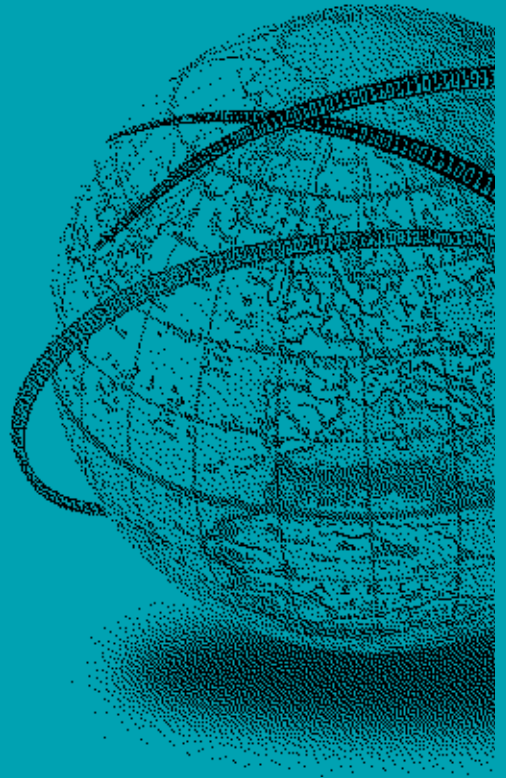


FirstClass[®]

FirstClass Client for Windows

USER REFERENCE CARD



SoftArc Inc.
Global Area Communications

Connecting to FirstClass®

FirstClass® is an easy-to-use communication system for Windows. With FirstClass you can send and receive electronic mail, share files, use electronic conferencing to exchange ideas, and participate in on-line chats. Because FirstClass uses the familiar Windows graphical user interface, you will find it fast, intuitive, and easy to learn.

FirstClass consists of two parts: the *client* (you) and a *server*. To use FirstClass, you will need both a *Settings Document* for the system that you want to connect to and the FirstClass Client application. You will also need to connect to the server using either a modem or a network. Before you can actually use FirstClass, you will need to *log in*, or connect, to the server.

Starting FirstClass

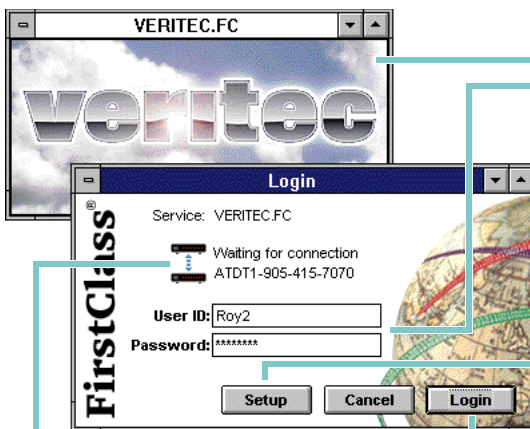
To start FirstClass, open the settings document for the system you want to connect to by double-clicking on the icon. You can also click once on its icon to select it, and then choose *Open* from the *File* menu. A typical settings document looks like this:



The FirstClass client application looks like this:



Starting FirstClass displays the Login Form for the system you've chosen. A typical Login Form is seen on the right.



Splash Screen

This contains information about the system that you are connecting to.

User ID and Password

You must have a User ID and password to connect to a FirstClass system. Contact your Administrator for details. On some systems you can also *auto register* and set up your own User ID. If you get tired of entering your User ID every time you log on, you can save it in the settings file by pressing the *Setup* button.

Setup Button

Press this button to change your settings. These settings include information on how to connect to the server and can include your User ID and Password. Once you've established the correct settings you need, there should be no need to change them again. If you need help with these settings contact your Administrator.

Progress Display

As the connection is established, the progress is displayed in this area. If you have any problems logging in, contact your Administrator.

Login button

To begin the login process, enter your User ID and your password, and click on the *Login* button.

The Desktop

Once you have connected to the server, your *FirstClass desktop* appears on the screen. In the example below, the desktop has been customized with a background graphic. This is the starting point for using FirstClass. To open any item on the desktop, double-click on the appropriate icon. To close the desktop, either exit the FirstClass application or choose *Disconnect* from the *Service* menu.

Window Summary

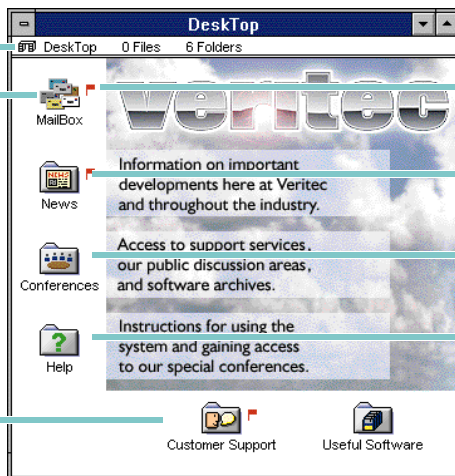
The *window summary* displays the name and type of the window as well as the number of files and folders in the window.

Your Mailbox

Your *mailbox* contains all of the mail that you have received and sent. To open your mailbox (or any other item in FirstClass) double-click on the icon.

Conference Aliases

You can create aliases of conferences you are interested in by selecting the original and choosing *Make Alias* from the *Conference* menu. This puts a copy of the conference icon on your desktop for easy access. It also displays an unread flag when there are unread items.



Unread Flag

An unread flag (☐) appears beside your mailbox or a conference if there are any items that you have not read. **Note:** You can turn the flag off by holding the Control key and clicking on the flag. This removes the flag from every message in the conference.

News

News is a special conference used for general announcements.

Conferences Folder

The conferences folder contains all of the public access conferences set up by your Administrator.

Help Folder

The help folder contains helpful instructions for using your FirstClass system.

The File List Window

The file list window appears when you open either a conference, a folder, or your mailbox. Generally, the files are shown with one line of information per item. To open an item in a file list, either double-click on it or select it and choose *Open* from the *File* menu. A message that you have opened is dimmed. For example, in the screen below, the second message has been selected and the third has been opened. You can also change the viewing mode to display either icons or a sorted list. The upper pane of the window contains folders, while the lower pane contains files. FirstClass also supports *external folders* that are links to CD-ROMs and hard disks.

Fill Bar

The fill bar indicates that titles are still being added to the list. When the bar reaches the right edge of the window and disappears, the list is complete.


Window Type

The file list can be a conference, a mailbox, or a folder.

Folders & Conferences

The upper pane of any file list window can contain additional folders and conferences.

Message Icon

The standard message icon. A message received via a gateway has an icon like this: 

Attachment Icon

All messages can have one or more files *attached* to them. If a message has attachments, the system adds an attachment icon to the summary. See the Attachments and File Transfer section for details.

Unread Flag

If you have not yet read an item, there will be an unread flag beside its icon.

Number of Files

The total number of files in this list. The number of files displayed may be less if you've checked the *Display Unread Only* preference.

Number of Folders

The total number of folders and/or conferences in the list. Folders and conferences always appear above the split bar.

Title

The title of the file list window is the name of the conference or folder. The name is also placed in the *View* menu.


Maximize & Maximize

Clicking on the maximize button at the right expands the window to show all of the items or as many as will fit on the screen. Clicking on the minimize button on the left shrinks the window back to its original size.

Icon View

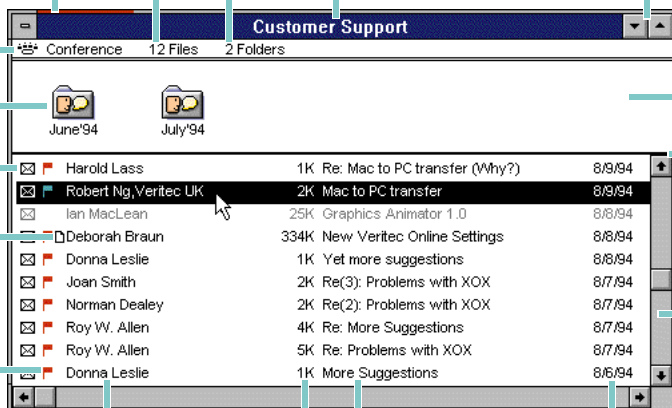
This is an example of viewing by icon. To change to a sorted list, use the *Window* menu.

Split Bar

The split bar divides the window into two panes. The upper pane contains folders and conferences, the lower pane contains messages and files. To move the split bar, place the mouse over the bar and drag after the cursor changes to a cross, like this: 

Scroll Bar

The scroll bar functions like a typical Windows scroll bar. You can click in the grey area to move up or down by one screen.



Sender

The name of the person who sent the message.

Size

Size of the message in kilobytes, including any attachments.

Subject

The subject of the message. This appears blank in an external folder.

Date & Time

The time and date that the message was delivered.

Date View

The lower pane is an example of viewing by date. To change the viewing style, use the *View* menu.

Operations

You will find that you spend most of your time in FirstClass working with file lists—either your mailbox, a conference, or an external folder. There are several operations that you can perform on a file list in addition to just opening the items in the list. These include:

Creating New Messages

To create a new message, choose *New Message* or *New Form* from the *Message* menu. If you are in a conference, the message is automatically addressed to the conference. A copy of any new messages you create is always placed in your mailbox. See the Addressing section for more information on addressing and sending messages.

Reply

Replying to a message creates a new message with the To, Cc, and Subject lists filled in. Click in the lower pane and compose your message. When you reply to a message that was sent to you, the reply is automatically addressed to the person who sent it and to all the other recipients listed on the envelope.

Forward

Forwarding a message creates a copy of the message (including any attachments). You can address and edit the message and add additional attachments. The message history displays a record of who has forwarded the message.

Next & Previous Unread

When you log on to FirstClass, you generally want to read your unread messages right away. You can quickly open unread items by choosing *Open Unread* from the *Conference* menu or by using the palette. If there are no more items with unread flags, the system notifies you with a beep.

Next & Previous in Thread

All replies within FirstClass become part of a *thread* which starts with the first message. The thread allows you to track all responses to the first message. When you have either opened or selected a message, choosing *Next in Thread* from the *Conference* menu opens the next message in the thread. You can also use the palette to move through the messages in a thread. Threading also works within your mailbox.

Folders & Dragging

Within your mailbox, you can create folders to file your messages. Choose *New Folder* from the *Conference* menu. To rename the folder or give it a custom icon, select it and choose *Get Info* from the *File* menu. You can now drag messages into the folder.

Delete

You can delete messages in your mailbox as well as any conference items that you have sent. Select the message and choose *Delete* from the *File* menu. You can select multiple items for deletion by shift-clicking. **Note:** If *Delete* is grayed out in the menu, then you cannot delete the selected item.

History

By choosing *History* from the *Message* menu, you can display the history of a message. This is a record of everything that has happened to the message, including when the message was composed, when it was sent and who has read it. If the message has any attachments, the history also indicates who has downloaded them.


Make Alias

If there is a particular conference you are interested in, you can place an alias of it on your desktop. Select the conference's icon and choose *Make Alias* from the *Conference* menu. You can then reposition the alias on your desktop for maximum convenience.

The Message Window

When you open any message in a file list, the message appears in a Message Window. A message window also appears when you create a new message. After you have opened a new message, you can perform any action available from the file list or use the standard Windows editing commands. You can also use the threading feature to step through all messages in the thread. If you resize the window, subsequent messages appear in the resized window as you use the threading command.

Message Icon

The standard message icon. If the message has been sent via a gateway, it has a gateway message icon that looks like this:  To use another icon, choose *Get Info* from the *File* menu and double-click on the icon in the info window.

From

The From name is always set to the name of the sender and cannot be changed.

Subject

Enter the subject of the message here. If the message is a reply to another message, the subject is entered for you automatically and prefaced by *Re*. (Re: Graphics Animator 1.0, for example.) You can change this subject.

Special forms

Messages may be written on forms containing special fields or customized graphics. Your system comes with several useful forms, including one for taking telephone messages and another for sending requisitions. To create a new message with one of these forms, choose *New Form* from the message menu.

Date

This is the date that the message was sent. If a message is unsent, this line will read "Unsent."

Title

This is the subject of the message.

Postmark

After you send a message, the system places a postmark in the upper right-hand corner.

Envelope

This is the envelope of the message. It contains addressing information, the list of attachments, the postmark, and the date and time the message was sent. If the message is a form, the envelope contains the additional form information—in this example, a picture preview. To view the entire picture, double-click on it.

Split Bar

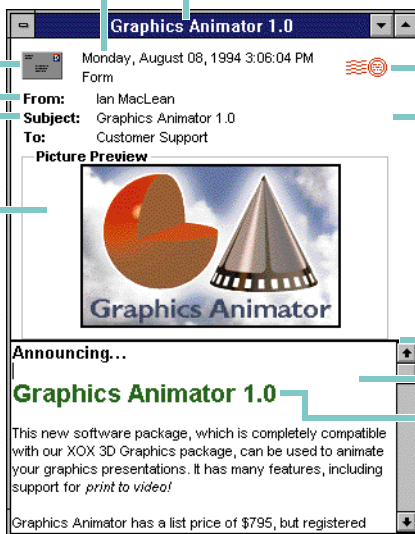
The split bar divides the message window into two panes: the *envelope* and the *message body*. Each pane can be scrolled with its own scroll bar.

Message Body

To enter text in an unsent message, click in this area and start typing. **Note:** You can't change text in the body of a sent message.

Styled Text

You can change the font, style, size, and color of text in the body by selecting the text and using the *Edit* menu. If you try to display a message which was composed in a font that you do not have, the message appears in the system font.



Addressing

When you read a message, the To and Cc fields list the individuals and conferences to which the message was sent. When you create a new message, you fill in the To and Cc fields with the names of the people or conferences who are to receive the message. Here is an example:

Click in the To field, enter the name of the user or conference you want to send to, and press the Return key. You don't have to worry about capital letters, and you don't even have to enter the whole name, just enough to help in the search.

To: joan sm|
Cc:

FirstClass searches its user directory for the closest match and places it back into the field.

To: Joan Smith
Cc:

If the name matches more than one user, a window containing all matching names appears.

To: Joan Smith
Cc: roy|

Here the matches include all users and conferences which contain a name or a word beginning with the characters "roy."



Highlight the name you want and press the *Select* button. (You can select multiple names by shift-clicking.) The system places the selected name back into the envelope.

To: Joan Smith
Cc: Roy Schulze
Gillian Royce

Résumés

Double-clicking on a name in a To, Cc, or From list; in a directory window; in a chat; or in a history window displays the résumé for that user. Each user and every conference has its own résumé.



To edit your own résumé, chose *Résumé* from the *Edit* menu. The changes you make are saved when you close the résumé window.

The top portion of the résumé form contains a field into which you can paste a picture of any size, and a title field into which you can enter your name. The bottom portion of the form is edited like a standard message.

Palette and Session Status

FirstClass has a floating palette that provides one-step access to common functions. To display the palette, choose *Palette* from the *Window* menu. There is also a floating session status window that appears when you choose *Session Status* from the *Window* menu.

System Name

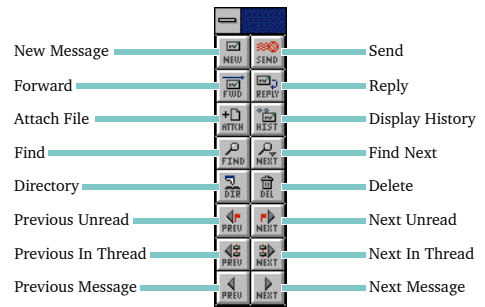
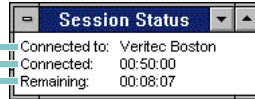
The name of the FirstClass system that you are connected to.

Connected Time

The duration of the current session.

Time Remaining

The time you have remaining from your daily time limit. **Warning:** If you exceed your time limit you will have to wait until after midnight to log on again.



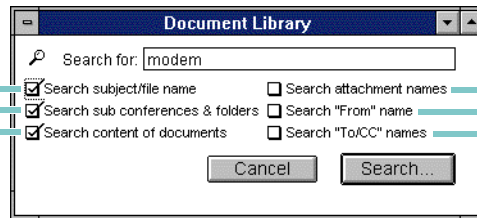
Search

The Search feature allows you to search the entire FirstClass system for occurrences of specified words. To use the Search feature, open the folder or conference that you want to search and then choose *Search* from the *File* menu. A Search window appears. Enter the word you wish to search for in the *Search for* box and check the appropriate option boxes. Click on the *Search* button to start searching every file in the current window. A new window opens and displays a list of any matching items. Double-click on an item in this list to open it. Selecting an item and choosing *Get Info* from the *File* menu displays exactly where the matching item was found. You can use the *Next Message* and *Previous Message* buttons (on the palette) to move through the hit list, and the *Find Next* button to highlight the next occurrence of the word within a message.

Check this box to search all subjects and file names for the word.

Check this box to search all the folders and conferences in the current window, as well as the files.

Check this box to search the body of all messages and text files for the word.



Check this box to search the names of all attachments for the word.

Check this box to search the names in the From list for the word.

Check this box to search all of the names in the To and Cc lists for the word.

Chat

The Chat feature allows you to have real-time conversations with multiple users. To start a private chat, choose *Private Chat* from the *Service* menu. To enter a public chat, double-click on the chat's icon.

Input Box

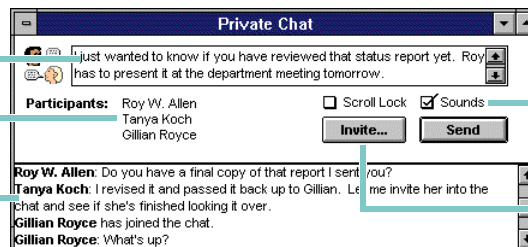
Enter your chat messages here. To send the message, press the Return key or press the *Send* button.

Participants List

A list of participants in chat. Double-click on a name for the user's résumé.

Chat Transcript

The chat text appears here as the participants enter their messages. You will also receive notification when people enter and leave the chat. Choose *Save as Text* from the *File* menu to save a copy of the transcript.



Sounds

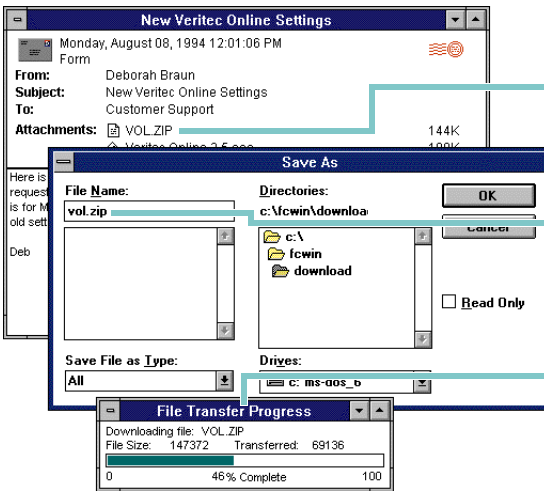
Check this box to hear sounds when new chat messages are delivered and when a user enters or leaves the chat.

Invite Button

To invite other users into the chat, click on the *Invite* button. Select the names of the users you wish to invite and press the *Select* button.

Attachments and File Transfer

FirstClass allows you to transfer or share files with other users using the *attach* feature. When you compose a message, you can attach any file stored in your computer to the message. You then send the message as usual. When you read a message with attachments, you can transfer any of the attachments to your computer. A powerful feature of FirstClass is that attachments work well with both private mail and conferences. This means that you can easily distribute files to large numbers of users.



Downloading

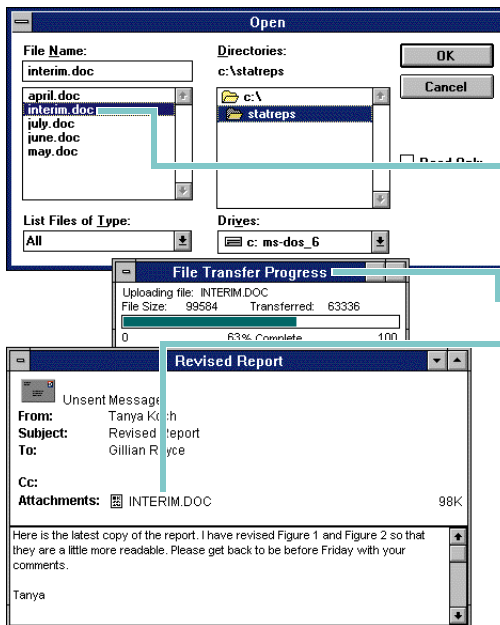
If a message has any files attached, the attachments are listed in the envelope after the To and Cc lists.

To transfer, or *download*, an attachment from the FirstClass server to your computer, select the attachment and then choose *Save Attachment* from the *File* menu (or just double-click on it). This brings up a dialog box that allows you select where on your computer you want the file saved.

Once you have selected the location, click on the *OK* button. The system transfers the file from the FirstClass server to your computer. **Note:** The time required for the transfer varies depending on the size of the file and the speed of your connection.

As the system transfers the file, the File Transfer Progress window appears. You can continue to use all of the features of FirstClass even while a file transfer is in progress. To cancel a transfer, close the progress window. If you cancel a file transfer before it is finished, you can restart the transfer by downloading to the same location on your computer. When prompted "Replace existing file?" click on the "Yes" button. Only the remaining data will be transferred.

If the attachment is a picture or a text file, you can view it online by selecting it, holding down the Control key, and choosing *Save Attachment* from the *File* menu (or just holding down the Control key and double-clicking on it). The attachment appears in a new window. To save a text attachment, choose *Save as Text* from the *File* menu.



Uploading

To send a file to another user or a conference, compose a new message as usual. To add an attachment to the unsent message, choose *Attach File* from the *File* menu. You will be prompted to select the file that you want to attach. Select the file you want to attach and then click the *OK* button to transfer, or *upload*, the file from your computer to the server. The time required for the transfer will vary depending on the size of the file and the speed of your connection.

While the file is being transferred, the File Transfer Progress window is displayed. You can continue to use all of the features of FirstClass even while the file transfer is in progress. When the transfer completes, the attachment will be listed in the envelope of the message. You can attach as many files as you wish. If you make a mistake, you can delete an attachment by selecting it and then pressing the *Delete* key.

If you are sending attachments that will be downloaded by users logged on with modems, or if you are using a modem, you should consider using a compression utility. Compressing files allow them to be sent faster, thereby reducing the duration of your phone calls. They also use up less storage space on the server.

If a file is only partially uploaded, it will have a partial transfer icon (📎). To continue from the point the transfer stopped, restart the transfer. When prompted "Replace existing file?" click on the "Yes" button. Only the remaining data will be transferred.