

## LESSON 7

# Sending Newsgroup and Instant Messages

**After completing this lesson, you will be able to:**

- *Send and receive newsgroup messages*
- *Create and send instant messages*

Microsoft Outlook offers some alternatives to communicating via e-mail. With instant messages, you can connect with a client who is also using instant messaging to ask a simple question and get the answer immediately. On the other hand, Newsgroups allow you to communicate with a larger audience. When considering the purchase of a new graphics program, for example, you can solicit advice and recommendations by posting a message to a newsgroup for people interested in graphics.

You don't need any practice files to work through the exercises in this lesson.

## Sending and Receiving Newsgroup Messages

A **newsgroup** is a collection of messages related to a particular topic that are posted by individuals to a **news server**. Newsgroups are generally focused on discussion of a particular topic, like a sports team, a hobby, or a type of software. Anyone with access to the group can post to the group and read all posted messages. Some newsgroups have a moderator who monitors their use, but most newsgroups are not overseen in this way. A newsgroup can be private, such as an internal company newsgroup, but there are newsgroups open to the public for practically every topic. You gain access to newsgroups through a news server maintained either on your organization's network or by your Internet service provider (ISP).

You use a **newsreader** program to download, read, and reply to news messages. These programs generally allow you to reply to the person who originally posted a newsgroup message, post your reply to the entire newsgroup, or forward the message to someone else. By default, Microsoft Outlook automatically sets up the Microsoft Outlook Newsreader. Whether you use the Outlook Newsreader or you have a different newsreader already installed, you can start it from within Outlook by pointing to **Go To** on the **View** menu, and then clicking **News**.

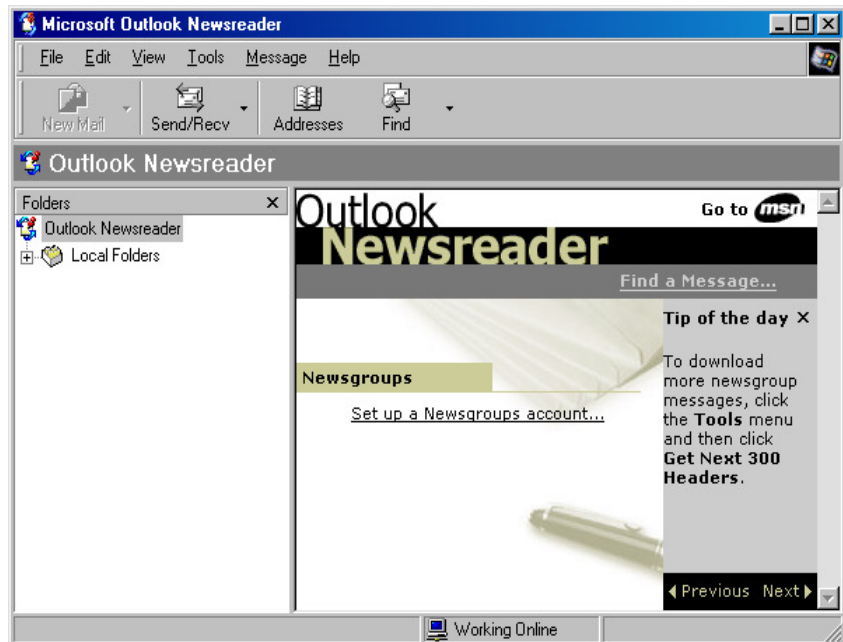
After you have started your newsreader, you download a list of the newsgroups available from your news server and **subscribe** to the newsgroups that interest you. After you've subscribed to a newsgroup, you can read and post messages in that group.

This exercise assumes you use the Outlook Newsreader.

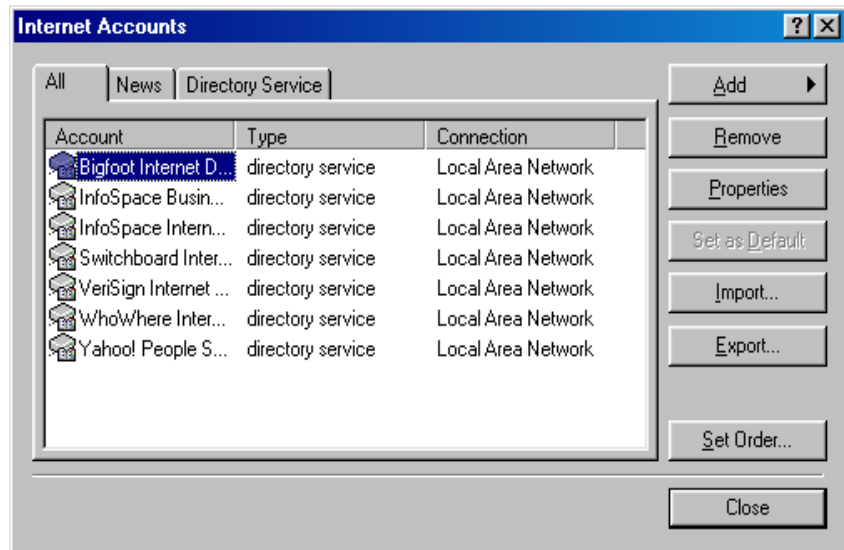
In this exercise, you subscribe to a newsgroup, view a newsgroup and its messages, and send newsgroup messages. You don't need any practice files for this exercise.

- 1 If it is not already open, start Outlook, and then maximize its window.
- 2 On the **View** menu, point to **Go To**, and click **News**. Outlook starts the Outlook Newsreader.
- 3 If you are prompted to make Outlook Express your default mail client, click **No**.
- 4 If the **Internet Connection Wizard** prompts you to set up Internet mail, click the **Cancel** button, and when asked if you are sure you want to exit the wizard, click **Yes**.
- 5 If prompted to import your Outlook messages and address book, select the **Do not import at this time** option, click the **Next** button, and then click the **Finish** button.

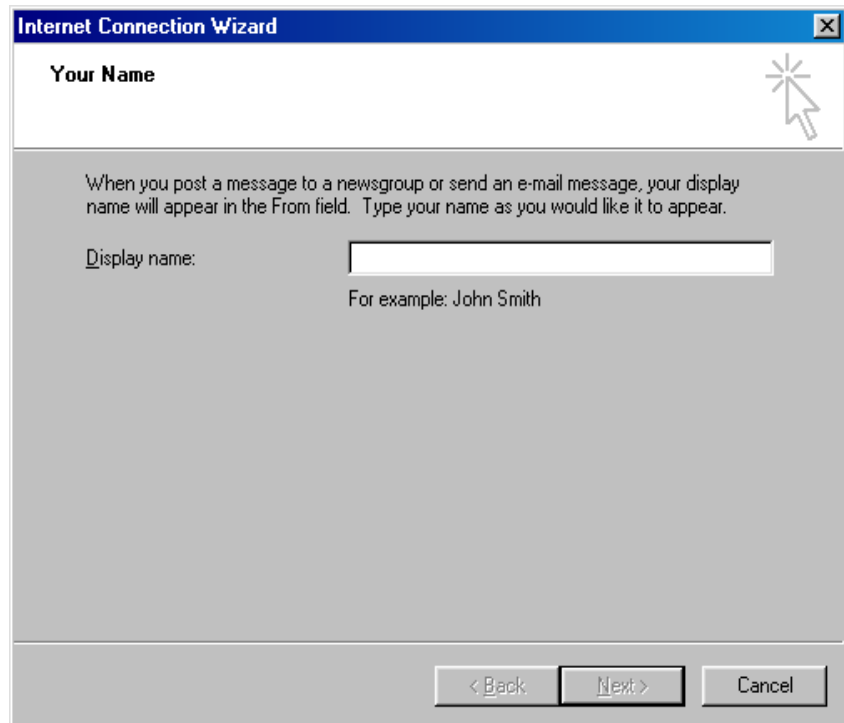
The Microsoft Outlook Newsreader appears.



- 6 On the **Tools** menu, click **Accounts**. The **Internet Accounts** dialog box appears.



- 7 Click the **Add** button, and then click **News**.  
The **Internet Connection Wizard** starts.



When you post messages to a newsgroup, the **From** line on your messages will show the name you entered in the **Display name** box in the **Internet Connection Wizard**.

- 8 In the **Display name** box, type the name you want to appear on your messages (typically your full name), and click the **Next** button. The next page of the **Internet Connection Wizard** appears.
- 9 In the **E-mail address** box, type your e-mail address, and click the **Next** button. The next page of the **Internet Connection Wizard** appears.

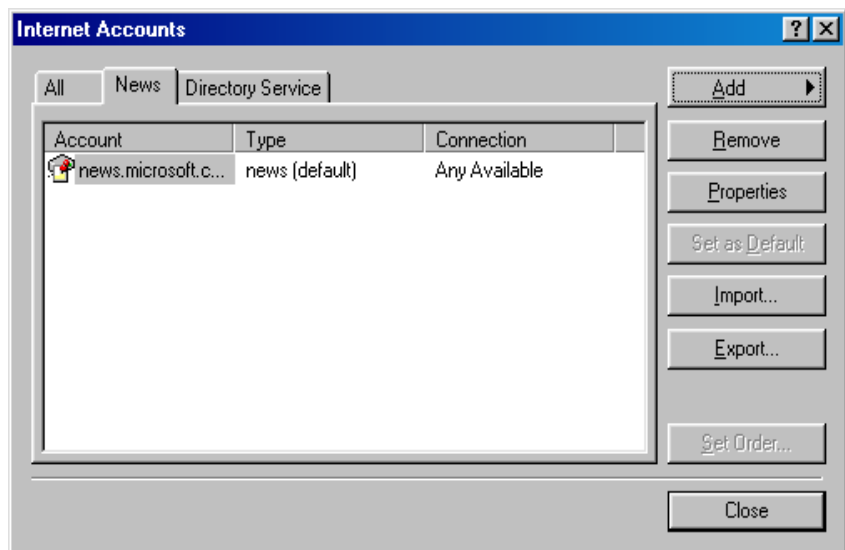
- 10 In the **News (NNTP) server** box, type **news.microsoft.com**, and click the **Next** button.

The final page of the **Internet Connection Wizard** appears.

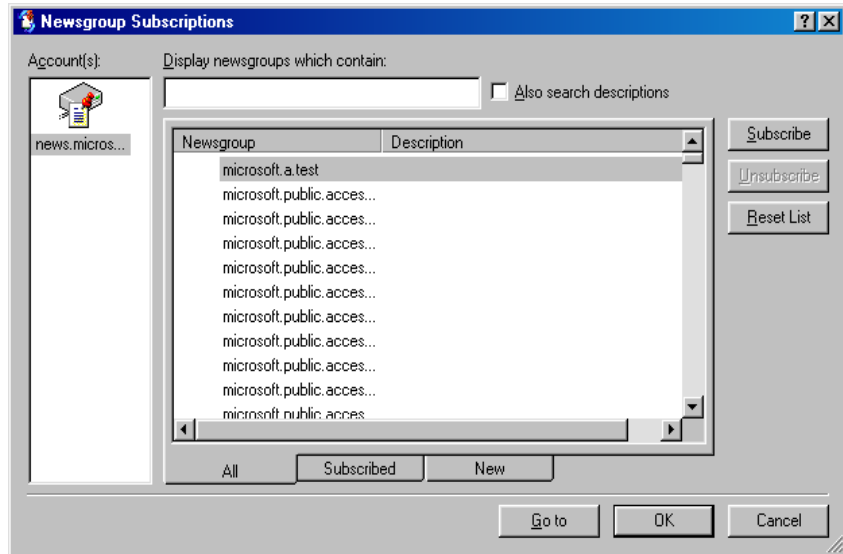
## Tip

Microsoft maintains this news server (*news.microsoft.com*) to provide access to newsgroups related to Microsoft's products. Your network administrator or ISP can provide you with the names of the news servers that allow access to other public newsgroups.

- 11 Click the **Finish** button.  
The **Internet Connection Wizard** closes. Your news account is saved.
- 12 In the **Internet Accounts** dialog box, click the **News** tab.  
The **News** tab is displayed, listing your news account.



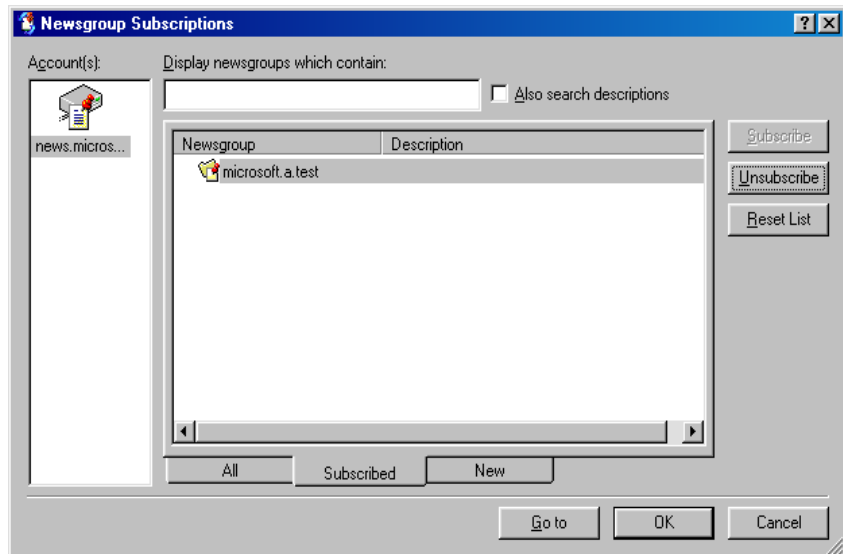
- 13 Click the **Close** button.  
The **Internet Accounts** dialog box closes.
- 14 When prompted to download newsgroups, click **Yes**.  
Downloading the newsgroups might take a few minutes. When the process is complete, the **Newsgroup Subscriptions** dialog box appears.



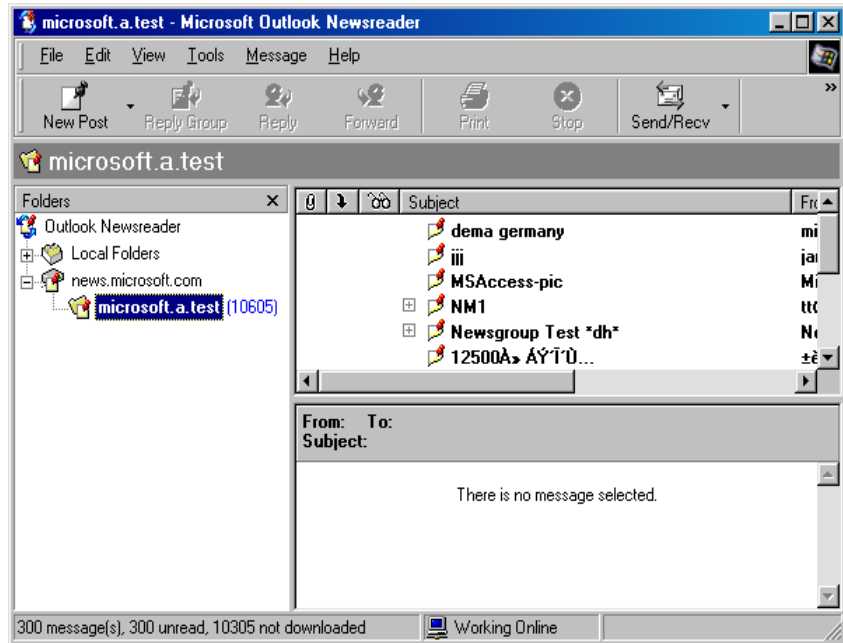
- 15 In the **Newsgroup** list, click **microsoft.a.test**, and then click the **Subscribe** button.

You have now subscribed to the test newsgroup. After you have subscribed, the newsgroup will appear in your **Folders** list for easy access. The **Folders** list appears on the left side of the Outlook Newsreader window.

- 16 Click the **Subscribed** tab.  
The microsoft.a.test newsgroup appears in the **Newsgroup** list.



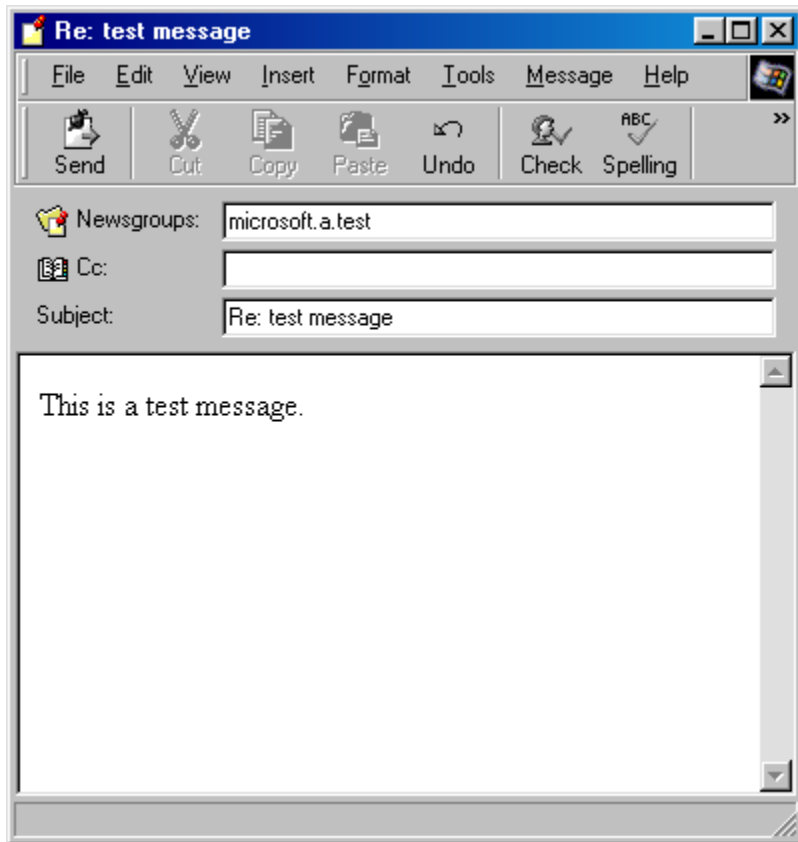
- 17 Click **OK**.  
The news account and newsgroup are added to the **Folders** list in the Outlook Newsreader.
- 18 In the **Folders** list, click **microsoft.a.test**.  
The contents of the microsoft.a.test newsgroup are displayed.



## Tip

Because new messages are constantly posted to the newsgroup, you will see a different set of messages than those shown here. Odd characters in the **Subject** or **From** columns indicate that the message was posted in a language that uses an alphabet that is different from English.

- 19 Double-click the first message.  
The message opens. Note the subject of the message so that you can find it later.
- 20 Click the **Reply Group** button.  
The reply is addressed to the newsgroup, microsoft.a.test.
- 21 In the message body, type **This is a test message.**



- 22 If you were going to send the message, you would click the **Send** button. Instead, click the **Close** button to close the message without sending it. If asked to save your changes, click **No**.

## Tip

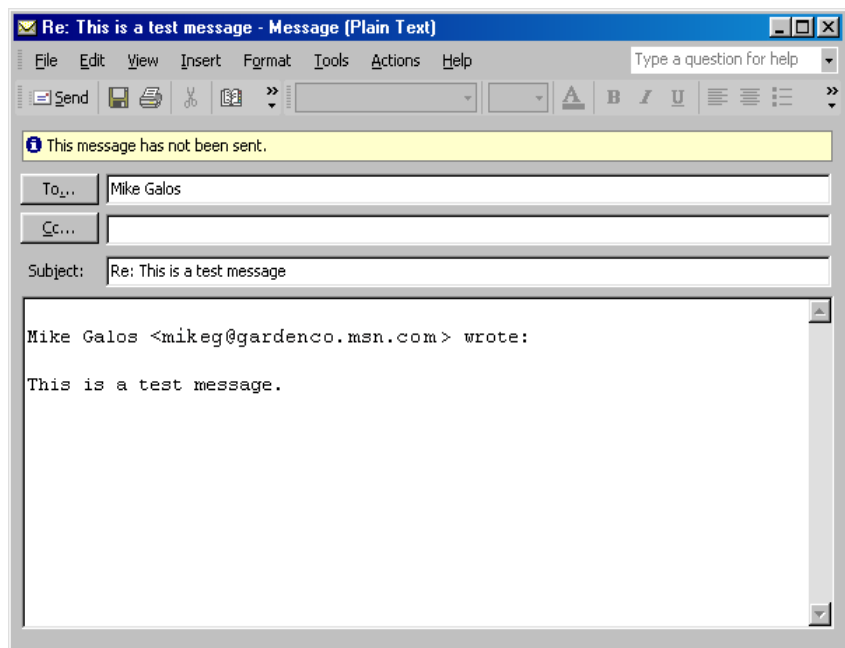
Many senders of junk e-mail use computer programs to collect e-mail addresses from newsgroup posts. If you do not want to receive junk e-mail, it is a good idea to slightly alter your return address so that it is invalid. For example, Catherine Turner might alter her e-mail address, *catherinet@gardenco.msn.com*, to something like *catherinet@nojunk.gardenco.msn.com*. E-mail sent to that address will bounce back to the sender as undeliverable. You can include information at the bottom of your newsgroup posts instructing those who want to e-mail you to take the extra word out of your e-mail address. That way, people who genuinely want to send you valid e-mail can do so, whereas junk e-mailers who use computer programs to collect addresses cannot.

- 23 Double-click the next message.  
The message opens.
- 24 Click the **Reply** button.

The reply is addressed to the person who posted the message to the newsgroup.

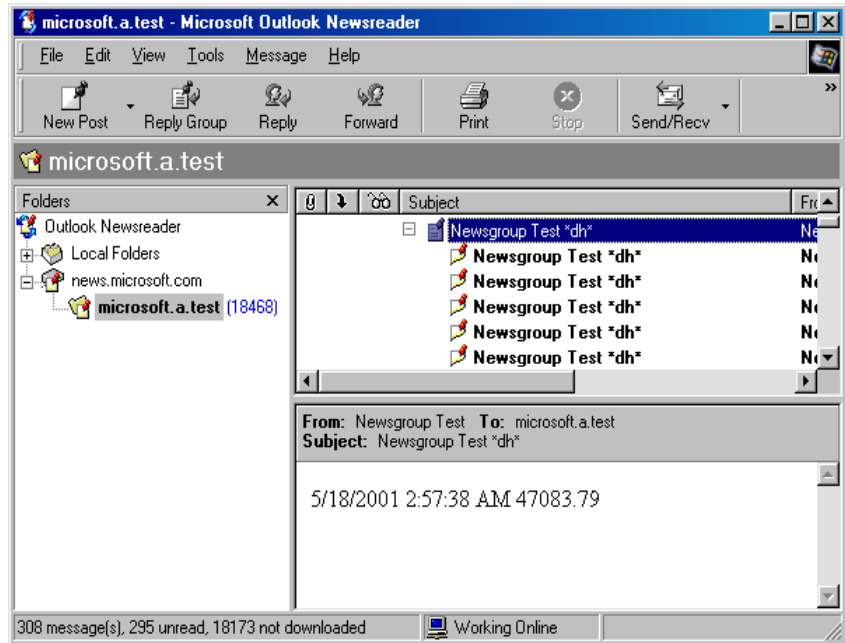
- 25** If a message appears warning you that a program is attempting to access your Outlook address book, click **No** to prevent it from doing so.

This is one of Outlook's security functions, designed to prevent malicious viruses from sending copies of themselves to the contacts in your address book. When you click **No** in this message, you will prevent Outlook from automatically addressing the reply, so you will have to type in the person's e-mail address yourself. You can typically find the address in the body of the message, following the person's name.



- 26** Click the **Close** button, and if prompted to save the changes, click **No**.  
The reply is discarded.
- 27** Close the open message window by clicking its **Close** button.  
The message closes.
- 28** On the **Tools** menu, click **Synchronize Newsgroup**.  
The **Synchronize Newsgroup** dialog box appears.
- 29** Select the **Get the following items** check box, make sure the **New messages only** option is selected, and then click **OK**.  
Any new messages are downloaded.
- 30** Find a message with a plus (+) sign to the left of it, and click the plus sign.  
The replies to the original message appear associated with the original message.





- 31 On the **File** menu, click **Exit**.  
The Outlook Newsreader closes.

## Creating and Sending Instant Messages

You can communicate with your contacts in real time with **instant messages**. Instant messaging is a private online chat. After you establish a connection with another person who is online and using instant messaging, messages you send to that person appear on his or her screen instantly. Likewise, you see responses from that person instantly on your screen. Instant messaging is especially useful for brief exchanges and can be much more immediate than e-mail. By default, Outlook supports instant messaging using Microsoft MSN Messenger Service or Microsoft Exchange Instant Messaging Service. When Outlook starts, you are automatically logged on to the service you installed.

### Tip

If you want to use MSN Messenger, you can download it by clicking **Options** on the **Tools** menu, clicking the **Other** tab, and in the **Instant Messaging** area, clicking the **Options** button. This will take you to the download Web page for MSN Messenger.

Before you can use instant messaging, you must obtain the instant messaging addresses of the people you want to communicate with in this way and add those addresses to the Outlook Contact forms of those people. Then they have to tell their instant messaging programs to accept messages from your address.

Once this setup work is done, when you log on to your instant messaging service, you can see whether a contact is online. A contact's online status is displayed in the InfoBar on the Contact form and on any e-mail address associated with the contact. You can choose how your status appears to others. For example, if you need to step away from your desk, you can set your status to *Be Right Back* so that any contacts who are online can see that you are temporarily unavailable.

## Important

For this exercise, you will need the assistance of a co-worker or friend who is using MSN Messenger or Exchange Instant Messaging Service. You must have already added that person to your MSN Messenger contacts, and that person must have accepted your request to add him or her. For help with any of these tasks, refer to the MSN Messenger online Help.

In this exercise, you create and send instant messages. You don't need any practice files for this exercise.

- 1** On the **Outlook Bar**, click the **Contacts** icon.  
The contents of the Contacts folder are displayed.
- 2** If you already have a contact entry for the person who is assisting you with this exercise, double-click that entry. If you do not have a contact entry for that person, click the **New Contact** button.  
The Contact form opens.
- 3** If you are creating a new contact, in the **Full Name** box, type the person's name.
- 4** Click in the **IM address** box, and type the e-mail address the person uses for instant messaging.  
Note that this address might not be the same address used for e-mail correspondence. You'll need to get this information from the person you want to contact using instant messaging.

The screenshot shows the 'Joseph Ford - Contact' form in Outlook. The form is in the 'General' tab and contains the following fields:

- Full Name...: Joseph Ford
- Job title:
- Company:
- File as: Ford, Joseph
- Address...: (Empty)
- Business: (Dropdown menu)
- Home: (Dropdown menu)
- Business Fax: (Dropdown menu)
- Mobile: (Dropdown menu)
- E-mail: (Dropdown menu)
- Display as:
- Web page address:
- IM address: josephf@gardenco.msn.com

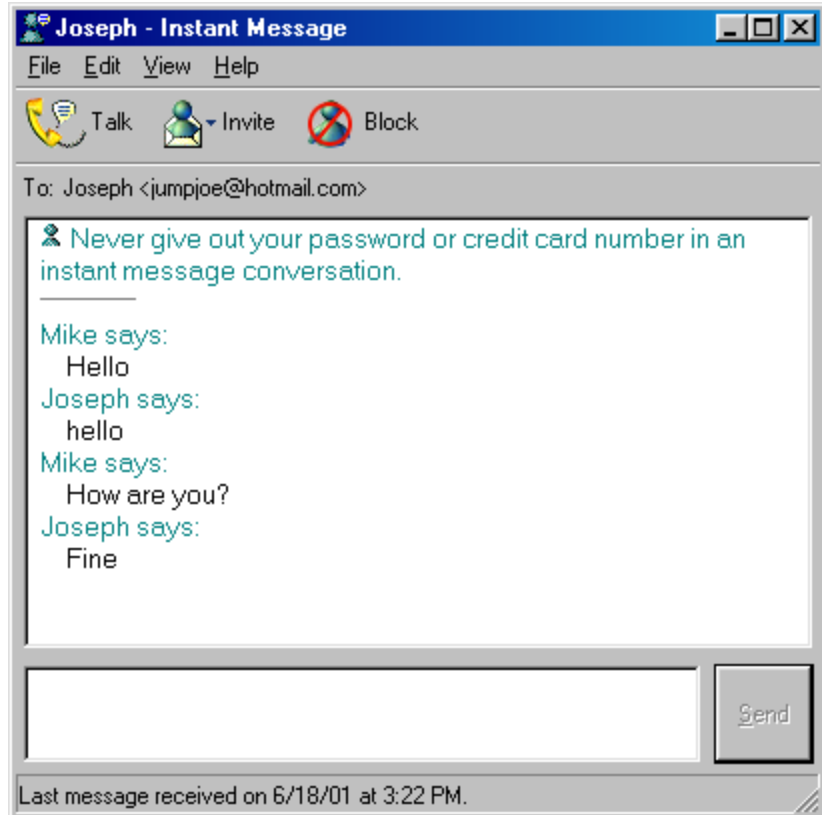
At the bottom of the form, there are buttons for 'Contacts...', 'Categories...', and a 'Private' checkbox.

- 5 Click the **Save and Close** button.  
The contact information is saved.
- 6 Double-click the contact.  
The Contact form opens. If your contact is online, the InfoBar displays his or her status, as shown on the next page.

The screenshot shows the 'Joseph Ford - Contact' form in Outlook. The form is in the 'General' tab and contains the same fields as the previous screenshot. A yellow InfoBar at the top of the form displays the message: "Joseph is online. Click here to send an instant message."

- 7 Click the InfoBar.  
The Instant Message window appears.
- 8 In the message box, type **Hello**, and click the **Send** button.

The message is sent. It appears in an Instant Message window on your contact's screen. The status bar indicates when your contact is typing a message. Wait for a reply, and when you receive it, try sending a few more messages.



- 9 When finished, click the **Close** button.
- 10 If you are not continuing on to the next lesson, on the **File** menu, click **Exit** to quit Outlook.

## Lesson Wrap-Up

This lesson introduced you to using Outlook to send and receive newsgroup messages. You learned also how to create and send instant messages.

If you are continuing to the next lesson:

- Click the Close button in the top right corner of the Internet Explorer screen to close your browser.

If you are not continuing to other lessons:

- Click the Close button in the top right corner of the Internet Explorer screen to close your browser.

## Quick Quiz

- 1 Describe the steps for subscribing to a newsgroup on the Internet.
- 2 What software do you need to access a newsgroup?
- 3 What information and software do you need to send an instant message?
- 4 What caveats should you be aware of when engaging in an instant message conversation with someone?

## Putting It All Together

**Exercise 1:** Click the Start menu and click on the Internet Explorer icon to launch your browser. Type **microsoft.com/windows/ie/support/newsgroups/** in the Address bar, and press Enter. On the Internet Explorer Newsgroups home page you can join a newsgroup to ask questions and learn more about using Internet Explorer. Take some time to explore the resources of these newsgroups.

**Exercise 2:** If necessary, click the Start menu and click on the Internet Explorer icon to launch your browser. Type **google.com** in the Address bar, and press Enter. On the Google search engine home page, click Groups to get a list of Usenet newsgroups by category. Spend some time exploring the links to Usenet newsgroups on this site.