



**Eudora® Email 7.1**

**Quick Start Guide**

**for Windows**

# Quick Start Guide for Windows

This Quick Start Guide shows how to install and configure the Eudora® software. It also provides keystroke shortcuts and basic email procedures such as sending and receiving messages.

**TIP:** The best way to use this Quick Start Guide is to PRINT it and keep it nearby when installing, configuring, and using Eudora.

## Finding Information

You can find more information about Eudora in the *Eudora Email 7.1 User Manual for Windows*. The manual is available in Portable Document Format (PDF) on the Eudora web site.

### To access the manual

1. Go to the Eudora web site: [www.eudora.com](http://www.eudora.com).
2. At the top of the page, choose **Support** (one of the blue boxes).
3. From the list, choose **Eudora Manuals**.
4. Under **Eudora 7.1 for Windows**, right-click **User Manual**.  
*The context menu opens.*
5. Choose **Save Target As.../Save As**.  
*The Save As window opens.*
6. Save the manual in the directory of your choice.

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

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

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

## System Requirements

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

- PC running Microsoft Windows 98/2000/ME/XP or above. It is recommended that you have the latest service pack for each operating system
- A mail account with an Internet Service Provider (ISP) that uses SMTP and POP3 or IMAP4 protocols
- Access to your mail account via a TCP/IP (Internet) network connection or via PPP dial-up networking through a modem

## Getting Started

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

- **Email address**

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

*[Record your Email address here.](#)*

- **User name**

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

*Record your user name here.*

- **Mail account password**

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

- **Incoming mail server name**

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

*Record your incoming mail server name here.*

- **POP or IMAP**

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

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

*If applicable, record your IMAP Mailbox Location Prefix here.*

- **Outgoing Mail Server Name**

This server, an SMTP server, receives and processes all of your outgoing mail. It also resides on a computer at your ISP or within your organization. The server name is often the same as your incoming mail server name. Your SMTP server name is the full name of that computer (for example, smtp.myfirm.com).

Record your SMTP Server name here (if known).

## Installing Eudora

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

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

### To install Eudora

1. Exit any applications you are running including toolbars, memory management programs, screen savers, and virus protection programs.

2. Double-click on the software archive to start the Setup program.

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

3. Read the Eudora Welcome window, then click **Next**.
4. Read the Software License Agreement and if you agree to the terms, click **Yes**.
5. If you want to install all components (if included), click **Next**. Otherwise, click the components you do not want to install to deselect them. Click **Next**.
6. Specify a directory in which to install Eudora. If you are installing Eudora over your current version of Eudora, choose your current Eudora directory to retain your settings. If you are installing Eudora for the first time, you can choose any directory you want. Click **Next**.
7. Specify a directory in which to store Eudora data files, such as mail, settings, and address books. By default, Eudora will choose the User's Application Data Folder. You can choose any directory you want by selecting Custom Data Folder. If you are upgrading a previous version, Eudora will default to the data folder used when Eudora was last installed. Click **Next**.

*Eudora is installed in the destination directory.*

8. You are prompted to create a shortcut to open Eudora from your desktop. If you don't have a Eudora icon (from a previous version of Eudora) on your desktop, click **Yes**.

9. When the installation is complete, you are prompted to view the Eudora README file and visit the Eudora Premium Services web page. Click **Finish** to complete the installation, view the README, and open the Premium Services web page. The README gives you important information concerning this version of Eudora. The Premium Services page provides links to other products that may enhance your email experience.

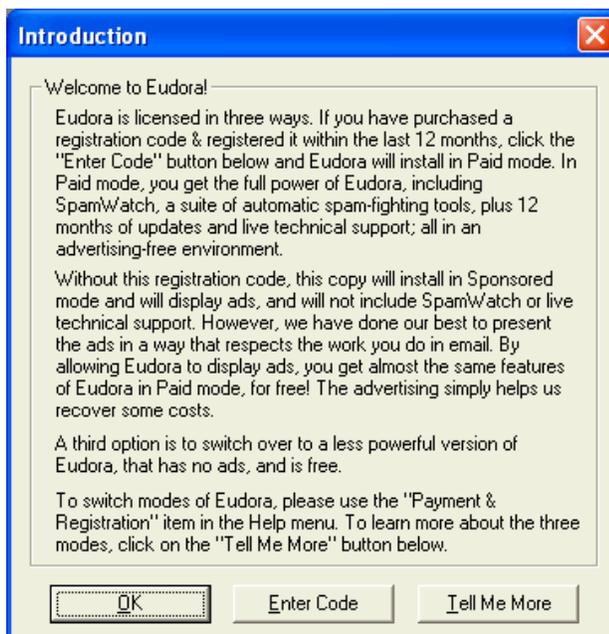
## Opening and Configuring Eudora

After you have successfully installed Eudora, you must configure your email account using the information you entered in the *Getting Started* section of this guide. Eudora installs in a 30 day Trial of Paid mode, reverting to Sponsored mode (with ads) 30 days after the first time you launch the program, unless you enter a Paid mode registration code.

### To open and configure Eudora

1. Open Eudora from the Start menu or click the Eudora icon on your desktop. The first time you launch Eudora (unless you installed Eudora 7.1 over an older copy of Eudora, in which case, the settings from the older copy are imported automatically into Eudora 7.1), the Introduction window appears.

#### Introduction window



2. In the Introduction window, you can do the following:
  - For more information about Eudora's three modes, click **Tell Me More**.

*A web site appears displaying information about Eudora's three modes of operation. Also, see [Operating Eudora in One of Three Modes](#) on page 10.*

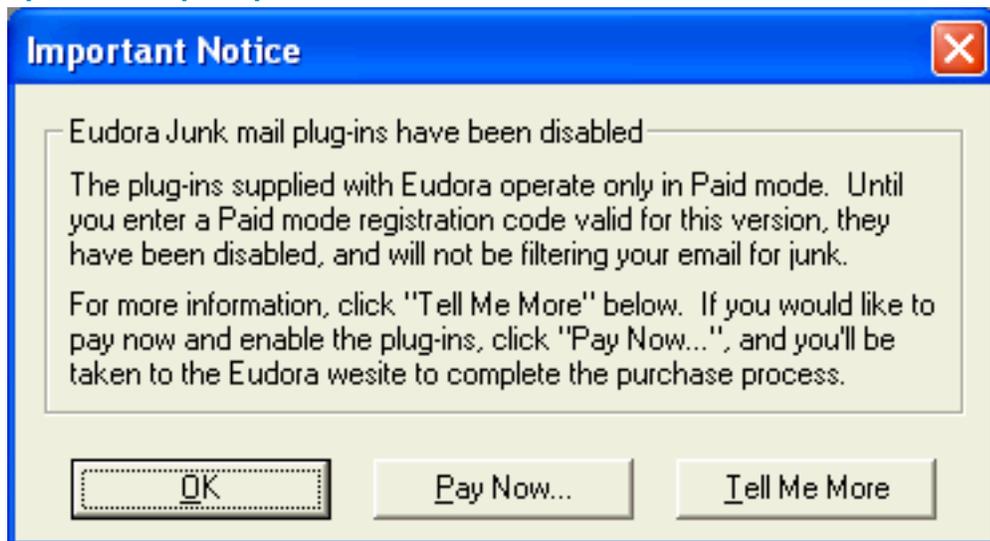
- To use Eudora in Paid mode and having a Paid mode registration number, click **Enter Code**.

*A dialog box appears for you to enter your registration code.*

- To use Eudora in Sponsored mode, click **OK**. Go to the next step.

*The SpamWatch feature in Eudora 7.1 operates only in Paid mode. A prompt appears asking you to buy Eudora if you want to use the SpamWatch feature.*

### **SpamWatch prompt**



3. In the Important Notice dialog box, do one or both of the following:

- To buy Eudora, click **Pay Now**.

*A web site appears for you to enter registration and payment information.*

- To get more information about SpamWatch, click **Tell Me More**.

*A web site appears displaying information about SpamWatch.*

4. To continue configuring Eudora in Sponsored mode without SpamWatch, click **OK**.

*The Welcome window appears prompting you to begin setting up your account.*

*Subsequent windows appear allowing you to enter the information you provided in the Getting Started section of this document.*

5. To get started, click **Next**.

*The New Account Wizard Account Settings window appears.*

**New Account Wizard window - Account Settings**

6. Choose one of the following methods to set up your account.

- **Create a brand new e-mail account**—Choose this method to set up a new account if you are not familiar with Eudora or other email programs. You are prompted to enter one item of information per dialog box.
- **Import settings from an existing e-mail account**—Choose this method if you want to import your settings, mail, and address book from Microsoft® Outlook Express™ 4.0 and 5.0, Outlook™ 98, Outlook 2000 or Netscape Messenger™ 4.x versions into Eudora. For more information, go to: <http://www.eudora.com/techsupport/kb/1507hq.html>
- **Use an ACAP server to get your settings**—Choose this method to instruct Eudora to attempt to get your settings from an ACAP server. To get your settings from an ACAP server, make sure you are connected to the Internet. Your email administrator or ISP can provide you information as to whether an ACAP-based setup is available to you.

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

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

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

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

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

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

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

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

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

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

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

Once you have configured Eudora, you are ready to begin sending and receiving messages. However, you may want to change the Eudora operating mode and register your copy of Eudora. See [Opening and Configuring Eudora](#) on page 6.

## Operating Eudora in One of Three Modes

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

- **Paid mode**—This mode provides the full-feature Eudora desktop email client without advertising, and limited person-to-person technical support.
- **Sponsored mode**—This mode provides the full-featured Eudora desktop email client at no charge, supported by sponsors' advertising. It includes all of the features that are in the Paid mode except for BossWatch, Indexed Search, and SpamWatch.
- **Light mode**—This is an upgrade to the freeware version formerly known as Eudora Light. It includes fewer features than the other modes and may include a sponsor image or logo.

**NOTE:** For more information on technical support options see [Technical Support](#) on page 18, and <http://www.eudora.com/techsupport/options/> on the Eudora web site.

## Changing Eudora Modes

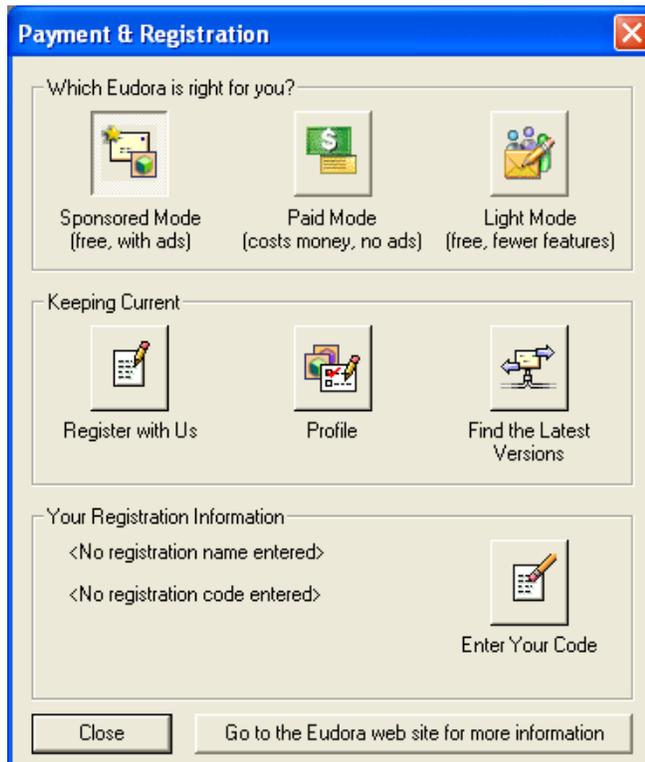
If you would like to change the operating mode, for example to Sponsored mode, you can do so right in the Eudora program.

### To change the Eudora operating mode after you install Eudora 7.1

1. From the Help menu, choose **Payment & Registration**.

*The Payment and Registration window appears.*

#### *Payment and Registration Window*



2. In the *Which Eudora is right for you?* section:

- To use Eudora in Sponsored mode, click **Sponsored Mode (free, with ads)**.

*Eudora displays the ad window.*

- To use Eudora in Paid mode, click **Paid Mode (costs money, no ads)**.

*Eudora displays the Eudora web site for you to purchase Eudora, or if you have previously entered a Paid code that is valid for this version, Eudora switches to Paid mode .*

- To use Eudora in Light mode, click **Light Mode (free, fewer features)**.

*Eudora changes to Light mode by shutting down certain features. The features that are disabled are listed in the Downgrading to Eudora Light dialog box.*

3. In the *Keeping Current* section:

- To register, click **Register with Us**.

*Eudora displays a web site where you can enter registration information. See the next section for more information.*

- To add or change your profile, click **Profile**.

*Eudora displays a web site where you can provide information about yourself to help in customizing which ads would be of interest to you.*

- To find the most current version of Eudora, click **Find the Latest Versions**.

*The Eudora web site displays where you can retrieve the latest version of Eudora and lets you know if there is a cost to upgrade.*

**NOTE:** You can tell which mode you are in because that button is depressed. To find out more information about the modes, click **Go to the Eudora web site for more information**.

4. To exit the dialog box, click **Close**.

## Registering Eudora

If you are using Eudora in Paid mode, you need to register to be eligible for technical support. Also, you need to be registered to upgrade to newer version of Eudora and stay in Paid mode. If you don't register or use Eudora in Sponsored or Light mode, you are not eligible for technical support.

**NOTE:** If you switch from one mode to another, you must register in that mode even though you registered in your previous mode. For example, if you are a Paid mode registered user, and you wish to get a refund and use Sponsored mode, you must reregister in Sponsored mode.

### To register your copy of Eudora:

1. From the Help menu, choose **Payment & Registration**.

*The Payment & Registration window appears.*

2. In the *Keeping Current* section, click **Register with Us**.

*Eudora takes you to Eudora's registration web page.*

3. Enter your information, click **Register**.

*An email will be sent to you confirming your registration.*

## Creating and Sending a Message

### Writing and sending a message

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

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

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

## Checking for and Receiving Mail

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

### Checking mail manually

1. From the File menu, choose **Check Mail**.
2. If Eudora asks for your password, type it in the Password dialog box and click **OK** (server passwords are usually case-sensitive).

3. If there is no mail for you, a "no mail" alert appears. Click **OK**.
4. If you have new mail, Eudora transfers the messages one by one and then displays a "new mail" alert. Click **OK**.
5. New messages are delivered to your In mailbox. This mailbox opens automatically and your new message summaries are added to the end of the mailbox list.
6. Double-click a message summary to open the message, or single-click a message summary to view the message in the lower preview pane.

### Checking mail automatically

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

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

## Replying to a Message

### To reply to a message

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

## Forwarding a Message

### To forward a message

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

## Redirecting a Message

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

### To redirect a message

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

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

# Shortcuts

The shortcut keys for Eudora functions are the following:

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

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

## Technical Support

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

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

In addition, you can learn from other Eudora users by searching the archives or posting a question to the [Eudora User Forums](#). The forums are a free online community of Eudora users helping one another.

If you still need help after reviewing all of the available materials: the User Manual, this Quick Start Guide, the README files, the Online Help, and the Technical Support Web Site, contact your ISP or email administrator, or the Eudora Technical Support group. Before you call technical support, you need to register your copy of Eudora in Paid mode. Be sure to register as soon as possible to avoid any delays in receiving technical support.

Person to person support by phone or email is available to Paid mode users who have a valid registration code. Eudora tech support reps are available Monday - Friday from 8 A.M. to 5 P.M. Pacific Time using the following phone number and email address:

**Phone: (858) 658-1292 (Paid mode users only)**

**Email: [eudora-support@qualcomm.com](mailto:eudora-support@qualcomm.com) (Paid mode users only)** When sending email, make sure to include your Paid Mode registration code in the Subject field or in the body of your message.

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