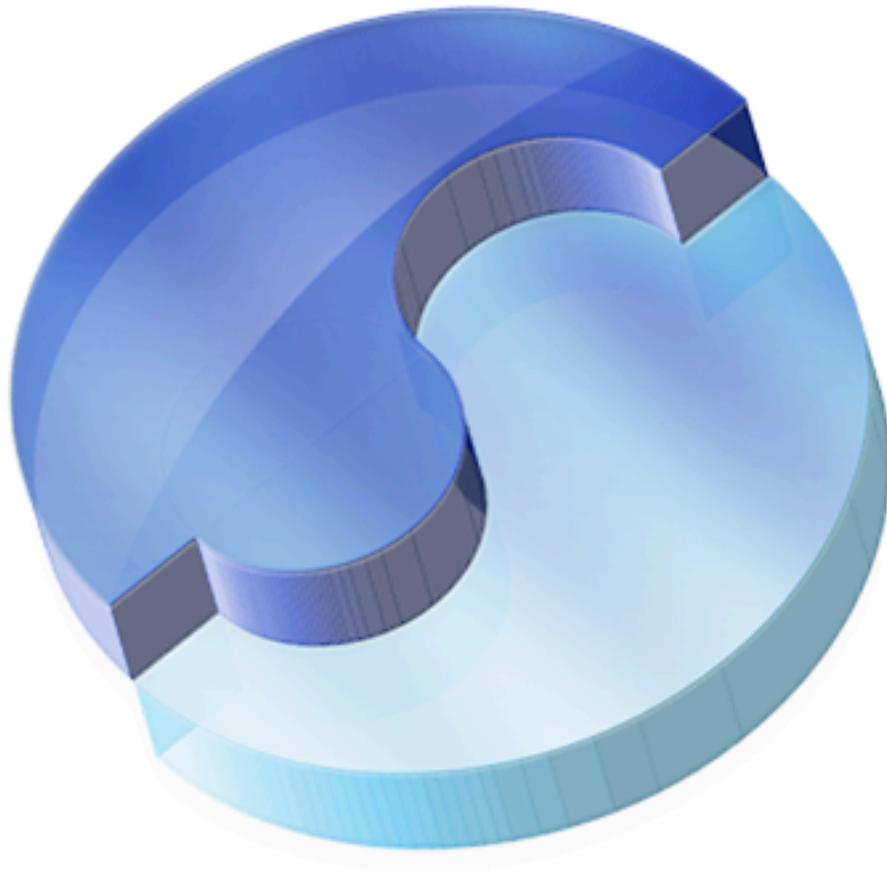


glass bead  
software

# SnapMail 5

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Windows Version



Eric Harris-Braun, Adam King & Lisa Sawin

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# Chapter 1: Getting Started

Welcome to SnapMail, the private mail and messaging system for Windows and Macintosh networks that's a snap to install and run, flexible, and fun to use. SnapMail runs on any Windows computer running either XP, Windows 2000, or Windows 98 and any Macintosh with either Classic Mac OS (9.x) or OS X (10.1 and above). SnapMail connects over your TCP/IP network. Although SnapMail allows seamless communication between Windows and Macintosh computers, the interface has some platform specific differences. This documentation covers the program for Windows users. A similar manual for Macintosh users is available on our website at <http://www.glassbead.com/download/>.

## ● What Makes SnapMail Unique?

SnapMail is the complete messaging and file transfer utility for your office. Using peer-to-peer technology over TCP/IP networks, SnapMail keeps all of your messages and documents safely in-house. It doesn't require a mail server, Internet connection, or any administration. SnapMail can also connect computers securely across the Internet, producing a “virtual LAN” that keeps your messages private. Send messages, files, folders, reminders, and alerts instantly. Combining an intuitive user interface with trouble-free installation and maintenance, SnapMail offers a dynamic and friendly messaging system.

## Easy to Install and Use

SnapMail is plug and play software. It installs in a minute and is immediately usable. SnapMail configures itself and finds other users on the network. No system administration is ever needed.

## Powerful and Flexible

SnapMail features include:

- In addition to regular mail messages, send “Snaps” that notify the recipient with an alert pop-up.
- Respond to Snaps directly or with a single mouse click using preconfigured “SnapBacks” (e.g. Take a message for me, Yes, Tell them to hold, etc.)
- Send attachments with your mail (including folders)
- Search for old mail items with Find
- Determine if your sent mail has been read (a checkmark appears in the Sent Mail folder)
- Create folders to organize your mail
- Proofread your messages using a while-you-type built-in spell checker with a 90,000+ dictionary and spelling suggestions
- Create templates for text or forms that you send often, including their intended recipients.

Identify these templates with color icons that give your mail a personal touch.

- Print and save messages
- Customize SnapMail with many preferences
- Track mail that you have sent in the Sent Mail folder
- Create groups, so you can send mail to a number of people with one easy selection
- Send reminder messages to yourself or others that will arrive at some future time. Don't forget your dentist appointment!
- Decide how you will be notified of mail delivery with sounds, icons, and alert boxes
- Access Web links in mail items by clicking on them
- Find other users on your local network automatically and connect to remote users or an entire remote office over the Internet. SnapMail also supports Apple's Bonjour technology (available as a free download).
- Administrate other computers on the network. This feature is secured and requires access to the product registration code). Capabilities include transmitting of defined groups, general preferences, templates, networking settings, SnapBacks, user lists and templates.

### **Fast, In-House and Secure**

SnapMail does not rely on Internet servers to send mail within your local network. This makes SnapMail very fast and particularly useful as an in-house messaging system that can complement your Internet mail system. All of your messaging can be conducted without fear of accidentally sending mail out of your company. In addition, with SnapMail there is no junk mail and no non-company e-mailing. You can be sure that everything in SnapMail is company business.

## ● **Trying, Buying and Registering SnapMail**

You can download the most recent version of SnapMail from our web site at [www.glassbead.com](http://www.glassbead.com). SnapMail will run for 30 days. After this you will need to purchase a license.

SnapMail is sold on a per-user basis. Registration codes will work for either the Mac or the Windows version. For example, you might buy a fifteen-user license in which case you will be sent a fifteen-user registration code. This code could be used with any combination of Mac or Windows users. If you later need to add four more users to your system, purchase another four-user license from our Web site and you will get a new registration code for nineteen users. Buying a license is easy. Select **Purchase SnapMail...** from the **Help** menu in SnapMail and you will be taken to the Web site to purchase. You can also visit us directly at [www.glassbead.com/buy](http://www.glassbead.com/buy).

After purchasing online, you will be sent a valid registration code by e-mail. Enter this code along with your registration name by choosing **Registration...** from the **Edit** menu in SnapMail. You only need to enter the registration code on one computer — all others will share this license. Note: If you are

connecting remote LAN's, you will need to enter the registration code on one computer in each LAN.

## ● Requirements

SnapMail requires a TCP/IP network. You do not need to be connected to the Internet for SnapMail to work, but you must configure a TCP/IP network in your Network Connections control panel.

## ● Installing SnapMail



To install SnapMail for Windows:

- 1) Launch the SnapMail.exe file that you downloaded from the Glass Bead Software web site.
- 2) Follow the on-screen instructions.

If you need a copy of the latest installers, you can get it at <http://www.glassbead.com/download>.



## ● **Running SnapMail**

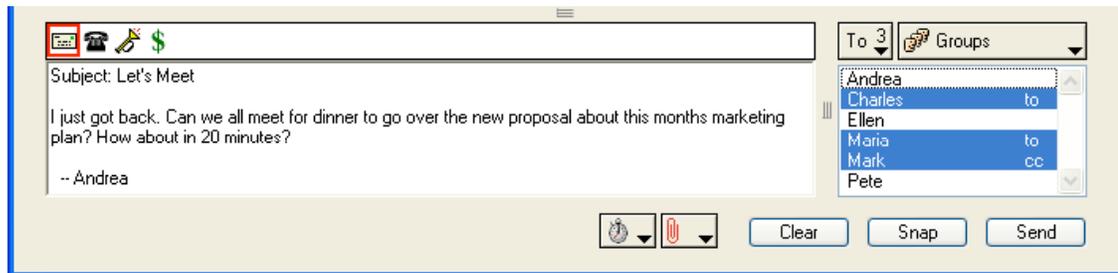
The first time you run SnapMail, it will request that you enter a user name. This name can be changed at any time from the **Edit** menu. SnapMail will be launched automatically when your computer starts up.

## ● **On-line Help**

This manual is available in PDF format or from the Web via the **Help** menu.

## Chapter 2: Sending Mail

The lower area of the SnapMail window is called the Outbox. The Outbox is where you compose and send outgoing mail.



### ● Basics

To send mail, follow these steps:

#### Choose the Template

Pick the template you want by clicking on an icon in the icon list.



#### Type in the Text

Type the text of your mail into the text area.

## Select the Recipients



To select one name from the user list, simply click on it. To select more than one name, hold down the **Ctrl** key while clicking on each name you want to select. Select from the **To** pop-up menu to choose whether you want to cc, or bcc the recipient (keyboard shortcut: **Ctrl -shift-T/C/B**).

To select users with the keyboard, change the focus to the user list by pressing the **Tab** key, and then start typing the name of the person you want to send the message to. You will see that as you type, SnapMail will automatically start selecting the user whose name matches what you type (Your typing will appear above the Groups pop-up, along with SnapMail's guess for which user you're selecting). As soon as the correct user has been selected, press **return** to confirm that user and start typing in another user. You can press **shift-return** if you want to deselect the highlighted user name and start over.

## Send the Mail

To send your mail to all selected recipients, click on the **Send** button (keyboard shortcut: **Ctrl-return**).

To send mail to one person, you can simply double-click on the person's name.

## ● Sending Snaps

Snaps are mail that bring up an alert box on the recipient's screen. This gives the recipient immediate notification of your message and also provides the ability to reply back very quickly with minimal work interruption. To send a Snap, use the **Snap** button instead of the **Send** button (keyboard shortcut: **Ctrl-Alt-return**) or hold down the **Alt** key and double click on the name of the recipient.

## ● Sending Attachments

The paper clip pop-up menu is used for sending attachments along with your mail. 

To attach files or folders with your mail, simply drag them from the desktop onto the SnapMail window (anywhere other than input TextBox). Or click on the paper clip and select **Add Attachment...** from the menu (keyboard shortcut: **Ctrl-N**). A file-selection window will appear, in which you can find the file you want to attach. You may add as many attachments as you like.

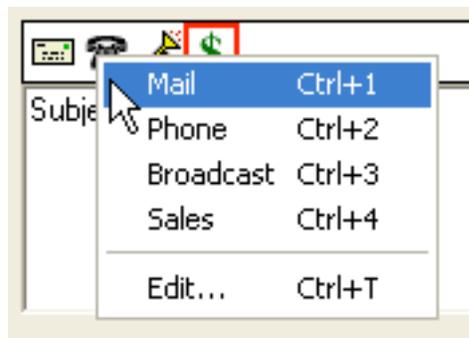
A number next to the paper clip indicates how many files and folders are attached. The files' names will be added to the attachment pop-up menu. To clear the attachments, select the **Clear Attachments** option from this menu. If you hold down the alt key when clicking on the pop-up menu you will see the full path of each attached file and folder.

## ● Clearing the Outbox

Use the **Clear** button to clear the text box, clear all attachments, and deselect all users at once. This allows you to quickly start over if you are not happy with what you have composed.

## ● Using Templates

Templates are preconfigured text forms that can be selected from the main window.



To use the **Templates** menu, click on a particular template icon, or right-click in the template icon area to select the desired template (the first 9 templates can also be selected using the keyboard shortcuts **Ctrl -1** — **Ctrl -9**). The template will fill the Outbox with its preconfigured text and also pre-select any recipients that are part of the template.

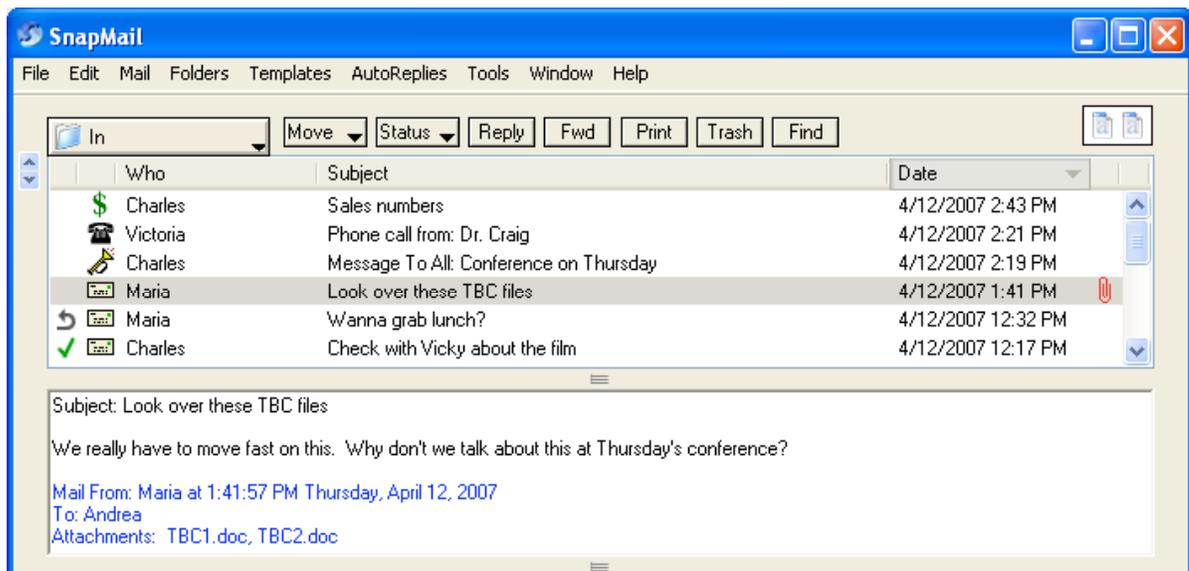
Any word in the text of a template that ends with **:** is considered a field. Fields can be navigated using the **tab** key.

Templates can be edited by choosing **Edit ...** from the **Templates** menu or right-clicking in the template icon area and selecting **Edit Templates ...** (keyboard shortcut: **Ctrl-T**).

## Chapter 3: Receiving Mail

### • Reading Mail

The upper part of the SnapMail window contains the Filebox and the reading area. Here you can read, file, print and respond to mail that you have received.



When you open SnapMail, new mail will appear at the top of the window. To the left of the mail is the mail status icon. This will be  if the mail is unread. Above the Filebox are buttons to execute all of the commands you can do to a mail item. Alternatively you can right-click on a mail item to bring up a contextual menu with the available commands.

When a mail item is selected, you will see the text of the mail in the reading window. You can page to the next or previous message by pressing the arrow keys.

### Setting the Mail Status

To the far left of each mail item is an icon that indicates the mail's status. When mail is first received, its status is unread (indicated by ). When mail is read, the  is removed. A  indicates that you have replied to this message.

SnapMail also lets you set the mail status. This gives you the ability to mark your mail with a graphic that has meaning to you. To set the status, select the mail, click on the **Status** pop-up and select the desired icon. Options: , , , (no icon), , , and .

## ● Replying to Mail

If you want to reply to a message, select the message in the Filebox and then click on the **Reply** button (keyboard shortcut: **Ctrl-R**). SnapMail will select the person who sent the mail as well as any other people who received the mail.

If you don't want to include the text of the original mail item in your reply, hold down the **Alt** key when clicking on the **Reply** button. A preference can be set to make this the default action.

If you reply to a message, its status icon (on the far left) will be changed to .

## ● Responding to Snaps

When someone sends you a Snap, their message will pop right up on your screen in an alert box.



The  pop-up allows you to resend the Snap to yourself in the future as a reminder. Just choose the desired delay from the pop-up.

The **Trash** button will trash the Snap and close the window. The **Reply** button will open SnapMail and set up a reply for you. The **Open** button will open the message in SnapMail. The **Ignore** button

will close the Snap window but not Trash the message (it will still be in your **In** folder).

You can reply to Snaps by using the customizable SnapBack buttons. These buttons allow you to respond to a Snap with a single mouse click. Each button will send back a Snap with a predefined message. SnapBacks can be customized by choosing **SnapBacks...** from the **Edit** menu.

In addition, you can respond to a Snap with another Snap just by typing your response into the text box and clicking on the **Snap** button. You can also hide the text box by clicking on the disclosure triangle at the bottom right of the screen.

By default, if you respond to a Snap directly or use a SnapBack button, the record of the received Snap will be trashed. At the bottom of the Snap alert window is a checkbox that you should uncheck if you want to save the Snap in your Filebox.

## ● Trashing Mail

Mail items may be trashed directly from the main window by selecting them in the Filebox and clicking on the **Trash** button or hitting the **delete** key on the keyboard.

By default, trashing mail causes mail items to be transferred to the trash folder. To delete them permanently you can choose **Empty Trash** from the folder pop-up, or you can switch to the trash folder and delete them individually. If you hold down the **Alt** key when trashing mail, it will delete the mail item(s) permanently without placing them in the trash folder. Before permanently deleting mail, SnapMail will request confirmation.

## ● Receiving Attachments

File attachments are indicated by a  in the rightmost column of the Filebox. To extract attachments, first select the mail item containing the attachment. Any attachments will then appear at the top of the main window. You can then click on the attachment icons to detach them, in which case SnapMail will bring up a Save dialog box. Once an attachment has been detached, the paperclip icon will turn a gray color.

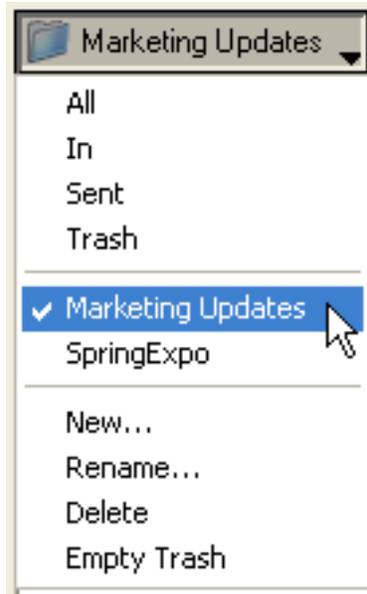
## ● Accessing Web Links

If you receive mail that contains a Web link, SnapMail will underline and color the link. Click on the link to open your Web browser.

## ● Printing and Saving

To print mail, select the mail item(s) and click on the **Print** button (keyboard shortcut: **Ctrl-P**). To save the mail as a text file, choose **Save As...** from the **File** menu (keyboard shortcut: **Ctrl-S**).

## ● Organizing Mail with Folders



Folders allow you to organize mail. At the top left of the Filebox is a pop-up menu initially titled **In**. This is the folder pop-up. If there is a blinking  to the left of the folder pop-up, then you have mail in your **In** folder that you haven't seen yet. You can jump right to the new mail by clicking on the blinking .

### The Basic Folders

There are a number of built-in folders that are always available.

**All:** A special folder that displays the contents of the **In**, **Sent**, and all user-created folders.

**In:** This is the folder where new mail appears.

**Sent:** This folder holds a copy of mail items that you have sent out. Note: attachments are not saved with the sent mail.

**Trash:** Mail will be transferred to this folder when you trash it. To permanently delete all mail in your trash folder, choose **Empty Trash** from the bottom section of the folder pop-up.

### Creating and Deleting Folders

You can create your own folders by choosing **New Folder...** from the folder pop-up.

To delete a folder, select the folder and then select **Delete Folder** from the bottom section of the folder pop-up. A folder must be empty in order for you to delete it. To rename a folder, select the folder and then select **Rename Folder...**

## Moving Mail to Folders

To move mail from one folder to another, select the mail item(s) you want to transfer and then click on the **Move** pop-up to select the destination folder.

## Sent Mail

When mail is placed in the **Sent** folder, it will initially have its status icon set to **...**. This indicates that the mail has not yet been delivered. Once the mail has been delivered, the status icon will be cleared. When mail has been read by the recipient, the status icon will be changed to **✓**.

## Chapter 4: SnapMail Features

### ● Searching Mail

SnapMail allows you to search your mail.

#### Find

To search, choose **Find...** from the **Tools** menu or click on the **Find** button (keyboard shortcut **Ctrl-F**). SnapMail will search for any mail item containing the given text. When a matching mail item is located, the text that was found will be highlighted.

**Match Text Case** can be checked if you want to find only words that share the same usage of uppercase and lowercase as the search text. Otherwise, the case of the search text is ignored.

**Search Subject Only** can be checked if you want SnapMail to search only the subject lines of the mail items. This produces a faster search.

If no match is found, you will hear a beep.

#### Find Again

To search for the next occurrence of your text, choose **Find Again** from the **Tools** menu (keyboard shortcut **Ctrl-G**). This allows you to quickly search through many matches until you find the correct one. A beep will sound when SnapMail cannot find any more matches.

#### Find In Next Folder

To search for the next occurrence of your text string and skip the current folder, choose **Find In Next Folder** from the **Tools** menu (keyboard shortcut **Ctrl-I**). A beep will sound when SnapMail cannot find any more matches.

### ● Return Receipts

When you send mail to someone, it is often useful to know if the recipient has received and read the mail. In your **Sent** folder, the mail status icon will be  if the mail has not yet been delivered. This status icon will disappear when the mail is delivered. When the recipient has read the mail, the status icon will be changed to .

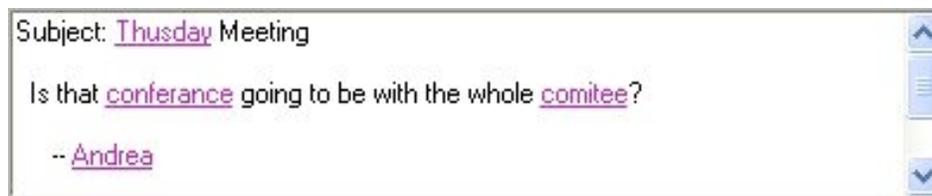
## ● Reminders



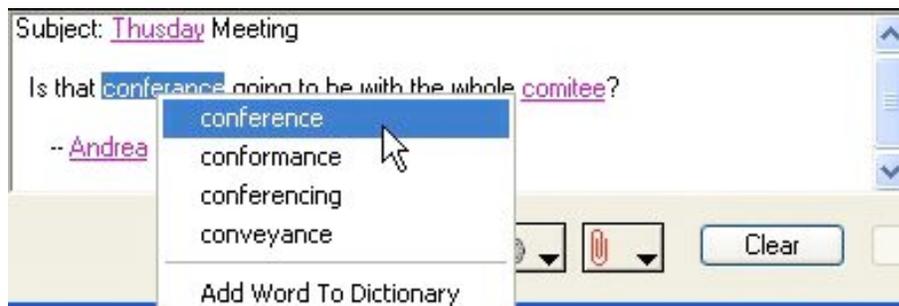
In SnapMail, you can send reminders to yourself or others that will be delivered some time in the future. To send a reminder, select the time you would like to be reminded from the clock pop-up. The clock icon will change to red to indicate that you are sending a reminder. You may send the reminder as either a Snap or a regular piece of mail. Reminders will be placed in your Sent Mail folder until they are delivered and they will be marked with a . You can trash a reminder if you decide that you don't want it sent.

## ● Spell-Checking

As you compose outgoing messages, SnapMail will underline and colorize words that it suspects are misspelled. (These words will not appear colorized or underlined if the message is sent.)

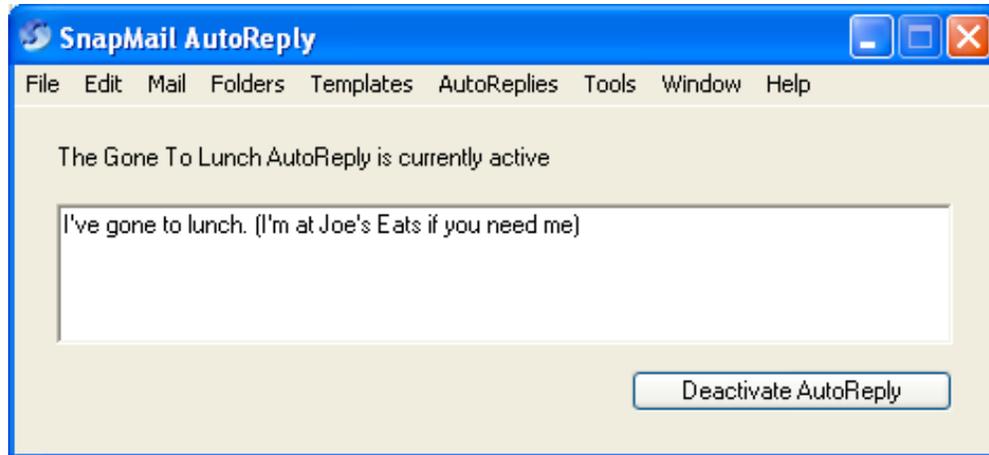


Right-click on a word to see a list of suggested spellings. SnapMail primarily suggests words that sound like the word you typed. If you have no idea how to spell a word, try to sound it out the best you can before requesting suggestions. You may also select **Add Word To Dictionary** from the pop-up if the marked word is one that you do not want SnapMail to mark as misspelled. Any words that you have added to your dictionary can be removed by right-clicking on them again, in which case the option to remove the word will appear on the pop-up. See Appendix B for more information on using spell-checking dictionaries.



If you have turned off automatic spell-checking in the preferences, then you can check the spelling of your outgoing message by selecting **Check Spelling** from the **Tools** menu (keyboard shortcut: Ctrl-;).

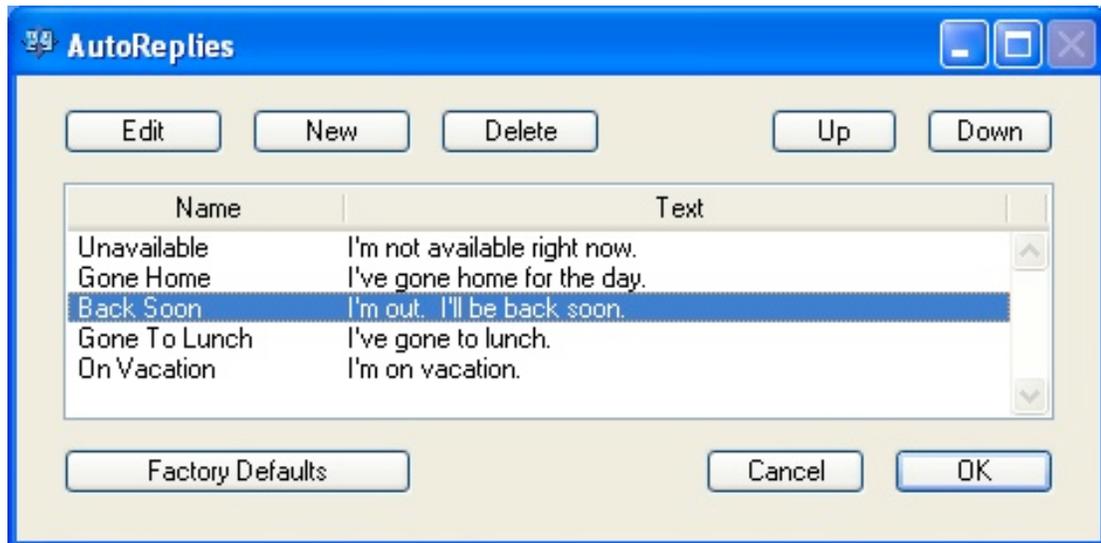
## ● Auto-Replies



Turning on an AutoReply will let SnapMail automatically respond to received messages. This is useful if you are going to be away for a while or if you simply don't want to be disturbed. To activate an AutoReply, select the desired reply from the AutoReplies menu. Once selected, a window will pop up telling you that an AutoReply is active and indicating the message that will be automatically sent back when you are mailed.

Click the **Deactivate AutoReply** button when you are ready to answer calls again.

## Editing AutoReplies



For quick one-time changes to the automatic reply messages, simply edit them right in the active AutoReply box.

To permanently edit an AutoReply, create a new AutoReply, or delete an existing AutoReply, select **Edit...** from the **AutoReplies** menu. This brings up the AutoReplies window.

Each AutoReply can have a text message associated with it. To edit this message, select the desired AutoReply and then click the **Edit** button. This brings up a window in which you can change the name of the AutoReply and the associated text message.

To create a new AutoReply, click the **New** button. You can then enter the name of the AutoReply and the text message that will be sent when this AutoReply is active.

To delete an AutoReply, select the desired AutoReply and then click the **Delete** button.

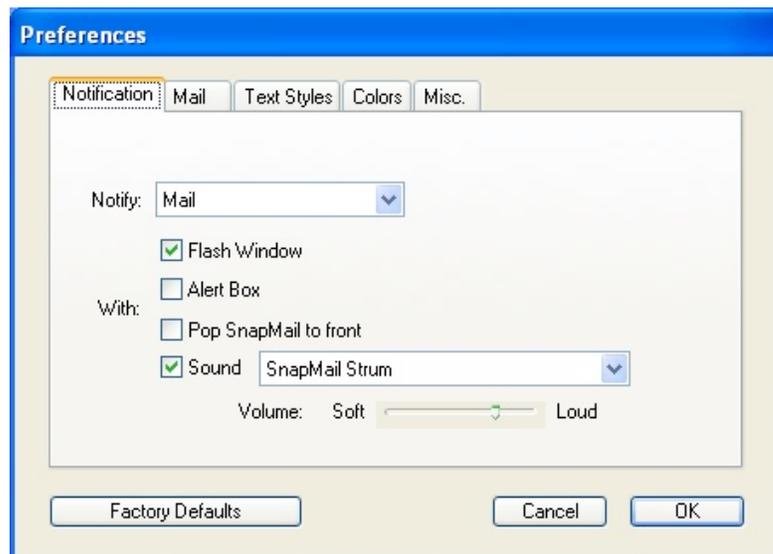
## Chapter 5: Customizing SnapMail

### ● Preferences

To customize how SnapMail is configured, select **Preferences...** from the **Edit** menu (keyboard shortcut Ctrl-,).

The **Preferences** window is divided into five tabs. Each tab has a **Factory Defaults** button that allows you to return the preferences to their original settings.

#### Notification Preferences



SnapMail can signal the arrival of new messages in four different ways. To change these preferences, first pick the type to be configured (**Mail or Snaps**) from the **Notify** pop-up menu.

New messages can be indicated by:

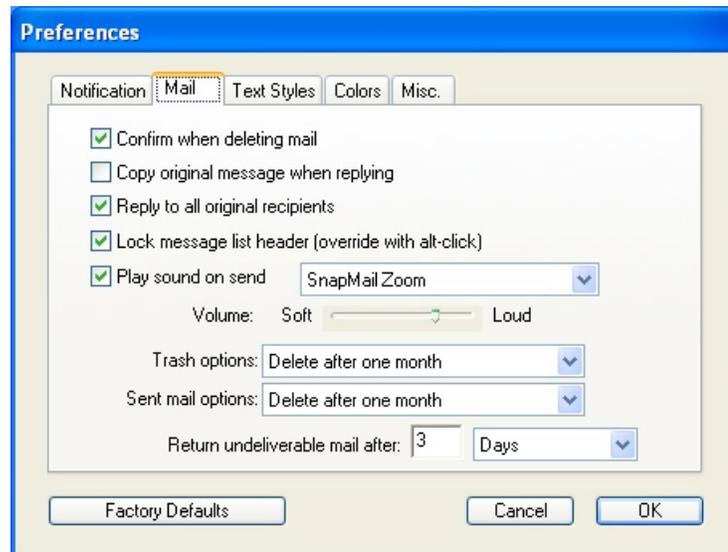
**Flash Window:** The SnapMail window will flash.

**Alert Box:** An alert window will appear with SnapBacks.

**Pop SnapMail to front:** SnapMail will become the active window.

**Sound:** SnapMail will play the selected sound.

## Mail Preferences



### Confirm when deleting mail

If this preference is checked, SnapMail will request confirmation before permanently deleting mail.

### Copy original message when replying

If you would like the text of the message to which you are replying to always be included with your reply, check this preference. To temporarily reverse this preference, hold down the **Alt** key when clicking on the **Reply** button.

### Reply to all original recipients

When this preference is checked, replying to a message will select all recipients that the message was originally sent to. Uncheck this preference if you only want SnapMail to reply to the person who sent you the mail.

### Lock message list header (override with alt-click)

Check this preference if you would like to fix the sorting order of the columns of the FileBox. If the option is chosen, you can still change the sorting order by alt-clicking on the column header.

### Play sound on send

SnapMail plays a sound when you send mail. To turn this feature off, uncheck the **Play sound on send** checkbox. You can also change the sound that you would like to hear and set the desired volume

level.

### **Trash options**

This preference allows you to decide how your trash folder will work. The following options are available:

**No trash folder:** Deleted mail will be immediately and permanently deleted.

**Empty trash when quitting:** All trash will be automatically deleted when SnapMail quits.

**Delete after...:** Trashed mail that is older than the specified time period will be permanently deleted.

**Never delete:** Trashed mail will never be deleted unless you empty the trash or delete mail items manually from the trash.

By default, SnapMail will use a trash folder and delete any mail that is older than one month.

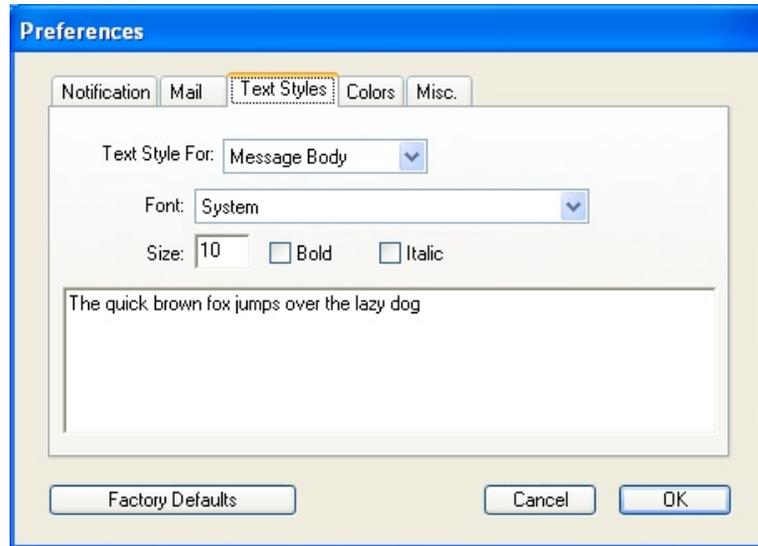
### **Sent mail options**

This preference allows you to decide how you would like the Sent Mail folder to work. The options are the same as the Trash options (see above), but, you cannot remove the sent mail folder since that is where pending mail is kept.

### **Return undeliverable mail after:**

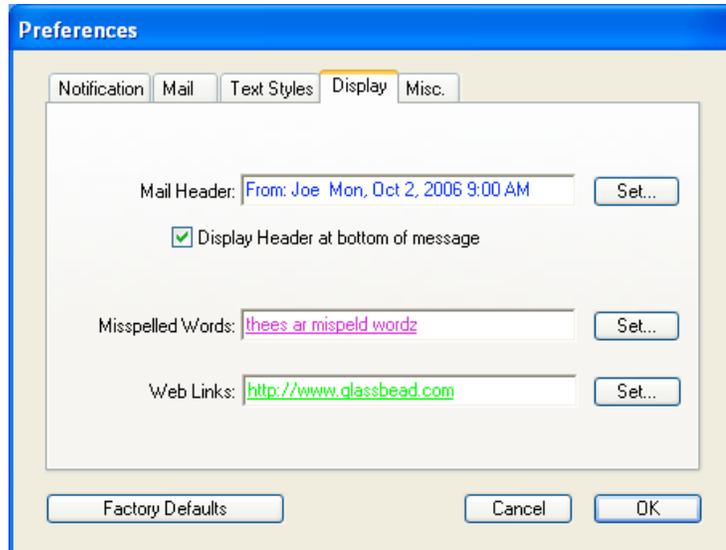
If mail you have sent cannot be delivered, SnapMail will hold the mail and attempt to send it later. The **Return undeliverable mail after:** time specifies how long SnapMail will keep trying before returning the mail to you as undelivered. To change this time, simply change the number in the text box and then choose minutes, hours, or days from the pop-up menu. The default retry period for mail is three days.

## Text Style



SnapMail allows you to display text in a variety of fonts and sizes. You can select either to change the message body text, the text used to list mail items, or the text used to display user names. Select the font that you want from the **Font:** pop-up menu and then select from the available sizes in the **Size:** pop-up menu. A sample of the font and size will appear in the window below the pop-up menus. Changing the default font and size selection only affects the way you that you see your mail; it does not affect the way your outgoing mail looks to other users.

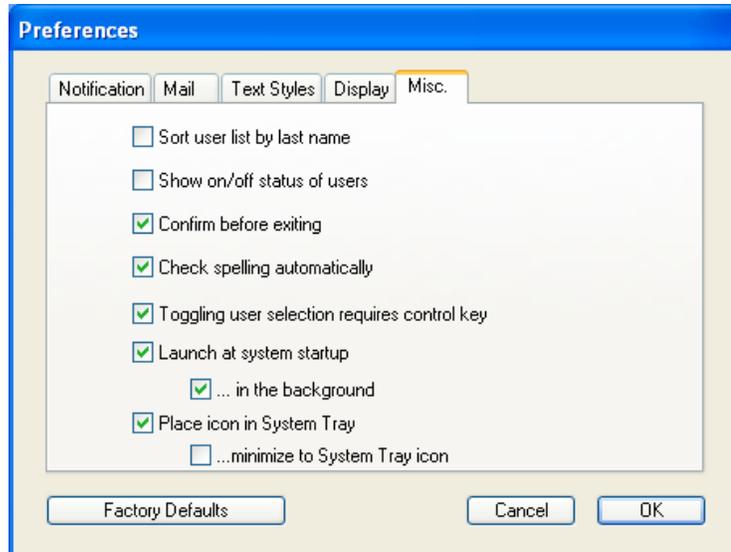
## Display



SnapMail will automatically color text of particular importance. You can change the colors that are used for the mail header information (**Date, From, To, cc**, etc...), misspelled words found by the spell-checker, and Web links.

Additionally, you can choose to display header information at the bottom of the message (top if this option is not checked).

## Misc.



### Sort user list by last name

Check this preference if you would like the user list to be sorted by last name.

### Show off/on status of users

Check this preference to have SnapMail display **on** next to users who are currently running SnapMail and **off** next to those who aren't.

### Confirm before exiting

Check this preference to have SnapMail request confirmation before quitting.

### Check spelling automatically

Uncheck this preference if you don't want SnapMail to identify misspelled words as you type. You can still check the spelling of an outgoing message by selecting **Check Spelling** from the **Tools** menu (keyboard shortcut: **Ctrl-;**).

### Launch at system startup

Check this preference if you want to launch SnapMail automatically when you start up your computer.

### ... in the background

When launching SnapMail at start up, you may also want to SnapMail to bring up its main window. If you do, uncheck this preference.

### Place icon in System Tray

Check this preference if you want to have SnapMail place an icon in the System Tray.

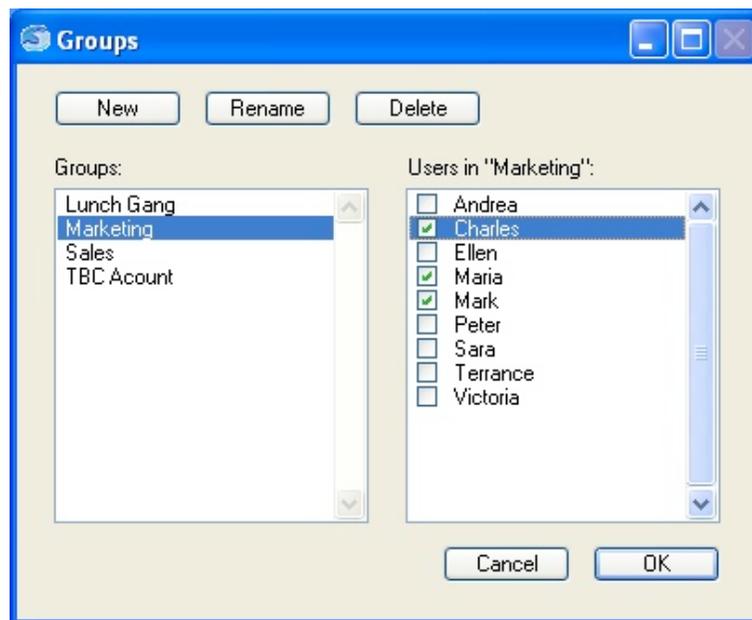
### ... minimize to System Tray icon

Check this preference if you want to have SnapMail only minimize to the System Tray

## ● Groups

Groups allow you to easily select multiple recipients by using a single name.

### Defining Groups



To create, modify, or delete groups, select **Groups...** from the **Edit** menu (shortcut **Ctrl-J**).

To add a new group, click on the **New** button and give the group a name.

To add or remove users, select the group you want to modify from the left side of the window and then select or de-select the desired users from the right side of the window.

Defining single-person groups can be very useful. They can give you immediate access to the people you send to most frequently, eliminating the need to scroll to them on a long user list.

To rename the currently selected group, click on the **Rename** button.

To remove the currently selected group, click on the **Delete** button.

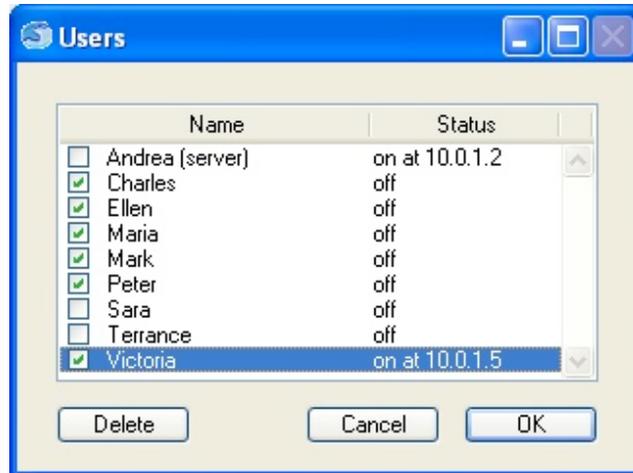
## Using Groups

To select a group, choose its name from the **Groups** pop-up menu. You may still toggle individual names on or off by **Ctrl**-clicking on them. You may also select additional groups by holding down the **Ctrl** key as you select them from the **Groups** pop-up menu.



## ● Users

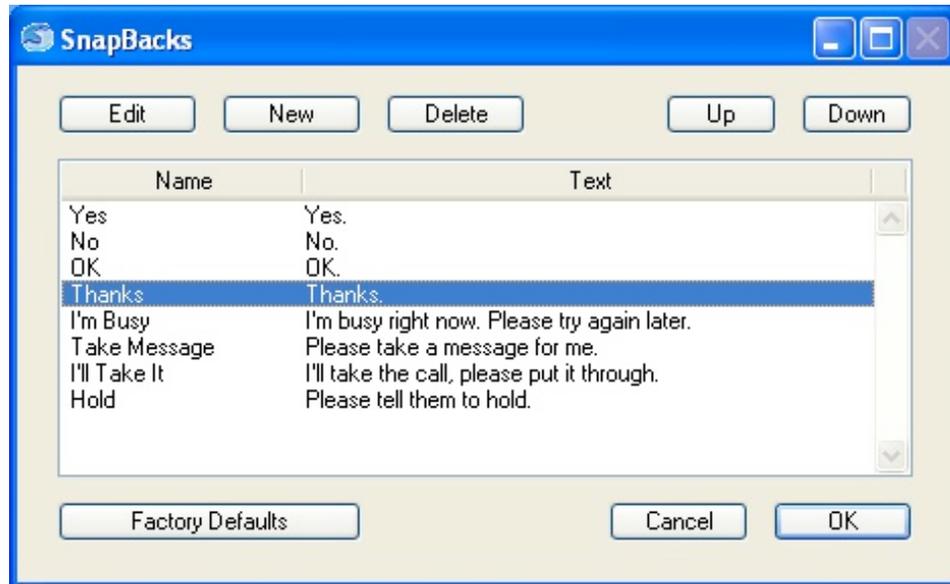
The users window allows you to hide users from the main user list, delete users who are no longer on your network, and view the on-off status of the user's as well as their current IP address. To open the users window, select **Users...** from the **Edit** menu (keyboard shortcut **Ctrl-U**).



To prevent users from appearing on the user list in the main SnapMail window, simply uncheck the checkbox next to the user's name.

If you are a server, the users window will include a **Delete** button. You can use this button to delete users of all user lists on your network. To delete users, select the name(s) of the user(s) and click on the **Delete** button. Click on the **OK** button and all of the selected will be deleted.

## ● SnapBacks



SnapBacks let you assign text to buttons that can be used for single click replies to Snaps.

To edit the SnapBack buttons and messages, choose **SnapBacks...** from the **Edit** menu.

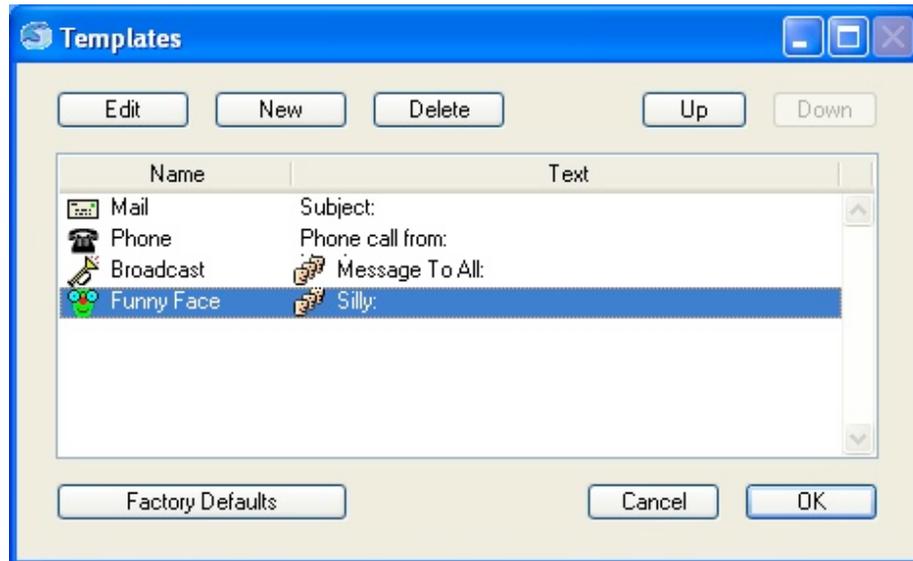
To edit a particular SnapBack, select it and then click the **Edit** button. Change the name of the SnapBack button and its associated text message.

Click the **New** button to add a Snapback. Set the name of the SnapBack button and its associated text message.

To delete a SnapBack, select the SnapBack and then click the **Delete** button.

You can change the order that the SnapBack buttons appear in the SnapBacks window by selecting a SnapBack in the list and clicking either the **Up** button or the **Down** button. You can also just drag the SnapBacks where you want them.

## ● Templates



With SnapMail's Templates feature you can define pre-configured messages, including the message's icon and its recipients.

Templates can be edited by choosing **Edit ...** from the **Templates** menu or right-clicking in the template icon area and selecting **Edit Templates ...** (keyboard shortcut: **Ctrl-T**).

To edit a particular Template, select it and then click the **Edit** button (or double-click on it).

Click the **New** button to add a new template.

To delete a template, select the template and then click the **Delete** button.

You can change the order that templates appear in the template pop-up triangle by selecting a template in the list and clicking either the **Up** button or the **Down** button, or you can just drag it where you want.

### Editing and Creating New Templates

When editing or creating a new template, set the name for the template and enter the text of the template in the **Text** box. Any word ending with **:** denotes a field. Fields can be traversed using the **tab** key. To set the template's icon you can simply paste or drag an image to the icon image well or

you can click the **Capture Icon From Screen** button. Note that the icon size is 16x16 pixels. If you paste or drag in a larger image, SnapMail will only use the top left 16x16 pixels of the image. You may also select a group or set of recipients that will be automatically chosen when the template is used.

**Edit Template**

Name:  Icon:

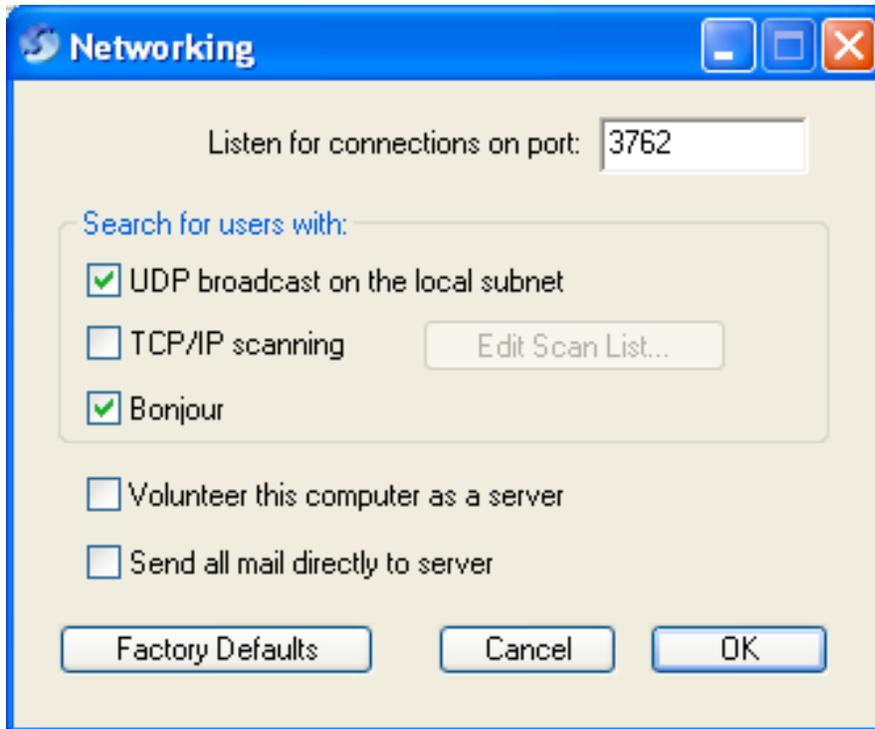
Text:

Week Ending:  
Product:  
Gross:  
Net:  
Comments:

Andrea  
Charles  
Ellen  
Maria  
Mark  
Peter  
Sara  
Terrance  
Victoria

## ● Networking

SnapMail supports the TCP/IP networking protocol. To edit the networking details, select **Networking...** from the **Edit** menu.



### Setting the Port

By default, SnapMail listens on port number 3762. This is the Internet Assigned Numbers Authority (IANA) port number for use by the SnapMail protocol. You may change this setting, but, SnapMail can only communicate with users who have the same port setting. Note that if you are using a firewall, you will have to allow communication on this port for SnapMail to work.

### Finding other Users

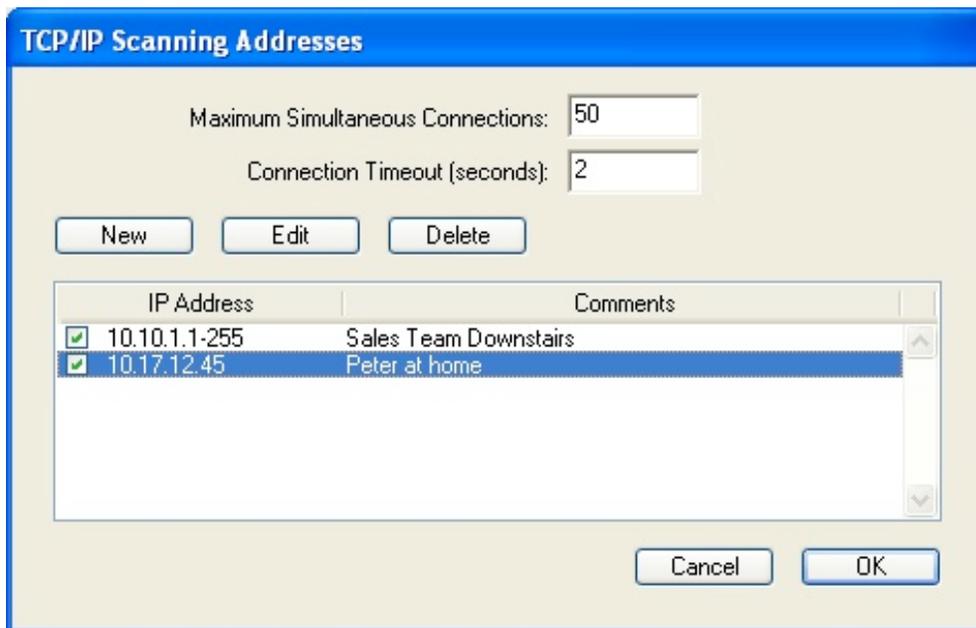
SnapMail can discover other SnapMail users by sending a UDP broadcast over your local network, by scanning a list of TCP/IP addresses, or by using Apple's Bonjour technology. By default, SnapMail uses UDP broadcast and Bonjour. Uncheck either of these options if you do not want them active.

SnapMail automatically scans the network to look for other users when it is first launched. To

manually initiate a network scan, select **Scan Network** from the **Tools** menu (keyboard shortcut: **Ctrl-K**). You may need to do this if you are not using UDP broadcast or Bonjour.

## TCP/IP scanning

If you have more than one subnet on your network or you will be connecting to SnapMail users over the Internet, you will need to check the TCP/IP scanning checkbox and then enter IP addresses and/or ranges of IP addresses into the TCP/IP scanning list so that SnapMail can find the users at those IP addresses.



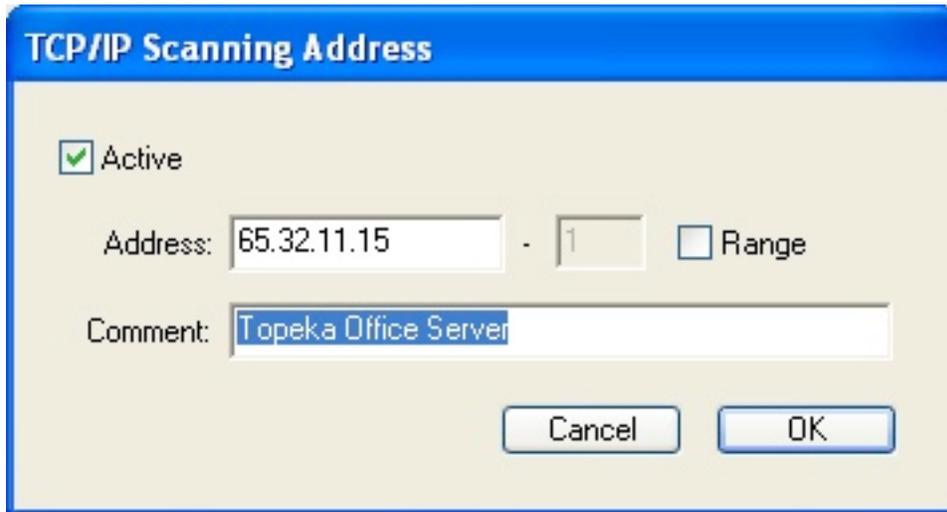
### Adding and Editing IP Addresses:

To add an IP address or range of addresses into your scanning list, click the **New** button.

For a single IP address, enter the address and do not click the **Range** checkbox. The comment field is useful for notes regarding the IP address.

For a range of IP addresses, enter the start of the range as the address, click the **Range** checkbox, and then enter the end of the range for the last IP number.

To edit an IP address or range of addresses, select the address(s) and click on the **Edit** button. To delete an entry, select the address(s) and click on the **Delete** button.



**TCP/IP Scanning Address**

Active

Address:  -   Range

Comment:

Cancel OK

Note for firewalls and Network Address Translation (NAT): Many networks are connected to the Internet via cable/DSL modems or firewalls that share a single IP address for the entire LAN. This technique is called Network Address Translation (NAT). If your LAN uses NAT, you can connect your SnapMail users to external SnapMail users (or to entire remote SnapMail networks that are themselves behind a NAT firewall) by following the instructions in the “Using a Server” section below.

**Maximum Simultaneous Connections:**

When SnapMail is scanning the TCP/IP list, it will create as many simultaneous connections as it can to speed up the scanning process. If you are using older hardware, you may need to set this value lower.

**Connection Timeout:**

When SnapMail is scanning the IP list, it has to know when to give up if it doesn't receive information back. If you are on a fast local area network (LAN) this number can be very small (1 or 2 seconds). If you are trying to connect to somebody over the Internet in a distant country, you'll want to allow at least 10 seconds for a connection.

**Using a Server****Volunteer this computer as a server:**

You can volunteer a computer to be a Server, that is, to hold mail for delivery to other computers that may be off. To do this, simply choose one computer that will always be left on, and check the "Volunteer this computer as a server" check box. Messages sent to users whose computers' are off will be forwarded to that computer for later delivery. Only one computer should be designated as a server unless networks are being connected over the Internet and there is no VPN.

**Send all mail directly to server:**

Check this box if you would like all mail to be immediately sent to the server. This is useful if you either you want to make sure that no outgoing mail stays on your computer, or if you want to keep records of all mail sent in one place.

**Setting up SnapMail to connect remote users to a network**

You can configure SnapMail to allow remote users to connect into the network over the Internet. If all of the remote users have a static IP address and the computers on your network have static IP addresses then all you need to do is add in the IP scanning range of your network in to the TCP/IP scanning list of the remote user. If your network is behind a NAT firewall, you will have to volunteer one computer on your network as a server, and make sure that the NAT firewall maps the SnapMail port number (3762) to the internal IP number of the server. Additionally, if your remote user is behind a NAT firewall you will have to do the same for that NAT firewall. Note that you will manually have to type in your SnapMail registration number and code in on the remote computer.

**Setting up SnapMail for use on multiple networks**

You can use SnapMail to communicate between multiple networks that are behind network address translation (NAT) firewalls, such as cable and DSL modems and routers. To do this you need to volunteer one computer as a server in each network, and add the static IP address of the other external NAT firewalls into the TCP/IP scanning list of each server. Then set up the NAT firewalls to forward all incoming SnapMail data (all TCP packets on port 3762) to the internal IP address of the SnapMail server on its network. To do this you will have to refer to the user manual of your router. For

example, if your firewall is an Airport Base Station, what you need to do is use the Airport Admin Utility to log into the Base Station, click on “Show All Settings” and then click on the “Port Mapping” tab. From there you can add in the mapping between the public and private side of the Base Station.

After your firewall has been set up, the SnapMail servers will then automatically handle passing around the user lists from each network, as well as forwarding messages to the correct server for delivery.

Please note that while registration information will be shared on your office LAN, for security reasons, it will not do so for remote LANs. That means that the registration information will need to be entered on one computer on each LAN that you are trying to connect.

## ● Name and Password

SnapMail allows you to easily change your user name and to add password protection. To edit the name and password settings, select **Name and Password...** from the **Edit** menu.

### Changing Your User Name

To change your user name, enter your new name in the text box and click on the **OK** button. All user names on the network must be unique.

**Edit Name and Password**

User Name:

Don't use password

Use password (enables Hide and Lock)

when SnapMail is launched

when SnapMail is hidden

after SnapMail is inactive for  min.

Enter password:

Re-enter:

## Password Protection

If you would like to restrict others from reading the mail from your PC, you can turn on password protection. SnapMail provides four levels of password protection. You may specify no protection, you may have SnapMail request your password when the application is launched, whenever it is unhidden, or after a selected time of inactivity. To select the desired level of security, click on the appropriate radio button.

Password protection is initially set to be off. If you choose to turn on password protection, you must enter your password in both entry boxes. Each character that you type will appear as a large dot to insure that no one sees your password.

If you turn password protection on, you will not be able to leave the window unless your password has been successfully entered. Once password protection has been turned on, you will also be required to enter your password to have access to the Name and Password window again.

Once password protection is turned on, you can select **Minimize and lock** (keyboard shortcut: **shift-ctrl-H**) from the **Help** menu. This will hide SnapMail and then later request your password, regardless of the password settings.

*WARNING: Don't lose your password! Keep it written down in a safe place so if you forget it you can still access SnapMail.*

# Appendix A: Keyboard Shortcuts

Most commands in SnapMail have keyboard shortcuts.

## General shortcuts:

Ctrl-**F** — Open the **Find** window.

Ctrl-**G** — Find again.

Ctrl-**H** — Minimize SnapMail.

Ctrl-**I** — Find again in the next folder.

Ctrl-**J** — Open the **Groups** window.

Ctrl-**K** — Scan Network for active users.

Ctrl-**L** — Open the **Log** window.

Ctrl-**N** — Attach a file.

Ctrl-**O** — Open/Close the selected mail item.

Ctrl-**P** — Prints the selected mail item(s).

Ctrl-**Q** — Quit SnapMail.

Ctrl-**R** — Reply to the selected mail item.

Ctrl-**return** — Send as mail.

Ctrl-**Alt-return** — Send as Snap.

Ctrl-**S** — Saves the selected mail items(s) to a file.

Ctrl-**T** — Open the **Templates** window.

Ctrl-**U** — Open the **Users** window.

Ctrl-**,** — Open the **Preferences** window.

## Editing shortcuts

Ctrl-**C** — Copy the selected piece of text to the clipboard.

Ctrl-**V** — Paste the current contents of the clipboard.

Ctrl-**X** — Cut the selected piece of text to the clipboard.

Ctrl-**Z** — Undo the last thing you did (if possible).

## Template shortcuts

Ctrl-**1** — Select the first template.

...

Ctrl-**9** — Select the ninth template.

## ● Keyboard Navigation in the Main Window

In SnapMail's main window, **tab** moves the focus between the Outbox text area, the Outbox user list, and the Filebox, and the icon list.

### The Outbox text area

Ctrl-**A** selects all of the current text of the Outbox text area.

### The Outbox user list

The ↑↓ arrows moves between different users.

Ctrl-**A** selects all of the users.

## The Filebox

The ↑↓ arrows moves between different messages.

The **Return** key opens or closes the currently selected message.

The **delete** key trashes the selected message.

Ctrl-**A** selects all of the messages in list view and the text of a mail item in read view.

## ● The Alt Key

Holding down the **Alt** key when choosing certain commands modifies how those commands will be executed.

### Alt-Reply:

Temporarily reverses the **Copy Original Mail's Text to Outbox on Reply** preference.

### Alt-Delete:

Deletes mail immediately without placing it in the **Trash** folder.

### Alt-Quit:

Quits SnapMail without requesting confirmation.

### Alt-Click on an icon:

Clears the current text message and chooses the new template.

### Alt-Select Users... from the Edit menu:

Brings up the user list with details including what version of SnapMail mail each user is running and what computer is their server.



## Appendix B: Spell-Checking Dictionaries

To spell-check your outgoing mail, SnapMail uses two separate word lists. These word lists can be found in the SnapMail application folder which is in the Program Files folder.

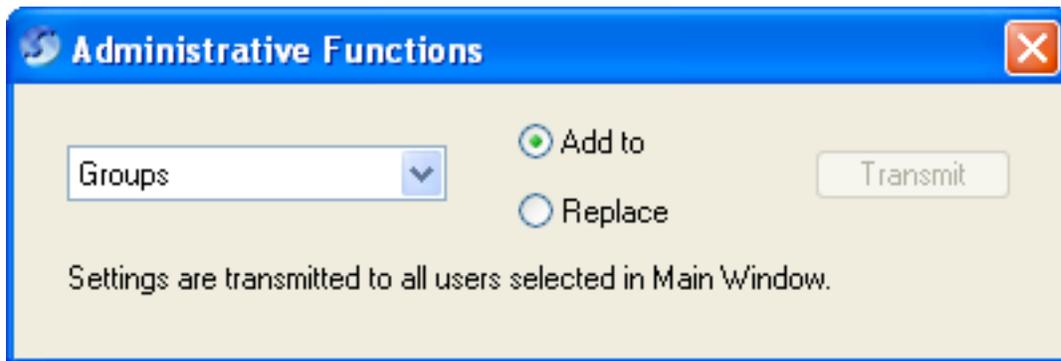
The word list files are plain text files which can be edited with any word processor (make sure you save them as plain text files when you are done making changes!). The “Dictionary” file contains the main list of words. You can replace this with an alternative list, but note that the suggestions that SnapMail comes up with are based on English phonetics and they may be poor choices for other languages.

If you add words to the spelling dictionary from within SnapMail, these will be added to a “User Words” file in the SnapMail Data folder in your preferences folder. If you have a list of words that you use often that are not recognized by the spell-checker, it may be easiest to add them directly to this file.

## Appendix C: Administration

SnapMail has an administration tool that lets a privileged user set other users' settings.

To open the administration window, choose **Administration** from the **Tools** menu. You will be prompted to enter your registration code that you received when you purchased the software. The Administrative Functions window appears as a separate window.



From the main window, first select the users to whom you wish to transmit changes.

From the pop-up, you can choose one of AutoReplies, Groups, Networking, Preferences, SnapBacks, Templates or User list. Once you have chosen the item that you wish to transmit, click on the transmit button. All users selected in the main window will receive the settings of the selected item based on how they are set in your (the administrator's) SnapMail.

For the networking, preferences, and the user list, you may only replace the selected users' settings. All of their settings will be updated to reflect your settings.

For AutoReplies, Groups, SnapBacks, and Templates, you can choose to either "Replace" or to "Add to" the users' current settings. If you choose to replace, their settings will get completely overwritten with yours. If you choose to add, your settings will be added to theirs. That is, if you pick "Groups" and then "Add to", then after transmitting, all selected users will have their previously defined groups and additionally any groups that you had defined.



## Appendix D: Technical Support

If you are experiencing any problems with SnapMail that you can't solve, please visit our Web site where you can submit a question and many common questions are answered.

World Wide Web: <http://www.glassbead.com/support/>

Internet e-mail: [techsupport@glassbead.com](mailto:techsupport@glassbead.com)

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