

e-Mail: Why are PC users unable to open a document I created on my Mac when I send it as an enclosure?

Before sending the document, rename it in the "eight-dot-three" PC format. In other words, up to eight characters for the file name, a period, and three characters for the file extension. Unusual characters should be omitted.

The most common file extensions are: .doc for Word documents, .xls for Excel spreadsheets, and .ppt for PowerPoint presentations.

So, for example, a Word document that you created called "Meeting Minutes for 11/16/2000" should be renamed to something similar to "MM111600.doc", or an Excel spreadsheet named "Japan-Trip Expenses" should be renamed to something like "JapanExp.xls".

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