



Getting Started with Thunderbird 2.0

For Windows 2000/XP

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Introduction

This document is an introduction to Thunderbird 2.0 and is written for the University of Hawai'i (UH) user with a Windows-based personal computer (PC) and a UH Username. Thunderbird is a free email program distributed by Mozilla.

POP and IMAP Servers

There are two primary configurations for incoming mail that you can choose when setting up Thunderbird: Post Office Protocol (POP) and Internet Message Access Protocol (IMAP).

In the POP configuration, mail from the server is downloaded to your computer, and is appended to your default Inbox. Mail is then deleted from the mail server. Any mail message processing is done locally on your PC.

If you are using Thunderbird for the first time, or are migrating from another mail program, such as Eudora, we recommend that you use the IMAP configuration.

Using the IMAP configuration will leave the email on the server. You use Thunderbird to manipulate your remote Inbox and folders off of the mail server. Messages on the server can be marked as deleted but they will remain on the server until you purge your deleted messages.

If you check email from multiple computers, e.g. school/work and home, you should use the IMAP configuration. Your IMAP mailboxes will be synchronized across multiple computers so your message status flags, e.g. new, read, replied, forwarded, etc. will be the same when you check mail from the different computers. If you check email from only one computer, you may use either the POP or IMAP configuration.

This document is written for the IMAP configuration unless otherwise specified.

Requirements

System requirements to run Thunderbird on a PC can be found at <http://www.hawaii.edu/askus/779>. Depending on the amount of mail and/or attachments you receive, you may require more hard disk space than is minimally required. You also need a UH Username, and your PC must be connected to the Internet.

Issues

You should consider the following points when deciding whether or not to use Thunderbird:

- Thunderbird allows you to do all the things you normally do in other email programs (read, reply, forward, save, print, etc.) with a friendly interface.
- Sending and receiving attached documents is easy with Thunderbird.
- You can check mail from multiple locations and your mailboxes will be synchronized across multiple computers when you use the IMAP configuration.

HOWEVER...

- Thunderbird uses resources on your PC, such as RAM and hard drive space.
- Anyone who has access to your PC could read your email (especially important for POP users who share a PC with others).
- POP users: Since your email is stored locally on your PC and not on the mail server, you must backup and archive your email yourself. If your hard drive crashes and you do not have your Thunderbird folder backed up, you may lose all your email.
- It is also possible for a POP user to leave mail on the server so that mail can be viewed both by using Thunderbird and another email program. However, it is the user's responsibility (both POP and IMAP users) to maintain the account size. It is necessary that mail is deleted on a timely basis to ensure that the email account's quota is not exceeded. Otherwise, the user will not be able to send or receive email.

Where do I get Thunderbird?

You may download the currently supported version of Thunderbird from ITS at:

<http://www.hawaii.edu/askus/575>

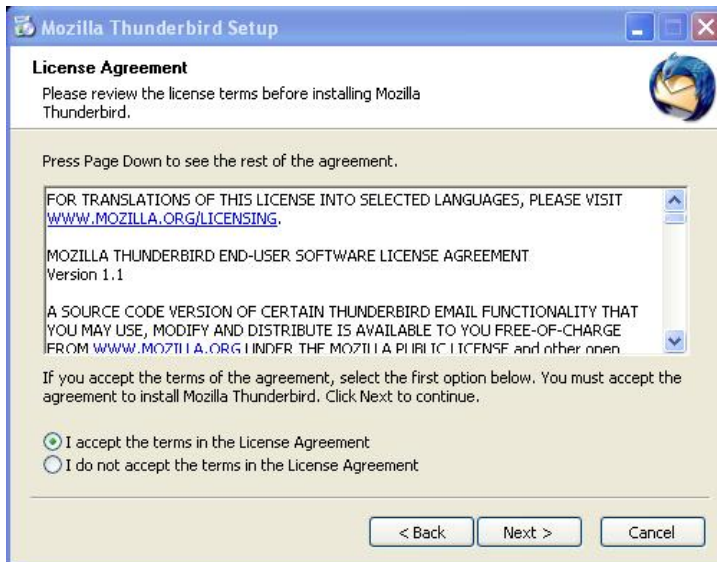
Installation

With your copy of Thunderbird and this document, you are ready to install Thunderbird.

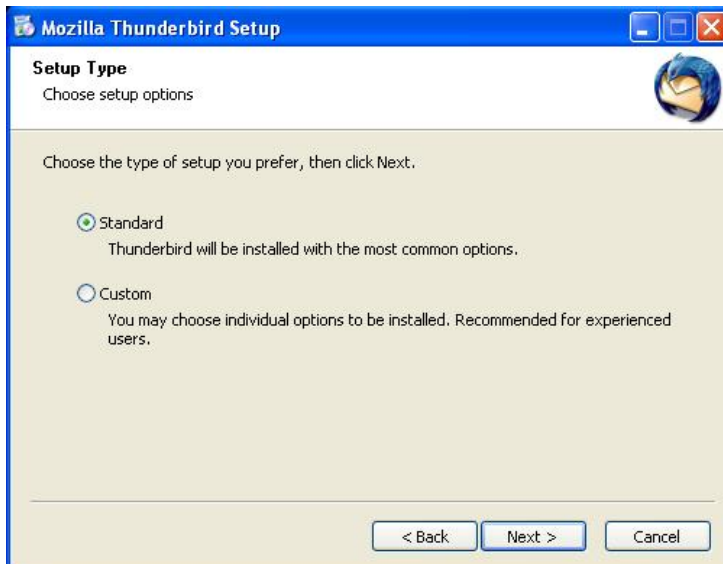
1. Close all Windows applications.
2. Locate the Thunderbird installer on your hard drive (or on the device that the installer was saved, if different than your hard drive). Double click on the installer's icon to launch the installer.



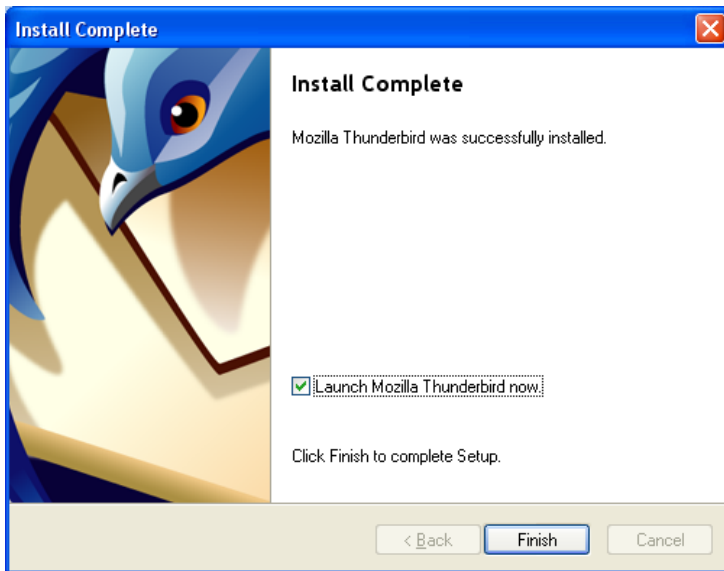
3. Click **Next**. The License Agreement will appear. If you agree with its terms, Choose **I Accept**. Click **Next**.



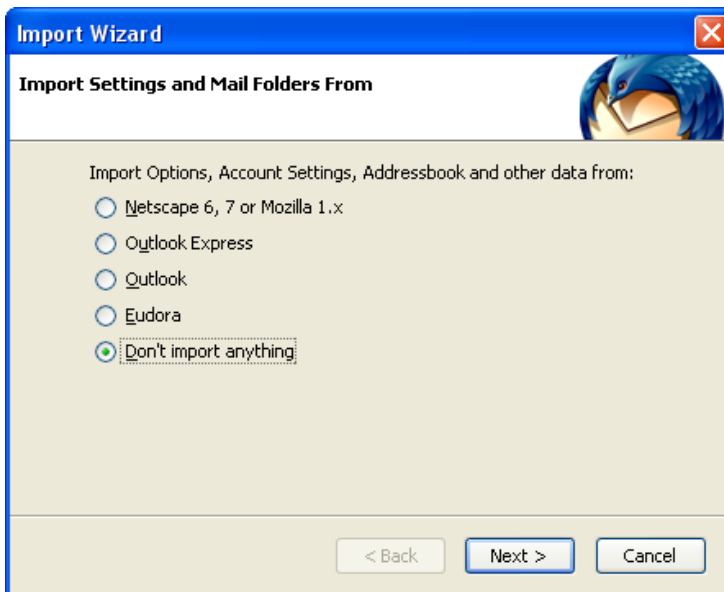
4. You will be asked to choose the type of setup you prefer. Standard should be the default. Click **Next**.



5. The Installer will continue, and **Launch Mozilla Thunderbird now** will be checked off. Click on **Finish**.



6. Import Wizard window will pop up. Choose **Don't import anything**. Click on **Next**.

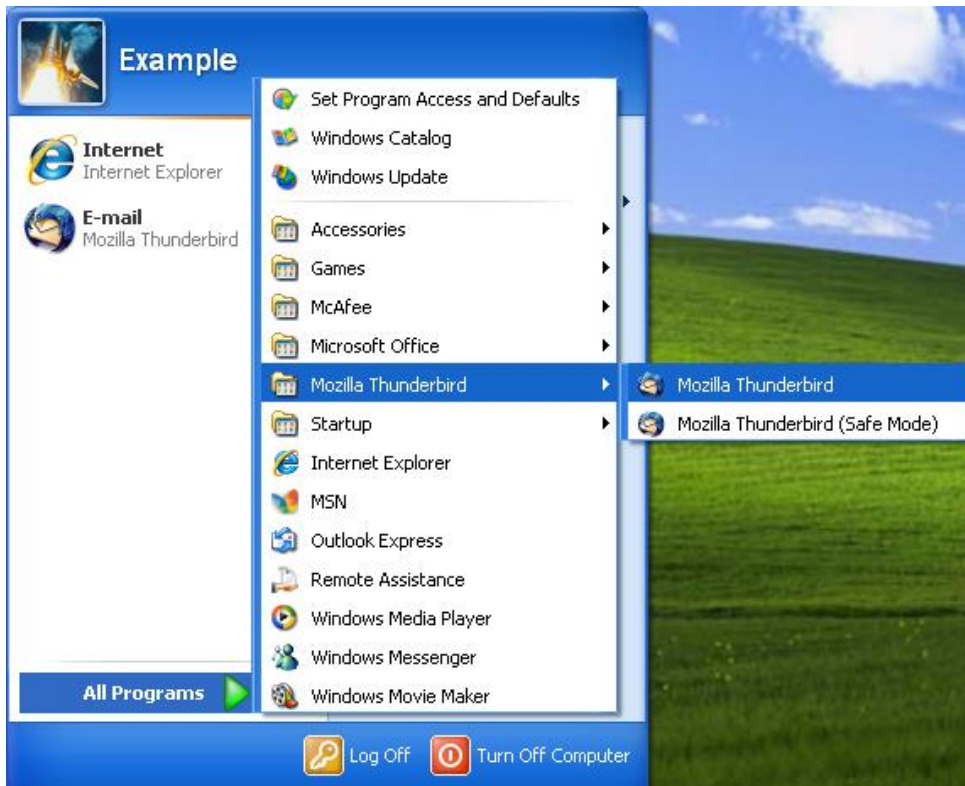


Thunderbird will then launch.

Configuring Thunderbird

You will need to configure Thunderbird for it to work correctly.

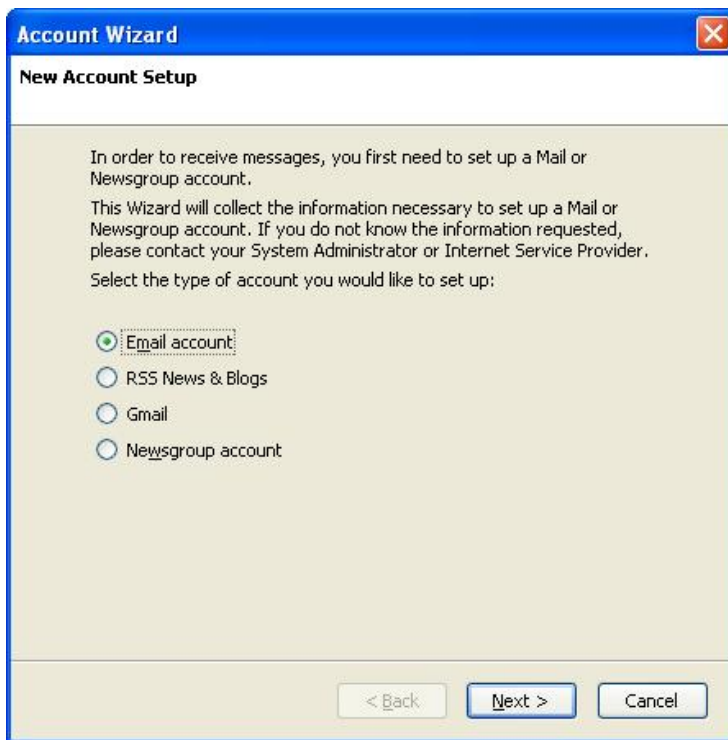
1. Immediately after install Thunderbird will launch. If not, click on **Start > All Programs (or Programs) > Mozilla Thunderbird** and click on **Mozilla Thunderbird**.



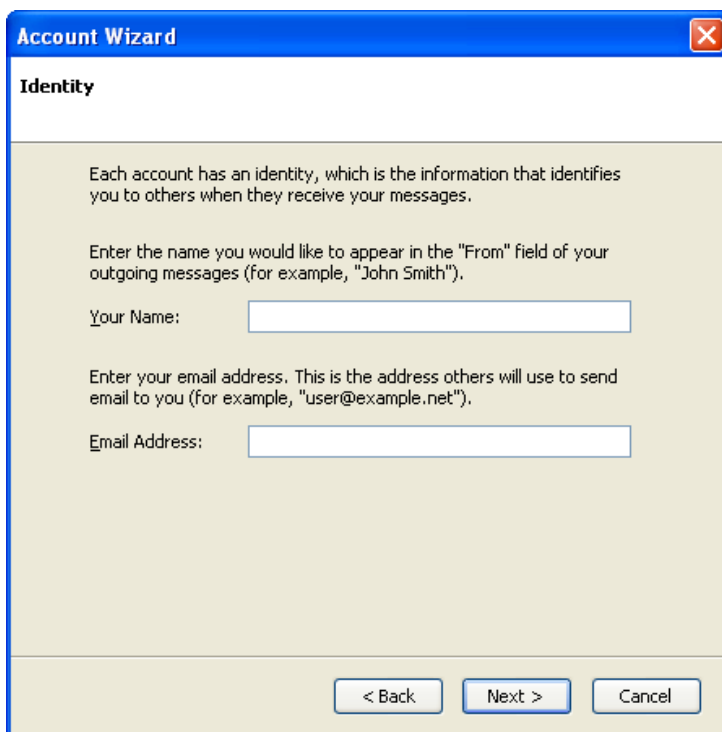
Note: If you have other email clients installed, you will be asked whether you want Thunderbird to be your default mail program. Check the box labeled **don't ask me anymore** and click **Yes** or **No**, whichever choice matches your preference.

2. The Account wizard window should show. If not, click on **create new account**.

3. **Email account** should be the default choice. Click on **Next**.



4. Input **your name** and **UH email address** in the blank fields. Click on **Next**.



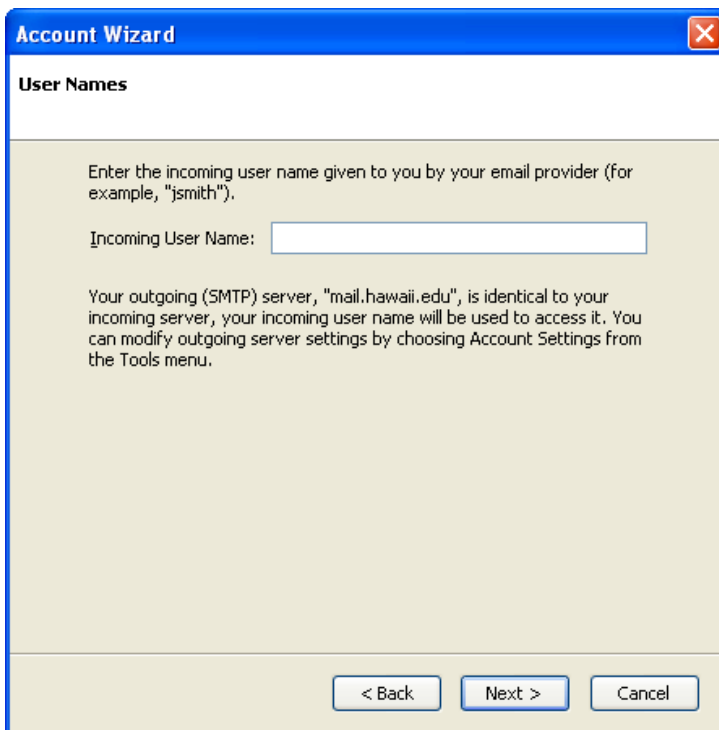
5. Choose **IMAP** for the Incoming server type (you can also leave the default for **POP**, if you prefer). For **Incoming Server** and **Outgoing Server**, input **mail.hawaii.edu**. Click on **Next**.



The screenshot shows the 'Account Wizard' dialog box with the 'Server Information' tab selected. The dialog has a blue title bar with a close button. The main area is light beige and contains the following text and controls:

- Text: "Select the type of incoming server you are using."
- Radio buttons: POP and IMAP.
- Text: "Enter the name of your incoming server (for example, 'mail.example.net')." followed by a text input field labeled "Incoming Server:" containing "mail.hawaii.edu".
- Text: "Enter the name of your outgoing server (SMTP) (for example, 'smtp.example.net')." followed by a text input field labeled "Outgoing Server:" containing "mail.hawaii.edu".
- Buttons at the bottom: "< Back", "Next >", and "Cancel".

6. Input your **UH Username** in the **Incoming User Name** field, if it is not already there. Click **Next**.



The screenshot shows the 'Account Wizard' dialog box with the 'User Names' tab selected. The dialog has a blue title bar with a close button. The main area is light beige and contains the following text and controls:

- Text: "Enter the incoming user name given to you by your email provider (for example, 'jsmith')." followed by a text input field labeled "Incoming User Name:" which is currently empty.
- Text: "Your outgoing (SMTP) server, 'mail.hawaii.edu', is identical to your incoming server, your incoming user name will be used to access it. You can modify outgoing server settings by choosing Account Settings from the Tools menu."
- Buttons at the bottom: "< Back", "Next >", and "Cancel".

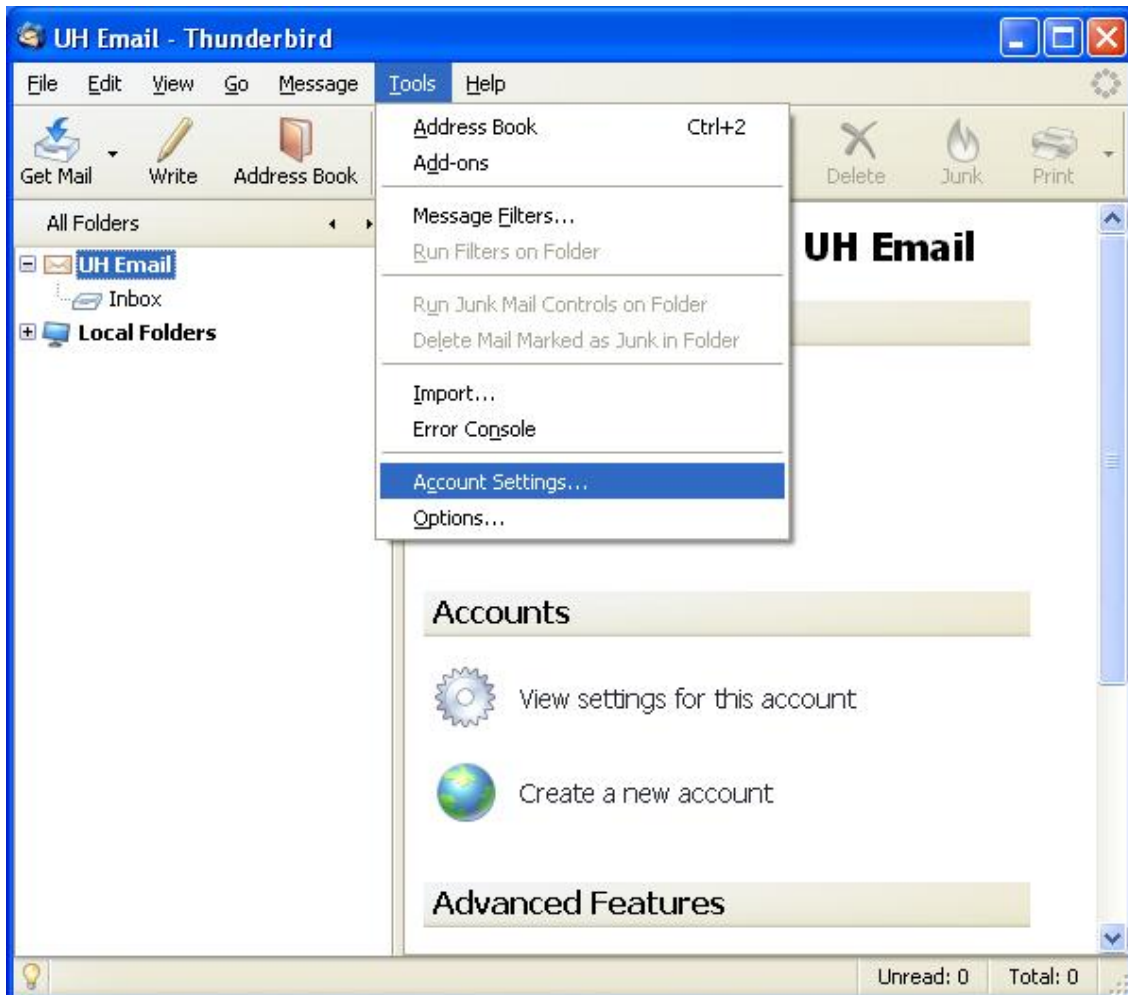
1. Input a label for this email account in the **Account Name** field. You can use UH Email, as shown in the image below, or another label you prefer. Click on **Next**.



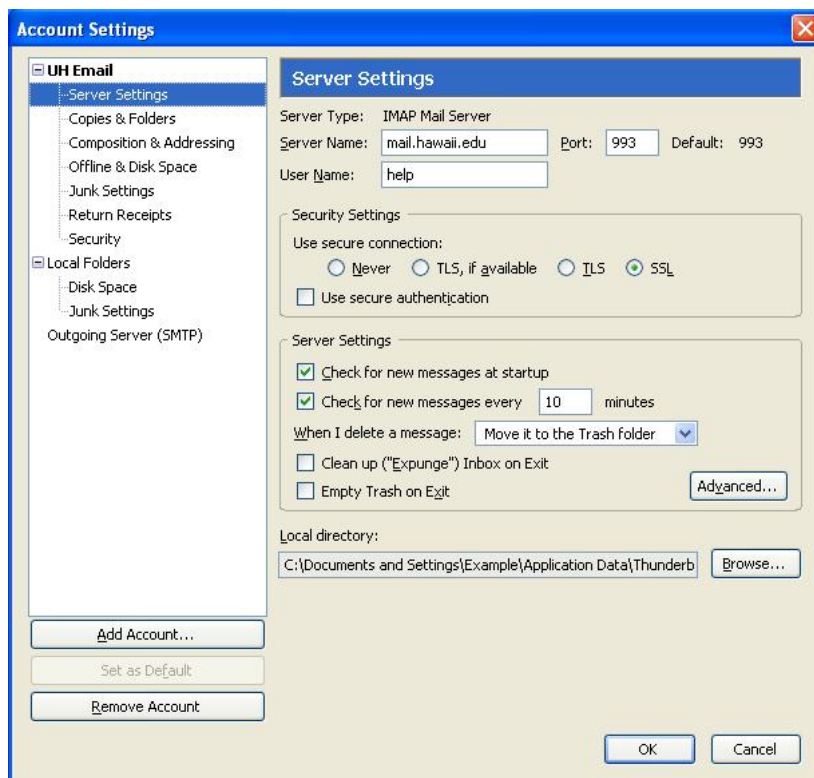
8. Then, **Congratulations** will show, and a summary of your initial settings. If everything looks okay, click on **Finish**.



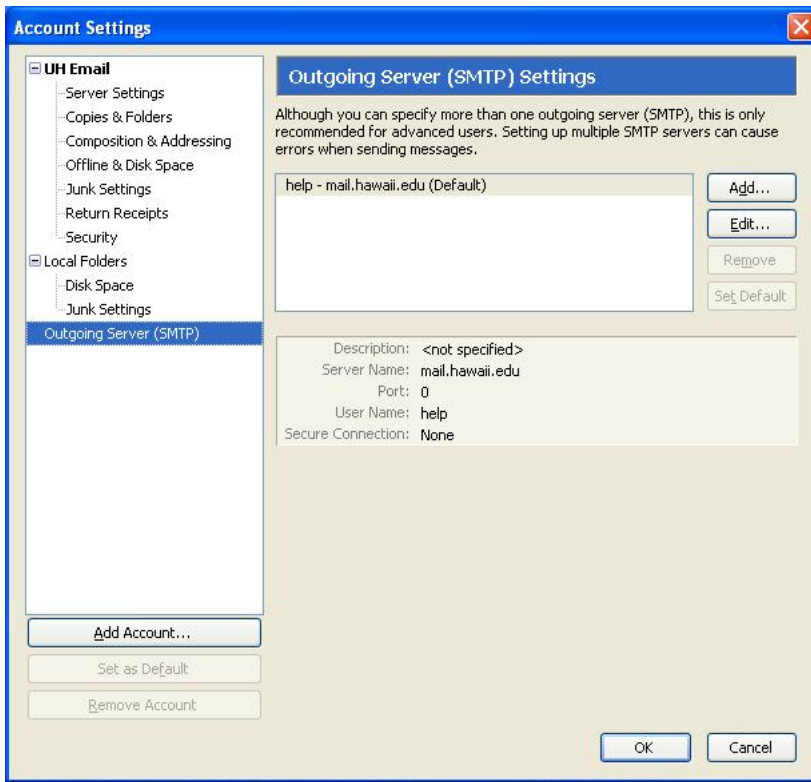
9. In the Thunderbird program, click on **Tools**, then **Account Settings**.



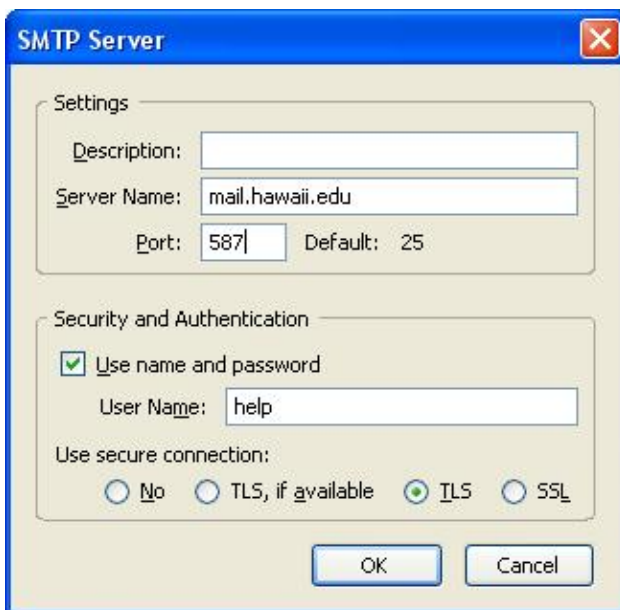
10. In the **Account Settings**, choose **Server Settings**. Under the Security Settings section, choose **SSL**. For POP users, you may wish to check off **Leave messages on server** in the Server Settings section.



11. In the **Account Settings**, choose **Outgoing Server (SMTP)**. Be sure that **mail.hawaii.edu** is highlighted, and then click on the **Edit...** button.

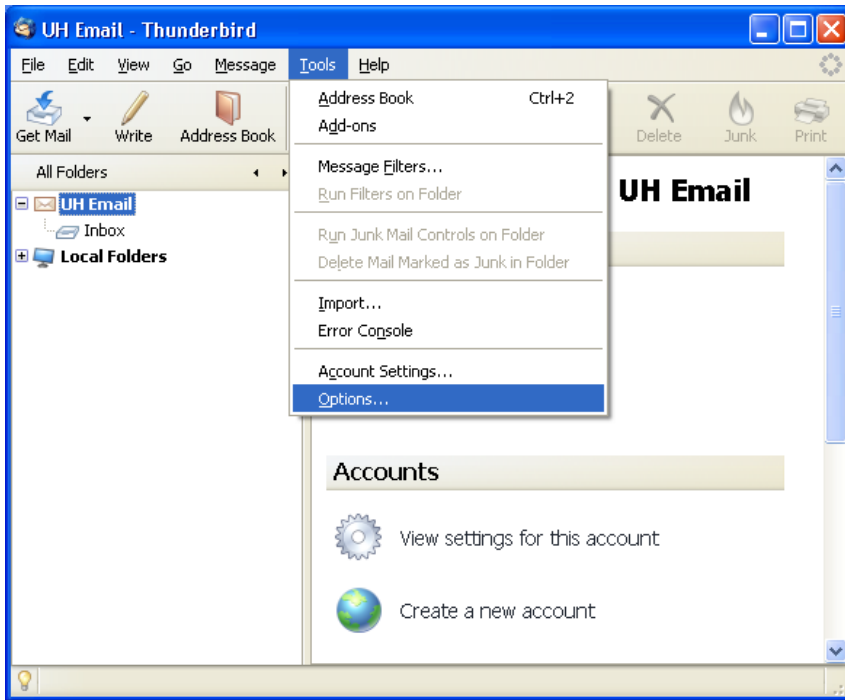


12. In the **SMTP Server** window, choose **TLS** and change **Port** to **587**. Click on **OK**.



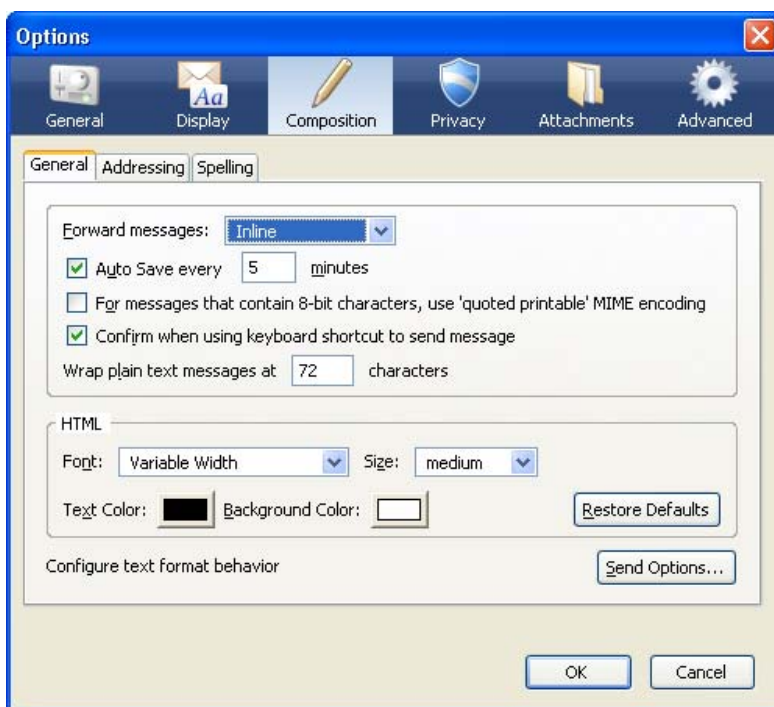
Click **OK** again in the **Account Settings** window. Thunderbird should now be setup to check your UH email account.

13. Thunderbird allows for two different methods of dealing with email messages that you wish to forward to other individuals. By default, Thunderbird will be configured so that messages will be forwarded as attachments with an .eml file extension. To change this so that the forwarded message is sent inline instead, click on **Tools**, then **Options**.



14. In **Options** window, click on **Composition**.

15. Under the **General** tab, next to **Forward Message**, select **Inline** from the drop-down list. Click **OK**.

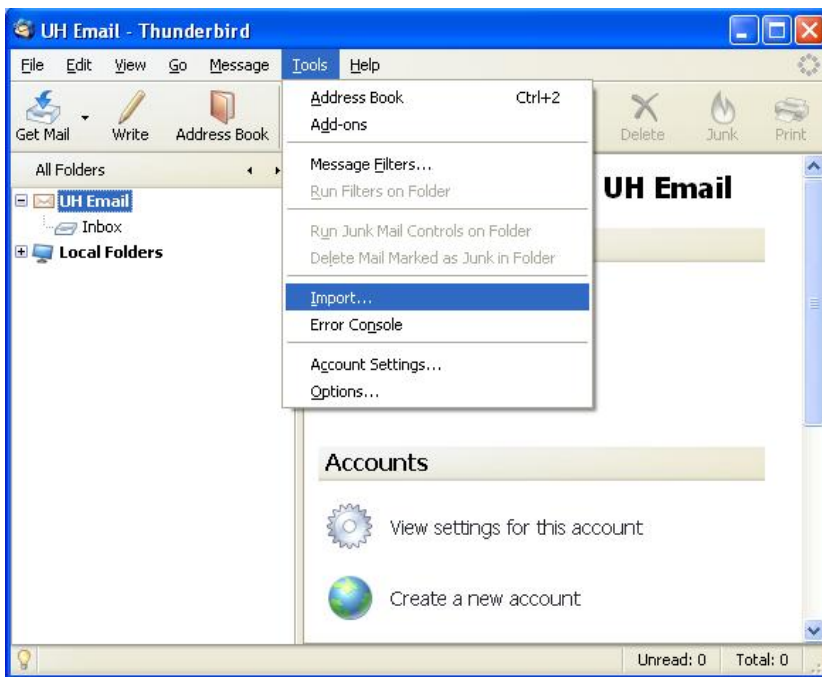


Importing Mail and Address Books

If you are moving from Eudora, Outlook, or Outlook Express to Thunderbird as your email client, you can import the address books and locally stored mailboxes and mail folders from those clients to Thunderbird using the built-in import tool. **In order to use Thunderbird's import tool to move mail and address books from Eudora, Outlook, or Outlook Express, be sure that you still have the Eudora, Outlook, or Outlook Express program installed.** Once you are done importing the mail and address books into Thunderbird, you can then uninstall your previous email program, if desired.

IMPORTING ADDRESS BOOKS

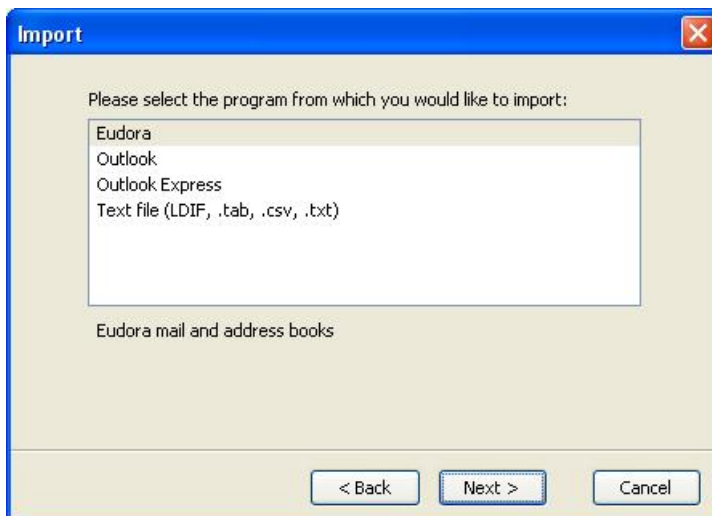
1. In the Thunderbird program, click on **Tools**, then **Import...**



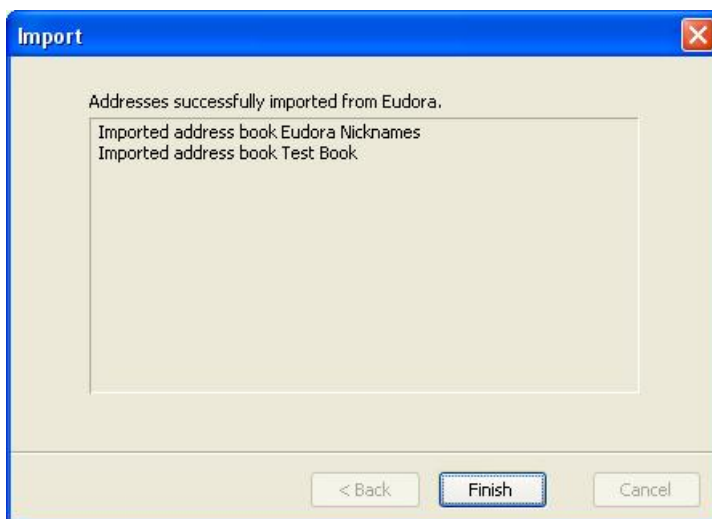
2. Select **Address Books** and click on **Next**.



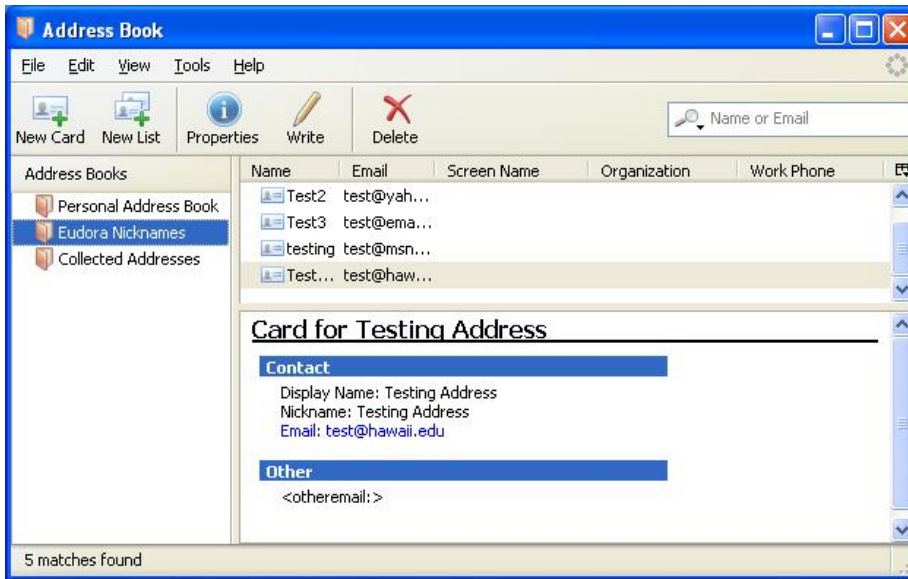
3. Select the program from which you would like the address books to be imported. Click on **Next**.



4. Once the import is done, the import tool will show what address books were found and imported. Click on **Finish**.



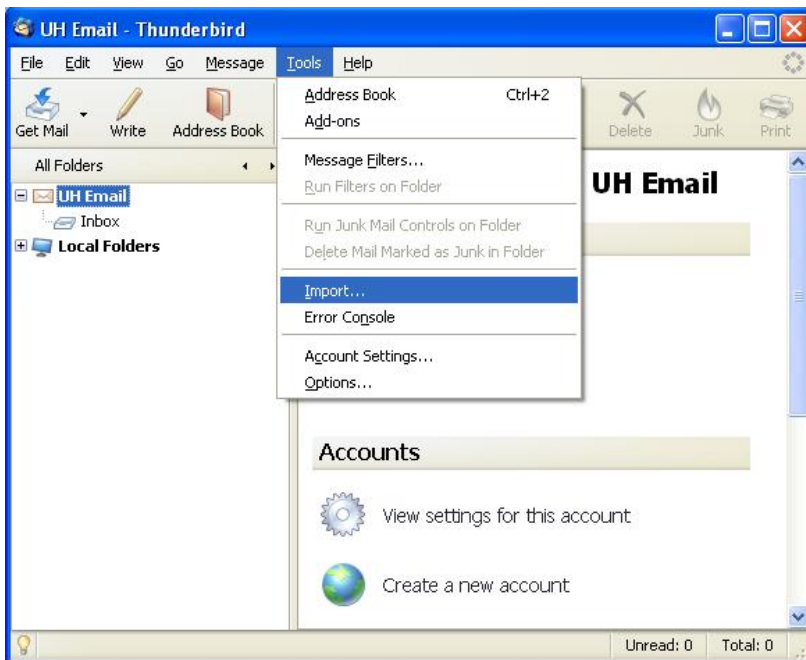
5. The imported address books should now appear in the Thunderbird address book window.



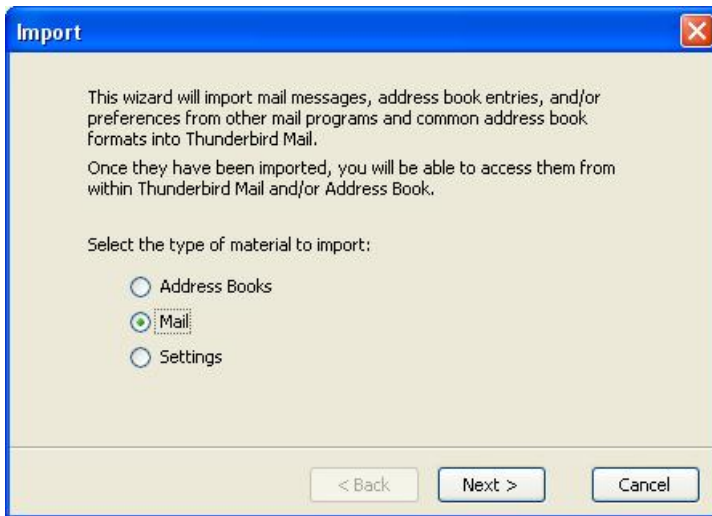
Note that Thunderbird does not store the exact same information in address book entries that other email clients might, so there is a chance that some of the address book entries may not look identical to the corresponding entries in the previous email client's address book.

IMPORTING MAIL

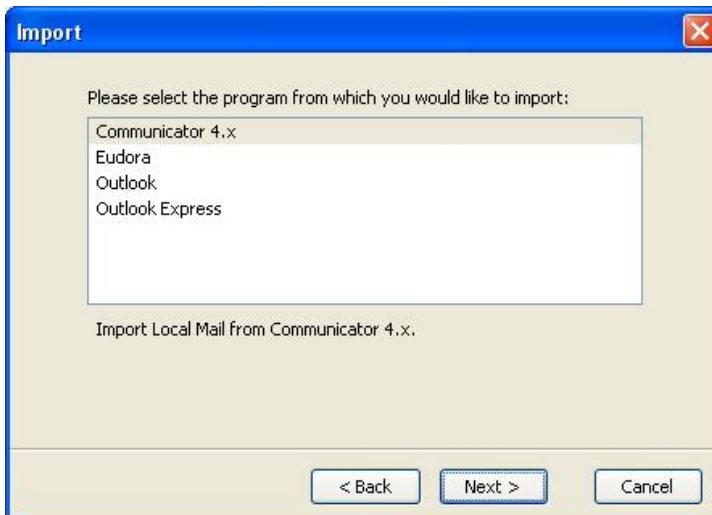
1. In the Thunderbird program, click on **Tools**, then **Import...**



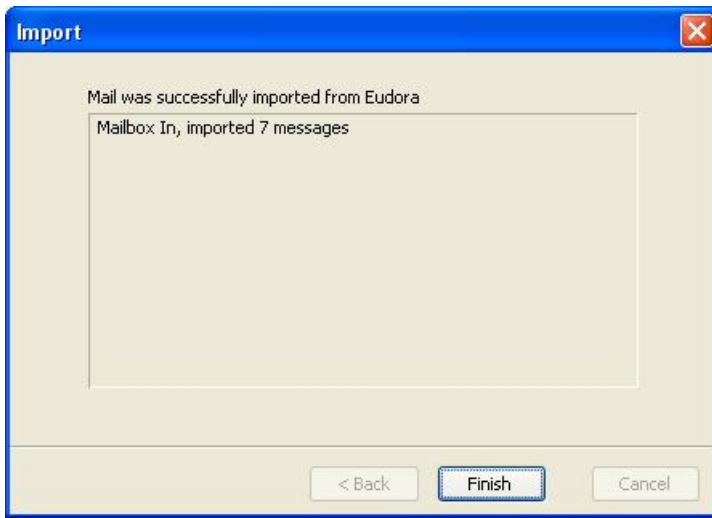
2. Select **Mail** and click on **Next**.



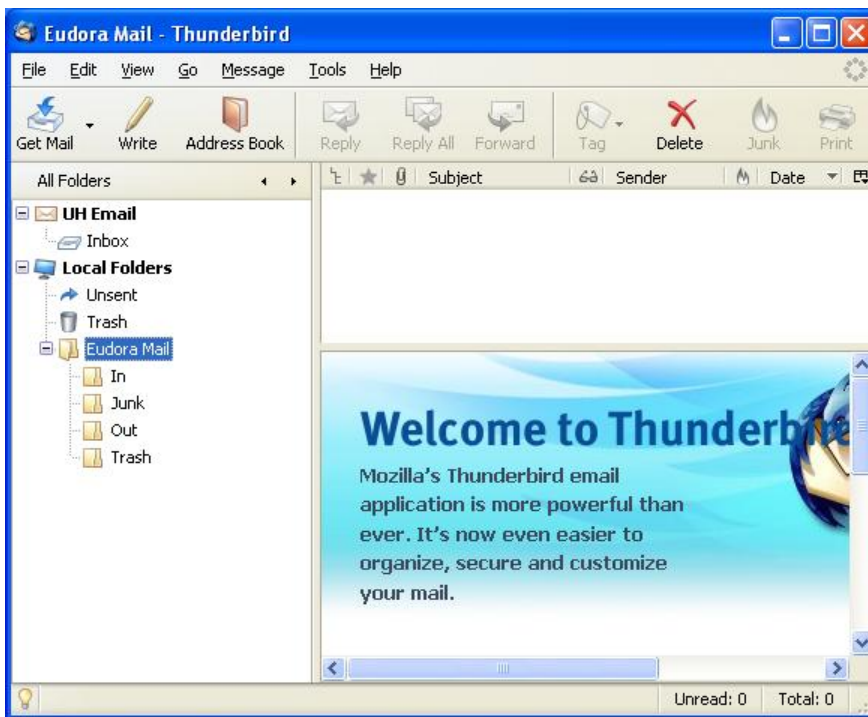
3. Select the program from which you would like the locally stored mail to be imported. Click on **Next**.



- Once the import is done, the import tool will show what local mail was found and imported from the program you selected. Click on **Finish**.



- The imported mailboxes and mail folders should now appear in Thunderbird under a local folder with the name of the email client from which you just imported the mail.

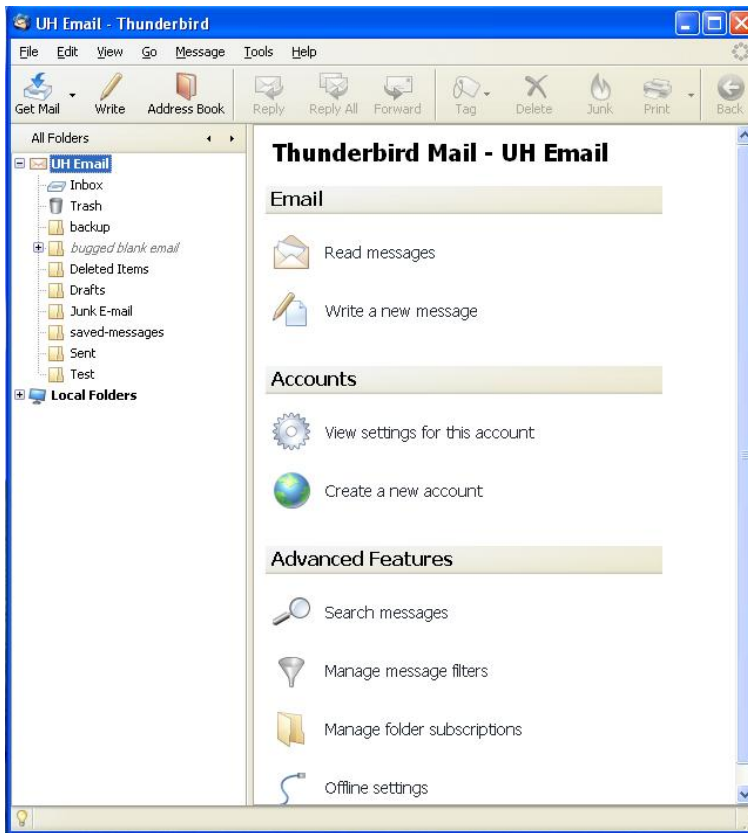


Note that Thunderbird may not store emails in the same format as other email clients, so you may notice some differences in the display of some of the imported mail.

Using Thunderbird

Launch Thunderbird by clicking **Start > All Programs (or Programs) > Mozilla Thunderbird** and click on **Mozilla Thunderbird**.

Thunderbird is made up of a menu at the top, a tool or icon bar, and left and main panels.



CHECKING FOR MAIL

1. In the Thunderbird tool bar, choose **Get Mail**.

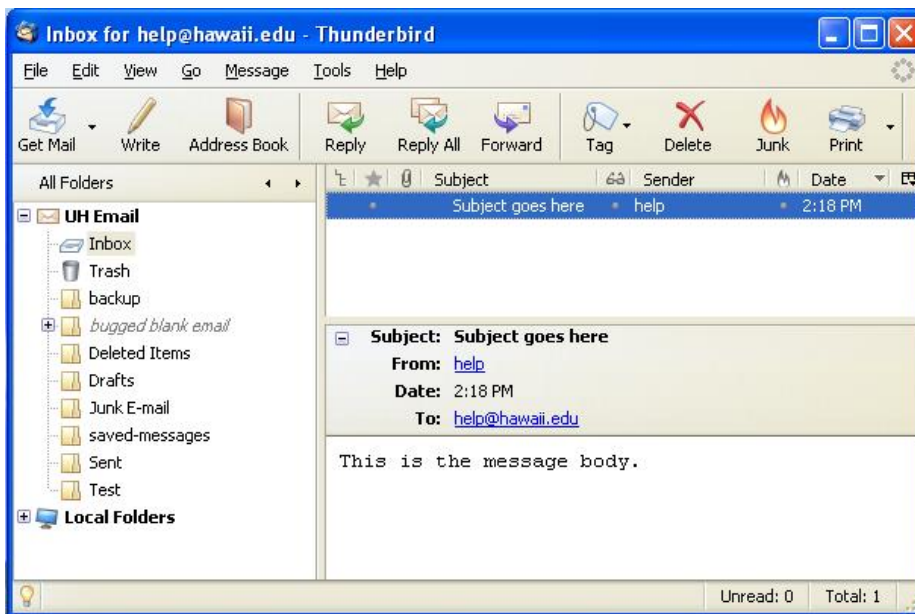


A window asking for your password will appear; type your password and click **OK**.

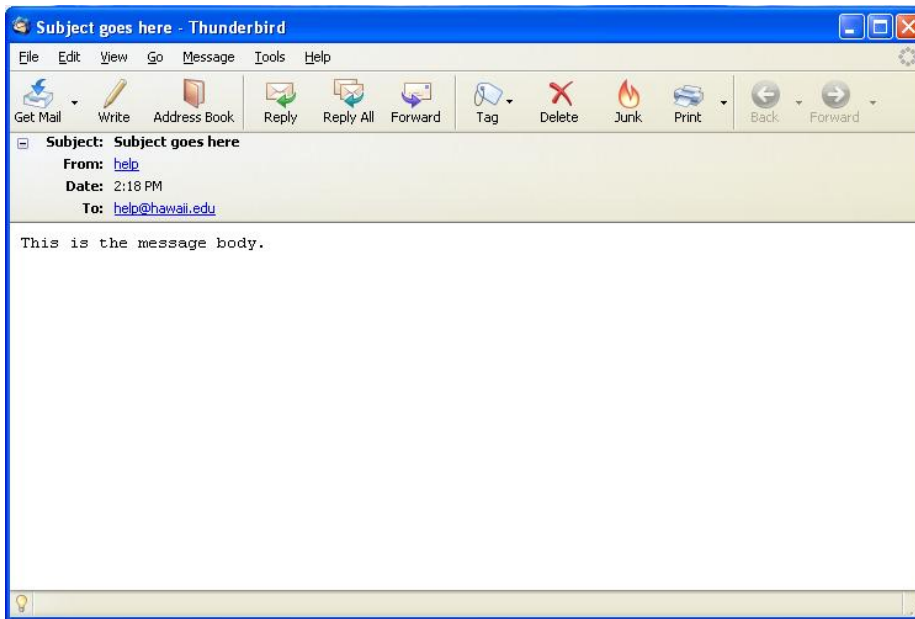
2. Your email folders will be listed in the left panel. In the main panel, click on **Read messages**.



3. The main panel will split into a top and bottom half. The top main panel will list your new and read emails. Choosing an email by single clicking on it will display the contents of the email in bottom half panel or the **Preview Pane**.



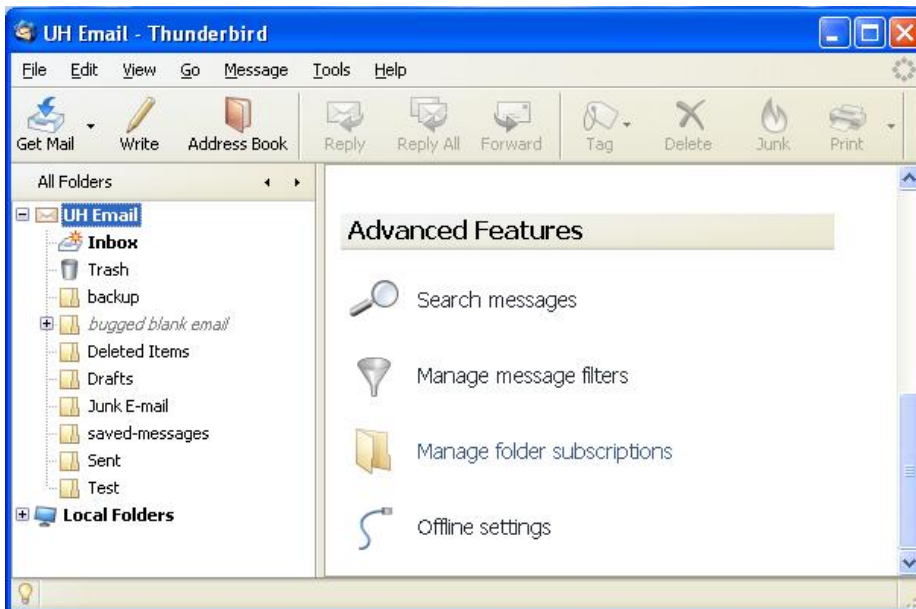
4. In the email list within the main panel, a closed envelope next to the subject of the email means the email is unread; an opened envelope means it has been read or displayed in the preview pane. Also, by double clicking on an email in the list you can open the email message in a separate window.



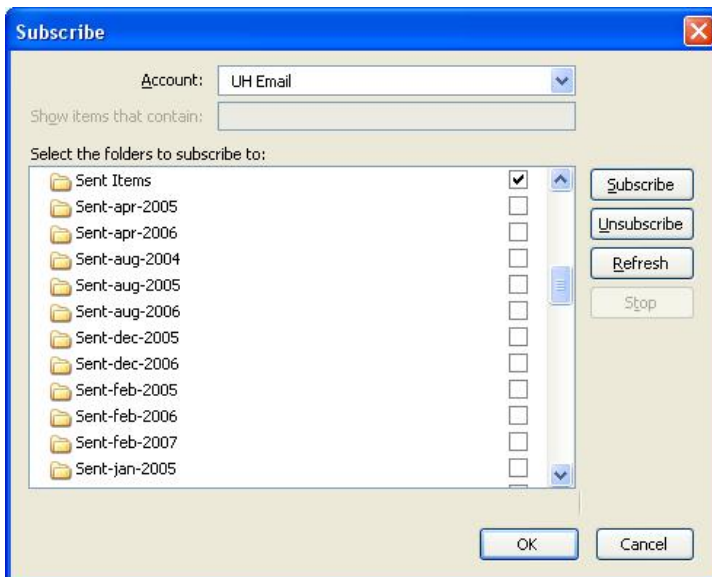
SUBSCRIBING AND UNSUBSCRIBING TO IMAP FOLDERS

When Thunderbird is setup to use IMAP to connect to the mail server, all of the mail folders that have been created within your account on the mail server will display by default. Thunderbird allows you to hide any of these mail folders by unsubscribing to those IMAP folders. Doing this is particularly useful if you have a large number of mail folders stored on the mail server, but only need to access mail from a few of the folders. By unsubscribing to the unnecessary mail folders, you can reduce the number of folders listed in the left panel, while also speeding up the synchronization that happens between the mail server and Thunderbird, since fewer folders would need to be checked and updated.

1. Highlight the account name in the left panel of Thunderbird. In these instructions, the account name would be **UH Email**. Click on **Manage folder subscriptions** in the main panel.



2. In the Subscribe window, you should see a listing of all the mail folders within your account on the mail server. If you do not see all the folders, click on **Refresh**. Uncheck the checkbox next to the folder name to unsubscribe from the mail folder. You can also check a checkbox to subscribe to a folder if the folder was unsubscribed to previously.

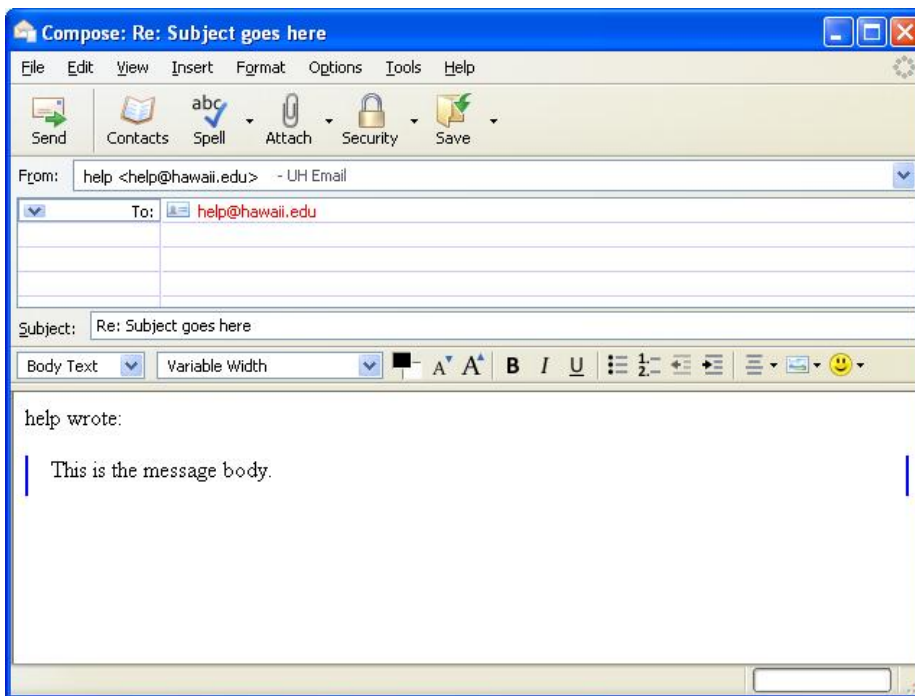


REPLYING TO A MESSAGE

If you want to reply to the message you are reading, go to the tool bar and click on the **Reply** icon.



A new window will open, with the text of the message you are replying to included in the reply and designated by lines on both sides of the text. The email address of the person who sent you the message will be filled in for you on the To: line. The subject line will consist of the original message's subject line prefixed with Re: to denote the message is a reply.



Tip: If you want to reply to all of the recipients of the original message, click on **Reply All** instead of **Reply** from the tool bar.



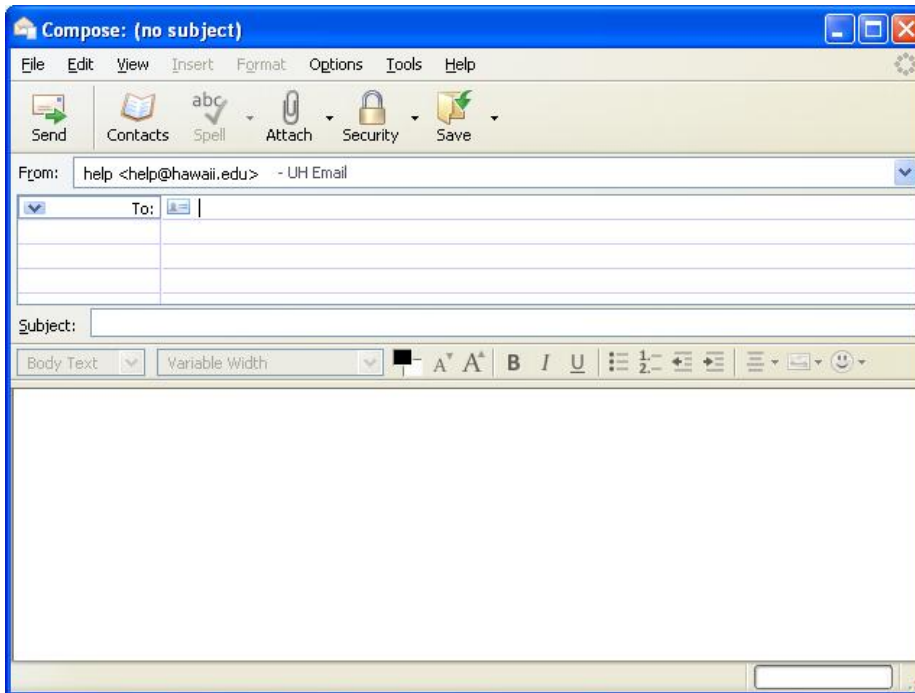
The cursor should have changed to an I-bar. Move the cursor to the part of the message window where you would like to start typing and click. Type your message. When you are ready to send the message, click on the **Send** button. If you decide not to send the message, simply close the message window.

SENDING A NEW MESSAGE

To compose a new message, go to the tool bar and click on **Write**.



A blank message window will appear. Your email address will automatically appear in the From: line.



The cursor should be positioned on the To: line. Type the email address of the person you wish to send the message to on this line. If you wish to send the email to more than one person, separate each address with a comma, or hit **Enter** to go to the next line to enter another address. You can also click on the arrow next to the To: to change it to CC: or BCC:

Press the **Tab** key to go to the Subject: line. You can also click inside of the Subject: line box to get there. Type the subject of your message there.

Press the **Tab** again to go to the body of the email and type your message. You can also click inside of the email body and then type your message.

FORWARDING A MESSAGE

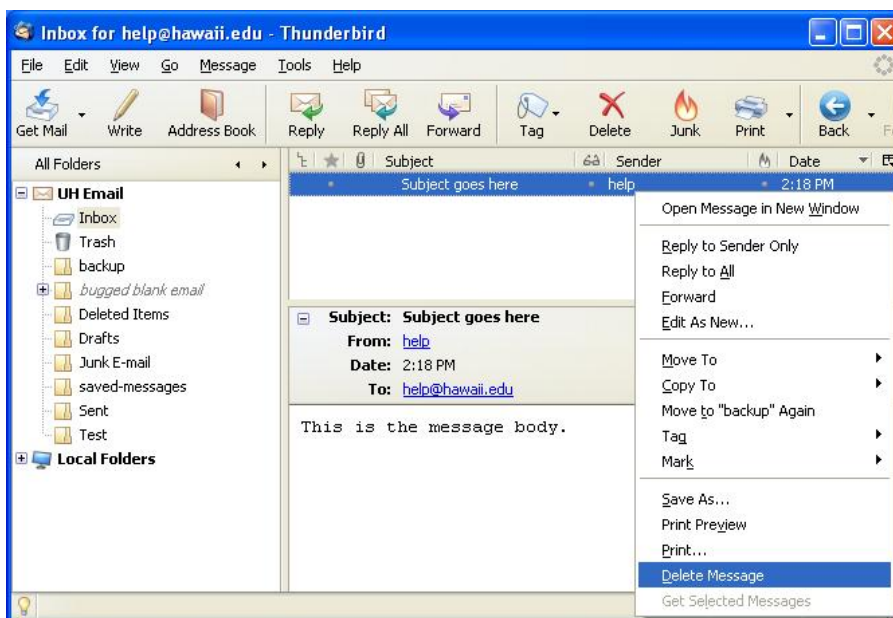
To forward a message to someone, click on the message in the main panel or double click on the message to open it in a window. Then, go to the tool bar and click on **Forward**.



Another window will appear, and you will have to fill in the To: and Subject: lines, just as you would for a new message. You can also edit the message you are forwarding, or add in additional text. When you are finished, click on the **Send** button.

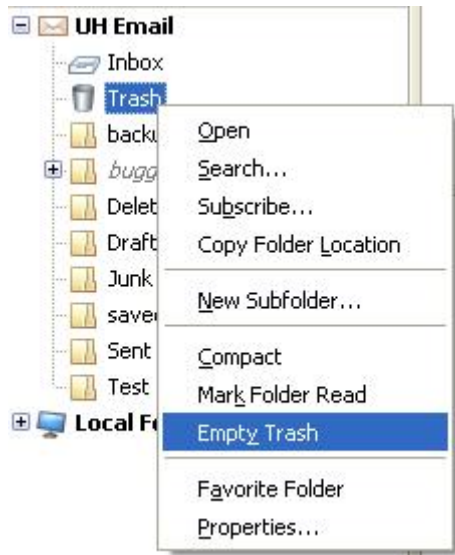
DELETING MESSAGES

Highlight the message you want to delete in the main panel, then **right click** and choose **delete message** from the menu.



The deleted messages will go to **Trash** in the left panel. To permanently delete the messages in **Trash**, right click on **Trash** and choose **Empty Trash**.

Note: Email **will not** be completely deleted from the server until you choose **Compact Folders** from the **File** menu or **close Thunderbird**.



PRINTING MESSAGES

Highlight the message in the main panel, then click on the **Print** icon in the tool bar.



Attachments

Warning: Viruses are often spread via email attachments. If you receive an attachment from a sender you don't recognize, it is best to delete the message and the attachment. Do not open or preview these messages. If you receive an attachment unexpectedly from someone you know, it is best to scan the attachment for viruses first before opening it.

You may want to send files, such as spreadsheets, letters, memos, or documents, to other people via email. To do this, you need to “attach” the file to an email message. You may also receive “attachments” from other people. Thunderbird enables you to send and receive attachments with relative ease.

When you attach a file to an email message, you need to consider:

- Whether or not the receiver has the application you are using

For example, if you want to send someone a Microsoft Word file, you need to make sure that the receiver has a way of reading the Word file, either with Word, or an application that can open Word files, such as WordPerfect. If the person does not have anything that can open a Word file, you may have to save your Word document in a format the person can open (e.g. text, RTF).

- Which email client the receiver is using

If the receiver is using one of the ITS supported email clients, you should not have any problems with the method described in this document. However, the receiver may be using another client that has not been tested by ITS. If so, you may have to do some experimenting to find the best way to send attachments to that person.

- The encoding method you use to send the file

Most files, such as spreadsheets or memos, are in binary format. Email can only interpret text files. Files will need to be “encoded” (converted from binary format to text format) before they can be sent via email. There are several encoding methods; the standard encoding for Internet mail is called MIME (Multipurpose Internet Mail Extensions). The ITS supported email clients all support MIME encoded attachments and all will automatically encode the attachment for you.

- The size of the attachment

In general, do not send large email attachments. The recipient may have trouble downloading a very large attachment if they are using a slow connection to the Internet, such as dial-up. The maximum attachment file size that you can send via the UH mail server is 20MB (*Note: This is the size after encoding*).

In light of these considerations, check with the receiver beforehand regarding the application software, email system, and encoding scheme available to them. If you do send an attachment, send it with these considerations taken into account and inform the receiver in the accompanying email message, about

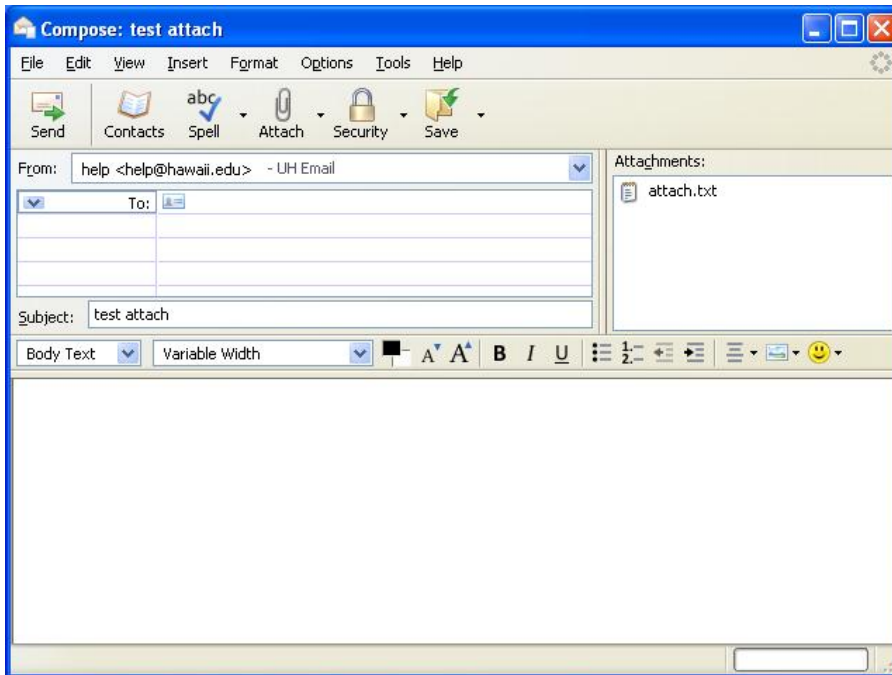
- 1) The type of file being attached.
- 2) The encoding scheme being used.

SENDING ATTACHMENTS

1. Create a new message (or reply to an existing message) and type your message as you normally would.
2. To attach a document, go to the tool bar and click on the **Attach** icon.



3. A dialog box will appear. Locate the file you want to attach, and then click on **Open**.
4. The attachment's name should now appear in the **Attachments** box to the right of the message. Thunderbird will encode the attachment when you send it.

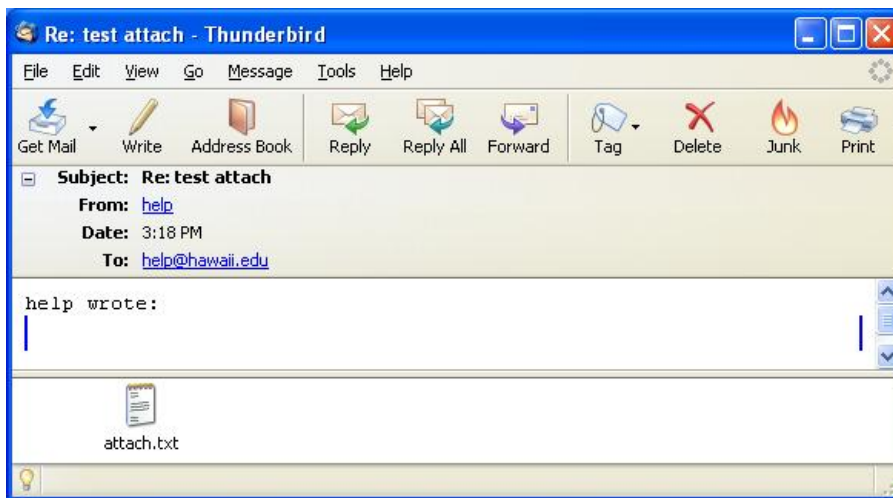


RECEIVING ATTACHMENTS

If someone has sent you an email with an attachment, it will have a paper clip icon next to the message in the main panel.



Also, when reading the email message, the attachment file name will be displayed at the bottom of the message window, immediately following the message body.



To open the attachment, **double click** the attachment file name at the bottom of the message window. A message box will ask you to choose the program to open the attachment with or, if it is a commonly used file format, the corresponding program will open the attachment automatically.

You can then **Save** the file somewhere on your computer so you can access it again later.

Quitting Thunderbird

When you are finished with Thunderbird, you can exit the application by going to **File** and selecting **Exit**. If your mailbox is large, it may take a few minutes to close Thunderbird.

Getting Help

For additional assistance, please phone the ITS Help Desk at (808) 956-8883, send email to help@hawaii.edu, or fax (808) 956-2108. Neighbor islands may call the ITS Help Desk's toll-free phone number at (800) 558-2669.

Or see the ITS web site at <http://www.hawaii.edu/its>
The ITS walk-in Help Desks are located in Keller 105, Keller 213, the Sinclair CLIC Lab, and the ITS Hamilton Lab on the UH Mānoa Campus.

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