

# PINE MANUAL

*Summer 2001*

Pine™ is an electronic mail system created and maintained by the Computing & Communications group at the University of Washington. To help support Pine, a starter version of this document was created by C&C in 1994 for Pine 3.9. To meet local needs and conditions, modifications may have been made to either Pine or this document or both by local computer consultants. The local version of this document is maintained by Information Technology Services.

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# INTRODUCTION

Electronic mail (e-mail) allows you to communicate quickly with people on campus and around the world. This technology is not difficult to learn, but it may be intimidating at first. This guide will teach you the basics of e-mail by offering tutorials. For this reason, it is best to read this while being logged onto your e-mail account.

## A FEW ASSUMPTIONS

- The fact that you are reading this guide suggests that you have either a student e-mail account on lennon or a faculty/staff account on zimmer. However, if this is not the case, you may obtain an account by contacting ITS Technical Support in McKee Fisk 150. Faculty/staff need to fill out the online form at <http://www.csufresno.edu/ITS/formlinks.html>, Email account application form. Students should contact the ITS support group at 278-7000 for more information.
- Another assumption is that you already know how to log onto your account. If this is not the case, please refer to the "Student E-mail & Internet Access" guide. If you do not have this guide, you may obtain it in McKee Fisk 150.

## SOME CONVENTIONS USED IN THIS DOCUMENT

- When you are asked to type a letter or a word, it will be printed in bold. For example: *At the lennon prompt*, type **pine**.
- When you are asked to press a certain key, it will be set off by the < > signs and will be in bold. For **example**, <return> means **that** you must press the return (enter) key.
- Finally, the word "prompt" refers to the lennon or zimmer prompt (i.e. lennon% or zimmer%), depending on which type of account you have.

## AVAILABLE EMAIL PROGRAM

Pine is a program that you can use to send and receive e-mail messages. This document provides instructions for using pine.

## E-MAIL ETIQUETTE

The use of e-mail comes with certain responsibilities. Remember that there are real people at the other end of the electronic mailbox and, therefore, treat e-mail messages the same way you

would treat ordinary mail.

Because of the ease and speed with which you can send, copy, and forward information through e-mail you must be careful not to flood people with electronic “junk-mail.” This is called “spamming” and can adversely affect e-mail and other Internet Services access. Please read the guidelines regarding spamming by typing **info spamming** at the prompt.

The privacy of e-mail messages cannot be guaranteed due to their electronic nature; therefore, do not send any private information through e-mail.

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# USING PINE

## OVERVIEW

Pine is an easy-to-use e-mail program that guides you through the process of sending messages. It also allows you to do many other things pertaining to e-mail. Pine offers:

- **On-Screen Menus and Messages:** At the bottom of each screen, you will see a menu listing the various actions you can perform. Above the menu, a line of messages will warn you or give you information relevant to any specific action you choose.
- **Online Help:** By choosing the Help option in any screen, you will be able to read detailed information pertaining to that specific screen.

## PINE AND PICO

Pine works with an editor called Pico; Pico enables you to compose an e-mail message, which is then sent by Pine. Think of Pico as a sheet of paper on which you compose a message, and of Pine as the post office, which sends that message—these are the roles of an e-mail program and its editor. Pico is the default editor for Pine on both lennon and zimmer.

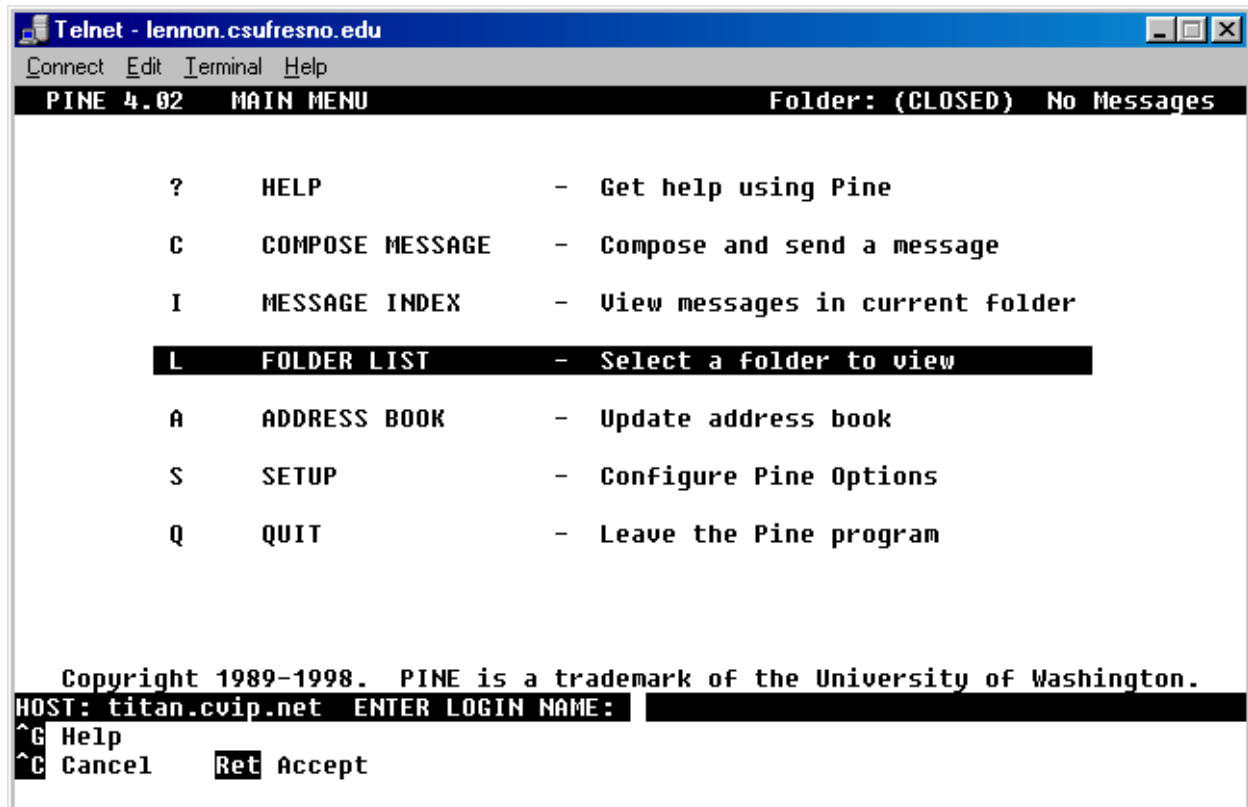
## STARTING AND QUITTING PINE

To start Pine, type **pine** at the server prompt. Notice that you must type the word “pine” in lower case or it will not work. After you have logged into the server if the “Welcome To Lennon” or “Welcome To Zimmer” menu start use option 1 to start pine. The first thing you see in Pine is the Main Menu (see Figure 1 *next page*).

When you want to quit Pine, type **q**. You can quit Pine from most screens by typing **q**; however, in some cases, you must first leave a particular screen by pressing the appropriate keys before being able to quit Pine. In these situations, the available menu will tell you which key(s) to press.

## THE MAIN MENU

The Main Menu lists Pine's main options. The letter you must type to enter your choice is to the left of each option or command name. It does not matter whether you type the letter in uppercase or lowercase.



```
Telnet - lennon.csufresno.edu
Connect Edit Terminal Help
PINE 4.02  MAIN MENU  Folder: (CLOSED)  No Messages

?  HELP          -  Get help using Pine
C  COMPOSE MESSAGE -  Compose and send a message
I  MESSAGE INDEX  -  View messages in current folder
L  FOLDER LIST    -  Select a folder to view
A  ADDRESS BOOK   -  Update address book
S  SETUP          -  Configure Pine Options
Q  QUIT          -  Leave the Pine program

Copyright 1989-1998. PINE is a trademark of the University of Washington.
HOST: titan.cvip.net ENTER LOGIN NAME:
^G Help
^C Cancel  Ret Accept
```

Figure 1. The Main Menu Screen

## GETTING HELP

To read the online help, use the Help command at the bottom of each screen. For example, at the Main Menu screen type ? (help). Because the help text is context sensitive, you never see all of it at once only the part that relates to the Pine feature you are using. To exit the online help, type e.

While composing a message, you must press **<control>g** instead of typing ? to gain access to the help text. This is because Pico has different command keys.

## TUTORIAL

The best way to learn about e-mail is to experiment with it. The following section is a tutorial that will show you how to compose and send an e-mail message to yourself.

### SENDING A TEST MESSAGE TO YOURSELF

Follow these steps:

1. From the Main Menu, type **c** to see the Compose Message screen.
2. In the **TO:** field, type your e-mail address and press **<return>**.  
(*Note:* You can find your e-mail address in the “Internet Account Certificate” document that you received when you obtained your account.)
3. In the **Cc:** field, simply press **<return>**.
4. In the **Attachment:** field, press **<return>** again.
5. In the **Subject:** field, type **test** and press **<return>**.
6. Below the **---- Message Text ----** line, type **This is a test**.
7. To send your message, press **<control>x** (send). You are asked:  
Send message?
8. Type **y** (yes) and press **<return>**. The message is now sent a copy is saved to your “sent-mail” folder (you will learn about folders on page 9).

Figure 2 is a completed message test sent to a student named *Walt Whitman*, and whose username is [ww019@lennon.csufresno.edu](mailto:ww019@lennon.csufresno.edu):

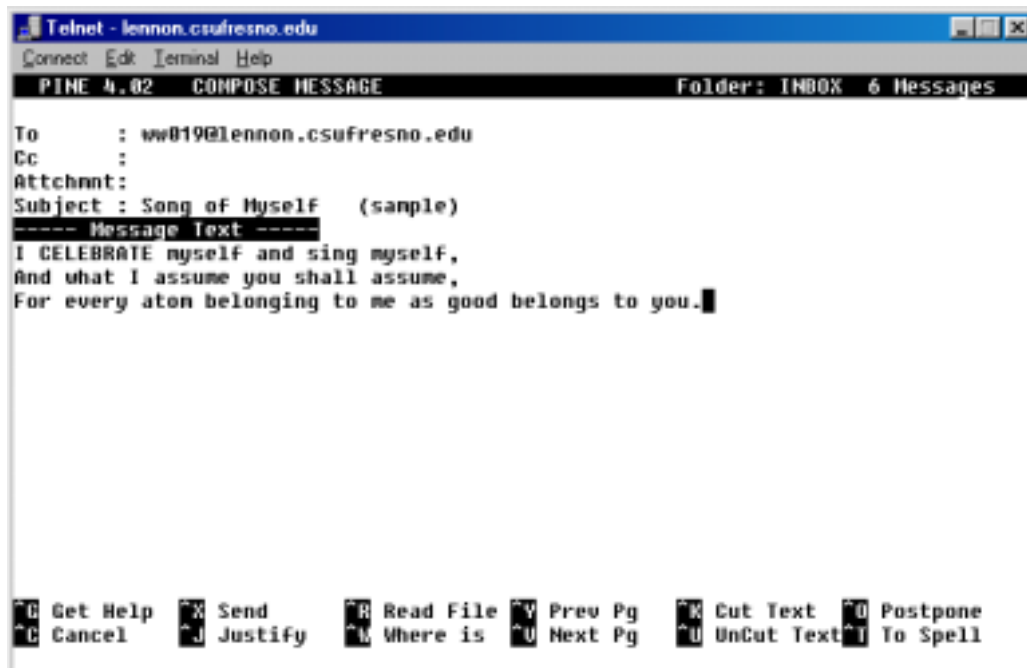


Figure 2. A Completed Compose Message Screen

## HINTS FOR WRITING A MESSAGE

This section deals with the fields that accompany an e-mail message. A field is a “place” in which you are prompted to type specific information; it is part of what is called a header (i.e. the e-mail equivalent of the address information on an envelope). For more information on any of the following fields, press **<control>g**.

**To:** This field is where you type in the e-mail address of your recipient. You can include more than one address by separating the addresses with a comma (no space needed). If you type only the username, Pine assumes that the site (i.e. the part of the address to the right of the @ sign) is the same as yours and automatically adds it.

**Cc:** This field works the same way as the **to:** field does, except that the people whose e-mail addresses appear here will know that the message is of no *direct* relevance to them.

**Attchment:** This is an advance Pine feature that allows you to attach files (e.g. word processing documents, images) that exist on, or that you have downloaded to your account. Press **<control>j** to view and select the files you have, or type a filename.

**Subject:** Try to be brief and descriptive in choosing a subject.

**Message Text:** This is where you type your message. To move around, use **<arrow keys>**, or **<control>n** (next line) and **<control>p** (previous line). To delete characters, press **<backspace>** or **<delete>**; to delete a whole line, press **<control>k**. For more editing commands, press **<control>k**.

## HINTS FOR SENDING A MESSAGE

If you change your mind after pressing **<control>x**, type **n** instead of **y** to go back to editing. While writing a message, you can press **<control>o** (postpone) to hold the message so you can work on it later, or you can press **<control>c** (cancel) to delete your message entirely.

# MANIPULATING MESSAGES

## LISTING MESSAGES

All the messages that you receive are stored in your INBOX folder. These messages remain in your INBOX until you delete them or save them to other folders.

To see a list of the messages you have received in your INBOX, type **I** (folder index) at the Main Menu. If you have any messages, they will be listed as shown in Figure3:

PINE	4.02	FOLDER INDEX		Folder: INBOX Message 2 of 5
+D	1 Feb	20	Emily Dickinson	(1,886) Re: U Need to get out :)
<b>+A</b>	<b>2 Mar</b>	<b>25</b>	<b>Pablo Neruda</b>	<b>(1,973) Very lyrical!</b>
+	3 Mar	28	Walt Whitman	(1,892) I stop somewhere waiting for u.
+N	4 Mar	31	Paul Verlaine	(1,896) re: Rimbaud's address?
+N	5 Apr	10	Matsuo Basho	(1,694) I'm saddened by today's trend....

Figure 3. A Folder Index Screen

As you can see in Figure 3, the selected message is highlighted. The first column on the left shows the message status. It may be blank or it may contain:

“N” if the message is new (unread).

“+” if the message was sent directly to you (it is not a copy or from a list).

“A” if you have answered the message.

“D” if you have marked the message for deletion.

“M” if the message is Mime compliant.

The other columns in the message line show you the message number, date sent, sender, size, and subject. For details, press ?.

Most of the commands you need to handle your messages are listed at the bottom of the screen. You can type **o** (other commands) to see the additional commands that are available. You don't need to see these commands on the screen to use them. That is, you never need to type **o** as a prefix for any other command.

## VIEWING A MESSAGES

**To view a message:**

1. At the Folder Index screen, use the **<arrow keys>** to highlight the message you want to view.
  1. Press **<return>** to read the selected message. To return the index, type **i**.

## REPLYING TO A MESSAGE

**To reply to a message that you have selected at the Folder Index screen or that you are currently viewing:**

- Type **r** (reply). You are then asked whether you want to include the original message in your reply. If the original message was sent to more than one person, you will be asked whether you want to reply to all the recipients. Press **y** (yes) or **n** (no).

## DELETING A MESSAGE

In order to save space in your account, it is a good idea to delete the messages that you no longer need.

## **The two steps to deleting a message- marking it for deletion, and then expunging it:**

### ***Marking a message for deletion:***

1. At the Folder Index screen, select the message you want to mark for deletion.
2. Type **d** (delete). A “**D**” will appear in the left-hand column of the message line.

**Note:** Marking a message for deletion does not delete it. To delete a message, you must “expunge” it. Therefore, if you change your mind, you can go back and undelete a message you have marked for deletion.

### ***Expunging a Message:***

You can expunge a message that is marked for deletion at any time, or you can wait until you quit Pine. To expunge a message that you have marked for deletion, do this:

1. At the Folder Index screen, type **x** (expunge). You are asked:

Expunge “#” message (s) from “*folder*”?

3. Type **y** or press **<return>**. The message is deleted.

## **UNDELETING A MESSAGE**

Highlight the message you want to undelete (i.e. take the delete mark off,) and type **u** (undelete). The “**D**” mark will disappear.

## **FORWARDING A MESSAGE**

If you receive a message and want to send it to someone other than the original sender, you can do what is called forwarding.

**To forward a message that you have selected at the Folder Index screen or that you are viewing:**

1. Type **f** (forward). A copy of the message opens and the TO: field is highlighted.
2. Enter the address of your recipient and send the message as usual.

**Note:** You can modify the original message if you want, for instance, to forward only a portion or to add a message or notes of your own.

## **SAVING A MESSAGE**

You can save the messages you receive in your INBOX to other folders. Once you save a message to another folder, that message will be marked for deletion in your INBOX. If you don’t specify a particular folder, the message will be saved into the “saved-messages” folder.

**To save a message to the “saved-messages” folder or to folder you specify:**

1. At the Index screen, highlight the message you want to save. Then, type **s** (save). You are asked whether you want to save the message to the “saved-messages” folder or to another folder:

**SAVE to folder [saved-messages] :**

2. Press <return> to save the message to the “saved-messages” folder, or type the name Of another folder and press <return>.

## MANIPULATING FOLDERS

### FOLDERS

Folders offer a convenient way to classify your e-mail messages for easy retrieval. You begin with the following folders:

- **The INBOX folder:** Messages sent to you are listed in this folder. When you first start Pine and type **I**, this is the folder that you are opening.
- **The “sent-mail” folder:** When you send a message, a copy of that message will go to this folder. This is useful if you need to re-send the message. At the first login of every month, you will be asked whether to move the messages to another folder.
- **The “saved-messages” folder:** This is the default folder where the messages you save are kept.

### MOVING BETWEEN FOLDERS

When you start Pine and press **I** at the Main Menu, you see a list of the messages in your **INBOX**. If you want to see the messages in another folder, you need to go to that folder. The following section teaches you how to open another folder.

**To open your folders and read the messages that are kept in them:**

1. Type **L** (folder list). You see a folder List screen like the one in Figure 4, in which your current folder is highlighted:

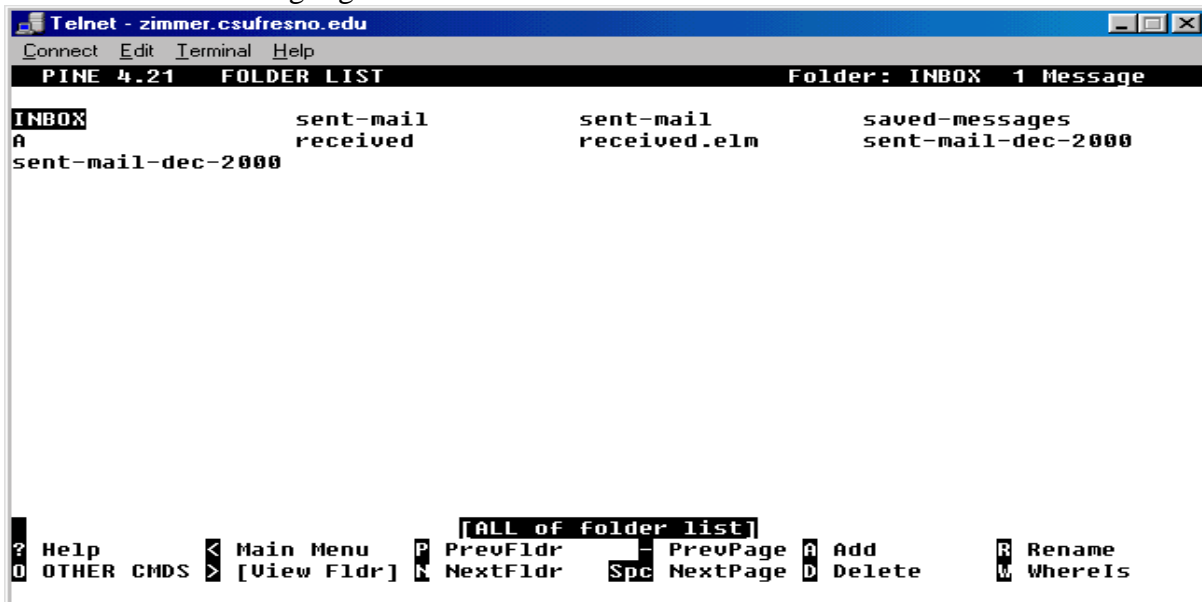


Figure 4. A Folder List Screen

2. Use the <arrow keys> to highlight the folder you want to open.
3. Press <return> to see an index of the messages in that folder.

## CREATING A NEW FOLDER

If you want to create a new folder, you must save a message first. Then, when you are asked:

**SAVE to folder** [saved messages] :

Type the name of the new folder you want to create. You will be asked whether you want to create the new folder.

For example, if you want to create a new folder named “Personal,” you will have to save a message first. Then, when asked to which folder you want to save that message, type **Personal**. You will see this:

**Folder “Personal” doesn’t exist. Create?**

Type **y** or press <return>. You will then see this:

[Message “#” copied to folder “Personal” and marked deleted]

*Note:* The names of folders are case-sensitive. For instance, the name of this new folder is “Personal,” and not “personal.”

## DELETING FOLDERS

Of the three folders mentioned earlier, only the INBOX cannot be deleted. To delete a folder and all the messages it contains, do this:

1. At the Main Menu, type **L** to open the Folder List screen.
2. Use the <arrow keys> to highlight the folder.
3. To delete the folder, along with all the messages in it, type **d** (delete).

*Note:* Be careful when you delete a folder because, once deleted, it cannot be retrieved.

# ADDRESS BOOK

## USING THE ADDRESS BOOK

As you use e-mail, you build a list of e-mail correspondents. Some of your correspondents’ addresses may be difficult to type or remember. You can use the Pine Address Book to store e-mail addresses for individuals or groups, to create easily remembered “nicknames” for these addresses, and to quickly retrieve and e-mail address when you are composing a message. The following is a sample page from an Address Book.

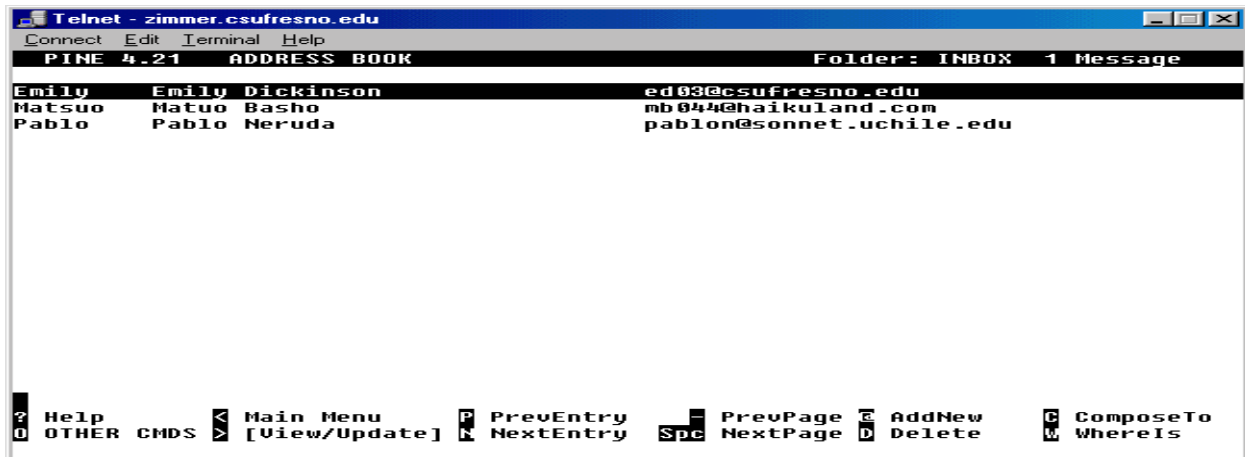


Figure 5. An Address Book Screen

There are two ways to create an individual address in Address Book. You can add an address manually or take it more easily from an incoming message. With both methods, you need to specify nicknames for your correspondents. You can also create a group (list) address in your Address Book, but only manually.

**To add an individual address manually:**

1. Write down the address.
2. At the Main Menu, type a (address book). This takes you to the Address Book screen.
3. Type @ (addnew). The Address Book Edit screen opens.
4. Follow the instructions that appear in the Edit screen (or press <control>g for help).

**To take an individual Address from a message you are viewing or have selected in the Index:**

1. Type t (take address). The t command is not visible on your screen unless you type o (other commands), but you need not see it to use it.
2. The Take Address screen opens. Follow the instructions at the bottom of the screen.

**USING ADDRESS BOOK ENTRIES**

At the Compose Message screen, you can use the Address Book to enter an e-mail address instead of typing everything yourself. There are two methods for doing so:

**Method 1:** In the TO: (or the cc:) field, type a nickname you have created in the Address Book, and pine will include the complete address. For example, if your Address Book looked like the one in Figure 5, you would see this if you were to type **Pablo**:

To: palon@sonnet.uchile.edu

**Method 2:** In the TO: (or cc:) field, press <control>t to open the Address Book screen, and use the <arrow keys> to highlight the name you want. Type s (select) or press <return>. You are taken back to the Compose Message screen, and the address you have selected appears in the TO: field.

# CONCLUSION

Now that you have been introduced to this new medium of communication, you can learn more about it on your own. Do not hesitate to experiment with Pine's many features. You will find that Pine is very tolerant when it comes to making mistakes. Good luck!

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## FREQUENTLY ASKED QUESTIONS FAQ's

### WHAT IS MY E-MAIL ADDRESS?

You can find your e-mail address on the "Internet Account Certificate" document that you received when you obtained your account. Your address should look like this:

**username@csufresno.edu**

When you send a message to other people on campus, you only need to type the username. Also, zimmer users have an e-mail alias, which they can use instead of their username.

### WHEN I TRY TO GET INTO MY MAILBOX, I SEE A MESSAGE SAYING THAT THE WINDOW IS TOO SMALL TO RUN PINE. WHAT CAN I DO?

At the prompt, type **setenv TERM vt100** and press **<return>**. If this does not work, disconnect and log in again. This time, when you see the line "**TERM = (vt100)**", make sure to press **<return>** only.

### HOW DO I SAVE AN E-MAIL MESSAGE AS A FILE TO MY ACCOUNT WHILE USING PINE?

While the message is highlighted, press **e** (export). Type a filename for the message and press **<return>**. The message is now in your home directory. To view the new file, type **cd** at the prompt, and then type **ls-l**.

### HOW DO I CHANGE THE NAME THAT IS SENT WITH MY MESSAGES?

Do this:

1. At the Pine Main Menu, type **s** (setup). A menu appears.
2. Type **c** (config). The "Setup Configuration" screen opens.
3. Press **<return>** and edit the information for "personal-name."

## HOW DO I CREATE A SIGNATURE FILE TO APPEND TO MY E-MAIL MESSAGES?

1. At the Main Menu, type **s** (setup).
2. You are prompted to choose from some setup options. Typing **s** (signature) will take you to the Pico editor where you can write your signature text, which will appear at the bottom of each message.
3. When you have composed your signature text, press **<control>x**. You will see this  
Exit editor and apply changes?  
Yes  
No  
Type **y** (yes).

## HOW DO I INSERT A FILE INTO AN E-MAIL MESSAGE THAT I AM WORKING ON?

First, you must have the file in your account. Then, do this:

1. While composing your message, press **<control>r** (read file). You see a menu.
2. Press **<control>t**. The “Browser” screen opens, and you see a list of the folders and files you have. To insert a file, highlight it with the **<arrow keys>** and press **<return>**. If the file is in a directory, open that directory by highlighting it and pressing **<return>**. Type **e** to leave the “Browser” screen and go back to your message.

## HOW DO I CUT AND PASTE TEXT?

Do this:

1. Position the cursor where you want to begin cutting the text, and press **<shift><control>6**.
2. Use the **<arrow keys>** to highlight the selected text.
3. Press **<control>k** to cut the text.
4. Move the cursor where you want to paste the text and press **<control>u**.

## WHAT DO I NEED TO DO WHEN IT SAYS THAT MY DISK QUOTA HAS BEEN EXCEEDED ON /VAR?

This means that you have exceeded your account’s memory space available for e-mail messages. You need to delete the messages that you no longer need. If you are unable to delete the messages, please contact the helpdesk at 278-1111 ext. 2 (students), or 278-5000 (faculty/staff).

## HOW DO I DOWNLOAD/UPLOAD A FILE FROM MY ACCOUNT?

The downloading/uploading process depends on the kind of compute and communications software you use. The following directions pertain to Z-modem and Kermit protocols. Kermit is available on zimmer only.

### Downloading with Z-modem:

1. In Pine, highlight the message that you want to download, and press **e** (export).
2. You will see the **Export:** prompt. Type a name for the file and press **<return>**  
(*Note:* Choose a filename that is short yet pertinent to the message you want to save.)
3. Quit Pine.
4. At the prompt, type **sz filename**, and press **<return>** (where “**filename**” is the name of the file you have chosen in step 2)
5. Now refer to your communications software documentation to find out how to “tell” your software to receive the file.  
(*Note:* Some communications software will automatically receive the file.)

### Downloading with Kermit:

1. Go through the first 3 steps above for Z-modem.
2. At the zimmer prompt, type Kermit and press **<return>**.
3. Now, at the “C-Kermit>” prompt, type **send filename** and press **<return>**.
4. Refer to your communications software documentation to find out how to “tell” your software to receive the file.
5. Once the message has been downloaded, type **c** and press **<return>**.
6. To return to the zimmer prompt, type **exit** and press **<return>**.

### Uploading with Z-modem:

1. At the prompt, type **rz filename**, and press **<return>** (where “**filename**” is the name of the file to be uploaded).
2. Refer to your communications software documentation to find out how to “tell” your software to send the file.

### Uploading with Kermit: (Only available on zimmer.)

1. At the prompt, type **kermit** and press **<return>**.
2. At the “C-Kermit>” prompt, type **rec** and press **<return>**.
3. Refer to your communications software documentation to find out how to “tell” your software to send the file.
4. Once the file has been uploaded, type **c** and press **<return>**. To return to the zimmer prompt, type **exit** and press **<return>**.

## **I AM GETTING A LOT OF STRANGE CHARACTERS ON MY SCREEN WHEN CALLING FROM HOME. WHAT IS WRONG?**

Due to problems with our phone lines, users may see strange characters appearing on the screen as line noise. These characters are actually signals interpreted from the computer and “translated” into characters. All you can do is sever the connection that you have and call back again to get a different port.

## **HOW CAN I SEE PICTURES ON LENNON OR ZIMMER WHEN I “SURF” THE INTERNET?**

Lennon and zimmer do not support graphics, so while you can browse the Internet with the “lynx” program, you will only be able to see text. If you want to be able to see graphics from home, you must get a CVIP account. For more information on CVIP accounts, call the helpdesk at 278-7000 (students), or 278-5000 (faculty/staff); or send e-mail to [help@csufresno.edu](mailto:help@csufresno.edu).

## **I AM FACULTY/STAFF. WHAT IS MY OFFICIAL E-MAIL ADDRESS?**

Faculty and staff have an official campus address that is assigned when their e-mail accounts are created. The official campus address is of the form `firstname_lastname@csufresno.edu`. The first name and last name are determined by the names given on the faculty/staff account request form. Additionally, in cases where two faculty/staff members have the same first and last name, a middle initial is sometimes used to prevent confusion (i.e. `joe_a_smith@csufresno.edu`.) If you are unsure of your e-mail address, try sending a message to yourself or call the helpdesk.

## **HOW CAN I GET ADDITIONAL ASSISTANCE?**

If you are a student who has a computer-related question, you can contact ITS technical support at 278-7000. Faculty and staff can contact ITS technical support at 278-5000. Additionally, faculty, staff, and students can request assistance by sending an e-mail message to [help@csufresno.edu](mailto:help@csufresno.edu). Lastly, you can place a work request by completing the web form available at <http://www.csufresno.edu/ITS/wo/default.html>