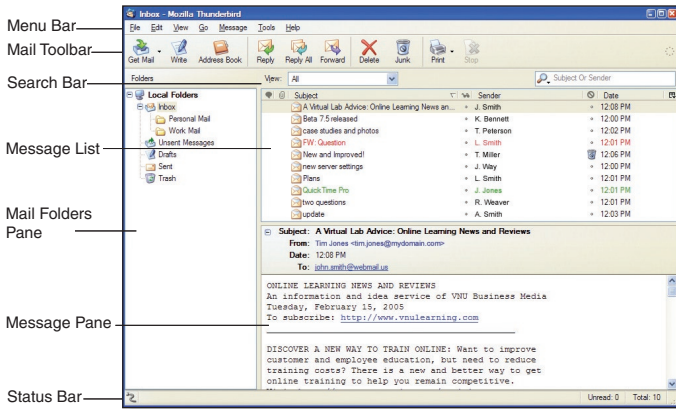


# Using Mozilla® Thunderbird 1.0

## The Mozilla Thunderbird Window



## Receiving Messages

To manually check for incoming mail, click the [Get Mail](#) button. New messages will appear in the Message List.



## Opening and Closing a Message

- To open a message in its own window, double-click the message name, as it appears in the Message List.
- To close a message, select **File / Close** or click the **Close** button, located in the upper right corner of the window.

## Printing a Message

- Select or open the message you want to print.
- Click the **Print** button.
- Make changes to the print options, as desired.
- Click the **OK** button.



## Deleting a Message

- Select or open the message you want to delete.
- Click the **Delete** button.



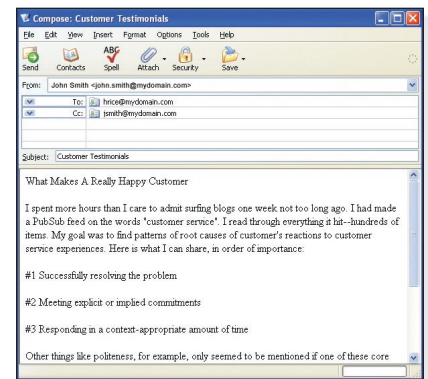
Note: To retrieve a message from the trash, click the **Trash** folder, as it appears in the Mail Folders pane. Then click and drag the message to another folder.

## Creating a New Message

- To create a new mail message, click the **Write** button. The Compose window will appear.
- To send mail from a different account, click the **From** drop-down menu and select an account from the resulting list.
- Enter recipient email address(es) in the Addressing area, located to the right of the **To** button. Separate multiple email addresses with a comma.



- Enter a description of your message in the **Subject** box.
- Enter the text of your message in the message body.
- When you are ready to send your message, click the **Send** button.



## Saving and Editing a Draft

If you do not have time to finish composing your message, you can save it as a draft.

- To save a message as a draft, click the **Save** button. The message will be saved in the **Drafts** folder.
- To edit a draft, click the **Drafts** folder, located in the Mail Folders pane. Double-click the draft to open and begin editing the message.



## Replying to a Message

- Select or open the message to which you want to reply.
- Click the **Reply** button, or click the **Reply All** button to reply to all message recipients.
- Enter your reply message in the message body.
- Click the **Send** button to send the message.



Note: To make changes to default reply settings, select **Tools / Account Settings**. Click the **Composition & Addressing** link, and then make changes in the **Composition** area.

## Forwarding a Message

- Select or open the message you want to forward.
- Click the **Forward** button.
- Enter recipient email address(es) in the Addressing area, located to the right of the **To** button. Separate multiple email addresses with a comma.
- Make changes to the description in the **Subject** box, as desired.
- Enter any accompanying text in the message body.
- Click the **Send** button to send the message.

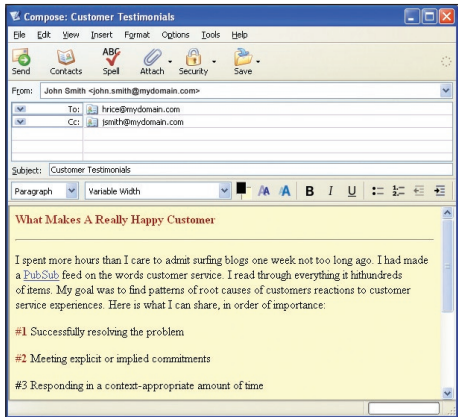


Note: To control how messages are forwarded, select **Tools / Options**. Click the **Composition** button, and then make changes in the Forwarding Messages section.

# HTML

## Using HTML Format

When you use the HTML editing format for creating your message, you have access to advanced formatting tools. For example, you can use a variety of fonts and font colors, create bulleted and numbered lists, and insert images and tables.



## Setting HTML or Plain Text as the Default Editor

Since some recipients cannot receive HTML-formatted messages, you may prefer to use the plain-text editor.

1. To indicate HTML or plain text as your preferred default editor, select **Tools / Account Settings**.
2. Select and expand your mail account, located in the left sidebar pane.
3. Click the **Composition & Addressing** link.
4. Choose one of the following:
  - If you want to use HTML formatting by default, check the **Compose messages in HTML format** box.
  - If you want to use plain-text editing by default, clear the **Compose messages in HTML format** box.
5. Click the **OK** button.

## Switching Between HTML and Plain-Text

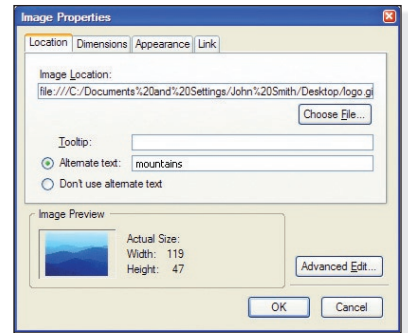
If HTML is your default editor, you can switch between the HTML and plain-text editors while creating your message. Select **Options / Format**, and then select one of the following:

- **Auto Detect** – Mozilla Thunderbird will automatically select an appropriate format.
- **Plain Text Only** – Messages will be composed as plain text and can be opened and read with any mail program.
- **Rich Text (HTML) Only** – Messages will be composed as HTML text only. Some recipients may have trouble opening and reading the message.
- **Plain and Rich (HTML) Text** – Messages will contain both plain-text and HTML formatting information. All recipients will be able to open and read the message, but the message file size will be larger to accommodate the extra information.

# Images

## Inserting an Image

1. To insert an image into the body of your message, place your text cursor in the location where you want to insert the image.
2. Select **Insert / Image**.
3. Click the **Choose File** button.
4. Locate and select the image file you want to insert.
5. Click the **Open** button.
6. Click the **Dimensions**, **Appearance**, or **Link** tabs to make changes to the image, as desired.
7. If the **Alternate text** button is selected, you will need to enter a description of the image. Or you can click the **Don't use alternate text** button to bypass this requirement.
8. Click the **OK** button.

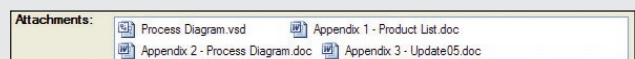


## Attachments

### Attaching a File

1. To attach a file to a message you are composing, click the **Attach** button. The Attach Files window will appear.
2. Locate and select the file(s) you want to attach.
3. Click the **Open** button. The filename(s) will appear in the Attachments area.

### Opening Attachments



To open an attachment, double-click the attachment as it appears in the Attachments area of the Message window.

If your computer has the necessary software installed for opening the attachment, the attachment will open. Otherwise, you will be prompted to select an appropriate application for opening the attachment.

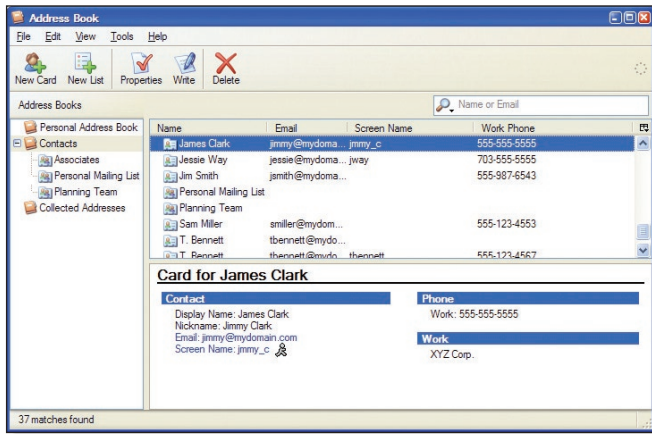
### Saving Attachments

1. To save an attachment you have received, right-click the attachment and select **Save As** from the pop-up menu. To save all attachments, right-click the first attachment and select **Save All**.
2. Select the location where you want to save the attachment(s).
3. Click the **Save** button.

# Address Book

## Opening the Address Book

To open the Address Book, click the [Address Book](#) button.



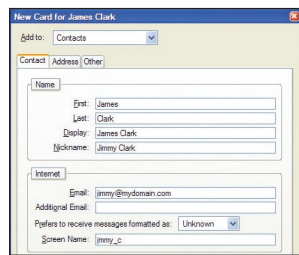
## Creating an Address Book

1. In the Address Book window, select **File / New / Address Book**.
2. In the Address Book Name window, enter a name for the new address book.
3. Click the **OK** button. The address book will appear in the Address Book pane.

Note: To edit the address book name, double-click the address book.

## Creating an Address Book Card

1. In the Address Book window, click the **New Card** button.
2. Click the **Add to** drop-down menu to select the address book in which you want to store the new card.
3. Enter the contact's information in the fields provided.
4. Click the **OK** button.



Note: To edit the address book card, double-click the address book card as it appears in the card list.

## Adding a Sender to the Address Book

When you receive a message, you can add the sender to the address book.

1. To add a sender to the address book, click the sender's name, as it appears in the message.
2. Select **Add to Address Book** from the resulting menu.
3. Click the **Add to** drop-down menu to select the address book where you want to store the new card.
4. Enter the contact's information in the fields provided.
5. Click the **OK** button.

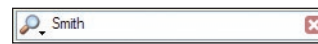
## Creating a Mailing List

When sending messages regularly to a group of recipients, it is convenient to create a mailing list.

1. In the Address Book window, click the **New List** button.
2. Click the **Add to** drop-down menu to select the address book where you want to store the mailing list.
3. Enter the list name, nickname, and description of the mailing list in the fields provided.
4. Enter the email addresses you want to include in the mailing list. Press the **Enter** key after each entry.
5. Click the **OK** button.

Note: To edit the mailing list, double-click the mailing list name as it appears in the card list.

## Searching for an Entry



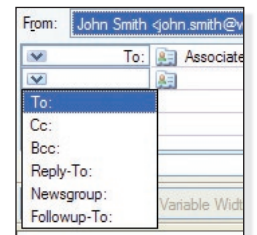
To search for an address book card, enter the name or email address you want to search for in the **Name or Email** field, located above the card list. As you type, Mozilla Thunderbird will begin displaying matching items. Click the **Close** button to clear the search.

Note: For more advanced searching tools, select **Edit / Search Addresses**.

## Addressing Tools

### Sending a Carbon Copy or Blind Carbon Copy

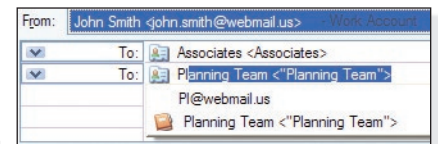
1. To send a carbon copy or a blind carbon copy of a message you are composing, click the **To** button, located in the Addressing area.
2. Select **Cc:** or **Bcc:** from the resulting menu.
3. Enter email addresses in the area to the right of the **Cc:** or **Bcc:** button, separating multiple email addresses with a comma.



Note: After entering an email address in the first address field, press the **Enter** key and a new **To** button will appear on the next line.

### Using Address AutoCompletion

As you type an email address in the Addressing area of the Composition window, Mozilla Thunderbird will attempt to complete the address with a matching address in your address book. To accept the suggested match, press the **Enter** key. Or, if several matches appear, select the desired address and press the **Enter** key.

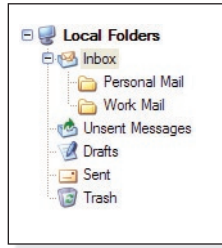


# Organizing Messages

## Creating a Folder

Your mail account will, by default, have several folders: Inbox, Unsent Messages, Drafts, Sent, and Trash. To further organize your email, you can create new folders.

1. To create a new folder, select **File / New / New Folder**. The New Folder dialog box will appear.
2. In the **Name** box, enter a name for the folder.
3. Click the **Create as a subfolder of** drop-down menu and select a folder from the resulting list.
4. Click the **OK** button.

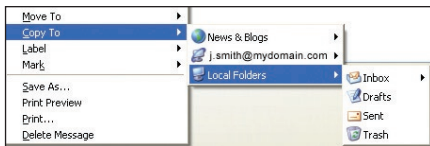


## Renaming a Folder

1. Right-click the folder you want to rename, as it appears in the Mail Folders pane.
2. Select **Rename Folder** from the pop-up menu.
3. Enter a new name in the field provided.
4. Click the **OK** button.


## Filing a Message

- To file a message into a folder, click and drag the message from the Message List into a folder in the Mail Folders pane.




- To place a copy of a message into another folder, leaving the original in place, right-click the message and select **Copy To** from the pop-up menu. Then select a destination account and folder from the resulting menu.


## Sorting and Threading Messages

- To sort the messages in your Message List, click the Subject, Sender, Date, Priority, or other column heading, located at the top of the Message List.
- To group or ungroup related message threads, click the **Thread**  column heading.

## Flagging a Message

Use the Flag tool to mark messages that need your attention.

For each message you want to flag, click once in the message's Flag column. A **Flag**  icon will appear.


Note: If the Flag column is not displayed, click the **Show/Hide Columns**  icon, located on the Message List column headings bar, and then select **Flag** from the resulting menu.

## Labeling a Message

- To apply a priority label to a message, right-click the message and select **Label**. Then select a label from the resulting menu.
- To apply a priority label using keyboard shortcuts, select the message(s) you want to label, and then press 1, 2, 3, 4, or 5 on your keyboard. To clear a priority label, select the message and then press 0.


## Customizing Labels

1. To customize label colors and descriptions, select **Tools / Options**.
2. Click the **Display** button.
3. In the Labels section, make changes to the labels and colors, as desired.
4. Click the **OK** button.

Note: If the Label column is not displayed, click the **Show/Hide Columns**  icon, located on the Message List column headings bar, and then select **Label** from the resulting menu.

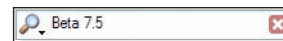
## Creating and Using Message Filters


Mozilla Thunderbird's message filters can automatically organize your incoming email.

1. To create a new filter, select **Tools / Message Filters**.
2. Click the **Filters for** drop-down menu and select the mail account for which you want to create a mail filter.
3. Click the **New** button.
4. In the **Filter name** box, enter a name for the filter.
5. Indicate the types of messages you want to filter and the actions the filter should perform.
6. Click the **More** or **Fewer** button to display more or fewer filter options.
7. Click the **OK** button.
8. To run the filter, click the filter name and then click the **Run Now** button. Otherwise, click the **Close**  button, located in the upper right corner of the window.

Note: To make changes to a filter, select **Tools / Message Filters**. Select the filter you want to edit, and then click the **Edit** button. If necessary, you may need to first select a different account from the **Filters for** drop-down menu.

## Searching for a Message



To search for a message, enter the words you want to search for in the **Subject** or **Sender** field, located above the Message List. As you type, Mozilla Thunderbird will begin displaying matching items. Click the **Close**  button to clear the search.

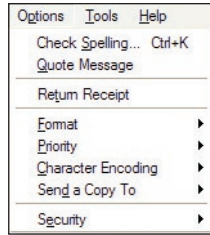
Note: For more advanced searching tools, select **Edit / Find / Search Messages**.

# Tools

## Using Sending Features

When you are composing a message, you can make changes to the default sending options. For example, you can request a Return Receipt or assign a priority level. In the Compose window, select one of the following from the [Options](#) menu.

- Check Spelling – Checks the spelling of the text in your message.
- Quote Message – Places quote markings around the original text when you are replying to a message.
- Return Receipt – Attaches a return receipt to the message.
- Format – Allows you to control the editing format of your message.
- Priority – Assigns a priority label to your message, marking the message as Highest, High, Normal, Low, or Lowest priority.
- Character Encoding – Enables you to select from a variety of language character sets.
- Send a Copy To – Sends a copy of the sent message to a folder other than your default Sent folder.
- Security – Provides various security options for sending your message, including encryption and digital signatures.




## Requesting Receipt Confirmation


Return Receipts display a confirmation request when recipients open your message. You will receive an email message as each recipient opens and confirms receipt of your message.

To attach a Return Receipt to a message you are composing, select [Options](#) / [Return Receipt](#). A check mark will appear next to the [Return Receipt](#) line in the [Options](#) menu.

Note: Not all mail programs accept this feature, and recipients can also ignore or refuse to send a confirmation receipt.

## Using the Thunderbird Junk Mail Filter

If you are using a Webmail.us account, you already have Spam DNA Filtering® tools working to detect and filter out junk mail. For your other mail accounts, Mozilla Thunderbird will detect incoming junk mail and mark the message with a small [Junk Mail](#)  icon.

You can train Mozilla Thunderbird to recognize items that are truly junk mail by adding or removing the [Junk Mail](#)  label, as needed. Click once in the message's Junk Mail column to add or remove the label.

## Assigning Preferences

To assign your preferences to Mozilla Thunderbird, select [Tools](#) / [Options](#). Click the buttons along the left to make changes to your general settings—including display, composition, attachment, and font settings, as well as advanced settings. When you are done, click the [OK](#) button.

## Shortcuts

The following are keyboard shortcuts for Windows, Linux, and Mac users. Mac uses a Cmd key instead of Ctrl, and also Return instead of Enter. Shortcuts below display *Cmd/Ctrl* and *Enter/Return* to accommodate all users.

Command	Shortcut
New Message	Ctrl/Cmd + M or N
Open Message (in new window)	Ctrl/Cmd + O
Close Window	Ctrl/Cmd + W
Edit as New	Ctrl/Cmd + E
Expand All Threads	*
Collapse All Threads	\
Find Again	Ctrl/Cmd + G or F3
Find Previous	Ctrl/Cmd + Shift + G
Find Text in Message	Ctrl/Cmd + F
Forward Message	Ctrl/Cmd + L
Go To Next Message	F
Go to Next Unread Message	N
Go to Next Unread Thread	T
Go to Previous Message	B
Go to Previous Unread Message	P

Move to Search Bar	Ctrl/Cmd + K
Increase Text Size	Ctrl/Cmd + + (plus)
Decrease Text Size	Ctrl/Cmd + - (minus)
Restore Text Size	Ctrl/Cmd + 0
Mark Message as Read/Unread	M
Mark Message as Read	R
Mark All Read	Ctrl/Cmd + Shift + C
Mark All Read By Date	C
Mark As Junk	J
Mark as Not Junk	Shift + J
Message Source	Ctrl/Cmd + U
Reply to Message	Ctrl/Cmd + R
Save Message as File	Ctrl/Cmd + S
Search Messages	Ctrl/Cmd + Shift + F
Send Message Now	Ctrl/Cmd + Enter/ Return
Send Message Later	Ctrl/Cmd + Shift + Enter/Return
Send and Receive All Messages	Ctrl/Cmd + T
Stop	Esc

# Troubleshooting

## Trouble Receiving Messages

**Alert messages:** Sending of password did not succeed. Mail server [POP server name] responded: Login failed.

Or Login to server [IMAP server name] failed.

**Possible causes:** Incorrect or incomplete user name; incorrect password.

**Possible solution:** Confirm that you are using the correct and complete email address as the user name (for example, *myname@mydomain.com*).

If you continue to get the alert message, confirm that you are using the correct password. Passwords are case sensitive.

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**Alert message:** Connection to server [POP or IMAP server name] timed out.

**Possible cause:** Incorrect port number.

**Possible solution:** Confirm that you are using the correct incoming server settings:

Server Type	Server Name	Port
POP Mail Server	pop.emailsrvr.com	110
IMAP Mail Server	imap.emailsrvr.com	143

Or, if you have checked the [Use secure connection \(SSL\)](#) box:

Server Type	Server Name	Port
POP Mail Server	secure.emailsrvr.com	995
IMAP Mail Server	secure.emailsrvr.com	993

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**Alert message:** Failed to connect to [POP or IMAP server name].

**Possible cause:** Incorrect server name.

**Possible solution:** Refer to the server settings above to confirm that you are using the correct server name.

## Trouble Sending Messages

**Alert message:** Sending of message failed. An error occurred sending mail: Unable to connect to SMTP server [SMTP outgoing server name]. The server may be down or may be incorrectly configured. Please verify that your Mail/News account settings are correct and try again.

**Possible cause:** Incorrect / misspelled SMTP server name.

**Possible solution:** Confirm that you are using the correct outgoing server name:

Secure Connection	Server Name	Port
No (None)	smtp.emailsrvr.com	25 or 587
SSL	secure.emailsrvr.com	465 or 587

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**Alert message:** Sending of message failed. The message could not be sent because connecting to SMTP server [SMTP outgoing server name] failed. The server may be unavailable or is refusing SMTP connections. Please verify that your SMTP server setting is correct and try again, or else contact your network administrator.

**Possible causes:** Correct SMTP server name, but incorrect port number; using SSL settings for SMTP server that does not accept SSL settings.

**Possible solution:** Refer to the outgoing server settings on this page to confirm that you are using the correct port number. You may want to try using non-SSL settings.

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**Alert message:** An error occurred while sending mail. The mail server responded: [recipient email address]: Relay access denied. Please verify that your email address is correct in your Mail preferences and try again.

**Possible causes:** You may receive this message when your Internet Service Provider (ISP) does not allow third-party SMTP outgoing servers. Or, you may need to enter your user name in the Outgoing Server (SMTP) area.

**Possible solution:** Use the outgoing server settings provided by your ISP. Or, go to [Tools / Account Settings](#), click the [Outgoing Server \(SMTP\)](#) link, check the [Use name and password](#) box and enter your email address in the [User Name](#) box.

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**Security Error:** Domain Name Mismatch message: You have attempted to establish a connection with [SMTP server name]. However, the security certificate presented belongs to [secure server name]. It is possible, though unlikely, that someone may be trying to intercept your communication with this web site.

**Possible cause:** Using the SMTP server name (i.e., smtp.emailsrvr.com) instead of the secure server name (i.e., secure.emailsrvr.com) when the SSL button is selected.

**Possible solution:** Refer to the outgoing server settings on this page to confirm that you are using the correct server name.

## Knowledge Base

Mozilla Thunderbird's online MozillaZine Knowledge Base contains solutions to additional issues and frequently asked questions. To access Thunderbird help, select [Help / Mozilla Thunderbird Help](#).

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