

E-mail Stationery from StationeryCentral.com, Inc.

<http://www.stationerycentral.com>

Microsoft Outlook Express Installation & Use Instructions

PRINT THESE INSTRUCTIONS BEFORE PROCEEDING

[Note: these instructions may seem long, they are actually just very detailed to make your job easy. This whole process should take no more than ten minutes.]

Please read the "tips on using your new stationery" starting on page 6 of this document - it is important.

Contents:

Page 2 - Creating your "signature block" and saving your file

Page 3 - Configuring Outlook Express to use your stationery

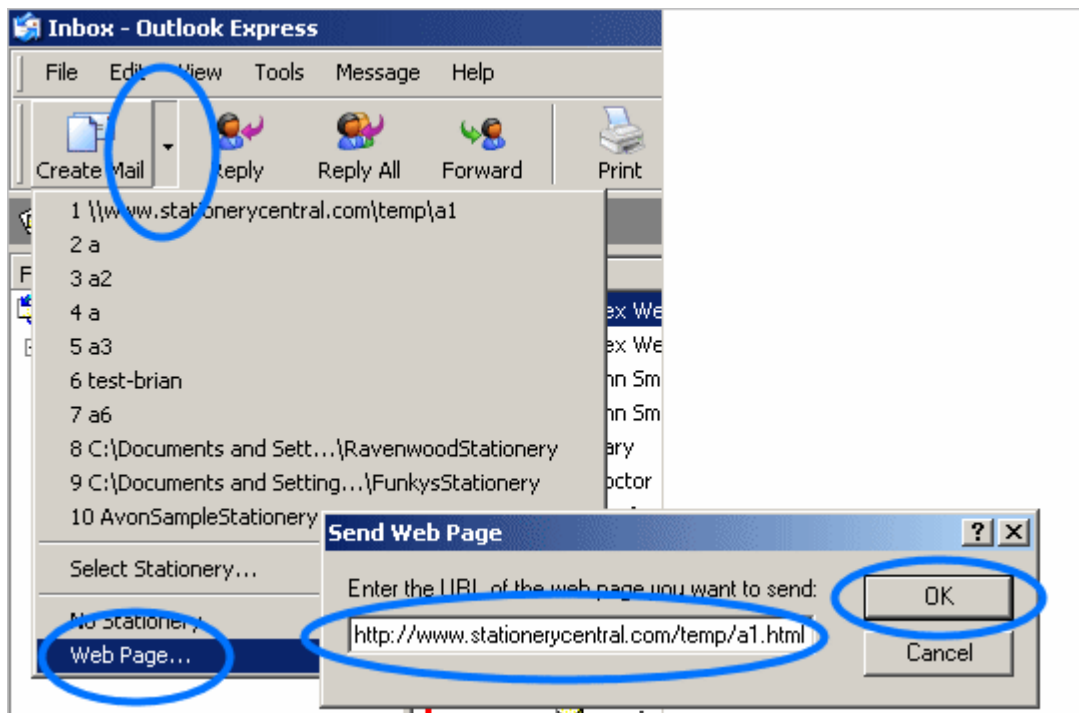
Page 6 - Tips on using your new stationery and answers questions you may have

Page 7 – Troubleshooting a “Signature file too large – file has been truncated” error

Section 1 - Creating your "signature block" and saving your file

Overview: Your email stationery has been designed to allow you to enter a "signature block" of your choosing. Signature blocks generally consist of a complementary closing (Sincerely, Best regards, etc.), your name and your title. In some cases you may find it beneficial to add other contact information such as your direct dial phone number, your cell phone number or your email address. Following are the steps you will need to follow to create your signature block and then to save your email stationery template with the changes you've just applied. (Note: If you wish to change your signature block at a later date you will be able to do so simply by working through these set-up instructions again, beginning at this point.)

1. If you do not know what font style and size you use for your email messages, open a new message in Outlook Express, begin typing something, and look at your formatting menu (above your message) to see what font style and size is being used. Write this down or remember it. Close this message.
2. Highlight and copy the "file path" that was provided to you (either by email or on a web page).
3. As illustrated below, from your inbox click the down arrow to the right of the create mail button, select WEB PAGE, paste in the file path you have copied, and click the OK button:



4. A new email message will open in Outlook Express.
5. DO NOT enter a subject line, a TO address, or type any text in the body of the email.
6. You will see a prompt to enter your signature block that will appear roughly as follows:

Enter your signature here (multiple lines are okay)

Highlight this text. Be careful to make sure that only the text itself is highlighted - no spaces before the "E" or after the closing parenthesis should be highlighted.

7. Type in your preferred signature block. For example:

Sincerely,

John Doe
Vice President of Sales
Direct: (414) 473-6812
Mobile: (414) 988-4421
john.doe@acme.com

Note #1: If you elect to enter your email address or your website address, these links will be live only if you see them change color. Pressing your ENTER key will cause them to change color, but it will also place a space beneath them. If your desired live link is at the end of your signature block, such as the email address is in the above example, a method of making the link live without adding an extra space beneath it is to press your UP ARROW key – you'll see that doing this will make the link live.

Note #2: If you ordered stationery with your handwritten signature included, you will need to highlight two different prompts in order to personalize your signature block above and below your signed name. This will look roughly as follows:

Enter your complementary closing here

John Doe

Enter the rest of your signature here (multiple lines are okay)

8. After typing your closing block the way you want it - highlight it and adjust the font style and size (if necessary) to match the font style determined in step 1. If you have received your stationery with a pre-entered signature block you may still need to highlight the text and adjust the font.

9. Once everything is set just the way you want it, click FILE in the upper left corner of your window and select SAVE AS from the menu.

10. A windows dialog box will appear. At the bottom of this dialog box you will see an option labeled "Save as Type:" - this must be set to **HTML (*.htm;*.html)** or **Web Page (*.htm;*.html)** - if it isn't set that way use the little downward pointing triangle at the right of this text box to change this setting.

At the top of the dialog box you will see the phrase "Save In." This is probably set to "My Documents." You may save your signature file to any folder you want to, but you **must remember where you have saved it** – you will need to navigate to this folder again shortly.

Finally, back to the bottom of the windows dialog box where it says "File Name:" type in a short name that ends with the characters .HTML (that is "period" HTML). For example, your filename might be:

new-Signature.html

Click the SAVE button in the lower right corner of the dialog box.

11. You can now close the message you were working on.

Section 2 - Configuring Outlook Express to use your stationery

(Note: Although you are installing "Stationery" we are going to have you set it up as a "signature" – you will not be using the Outlook Express stationery functionality at all.)

Option A - Making the stationery appear automatically every time you compose a new message or reply to or forward a message.

1. From your inbox, click TOOLS on the top menu and pull down to OPTIONS. Click on the SIGNATURES tab.
2. Click the button labeled NEW.
3. The lower portion of the dialog box is labeled "Edit Signature" – click the option labeled "File" – doing this will cause the BROWSE button to become active.
4. Click the BROWSE button.
5. Now navigate to the folder that you saved your file in (in step 10 on the previous page).

At the bottom of this dialog box you'll see a setting labeled "Files of Type" – this is probably set to "Text Files - .txt." **You must change this to either HTML Files or ALL FILES** – use the little downward pointing triangle at the right to make this change.

You should now be able to find the file you previously saved in the middle section of this dialog box. Double click this file - you will be returned to the SIGNATURES tab.

6. You should see your signature in the list with a number beside it – something like "Signature #1 or Signature #2" – it may make sense for you to use the RENAME function to give it a more descriptive name at this point, although doing so is not necessary.
7. If you only have one signature in your list, it will automatically be your default signature – the SET AS DEFAULT BUTTON will be inactive. If you have multiple signatures in your list, you need to highlight this new one and then click the SET AS DEFAULT button to make this your default signature.
8. Make sure that at the top of the SIGNATURES tab where it says "Add signatures to all outgoing messages" is CHECKED
9. Make sure that "Don't add signatures to Replies and Forwards" is UNCHECKED.
10. Now click the SEND tab. In the top section of this tab you should see six checkboxes. The bottom one is labeled "Reply to messages using the format in which they were sent." UNCHECK this box.
11. Beneath those six checkboxes on the SEND tab is a section labeled "Mail Sending Format" – make sure you have HTML selected.

12. Now click the COMPOSE tab. In the middle section labeled "Stationery" make sure the checkbox next to "Mail" is UNCHECKED.

13. Click APPLY and then OK to close the OPTIONS dialog box. The next time you click CREATE MAIL your stationery should appear. Note: You will have to "click into" the typing space before composing a message. Just pressing the TAB key will not position your cursor correctly. See the notes at the end of these instructions for further information.

Option B - Using your stationery selectively

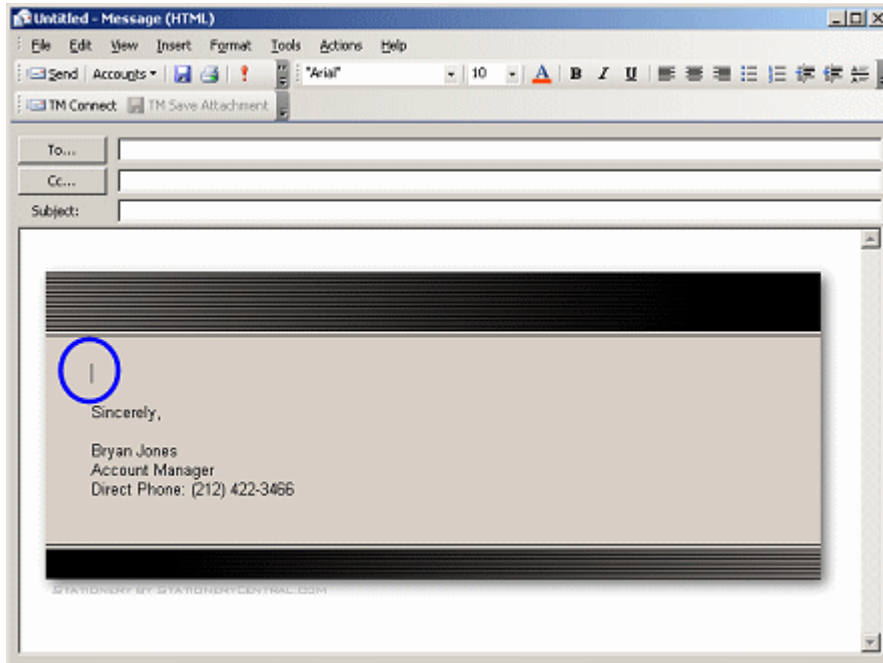
1. Follow all of the steps in Option A with one exception – in step 8 where it says "Add signatures to all outgoing messages" do not check this box – leave it UNCHECKED.

2. You can now insert your stationery when you are in the process of composing a new message or replying to a message. With a new message or a reply open and your cursor in the body of the message (not the TO, CC or Subject field) click INSERT on your top menu bar and pull down to SIGNATURE. In the list that appears you should see the signature you have created – just select it and your stationery should pop right in ready for you to compose on. If the list is full of other signatures, select MORE and you'll find your new signature.

Section 3 - Tips on using your new stationery and answers questions you may have

POSITIONING YOUR CURSOR FOR TYPING

When you go to compose a message you should see your new stationery. You will need to [manually click your cursor into the template](#) - beneath the top banner and above your personalized closing. Then just type normally:



WHY YOUR STATIONERY GETS GOOFED UP WHEN SOME PEOPLE REPLY TO YOUR MESSAGES

Some e-mail programs do not support the SENDING of HTML e-mail. They do, however, receive it just fine. What happens though, is that when they reply to you, they have moved out of the receiving mode and into the sending mode, which their software can't do. So, although they see your stationery displayed properly, even when they're composing their reply and pressing the send button, when it is transmitted back to you the graphics are stripped away.

WHY THE LINKS IN YOUR STATIONERY DON'T SEEM TO WORK

Hyperlinks in email do not work when you are in "compose" mode – they only work in "read mode." To test the links embedded in your stationery, compose a message and send it to yourself. You will discover that the links work correctly when you are reading the message.

WHY DO I SEE BLACK RECTANGLES AROUND PORTIONS OF MY STATIONERY WHEN I AM COMPOSING MESSAGES? WILL THE MESSAGE RECIPIENT SEE THESE?

Some, but not all, of our email stationery designs use an approach called "image-mapping" to create the various hyperlinks embedded in the graphic images. When this approach has been used you will see a black rectangle appear around the various mapped areas of the graphics. These rectangles only appear when you are in "compose mode" – they will not appear to the message recipient when they are reading your message.

Appendix

Troubleshooting a “Warning your signature file is too large. It has been truncated, please make the file smaller.”

Outlook Express limits the size of signature files. Our stationery is designed to be as compact as is reasonably possible and has been tested to be within Outlook Express’s size requirement before shipping. However, if you entered a lengthy closing “signature block” you may have exceeded the size limit. For example this signature block should be fine:

Sincerely,

John Doe
Vice President of Sales
Direct: (508) 473-6812
Mobile: (508) 988-4421
john.doe@acme.com

but this one could cause trouble:

Keeping your best interests at heart,

John Doe
Vice President of Sales – North Eastern Divisional Office (New York, Philadelphia, Boston)
ACME Corporation
122 Bean Street, Suite 3311
Natick, Massachusetts 01760
Direct: (508) 473-6812
Mobile: (508) 988-4421
Pager: (508) 473-6813
Toll Free: (866) 522-8102
Fax: (508) 473-6814
Email: John.doe@acme.com
Website: www.acme.com

If you encounter a “Warning your signature file is too large. It has been truncated, please make the file smaller.” error we suggest you start over at the beginning and create a shorter closing “signature block” – one more in keeping with the first example shown above.