IceWarp Unified Communications

IceWarp WebClient User Guide

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IceWarp WebClient User Guide

This manual describes GUI and features of IceWarp WebClient.

Legend

Icon	Description
	Warning – very important!
	*Note or tip – good to know.*
NOTE: Areas ...	*Note within a table.*
▸ Figure 4	Figure link – click the link to reveal the figure. Click it again to close it. (Works only in the ***CHM*** format.)

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Getting Started

Logging into IceWarp WebClient

To access IceWarp WebClient, you will need to access the URL specified by your administrator using a web browser such as Internet Explorer 8 or Mozilla Firefox.

You will be presented with a login screen similar to this one:

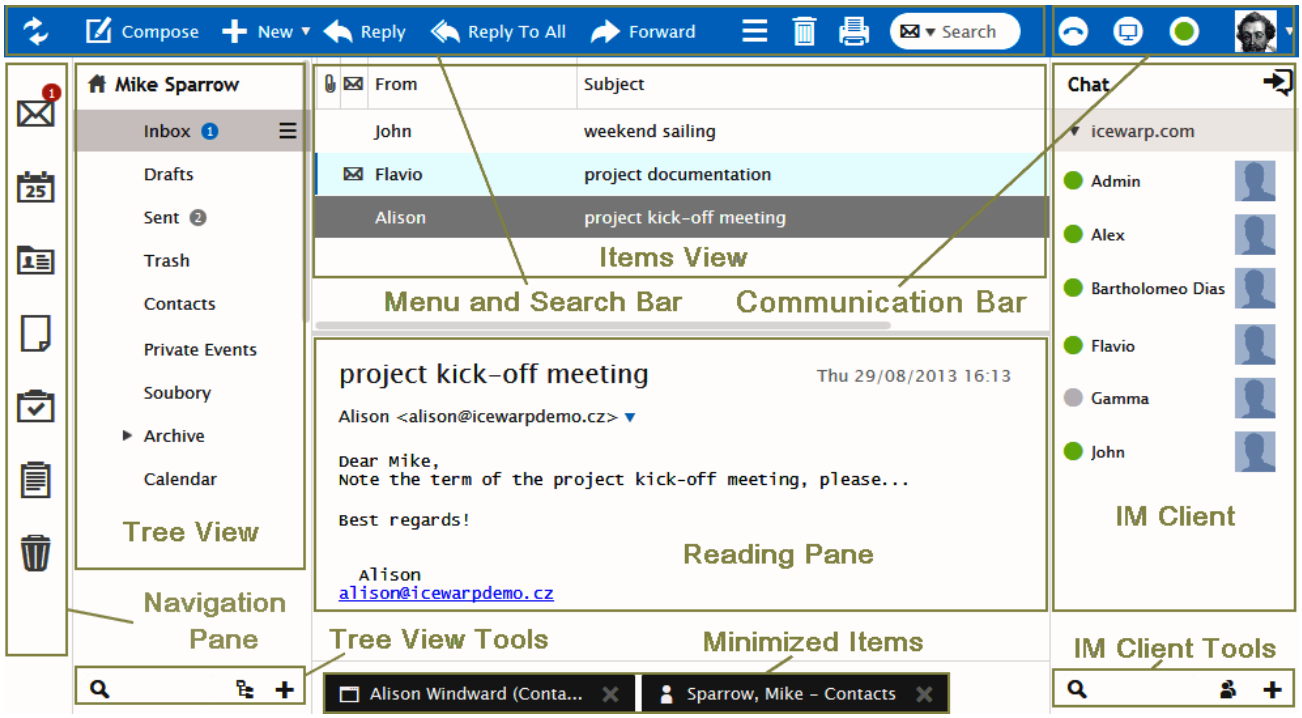


Field	Description
Username	Enter your username (or email address) of your IceWarp Server email account (as supplied by your administrator).
Password	Enter your password for your IceWarp Server email account.
Remember me	Tick the box if you want to stay signed.
SIGN IN	Click the button to log in.
Contact our administrator	Use the link in the case of forgotten password or other problems with your email account. A simple dialog is shown – *Enter your email address*, *Describe your problem*, enter the shown *Security code* into the appropriate field and click the ***Send*** button. This works properly only in the case, you have the **Options** dialog – **My Account** tab – ***Alternate Email*** field filled in. Your new credentials are sent to this email address (plus to your email account on IceWarp Server).
`Upper left-hand link` `(Desktop here)`	Select the interface type you want to use: ▪ ***Desktop*** – fully featured email interface. ▪ ***Tablet*** – interface optimized for tablets, slow connection or older browsers (without JavaScript).

	▪ ***Mobile*** – interface optimized for mobile phones. Interface type offer is based on the last login plus the currently used device type.
Upper right-hand link (English here)	Select your language from the list.
Learn more about all features	Click the arrow to open a simple guide that describes installation and use of different interfaces and email clients.

Main Screen

Once logged into IceWarp WebClient, you will see the main screen:



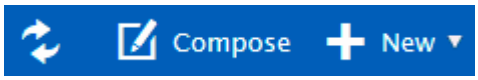
There are seven main areas of the window:

- The *Menu and Search Bar* across the top
- The *Navigation Pane* on the very left
- The *Tree View* on the left (with *Tree View Tools* at the bottom)
- The *Items View* top center
- The *Reading Pane* bottom center
- The *Communication Bar* top right
- The IceWarp WebClient *IM Client* on the right (with *IM Client Tools* at the bottom)
- The *Minimized Items Bar* at the very bottom left and middle

*NOTE: The position of the reading pane can be changed by clicking the icon between the **Print** one and **Search** field. This can be very useful on wide-screens and large monitors.*

Menu and Search Bar

The left side of the bar is constant for all folder types and is consistent for all folder types:



It has the following functionality:

Get New

Clicking the ***Get New*** (two arrows) button tells IceWarp WebClient to retrieve all new messages from the server.

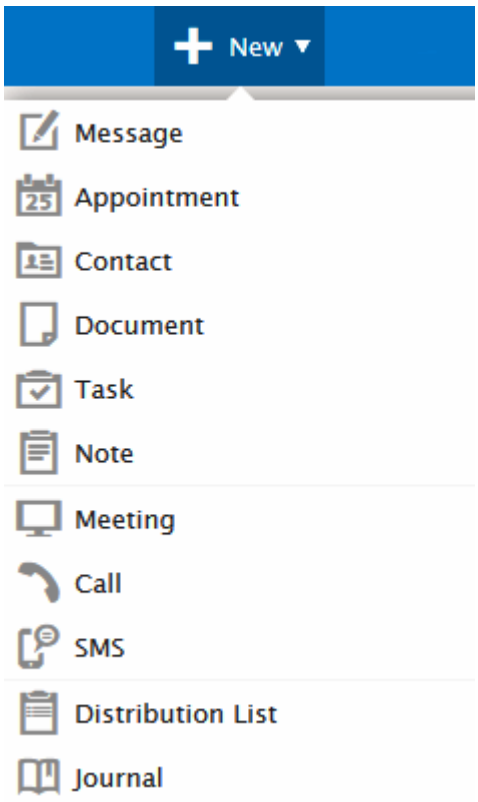
Compose

Clicking this button opens the mail composer window.

New

Clicking the ***New*** button shows a pop-up that lets you to create a new item of the type corresponding to the folder you are currently browsing.

Hover over ***New*** and a drop-down menu will appear allowing you to select the type of a new item you want to create.



These items are discussed in their relevant sections.

The right side of the bar changes depending on the folder type you have selected.

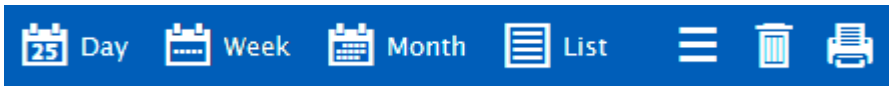
Mail



- It is obvious how to use the ***Reply***, ***Reply To All*** and ***Forward*** buttons.
- Use the *More...* icon to perform various actions with documents.

- Use the *Delete* icon (basket) to delete selected emails.
- Use the *Print* icon to print the selected email message – the standard **Print** dialog opens.
- Use the *Preview* icon to select a location of the reading pane.
- Use the ***Search*** field to search within the selected folder. Click the left-hand icon arrow to refine your search. The **Search Wizard** opens. Its content differs according to the folder type. For detailed information, refer to the **Search** chapter.

Calendar



- ***Day***, ***Week***, ***Month*** – use these buttons to select your wished calendar layout.
- ***List*** – use the button to display a list of all your events. It is possible to sort them by clicking the appropriate column name.
- *Print* – use this icon to print a selected item. The **Print Preview** dialog is shown. Remove unwished events from the list by clicking the cross icon on the right.
- *Manage* – use the icon to perform various actions with calendar items.
- The *Delete* and *Preview* icons have the same functions as described within the **Mail** section above.

Contacts



- ***Call Now*** – select a contact and click the button to call the person using WebPhone. The **Call** dialog is shown. For more details refer to the appropriate section (**New Menu – Call**).
- ***Meeting*** – use the button to establish an online meeting with selected users.
- ***Send SMS*** – select a contact and click the button to send an SMS to this person. The **SMS** dialog opens. It is similar to the mail composer window.
- *Manage* – use the icon to perform various actions with contact items.
- The *Delete* and *Preview* icons have the same functions as described within the **Mail** section above.

Documents



- ***Open*** – select a document and click this button to open it.
- ***Create Document*** – hover over the icon and select from the pop-up menu the document type.
- *Lock* – use the icon to lock/unlock a selected document. In the case the document is shared, other users cannot edit it when locked. The green icon next to the document means that the document is locked by you. The red one means that someone else locked it.
- *More* – use the icon to perform various actions with documents. See further in this chapter.
- The *Delete* and *Preview* icons have the same functions as described within the **Mail** section above.

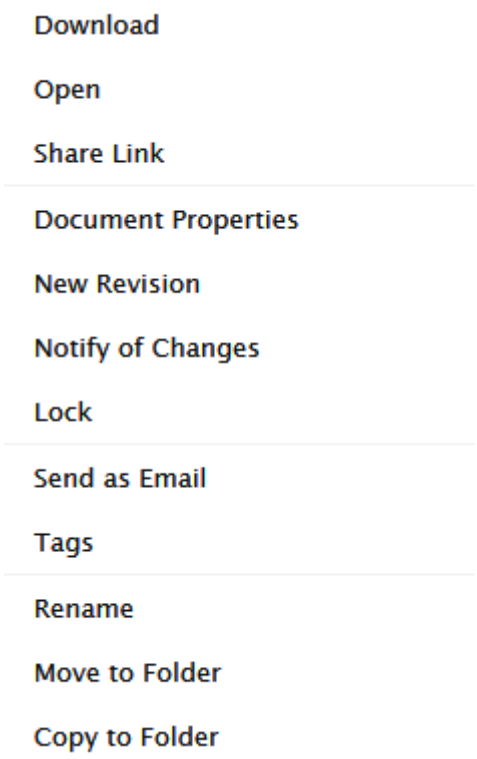
Tasks and Notes

- The *Manage*, *Delete* and *Preview* icons have the same functions as described within the **Mail** section above.

Documents – More... and Pop-up Menu



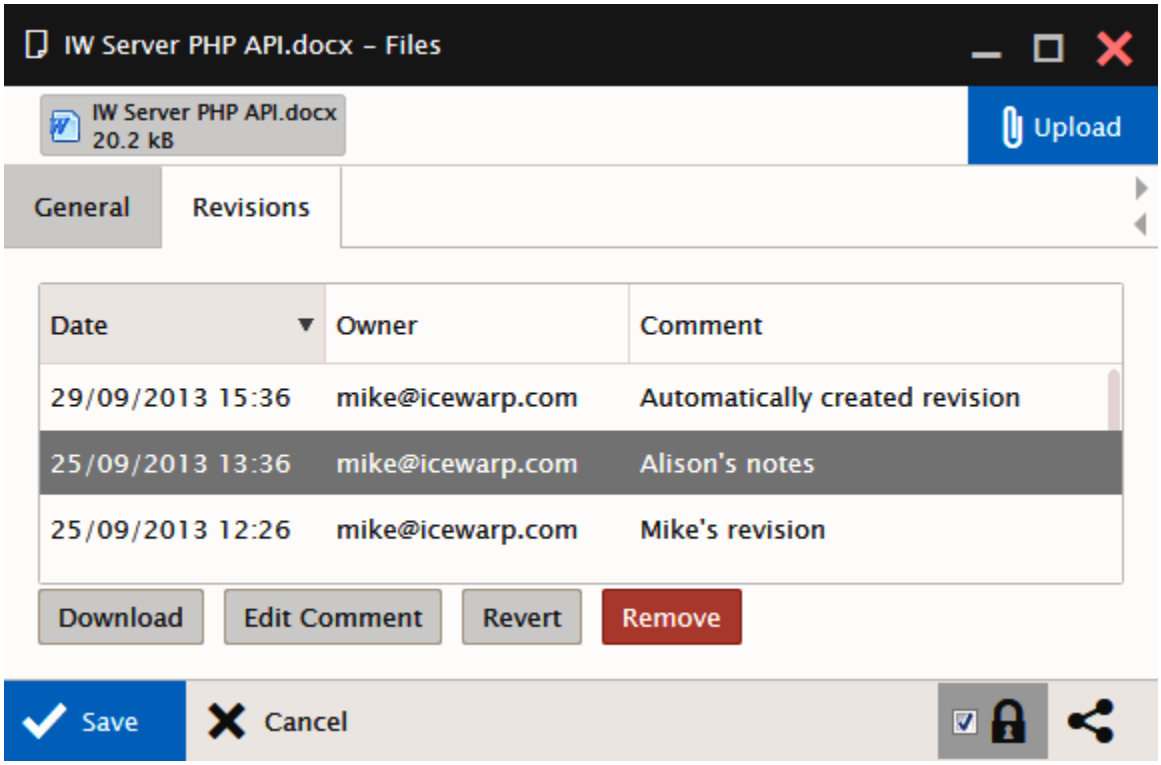
NOTE: These two menus can slightly differ.



Item	**Description**
Download	Select the item to download it. The usual **Open/Save** dialog is shown.
Open	Select the item to open the document in a simple editor.
Share Link	Select the document and this menu item. The **Public URL** dialog is shown. It includes a public URL that you can send to users you want to share the document with.
Document Properties	Click the item to open the **Files** dialog that shows properties of the selected document. This dialog consists of two tabs: ***General*** – enter some descriptive text. Use the *Tags* button to select tags at will. ***Revisions*** – the list of revisions is shown. Select the appropriate revision and use the buttons to *Download* this revision, *Edit Comment*, *Revert* to this revision or *Remove* it. *See the figure bellow.*
New Revision	Click the item to create a new revision of the selected document. Within the **New Revision** dialog, enter a descriptive comment.
Notify of Changes	Select this item to set changes notification. The **Notification Details** dialog is shown. Here, you can *Automatically notify all collaborators about changes* (selected by default) or select users that are to be notified (use the "**+**" (plus) button next to the *Notify also* field) or combine both these ways. *NOTE: Notifications are not sent always once set. In the case you want to send notification after performed (and saved) document changes, you always have to click this option, select recipients and click OK.*
Lock	When working with some document, it is very useful to lock it to inform other users, disable other changes and prevent work loss. Use this option to have an exclusive access to the document. When the document is locked, other users are not able to perform any changes. When done, unlock the document by selecting this item again. *NOTE: The "keys" icon within the **Menu and Search Bar** has the same function.*
Send as	Select this option to send the wished file as an email attachment.

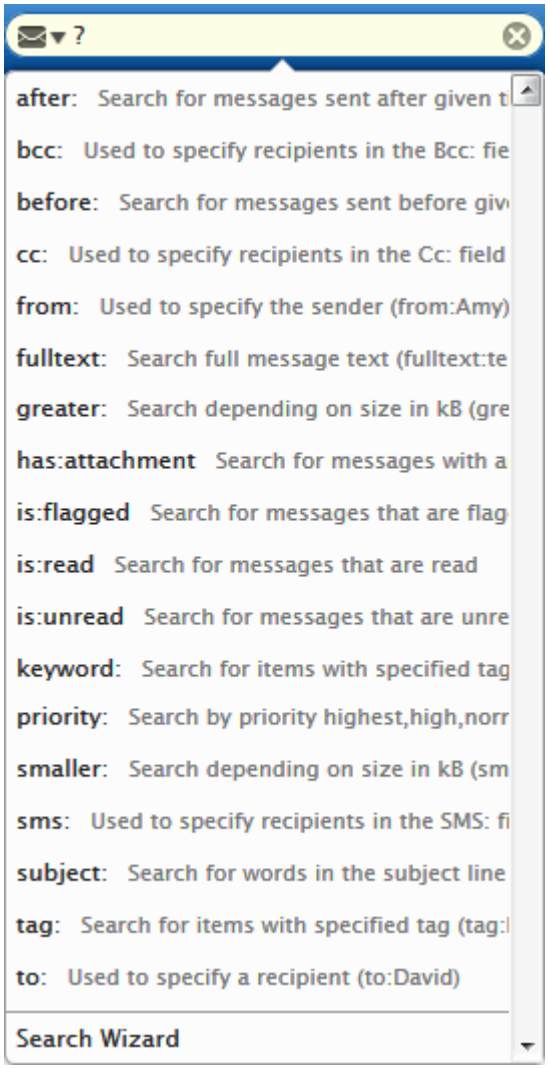
Email	The email composer window is opened with the file attached.
Tags	Select this item to assign wished tags. The **Tags** dialog is opened. For details, refer to the Tags Management chapter.
Rename	Select a file and click this item. The file name is highlighted – you can to change it. Hit *Enter*.
Move to Folder	Select a file and click this item. Within the **Move to Folder** dialog, select the folder the file is to be moved to.
Copy to Folder	Select a file and click this item. Within the **Copy to Folder** dialog, select the folder the file is to be copied to.

Document Properties Dialog



Search

Search uses Smart Search. It is a simple text input where you specify your words to search for. Special search keys can be used (but you can still use a search without keys). These keys are specific to each folder type. To reveal a list of keys, enter the appropriate folder (Inbox, Contacts, etc.) and write a **?** (question mark) to the search box. Keys are different for different folder types. (E. g. keys ***is:free***, ***is:busy***, etc. (for calendar type folders) do not occur for mail type ones.)



NOTE: Keys are case sensitive, searched expressions are not.

*NOTE: You can search also for special characters: "**%**" and "_" (underscore).*

Examples

Search box entry: ***Mike Sparrow***

will search for Mike, mike, Sparrow, sparrow, ... in the From, To and Subject fields.

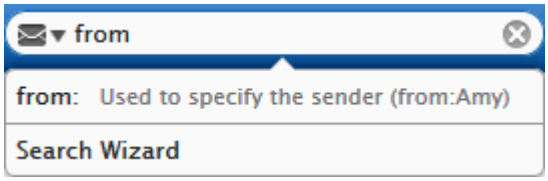
Search box entry: ***"meeting room"***

will search for this phrase.

Search box entry: ***(from:"john doe" -"icewarp") or michael***

will search for John Doe in the *From* fields without IceWarp in any of default fields or with Michael in any default field.

The automatic whisperer suggests the correct syntax and keywords.

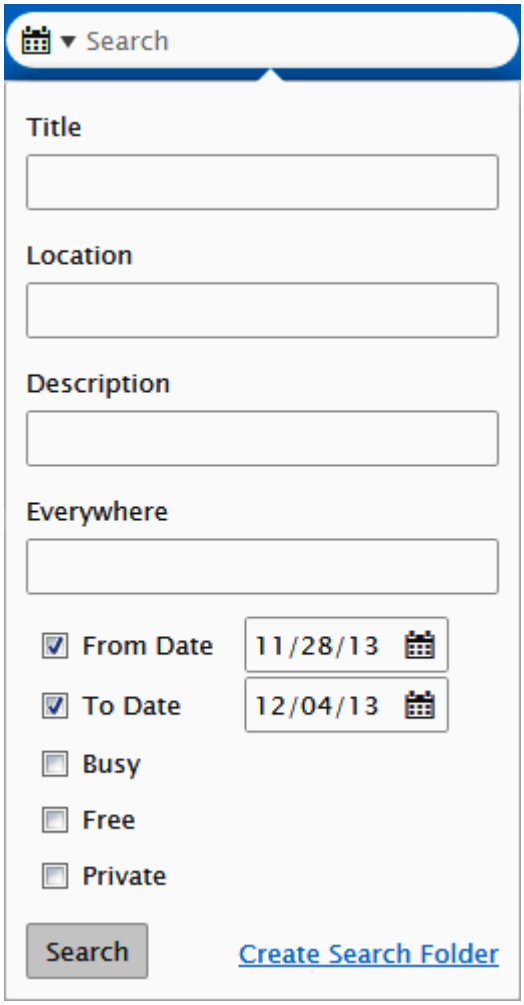


To reveal all items again, click the cross in the ***Search*** field.

Search Wizard

Click the left-hand icon arrow within the ***Search*** field to open the **Search Wizard**. Its content differs according to the folder type – mail, calendar (plus journal), contacts, files, notes.

The following figure shows an example of the calendar folder type wizard:



Create Search Folder

Click the link to create a search folder. All items that match the search criteria will be placed into this folder. This feature enables an easy search within more folders.

The **Search Folders** dialog is shown. Refer to the **Create New Search Folder** chapter for detailed description.

Navigation Pane

This bar includes icons that allow you to select the appropriate item type and folder:



Mail (with a number of unread messages)



Calendar



Contacts



Documents



Tasks



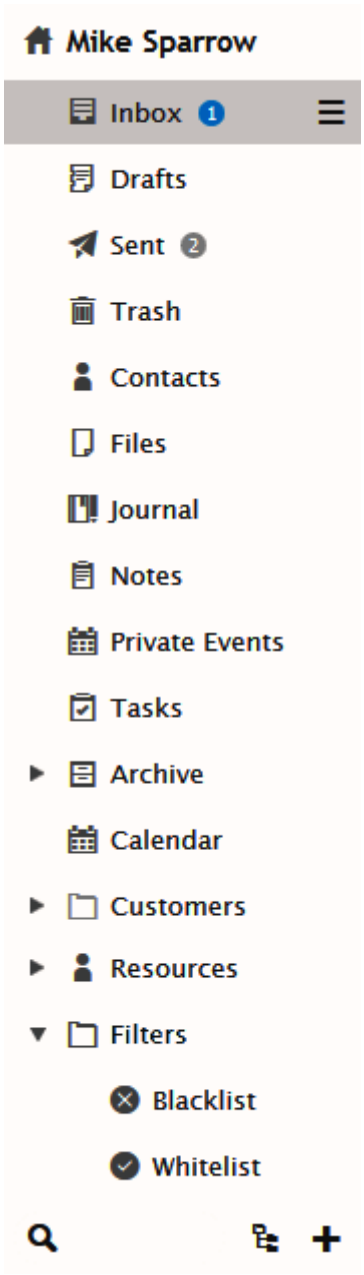
Notes



Trash

Tree View

Tree View shows a hierarchical views of all your personal item folders and also any public or shared folders you have subscribed.



The view is similar to the folder view shown in MS Outlook and also similar to the folder structure view shown when browsing a disk directory structure in most computer operating systems.

However, you should note that different icons are used to show the type of data contained in each folder. The following icons signify email and spam processing folders:

– your standard mail folders (also used for spam)

– your default Inbox

– your sent mail folders

– folders with draft copies of mail items

– folders with your blacklisted items

– folders with your whitelisted items

And these icons signify other item types:

– your contact folders

– your calendar folders

– your file folders

– your journal folders

– your note folders

– your task folders

– your RSS feed folders

– your deleted (recovery) folders

– your search folders

– your subscribed public folders

Tree View Tools

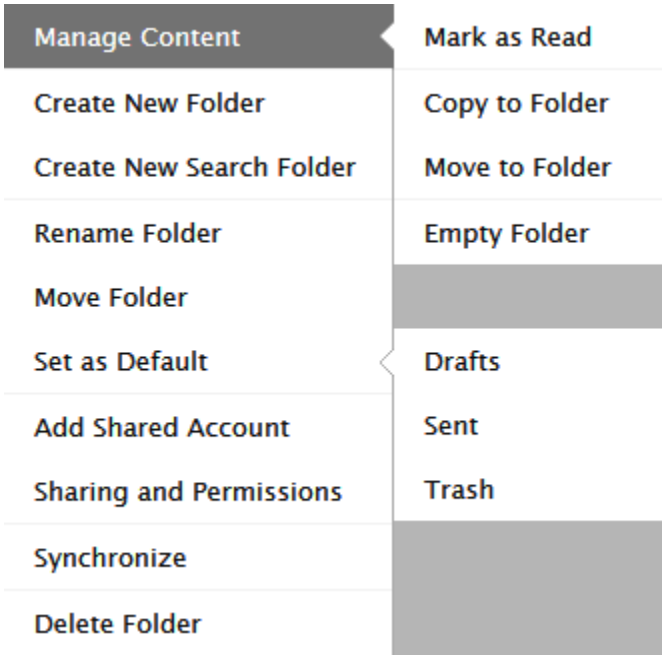
At the bottom of the Tree View, you can find Tree View Tools:

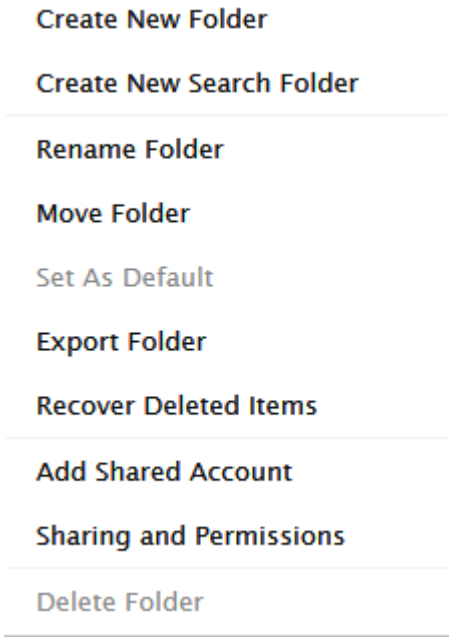
	Quick folder search – this feature lets you filter folder names. Just click the icon and start writing. Folders are filtered immediately. To reveal all folders, just click the cross on the right side of the field (not shown when the field is empty).
	Click the icon to reveal folders of all folder types within one folder tree.
	Select the parent folder and click this icon to add a subfolder. The Create New Folder dialog is shown. See the **Create New Folder** chapter for detailed information.

Context Menu

The Tree view has a context-sensitive menu that can be accessed by right-clicking on a folder within the tree view.

The menu content may differ according to the folder item type:

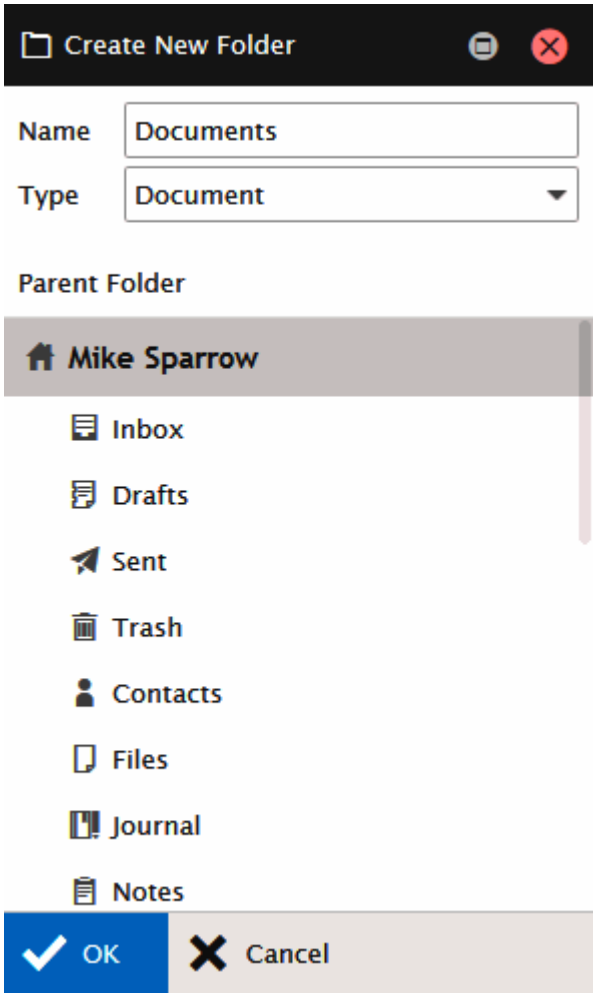




All possible menu items are:

Create New Folder

Selecting the ***Create a New Folder*** option opens a dialog where you can create a new folder:



*NOTE: The folder you right-clicked will be highlighted in the **Parent Folder** pane so you know where you will be creating your new folder.*

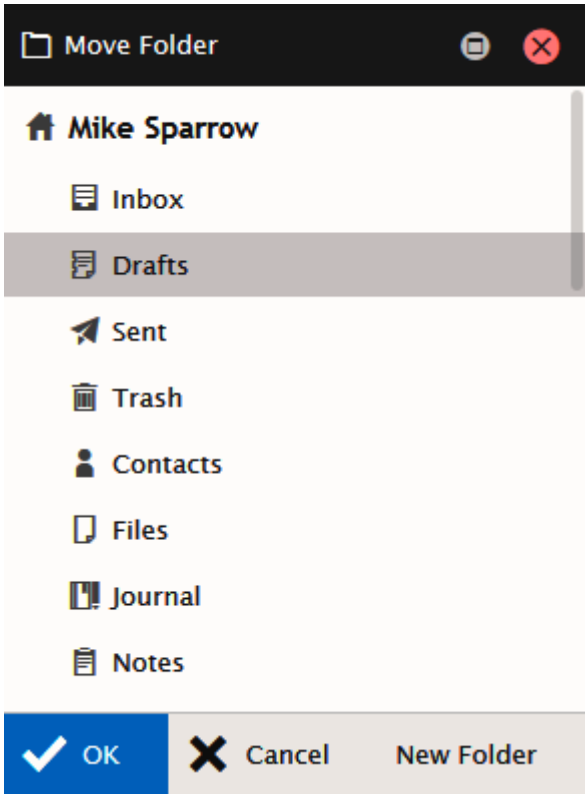
Simply fill in the ***Name*** field and select the ***Type*** of items it will contain. In the case you want to create a RSS type folder, select this type and within the **Manage RSS Channels** dialog, enter the appropriate address into the ***Channel*** field, click ***Add***and ***OK***.

If you accidentally create the folder in the wrong place, do not worry, you can use the ***Move Folder*** menu item to re-locate it.

However, there is no way to change a folder's item type. Therefore, if you select that wrong one, you will need do use the ***Delete Folder*** menu item and create it again with the correct type.

Move Folder

If you want to restructure your folder tree by moving a folder, or sub-folder, right-click the folder you want to relocate and select the ***Move Folder*** context menu item, a dialog will appear:



The folder is highlighted. Locate the folder you wish to move this folder to, click it so it is now highlighted, and click ***OK***.

Your folder will be moved and the structure will update in the Tree View to reflect the change.

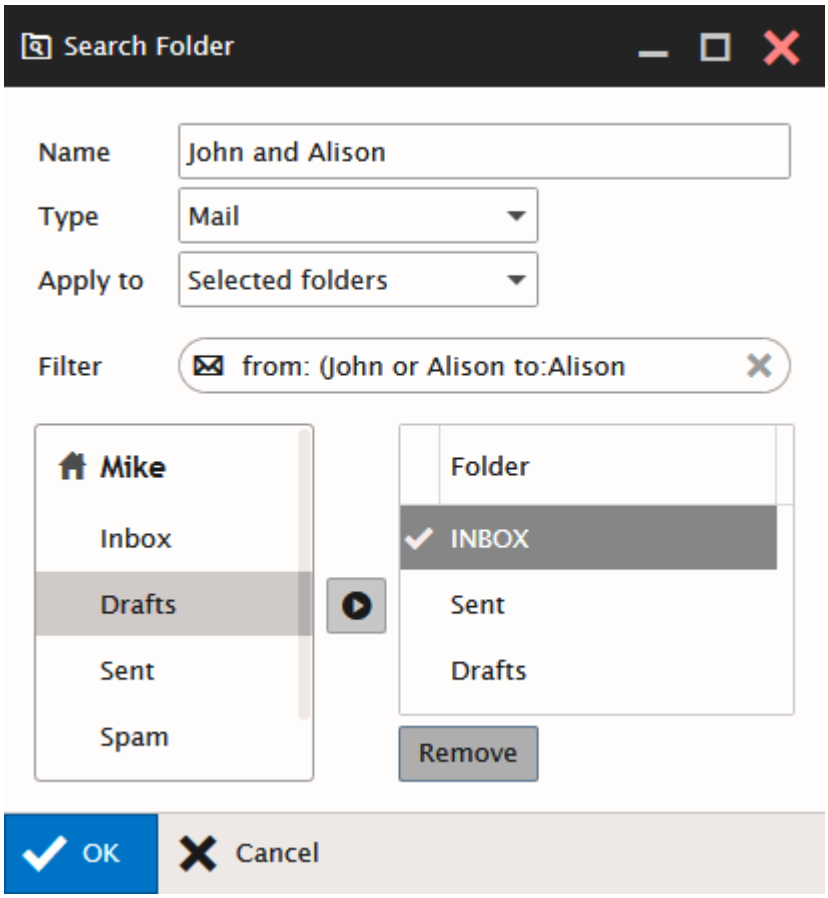
NOTE: If you elect to move a folder which had one or more subfolders, the subfolders will move along with the parent. The structure under the parent will be copied, no matter how many sub-levels exist.

NOTE: It is also possible to move folders using the drag-and-drop mouse feature.

Create New Search Folder

You may want to have contents of more folders of the same type merged and shown in one folder. Furthermore, you may want to have only specified items from some folders included in one folder. (E. g. you want to have all email sent to John Doe and to Alison White plus emails received from Alison White in one folder.) Efficient way how to do it is to create a search folder:

1. Right-click the account name in the **Tree view**. From pop-up menu, select the ***Create New Search Folder*** item. The **Search Folder** dialog is shown.



2. In the **Search Folder** dialog, fill in the folder ***Name***, select the folder ***Type,*** and select (the ***Apply to*** field) whether you want to apply this search either within *All folders*or only *Selected folders*. In the latter case, use the left-hand frame – successively click names of folders that you want to merge and move them to the right-hand frame using the arrow button. See above.

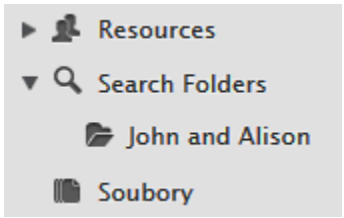
   In the ***Filter*** field, you can filter folder items. For more information about filtering, refer to the **Search Bar** chapter as filtering mechanism and searching one are identical.

3. In the right-hand frame, double-click the folder that you want to mark as the primary one.

   The primary folder is used for saving items created within your search folder.

   Click ***OK***.

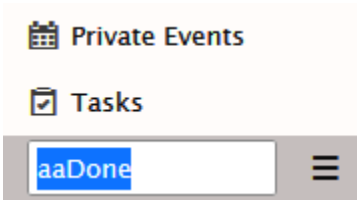
   This search folder appears in the **Tree view** as a subfolder of the **Search Folders** node:



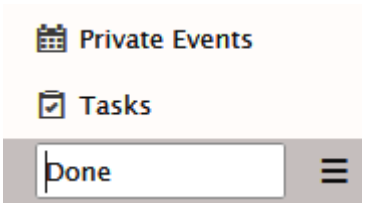
Rename Folder

You may want to rename a folder. Again, the context menu comes into play.

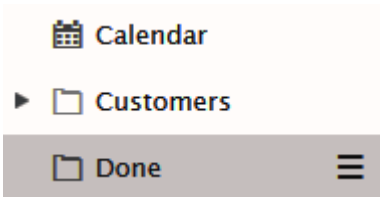
1. Right-click the folder you want to rename (in this case ***aaDone***) and select the ***Rename Folder*** menu item. The folder name will be displayed in a standard text box allowing you to edit it:



2. Edit the name as needed (In this example, we are renaming the folder to ***Done.***):



3. Press ***Enter*** when the name is correct. Note that the folder has moved to reflect the alphabetical display within the **Tree view**:



Your folder is renamed and the **Tree view** updates to reflect this new structure.

Set as Default

Select this item for a folder that you want to set as a default one.

For example, if you have more folders for sent emails, newly sent emails will go into this default one.

Also, in the case, you want to create e. g. a new contact and use the ***New – Contact*** menu item, but do not have the appropriate contact folder open, this new contact will go to the folder set as the default one.

When dealing with mail type folders, you may want to use the sub-menu (see the first figure of the **Context Menu** chapter) to select whether the folder is to be a default one for drafts, sent or trash items.



NOTE: Some mobile devices synchronize only default folders. This is the way how to choose what folders you will have synchronized.

Add Shared Account

A shared account is an account that you have permission at least to view, and is the way that GroupWare is implemented on your server, if your administrator has activated it.

To learn more about this option, and much more about GroupWare itself, see the **GroupWare Guide**, please.

Sharing and Permissions

This menu item is used for sharing folders (accounts) with other users.

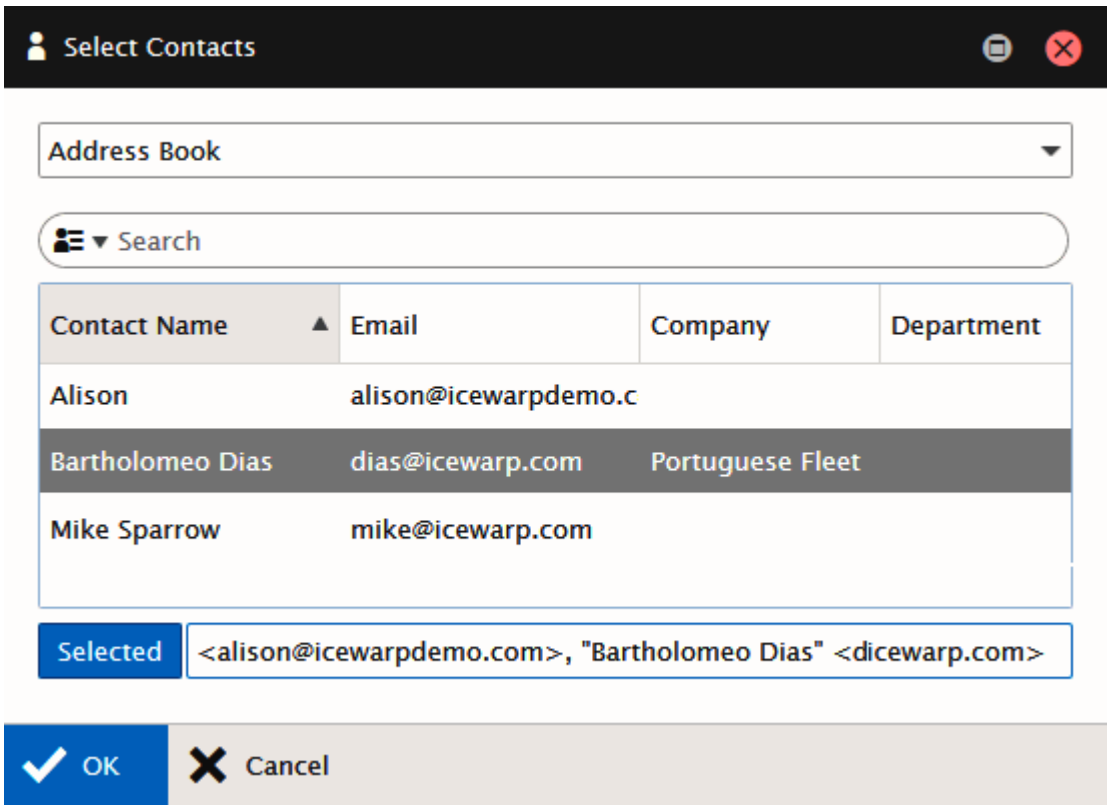
*NOTE: This feature is available for mail folders of the **IMAP** and **IMAP & POP3** account types only. For the **POP3** account type mail folders, this feature is not available.*

For non-mail folders (i. e. for groupware ones), this feature is available for all account types.

Sharing Folders

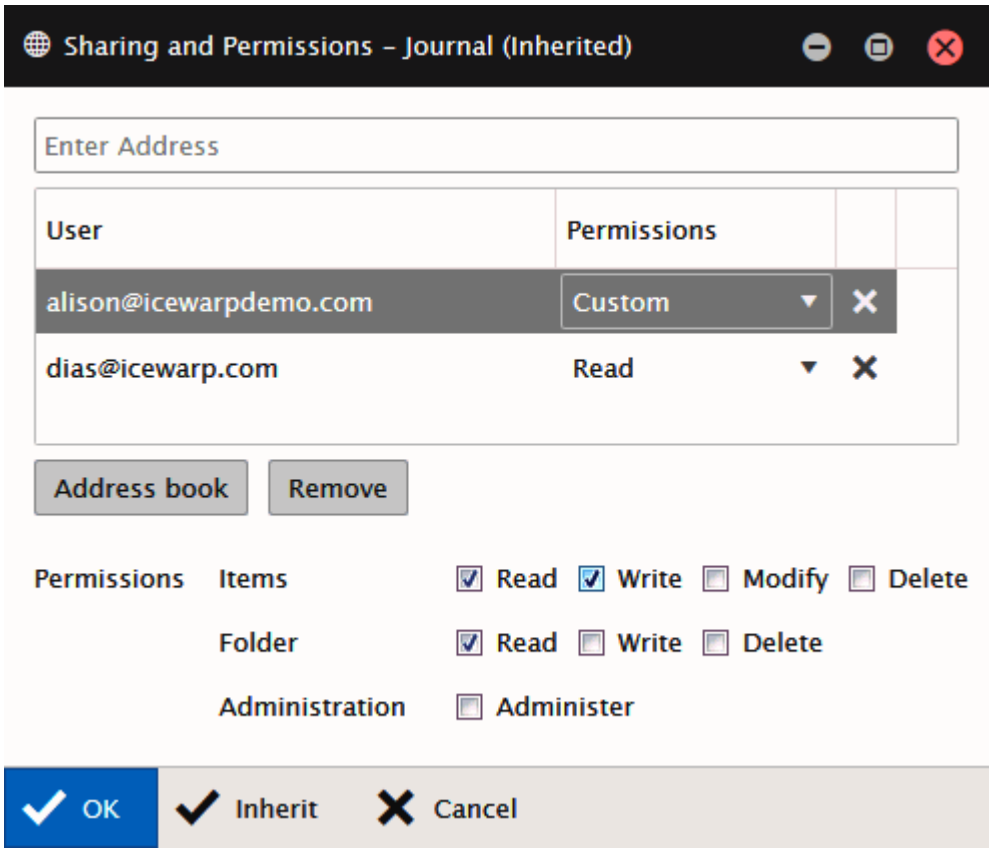
To share a folder in the IceWarp WebClient, do the following:

1. Select the folder you want to share, right-click it and select the ***Sharing and Permissions*** item.
2. In the **Sharing and Permissions** dialog, click the ***Address book*** button to select users you want to share the folder to.
3. In the **Select Contacts** dialog, add desired accounts to the ***Selected*** field.



Choose the desired folder from the upper combo box. List of contacts is shown. You can search in this list – use the ***Search*** field. To place the wished contact to the ***Selected*** field, highlight this contact and click the ***Selected*** button (or just double-click the contact). Repeat it for all contact you want to select. Click ***OK***.

4. In the **Sharing and Permissions** dialog, select ***Permissions*** for individual users for both ***Items*** and ***Folder*** (***Administration*** respectively – full rights) – click a user and tick the appropriate boxes. Click ***OK***.



NOTE: You can use the same way for sharing of a whole account.

Subscribing Folders

When someone shares their folder/account to you, a notification email is sent to you. Just click the ***Subscribe Folder*** (***Subscribe Account*** respectively) button. The shared folder/account is added into your folder tree automatically.

Working with Shared Folders

Shared folders usage is quite obvious but this feature combined with other ones can became a powerful tool for email correspondence managing.

For example, combination with email rules (both server and client defined) can be very efficient and save a lot of time when handling big amounts of email messages.

Synchronize

Available only for folders containing mail items.

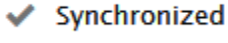
The ***Synchronize*** option lets you choose which folders will be synchronized with the server data when you click the ***Get New*** button on the **Menu Bar**.

You should only choose to synchronize folders that are not updated automatically by the server. These folders are usually, but by no means limited to, the **Inbox** and **Spam** folders.

Other folders may be populated by the server in accordance with any **Rules** you have set up to organize your incoming messages.

If you have set up any **Rules** to file messages in other folders, you should probably set those folders to synchronize.

Right-click on the folder and click the ***Synchronize*** menu item to have the folder synchronized – when you reveal the **Context Menu** again, this menu item is marked as selected:



Click the item again to stop this folder synchronization.



*NOTE: Folder names in the folder tree are followed by bubbles with numbers of unread emails (if folders contain them). If you want to have these numbers synchronized after clicking the **Get New** button, use the **Synchronize** option for the appropriate folders. Otherwise, this number is synchronized after clicking the folder name. (Inbox is synchronized by default.)*

Manage Content

This option allows you to:

Mark As Read

Only available for folders containing mail or RSS item types.

As you browse through your messages or RSS feed items they are automatically marked as having been read.

There may be times when you want to mark quickly all items in a folder as having been read, which this option allows you to do.

For example:

- You subscribe to a mailing list which delivers hundreds of messages per day.
- You only read the ones where the subject catches your eye.
- You want to keep all the messages so you can search them for information at a later date.

In this case, once you have looked at the list of new (unread) messages and viewed all the ones of interest, you can mark all the others as read. When the next messages come in you can easily identify them as they are highlighted.

Right-click the folder in question and select the ***Mark As Read*** item from the context menu and all the items contained in that folder will be immediately marked as read.



BE AWARE: There are many things, that can be done automatically using **Rules**, and they should be investigated if you find yourself repeating the same process over and over again!

Copy To Folder

Only available for folders containing mail or RSS item types. Select this option to copy all folder items to another folder. (Items are also left in the original folder.) The **Copy To Folder** dialog is shown to let you select the folder where to move items to.

Move To Folder

Only available for folders containing mail or RSS item types. Select this option to move all folder items to another folder. (Items are deleted from the original folder.) The **Move To Folder** dialog is shown to let you select the folder where to move items to.

Empty Folder

This feature is only available for mail-type folders. All folder items – email messages – are deleted.

Right-click the folder name, select the ***Empty Folder*** item and confirm the action by clicking ***OK***.

Delete Folder

Right-click the folder you want to delete, select the ***Delete Folder*** item form a pop-up menu and click ***OK*** to confirm the action.

Filter

This option allows you to filter folders within the folder tree. It is useful in the case you have very extensive folder list.

Select this option. In the lower part of the folder tree pane, a search text field appears.

Write a folder name or just its part. All folders that contain this string are shown.

Delete the string to have all folders shown.

Refer to the **Folder Quick Filter** chapter for an example.

Add to Favorites

You may want to add your most frequented folders into Favorites. Right-click the wished folder and select this option.



NOTE: To have Favorites available, you have to enable it: ***Options – General – Layout – Show Favorite Folders****.*

Export Folder

You may want to export (save) some groupware folders. Right-click the folder and select the ***Export Folder*** option – the **Open** dialog appears. Select the ***Save File*** option and click ***OK***. The **Save** dialog appears.

Browse to the wished location (optionally rename the file) and click the ***Save*** button.

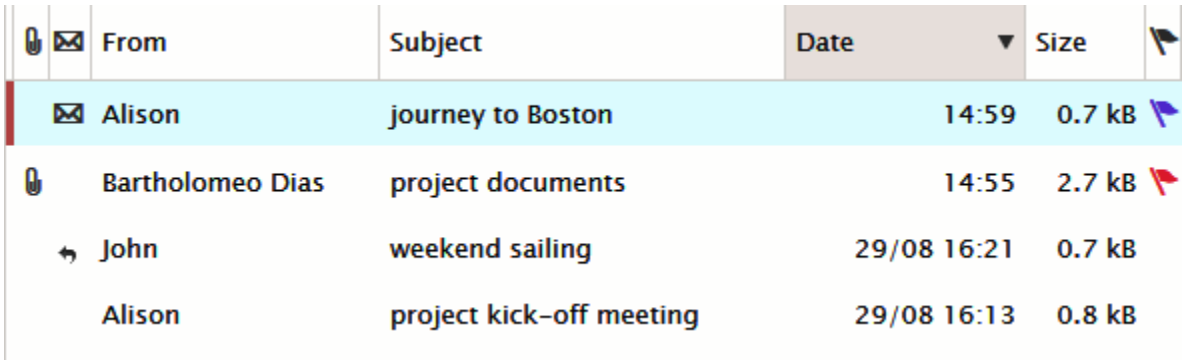
Recover Deleted Items

This option is available only for groupware folders. Deleted items are moved into the **Recovery Items** folder. In the case you want to recover some items, right-click the appropriate groupware folder and select this option. Items deleted from the folder that are still in the **Recovery Items** folder are shown in the list. Right-click the wished item and select the ***Recover*** option. The item is moved into the original folder.

Items View

This frame shows items of the folder selected in the tree view.

E.g. when **Inbox** selected, items view lists incoming emails. These emails are distinguished by different icons.

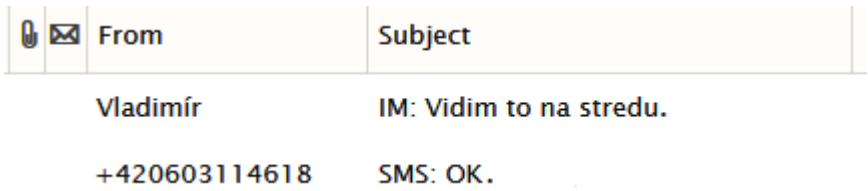


Icon	Description
	Unread message
	Certified sender
	Message with attachment
	Read and replied message
	High importance
	Category flags *NOTE: When using both IceWarp WebClient and IceWarp Outlook Sync, these category flags are synchronized only if first set in Outlook.*

Double-click the item that you wish to open.

Item Source in Subject

In the case you receive a message from other source than an email client (i. e. from Instant Messaging, SMS from a phone, etc.), this source is marked by a ***Subject*** prefix: SMS, IM, etc.



You can even set a rule that redirects your IM correspondence to your email box when your IM status is ***Away***. Also this correspondence will be marked by the IM prefix.

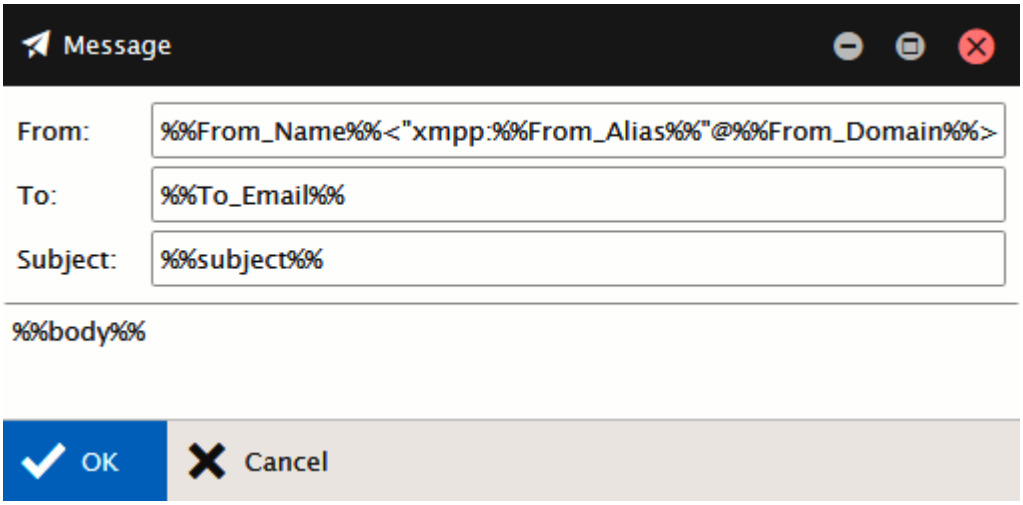
In the case you want to set receiving IM messages as emails when your status is ***Away***, do the following:

1. Navigate into the **Options – Mail – Rules** dialog and click the ***Add*** button.
2. Fill in the rule name into the ***Title*** field.

3. On the **Conditions** tab, click the ***Add*** button twice. Set lines **exactly** as shown it the image:



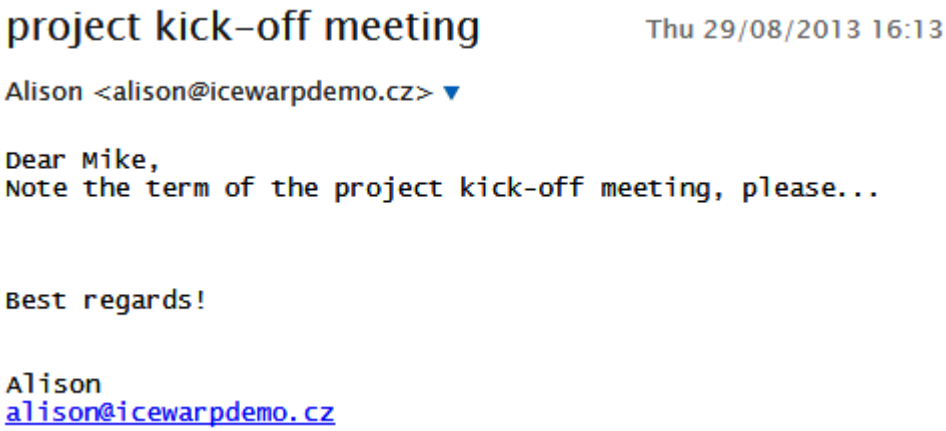
4. On the **Actions** tab, tick the ***Message*** box and select the ***Delete*** item from the list.
5. On the same tab, tick the ***Send message*** box and click the "**...**" button next to it. The **Message** dialog is shown.
6. Set all fields **exactly** as shown in the image:



7. Click ***OK*** – three times.

Reading Pane

This pane lets you view emails without necessity to double-click them in the ***Items View*** frame.



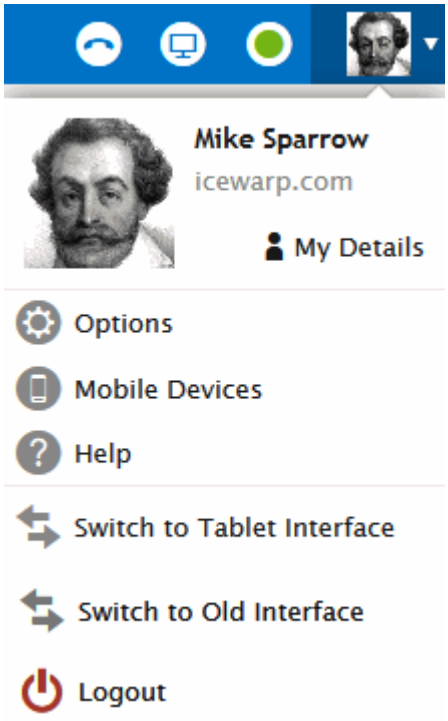
Communication Bar

This bar lets you manage the built-in instant messaging client, WebPhone and Online Meetings.



The bar consists of:

- ***WebPhone icon*** – click the icon to make a WebPhone call. For more details, refer to the **New Menu – Call** chapter.
- ***Meeting icon*** – click the icon to establish an online meeting. For more details, refer to the **New Menu – Meeting** chapter.
- ***Status indicator*** – the dot next to your picture indicates your IM status. Click the dot to change your IM status. The IM Client pane is shown when your status is *Online*.
- ***Your avatar*** – hover over the avatar to reveal the settings menu. Here you can open the ***My Details*** dialog, manage your ***Options***, *Mobile Devices*, reveal *Help*, switch into other WebClient *Interfaces* and *Logout*.



Minimized Items

This pane shows icons of minimized items. The pane is located at the very bottom left. Click the icon to show the dialog again.



Printing Options

Besides of usual printing of emails, WebClient allows you to print contacts, events, tasks, notes and journal items using the **Print Preview** feature.

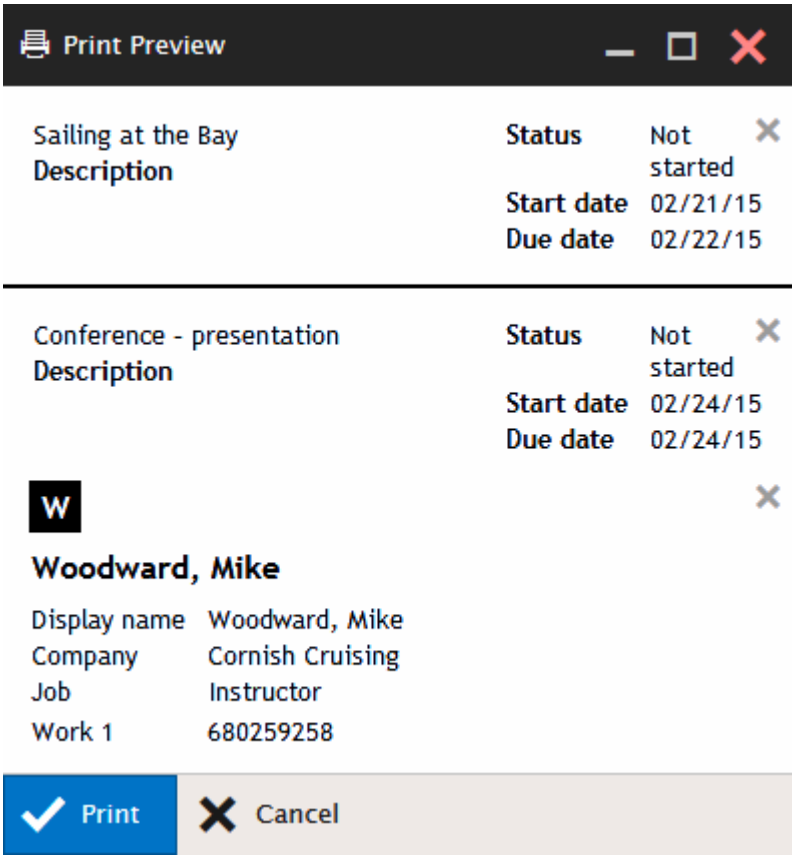
You can combine all mentioned item types.

To print more object types, do the following:

1. Double-click the appropriate item to open it. Click the *Print* button (printer icon) in the lower right-hand corner of the item window. Close the item.

   Alternatively, right-click the appropriate item within the **Items View** pane and select the *Print* option. (Use the *CTRL+click* or *SHIFT+click* shortcuts to select more items.)

2. The **Print Preview** dialog opens. (With more items combined here.)



   Do not close the **Print Preview** dialog.

4. Repeat these steps for all items you want to print.

   (Use the right-hand cresses to remove unwished items.)

5. Click the ***Print*** button in the **Print Preview** dialog. The usual **Print** dialog opens.

   (Optionally, change printing preferences.)

6. Click ***OK*** to print the selected items.

New Menu

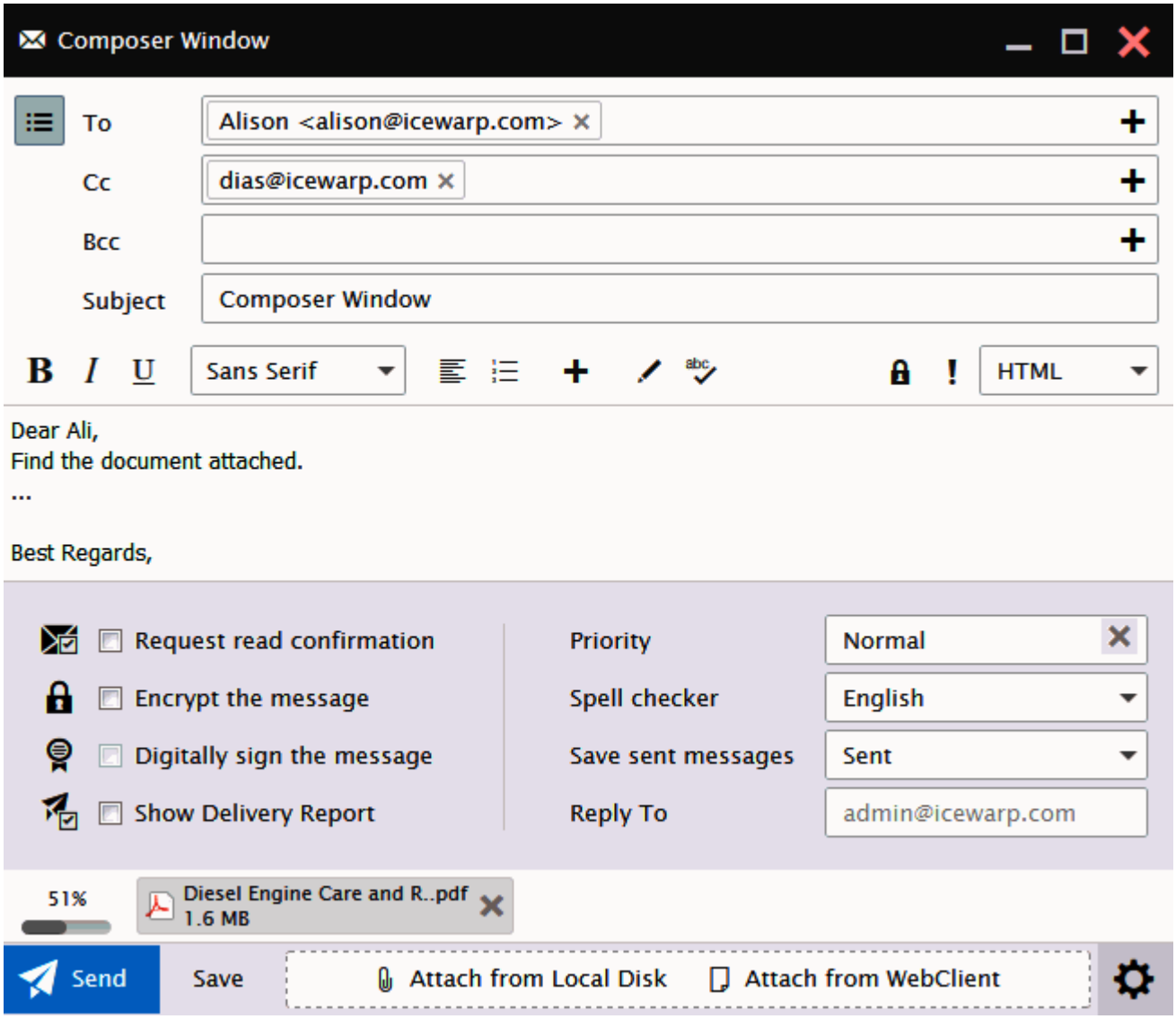
Clicking this menu item allows you to create a new item of the type corresponding to the folder you are currently browsing.

To create different item type, select it from the **New** submenu. See the **Menu and Search Bar** chapter.

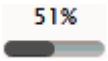
As creation of emails, contacts, events, etc. is obvious, we do not find necessary to describe it. However, the composer window features are described further.

Composer Window

This chapter describes all features of the composer window and their usage.



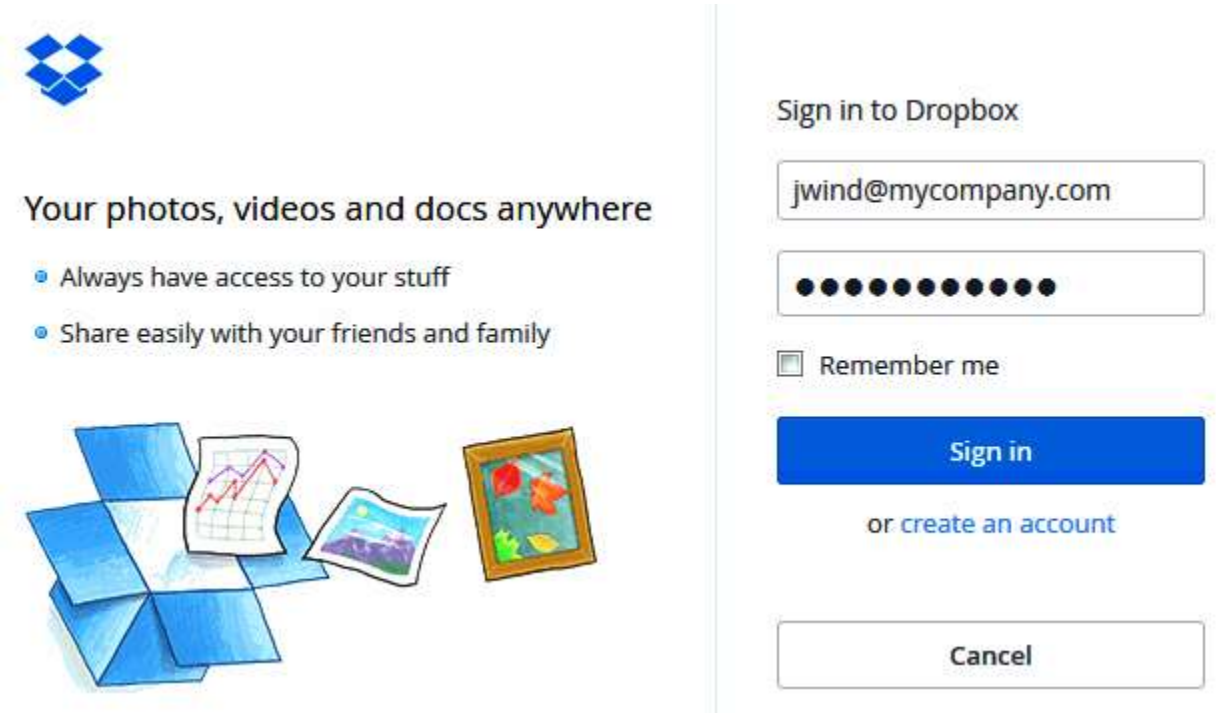
Field	Description
Show all entries icon	Click the icon if you want to use the *To, Cc* and *Bcc* fields.

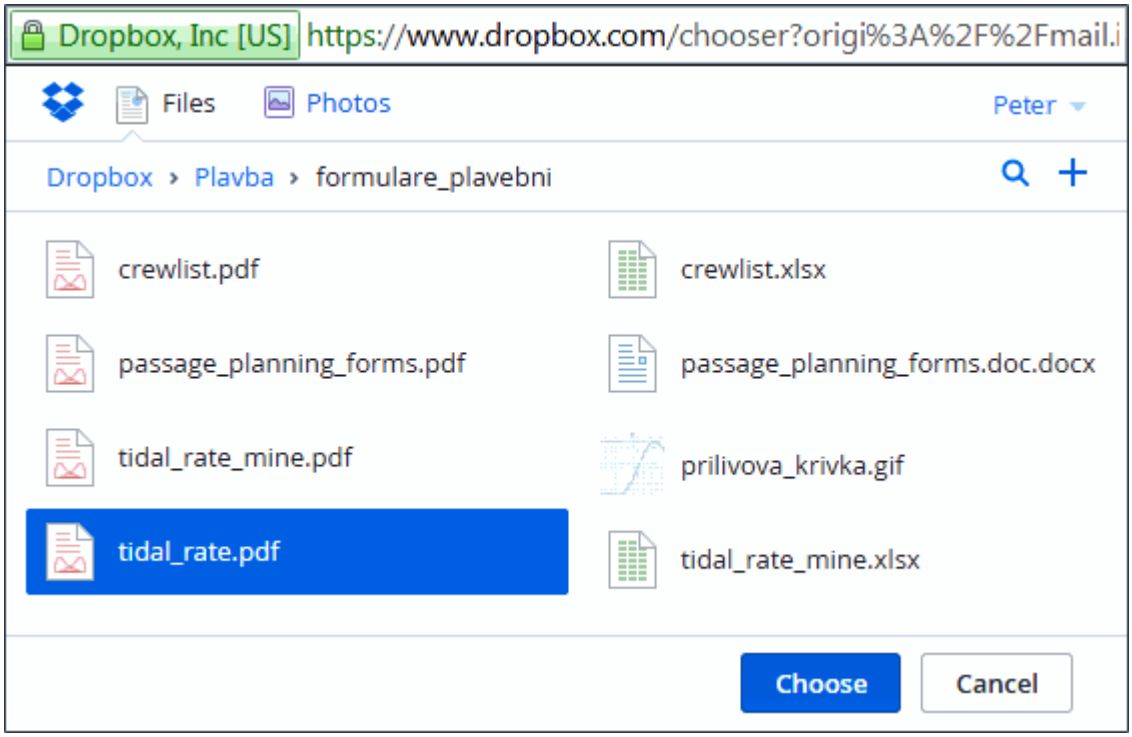
	
To, Cc, Bcc	Enter email addresses of the recipient(s) and users that are to receive message copies or blind copies. Use the "**+**" button to open the **Select Contacts** dialog with an address book and suggested contacts.
Subject	Enter a short message description – topic.
Text formatting tools	Use these tools to format the message body text. These tools are enabled only if the HTML format is selected.
Message size indicator 	In the case there is set a message size limit on the server, this indicator informs you about the currently composed message attachments size. The indicator is not shown when SmartAttach is used.
Options	Click the button to reveal advanced email settings. For detailed description of these settings, refer to the ***Options – Mail –*** ***Mail Compose*** chapter.
Attach from Local Disk	Click the button to upload a file as an attachment. The usual **File Upload** dialog is shown.
Attach from WebClient	Click the button to attach a file or item (contact, event, etc.) that is already located within WebClient. Use the shown **Select Item** dialog to browse for the file/item.
Save	Click the button to save the message into the **Drafts** folder.
Send	Click the button to send the message.
Red cross – Discard message	This button is placed in the right-hand upper corner. Click the button to close the message. The **Save message** dialog is shown. Click the *Discard* button to cancel the message.

Dropbox Integration

Provided that this feature is enabled (ask your administrator), it allows you to connect to your Dropbox account and insert a link to a file you have uploaded to Dropbox into the message body.

Use the ***Dropbox link*** item (text editing tools – the "**+**" icon) to sign in and open Dropbox **Chooser** to select a file (see the figures lower).





Meeting

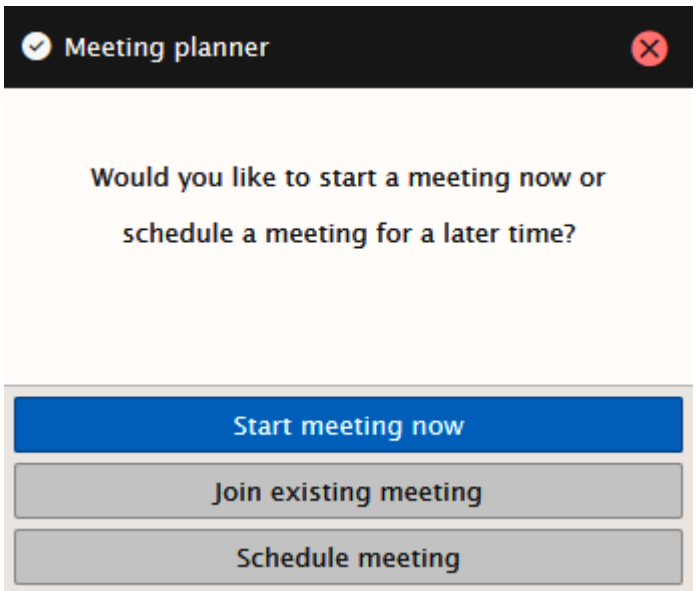
The **New** menu – ***Meeting*** item is one of those that can be a bit complicated.

There are three possibilities:

- To start a meeting
- To join an existing meeting
- To schedule a new meeting

Start Meeting

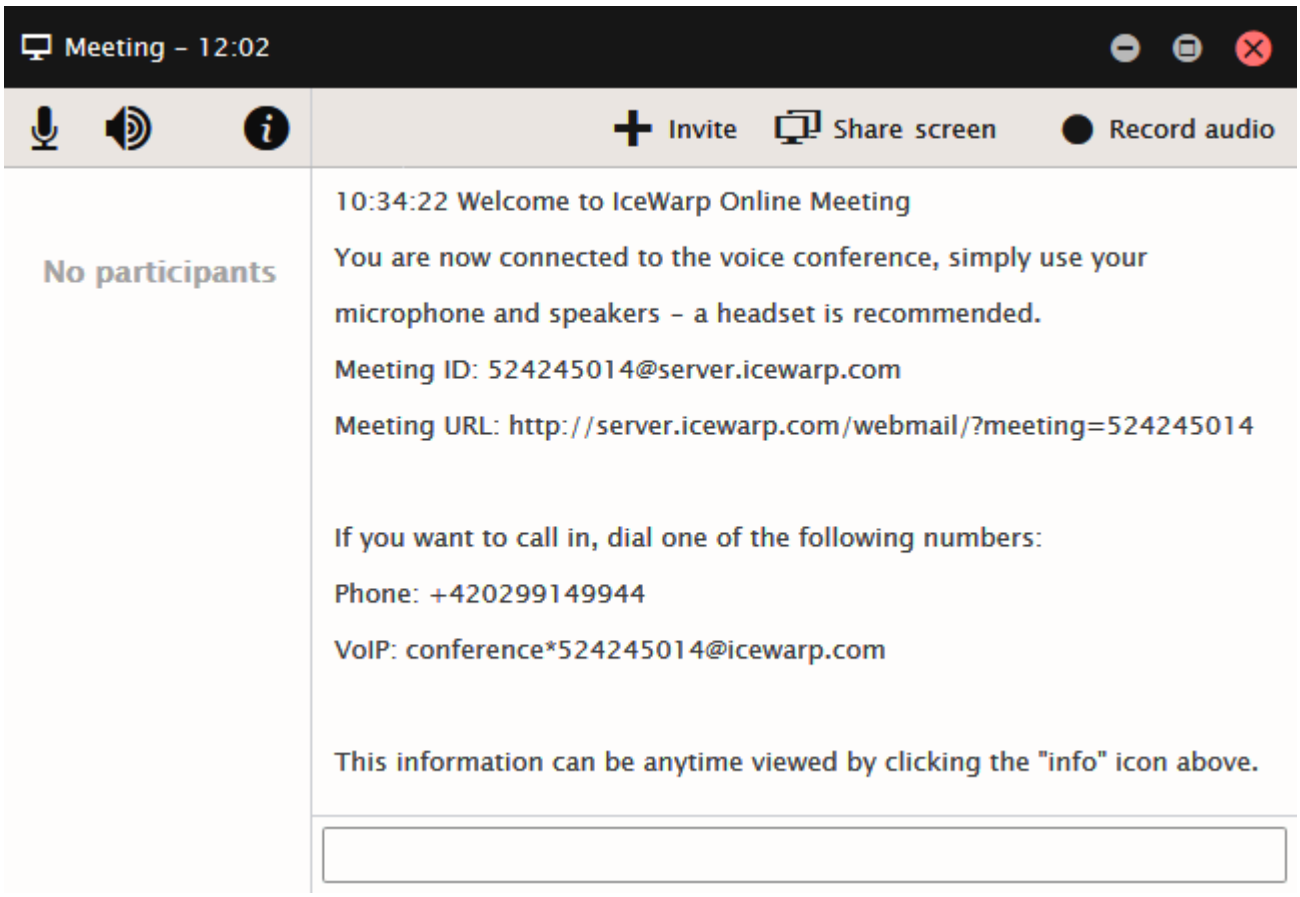
1. Click the *New* item (***Menu and Search Bar***) and select *Meeting*.
   The **Meeting planner** dialog appears:



2. Click the *Start meeting now* button.

   Alternatively, click the *Meeting* icon within the ***Communication Bar*** – .

   The **Meeting** dialog appears.
3. Within this dialog, you can set all meeting features:



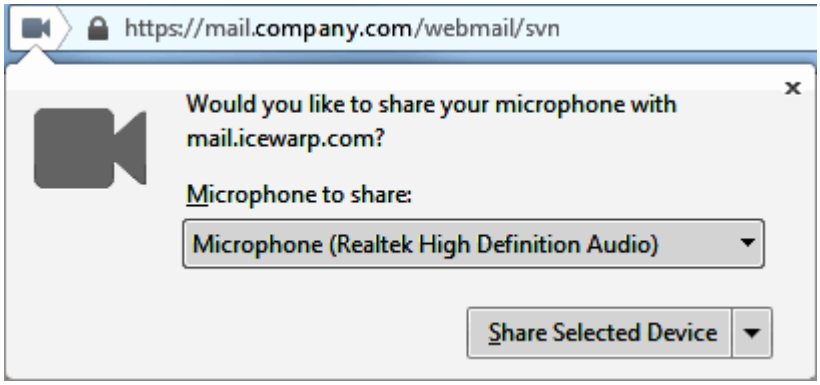
The menu bar consists of two parts:

- the left-hand one – this part is available to all meeting participants.
- the right-hand one – these tools are available only to a meeting organizer.

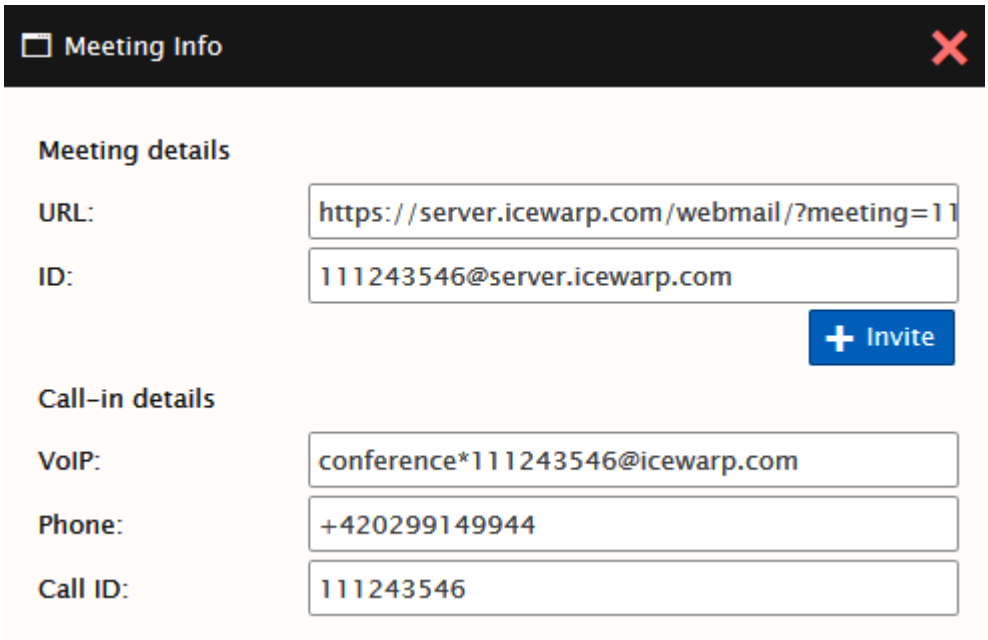
The icons are described from the left to the right.

*NOTE: The browser will request access to a microphone. If using **https**, it will only ask first time, otherwise it will ask for every meeting. It is possible to select which microphone to use. There is a small icon by the browser bar which show whether a microphone is used or not, and when clicked, you can allow or stop a device use. See the figure lower.*

NOTE: It is also possible to join a meeting without using a microphone. Just deny access to your microphone and confirm that you want to continue without a microphone.



Meeting Dialog

<table>
<tr><th>Icon</th><th>Description</th></tr>
<tr><td>Microphone</td><td>Click the icon to mute your microphone. Click it again to turn the sound on.</td></tr>
<tr><td>Speaker</td><td>Click the icon to mute the speaker(s). Click it again to turn the sound on.</td></tr>
<tr><td>Information</td><td>Click the icon to open the Meeting Info dialog.


<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>URL</td><td>URL of the web page where it is possible to join the meeting. Login required.</td></tr>
<tr><td>ID</td><td>Administration information – you can ignore it.</td></tr>
<tr><td>Invite</td><td>Click the button to invite another user(s). The usual mail composer window is shown. Users selected in the To filed obtain this email message. They can join the meeting by clicking the Join meeting button (within the message – the button is added after the message is sent).</td></tr>
<tr><td>VoIP</td><td>The content of this field is used to join the meeting using a SIP phone (WebPhone).</td></tr>
<tr><td>Phone</td><td>This number is used to join the meeting using a usual phone.</td></tr>
<tr><td>Call ID</td><td>Administration information – you can ignore it.</td></tr>
</table></td></tr>
<tr><td>Invite</td><td>As a meeting organizer, click the button to invite participants. The usual mail composer window appears. Users selected in the To filed obtain this email message. They can join the meeting by clicking the Join meeting button (within the message – the button is added after the message is sent).</td></tr>
<tr><td>Share desktop</td><td>Click the button to share your desktop with other meeting participants. New window with the organizer's desktop is opened.
For more information, refer to the Meeting – Desktop Sharing subchapter further.</td></tr>
<tr><td>Record audio</td><td>The meeting organizer can make an audio record of the meeting. The file is saved into the user's Documents folder.</td></tr>
</table>

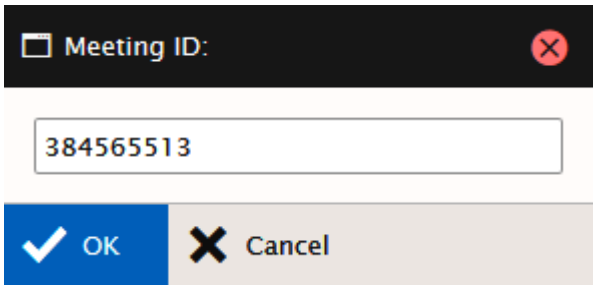
NOTE: Another possibility how to start a meeting is to click the Start now button within the lower bar of the existing meeting calendar event.

NOTE: When launching a new online conference, you may experience the situation when the conference freezes totally (including even a progress wheel). To resolve this issue:

- *Launch the **Windows Task Manager** and kill JAVA (**java.exe**).*
- *Launch this conference again.*

Join Meeting

1. Follow the step # 1 of the **Start Meeting** section.
2. Click the *Join existing meeting* button. The **Meeting ID** dialog is shown.



3. Enter the *Meeting ID*. (This ID you can find in the meeting invitation mail.)
   The **Meeting** dialog is shown – see the **Start Meeting** and **Meeting Dialog – Other Features** sections.

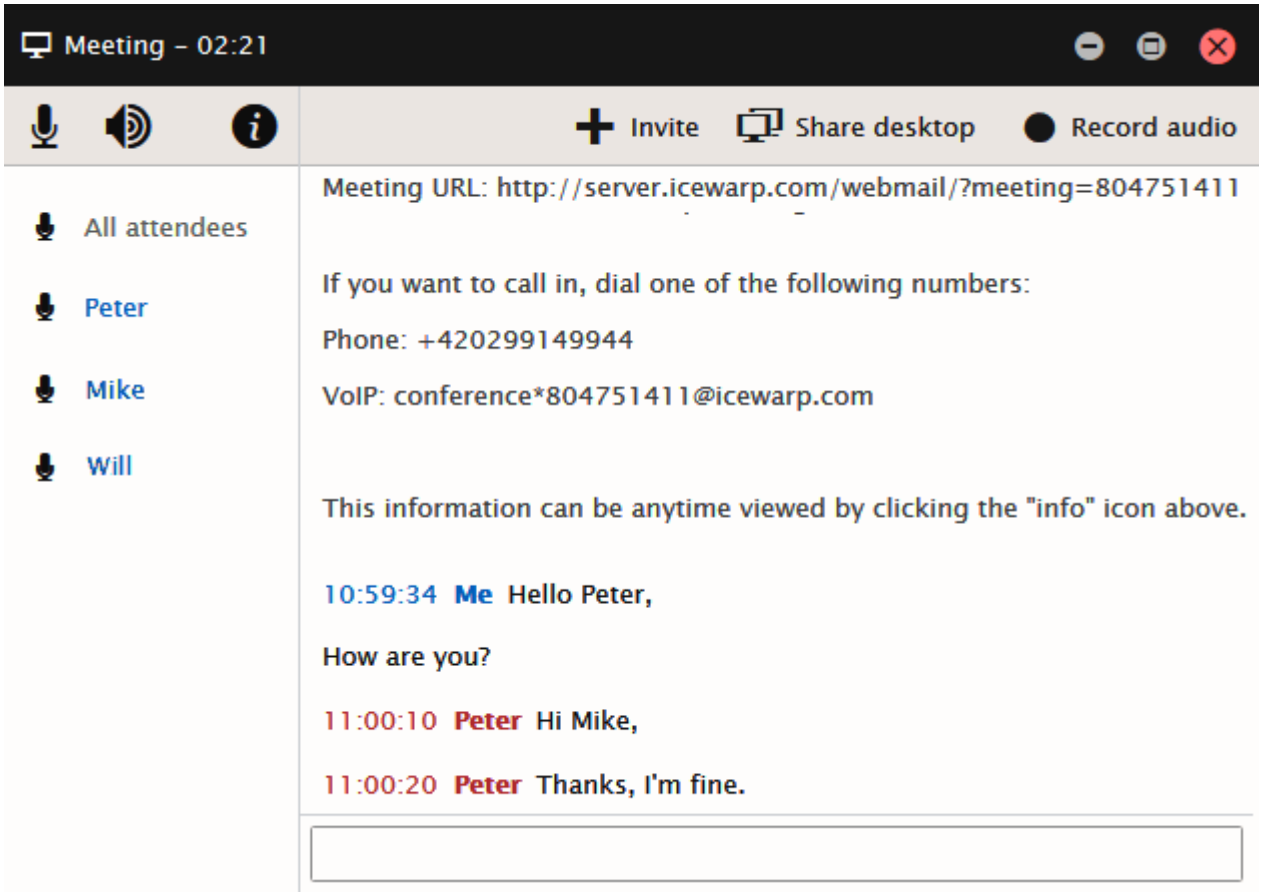
Schedule Meeting

1. Follow the step # 1 of the **Start Meeting** section.
2. Click the *Schedule meeting* button. The **Appointment** dialog appears.
3. On the ***General*** tab, fill in (at least) the *Title*, *From* and *To* fields.
4. On the ***Schedule*** tab, use the *Address Book* button to select attendees/participants.

*NOTE: The **Appointment** dialog features are very same as when creating a new event.*

5. Attendees obtain information email messages, where they can either accept or decline invitation. Subsequently, you are informed by email message and within the meeting event dialog – ***Schedule*** tab.

Meeting Dialog – Other Features



The left-hand pane contains names of all attendees. By clicking someone's name, you can send a message only to him/her.

Click the *All attendees* label to send messages to all meeting participants.

In the case you are a ***meeting organizer or moderator***, you can right-click an attendee's name to open the shown pop-up menu:



Item	Description
Start Private Chat	Click the item to start a private chat with the selected attendee. Another possibility how to start a private chat is just to click the attendee name within the attendee list. To stop the chat, just click the *All attendees* item of the attendee list or the cross next to the attendee name (within the chat text field).
Make Moderator	Click the item to establish the selected attendee as a moderator. For moderators, the same features as for the organizer are available – except for audio recording.
Dismiss Attendee	Click the item to terminate meeting participation of the selected attendee.

NOTE: Meeting organizers (moderators respectively) can mute other attendees. In this case, these attendees are not able to un-mute their microphones.

Meeting – Desktop Sharing

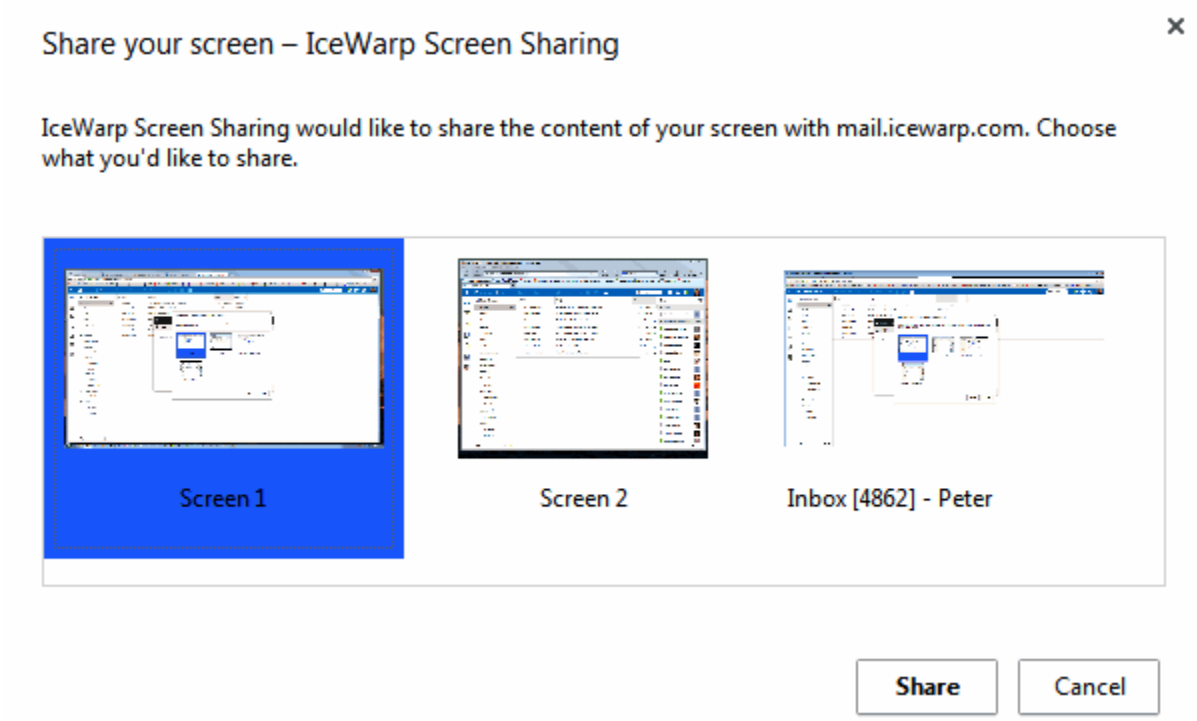
*NOTE: For smooth desktop sharing, it is recommended to use Google Chrome (version **38.0.2125.101 m** or later), **https** connection and the **IceWarp Screen Sharing** extension. This extension is free and can be downloaded from https://chrome.google.com/webstore/detail/icewarp-screen-sharing/gpeicpibkllbejpnminnmecpjedmhhdg/.*

*To access extensions within Google Chrome, enter the following text into the browser address line: **chrome://extensions/** (and hit **Enter**).*

In the case some of these recommendations is not met, you may be redirected to the IceWarp troubleshooting page.

As the organizer, you can share your screen.

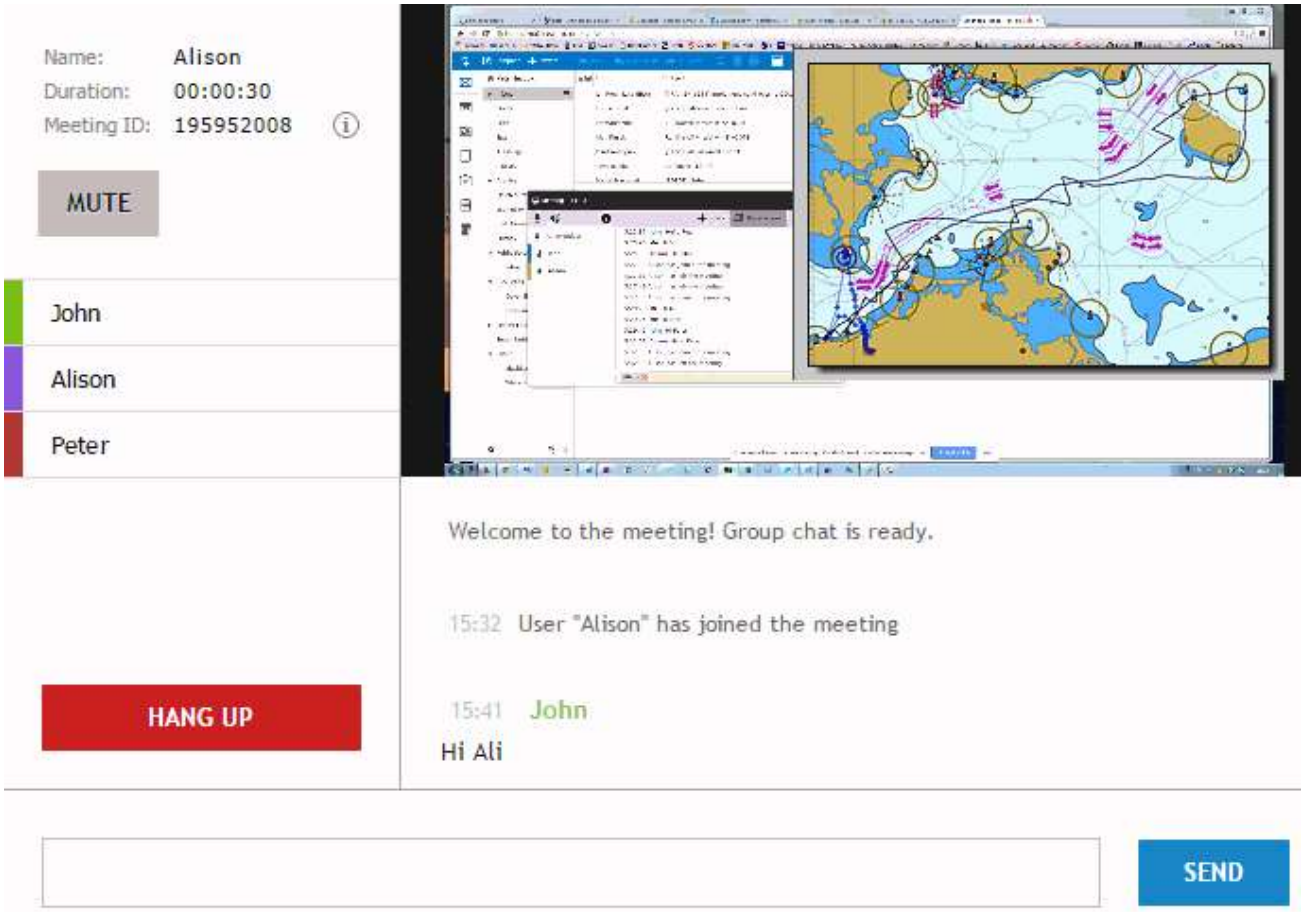
To do so, click the *Share screen* button. The **Share your screen – IceWarp Screen Sharing** dialog is shown:



Select the screen/window you want to share and click the *Share* button.

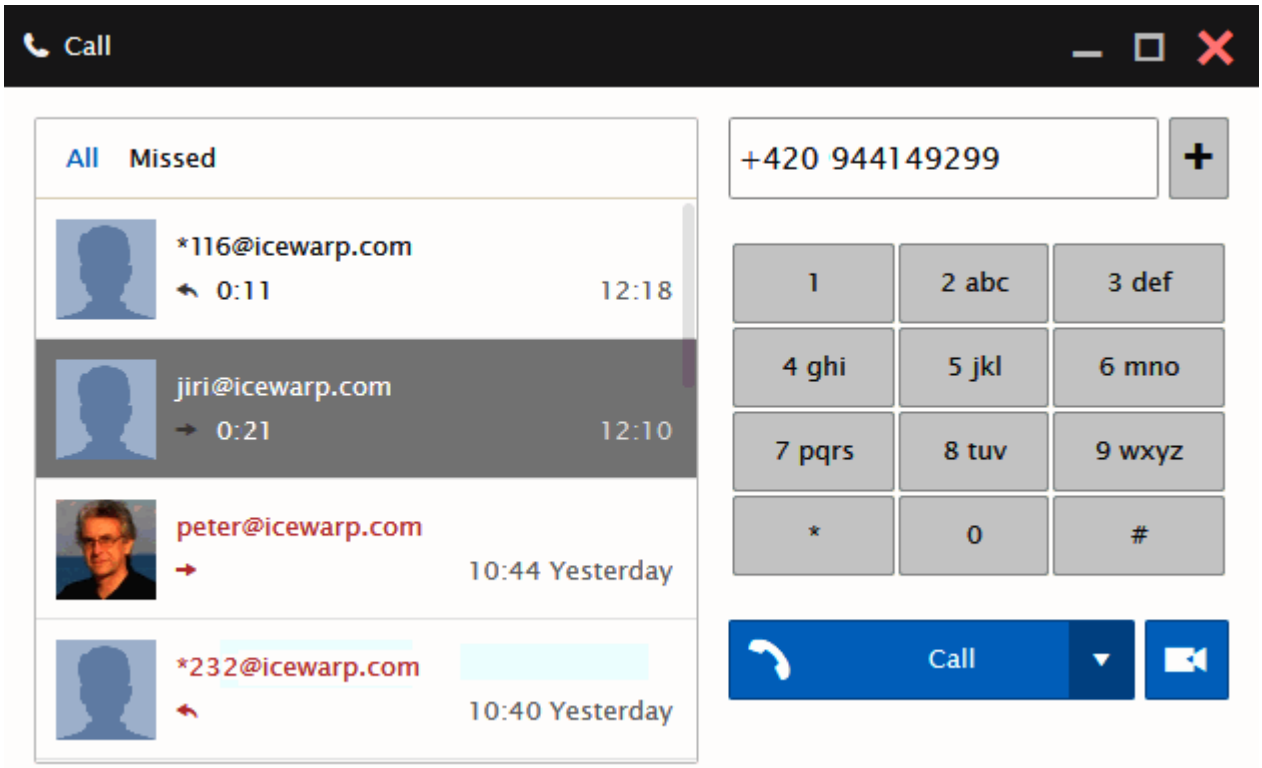
Other participants will have shown this window in the upper right part of their meeting dialogs:

(It is also possible to open a separate window with a shared screen by clicking this part of the dialog. This does not apply for Internet Explorer – the sharing window is maximized within the meeting dialog.)


Name: Alison
Duration: 00:00:30
Meeting ID: 195952008
MUTE
John
Alison
Peter
HANG UP
Welcome to the meeting! Group chat is ready.
15:32 User "Alison" has joined the meeting
15:41 John
Hi Ali
SEND

Call

The **New** menu – ***Call*** item is one of those that can be a bit complicated.



Field	Description
left-hand frame All/Missed	This frame shows a list of calls. Select, whether you want to have ***All*** (incoming, outgoing, missed) or ***Missed*** calls shown.
right-hand top field *and "+" button*	Enter a phone number, user's alias, email address or SIP number of a person you want to call to. Use the "+" button to open the **Phone Book** dialog. Select the wished person here and click ***OK***.
keypad	Alternatively, you can dial a phone number here.
Call	Click the button to initiate a call. Click the arrow and select the ***Dial over phone*** item to perform a call via a hardware phone connected to your computer. In this case after initiating a call, your hardware phone is called first. When you pick it up, the selected contact is called.
camera button	Click the button in the case, you want to perform a video call. See the note about browser support and camera access – lower.

*NOTE: You can reveal this dialog either from the **New** menu item or by clicking the phone icon within the **Communication Bar** (see the **Main Screen** section).*

NOTES – phoning and browser support:

*Functionality works best in Google Chrome, but should work fine in Firefox and Opera. We recommend using the latest versions and preferably Google Chrome. With a plug-in developed by **Temasys**, it is possible to use WebPhone also in Internet Explorer from IE 10 up. The plug-in is free and can be downloaded from: https://temasys.atlassian.net/wiki/display/TWPP/WebRTC+Plugins. Currently the plug-in has some limitations and bugs, which are mentioned on the web site.*

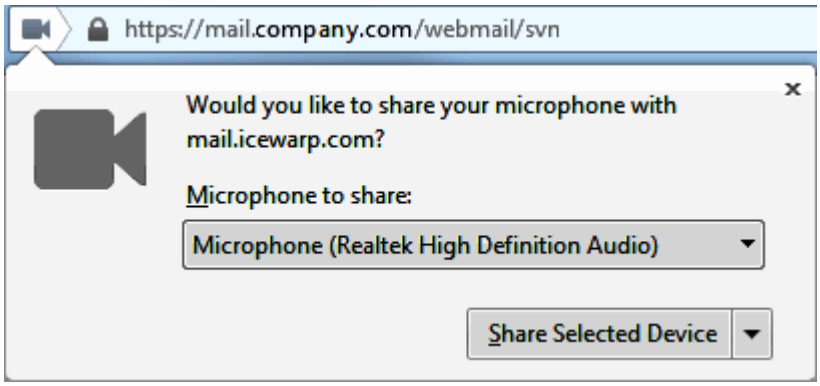
The plug-in above should also work on Safari for Mac, but also here, we recommend to use Google Chrome for the best result.

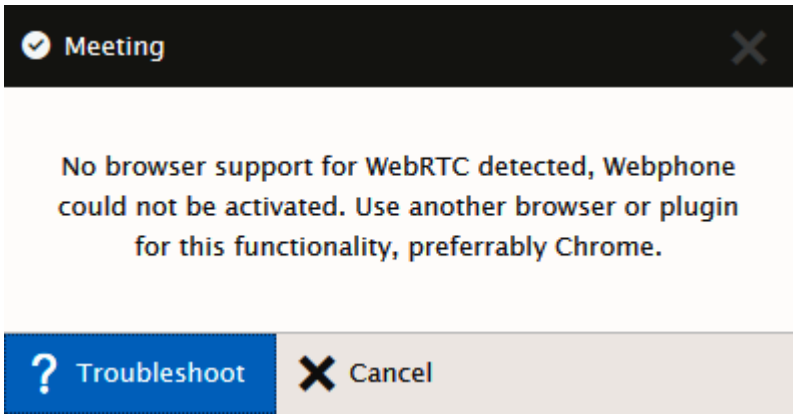
*In some browsers, you may also experience the **WebRTC** support alert (see lower). Again, Google Chrome is recommended.*

*The browser will request access to a microphone (and camera if video call initiated). If using **https**, it will only ask first time, otherwise it will ask for every call. It is possible to select which microphone/camera to use. There is a small icon by the browser bar which shows whether a camera/microphone is used or not, and when clicked, you can allow or stop a device use. See the figure lower.*

*For detailed **WebPhone Setup Guide**, refer to https://www.icewarp.com/support/troubleshoot_webrtc/*

Video-call: If the called person does not use or allow their camera, only he/she will be able to see video.



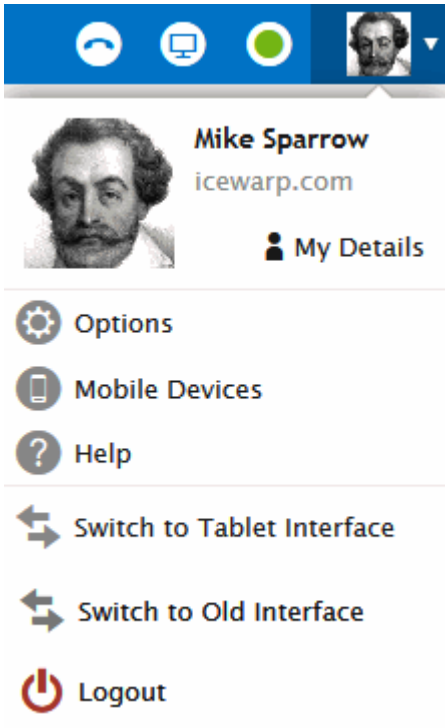


Settings

When you hover over your avatar within the **Communication Bar**, the **Settings** menu is shown.

Here, you can:

- open the ***My Details*** dialog,
- manage your ***Options***,
- ***Mobile Devices***,
- reveal ***Help***,
- switch into other WebClient ***Interfaces***,
- switch into the ***Old Interface***,
- and ***Logout***.

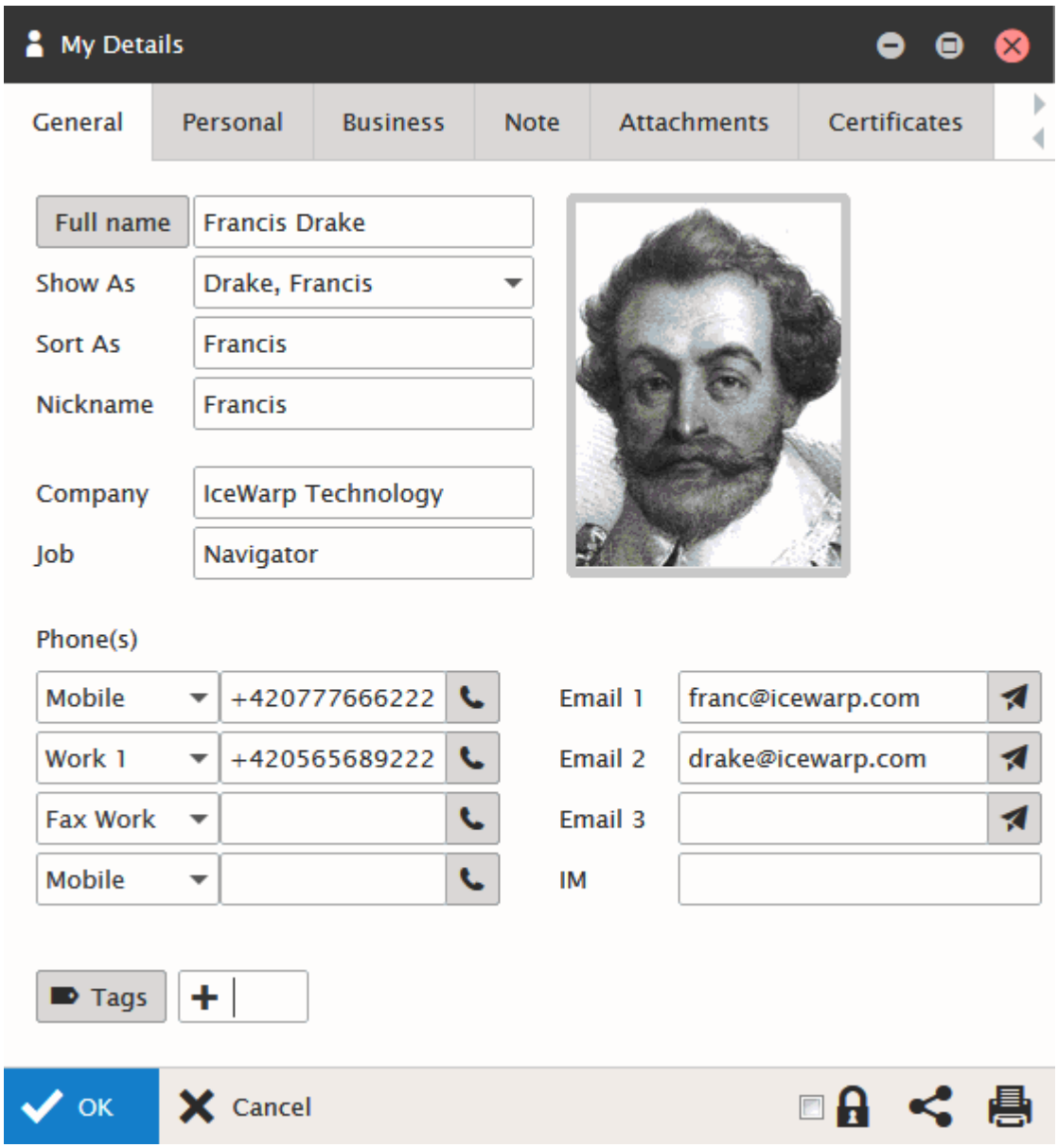


My Details

Selecting this menu item opens the **My Details** dialog. Fill in your personal information that you want to publish.

Data will automatically appear in all GAL folders in GroupWare and it will also automatically set your Instant Messaging vCard.

For more information about completion, refer to the **Miscellaneous** chapter – **Contact Dialog – Full Name, Show As and Phones** section.



Options

This dialog allows you to manage all WebClient settings.

Accounts

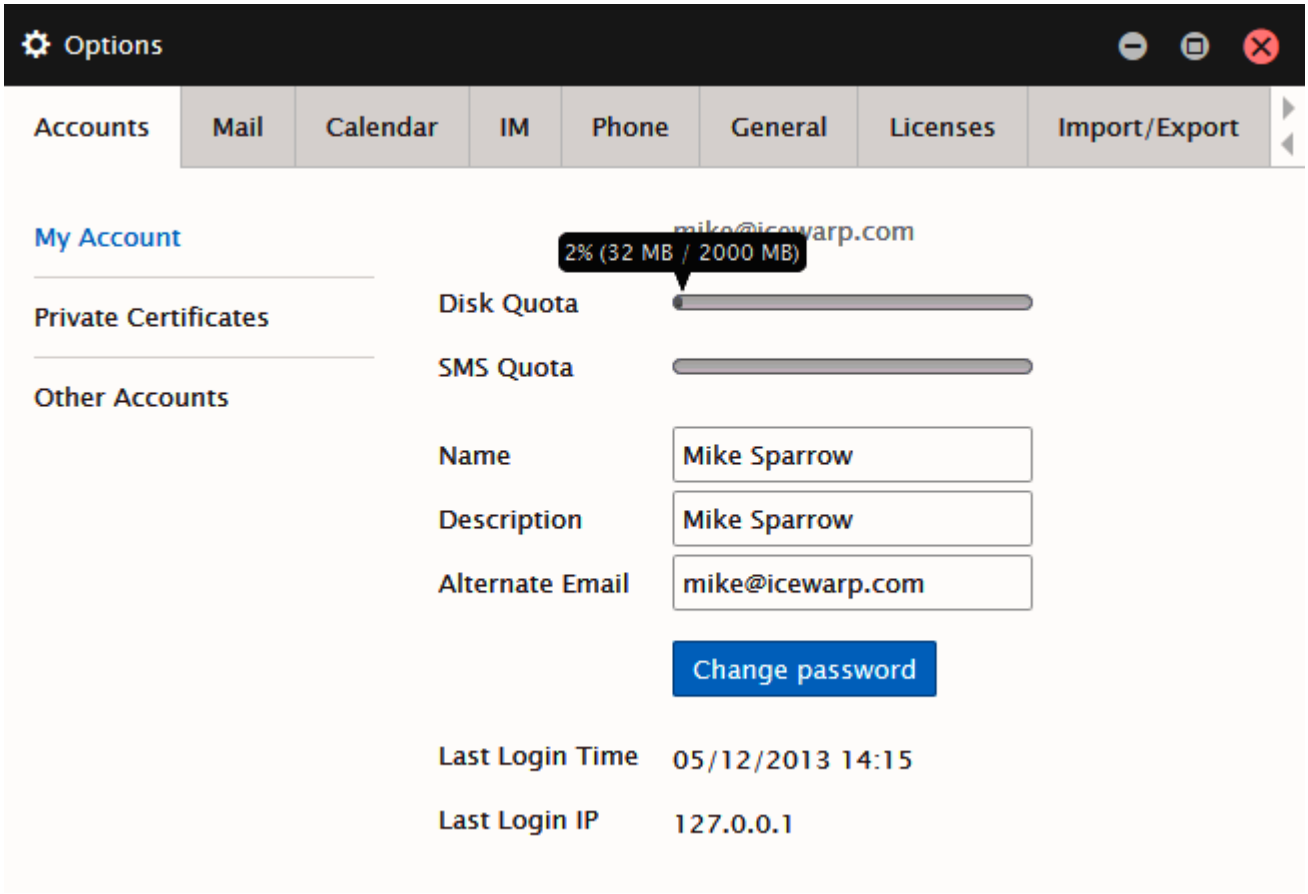
The **Accounts** tab – **My Account** page lets you change the password and provide a description for your primary email (the one your administrator gave you with IceWarp WebClient).

Within the **Private Certificates** page, you can manage your certificates.

The **Other Accounts** page lets you define other email account messages you own so IceWarp WebClient can download those messages for you as well, keeping all your messages in one place, accessible from anywhere you have Internet access and a compatible browser.

My Account

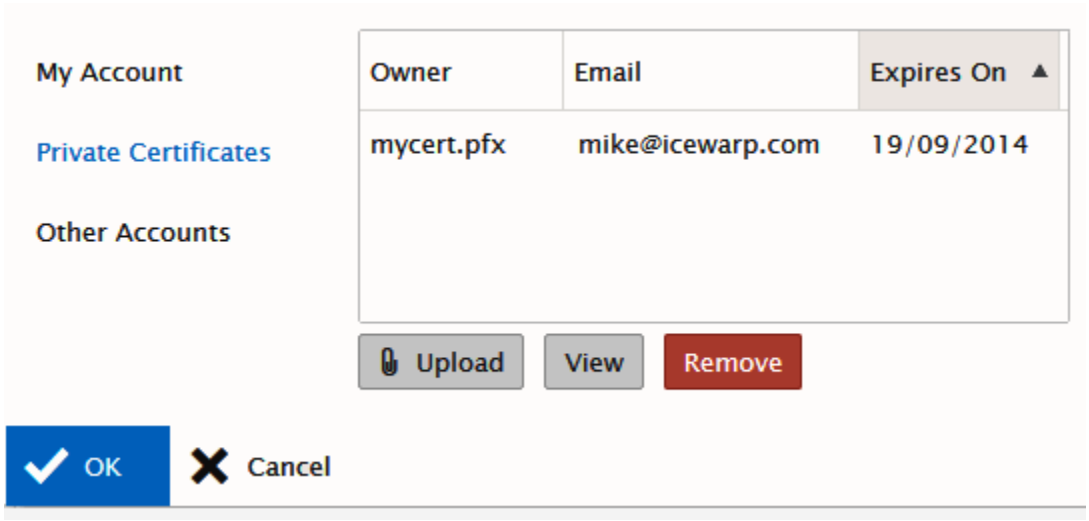
Your primary account is the account that is defined on the server. This is the one your administrator provided with IceWarp WebClient.



Field	Description
Disk Quota	This graph shows your server disk space limit. Hover over the graph to reveal detailed information. The numbers show: used space percentage, used space size, disk space quota. This graph is shown only in the case, this limit is set by your administrator.
SMS Quota	This graph shows your SMS quota. Hover over the graph to reveal detailed information. The numbers show: sent SMS percentage, sent SMS number, your SMS quota. This graph is shown only in the case, this limit is set by your administrator.
Name	This is your name as you want it to be displayed to recipients of messages.
Description	A free-form description of the account for your purposes.
Alternate email	Enter an alternate email if you wish.
Change password	Click the button to open the **Password change** dialog. Enter your *Old Password* and new one twice (*New Password, Confirm Password*). Click *OK*.
Last Login Time	This shows the last time you logged in to the server.
Last Login IP	This shows the last IP address that accessed your account on the server.

Private Certificates

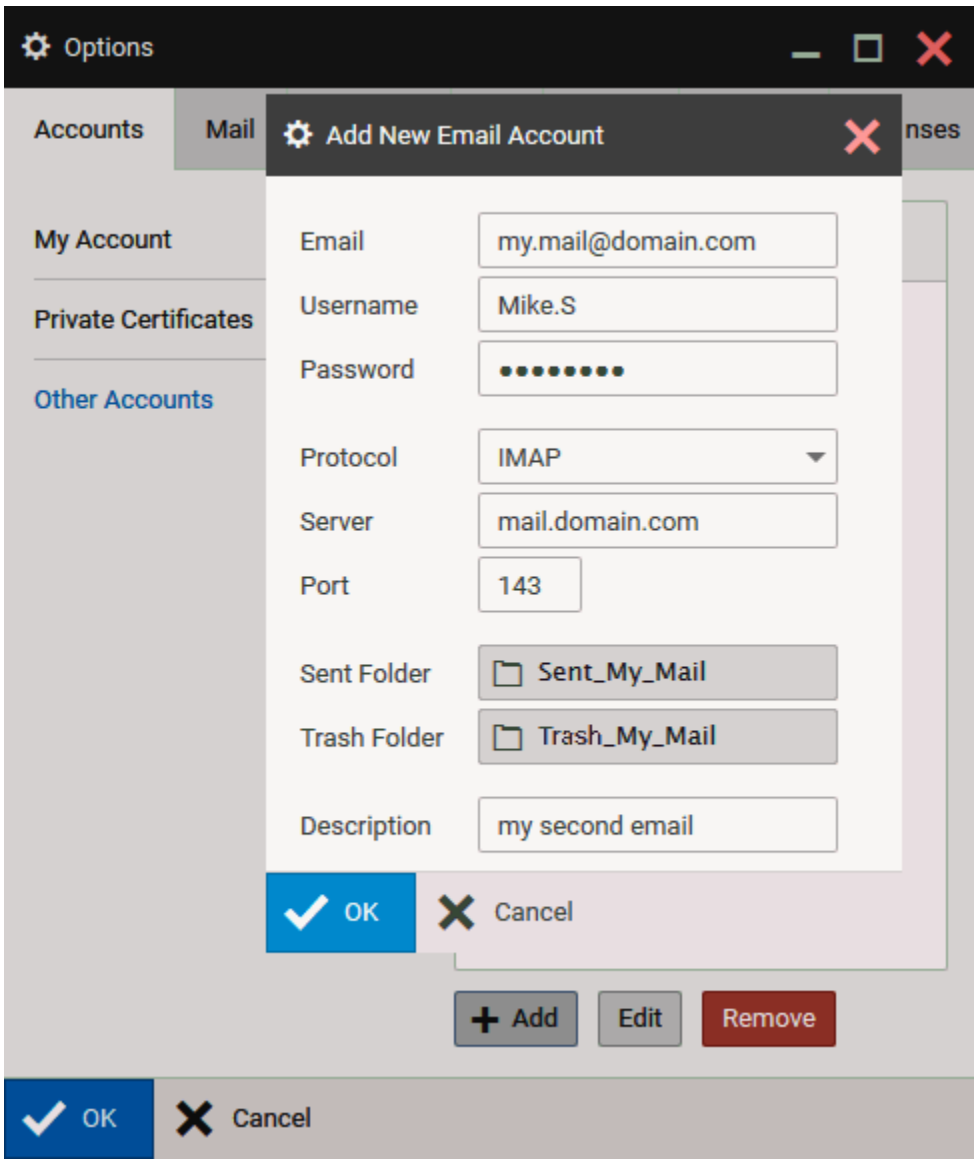
This page allows you to manage your personal email certificates.



Button	Description
Upload	Click the button to upload your private certificate(s) onto the server. The **File Upload** dialog opens. Browse for a certificate (you have to have this certificate ready within your computer).
View	Select a certificate and click the button to open the **Certificate** dialog with information about this certificate.
Remove	Select a certificate and click the button to remove this certificate from the server.

Other Accounts

Use this page to define any existing email accounts you own for which you would like IceWarp WebClient to collect and process messages.



Field	Description
Add	Click the button to add a new account. The **Add new email account** dialog opens.
Edit	Select an account and click the button to edit settings of this account.
Remove	Select an account and click the button to remove this account.
Email	Enter the email address of the account that you want to collect messages for.
Username	Enter the username of the account as provided by the account supplier.
Password	Enter the password of the account as provided by the account supplier.
Protocol	Select the Protocol you wish to use for collecting messages from this account. You can choose from **POP3** and **IMAP.** *NOTE: Both protocols are not always available on email servers, check with your account provider.*

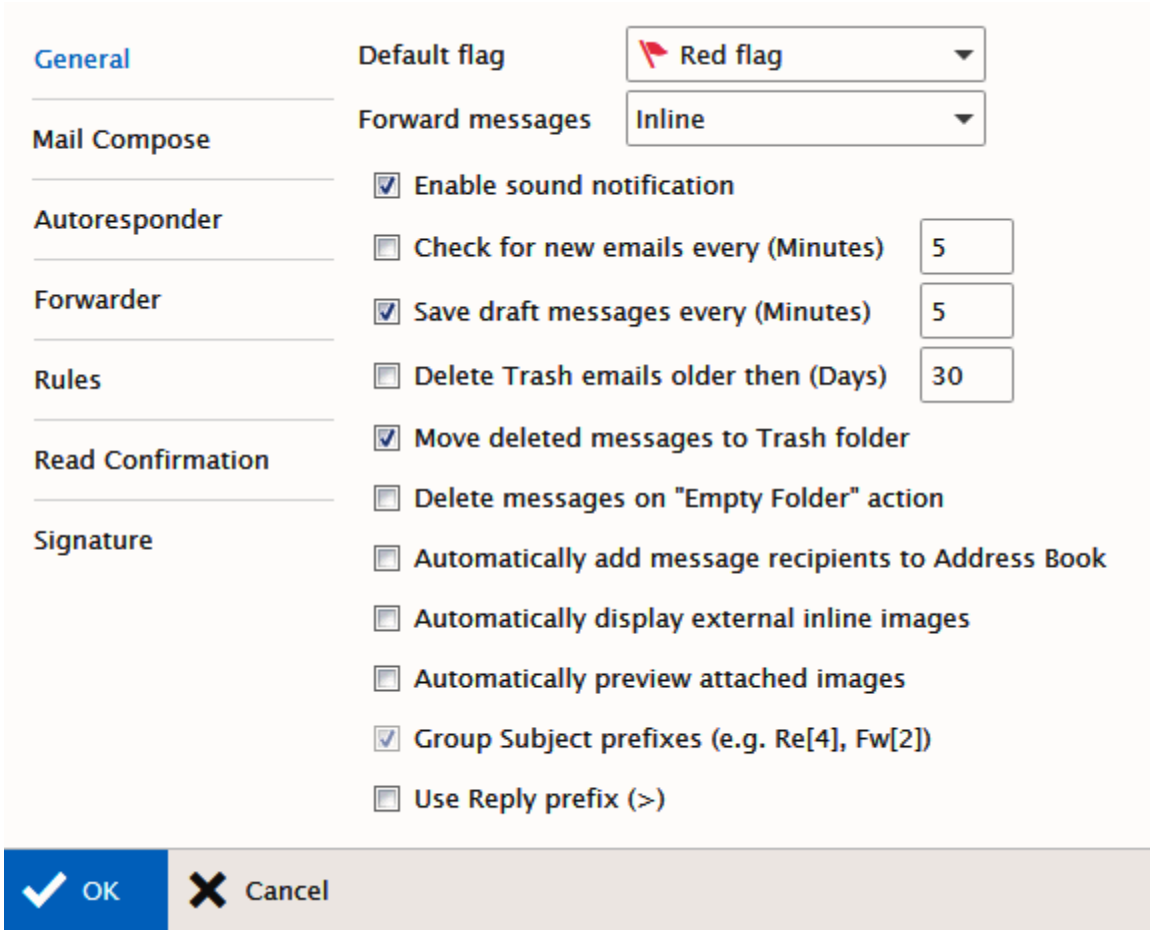
Server	Enter the IP address or hostname of the account server, as provided by your account supplier.
Port	Enter the Port to be used to access the server. The Internet default will show in this box but your supplier may have changed the server options to use a non-default port, check with him.
Sent Folder	Click the button to select a folder where messages sent using this account are to be stored in. (In the case this folder does not exist, create it before.)
Trash Folder	Click the button to select a folder wheremessages deleted from this account are to be stored in. (In the case this folder does not exist, create it before.)
Description	Enter a freeform description for this account so you can easily identify it.

Mail

Clicking ***Options*** from the **Tools** menu opens the **Options** pop-up window, with the **Mail – General** tab selected.

Mail options setting is described in detail in this section.

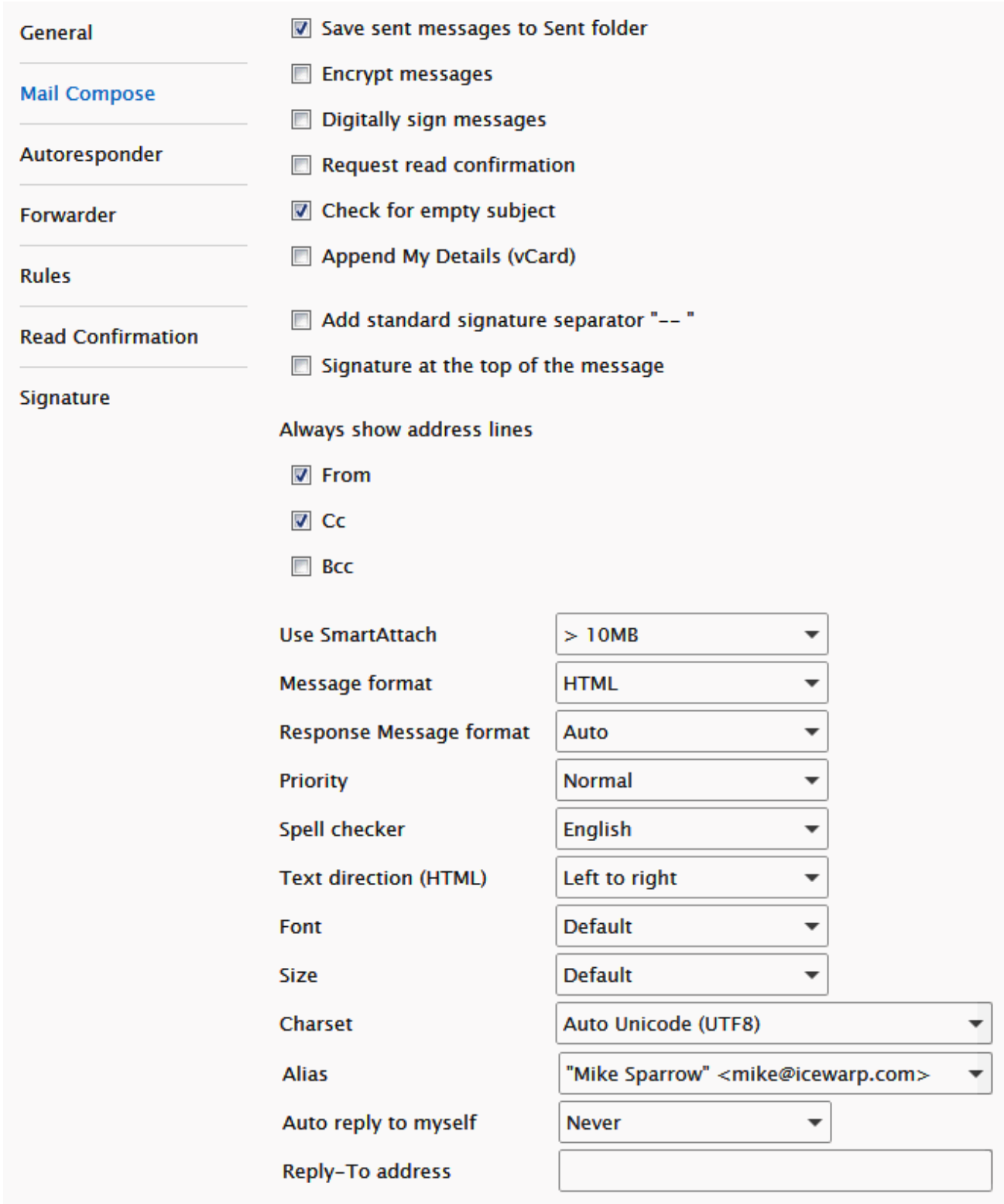
General



Field	Description
Default Flag	Use the drop-down to select the color of the flag you would like as your default. When you click on the flag icon next to a message it is automatically flagged with this default color.

Forward messages	Use the drop-down to choose how you would like forwarded messages to be handled. ▪ **Inline** – the original message will appear as part of your forwarded message (you can still add your own message to it). ▪ **As attachment** – the original message will be packaged in a file to be attached to your message. The file type is .eml, which is readable by most email clients.
Enable sound notification	Check this box and a sound will be played when a new message is received, notifying you of the event.
Check for new emails every (Minutes)	Check this box to have IceWarp WebClient automatically check for new messages. Enter a number in the text box to specify how often this check should occur. An interval of 5 minutes is usually frequent enough for the needs of most people. Entering too short a time interval may put unnecessary resource strain on your mail provider's server(s). Remember you can always click on **Get new** in the **Menu *bar*** if you are waiting for an urgent message.
Save draft messages every (Minutes)	Check this box and any message you in the process of creating will be saved at the interval you specify in the text box. This can be extremely useful if you are using an unstable connection to access and reply to your messages. Messages are saved to the Drafts Folder.
Empty Trash every (Days)	Check this box and all messages in your Trash Folder older than the number of days you specify in the text box will be permanently deleted. *NOTE: This option is directly affected by the next setting. If you select to Move deleted messages to Trash Folder then you should use this option.* *It can also be affected by Folder Mapping as you can specify a different folder to be your Trash folder!*
Move deleted messages to Trash folder	If you check this option then any messages you delete (using the Del keyboard shortcut, the Delete Menu Bar Item or the Right-click Context-sensitive menu) will be moved to the Trash folder rather than actually be deleted. Used in conjunction with the previous option this can give you a "window of opportunity" during which you could retrieve an accidentally deleted message. Remember that the actual location of the Trash folder can be affected by Folder Mapping.
Delete messages on "Empty Folder" action	This option overrides the effect of the "Move deleted messages Trash folder" option above - when you use the right-click context-sensitive menu and select "Empty Folder". If this option is checked then all items in a folder will be deleted rather then moved to the Trash folder.
Automatically add message recipients to Address Book	Checking this box tells IceWarp WebClient to automatically add to your Contact List anyone you send a message to whose email address is not already listed.
Automatically display external inline images	Checking this box tells IceWarp WebClient to automatically display images of emails in html format. Images of emails in **Spam** folder are not displayed.
Automatically preview attached images	Checking this box tells IceWarp WebClient to display attached image file(s) as previews in the reading pane.
Group Subject prefixes	Checking this box tells IceWarp WebClient to show a number of messages with the same subject. E.g. ***Re[4]: Document corrections*** means that this is the fourth replay.
Use Reply prefix (>)	If this checkbox is checked, text of replied messages is marked by the **>** prefix. This applies only when plain text is used.

Mail Compose



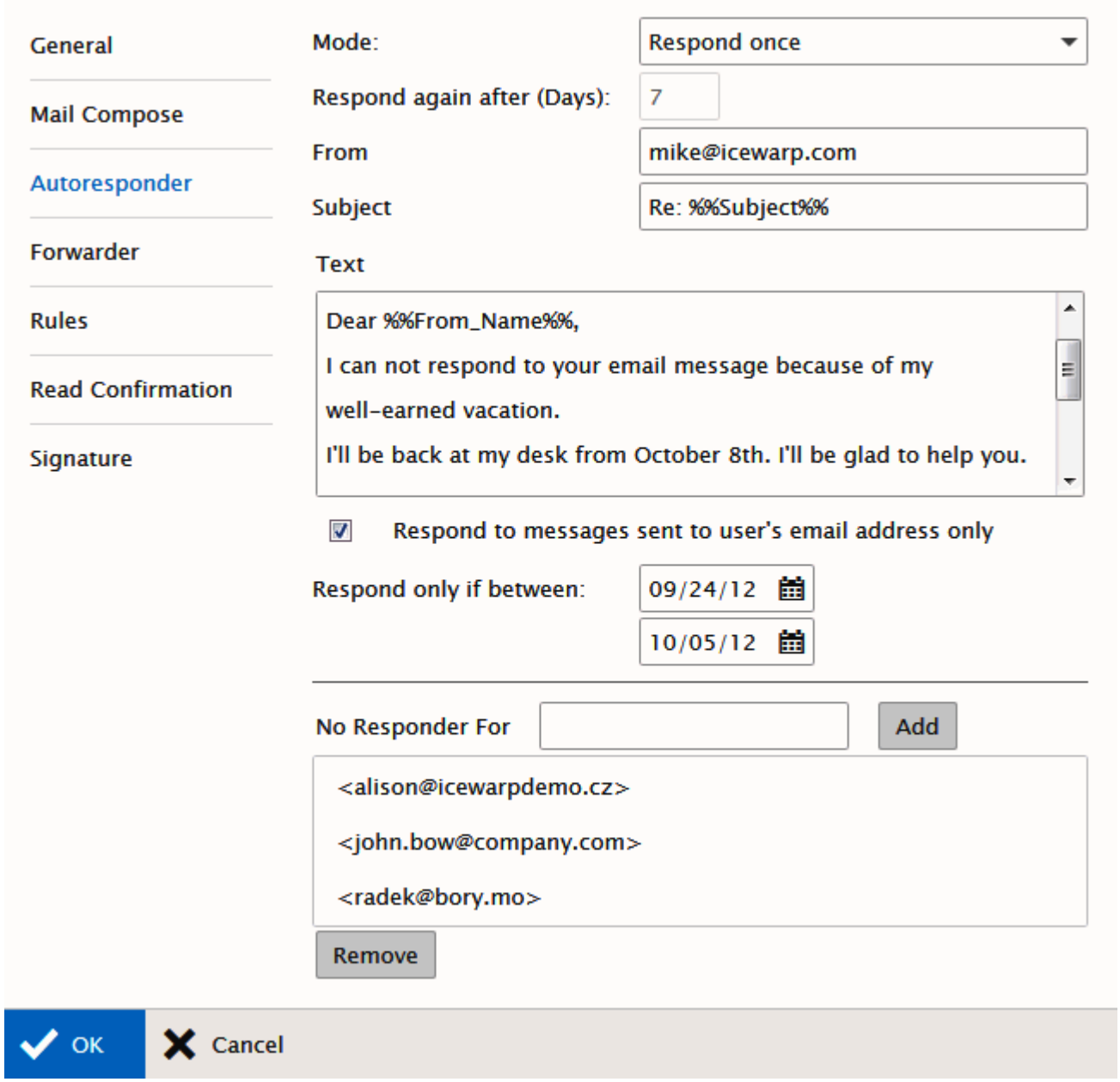
Field	Description
Save sent message to Sent folder	You should check this option if you want to save a copy of the messages. A copy of each sent message will be saved in the Sent folder. *NOTE: The Sent folder's actual location can be affected by **Folder Mapping**.*
Encrypt messages	Check this box to have your messages encrypted, *NOTE: You must acquire and install a valid security **certificate** for encryption to work correctly.*
Digitally sign messages	Use this option to have your messages automatically signed with the signature you set up in the **Signature** options.
Request read confirmation	Select whether you want to have a read confirmation email sent to you when your recipient reads the message. Recipients are asked whether they want confirmations to be sent. ▪ ***Never*** – read confirmation is not sent. ▪ ***Always*** – read confirmation is always sent. ▪ ***Ask me before sending*** – the **Read Confirmation** is shown before messages are sent. You can choose whether you want to obtain a read confirmation. *NOTE: The outcome is entirely dependent on the settings of both the receiving server and the recipient's client setting, so a request for a read receipt **does not guarantee** getting one. You may also get a receipt from the receiving server before the receiving client picks up the message, so the fact that you **do** get a receipt could be as misleading as **not** getting a receipt.*
Check empty Subject	If the box is checked, you are warned in the case, you are trying to send a message without its *Subject* filled in.
Append My Details (vCard)	Check this box if you want to have your **My Details** information attached to all your outgoing messages. See the **My Details** chapter.
Add standard Signature separator "-- "	Check this box if you want to have your signature separated from message text. Two hyphens "-- " are used.
Signature at the top of message	Check this box if you want to have your signature placed above message text.
Always show address lines From, Cc. Bcc	Select what address lines you want to have shown within the mail compose (**Message**) dialog.
Use SmartAttach	Select whether you want to use the SmartAttach content filter. This filter extracts message attachments, saves them to the specified directory and adds a link to them to the email message body. It is possible to set a limit for attachment size. SmartAttach is used only for bigger attachments. When SmartAttach is used locally, an information box is shown.
Message format	Use the drop-down to select the type of message format you want to use as default (this can be overridden when you are drafting a message. ▪ ***HTML*** – this format lets you use a selection of formatting options within your email, such as Bold, Italic and Lists. Most modern email clients are capable of dealing with HTML format emails. ▪ ***Text*** – this format uses a plain-text format for the email, which pretty much every email client will understand.

Response Message format	Use the drop-down to select the type of message format you want to use as default for responses (this can be overridden when you are drafting a message. ▪ ***HTML*** – this format lets you use a selection of formatting options within your email, such as bold, italics, lists, etc. – very useful e.g. for signatures. Most modern email clients are capable of dealing with HTML format emails. ▪ ***Text*** – this format uses a plain-text format for the email, which pretty much every email client will understand. ▪ ***Auto*** – the same format as a recieved message is used.
Priority	Select a default ***Priority*** for messages you send. Most email clients can be configured up to show a priority and it can help your recipients streamline the way they work if used correctly. Choose from ***Lowest***, ***Low***, ***Normal***, ***High*** and ***Highest***.
Spell checker language	Choose a language from the dropdown for your spell checker to use. The drop-down will display all available languages – if the one you require is not included, contact your IceWarp WebClient administrator.
Text direction (HTML)	Select text direction that is to be used for writing messages. This applies only for HTML message format. See the ***Message format*** field above. Chose from ***Left to Right***, ***Right to Left***.
Font	Select the font you want to use for messages.
Size	Select the font size you want to use for messages.
Charset	Select the character set you want to use to create your messages. This affects the way that characters are represented within your message. If the language you want to use is not listed in the dropdown list then will probably be safe using "Auto Unicode (UTF8)". *NOTE: This selected (default) charset is also used to decode incoming messages without charset defined. In the case an incoming message (without charset definition) uses a different charset, its text can be confused.*
Alias	Select the default user that a message will be sent from. Use the dropdown to select one of the accounts you have specified in **Primary** or **Other Accounts**.
Reply-to-address	You can specify an email address here that will be used if the recipient hits the "reply" button in his email client.

Autoresponder

The **Autoresponder** page allows you to set up an automatic reply to incoming messages.

This feature is useful for announcing that you are on vacation. However, please note that if you respond to a Spam message, you are effectively proving that you exist and that your email address is valid – thus causing a large influx of Spam messages to your address.

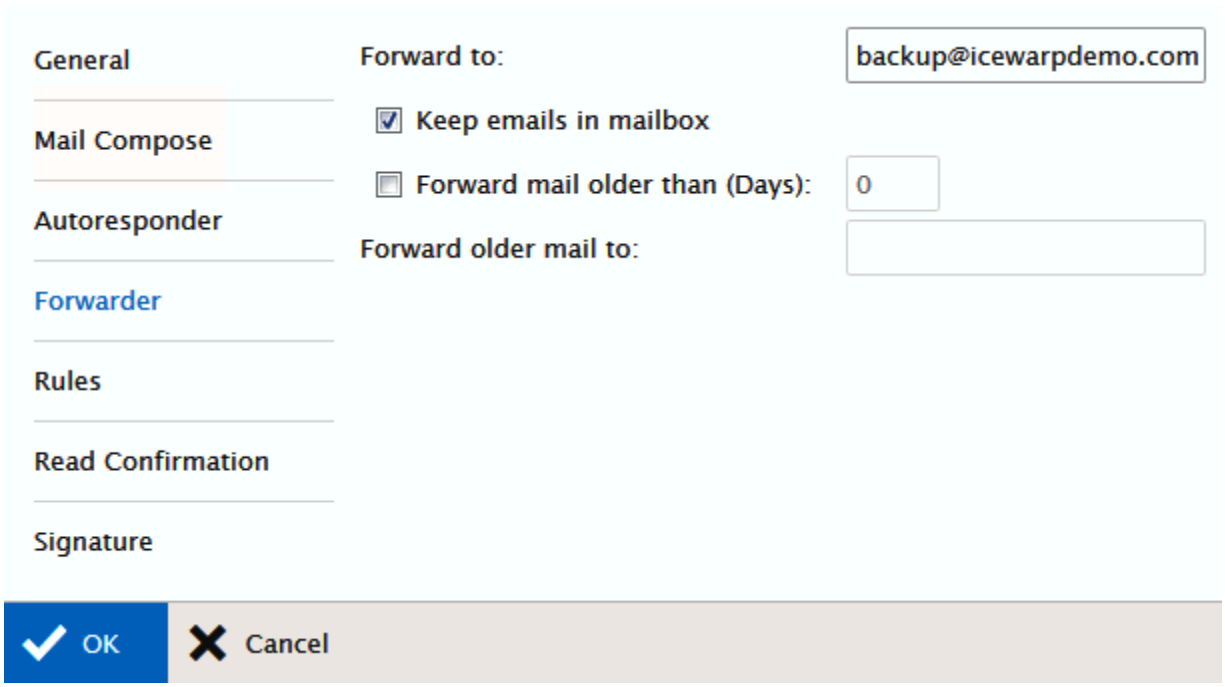


Field	Description
Mode	Select whether the Autoresponder should be used and, if so, what Mode it should run in. ▪ **Disabled** - The autoresponder is never invoked. ▪ **Respond always** - The autoresponder will be invoked for all incoming messages, even if they are from the same person. ▪ **Respond once** - The Responder will respond once to each sending email address; therefore if you receive 10 emails from the same person he will only get a response to the first one. ▪ **Respond again after period** - The responder will respond to the first email form a sending address, and will not respond to that address again for the number of days specified in the next option.
Respond again after (Days)	Enter the number of days between responses for the **Respond again after period** option above.
From	Specify a ***From:*** address for the response message. You could set this to a dead address to fool spammer techniques, but you should check that your

	IceWarp Server policies allow this.
Subject	Enter a subject line for the response here. This should be reasonably informative, something along the lines of "Out of Office – do not respond". You can use **Server Variables** in this field – see the figure.
Text	Enter free-form text in this box. This text will be used as the body of your email. Again, it should be something informative or useful to the recipient. Note that **Server Variables** can be used within the text area. Besides of those shown in the figure, you can use ***%%Date%%*** and ***%%Time%%***.
Respond to messages sent to user's email address only	Check this box and only messages sent directly to your mailbox (i. e. your email address is in the ***To:*** header) will be responded to. This can be useful to stop the responder responding to mailing list messages and the like.
Respond only if between	Use the two boxes to specify to and from dates for the responder to be active. Use the '...' buttons to open calendar selectors. This option allows you to set up the responder in advance of your absence, as long as you know the dates.
No Responder For	Fill in an email address of a person you do not want to respond to. Click the ***Add*** button to add the address to a list.
Remove	Select an email address from the list and click the button to remove this address.

Forwarder

The mail Forwarder will automatically send your messages to other addresses, for archive or backup purposes.



Field	Description
Forward to	Enter an email address to have all messages forwarded to that address.
Keep mails in mailbox	Check this box to leave a copy of the forwarded messages on the server.
Forward mail older than	Check this box and enter a value in the text box to have older messages forwarded to an

(Days)	address. Once a message has been on the server for the number of days specified it will be forwarded to the addressed specified in the box below.
Forward older mail to	Specify the address that older messages should be forwarded to.

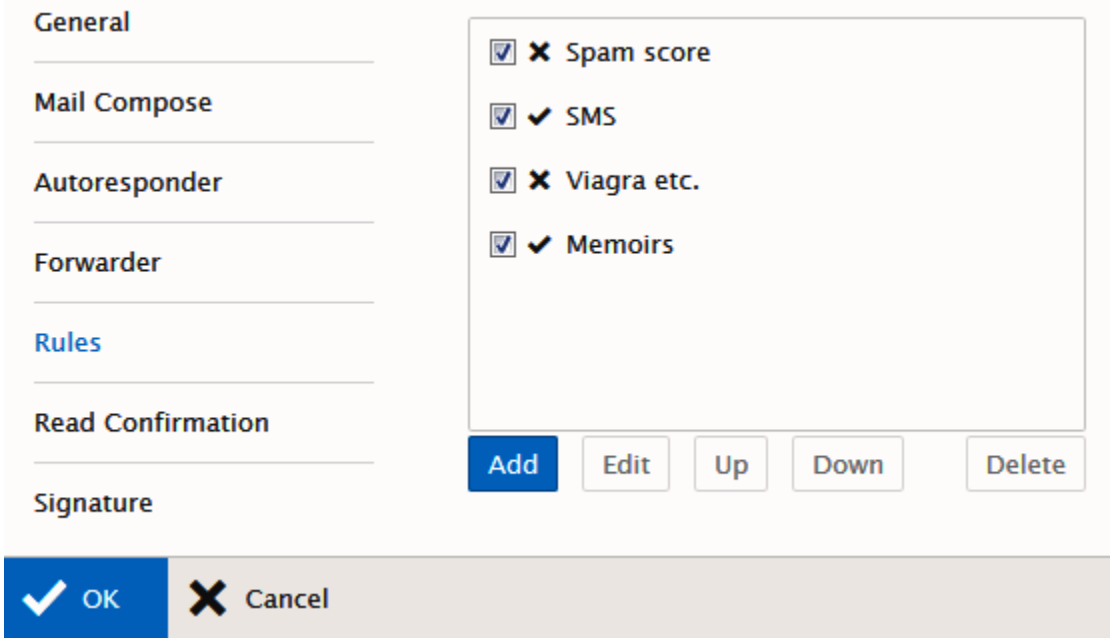
Rules

Here, you can define rules to deal with your incoming messages.

A comprehensive set of tests can be performed on incoming messages and numerous actions can be taken according to the outcome of the test(s).

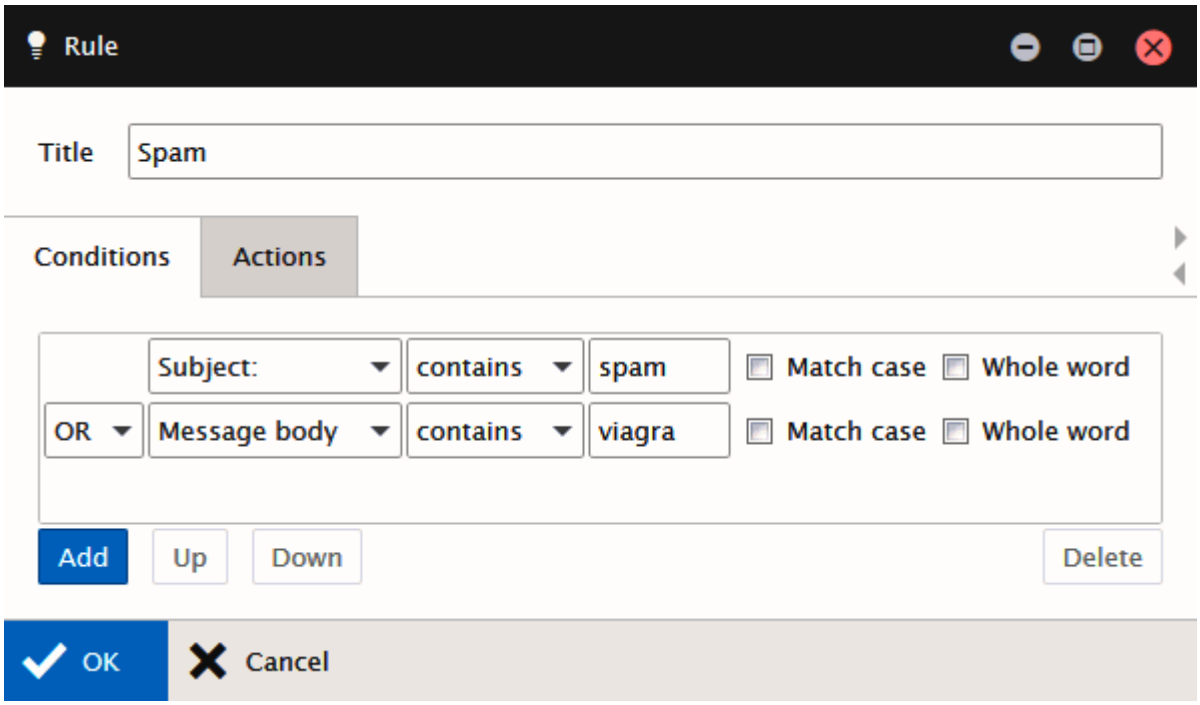
NOTE: These rules are run on the server at the time the message comes in – you do not have to be logged on for these rules to be processed.

The **Rules** dialog allows you to add and manage rules.



Field	Description
List area	This area shows all the rules you currently have defined. ▪ The check box can be used to activate/deactivate individual rules. ▪ The graphic after the checkbox indicates the basic action that is performed on the message. All possibilities are: ✔ **Accept** – the message is accepted to your mailbox. ✘ **Reject** – the message will not be accepted and the sending server will be told that the message has been rejected. (The sending server may notify the original sender. 🗑 **Delete** – the messages will not be accepted but the sending server will not be informed of that fact, so the original sender will think his message got through. ! **Spam** – the message is marked as spam. ! **Quarantine** – the message is put into the quarantine queue. ▪ The rule description which you define when you create it – you should use this to allow you to easily identify what the rule does.
Add	Click the ***Add*** button to add a new rule to the list. The **Rule** dialog opens.
Edit and Delete buttons	Select a rule in the list and click the ***Edit*** or ***Delete*** buttons to modify or remove the rule respectively.

Up and Down buttons	The rules are processed in the order they appear in the list. You can modify this order by selecting a rule and pressing the ***Up*** or ***Down*** buttons to change its position in the list. *NOTE: One of the **Actions** available in a rule is to **Stop processing more rules**. This is possibly one of the most useful actions as can significantly improve server processing of your message queue when used in conjunction with rule ordering.*



The **Rule** dialog opens when you ***Add*** or ***Edit*** a rule and allows you to define the rule description, conditions, and actions.

On the **Conditions** tab, click the *Add* button again to define rule condition(s).

NOTE: Multiple conditions can be added to a rule, and these conditions can be joined by logical AND or OR. The AND function always takes precedence over an OR so you may have to create complex condition lists when you want to check three or more items with mixed AND and OR selections. An example follows:

Assume, you want to test for X AND (Y OR Z):

If you specify X AND Y or Z

this will be processed as (X AND Y) OR Z – not what you want.

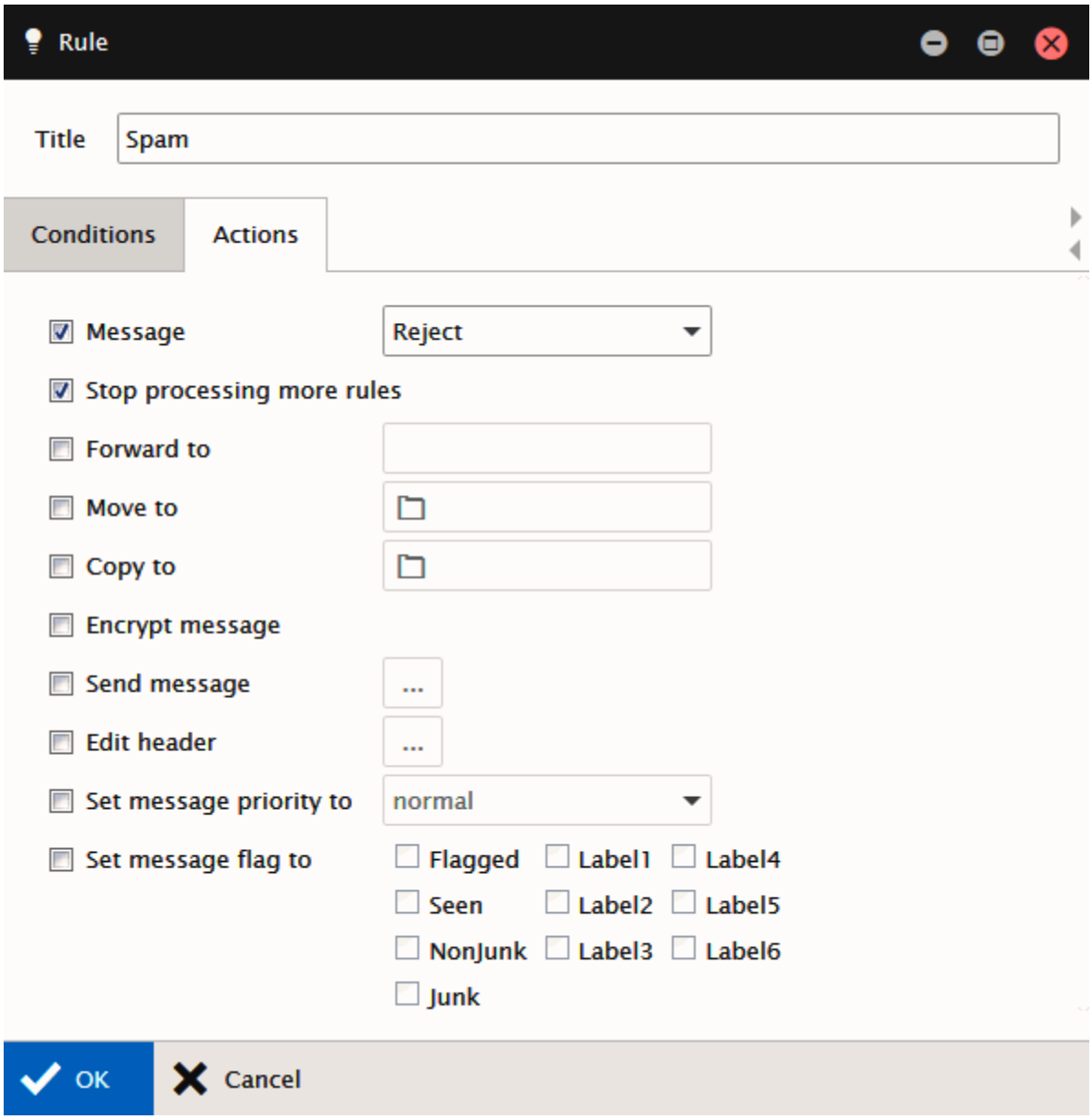
If you specify X AND Y OR X AND Z

this will be processed as (X AND Y) OR (X AND Z) – this is what you want.

Field	**Description**
Title	Enter a description of the rule you are creating. This description should be meaningful and allow you to identify quickly a rule's purpose.
From:	Select the area of the message you want to test for the string. The drop down contains the following items that can be tested: ▪ **From:** This contains the From address of the message. ▪ **To:** This contains the To address of the message.

	▪ **Subject:** This contains the subject information of the message. ▪ **Cc:** This contains any addresses that the messages were copied to. ▪ **Reply-To:** This contains the address that is specified as the reply address. ▪ **Date:** This contains the received date of the message. ▪ **Message** This is the whole message. ▪ **Message body** This is the content of the message. ▪ **Custom message header** This is any custom headers present in the message. ▪ **Any message header** This is every header in the message. ▪ **Attachment name** This is the name(s) of file(s) attached to the message. ▪ **Sender** This is the sender of the message. ▪ **Recipient** This is the intended recipient of the message. ▪ **Sender's IP** This is the IP address of the sender. ▪ **rDNS (PTR)** This is the rDNS or PTR record for the sending domain. ▪ **Spam score** This is the spam score assigned by the IceWarp Email Server. ▪ **SMTP AUTH** This is whether the message was delivered by a source that authorized or not. ▪ **IP / Sender** is the <BAC998XY> ▪ **All messages** means run this rule on all messages.
contains	This is the type of test to be performed on the message area selected. The content of the dropdown changes according to the message area and will contain a combination of the following options: ▪ **contains** this checks the requested message area for a string match. ▪ **does not contain** checks for no string match. ▪ **is** checks for an exact string match. ▪ **is not** checks that the message area is not equal to a string. ▪ **matches regex** checks if the area matches a regex expression. ▪ **does not match regex** checks if the area does not match a regex expression. ▪ **priority is** checks the priority value of the message ▪ **priority is not** checks that the message priority is not the priority selected. ▪ **is spam** checks if the message is marked as Spam. ▪ **is not spam** checks if the message is not marked as Spam. ▪ **is greater than** checks if the size of a message is greater than a value. ▪ **is lower than** checks if the size of the message is lower than a value. ▪ **authorized** checks if the message was sent by an authenticated sender. ▪ **not authorized** checks if the sender was not authenticated. ▪ **matches** does the IP / sender match some string. ▪ **does not match** does the IP / sender not match some string. ▪ **NULL** If you have selected the All messages option this field disappears.
Text area or dropdown	If this area is available after you have selected the Item to test and the type of test than you

	should specify the string to be tested against or select the appropriate options.
Match case	Check this box if you want the string test to be case sensitive.
Whole word	Check this box if you want the string to be considered unmatched if it is found but as part of a longer string.



Selecting the **Actions** tab lets you choose which actions will be applied to a message if the conditions are evaluated as TRUE.

NOTE: Multiple actions can be selected and they ALL will be performed.

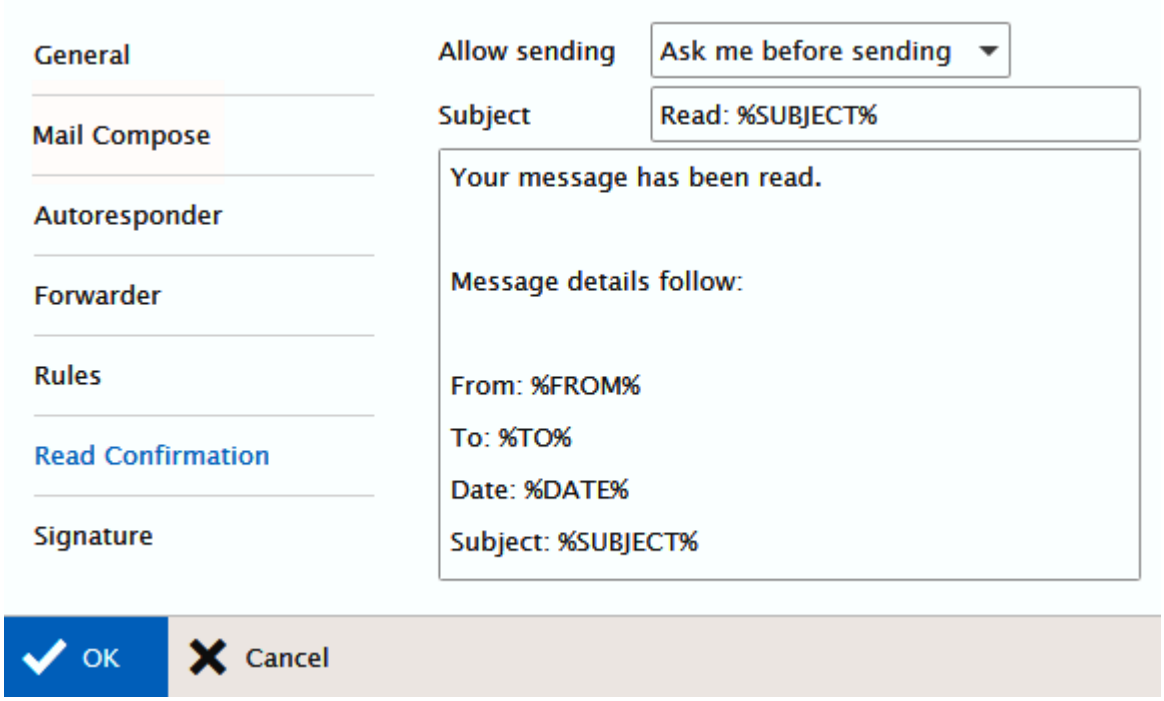
Field	**Description**
Title	Described within the ***Conditions*** section.
Message	Check this box to perform a standard action to a message. Select an action from the dropdown: ▪ **Accept** - The message is accepted to your mailbox. ▪ **Reject** - The message will not be accepted and the sending server will be told that the

	message has been rejected. (The sending server may notify the original sender. ▪ **Delete** - The messages will not be accepted but the sending server will not be informed of that fact, so the original sender will think his message got through. ▪ **Spam** - The message is marked as Spam. ▪ **Quarantine** - The message is put into the Quarantine queue. *NOTE: If you do not select this box, then all messages are, by default, accepted.*
Stop processing more rules	Check this box and the server will not process this message with any other rules you have defined. This can be extremely useful if you are, for example, sorting mail from the same sender to different folders, and do not want to create any duplicates: • Rule 1 says move all messages from fred@Domain1. com with subject Football into the Football folder. • Rule 8 says move all messages from fred@Domain1.com into the folder of Fred. • You should specify "stop processing more rules" for rule 1 otherwise all messages about football from Fred will be moved to the Fred folder, not the Football Folder. It can also be useful to save processing on the server as rules processing will be stopped as soon as a rule is evaluated as TRUE.
Forward to	Check the box and enter en email address and the message will be forwarded to that address.
Move to	Check the box and press the folder icon to select a folder and the message will be moved to that folder. A dialog opens showing your folder structure allowing you to select the target folder. You can also create new folders within the dialog.
Copy to	Check the box and press the folder icon to select a folder and the message will be copied to that folder. A dialog opens showing your folder structure allowing you to select the target folder. You can also create new folders within the dialog.
Encrypt message	Check the box and, if you have a certificate installed, your message will be encrypted on the server, meaning only holders of the key can read it.
Send message	Check this box and press the '...' button to define a custom message to be sent. You can set the To, From, Subject, and Body parts of the message and Server Variables can be used.
Edit header	Check the box and press the '...' button. A simple dialog opens letting you select which header to manipulate and how to manipulate it.
Set message priority to	Check the box and select a priority for the message from the dropdown. You can select from Lowest, Low, Normal, High, and Highest.
Set message flag to	Check the box and you can select flags which be set for this message. Multiple flags can be selected.

Read Confirmation

The **Read Confirmation** feature allows you to structure a standard message that will be sent if a message comes in with a request for read confirmation.

Variables can be used here to automatically add values to the message.

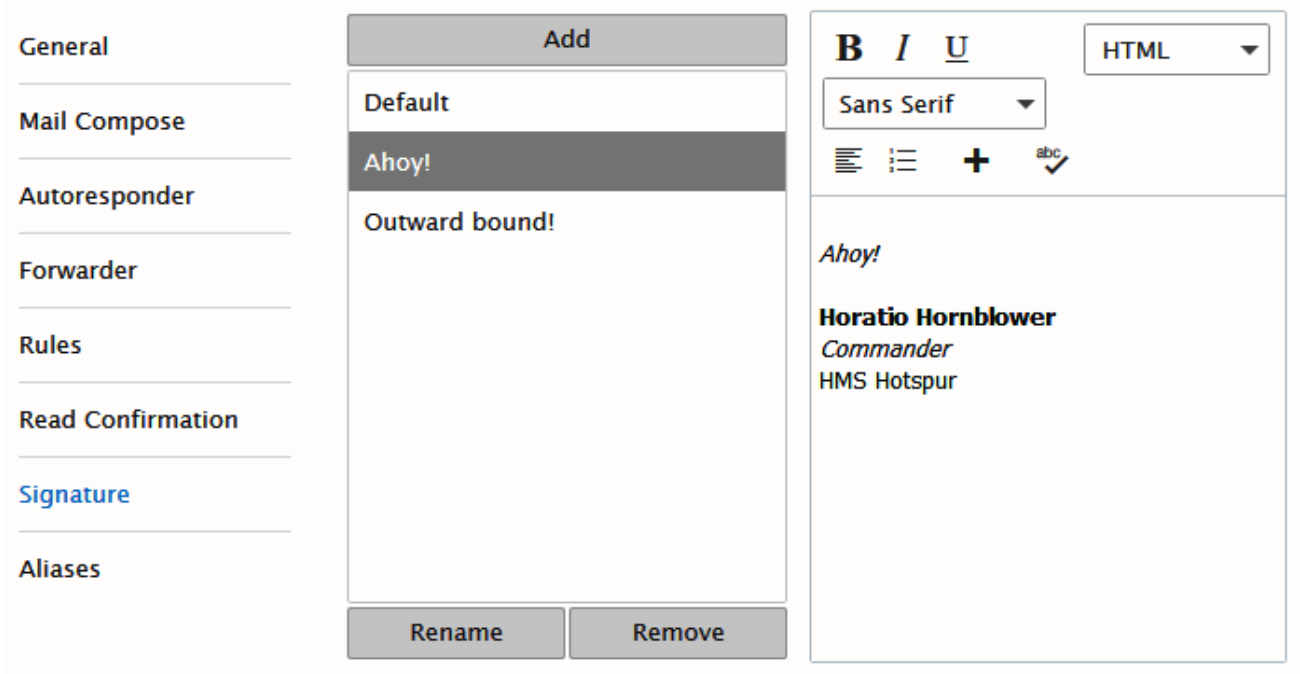


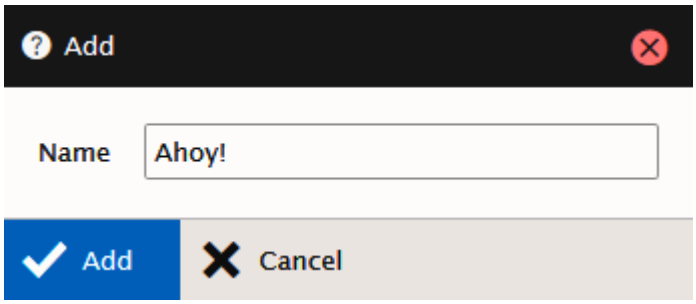
Field	Description
Allow sending	Select from the list: • ***Ask me before sending*** – you will be always asked whether you want to send confirmation. • ***Always*** – confirmation is always sent without asking. • ***Never*** – confirmation is never sent.
Subject	Enter a subject fro the Read Request. In the example above the ***%SUBJECT%*** variable is used to append the original subject of the message to the subject of the receipt. This adds value to the message as the sender can immediately identify what message has been read.
Textbox	Enter the standard message you want to send as a Read Confirmation. In the example above the server variables %FROM% and %TO% have been used to identify the original sender and recipient to add value.

Signature

You can define a standard signature which will be applied to all outgoing messages. Another feature you can use is selecting your aliases or email addresses of groups you are a member of.

NOTE: When you want to create/edit a signature, use the Desktop interface as lower interface levels (Tablet, Mobile) do not enable it.



Field	Description
Add	Click the button to define a new signature. The **Add** dialog is shown:  Specify the signature name and click the ***Add*** button. Use the right-hand text area – see the ***Text area*** field. After creating a new signature, click the ***OK*** button. In the case you want to create more signatures, just create them and then click the button.
`Left-hand pane`	This field lists all defined signatures.
Rename	Select an existing signature and click the button to rename this signature. The **Rename** dialog is shown (similar to the **Add** one – above). Change the ***Name*** field and click the ***Rename*** button.
Remove	Select a signature from the list and click the button to delete this signature.
`Text area`	Enter the text of your signature in the text area. Use rich edit text icons to highlight your signature. Select the *Source* item (from the list in the right-hand upper corner) to switch to the HTML code format for inserting HTML tags.

	*BE AWARE: Do not enter HTML tags into the text when the **HTML** item (in the same list) is selected. These tags would be shown in the signature.* Text in this field is checked by a spell checker.
OK	Click the button to save all performed changes.

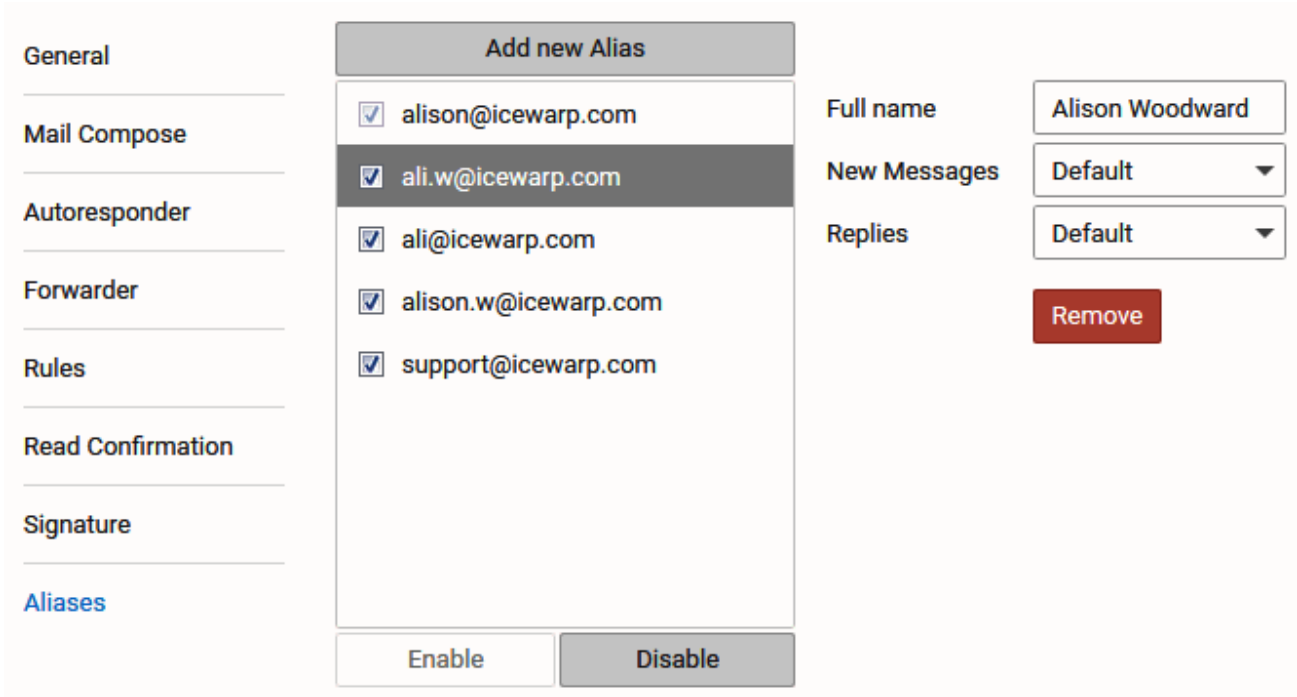
Signature – Embedded Image

To create a signature with an embedded image, do the following:

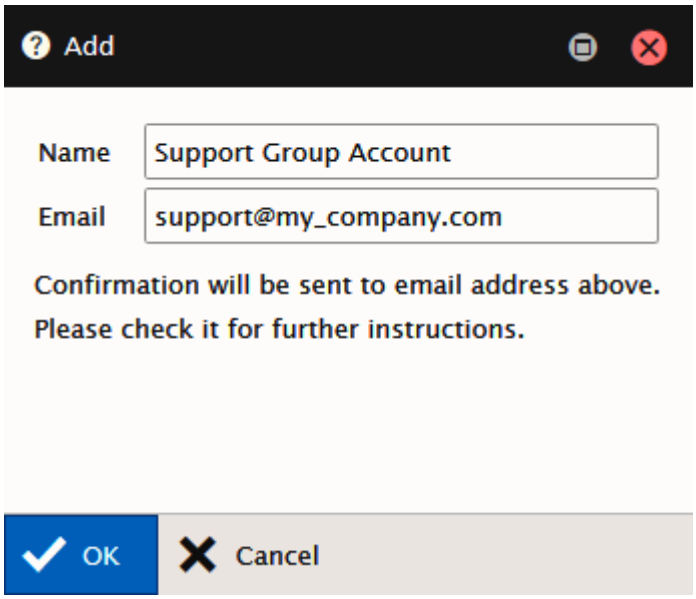
1. Create a signature as described above.
2. Upload the wished image into your **Documents**.
3. Within the *Text area*, place the cursor where you wish to have a figure.
4. Within the *Text area* text tool bar, click the image icon – .
5. Within the **Insert image** dialog, select the *Internal* option and click the right-hand *Select item* icon.
6. Within the **Select item** dialog, select the appropriate image from your **Documents** folder.
7. Click *OK* (three times).

Aliases

This tab allows you to define/enable/disable your aliases, set *Full name* for individual aliases and bind them with signatures defined on the appropriate tab.



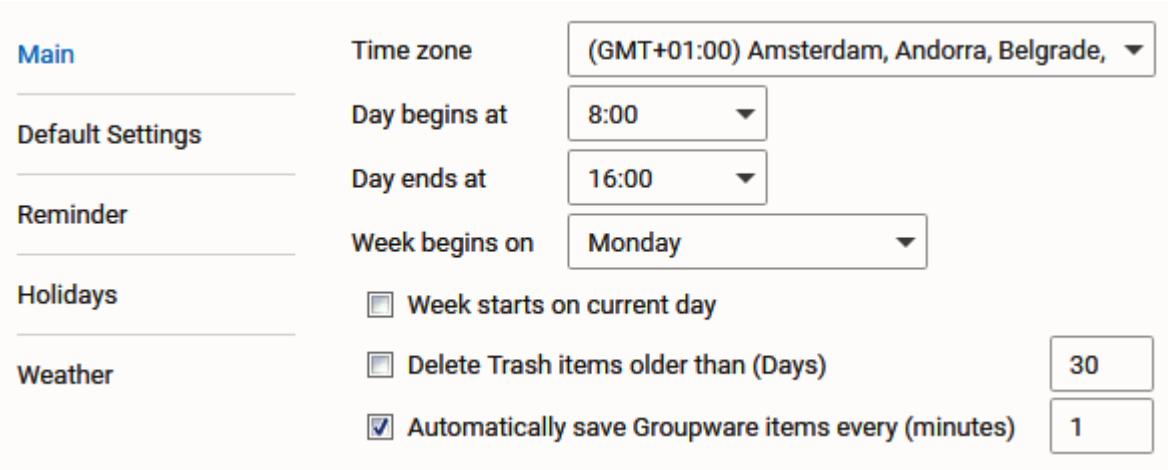
Field	Description
Add new Alias	You may want to add a new *From Address* (your account on another server or another account on this server – e. g. a group account) without necessity to add this account into WebClient. This allows you to use WebClient even for sending messages from other accounts – e. g. you are a member of your support team and you want your customers to obtain your replies from the support group account. This is the way. Click this button and fill in a descriptive account name and its email address. Confirmation email will be sent to this address. This email message includes instructions how to verify this email

	account. 
Enable	Tick the box (or select the appropriate alias and click the *Enable* button) if you want to have this alias/group/account in the ***From*** list of the email composer window. This box is not editable for your primary account.
Disable	Un-tick the appropriate box (or select the alias and click the *Disable* button) if you want to disable the alias.
Full Name	Fill in your name that will be shown for this alias/group/account. This field is not editable for your primary account.
New Messages	Select a signature that will be used for new messages created and sent from this address.
Replies	Select a signature that will be used for replies created and sent from this address.
Remove	Select an alias that you want to remove from the list and click the button to delete this alias.
OK	Click the button to save all performed changes.

Calendar Options

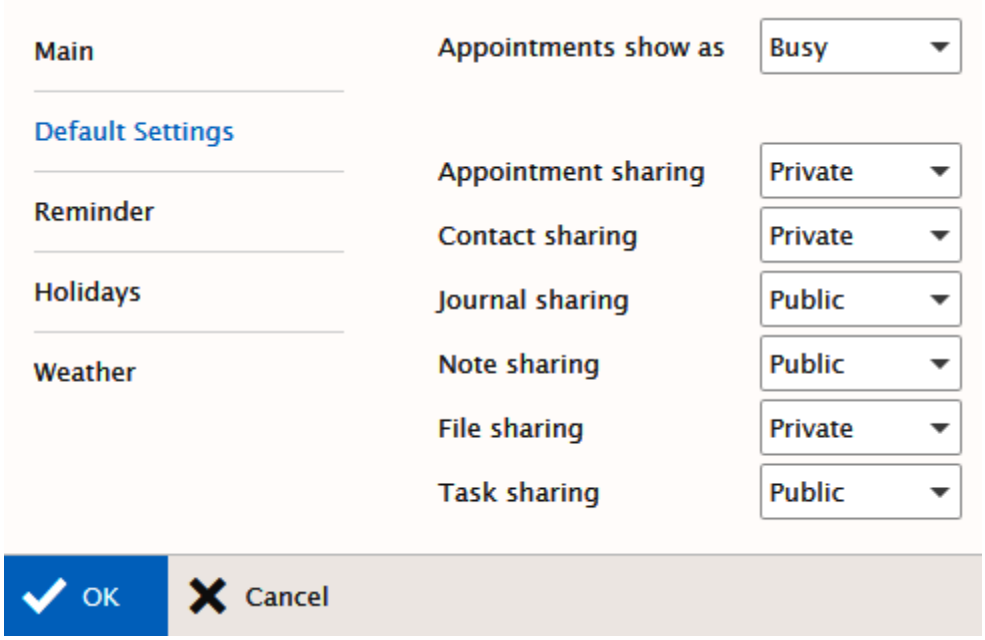
Main

Upon the **Calendar – Main** tab, you can set how you want certain views to be displayed.



Field	Description
Time zone	Select your time zone. ***[time zone]*** – Event times will be changed to the actual time zone. E. g.: You have created an event from 15 to 16 o'clock in Prague (CET – Central European Time) and traveled to Boston (ET – Eastern (American) Time). Times will be shifted for 6 hours – from 9 to 10 o'clock. For additional information on time zones, refer to the **Miscellaneous** chapter – **Time Zones** section. *NOTE: The time zone set here is also used for email messages.*
Day begins at	Set your normal start time for working hours. This will affect the coloration of hours when you are in the Day view of the calendar.
Day ends at	Set your normal end time for working hours. This will affect the coloration of hours when you are in the Day view of the calendar.
Week begins on	Select the day that you wish to be displayed as the first day of the week. This affects the Week view and Month view of the Calendar.
Week starts on actual day	If you wish you can check this option and the Week view will start with the current day as the first day of the week. This can be useful if you always want to see a week ahead in the week view. This only affects the Week view
Delete Trash items older then (Days)	Specify the time after what deleted events will be removed from Trash.
Automatically save Groupware items every (minutes)	Specify the time (in mututes) after what edited groupware items are to be saved automatically. *NOTE: When editing an item, clicking the **Cancel** button will not "unsave" the changes made before autosaving (i.e. cancellation will have no effect, the last autosave will be kept).*

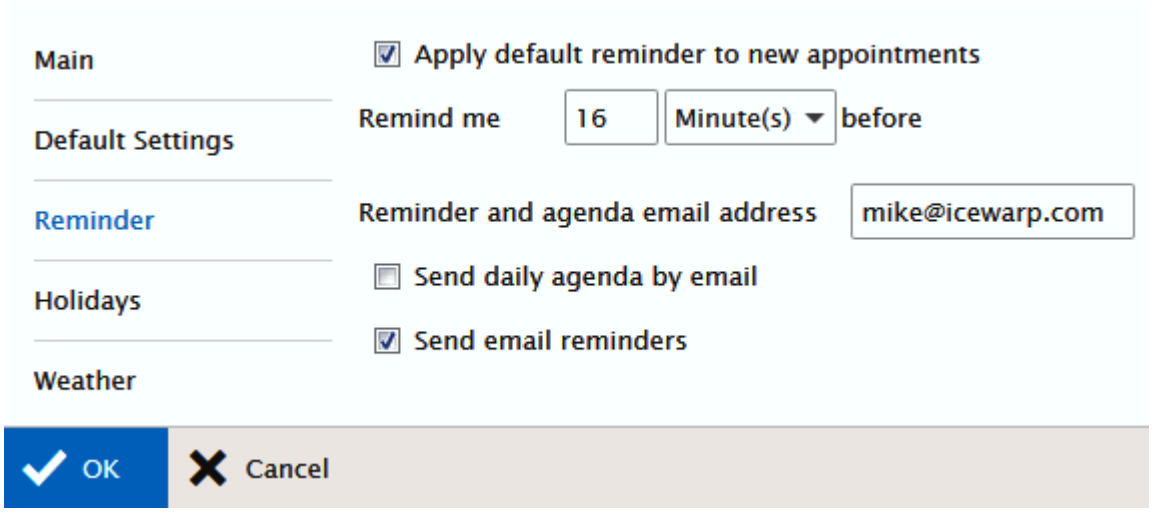
Default Settings



Field	Description
Appointments show as	You can choose a default "show" type for event items. Using the dropdown choose one of the four options: **Free** – Although there is an event scheduled, it will not take up any of your working time (for example, someone's birthday). **Tentative** – The event is not yet confirmed. **Busy** – The event is confirmed and you will not be available for the duration of the event. **Out of Office** – You will not be in the office (for example, vacations or off-site courses).
Appointment sharing Contact sharing Journal sharing Note sharing File sharing Task sharing	Choose the default privacy setting for item types. For each type you can select either: **Private** – only people you have chosen can view the items. or **Public** – anyone who can see your folders can view the items.

Reminder

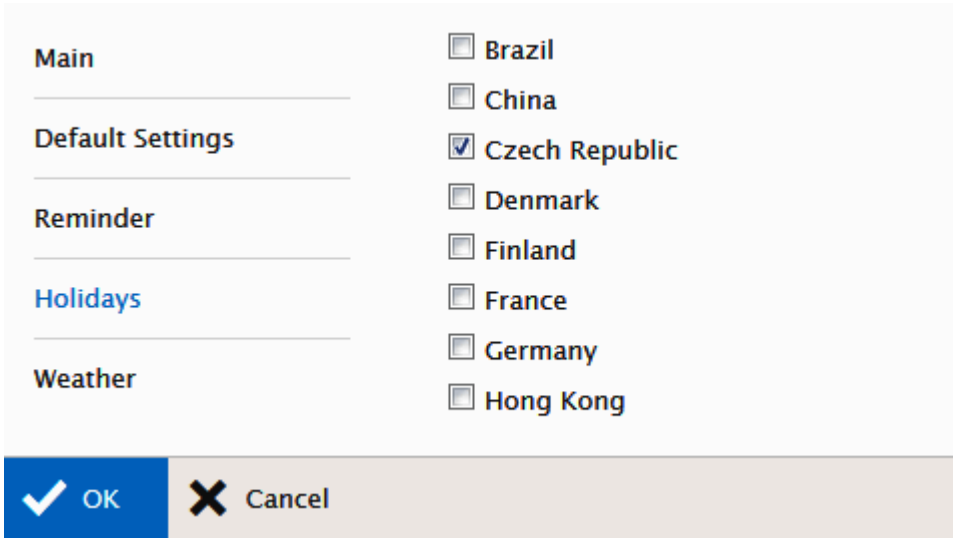
The **Calendar – Default Reminder** tab allows you to set default options for new reminders – they do not affect or override any options for reminders you already have set.



Field	Description
Apply default reminder to new appointments	Tick the box if you want to use the following reminder settings.
Remind me ... before	Enter a numeric value and select a time unit from the dropdown. These values will be used as the default values when you create a new item that can have a reminder associated with it.
Reminder and agenda email address	Specify an email address for the reminder to be sent to. Multiple addresses can be specified, separated by semicolons. *e.g. user1@domain1.com;user2@domain2.com* *NOTES:* *If no address is specified here, your main (logon) address is used for reminders.* *If you do specify an address then your main (logon) address will **not** receive a reminder unless explicitly specified here.*
Send daily agenda by email	Tick this box if you want to obtain everyday emails with all events for the appropriate day.
Send email reminders	Tick this box if you want to have email reminders sent to the address specified above; pop-up reminders are shown too. If the box is not ticked, only pop-ups are shown.

Holidays

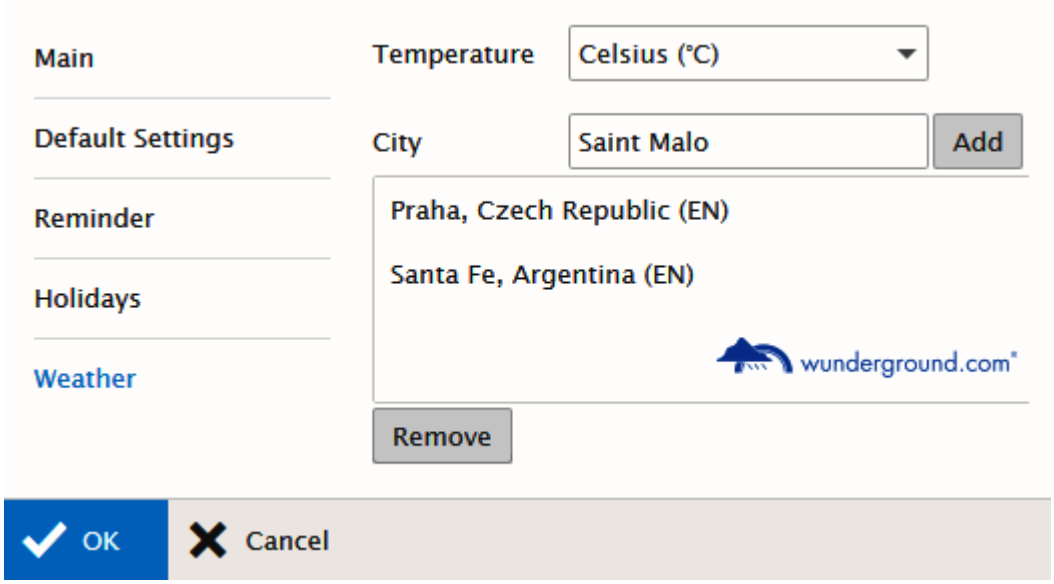
If your administrator has loaded holiday files to the system, you can choose which country's holidays you want to have displayed in your calendar.



Field	Description
subscribed holidays	Check the box next to each county whose holidays you wish to be displayed. Only countries that your administrator has supplied details for will be shown in the list. *NOTE: These holidays may or may not be official public holidays in the country specified – they may only be notable days.*

Weather

This tab allows you to add weather forecast for four days to all calendar views (day, week, month).



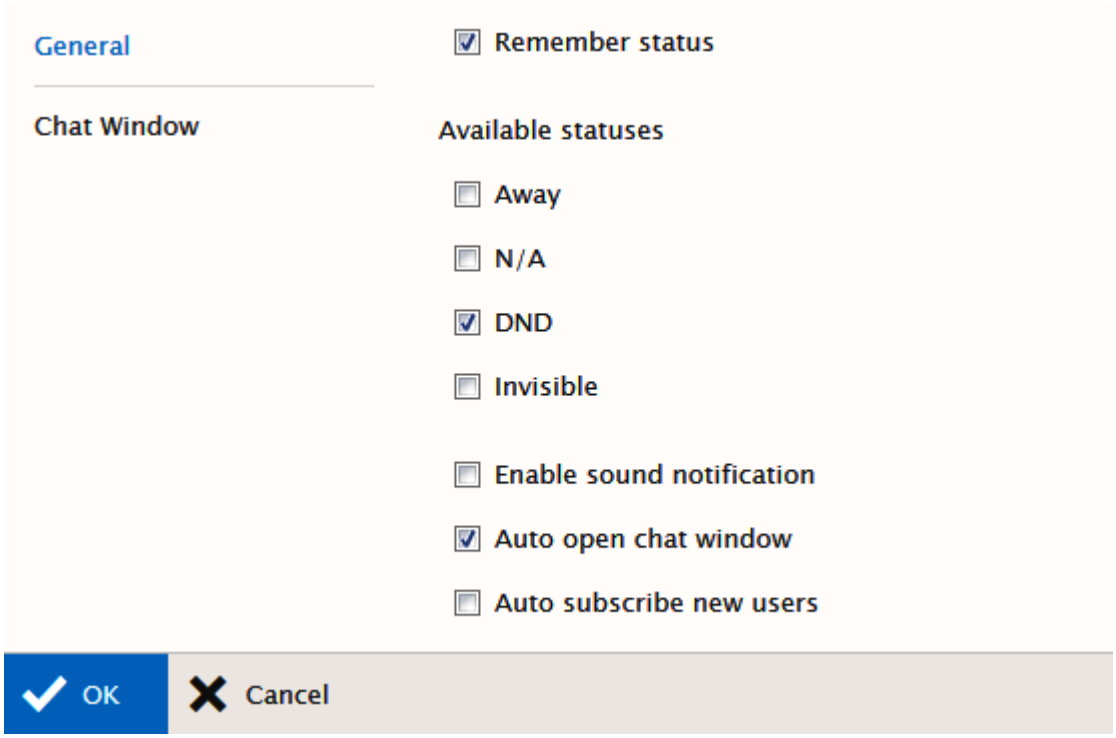
Field	Description
Temperature	Select a temperature scale.
City	Fill in the wished city (or city and state/country code). In the case of more possibilities, select from the list.
Add	Click the button to add the filled/selected city to the final list.
Remove	Select a location and click the button to remove this location from the list.



Instant Messaging

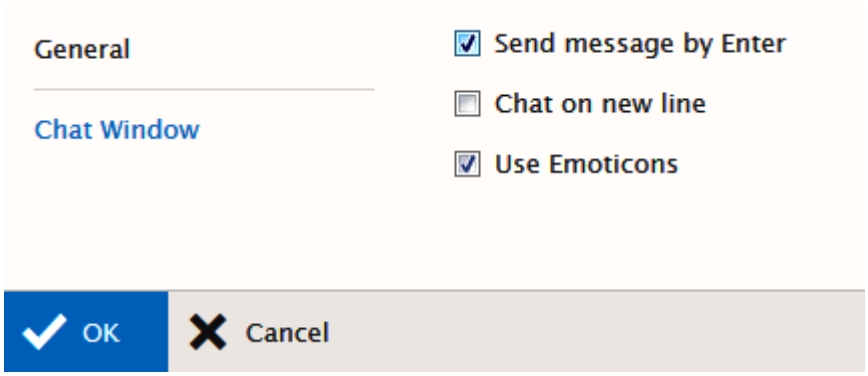
To reveal the **Instant Messaging** pane, click the ***asterisk icon*** on the right side of the **Menu** bar. (See the **Menu Bar** section.)

General



Field	Description
Remember status	Tick this box if you want the IM client to remember your last status (on-line, off-line, etc.) when closing it and use it next time.
Available statuses	By ticking the appropriate check box, select statuses that you want to have available within the ***Communication bar – Status indicator*** menu. Choose from *Away*, *N/A* (not available), *DND* (do not disturb) and *Invisible*.
Enable sound notification	Tick this box if you want to switch on sound alerts for incoming communication.
Auto open chat window	Tick this box if you want the chat window to auto-open when incoming communication arrives.
Auto subscribe new users	Thick this box if you want to subscribe new users without necessity to authorize them.

Chat Window



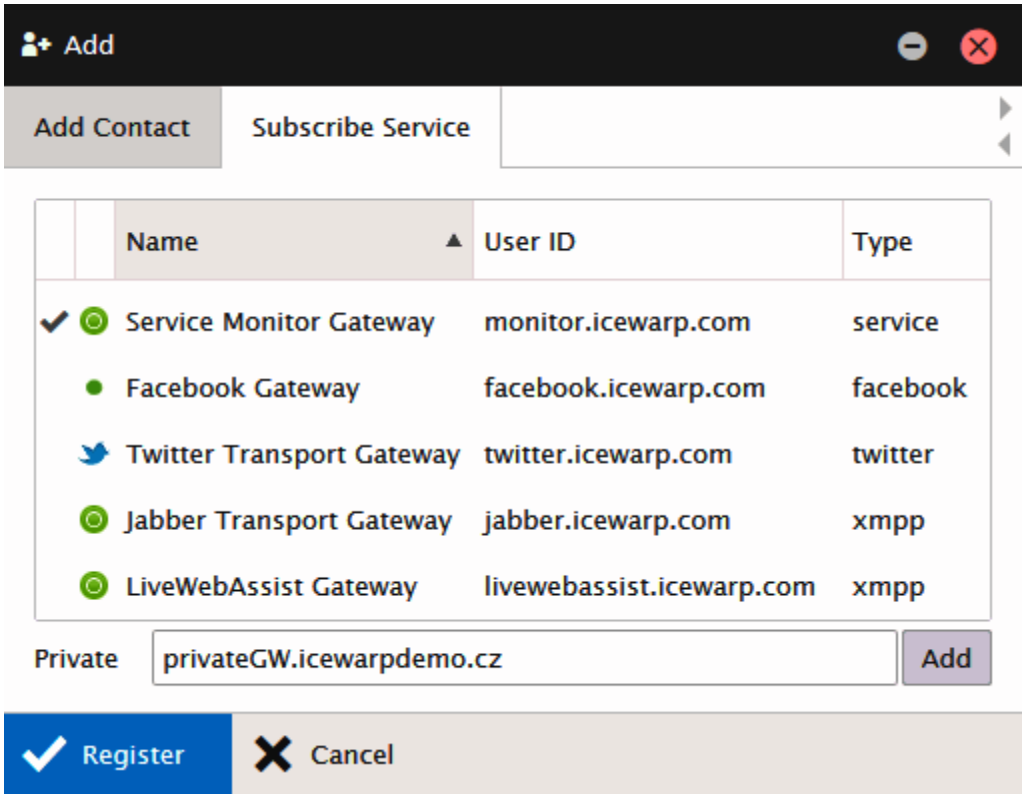
Field	Description
Send message by Enter	Tick this box if you want to send just typed message by hitting the ***Enter*** key.
Chat on new line	Tick this box if you want to have chat text started on a new line – next one to the information about the contact.
Use Emotikons	Tick this box if you want to enable using emotikons within the chat window.

Adding Contact, Service Subscription

You can chat with your friends that use various instant messaging services provided that there is the appropriate gateway defined on your IceWarp Server. To see the list of gateways, go to the **Subscribe Service** tab. If your wished service is not involved, ask your server administrator.

Otherwise, you have to register to the appropriate service first:

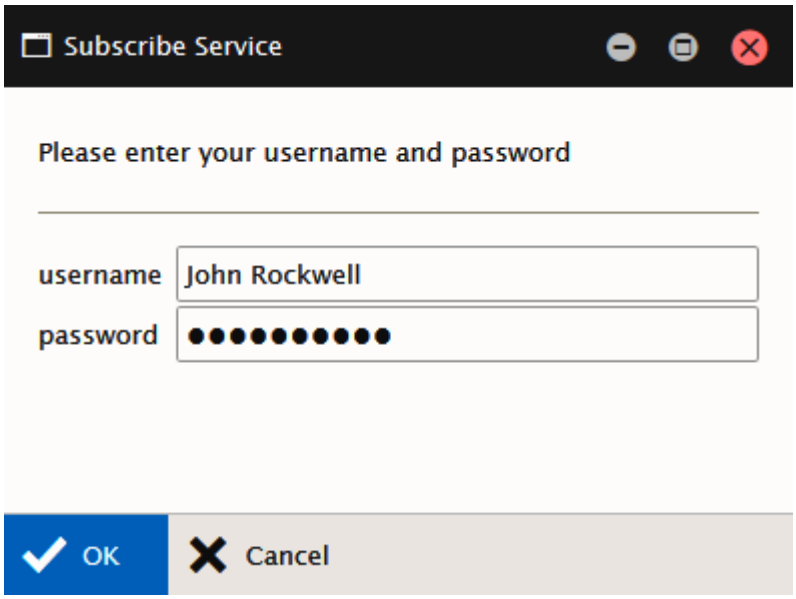
1. Within the **IM Client Tools** bar (in the lower roster part), click the "**+**" icon. The **Add** dialog opens. Select the ***Subscribe Service*** tab.



2. Select the service you want to register to and click the ***Register*** button. (Or just double-click the service name.)

*NOTE: In the case you are subscribing a private service gateway, you have to obtain the appropriate information from your administrator. Insert the service name into the **Private** field and click **Add**.*

The **Subscribe Service** dialog is shown:

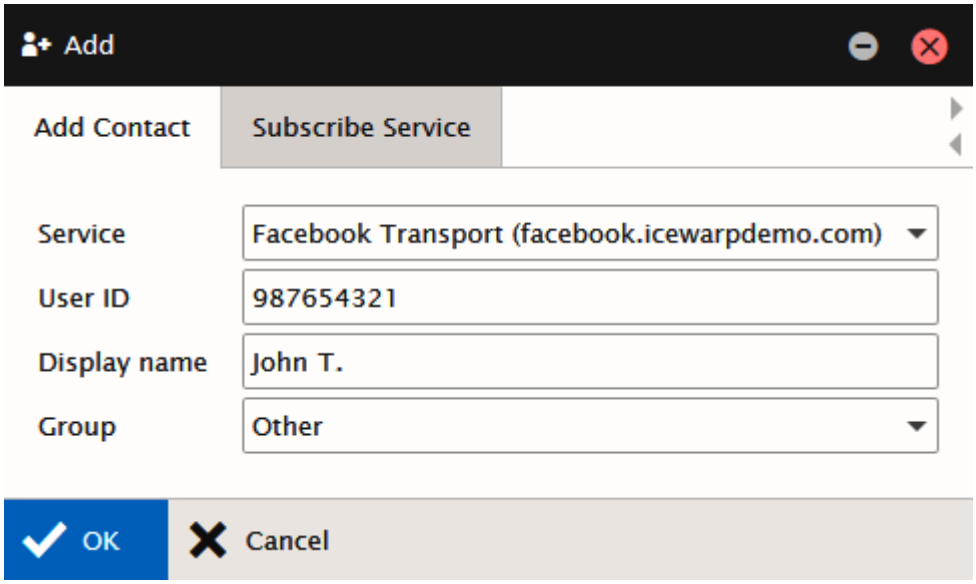


3. Fill in your ***Username*** and ***Password*** for this service. (You have to have an account created there.) Click ***OK*** to finish registration.

4. Go to the **Add Contact** tab. From the ***Service*** list, select the service you have just registered to.

   Fill in the ***User ID*** of the contact you want to add to your roster and his/her ***Display name***.

   Optionally, select the ***Group*** you want to include the contact to. Click ***OK*** to finish adding of the contact.



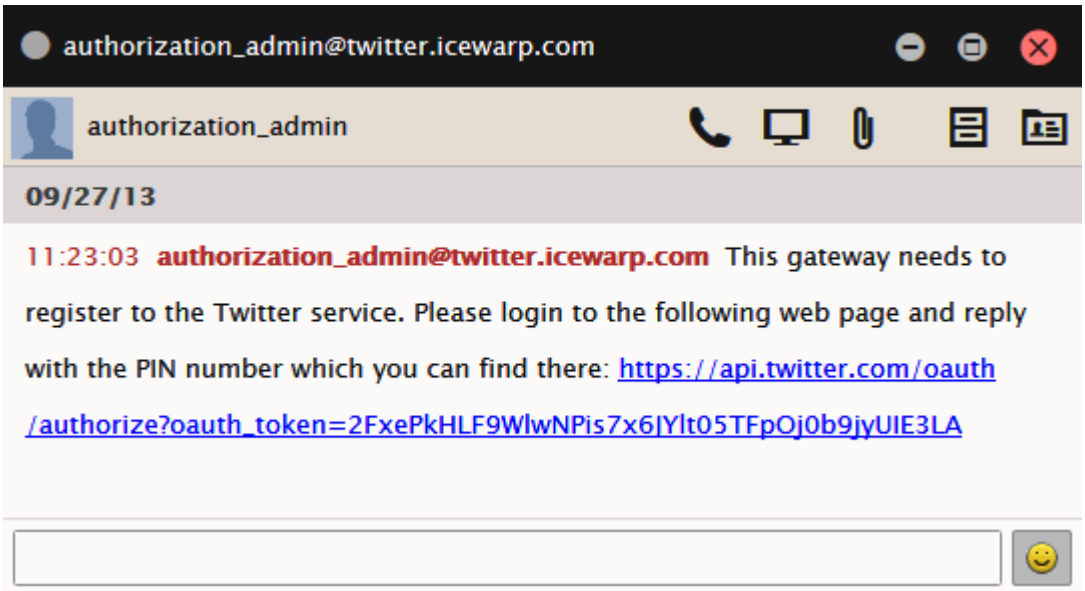
*NOTE: If you want to add only another WebClient instant messaging user, let the **Service** field set to **Default** and as **User ID** use the contact's email address.*

NOTE: If you have changed credentials for a service already subscribed (MSN, ICQ, ...), you have to remove this service from your roster and subscribe again with your new credentials.

Subscribing Twitter

Follow the description above to the step #3.

4. After clicking ***OK***, you will receive a chat message with an authorization link:

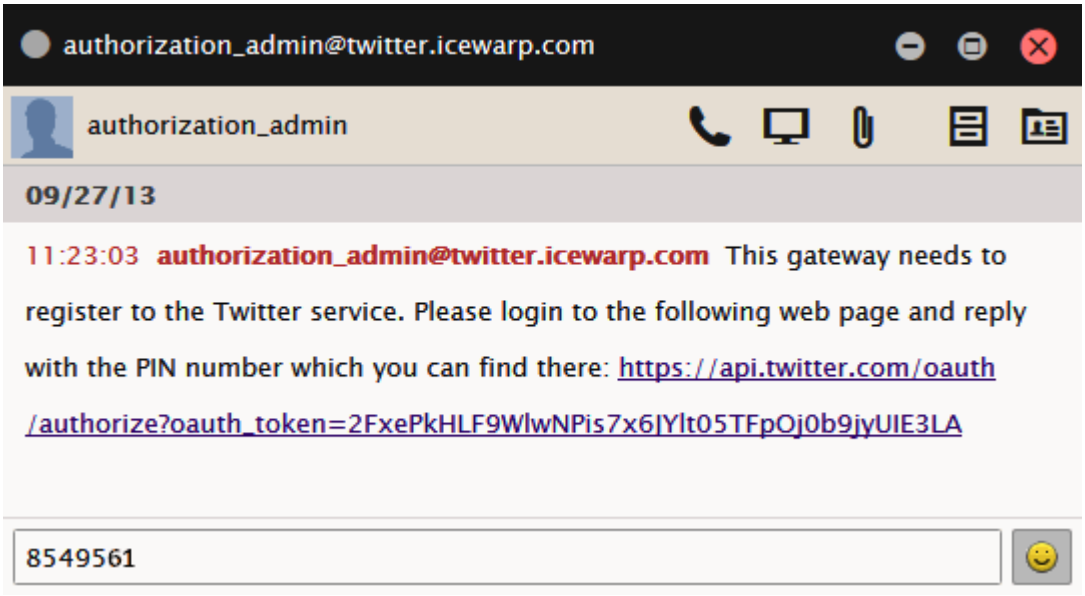


Follow this link.

5. Within the ***An application would like to connect to your account*** screen, click the ***Allow*** button.
6. From the next screen, copy the PIN provided:

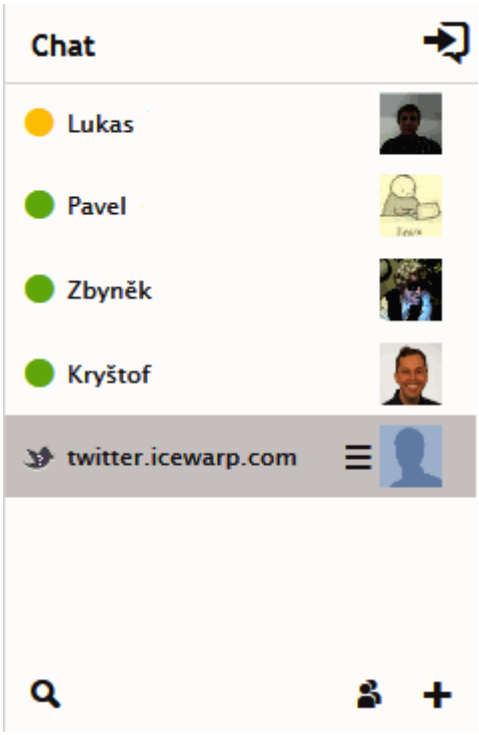


7. Go back to the chat window, paste this PIN to the answer field:



and hit the ***Send*** button.

8. Twitter will appear among your contacts:



You will receive all tweets from the **twitter.com** user of that gateway. You can post new tweets by sending messages to the **twitter** user too.
There are additional commands you can use:
/replies – gets all replies
/refresh – gets new tweets instantly
/tag, /btag, /untag – automatically tags all your messages

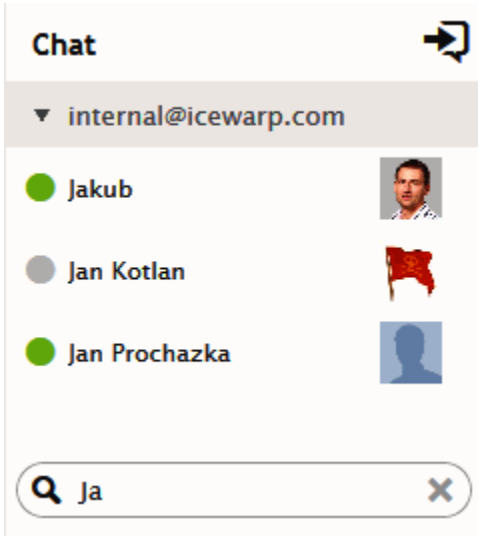
Miscellaneous

Roster Search

As you can have your friends from other chats (Facebook, Twitter, ...) integrated into WebClient Instant Messaging, its roster can became packed with lots of contacts.

To ease contact search, just click the search icon – magnifying glass – (within the IM Client Tools bar) and write searched contact name into the field that appears. Contacts are sorted as you continue writing.

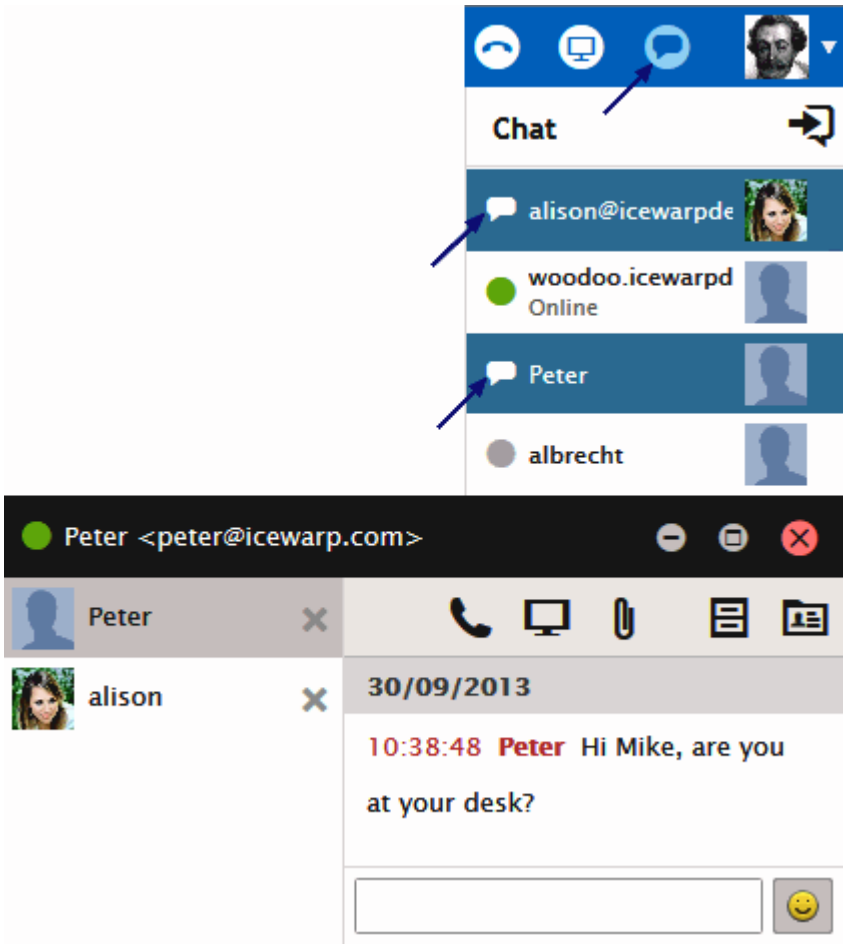
To reveal all contacts, just click the cross on the right side of the search field or delete written letters.



Open All Pending Messages

When you are offline (or in the DND mode – Do Not Disturb), you can have multiple incoming communications. Once you are online again, you could have a trouble to locate all of them to display all messages.

In this case, just click the icon blinking in the top of your roster (see figure). This will display a chat window with tabs for all people wishing to chat with you. These people are also indicated by blinking icons next to their names within the roster frame.

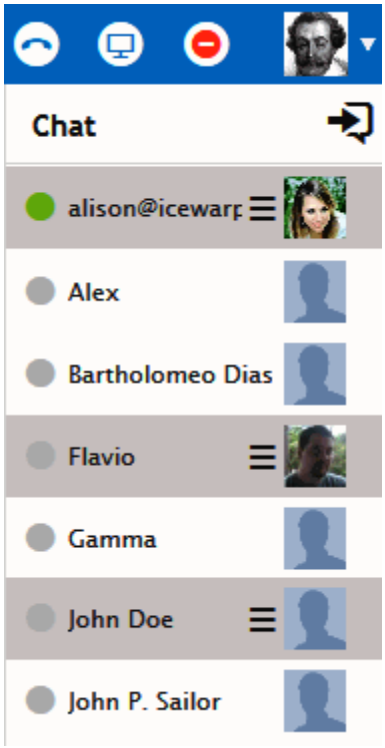


Roster Contact Multi Select

You might want to delete multiple users, send the same message to multiple users or even send an email to couple of users in your roster.

Use *CTRL + left-click* to select more users.

NOTE: Selecting more users does not allow you to start a chat with them. After sending a message, the window is closed.

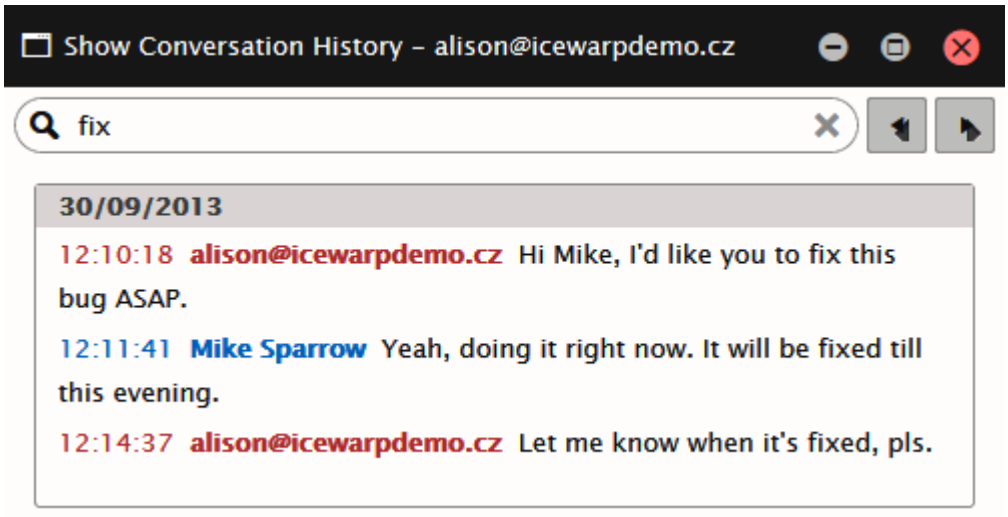


History Search

You may want to search within your IM communication history. Right-click the person you communicated with about the subject and select the ***Show Conversation History*** item from a pop-up menu. Fill in your subject (or at least a part of this word) and hit ***Enter***.

You will see the results matching to your term.

Now you can click the actual line date/time. This brings you to the complete conversion history starting at that time. Then you can click the **<< >>** (arrows) buttons to move in time.

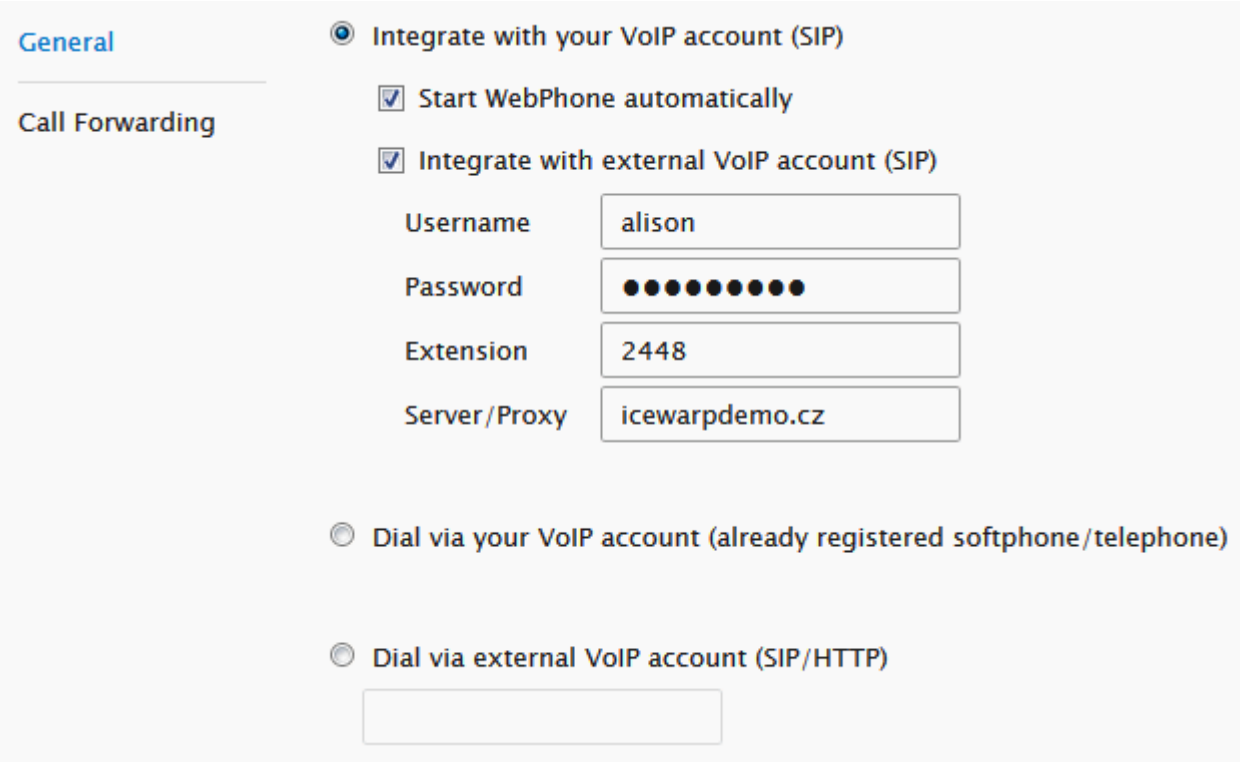


IM Client Priority

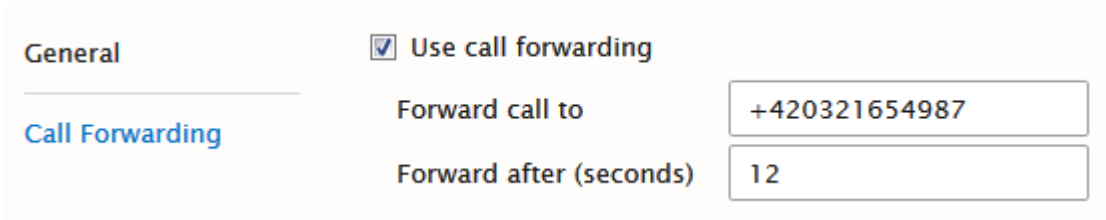
You may want to use two (or even more) IM clients (e.g. WebClient IM and PSI). It is annoying to deal with the situation when same messages arrive to both (all, respectively) clients. Setting client's priorities correctly is the solution.

WebClient IM client has the priority set to 5 (five). In the case you want to have IM messages delivered only to WebClient IM, set lower priority for your other client(s). I.e. set the priority value to 1 – 4. And contrary, if you want to have IM messages delivered to your other client(s), set its (their, respectively) priority value to 6 – 10.

Phone



Field	Description
Integrate with your VoIP account (SIP)	Select this option if you want to integrate WebPhone with your VoIP account on the same server.
Start WebPhone automatically	Tick the box if you want to have your WebPhone started within 30 seconds after WebClient launch.
Integrate with external VoIP account (SIP)	Tick the box if you want to integrate WebPhone with other (external) VoIP account.
Username	External account credentials. They can be of different format. (Email addresses, phone numbers, etc.) *Ask your server administrator for them.*
Password	
Extensions	
Server	
Dial via your VoIP account (already registered softphone/hardphone)	Select this option if you want to dial via your VoIP account but use already registered desk phone. When a call is dialed, the caller's phone is rung first. After the caller picks up, the called person's phone starts to ring.
Dial via external VoIP account (SIP/HTTP)	Select this option if you want to use external VoIP account. E.g. one provided by an external provider. Fill in the SIP account number (on the external server). E. g.: ***22@server_domain.com***

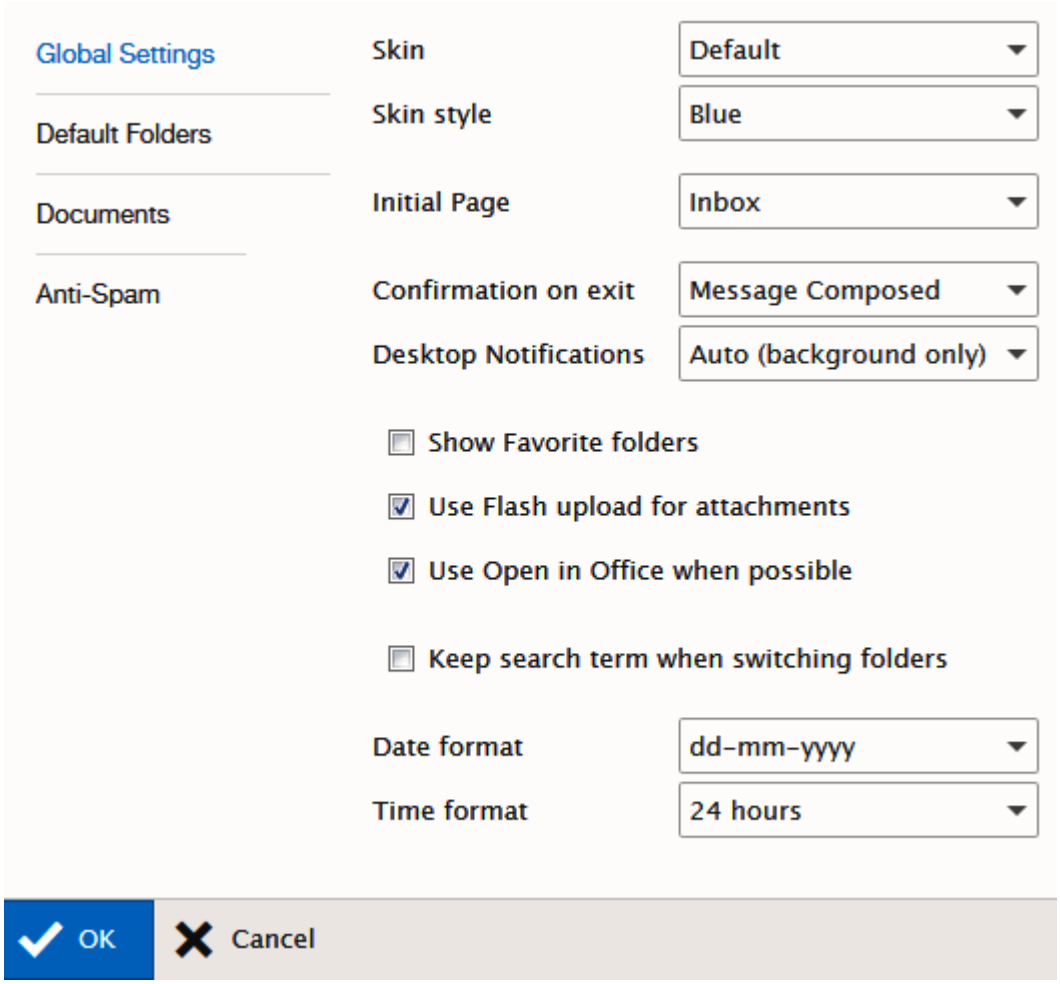


Field	Description
Use call forwarding	Tick the box to enable call forwarding.
Forward call to	Enter a number you want to have calls forwarded to. It is possible to enter a regular phone number or a SIP number – if defined and used.
Forward after (seconds)	Enter a period time (in seconds). Calls will be forwarded after this period.

General

The **General** tab allows you to customize look and feel of the IceWarp WebClient.

Global Settings

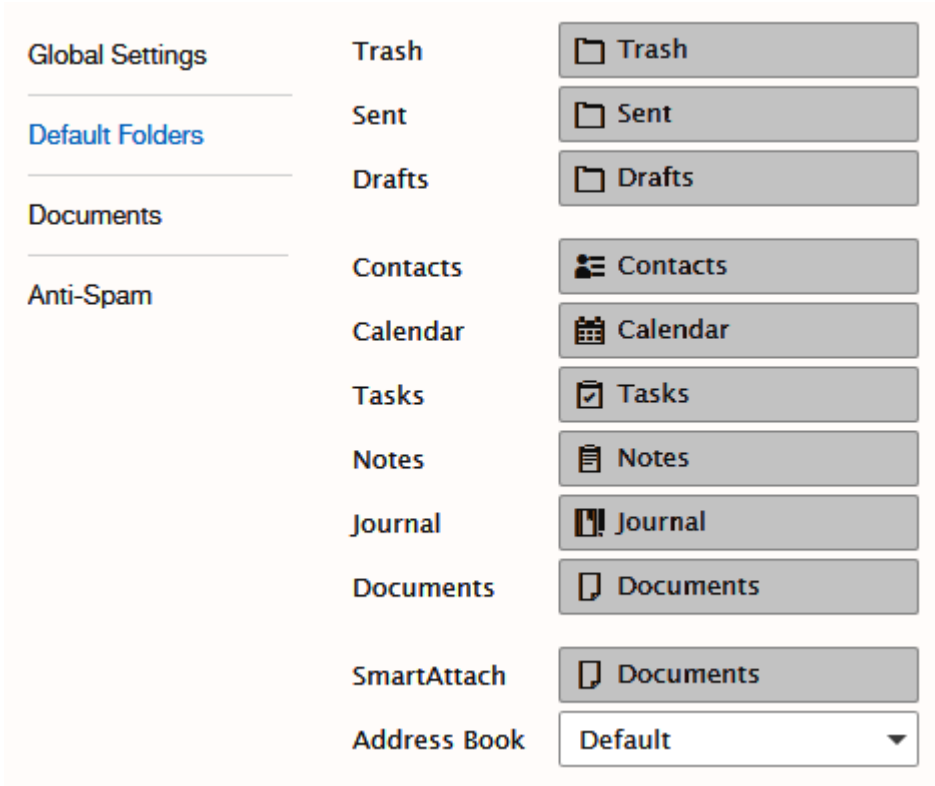


Field	Description
Skin	Skins are available for IceWarp WebClient allowing you to change the look of the system as you use it. However, they are only available if your system administrator has installed them, you cannot install them yourself. Select the skin you want from the dropdown.
Skin style	Select the wished color scheme.
Initial Page	Here you can specify what will be shown after IW WebClient launch: **Home Page** – folder tree view plus a page with information about your email account are shown. **Inbox** – folder tree view plus Inbox Item List and reading pane are shown. **Remember last folder** – IceWarp WebClient will start up with the folder open that you were browsing when you last closed it down.
Confirmation on exit	Select whether/how the confirmation message will be shown:

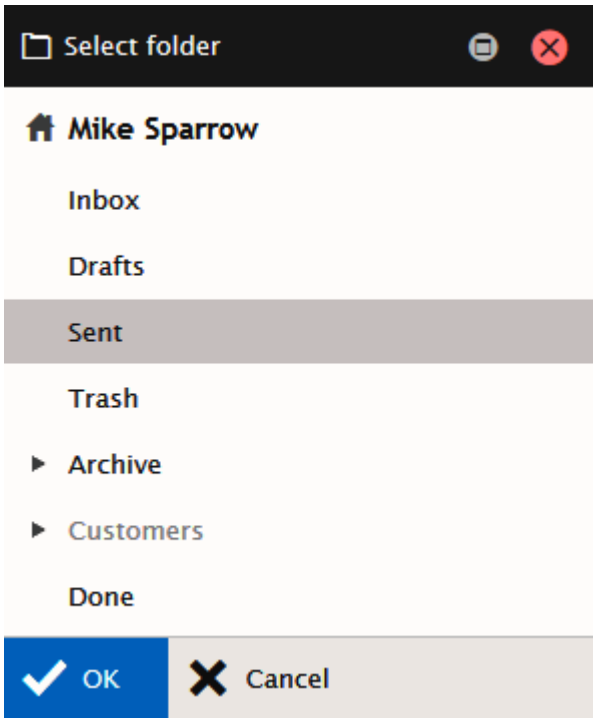
	Never – no confirmation needed for exit of both composed (and not saved) emails and WebClient itself. **Message Composed – you have to confirm only exit of an email composer.** **Always – you have to confirm exit of both composed emails and WebClient itself.**
Desktop Notifications	Tick the box if you want, your desktop to show pop-up notifications about email arrival. (Not all browsers support this feature.) **Never** – notifications are not shown. **Auto (background only** – browser notifications are shown only when the WebClient window is not focused. **Always** – browser notifications are shown always.
Show Favorite Folders	Tick the box if you want to have shown ***Favorites*** within the **Tree View** pane.
Use Flash upload for attachments	Flash upload allows you to upload multiple email attachments at once. Sometimes this can cause problems with SSL. Un-tick this box in this case.
Use Open in Office when possible	When an email attachment has a suitable format (MS Office), it is possible to open it in the appropriate MS Office application (Word, Excel, etc.). Tick the box if you want to enable this feature.
Keep search term when switching folders	Tick the box if you want to keep a search term after selecting another folder. Search is performed in this folder immediately. This feature works only for the same folder types (mail, groupware).
Date format	Select the date format you want to use from the dropdown list.
Time format	Select the time format you want to use from the dropdown list. US time format (AM/PM) is supported: ***hh:MMtt.***

Default Folders

This page allows you to change mailbox folders mapping.



Click the button with an icon next to the appropriate folder to select the wished destination:



If the wished folder does not exist, create it before.

NOTE: It is recommanded to keep default folders in the folder tree root. You will face a confrirmation dialog when trying to move a default folder anywhere else.

Documents

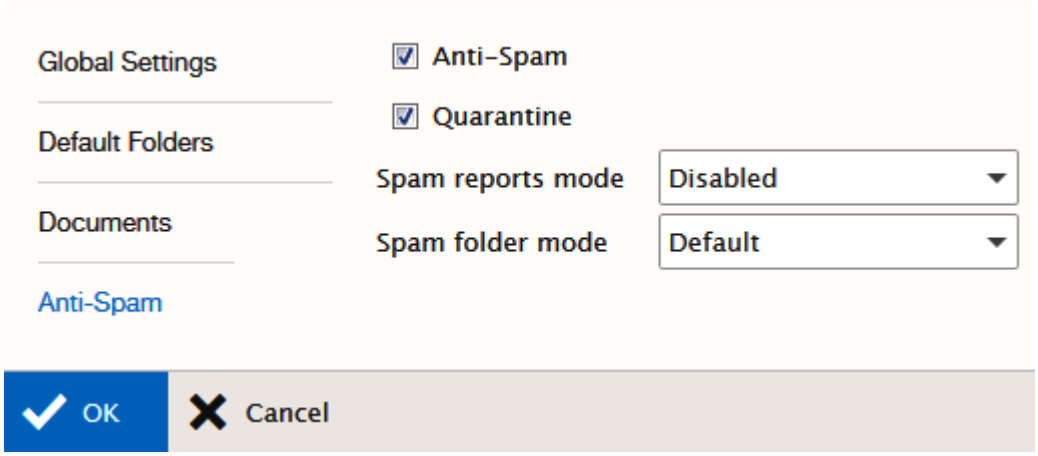
This page allows you to manage documents settings.



Field	Description
Enable automatic revision of documents	Select this option if you want to have a new document revision created after every editing. For more information on document revisions, refer to the Menu and Search Bar chapter – Documents – More Menu section.

Anti-Spam

This page allows you to manage anti-spam and quarantine settings.



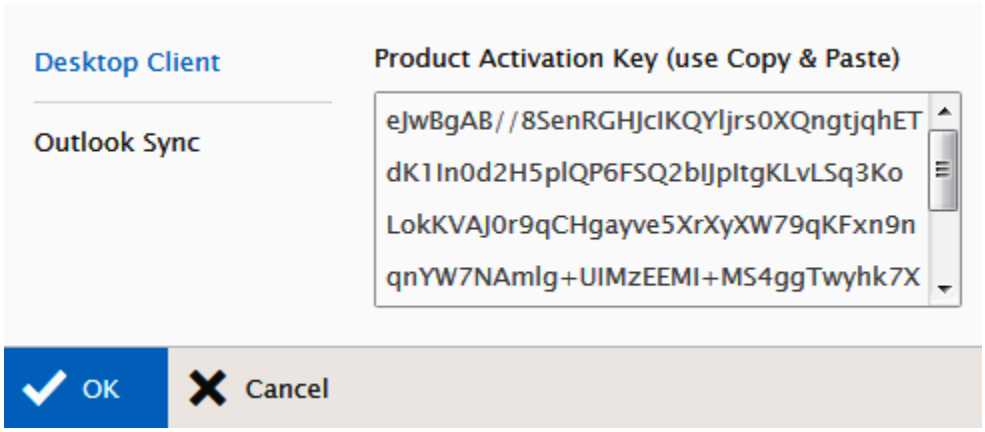
Field	Description
Anti-Spam	Check this box if you want your incoming messages to be processed with IceWarp Anti-Spam engine. *NOTE: This option is only available and may only be changed if your administrator has allowed it.*
Quarantine	Check this box if you want your incoming messages to go through the quarantine process. *NOTE: This option is only available and may only be changed if your administrator has allowed it.*
Spam reports mode	The spam report is a daily email containing a list of spam and/or quarantined items that have come in to your mail queue. Select spam reports mode: **Disabled** – you will not obtain spam reports. **Default** – spam reports follow server settings. If in doubt, ask your server administrator. **New Items** – only new email messages are listed in spam reports. **All** – spam reports list all spam and quarantined messages.
Spam folder mode	You can choose to have all spam messages delivered to a separate folder. By default this folder is called ***Spam***, but may have been mapped to another folder name via folder mapping – see the Default Folders section. Select spam folder mode: **Default** – the server spam folder mode is followed. **Do not use Spam folder** – spam messages will arrive into your ***Inbox***. **Use Spam folder** – ***Spam*** folder is created, spam messages will arrive into this folder.

Licenses

This tab is used for transfer of activation keys for IceWarp Outlook Sync and IceWarp Desktop Client – besides sending these keys by email – your sever (domain) administrator can do this.

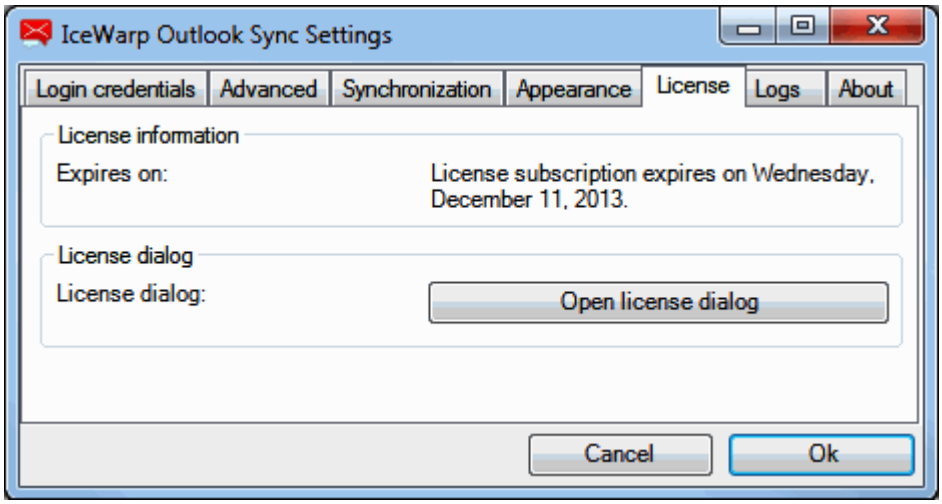
If activation keys are available, you can find them on the appropriate tabs and use them to activate (already installed) IceWarp Outlook Sync (IceWarp Desktop Client respectively).

Copy the key and use it when registering the appropriate product.



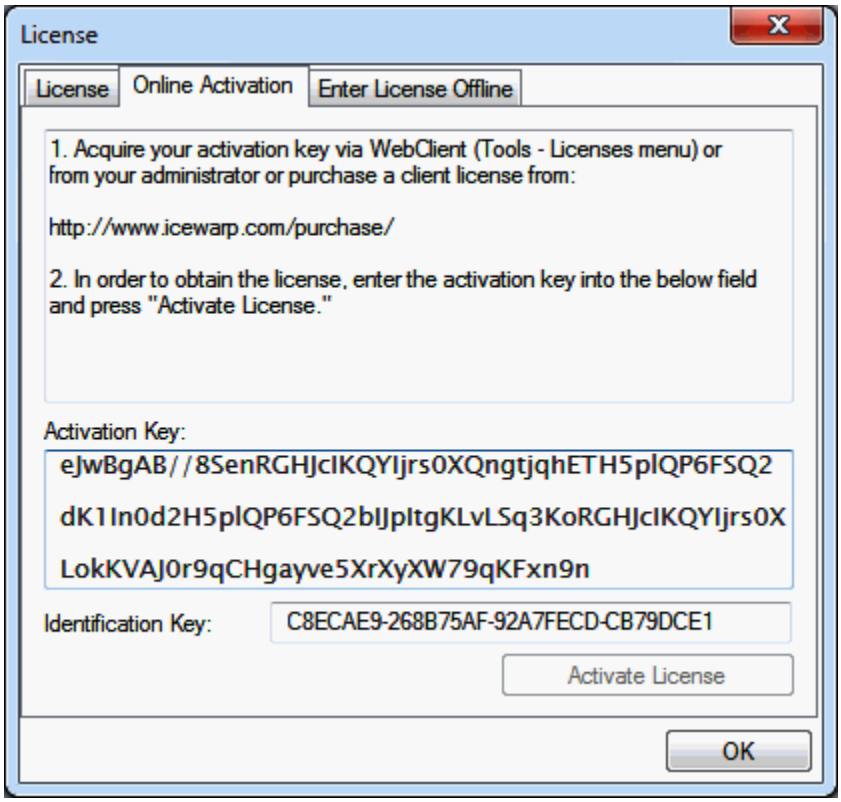
For example, when registering IceWarp Outlook Sync, do the following:

1. In the MS Outlook main menu, select the ***Add-Ins – Settings*** items. The **IceWarp Outlook Sync Settings** dialog opens. Navigate to the ***License*** tab.



2. Click the ***Open license dialog*** button.

   The **License** dialog opens. Navigate onto the ***Online Activation*** tab.



3. Insert your key into the ***Activation Key*** field. Click the ***Activate License*** button.

4. Two situations can occur:
   - The license server is online – your license will be activated, just confirm the notification message.
   - The license server is offline – follow instructions included in the **License Server Offline** dialog.

5. After saving this license and clicking the ***Enter License*** button, in the standard ***Open*** dialog, select the obtained new license file and click ***Open***. Click ***OK***.

   Activation is complete now.

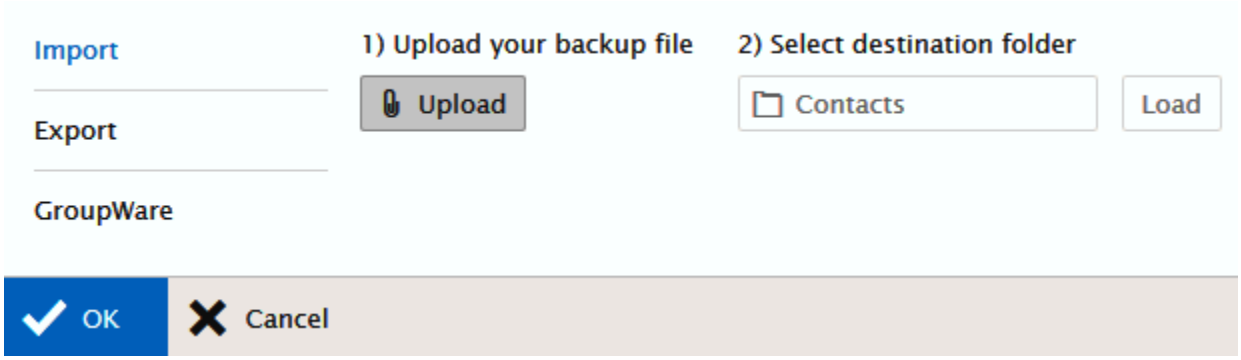
Import/Export

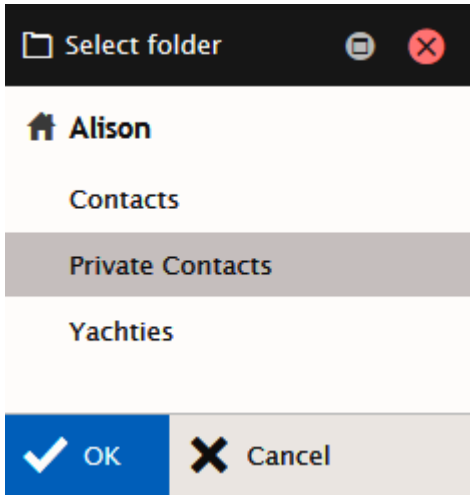
IceWarp WebClient allows you to export and import Contacts and GroupWare data to various file formats.

These files can be used as backups, allowing you to have restore points, or as a means to copy your data to other locations.

Import

The **Import** page lets you specify a source file, destination folder, column types and sharing mode to import.



Field	Description
Upload your backup file	Click the ***Upload*** button to open a standard file browser window allowing you to locate and select the source file for the import. *NOTE: The target folder should be of the same type as the data within the source file.* *NOTE: It is possible to upload only one file at a time. In the case the file is very big, its upload can be very time consuming – it can last even ten minutes.*
Select destination folder	Click the button to open the **Select Folder** dialog where you can select the folder where you want to import the data. 
Import	Click the button to perform import. The ***Select column types for import*** section is shown.

Export

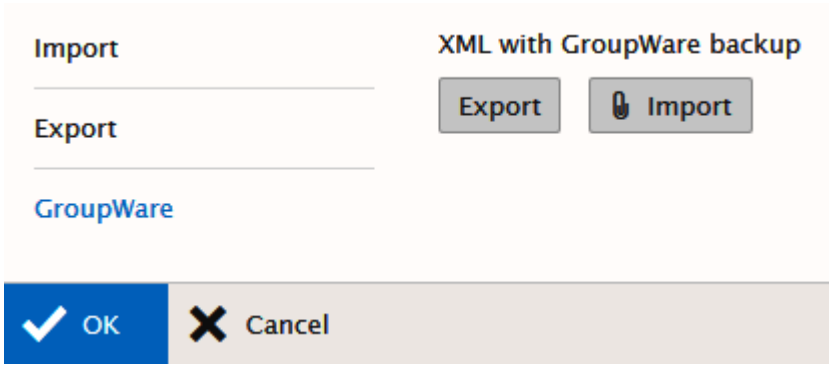
The **Export** tab selects very similar items to the Import sheet, except this time the folder is the source and the file is the target.



Field	Description
Select source contact folder	Click the button to open the **Select Folder** dialog and select a folder to export.
Select export type	Select the wished file export type – either vCard or CSV. For the CSV type, select a separator – choose from *Comma*, *Semicolon*, and *Colon*.
Export CSV file	Click the button to open a standard file browser dialog allowing you to select the location and a file name of the exported file.

GroupWare

The **Groupware** page allows you to export and import your groupware data.



Button	Description
Export	Click the button to open a standard file browser dialog and select the *Save File* option to select the location and name of the exported file.
Import	Click the button to open a standard file browser dialog to select the imported file.

Mobile Devices

Clicking the Mobile Devices menu item opens the Devices dialog that lists all devices you have ever used to connect to IceWarp ActiveSync.



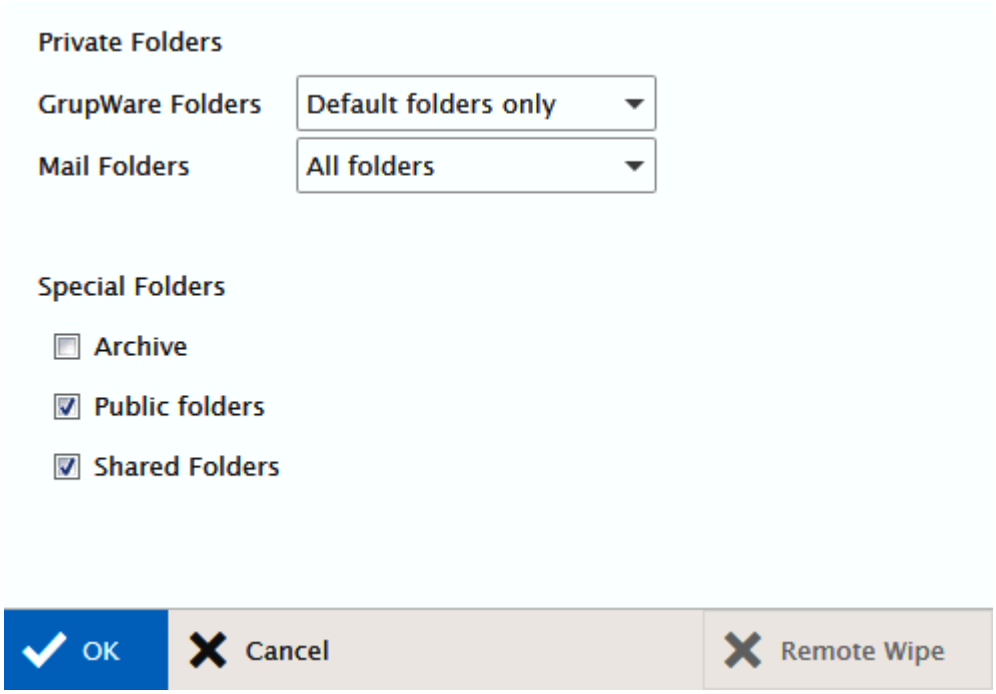
Field	Description
Device Model	Shows the device model.
Device Type	Shows the device type.
Protocol	Shows the Active Sync protocol version.
Registered	Shows the date of the device registration onto the server.
Last Sync	Shows the time of the last synchronization.
Properties	Select a device and click the button to open the **Device Options** dialog for this device. See further.
Delete	Select a device and click the button to delete this device from the list and Active Sync devices database. This action does not delete any data, it just discards synchronization.

Device Options Dialog

This dialog consists of three tabs that allow you to manage the selected device properties. Click the *Properties* button to open it.

Folders

This tab allows you to manage folders that are to be synchronized in the device.

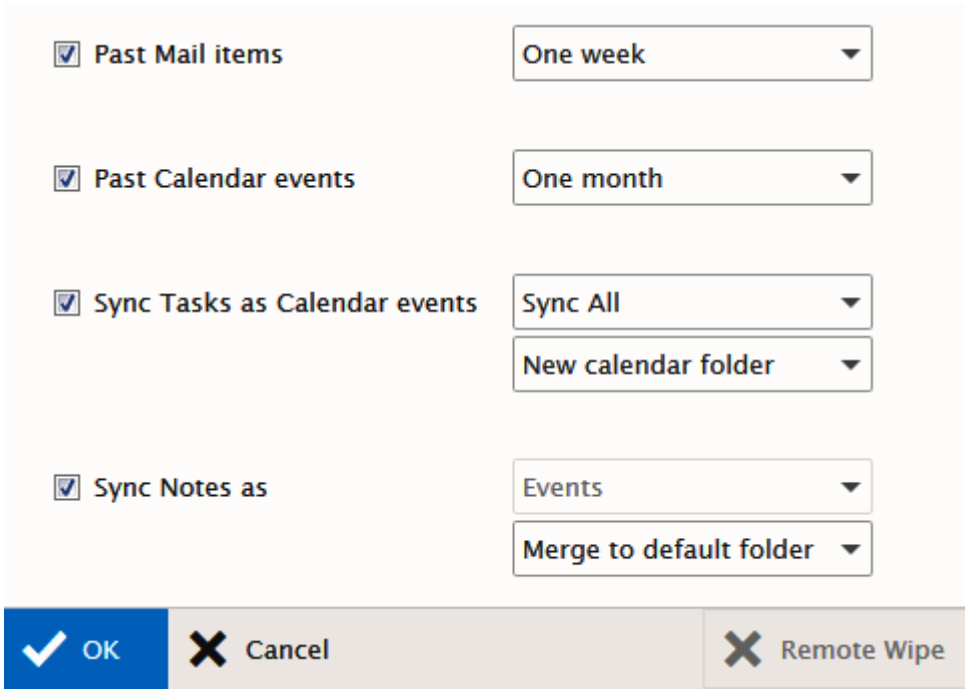


Field	Description
GroupWare Folders	Select what groupware folders you want to have synchronized: **Default folders only** – only one (default) folder per each groupware folder type will be synchronized (*Contacts, Calendar, Notes, Tasks, Files* – depending on what your device supports). **All folders** – in the case you have created more groupware folders of one type (e. g. *Calendar* and *Private Events*), all of them are synchronized. **All folders as email** – in the case your device allows you to synchronize only default groupware folders, IceWarp Server can synchronize other groupware folders items as emails. E. g. *Files* are sent as emails with the original files attached.
Mail Folders	Select what email folders you want to have synchronized: **Default folders only** – only folders that your device recognizes as default ones are synchronized. **All folders** – all email folders that you have created are synchronized. *NOTE: In the case you have selected **GroupWare Folders – All folders as email**, this field is disabled.*
Archive	Tick the box if you want to have archive folders synchronized into your device. *BE AWARE: This can generate extensive traffic and consume considerable amount of the device memory.*
Public Folders	Tick the box if you want to have public folders synchronized into your device.
Shared Folders	Tick the box if you want to have folders that other users share to you synchronized into your device.
Remote Wipe	USE WITH CARE! In the case your device is lost or stolen, you may want to set ***Remote Wipe***. When this is set and the device connects Internet the first time after remote wipe setting, all data within the device are

	deleted. (Data on the server stay untouched.) *NOTE: Should you set it by mistake, revoke it immediately – click the **Reset Wipe** button (on the same place). It is possible you will be quick enough to cancel it without data deletion.*

Synchronization

Set other synchronization details here.

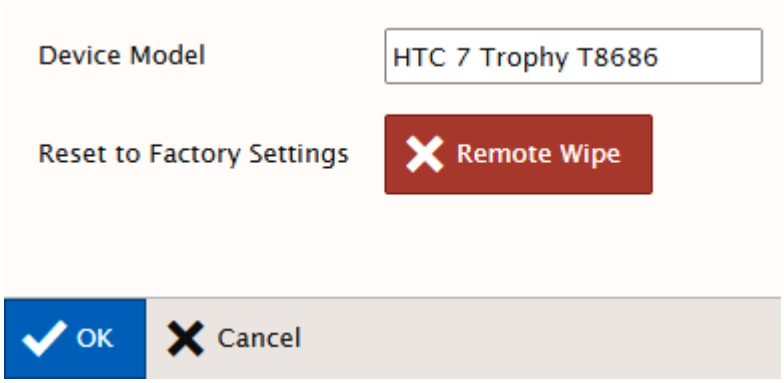


Field	Description
Past Mail items	Check the box and select how old emails you want to have synchronized. *BE AWARE: Especially the **Sync All** option can cause extensive traffic.* *NOTE: In the case you do not check the box, the device setting is used.* *NOTE: Values that are set here override the device settings.*
Past Calendar events	Check the box and select how old events you want to have synchronized. *BE AWARE: Especially the **Sync All** option can cause extensive traffic.* *NOTE: In the case you do not check the box, the device setting is used.* *NOTE: Values that are set here override the device settings.*
Sync Tasks as Calendar evente	Some devices do not support tasks. It is possible to synchrinize them as events. If applicable, check the box and select whether you want to have synchronized all items (***Sync All***) or ***Incomplete tasks only***.
Sync Tasks as Calendar evente – *the second field*	Select whether you want to have these tasks synchronized into a ***New calendar folder*** or ***Merge**d **to default calendar***. *NOTE: In the case the **Default folders only** option is selected (the **Folders** tab – **GroupWare Folders** field), this field is disabled with the **Merge to default calendar** option selected.*
Sync Notes as	In the case your device does not support notes, tick the box and select how you want to have them synchronized: **Events** – notes are synchronized as events. **Tasks** – notes are synchronized as tasks. **Notes & Tasks app** – you may want to use the ***Tasks & Notes*** application (for more information and

	download, refer to https://play.google.com/store/apps/details?id=org.myklos.inote&hl=en). Select this option in this case. *NOTE: If the **Sync Tasks as...** box is ticked, this field is disabled with the **Events** option selected.*
Sync Notes as – *the second field*	Select whether you want to have notes synchronized into a ***New folder*** or ***Merge*****d** ***to default folder***. *NOTE: In the case the **Default folders only** option is selected (the **Folders** tab – **GroupWare Folders** field), this field is disabled with the **Merge to default folder** option selected.* *NOTE: If the Tasks option is selected (**Sync Notes as** – the first field), this field is disabled with the **Merge to default folder** option selected.*

Device

On this tab, you can rename your device.



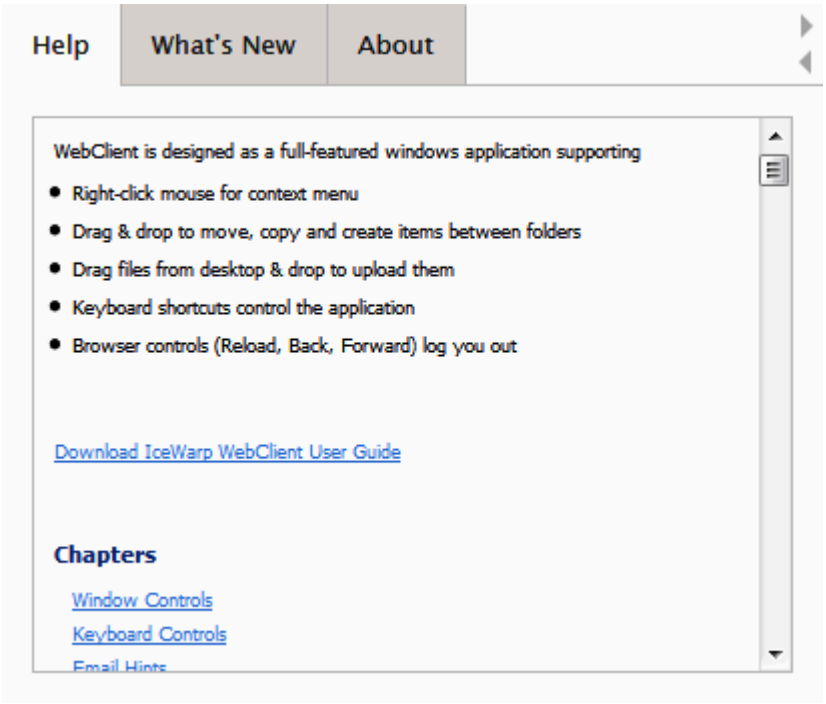
Just write the wished name into the ***Device Model*** field and click the ***OK*** button.

Use the ***Remote Wipe*** button to perform this action.

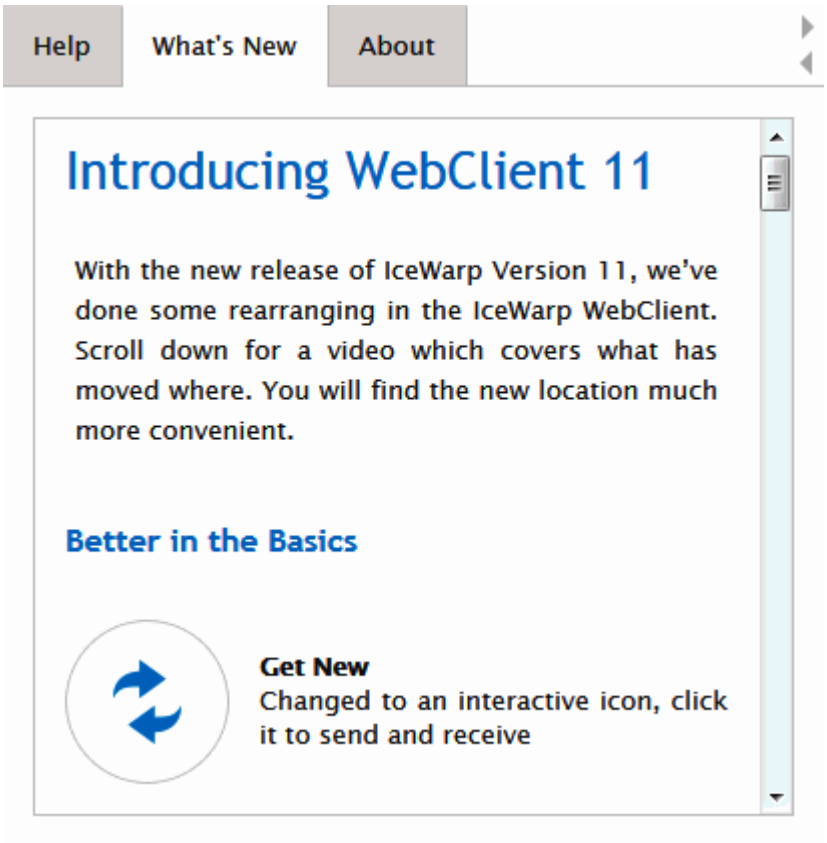
BE AWARE: Remote wipe is a total remote deletion of all device data. It is executed when the device contacts the server first time after setting it.

Help

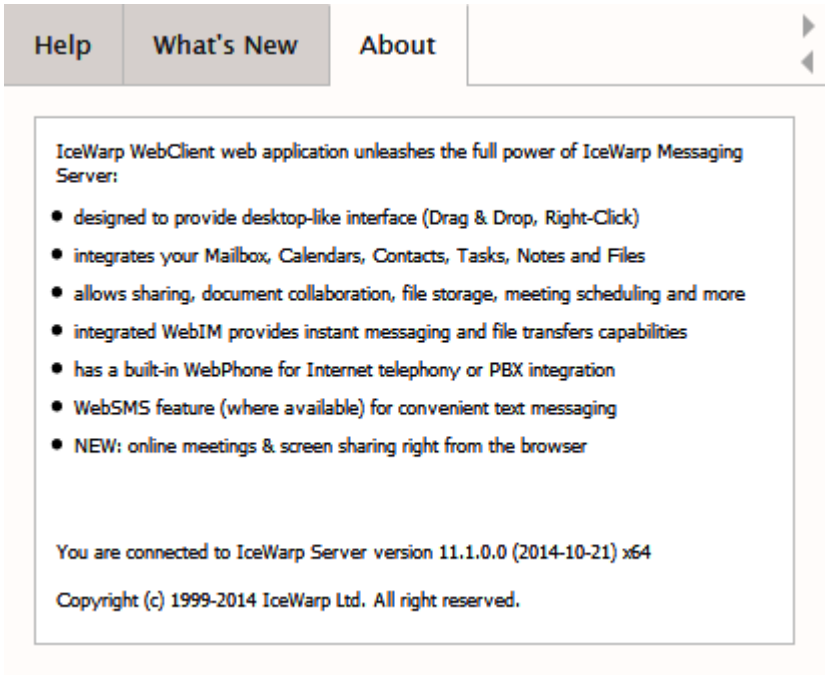
Choosing the ***Help*** option – **Help** tab opens a quick help guide containing some useful hints and information.



The **What's New** tab introduces IceWarp WebClient V 11 and describes its new cool features.



Selecting the **About** tab reveals information about the current WebClient version and its main features and highlights.



Switch Interface

Choosing the *Switch to ... Interface* option switches to the given interface.

From the desktop interface, it is possible to switch into the tablet interface and subsequently into the mobile interface. When using a desktop, it is always possible to switch back.

Old Interface

This option is meant for those who like the previous version interface appearance and design. Just click this option and enjoy the interface you are used to.

However, it is recommended to use the new interface as it allows you to use WebClient capability fully.

You will be prompted fortnightly either to *Switch* to the new interface or to *Postpone* this decision.

This option can be hidden. Ask your administrator, if you insist on using the old interface.

Logout

Click the *Logout* menu item to log out from IceWarp WebClient. The WebClient login screen is shown.

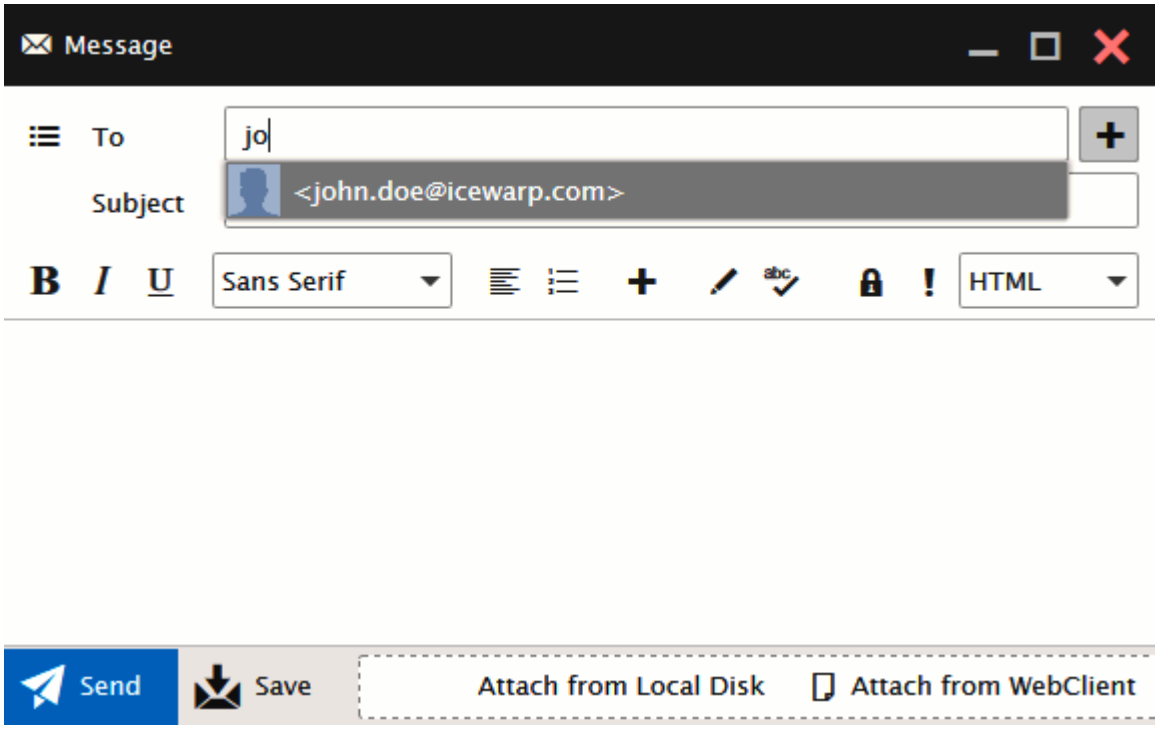
For more information on login, refer to the **Getting Started – Logging into IceWarp WebClient** chapter.

Miscellaneous

Autofill

This feature helps you to select email addresses. After a couple of characters is written, autofill suggests email addresses that contain these characters. It offers:

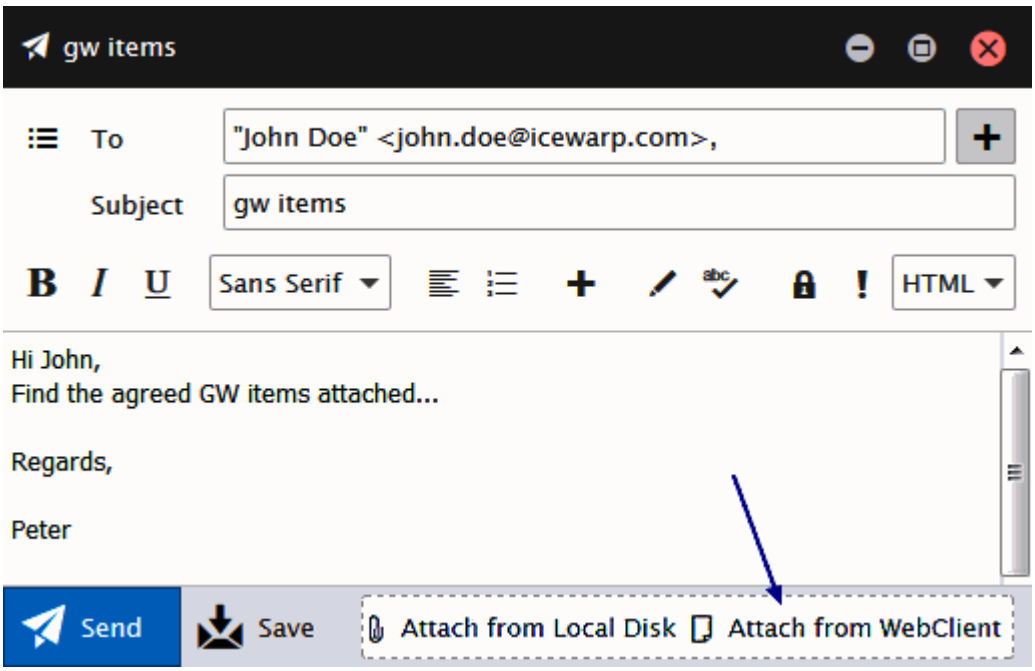
- all contacts from the user's contact type folders (even if contacts only created, but never used),
- all contacts (even if only created, but never used) from GAL (Global Address List) – if GAL is used,
- plus 10 to 15 last written contacts that are stored at cookies.



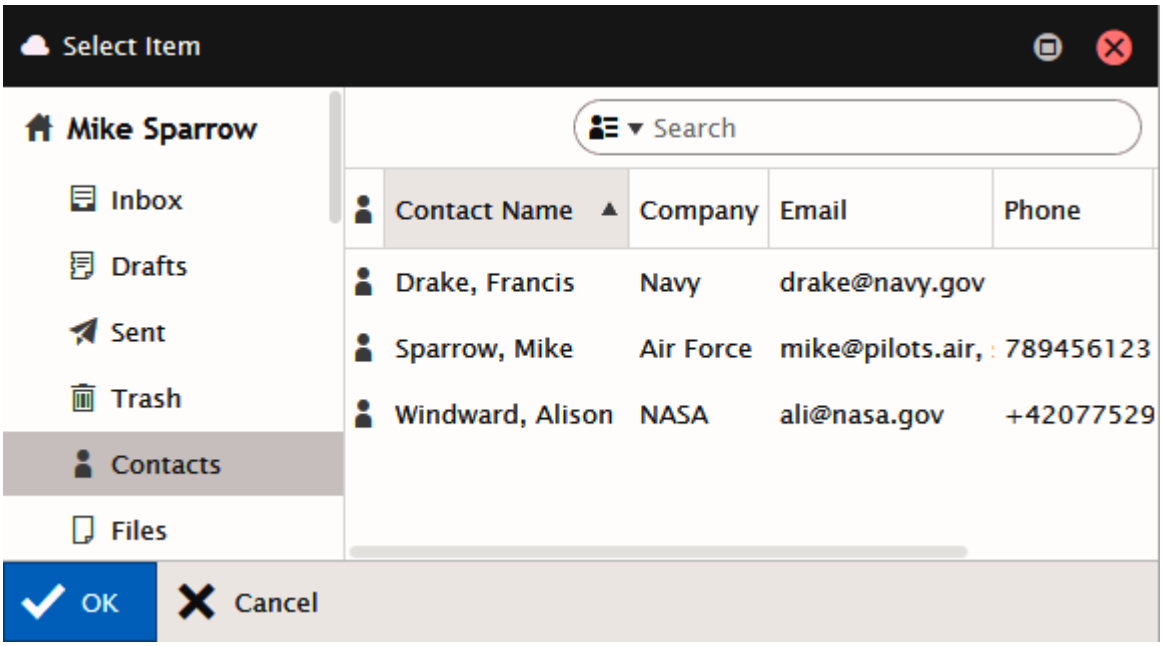
Sending GroupWare Items as Email Attachments

WebClient provides an excellent possibility to send your contacts, events, tasks, notes, etc. easily as email attachments.

1. When composing an email message, click the ***Attach from WebClient*** link (see the figure).



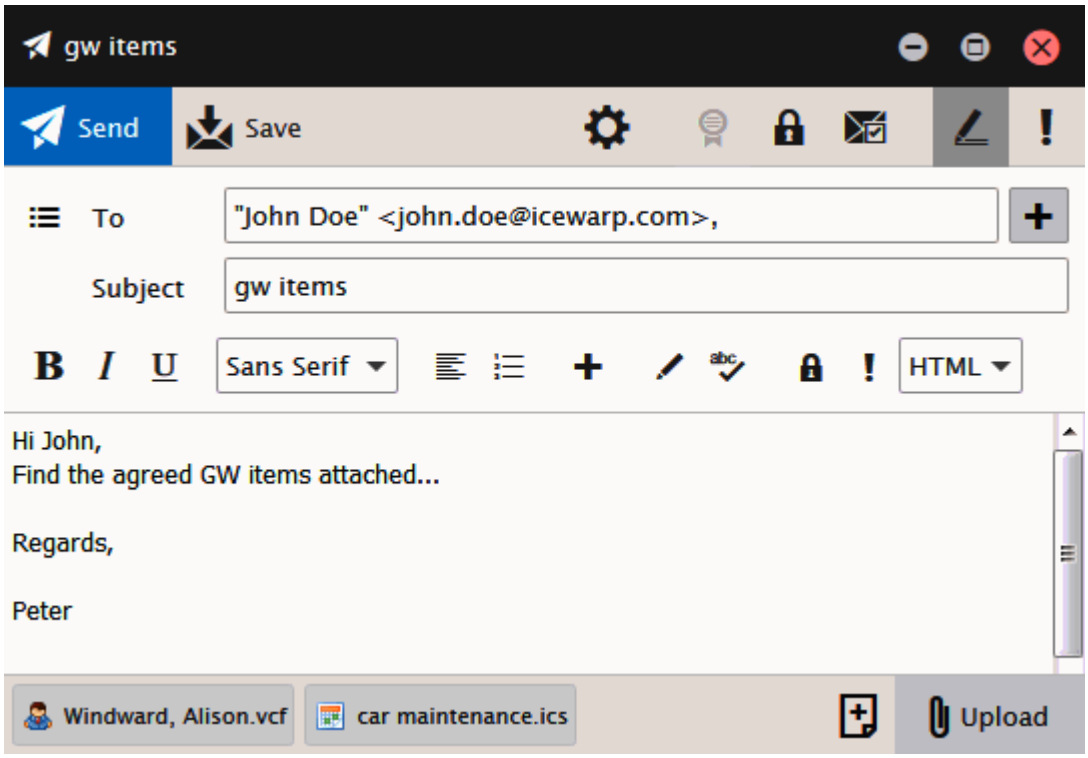
The **Select Item** dialog opens:



2. In the left-hand pane, select the folder.
3. In the right-hand pane, select the item(s) you want to send.

NOTE: You can perform a search within the selected folder. Use the search tool in the lower part of the composer window.

4. Click ***OK*** to attach these items.



5. Optionally, repeat it for items from other folders.

Another way how to send a groupware item is to right-click it and select the ***Send As Email*** item from the shown pop-up menu.



BE AWARE: Mailbox quotas are checked when you are attempting to send groupware items. In the case any of quotas is exceeded, you are not allowed to send an email.

In the same way, incoming emails with groupware items attached are rejected if they violate your quotas.

Sending GroupWare Items via WebClient Instant Messaging

It is also possible to send a groupware item via WebClient Instant Messaging:

1. Within the **Instant Messaging** pane, right-click the recipient's name.
2. From the shown pop-up menu, select the ***Send File*** item.
3. Use the item icon (see the previous chapter – the first figure) to select what you want to send.
4. Follow steps 2 to 4 of the previous workflow to send the item.

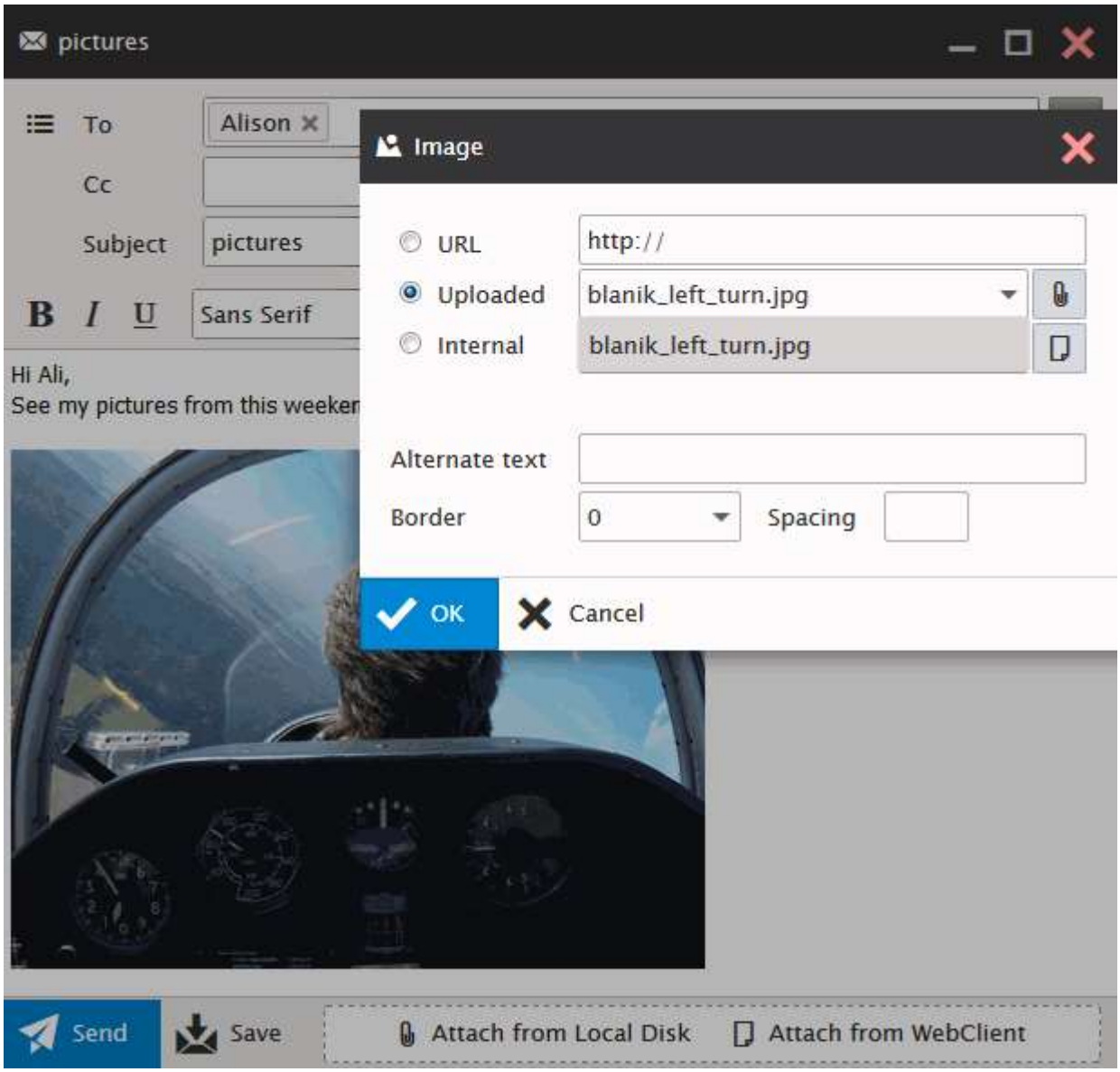
Inserting Pictures into Email Body

IceWarp WebClient offers an elegant way how to insert figures directly into an email body.

To insert a figure, do the following:

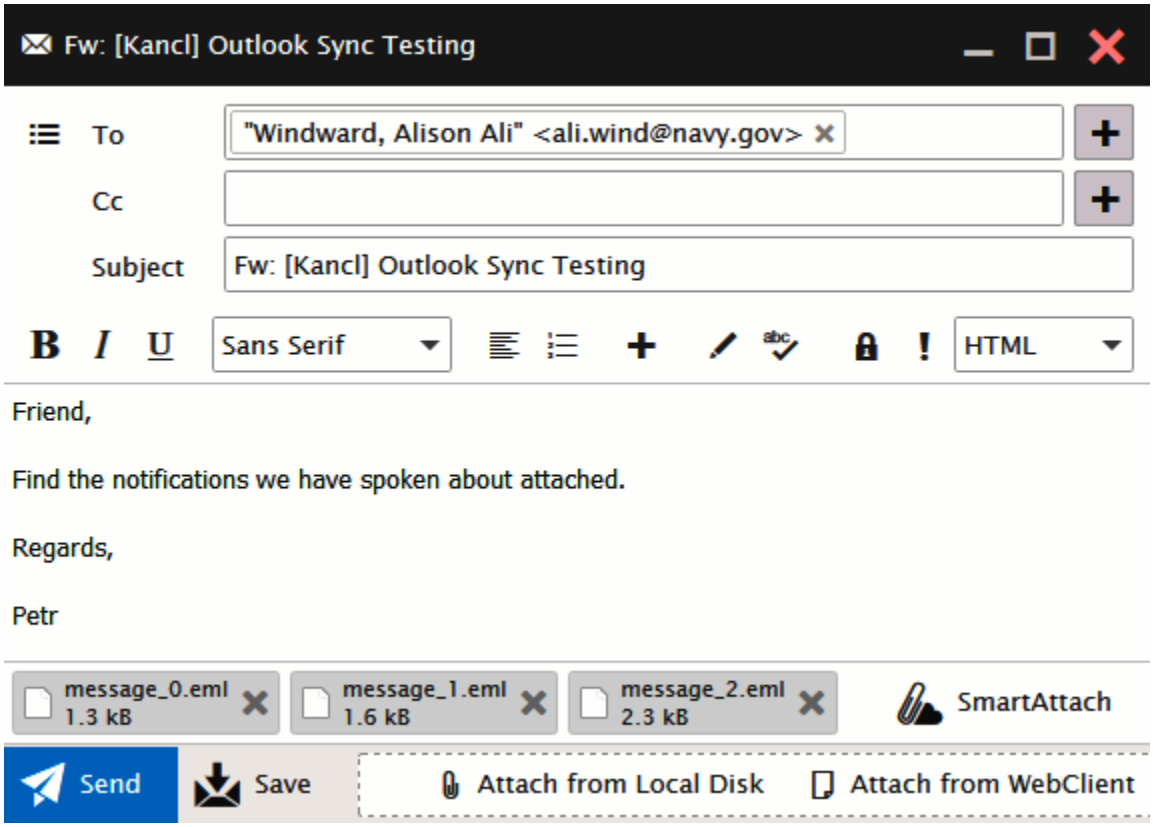
1. In the right-hand side of a composer window, select the ***HTML*** item from the list. (Can be switched into ***Text***.)
2. Place a cursor into the mail body where you want to insert a figure to.
3. Click the ***Insert*** icon (**+** – within the text editor pane) to reveal the list.Select the ***Image*** item. The **Image** dialog opens.
4. Select the ***Uploaded*** option and upload the wished figures – use the ***Upload*** button – .
5. From the ***Uploaded*** list, select the appropriate image and click the ***OK*** button. Repeat for other images.

(As an alternative to steps 3 to 5, you can fill in the ***URL*** field or use the ***Internal*** option for figures stored within WebClient and click ***OK***.)



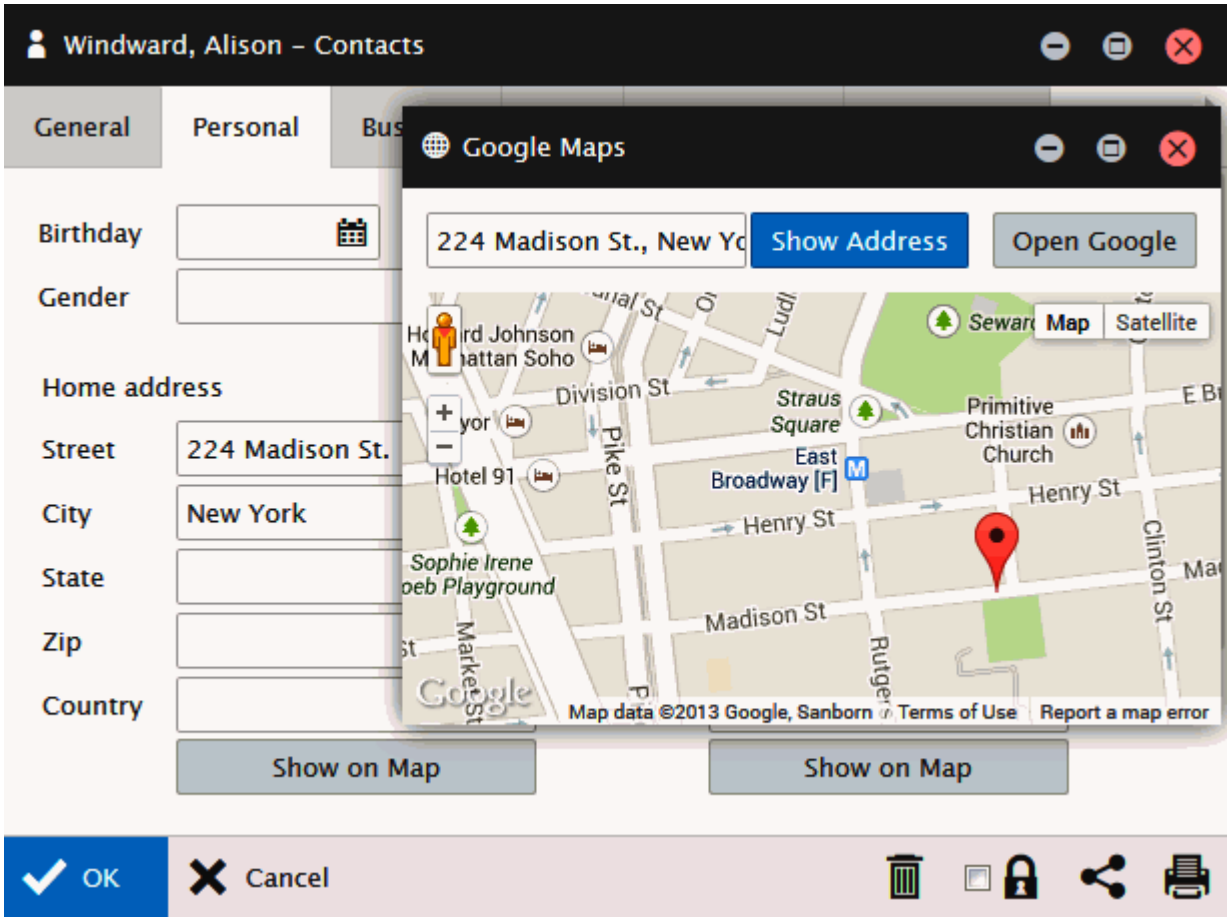
Forwarding Multiple Messages as Attachments

You can forward multiple email messages as an email attachment. Just select them using SHIFT + click or CTRL + click, right-click these selected emails and choose the ***Forward As Attachment*** option. Email messages will be attached to your email message that you are just composing – see lower.

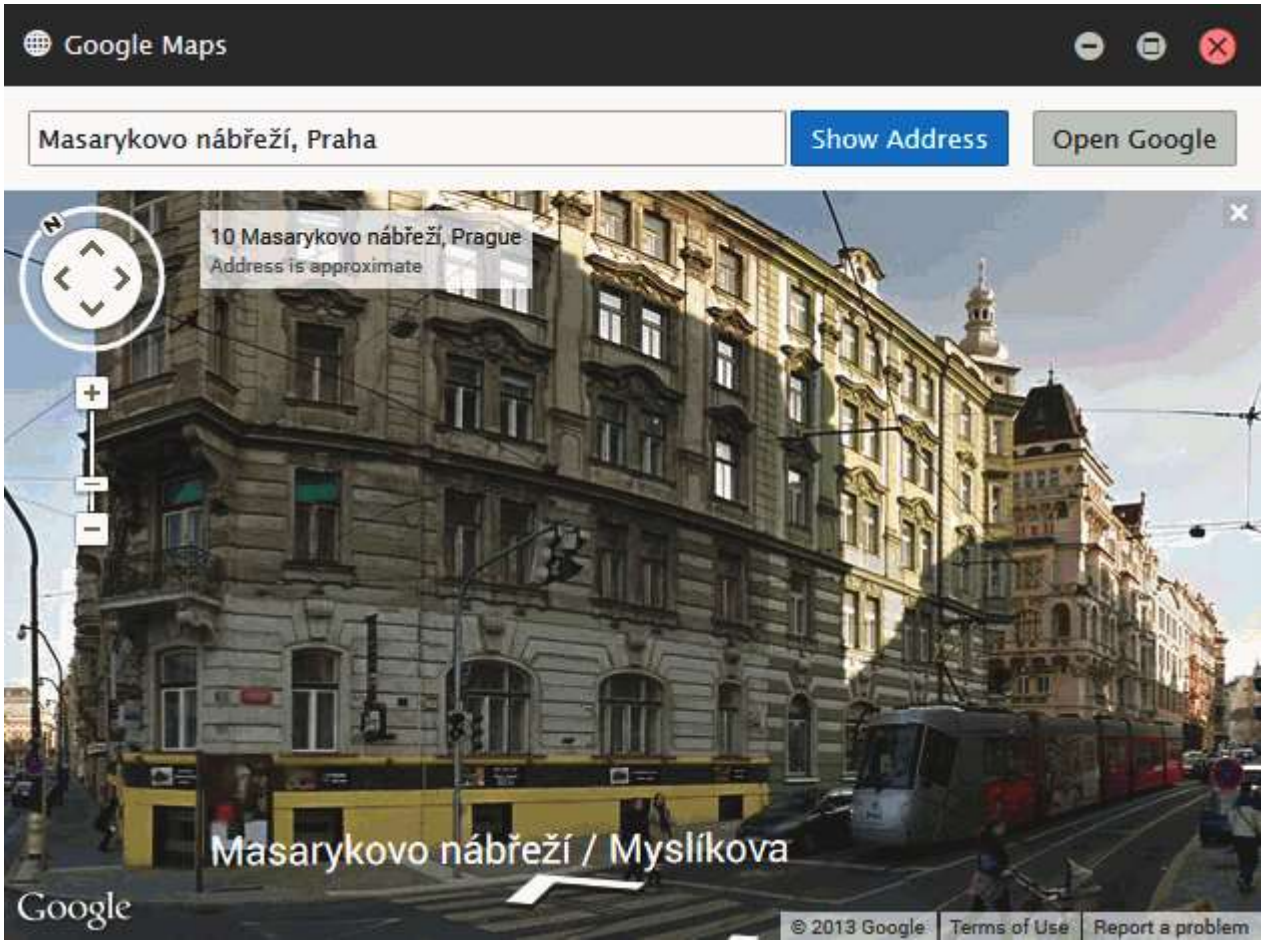


Google Maps Integration

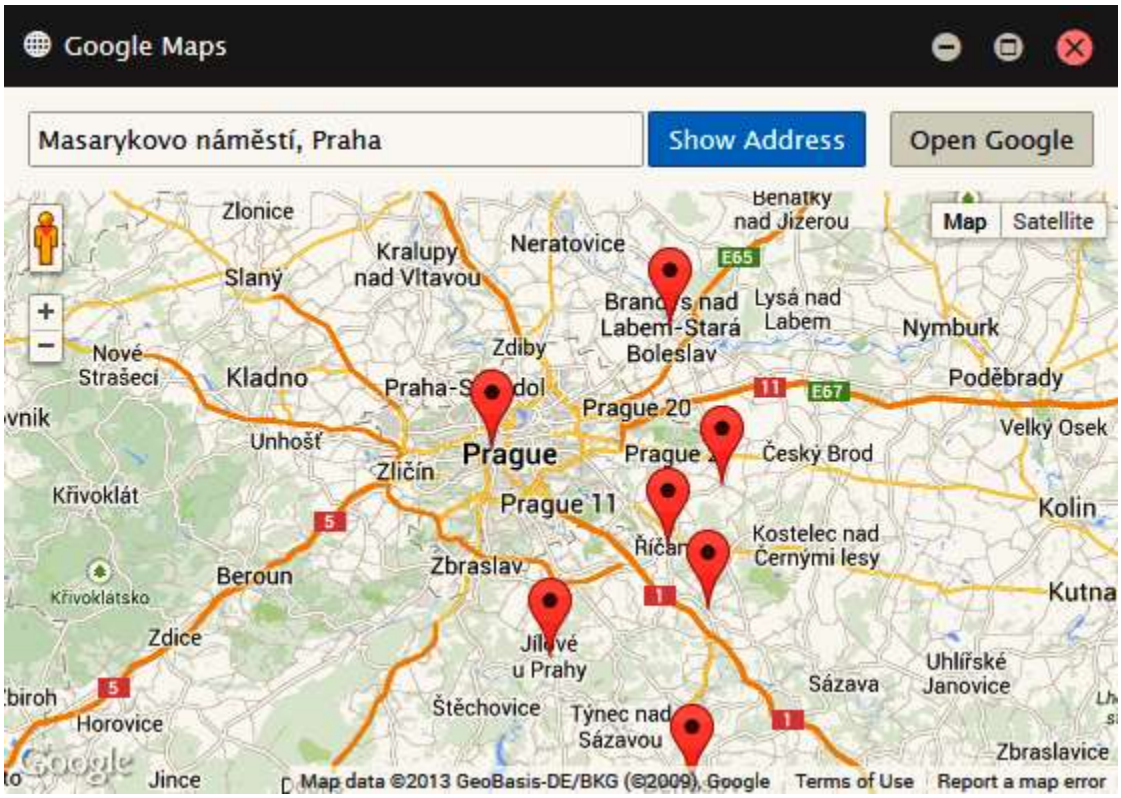
Each address in the contact dialog (***Home address***, ***Other address***) has the *Show on Map* button. Click the button to open a WebClient dialog with a Google Map of this address.



You can also use the Street View mode as usually.



In the case your address search gives more results, just click the marker in the most appropriate position.



Attaching Multiple Files

You can attach multiple files to an email message using one upload dialog for all files (provided that they all are placed in one folder):

1. Within a composer window, click the ***Upload*** button. The **File Upload** dialog opens.
2. Select the desired files using ***CTRL + click*** or ***SHIFT + click*** shortcuts.
3. Click the ***Open*** button to upload files.

File Upload Progress Indication

WebClient indicates file upload progress within the ***Attach from Local Disk*** button. It is very useful when uploading big files or bigger number of files.

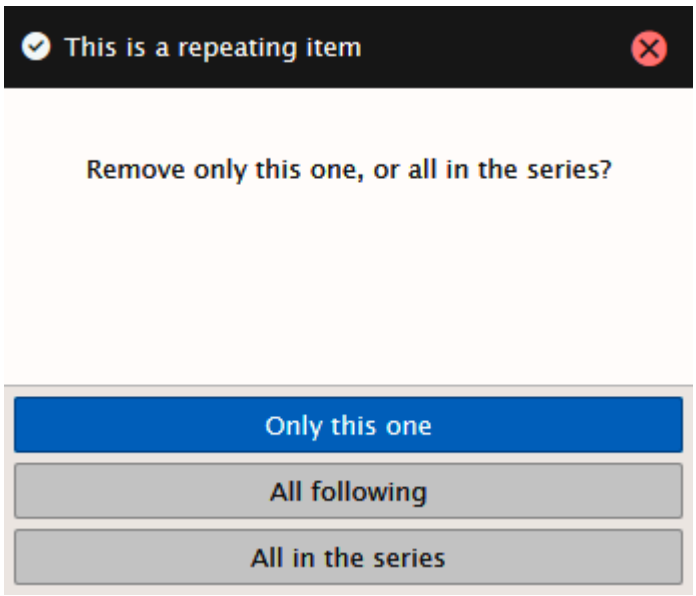
This applies for email attachments as well as for uploading files into the **File** folder.



Recurrent Event Deletion

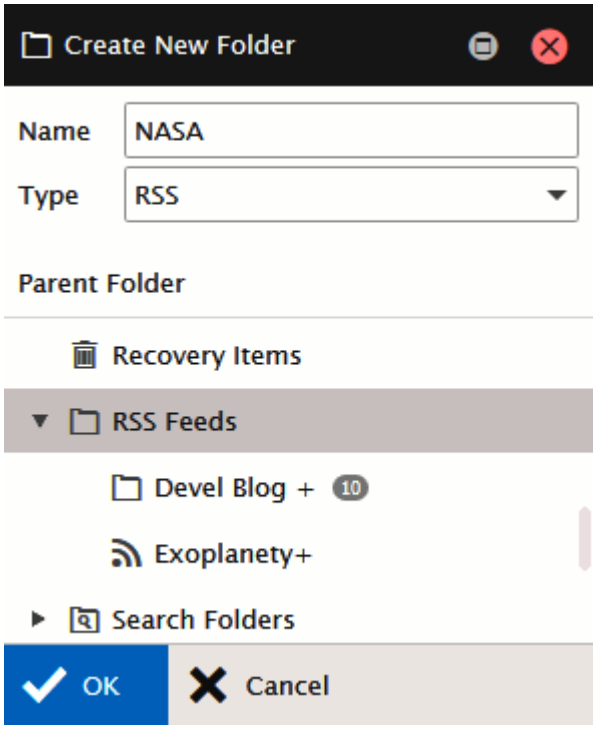
In the case, you want to delete a recurrent event, you can choose one of the following possibilities:

- ***Only this one*** – only the currently opened item is deleted.
- ***All following*** – the currently opened item and all following ones (to the end of the whole series) are deleted.
- ***All the series*** – the whole series is deleted.



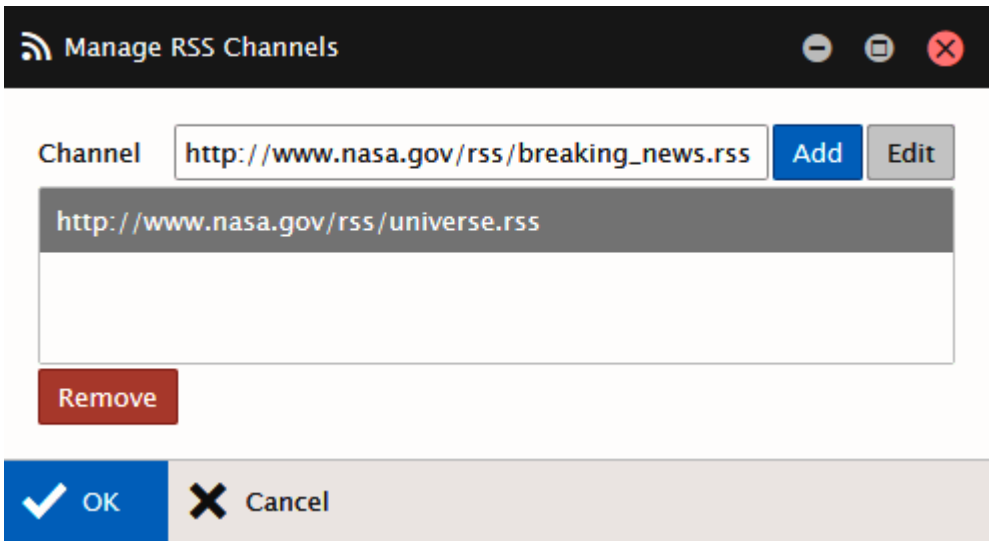
RSS Folders

It is possible to subscribe to RSS feeds of various web sites. Once, you know a RSS channel address (e. g. ***http://www.nasa.gov/rss/universe.rss***), create a new RSS type folder (see the **Tree View – Context Menu – Create New Folder** chapter):



*NOTE: You can set multiple feeds for one folder. Just add them using the **Channel** field and **Add** button.*

To add or remove a new channel to an existing RSS folder, right-click this folder and select the ***Manage RSS Channels*** item. Use the ***Add*** and ***Remove*** buttons.



Saving Email Messages

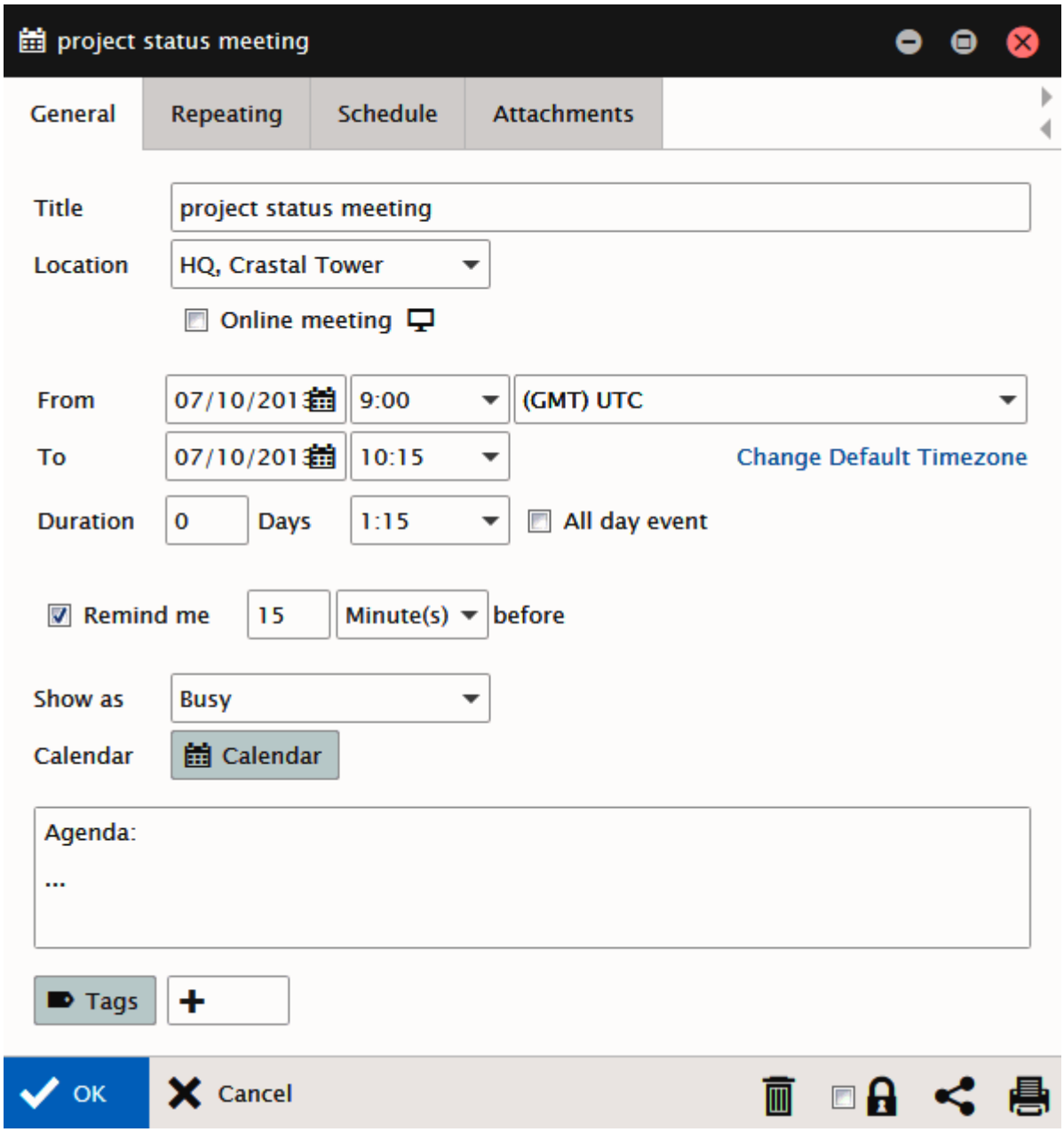
You can save email messages as ***.eml*** files. To do it, follow these steps:

1. Select the messages you want to save. Use ***CTRL + click*** and/or ***SHIFT + click*** to select more messages.
2. Right-click the selected messages and choose the ***Save As – EML*** items.

   If you get the ***Pop-up blocked*** message, click the message bar and select the ***Always Allow Pop-ups from This Site*** item.
3. In the opening/saving dialog, select the ***Save File*** option, click *OK* and in the **Save As** dialog, select the appropriate directory and click the ***Save*** button.

Time Zones

This excellent feature helps you to schedule your meeting with regard to a local time of a different time zone. As a bonus, you can use it as a time convertor.



Use the drop down list next to the ***From/To*** time controls to specify the desired time zone. There are ***(GMT) UTC*** and many major locations around the world available. Besides all continents, also major world regions are included (e.g. Pacific).

Using the feature as a time convertor is smooth and easy:

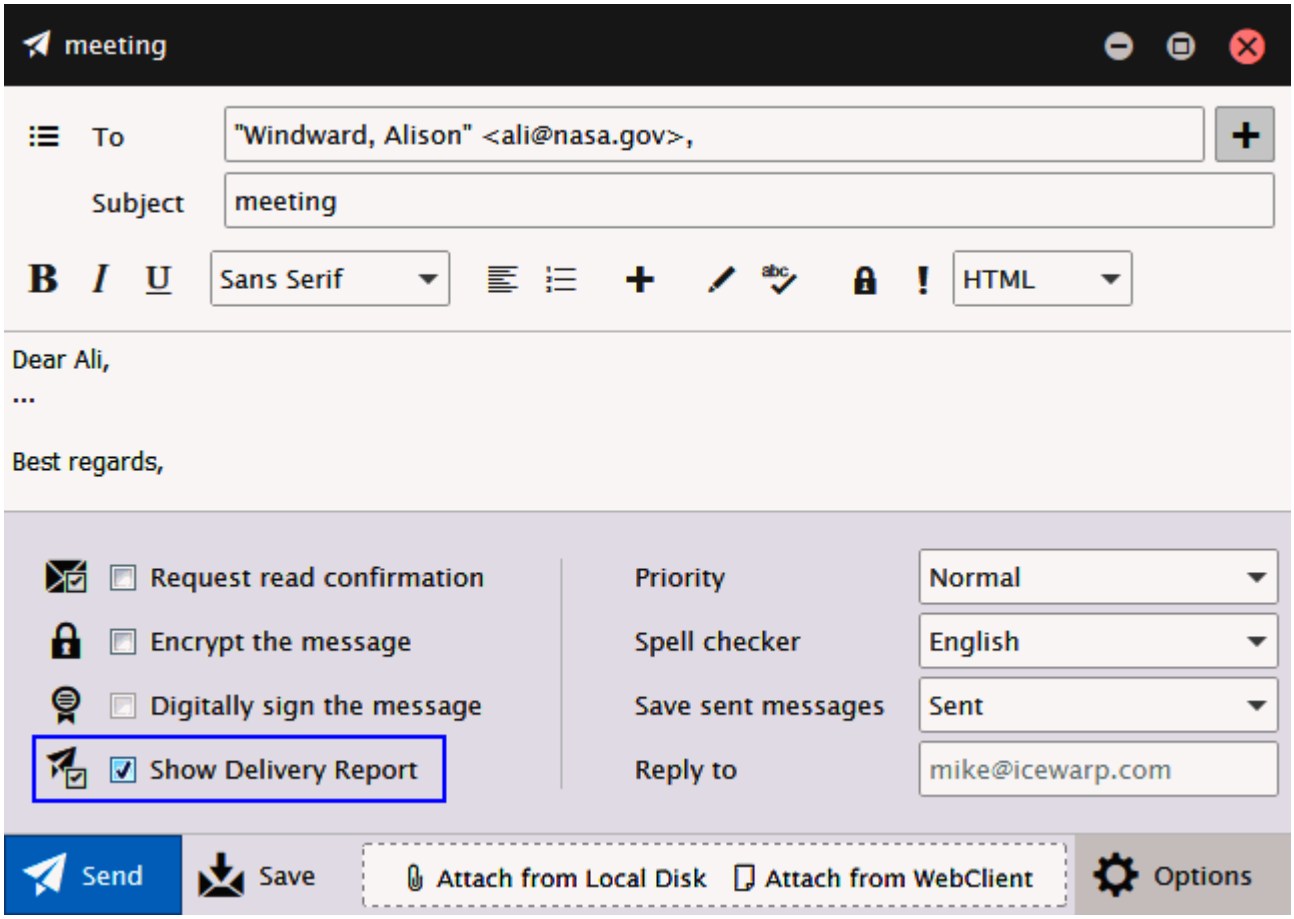
1. Specify event times (***From, To*** – e. g. 10 am – 12 am) and select your time zone (e. g. America/New_York).
2. Select your partner's time zone (e.g. Europe/Prague). In the ***From/To*** time controls you can immediately read event local time in Prague (4 PM – 6 PM or 16:00 – 18:00 if using the 24 hour time format).

Local daylight saving times are respected. If a converted time crosses midnight, the event date is changed.

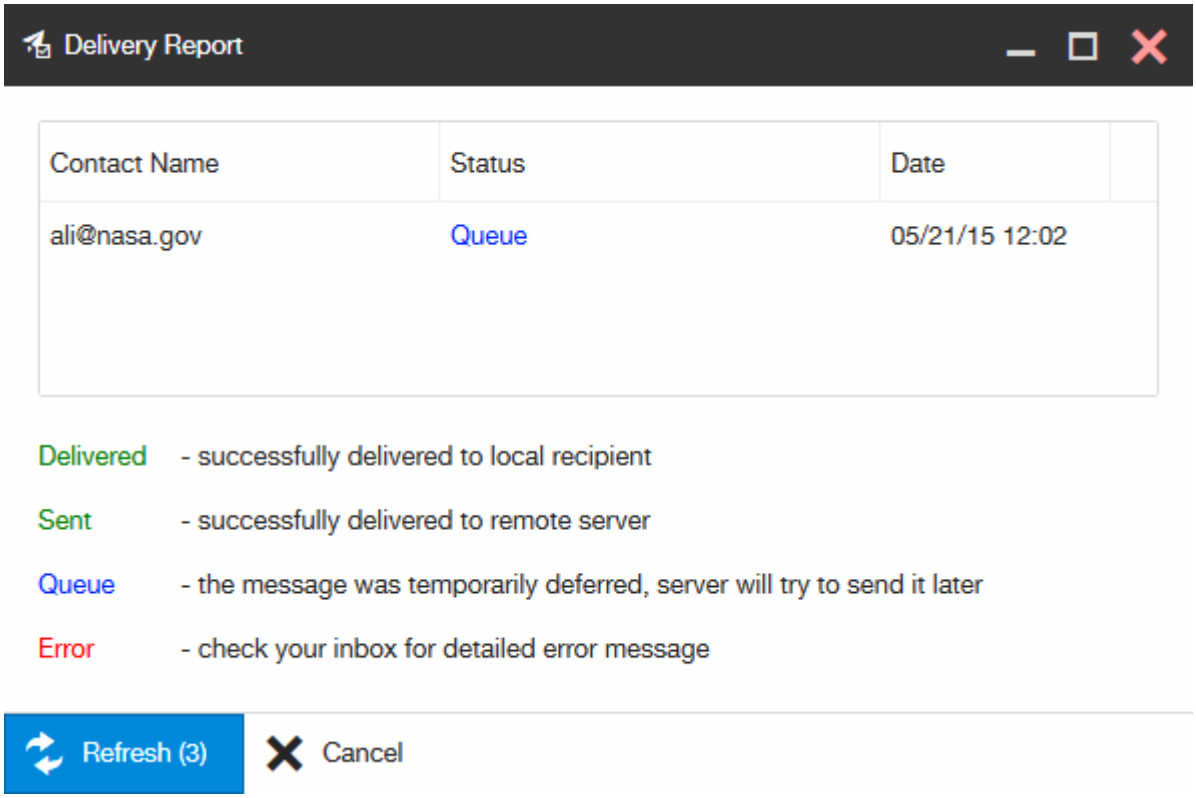
Delivery Reports

This feature keeps you informed about the status of your sent email messages. (It works provided that it is set on your server – ask your administrator.)

Tick the ***Show DeliveryReport*** box (to reveal it, click the ***Options*** button – see figure) to request a report about delivery status of the composed email message.



You can also right-click a message or SMS in the **Sent** folder (as well as the **Archive – Sent** folder) and select the ***Delivery Report*** item from the pop-up menu. The **Delivery Report** dialog is displayed:



Field	Description
Contact Name	All email message recipients are shown, including Cc and Bcc ones.
Status	▪ **Delivered** – message successfully delivered to a local recipient ▪ **Sent** – message successfully sent to a remote server ▪ **Queue** – message was temporally deferred, the server will try to send it later ▪ **Error** – check your inbox for a detailed error message – message was bounced back with an error
Date	Date and time of message sending.
Refresh	Click the button to refresh the ***Status*** field. If not clicked, the field is refreshed every 10 seconds.
Cancel	Click the button to close the dialog.

International Domain Names Support

WebClient supports IDN. I. e. you can use email addresses with domain names written in national alphabets – including diacritics and "unusual" letters (e. g. ***ß*** in German).



BE AWARE: This applies only for domain part of email address – you still have to use user names without diacritics etc.

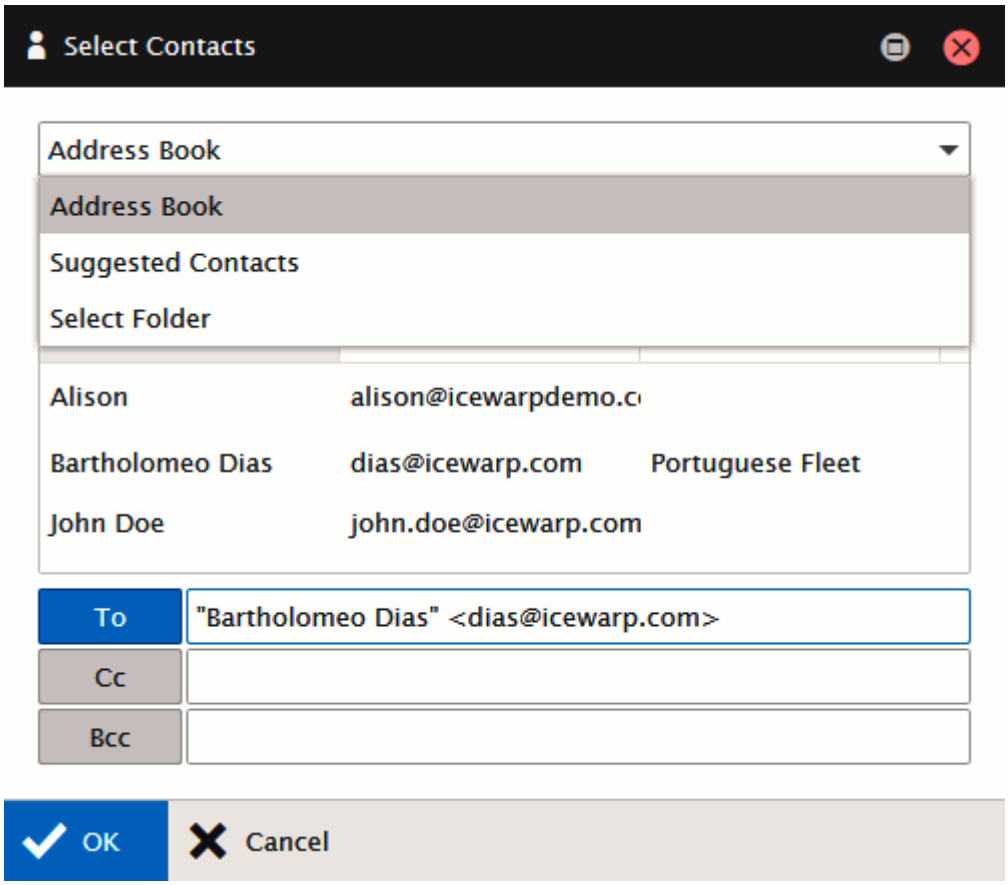
E. g.: ***bartolomeu.dias@açúcarédoce.com.br*** is a correct (Brazil) Portuguese email address,

while ***pedro.álvares.cabral@açúcarédoce.com.br*** IS NOT.



Address Book Selection Dialog

This dialog makes contact selection smooth and easy. To open it, click the "+" (plus) button next to the *To* field within the email composer window.



Field	Description
upper list	Select the appropriate item from the list: ▪ *Address Book* – contacts from your default contact folder plus contacts from all public folders you have access to are shown. ▪ *Suggested Contact* – all users who share any their folders to you are shown. ▪ *Select Folder* – a folder tree structure with contact type folders is shown. Select the folder you want to see contact from. ▪ *Recently used folders*.
Search	Write a name or part of it and click the button, to perform search within the displayed contacts.
To	Select the appropriate contact from the displayed ones and click the button to place this contact to the desired field.
Cc	
Bcc	

Meeting Scheduling – Distribution List Support

This feature can ease meeting scheduling. If you repeatedly organize meetings with a same group of people, you can use a distribution list. Just click the ***Address Book*** button (the **Appointment** dialog – **Schedule** tab) and select this distribution list. The members of the list will automatically be expanded so each user will keep their own status – you can see who accepted, declined, etc.

Invitation Announcements

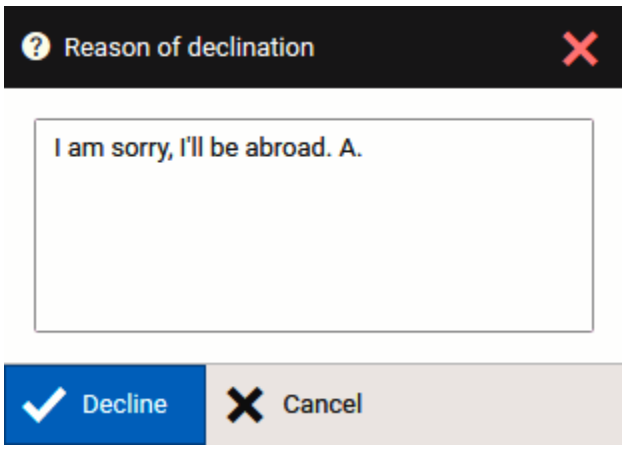
When organizing a meeting, this feature keeps you informed about your attendees reactions. You will obtain announcements whether they have accepted the invitation, declined it or suggested a different date/time. They can also inform you about their tentative presence.

The last mentioned is done by changing a date and/or time in the event window. No more is needed. You (as the meeting organizer) are informed about it and can also accept or decline. In the case you accept, other attendees are informed automatically about this change.

The same applies to changes/cancellation done by you as the organizer.

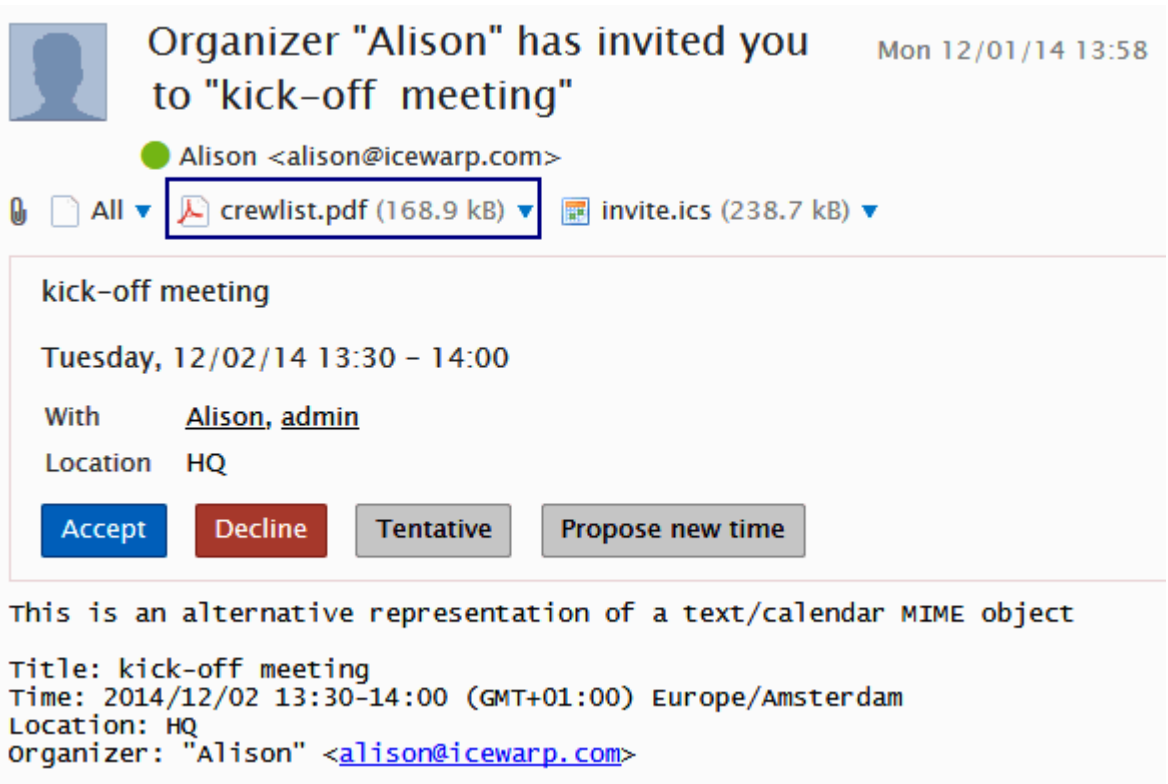


Attendees can inform you about their reasons of rejection. After clicking the Decline button, the appropriate dialog is shown:



Invitation Attachments

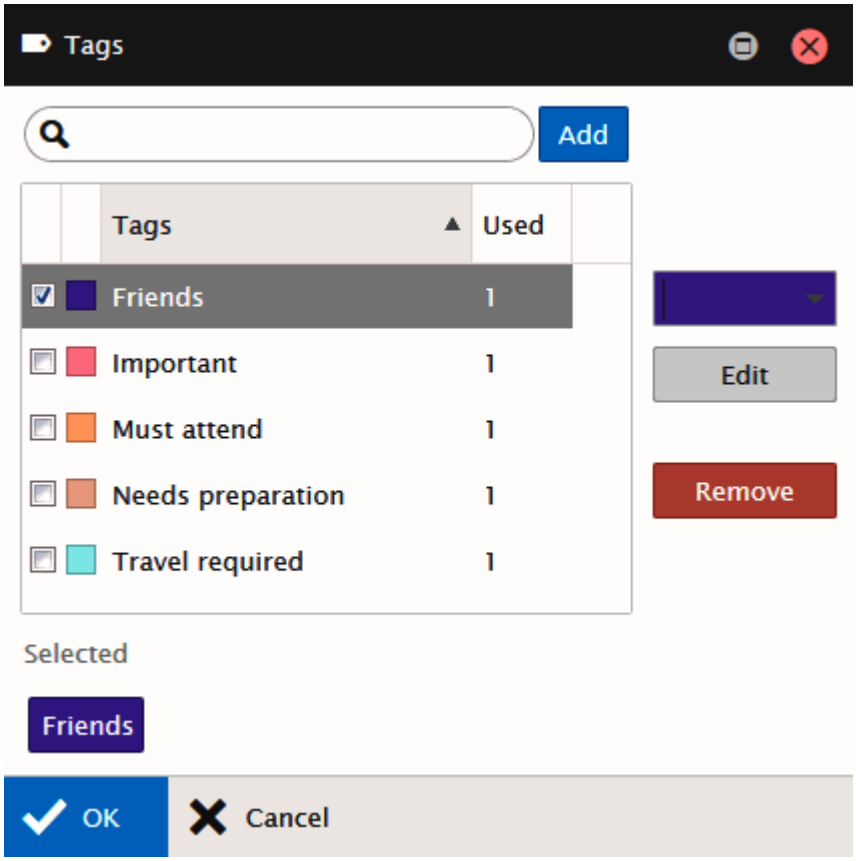
You can attach files to your invitation (the **Appointment** dialog – **Attachments** tab). These attachments are shown within the invitation announcement header. Click the link to download the appropriate file.


Organizer "Alison" has invited you to "kick-off meeting"
Mon 12/01/14 13:58
Alison <alison@icewarp.com>
All
crewlist.pdf (168.9 kB)
invite.ics (238.7 kB)
kick-off meeting
Tuesday, 12/02/14 13:30 - 14:00
With Alison, admin
Location HQ
Accept
Decline
Tentative
Propose new time
This is an alternative representation of a text/calendar MIME object
Title: kick-off meeting
Time: 2014/12/02 13:30-14:00 (GMT+01:00) Europe/Amsterdam
Location: HQ
Organizer: "Alison" <alison@icewarp.com>

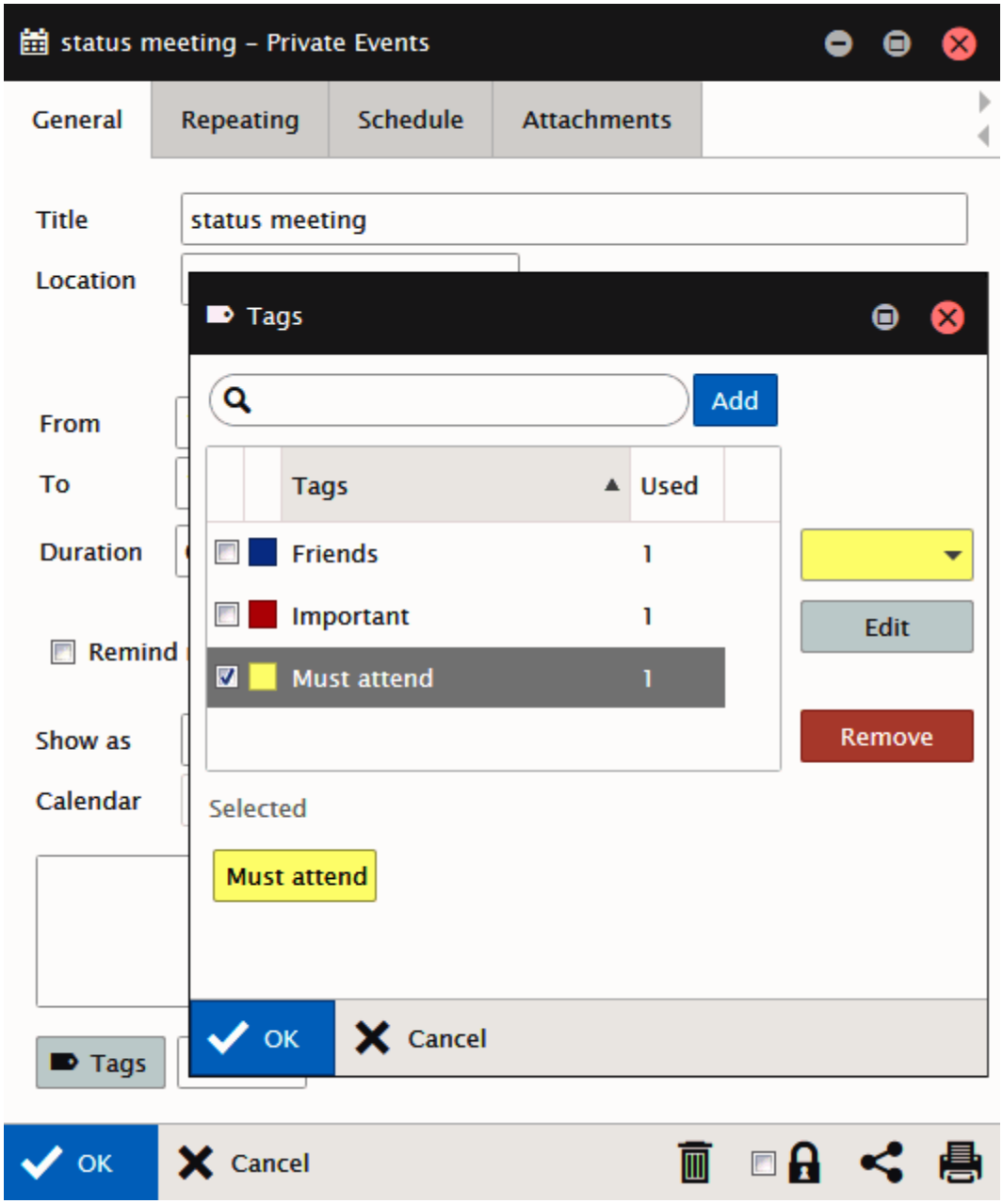
Tags Management

This powerful feature allows you to perform very efficient search within all folders of one type. You can set tags (one or more) for all groupware items as well as for emails.

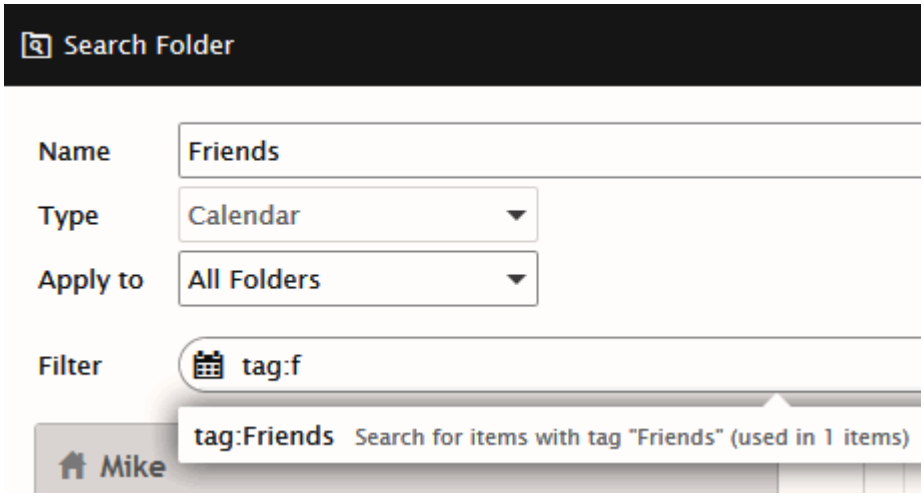
To define a tag, right-click the item, select the ***Tags*** item, fill in the Add field and click the button. You can also tick an tag box in the list of existing tags. Selected tags are shown in the **Selected** field.



You can also define a tag when creating a new item. In this case, click the ***Tags*** button. The same **Tags** dialog is shown.



These created tags you can use in the **Search Folder** dialog – ***Filter*** field:



Calendar Sharing

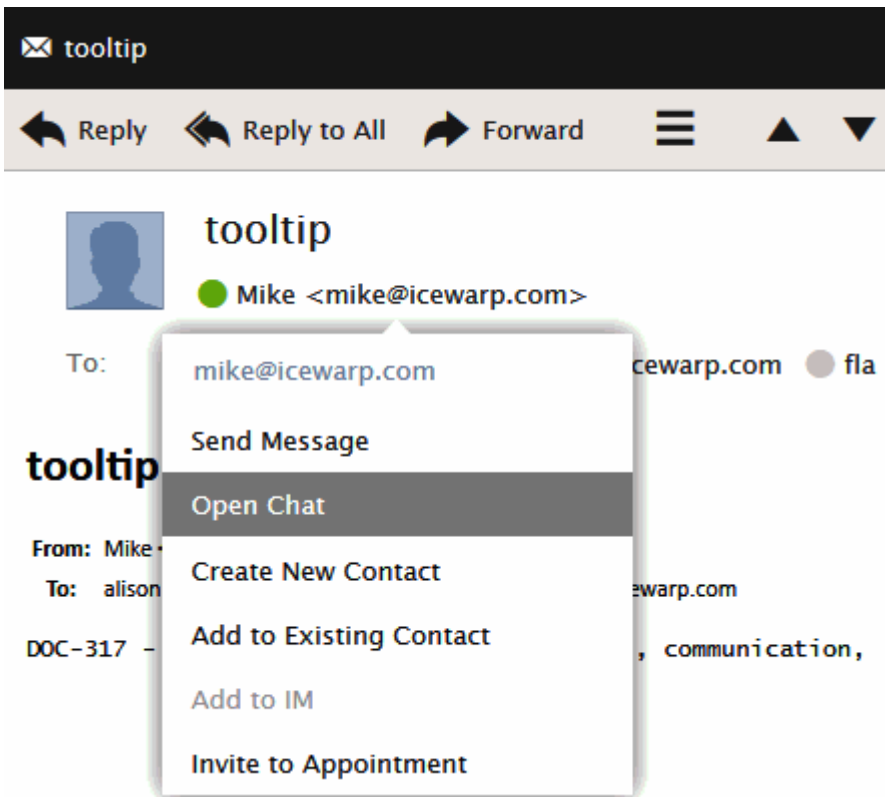
It is possible to publish your events in three ways:

- **Private authenticated** – use this address: ***http://<server>/calednar/***. You will be presented with a browser authentication window and just supply your email and password to access your calendar. This way allows you (or everyone you grant to) to access your calendar events. All events are displayed – including private ones.
- **Public anonymous** – use this address: ***http://<server>/calendar/?<email_address>***, where *email_address* is the address of the user whose calendar you want to see. Only public events are displayed.
- **Shared per item** – You can share your groupware items with anybody on Internet. Each object (event, contact, etc.) has the **Other** tab. This tab contains a URL that can be copied and sent to anyone. Recipients can use their browsers to download these items. No authorization is required for the person downloading this object.

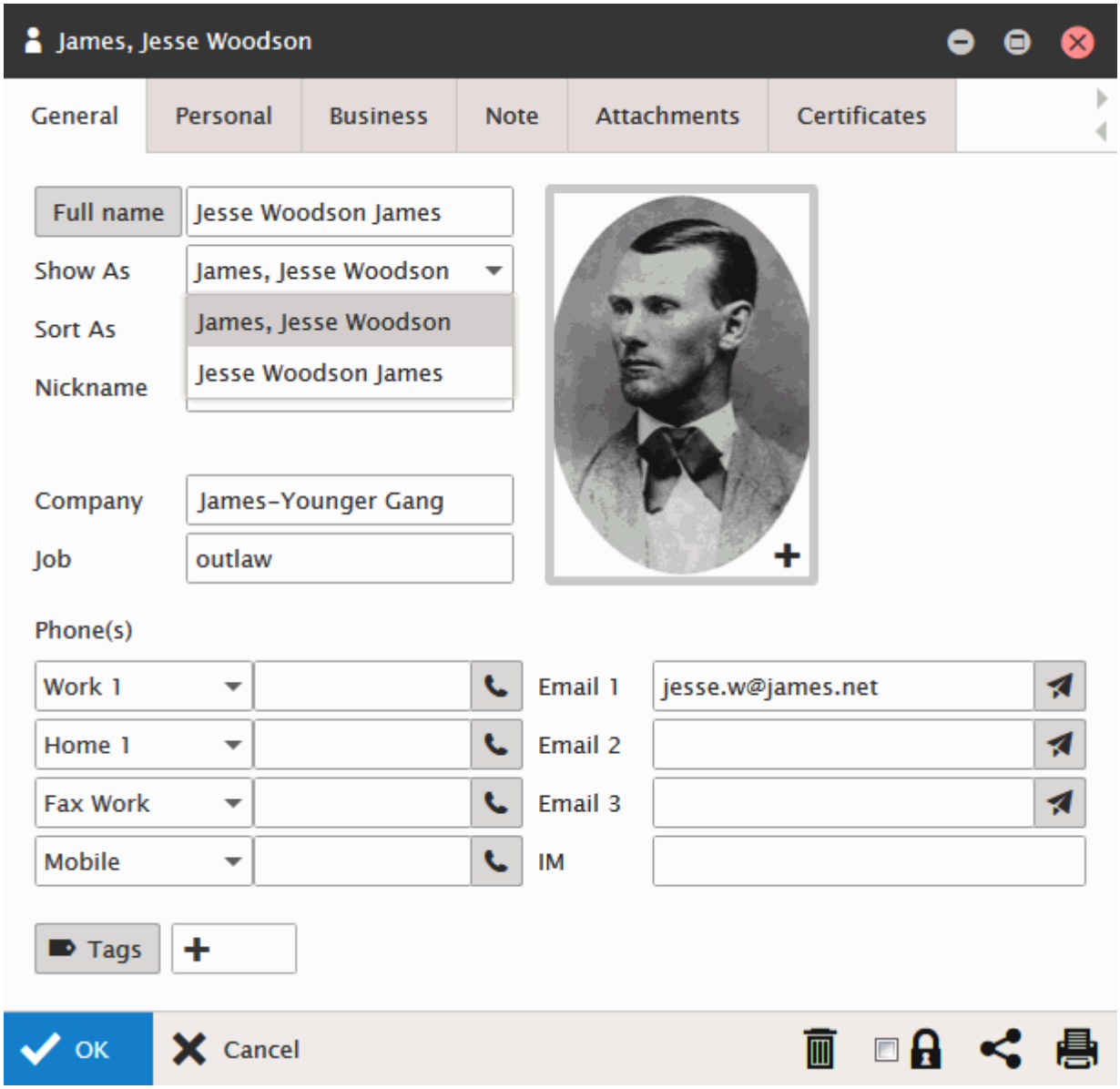
Email Address in Mail View Context Menu

Right-click any email address within an email message window – a context menu is shown. Its items allow you to do these actions:

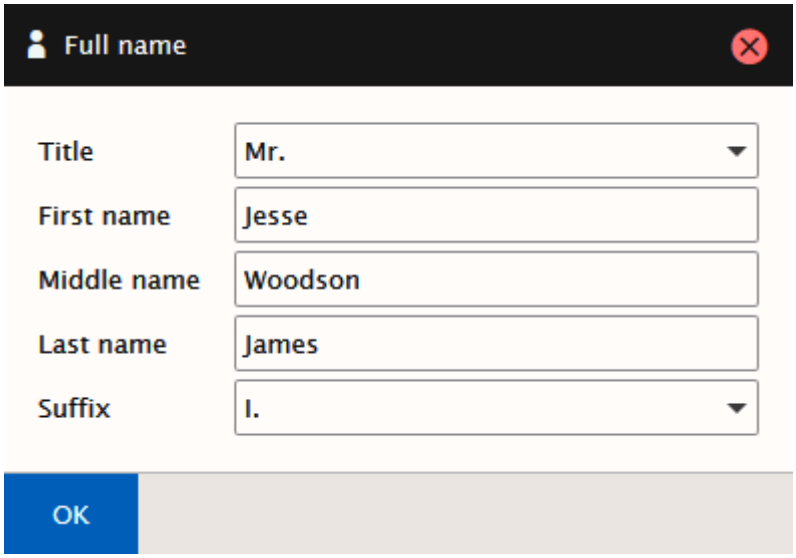
- ***Send Message*** – an email composer window opens.
- ***Open Chat*** – an instant messaging chat window opens.
- ***Create New Contact*** – the **Add Contact** dialog opens.
- ***Add To Existing Contact*** – the **Select Item** dialog opens. The email address is added to the selected contact.
- ***Add To IM*** – the **Add IM Contact** dialog opens.
- ***Invite To Appointment*** – the **Appointment** dialog opens.



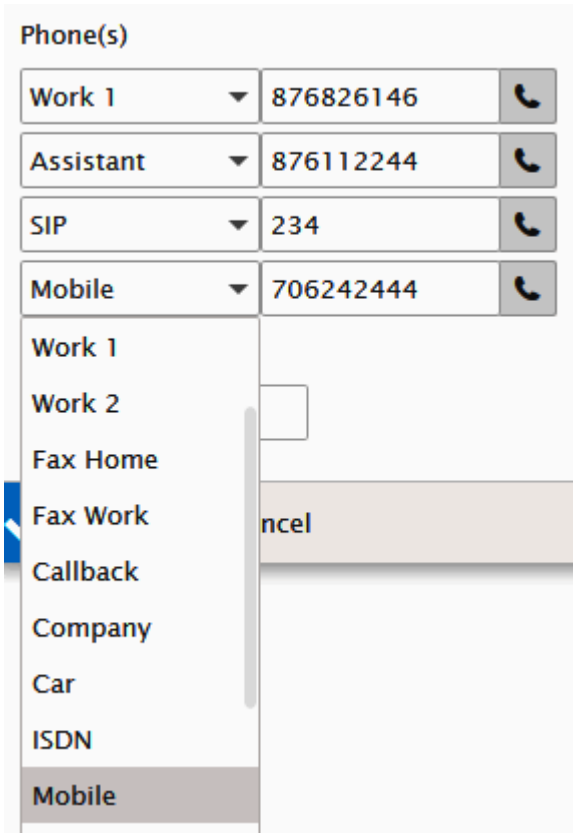
Contact Dialog – Full Name, Show As and Phones



To fill in the full contact's name, click the ***Full Name*** button. The **Full Name** dialog is shown.



From the ***Show As*** list, you may want to select the combination that you prefer.



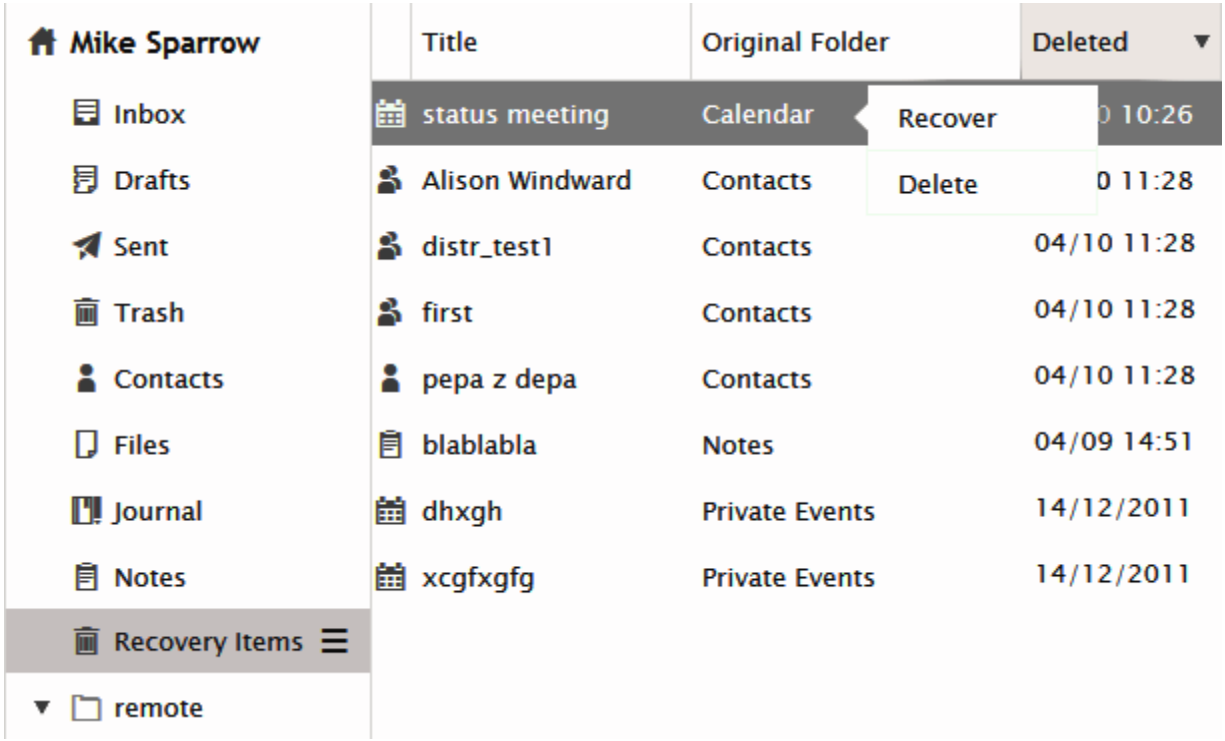
You can use the enhanced ***Phone(s)*** option that allows you to store not less than 19 phone number types. These phone numbers are set using four ***Phone(s)*** fields within the **Contact** dialog.

Just select a phone number type and insert the appropriate phone number into the field next to it. Once inserted, this number is saved. Select another number type and repeat the procedure. To change a number, just rewrite it.

To reveal wished numbers, just select their types. You can reveal four numbers at once.

Deleted GroupWare Items Recovery

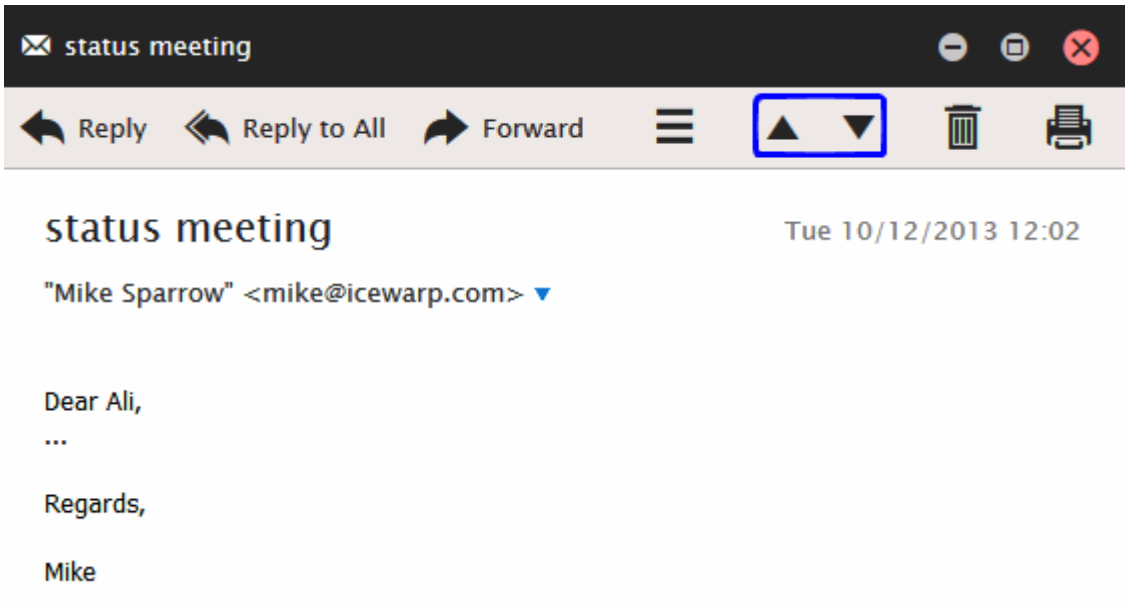
You may want to recover deleted groupware items (contacts, events, tasks, files, etc.). Enter the **Recovery Items** folder where they are stored for a period defined on the server (by default it is 30 days – for the actual one, ask your server administrator). Right-click the wished item and select the ***Recover*** option. The item is moved to the original folder (**Events**, **Contacts**, etc.).



Next/Previous Message Switching

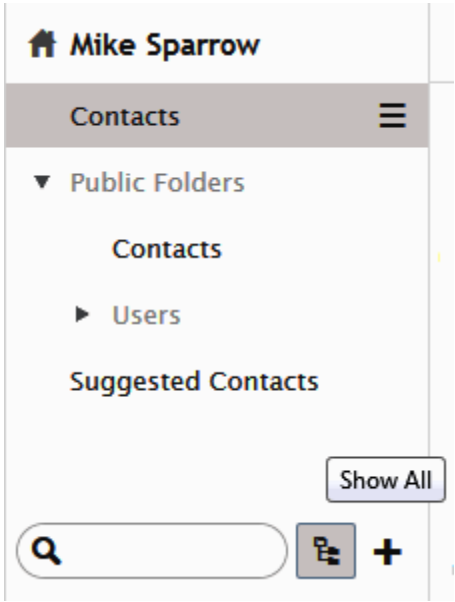
This feature allows you to switch between email messages within the selected folder when you have one message dialog opened. Use the right arrow to get the previous message (lower in the list) or the left one to open the next message.

You may want to sort messages by other columns (***From***, ***Subject***, etc.), the message order in this sorted list is followed. Sort messages by ***Date*** to switch chronologically.



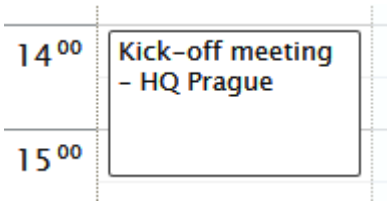
Folder Tree Smart View

When selecting any folder type tab, only folders of this type are shown in the folder tree structure (contact folders in the figure). To reveal the whole tree structure, click the ***Show All*** icon.



Event – Quick Edit

In the Calendar view, just select the wished time and start writing without a need to open the **Appointment** dialog. To edit an existing event, select it and hit the F2 key. You can also easily change start and/or end times – click and pull the appropriate event edge.

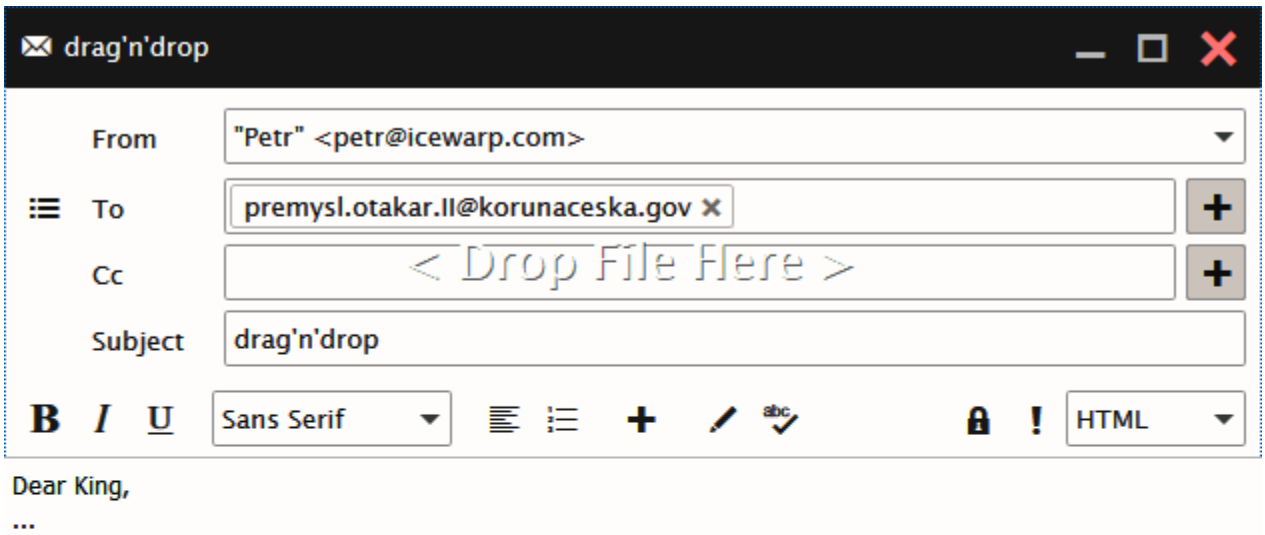


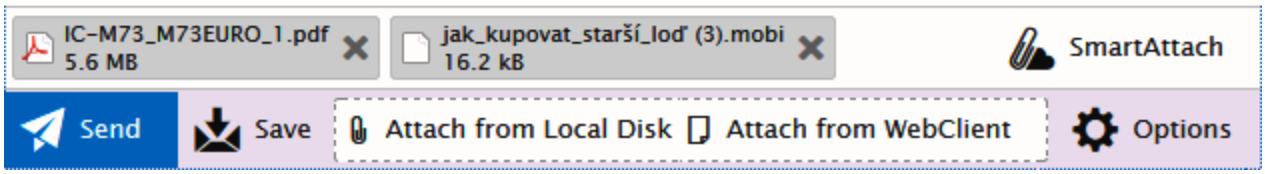
Drag 'n' Drop a File

This feature allows you to attach files without necessity to browse for them using the ***Upload*** button. Having them found in a file manager you can just drag and drop them to the message composer window.

The same works for uploading files into ***File*** type folders.

BE AWARE: To be able to use this beautiful feature, you have use a web browser that supports HTML5. Currently (October 2014), those are FireFox, Google Chrome, Internet Explorer and Safari.

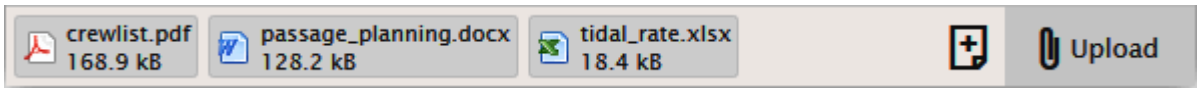




Attachments Icons

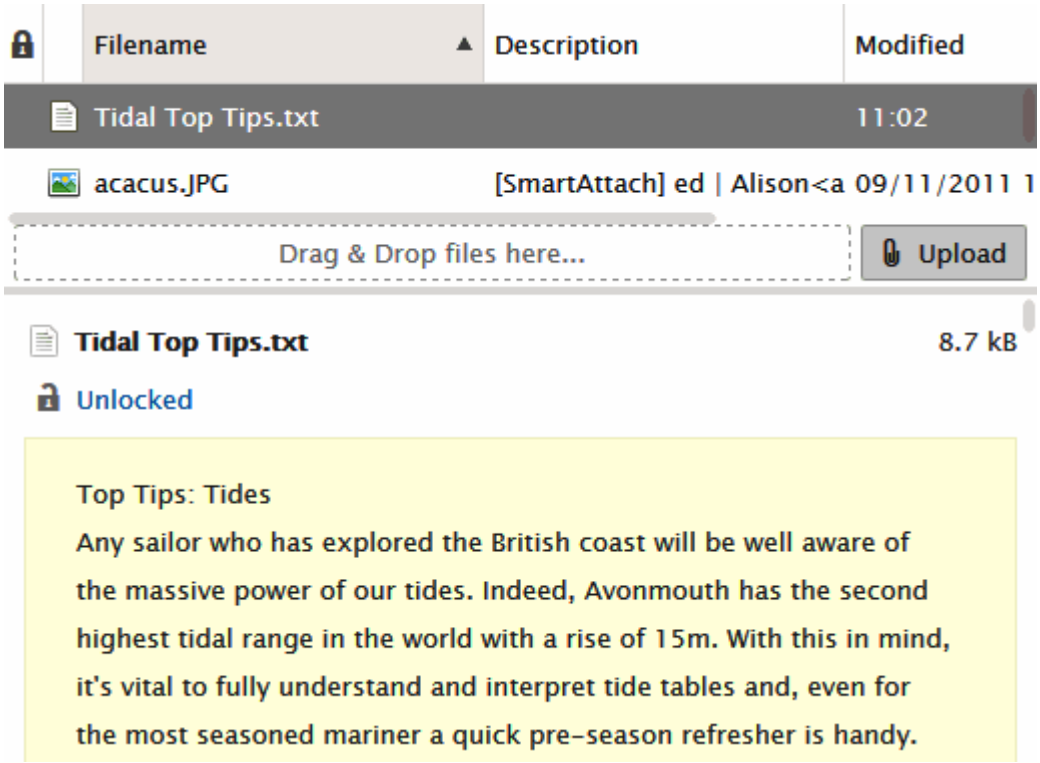
You can easily see what file types are attached to incoming messages. WebClient supports more than 30 attachment icons out of more than 60 file types including:

- PDF
- Word and text editors
- Excel and spreadsheets
- PowerPoint and presentations
- Text
- Images
- Audio
- Video
- Archives
- and more



Item Preview

This feature lets you preview all IceWarp WebClient items without necessity to open them. You can preview any item type (mail, file, task, contact, note, etc.) but even items in the **Recovery Items** folder which is a mixture of item types. Just select the preview type (Normal, Wide – see the **Main Screen** chapter).



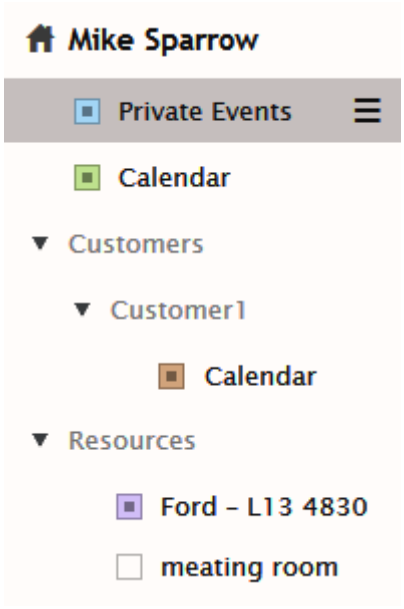
Drag and Drop to Trash

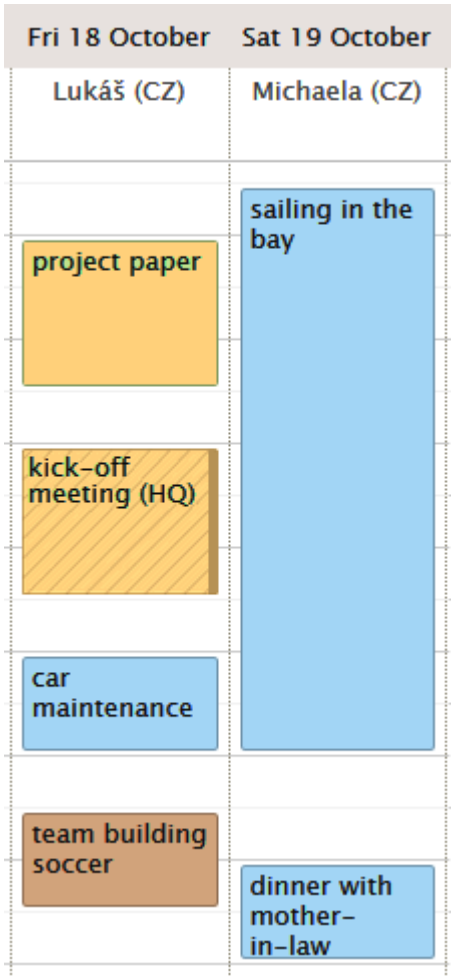
Whatever you want to delete – any item type (email message, folder, IM contact ...) – just use drag 'n' drop. Drag the item onto the trash bin icon within the **Navigation Pane** and drop it when the icon becomes highlighted red. It is the whole magic.

Hold the ***CTRL*** key when dragging and dropping not to be asked to confirm deletion.

Multiple Calendars

This feature allows you to display more calendars in combined view. It can be very handy when planning your events. Just tick the calendars you want to have displayed.





Every calendar has its own color – its events too. Double-click the wished event to edit it. Events keep their flag colors.

To add a new event to some calendar in this mode, un-tick all other calendar folders (within the tree pane) and make sure that the appropriate calendar is highlighted bold (by clicking it).



NOTE: This multiple display mode can also be used in the list item view.

*NOTE: Unresponded events (i.e. those where attendees have not responded yet (Accept / Decline) are marked with a background pattern. See the **kick-off meeting** within the above figure.*

Whitelisting/Blacklisting Items

This is another feature that can ease your work. In the case any genuine email falls into your **Spam** folder, just drag and drop it into the **Inbox** folder (or the **Whitelist** one, of course). Done – the email sender is whitelisted.

Any spam message in your **Inbox**? Drag and drop it into the **Spam** folder (or the **Blacklist** one).

vCard Import

vCard is a contact information container which may contain one or more contacts including the information such as names, addresses, phones, emails, photos, attachments, etc. They usually come in the form of files with the ***.vcf*** file extension. It is possible to send vCards (contacts) as email attachments (see **Sending GroupWare Items as Email Attachments** in this chapter).

In the case you have obtained such an item, just right-click it and select ***Import to WebClient***. The **Contacts** dialog is shown. Click ***OK*** to save it.



BE AWARE: This feature is only functional in the case, the SmartAttach technology was not used when the message was sent.

Files On-Line Editing

This powerful option allows you to edit files saved within the **File** folder directly without necessity to open them via a file manager.

Select the file, click the ***Open*** main menu item (visible only when a file type folder is selected), (the **OpenDocument** message can be shown – click ***OK***), in the **Windows Security** dialog, fill in your ***User name*** and ***Password*** (for your server) and edit the file.

Refer to the **Element IT** web site (**http://www.element-it.com/online-edit-in-openoffice-and-microsoft-office.aspx#formatslist**) to find out all supported file formats.

Redirect Emails

This feature allows you to re-send obtained email messages to another persons with original senders kept in the ***From*** filed (and your name/address in the ***To*** field). Contrary to the ***Forward*** feature, when you are the sender.

Just select the message, right-click it and select the *Forward – Redirect* pop-up menu item.

A copy of this message is kept in your ***Inbox***.

In the case the final receiver uses the ***Reply*** function, their answer is sent to the original sender – not to you.

Distribution List – SMS Support

<product> supports sending SMS messages within distribution lists. When creating a distribution list – adding users, besides email addresses just add phone numbers of users SMS messages are to be sent to. For the *Selected* field, use the following syntax: *sms:<phone_number>*

Example: *sms:+420123456789*

IceWarp Configurator for Mac OS X

This tool enables you to configure your communication applications that can be auto-configured (email, messages. calendar, etc.) easily.

For a detailed description, refer to the **Learn More about All Features** section of the WebClient login page and select the ***All applications*** – ***Mac OS X*** tab. Perform configuration in three easy steps.

Tablet Interface Shortcuts

When using the Tablet interface, you can smooth your work by utilizing these shortcuts:

Shortcut	**Description**
Top Menu:	
CTRL+ALT+M	switches to the Mails tab
CTRL+ALT+C	switches to the Contacts tab
CTRL+ALT+E	switches to the Calendar (Events) tab
CTRL+ALT+T	switches to the Tasks tab
CTRL+ALT+F	switches to the Files tab
Other	
CTRL+N	creates a new item – depends on what tab is active
CTRL+D	folder management – depends on what tab is active
CTRL+ALT+S	opens Settings
CTRL +ALT+SHIFT+Q	performs Logout
Compose	
CTRL+SHIFT+T	focuses the TO field
CTRL+SHIFT+C	focuses the CC field
CTRL+SHIFT+B	focuses the BCC field
CTRL+SHIFT+S	focuses the SUBJECT field
CTRL+SHIFT+M	focuses the Mail body
Save (send)	
CTRL+ENTER	saves the item (in the email compose window, it sends the email)

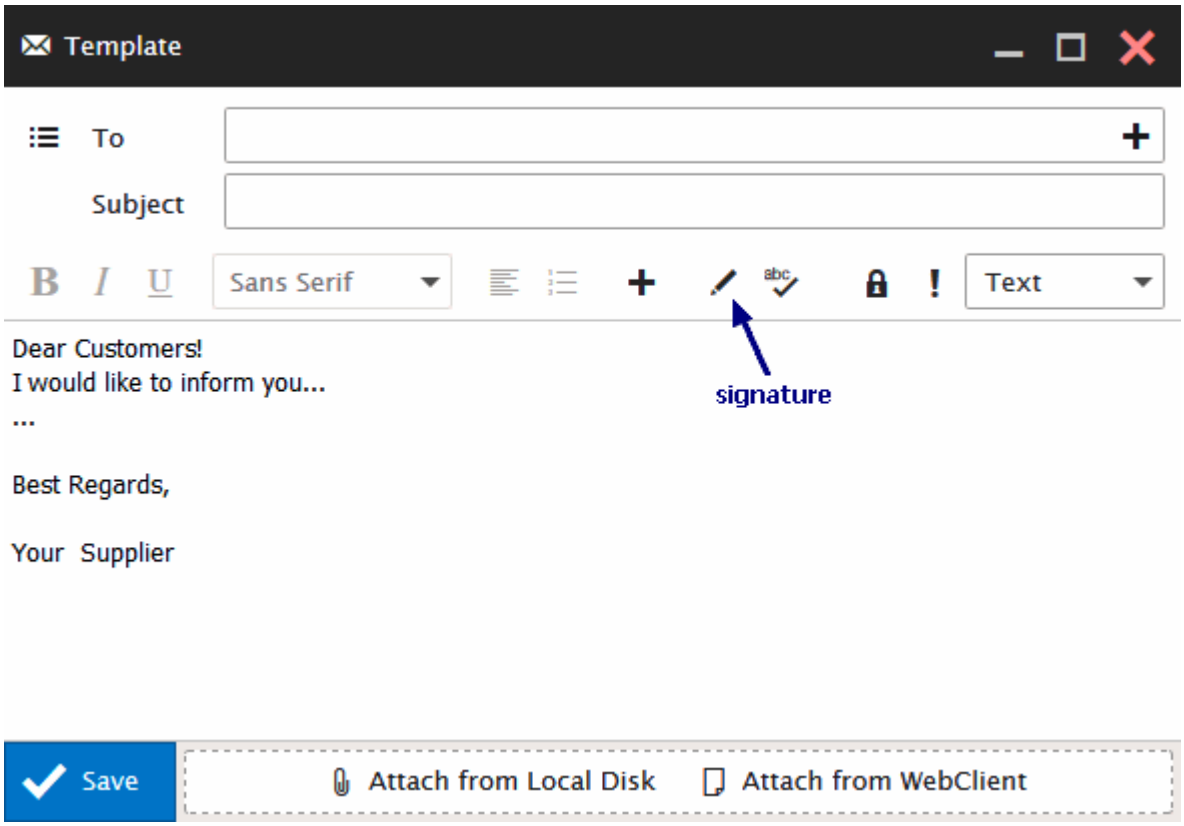
Tasks from Emails

You can easily convert an email message into a task. Just select it within the **Items View** pane and drag and drop it onto the **Tasks** folder in the **Tree View** pane. The email body content is converted into the task text (the **General** tab). The whole email message is attached to this task (the **Attachments** tab) as an *eml* file.

Double-click it to answer the message easily.

Message Templates

Utilizing this feature can help you to ease your work in the case you send out many same or similar email messages. Just select the *Message Template* item (**Menu** bar – **New**) – the ***Template*** window opens:



Edit the template and click the *Save* button. The template is saved into the newly created **Templates** folder.

To use a template, double-click it, change what you need and click the *Send* button.

To edit a template, right-click its name in the list and perform the wished changes. Click the *Save* button.

*NOTE: Defined signatures are not inserted automatically. It is necessary to do it manually. Use the **Signature** icon – see the figure.*

Shared Documents

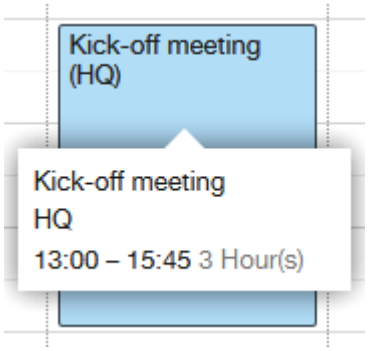
It is possible to share also **Documents** (**Files**) folders. The context menu within such a folder (right-click a file to reveal it) includes also the *Download* and *Open* items. Even when the *Open* item is selected, the selected file is downloaded in the read-only mode. You can use the *Enable Editing* feature to work with the document.

This is a by design attribute.

Calendar – Event Duration

When hovering over an event in WebClient's calendar view, a popup appears which shows the event name, start and end times, and duration. There are to ways how the event duration is shown:

- Event is up to 120 minutes – duration is shown in minutes.
- Event is longer than 120 minutes – duration is rounded and shown in hours.



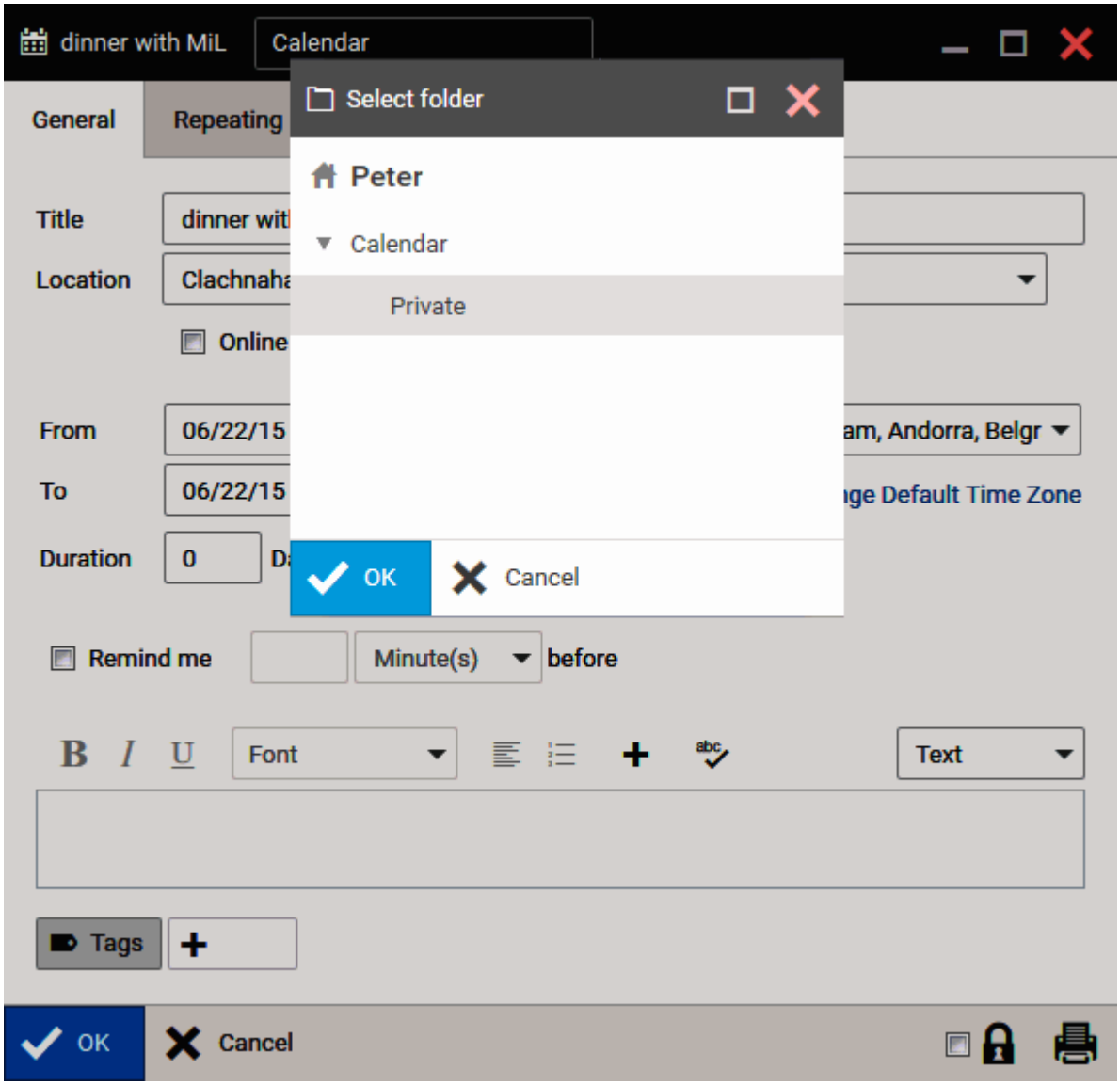
Mail Type Folders Deletion

It is possible to have moved deleted mail type folders with their contents (messages, subfolders) into **Trash**. This useful feature works in the following manner:

- You have to tick the *Move deleted messages to Trash folder* box (**Options – Mail – General**).
- It works only for mail type folders that are not default ones.
- It does not work for shared folders.
- Even if the *Delete Trash emails older than (Days)* box (**Options – Mail – General**) is ticked, this rule is not applied for these deleted folders and their contents. If you want to delete them, you have to do it manually.

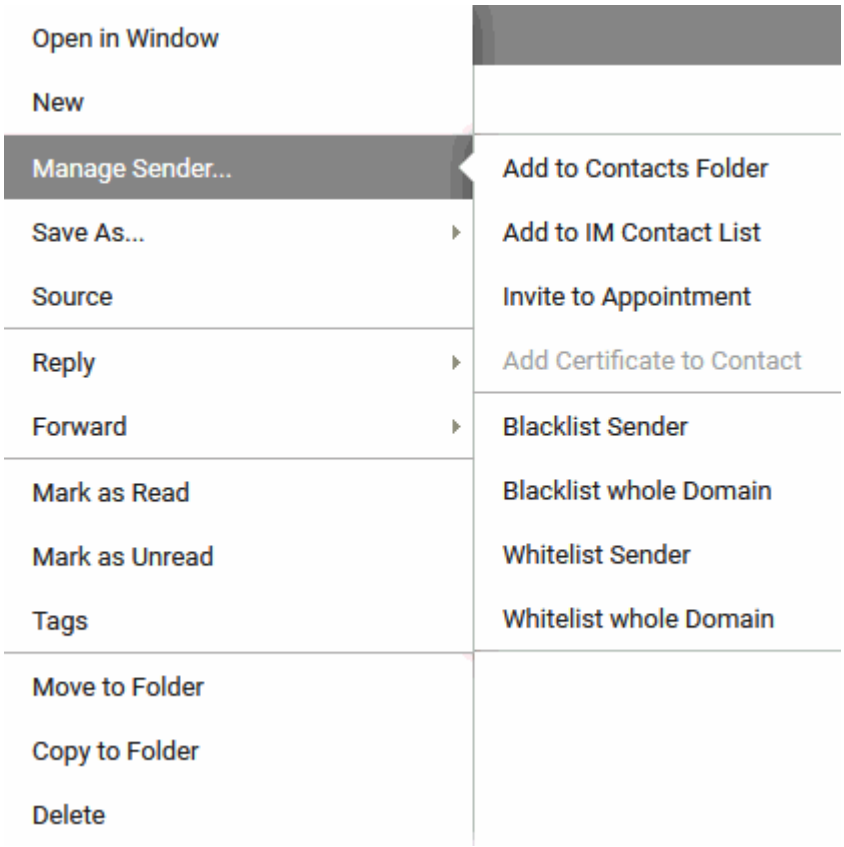
New Event – Calendar Folder Picker

When creation a new event, you can easily select a calendar folder the event is to be placed into. Just click the calendar name (or path) within the event title (see the figure). The **Select folder** dialog opens. Navigate to the wished folder and click *OK*.



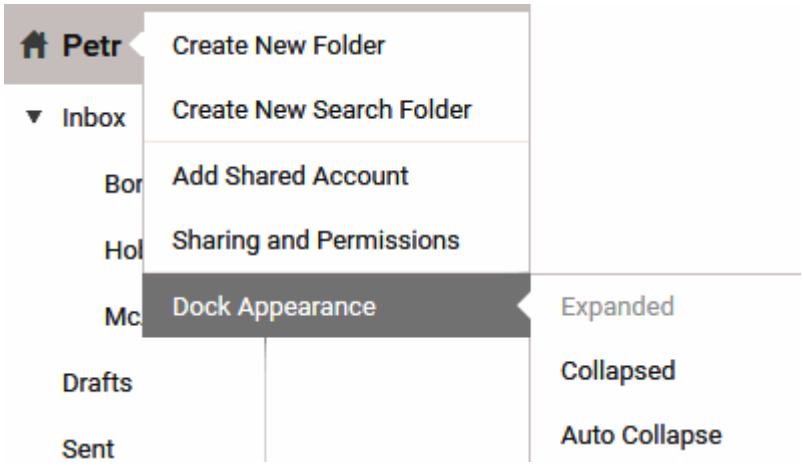
Whitelist/Blacklist Whole Domain

It is easily possible to whitelist/blacklist a whole domain. Just right-click the sender (within the email items list) and select the Manage Sender menu item. From the sub-menu, select the wished action. The whole domain this sender belongs in is whitelisted (blacklisted respectively).



Hiding Folder Tree

To get more space for and **Reading Pane**, you can collapse or auto-collapse **Tree View**. Just right-click the account name (within the **Tree View**) and select the *Dock Appearance* item. Here, choose the wished behavior.



Field	Description
Expanded	**Tree View** pane is always visible.
Collapsed	**Tree View**pane is not visible. To show it, hover over any *Navigation Pane* item.
Auto Collapse	**Tree View** pane is visible, but it hides when the browser window width is reduced. *NOTE: The IM Client pane width is also reduced.*

Calendar – Event State

Calendar events can have different states – Free, Busy, Tentative, Out of Office. To distinguish these states easily, events are marked with narrow stripes in the following manner:

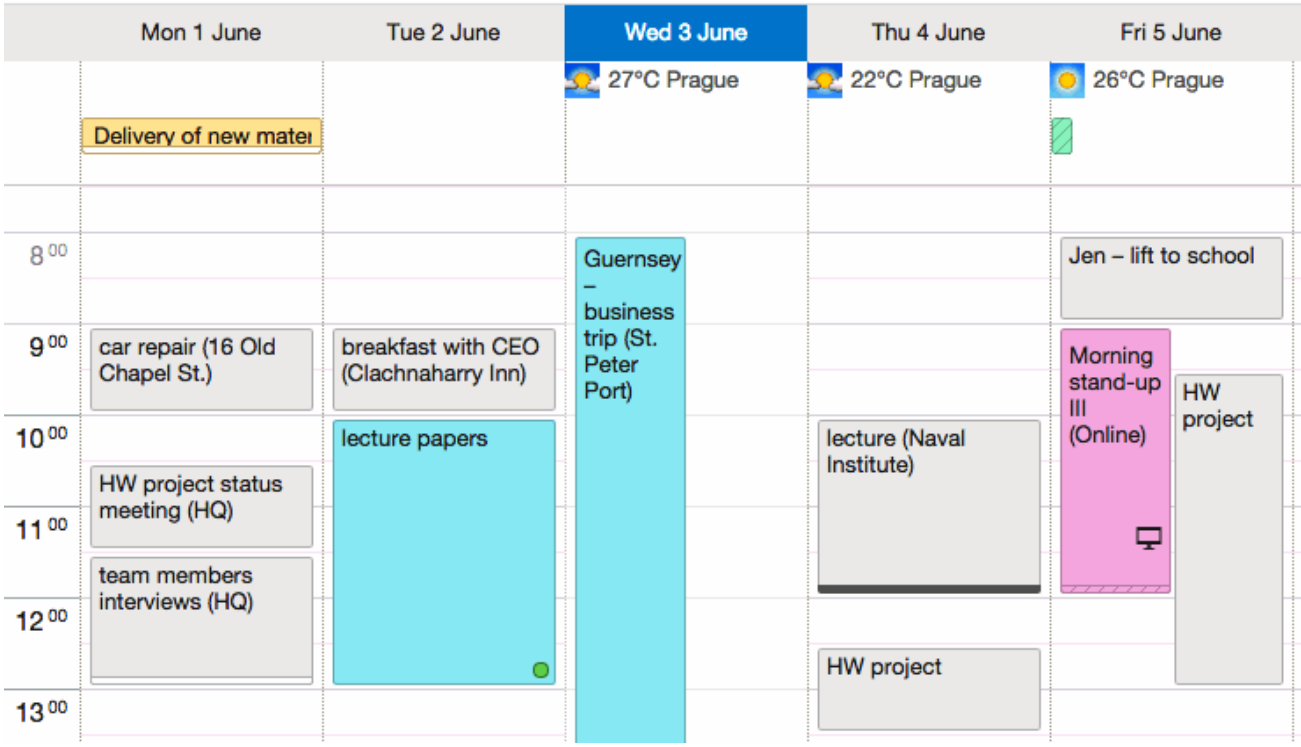
Free – white filling

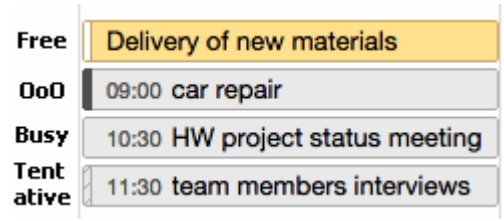
Busy – nothing

Out of Office – dark shade of the event color

Tentative – background filling as the event, one pixel oblique hatching

This stripe is placed either at the bottom part of the event (for the week view) or on the event left side (for both day or month views).

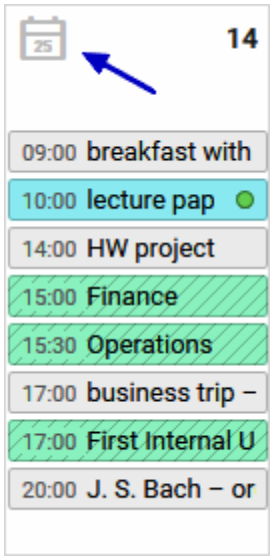




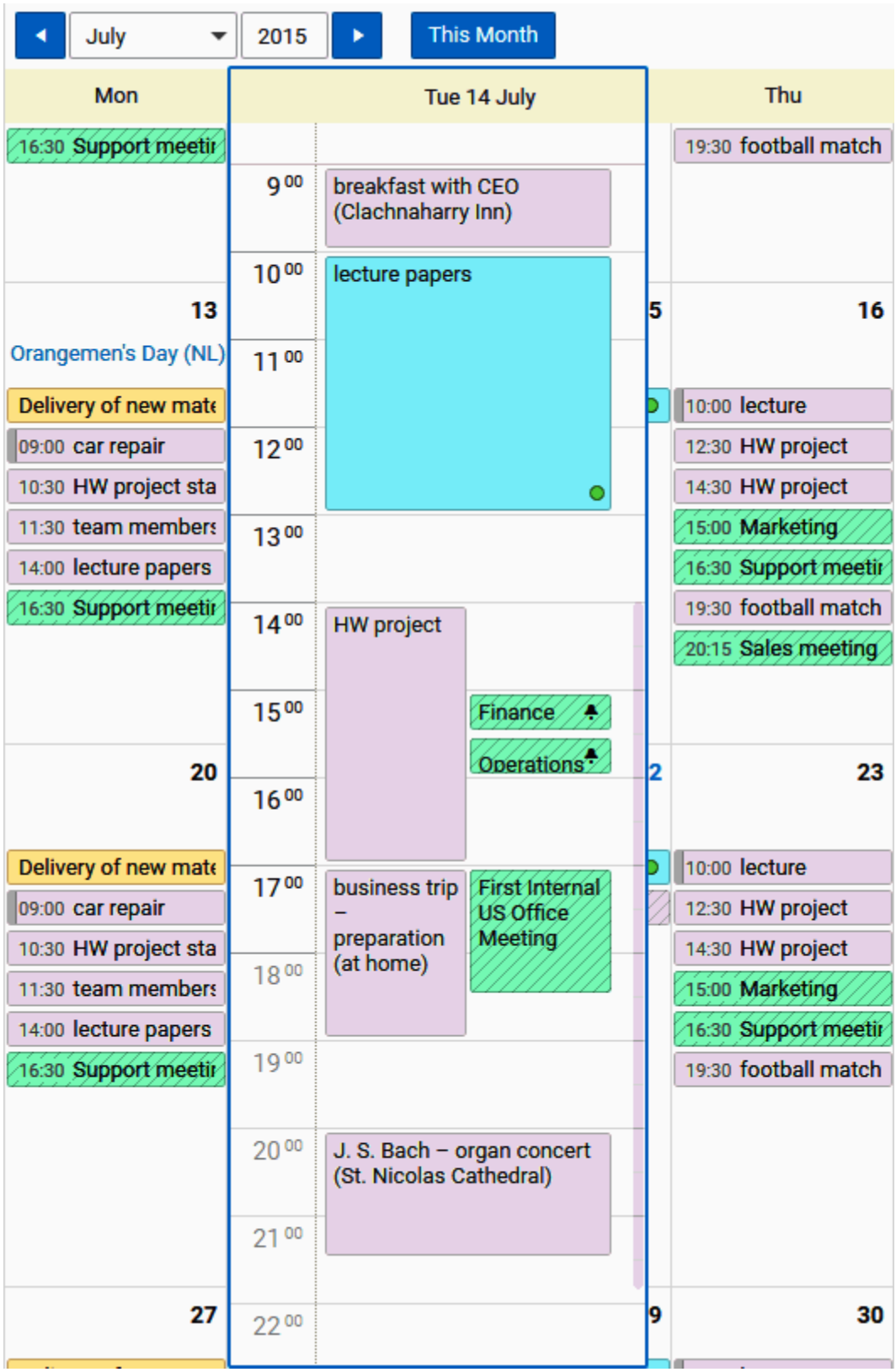
Calendar – Expand Day in Month View

When using the month calendar view to see events at glance, you may want to see detail of some event or event edit them. Now, it is not necessary to switch the view to the week or day one.

Just click the calendar icon in the left-hand upper corner of the appropriate day (see the first figure).



This day will expand to the view you are used to work with in the week mode. Double-click any event to open and edit it. You can also add new events as usually.



Click outside this day view to close the expanded day.