributed. You'll see right away whether there's been an answer to your question.
- 3 After you're all done, turn this view off by selecting VIEW/CURRENT VIEW/SHOW REPLIES TO MY MESSAGES. If you forget to do this, you'll probably wonder why you never see the other groups.

How do you want to see replies to your own messages? There are two possibilities:



- Check under VIEW/CURRENT VIEW and see whether there's a checkmark in front of GROUP MESSAGES BY CONVERSATION. If there is, then what you see is the whole discussion thread.
- Or you can remove this checkmark and select SHOW REPLIES TO MY MESSAGES. Then you'll see only the articles that are underneath your article.

Posting a Followup-To

Sometimes a discussion on Usenet will go completely haywire. It will meander and stray from the topic of the newsgroup. When this happens, it's called going "offtopic."

If this happens, you should post a Followup-To!

This is a method of leading the discussion to another group, that is, into a group that has more to do with the topic at hand.

A Followup-to will often be posted if someone thinks that a so-called crossposter should be kept to the straight and narrow!

What is crossposting? Some discussion participants are so impatient that they post the same article to several groups at the same time. Crossposting is a practice that is truly frowned upon on Usenet.

Therefore, if you're replying to such a crossposting, you should post the reply in just one group. That way, the next person who responds to the posting will be directed to this one group too.

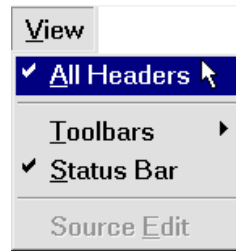
And how does this go in detail? Thus:

Newsgroups: microsoft.public.de.german.ie40.outlook.express.microsoft.public.de.outlook.microsoft.public.intexplorer.ie4.outlook.express.microsoft.public.intexplorer.ie4.outlook.express.stationery.microsoft.public.outlook

- 1 Here somebody has posted the same article to several groups at the same time! Phooey!



- 2 You'd like to reply anyway? Then click the REPLY TO GROUP button.



- 3 On the e-mail form, select the command VIEW/ALL HEADERS.

Newsgroups: alt.animals.horses
Followup-To: alt.animals.horses, alt.animals.horses.breeding

- 4 In the FOLLOWUP-TO field, type the name of the newsgroup to which you think the discussion really belongs.

- 5 In your posting, make polite reference to the fact that you're posting a Followup-to.

The abbreviation is f'up2.

For example, you could write in your posting:
*F'up 2 posted to
 microsoft.public.internetexplorer.ie4.*

Followup-to-poster

Another form of the Followup-to is the Followup-to poster. Here, the FOLLOWUP-TO field is just left blank. Type your own e-mail address in the REPLY-TO field.

Followup-To:
Cc:
Reply-To: klammer@office.de

And what purpose does this serve? You should use this procedure if, for example, you'd like to post a classified ad to a particular newsgroup.

For in the end, what you want is to have replies sent to you, not to the entire group!

Genius: Searching with www.deja.com/usenet

On the Internet there is a place where all Usenet articles are archived. Here you'll find nearly every contribution made everywhere in the world in the last few years. It's madness!

What am I talking about? Naturally I mean the Deja search engine!

You'll find Deja at www.deja.com/usenet

I'll show you in brief how you work with Deja!

- 1 Type www.deja.com/usenet into your browser and press [Enter]. This search engine is often overloaded.

Search Discussions [Power Search](#) | [Search Tips](#)

dogs

Search discussions in the archive.

- 2 Now type the keyword you're looking for into the form and click SEARCH.

Messages
1-25 of 52921 matches

Date ▾	Subject ▾	Forum ▾
11/08/2000	Re: OT: Mama Stallone's Psyc	alt.music.cheap-trick
11/08/2000	Chili dogs	alt.dumpster
11/08/2000	Re: Reservoir Dogs	uk.media.dvd
11/08/2000	Re: [G/S] DAAAH! Legendary D	alt.games.nintendo.po

- 3 Deja will now show you all the places it's found the term you searched for. From the table, you can read the date, subject, name of the forum, and author. Click on the entry that interests you.

POST REPLY

Who la...ut?

Now the psychic **dogs** are predicting Gc

Polls just closed out east. It's going to b

- 4 Read the text through. What if you'd like to reply and you don't have access to a news server with Outlook Express? Then click POST REPLY.
- 5 What if you'd like to refine your search? Then try clicking the POWER SEARCH link!

dogs

Limit Search

Match keywords

Archive

Results type

Language

Subject Example: FAQ or (frequently asked questions)

Forum Example: alt.tv.x-files or *x-files*

Author Example: demos@deja.com

Dates Example: Oct 1 1999 Example: Oct 5 1999
from to

- 6 Here you'll see a more complete search form. You can limit your search according to language, topic, newsgroup, author, date of publication, etc.

Tips and Tricks

This is where I'll show you some further tips and tricks for using Outlook Express. First I'll show you how to make the program your standard e-mail application. Then, for those of you who have both Outlook Express and Outlook installed, I'll show you how to synchronize the address book for both programs.

And of course there are other tricks too. How do I make Outlook Express check for e-mail automatically? What can Outlook do?

Outlook Express as Standard Mail Application

By now it's clear to you that Outlook Express is your standard e-mail application. But if you've "saved up" other e-mail applications on your computer, these can sometimes fight for dominance.

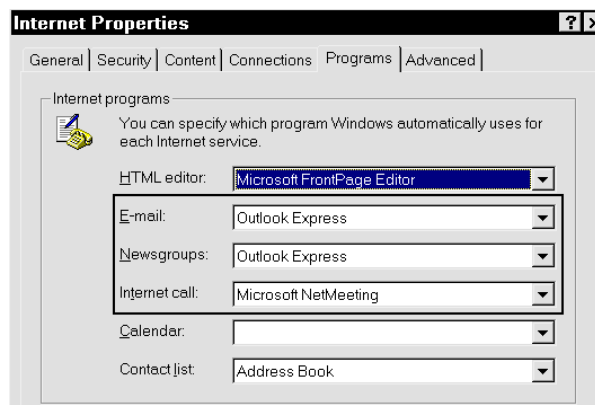
Thus it can happen that after you've installed Outlook, Outlook Express will play second fiddle.

Here's how to make Outlook Express your standard e-mail application again:



1 Select START/SETTINGS/CONTROL PANEL.

2 Double-click the INTERNET OPTIONS icon.



3 Click the PROGRAMS tab. Have a look at the E-MAIL and NEWSGROUPS area. This is where you want to make sure that Outlook Express is entered. If it's not, use the drop-down list to put it there.

4 Confirm your settings by clicking OK.

By the way, it's not always desirable to have Outlook Express as your standard e-mail application. If, for example, you send faxes with Outlook, then these will land – don't laugh – as e-mail in your Outlook Express Outbox. So take my advice: don't use Outlook to send faxes!

Synchronizing your Address Book with Outlook

And we're already talking about Outlook! If you wish, you can synchronize your Outlook Express address book with the contact folders in Outlook 98 or 2000. In plain English: data that appears in the contacts folder can appear in your address book and vice versa.

If you're lucky, this setting might even be the default from the start.

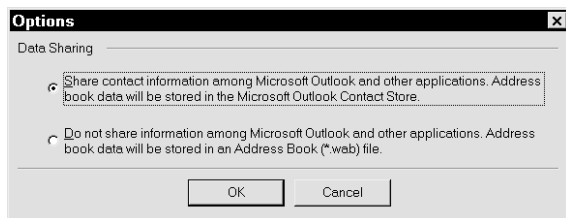
The only prerequisite: Outlook can't be installed in the "Enterprise or Workgroup" mode!

So how can you tell in which mode Outlook is installed? Just select the ABOUT MICROSOFT OUTLOOK EXPRESS command from the HELP menu. Here you can see which variation is installed.

But let's get back to Outlook Express!



1 First call up the Outlook Express address book.



- 2 From the TOOLS menu, select the OPTIONS command. Check to see whether the uppermost command, SHARE CONTACT INFO... is selected and click OK to confirm.

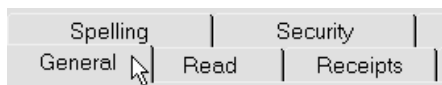
By the way, I don't want to hide from you the fact that this setting won't work with the identities in Outlook Express. For example, if you have several family members who want to work with Outlook Express, you should select the lower option (DO NOT SHARE INFORMATION...).

What identities are and how they work is discussed on page 41!

Retrieving Mail Automatically

So you'd like to tell Outlook Express to go retrieve your mail automatically, perhaps every 30 minutes?

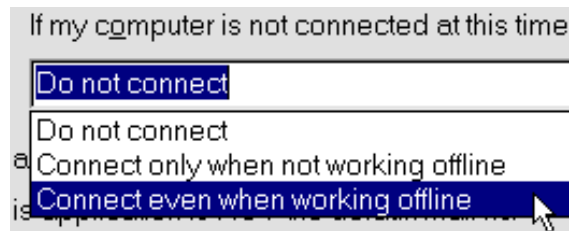
OK, do that if you trust the program so much. Here are the settings you'll need to change:



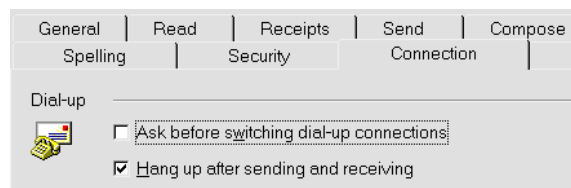
- 1 Select TOOLS/OPTIONS. First click the GENERAL tab.



- 2 Here you should place a checkmark in front of the box labeled CHECK FOR NEW MESSAGES EVERY X MINUTES. Set the interval as you want it.



- 3 Have a look at the area labeled IF MY COMPUTER IS NOT CONNECTED AT THIS TIME. Use the drop-down list to select CONNECT EVEN WHEN WORKING OFFLINE. Only thus can you be sure that your computer will actually connect to your Internet service provider.



- 4 For security's sake, I'd recommend that you take a look at the CONNECTION tab to see whether there's a checkmark in front of HANG UP AFTER SENDING AND RECEIVING.
- 5 Confirm your setting by clicking APPLY and then OK.

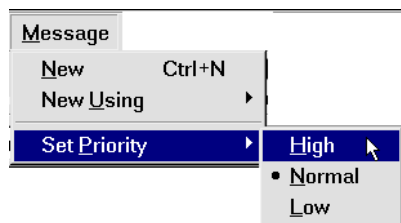
Mail: Determining Priority

E-mail is really a great convenience. My tests with various providers have yielded this result: within one to two seconds, short messages have already reached the recipients. And this anytime and worldwide.

Only T-Online and Mobilcom took longer in my tests; often messages I sent using these two providers took several minutes to several hours to arrive.

But the delay didn't really matter; no weeds had grown up in the meantime! If e-mail messages are sent in batches and are stored for quite a while in between, there's really nothing you can do about it.

One thing you can try is to assign your e-mail message a higher priority. This way, at least the recipient will see that your message is important!



- 1 First, open a new e-mail form. From the MESSAGE menu, select SET PRIORITY, then HIGH.
- 2 Your e-mail will now be decorated with the text THIS MESSAGE IS HIGH PRIORITY.

!	θ	To	Subject	Sent
!		Michael Maardt	very important information	10/4/00 1.

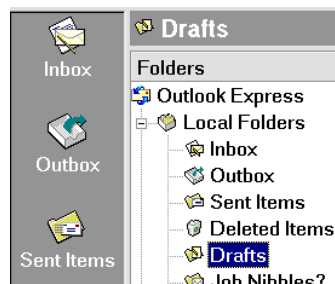
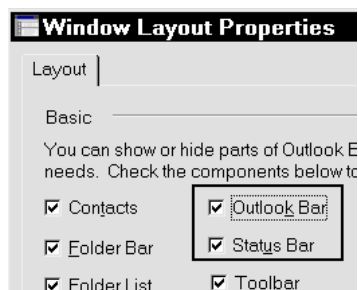
- 3 You'll also recognize this message because it will have a red exclamation point next to it in your Outbox.

Outlook Express with „the Outlook bar“

Do you know this famous Outlook bar, the “switchblock” on the left side of the screen? This navigational element came into fashion with Outlook 97, and it has since been copied by many software companies.

You can even conjure up an “Outlook feeling” in Outlook Express:

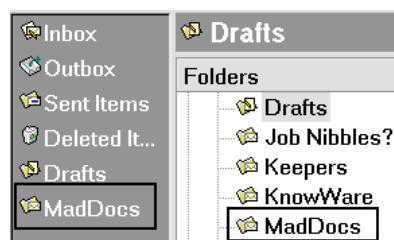
- 1 Select VIEW/LAYOUT. Here, you'll need to place a checkmark in front of Outlook Bar and confirm with OK.



- 2 Already on the left side of the screen you'll see this marvelous Outlook Bar. One click brings you at top speed to the desired folder.



- 3 So you find that the icons are too big? Then right-click on a free space on the Outlook Bar and select the SMALL ICONS command from the context-sensitive menu.



- 4 You can even add your own shortcuts to this bar. Right-click on the bar again and SELECT NEW OUTLOOK BAR SHORTCUT from the context-sensitive menu. Search for the folder in question on this dialog box and click OK.

Information from the Header

So you've always wanted to know more about the e-mail messages that you receive? Then dare to take a glance at the so-called message header!

- 1 Mark or open up the message in question. From the FILE menu, select PROPERTIES.



- 2 Now have a look at the DETAILS tab. And voila! Here you can see the header information about this message.

The header information contains data about the sender, recipient, subject, path that the message took, encryption method, etc. Each message also has an identification number, the Message ID.

But you don't just want to see the header, you'd like to see the complete source text too? Then, on the DETAILS tab, click the MESSAGE SOURCE button.

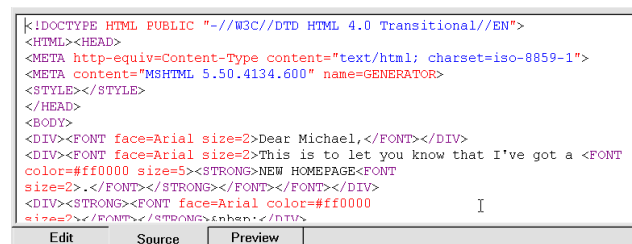
Home Page with Outlook Express

Yes, you read that correctly; you can use Outlook Express to build a home page.

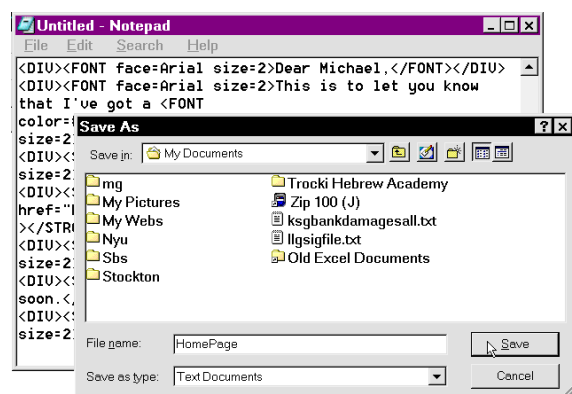
For this, we'll use the HTML format that I've been scorning in this booklet; for what else is a home page but an HTML file?

Compose your e-mail as instructed on page 31. Go ahead and add graphics, background colors, etc. to your "e-mail message." You can even use preexisting HTML "stationery" if you'd like.

- 1 Now select the SOURCE EDIT command from the VIEW menu.



- 2 You'll see three tabs appear at the bottom of your e-mail form. Down here, click SOURCE.
- 3 Mark the entire source text. How? Click on it and press the key combination [Ctrl] + [A] for mark all. Now copy the entire source text to the clipboard using the key combination [Ctrl] + [C].
- 4 At this point you'll need to start the minimalist Windows editor by selecting START/PROGRAMS/ACCESSORIES/NOTEPAD.



- 5 Paste the source text in here using the key combination [Ctrl] + [V].
- 6 In Notepad, select FILE/SAVE. Save the whole thing using a logical name like homepage.htm. Very important: in the field labeled SAVE AS TYPE, you must select the entry for All Files (*.*) before you can proceed. Otherwise, Notepad will automatically give the file the extension .TXT and you'll have to rename the file later on.

By the way: I'll show you more tips and tricks for creating home pages in my KnowWare title "Homepages for Beginners"

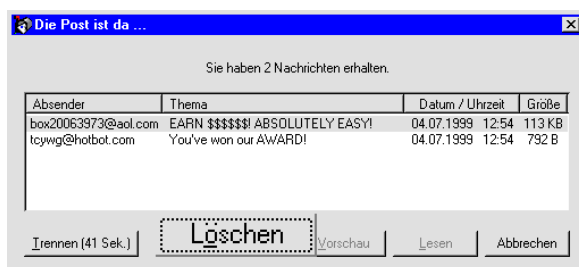
Checking your Account before Downloading

There's one big flaw in Outlook Express: you can't check your mailbox in advance of downloading!

Did you just change over from AOL? Or are you familiar with the T-Online or CompuServe proprietary software? Then you're probably disappointed: the practical opportunity to check senders and subjects of e-mail before downloading messages is lacking in Outlook Express!

The solution to this problem is called *PostDa* and it costs you not even a cent. And here's what this tool can do:

- PostDa can check your POP3 e-mail account manually or automatically at a set interval to see if you've got new mail.
- If you'd like, PostDa will announce the arrival of incoming mail with a particular signal tone.



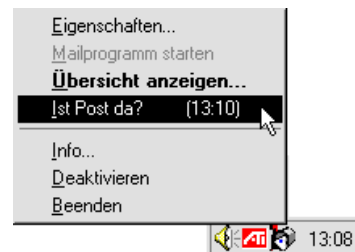
An overview window allows you to see incoming messages before downloading them. This way, you can delete them even before downloading them! And the best part: if you've

configured it right, this tool will start when Outlook Express does.

To find this program, surf to the homepage of the program's author, Dirk Scheer: <http://www.scheernet.de/postda/download/>. Then just download the program from there.

PostDa comes as a self-extracting archive. You don't have to do anything to install it. To start with, only three files are copied; the most important of these is Postda.exe. Luckily, this tool doesn't make any changes to your system.

Inform yourself thoroughly about the program's configuration and settings by reading the Postda.txt file, which comes with the program. Tip: the best place to put this tool is in the Windows Startup group. Then it is available each time you start working!



PostDa makes a home for itself in the so-called Systray, the place where Windows displays the time. To enter the information for your POP3 server, just right-click on the icon and select the PROPERTIES command.

Here's where you'll determine which account and at what interval PostDa should check for e-mail. Decide also whether a sound should be played, and if so, which one, and whether a message window should appear. Using the dial-up connection, define which connection PostDa should use to go online. Here you should choose your dial-up connection.

Now the program will check your mailbox – if it's configured properly – at the desired interval. You'll be able to see the current status of things if you park the mouse briefly over the PostDa icon.

Taking Problems with Mail and News in Hand!

Is everything shipshape on your “ship”? No? There’s a problem? Or maybe several? This can happen because Outlook Express has so many little flaws. I’ll present some of these to you here quickly, with their solutions, of course.

But Outlook Express isn’t always at fault when something gets stuck!

Foreign Characters are Mangled

Are your e-mail messages mangled when they arrive in the recipient’s mailbox? Foreign characters such as umlauts are replaced with strange characters? This problem should really be a thing of the past, and yet...

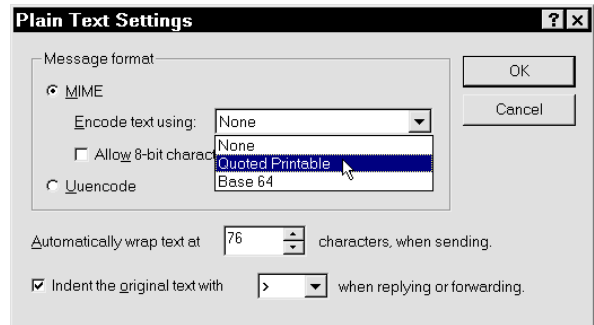
There are still computers on the Internet that don’t understand foreign characters and that “mangle” them when passing along e-mail messages. But it can also happen that the recipient’s e-mail program doesn’t process foreign characters very gracefully.

Here are some solutions for this problem. Try them and see which one works best for you.

- 1 First of all, try changing the way your e-mail messages and news postings are coded. To do this, choose the familiar **TOOLS/OPTIONS** and click the **SEND** tab.



- 2 Here you should devote your attention to the **MESSAGE SENDING FORMAT** and **NEWS SENDING FORMAT** areas. That you’ve already selected **PLAIN TEXT** everywhere is understood. Now click the **PLAIN TEXT SETTINGS** button.



- 3 The first thing you should do is make sure that **MESSAGE FORMAT** is set to **MIME** with the **QUOTED PRINTABLE** option selected from the drop-down list. Confirm this with **OK**.
- 4 That didn’t help? Then forego your umlauts and special characters like ß and you won’t have a problem anymore. Do this especially if you know that the recipient has recurring problems. Many e-mail programs only understand the **US ASCII** character set, which is coded with 7 instead of 8 bits. Unfortunately there’s no room there for foreign characters such as umlauts.

Quoting Doesn’t Work!

Well what should I say about that? Nothing ever changes! The old problem still persists. Even the current Version 5 of Outlook Express cannot quote properly. You’ve received a “Quoted Printable” (the recommended setting if you’re dealing with foreign characters) coded newsgroup posting or e-mail message?

It doesn’t matter how many times you click the **REPLY TO GROUP** or **REPLY TO SENDER** button, the program always “forgets” the quotation marks.

In this case you should just add the quotation marks (>) manually!

It’s sad that an internationally successful software company doesn’t believe it’s necessary to correct such a flaw that has existed in their program for years.

News is Just Deleted

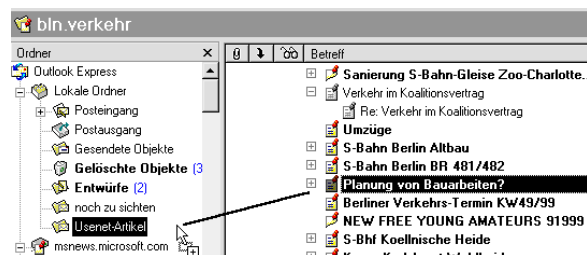
Let's devote ourselves to another problem! Do you like using Outlook Express as your newsreader? Are you aggravated by the fact that your news is simply deleted after a few days?

And you thought you'd taken care that this wouldn't happen! For you'd already taken the trouble to select **TOOLS/OPTIONS**, click the **MAINTENANCE** tab, and adjust the settings the way you want them. There's no checkmark in front of **DELETE READ MESSAGE BODIES IN NEWSGROUPS**. In addition, you've removed the checkmark in front of **DELETE NEWS MESSAGES X DAYS AFTER BEING DOWNLOADED**. So in theory anyway, nothing at all should be deleted, right?

But the sad truth is that this is an issue with Outlook Express! The program checks to see whether these messages are still on the server. If they've already been deleted, then Outlook Express deletes them on your computer. It's that easy!

The best thing to do is learn to live with this!

But you'd really like to save important postings anyway? Then just save them by selecting **FILE/SAVE**.



Another solution: create a "Collection Folder" and use drag & drop to store important postings here. I showed you how to do this on page 33.

Protection Against Spam

Since we're talking about newsgroups...do you find that you're constantly bombarded by Spam?

In theory, Usenet is intended as an open discussion forum for everyone. Every participant can be reached by every other participant through their e-mail addresses, supposedly without commercial intentions.

And this is where the skeleton comes out of the closet.

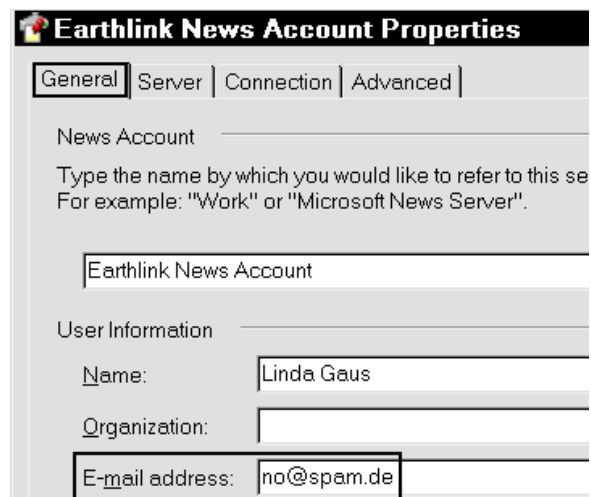
Unfortunately, many people just use Usenet to get your e-mail address!

Unscrupulous businesspeople scoop up your e-mail address and subsequently bombard you with Spam, junk mail, advertising "letters."

Do you participate regularly in international newsgroups? Then the problem is even more drastic.

What can you do to protect yourself? You have to violate the rules of Netiquette for e-mail and news. You have to falsify your return address.

- 1 Change the settings for your Outlook Express Usenet account by selecting **TOOLS/ACCOUNTS**, then clicking the **NEWS** tab. Double-click on the entry for the account in question.



- 2 Now have a look at the **GENERAL** tab and change your e-mail address. Please choose an unlikely address like *jchnospam@snafu.de* or *no@spam.de* so that nobody else will be bombarded with your Spam.
- 3 Please make a note of what you've done in your postings. Also, in your messages, you should give a return address to which personal replies can be sent.

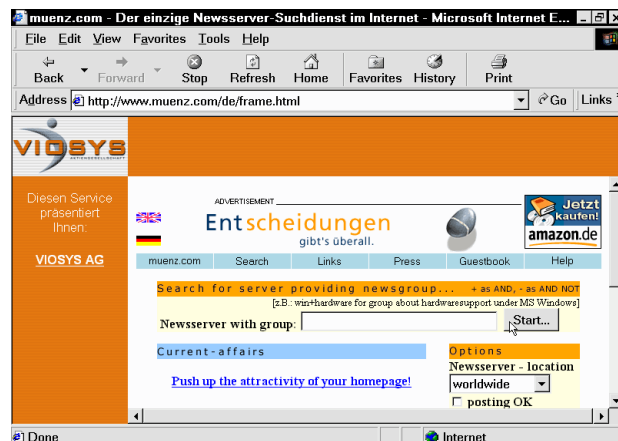
Your Service Provider has no News Server

You poor thing! You've chosen a provider who doesn't offer you access to a news server? No wonder! Providers often want to save themselves money and it's really quite expensive to provide all customers access to Usenet.

But of course I'll show you how to gain access with a few tips and tricks.

- The first tip: surf by www.deja.com. Here you can search Usenet and even post to newsgroups yourself. For more about this, see page 51.
- The second tip: surf by www.muenz.com, the search engine for free news servers!

And what exactly is hiding behind www.muenz.com? And how does it work? Here are the facts!



- 1 Surf by www.muenz.com and click on the Union Jack to view the page in English.

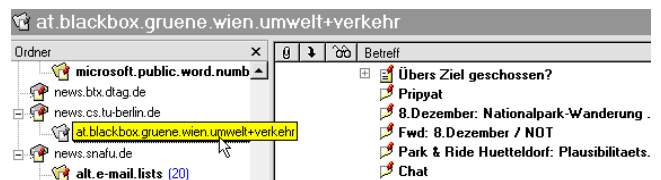


- 2 Type the topic you're searching for into the NEWSSERVER WITH GROUP box and click START. In order to retrieve as many relevant entries as possible, don't limit your search in the beginning.

Results of search		
SERVER	NEWSGROUP	POSTING
lisa.rz.hu-berlin.de	nbho.animals.dogs.*	ok
lisa.rz.hu-berlin.de	msrabt.music.cavedogs	ok
lisa.rz.hu-berlin.de	pets.dogs.*	ok
lisa.rz.hu-berlin.de	rec.hunting.dogs	ok
lisa.rz.hu-berlin.de	rec.pets.dogs.*	ok

Search for: >>

- 3 Now you'll see several newsgroups and their corresponding servers. You'll also see whether you're allowed to post there. Click on the newsgroup that interests you! If you don't see a relevant group, try clicking on the double-headed arrow to see further "hits" on the topic you entered.



- 4 Excellent! Now Outlook Express will open and display the newsgroup you've clicked on. And your account information will even be updated automatically. Isn't that easy?

You have to admit: www.muenz.com is an interesting and very useful "stop."

So you had no luck finding the relevant newsgroup? You keep getting a message that tells you that you can't log in? Then try again with another news server! Sometimes the owners of news servers "lock" them so that the public can't get in!

Technical “Junk”: Installing and Importing

Whoops! Has something gone wrong with Outlook Express? Or you're switching e-mail programs and you'd like to take your e-mail messages and addresses with you? Here are a few quick solutions to your problem.

Importing Messages

Did you know that with Outlook Express you can import contacts, e-mail messages, etc.? Bring in your address book from Netscape Messenger or import your e-mail messages from Netscape Mail. I'll assume here that you'll be importing messages from Netscape Communicator: just have a look at FILE/IMPORT/MESSAGES!

Select the e-mail client to import:

Eudora Pro or Light
Netscape Mail

Decide on a message format and follow the steps recommended by the Assistant.

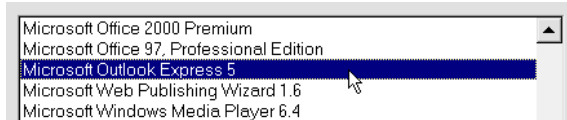
Removing Outlook Express

Installing Outlook Express is no big deal. You put a CD from a current computer magazine into your CD ROM drive, install Internet Explorer 5, and that's all. And if you've got a newer version of Windows, Outlook Express is installed from the get-go. The second release of Windows 98 even has the current Version 5.

If Outlook Express won't start anymore, it's often helpful to remove the program and then reinstall it. Don't worry; as a rule all e-mail messages, newsgroup postings, and addresses are retained, so after you've installed the program anew, all should be as it was before.

But how do you remove Outlook Express?

- 1 Select START/SETTINGS/CONTROL PANEL. Double-click the ADD/REMOVE PROGRAMS icon.



- 2 You should find yourself on the first tab, labeled INSTALL/UNINSTALL. Here you'll need to mark the entry FOR OUTLOOK EXPRESS 5 and click ADD/REMOVE. Now follow the directions.

Are there Alternatives?

Perhaps you've decided to use another e-mail program? As good as Outlook Express is, there are still things about it that bother me:

- Outlook Express requires a lot of disk space.
- Outlook Express will only run if Internet Explorer is installed. Sometimes this causes frequent system crashes.
- Outlook Express only works with Windows 95 and later versions.

You're looking for an e-mail program that offers you many of the same features as Outlook Express but that's smaller and quicker? You'd like a tool that will work on your old Windows 3.1 notebook computer? Then try the freeware program PostMe by Johannes Oppermann.

You'll find PostMe at www.postme.de!

I really love this tool since PostMe is quick, small, it can import e-mail messages from Outlook Express, and it can even run on older computers running Windows 3.x!

In addition, PostMe can check your e-mail account before downloading, something that Outlook Express can't do. And there's another great feature: PostMe's rules are much more refined than those in Outlook Express.

Unfortunately, PostMe doesn't have a newsreader.

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