

# WebClient

## IceWarp WebClient User Guide

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# IceWarp WebClient User Guide

This manual describes the GUI and features of IceWarp WebClient.

WebClient centralizes all your data and communication be it email, chat or calls and makes it accessible from any browser or device. Manage emails, chat within teams, contacts, appointments, tasks and notes, while in a chat or in a web meeting – no need to switch between tabs or windows. One unified interface, optimized for mobiles and tablets.

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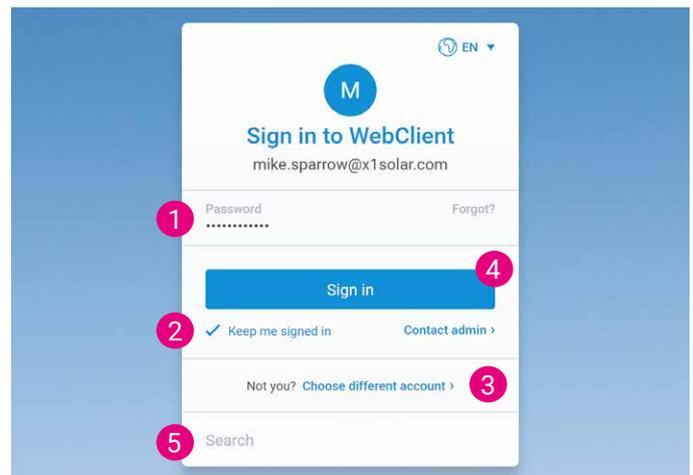
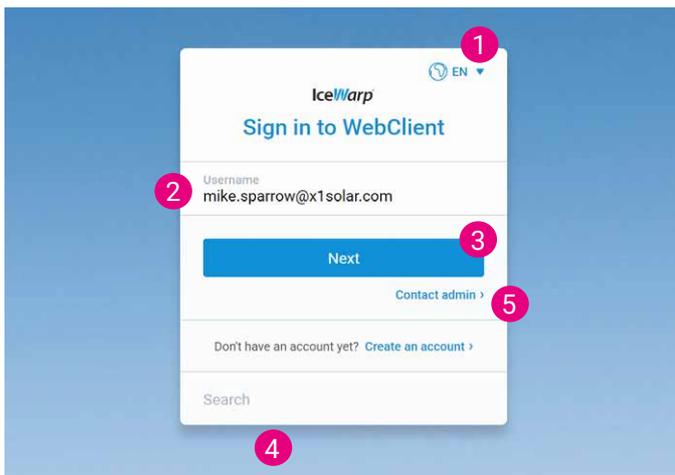
# 1. Getting Started

## Logging into IceWarp WebClient

To access IceWarp WebClient, you will need to **access the URL specified by your administrator** using a web browser - Internet Explorer, Mozilla Firefox, Google Chrome, Apple iOS, Opera.



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



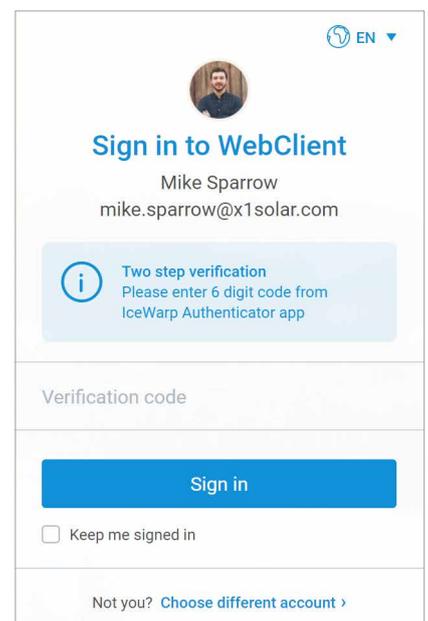
- 1 Choose language
- 2 Fill out your username
- 3 Click for the next step
- 4 Follow us on social media
- 5 Contact administrator

- 1 Fill out your password
- 2 Remember login details
- 3 Choose different account
- 4 Click to get in
- 5 Search

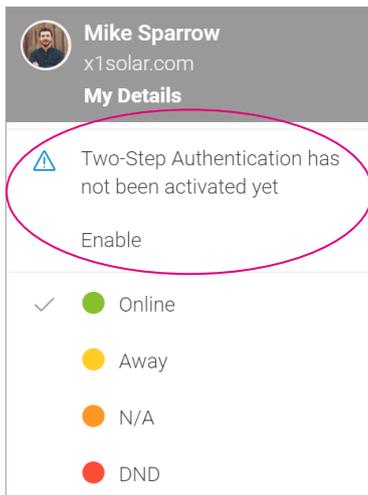
## 2-factor authentication

Two-step verification method has been introduced to increase users' security while logging into their email accounts. Users can choose whether they will use a mobile phone equipped with an application called IceWarp Authenticator that will generate a one-time password (OTP) or whether they will receive an SMS with the code that will grant access. Authenticator is a free application available for iOS and Android.

If Two-step verification is activated for your account, then you will see the following authorization window on your WebClient login page. In this step, you have to enter 6 digit code that was sent to your mobile phone or is accessible in the IceWarp Authenticator app. It depends on what type of Two-step verification did you choose from.



About your 2-step verification status you are informed within **Setting menu**:



In case that Two-step verification has not been activated yet, you can always enable this feature by clicking the Enable button.

## New Account Sign Up

New Account Sign up (Self-sign up) allows in two steps IceWarp WebClient users to create their own user account without administrator action. If administrator enable self-sign up for selected domain, anyone is allowed to sign up to this specific domain. CAPTCHA is enabled by default when administrator turn on self-sign up.

The 'Create an account' form includes the following fields: Username (john.work), Domain (domain.com), Full name (John Work), and Alternative email (mike.sparrow@x1solar.com). A 'Next step' button is located at the bottom of the form.

The 'Personal Information' form includes the following fields: Company (Finance Investment Ltd), Profession (CEO), and Work Phone (006 5678 564). A 'Last step' button is located at the bottom of the form.

The 'You're almost done!' form includes the following fields: Password, Confirm password, a CAPTCHA image (6VMFJ8), and a Security code (6VMFJ8). A 'Create an account' button is located at the bottom of the form.

**Note:** Only administrators can create new user accounts, if self-sign up is not enabled.

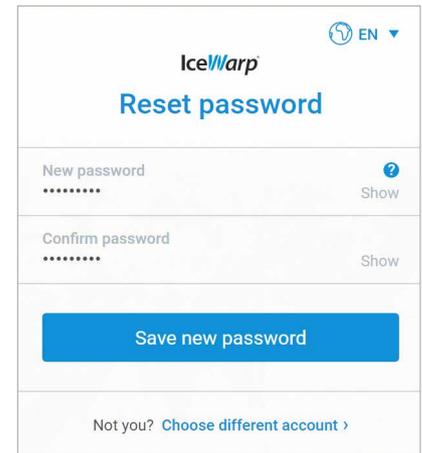
**Note:** Administrator can enable different personal information tabs for different accounts.

## Change Password

In case, you will be forced from any reason to change your password, you can do that directly on the login page.

Here are some password guidelines:

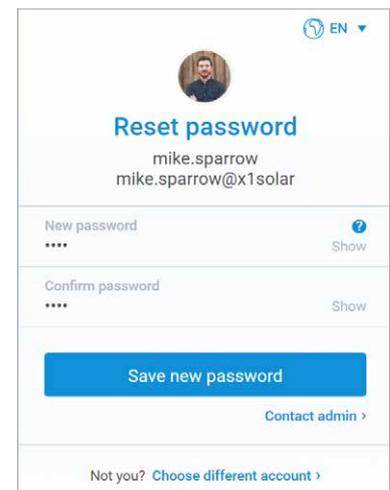
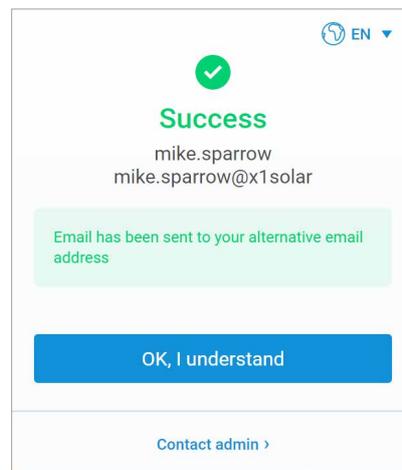
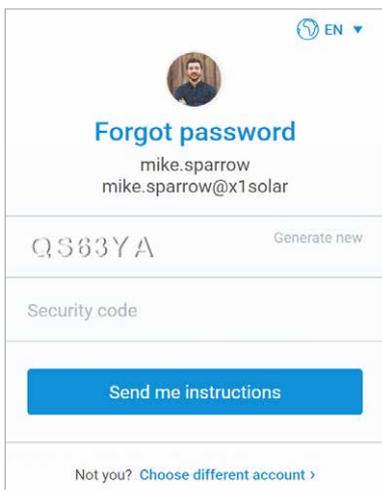
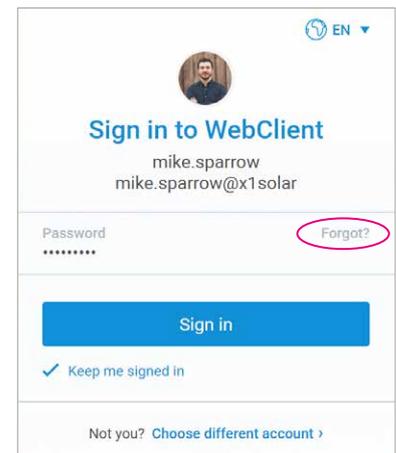
- Field cannot be empty
- Minimal length characters: 8
- Field has to contain at least 1 number
- Field has to contain at least 1 letter
- Field has to contain at least 1 uppercase letter



## Forgot Your Password?

It may happen that you will forget password to your WebClient account. To change your password, follow these steps:

1. Click the grey **Forgot?** link within the Password table
2. Enter the security code
3. Select **Send me instructions** button
4. Check your alternative inbox for a password reset email
5. Click on the URL provided in the email and enter a new password
6. By filling all requested tables and clicking **Save new password**, setup process of changing password will be done



**Note:** Administrator must enable Password Reset in Administration option to see **Forgot?** option within Password table.  
**Note:** Alternative email address must be set up! (if not, ask your administrator)

# Contact Administrator

If you need help with anything from IceWarp administrator, you can always contact him via contact administrator link.

1. Insert an email address which will be used to reply you
2. Describe your problem – try to be as specific as possible
3. Enter the security code – if you cannot read display security code, you can always generate new one
4. Press **Send message** blue button

**Note:** Administrator must enable Administrator link to be visible on Login page.

**Note:** WebClient resolution layout is used according to a device where you are accessing WebClient (different resolutions for desktop, mobile phone, tablet etc.)

# Main Screen

Once logged into IceWarp WebClient, you will see **the Main screen**, that represents direct view on email, contacts, calendar and other features:

## Upper Box

**Menu Bar:** user interface element that contains selectable commands and options, quick navigation to specific actions.

- **LEFT SECTION**

Constant for all folder types and is consistent for all folder types.



**Get New**

Clicking this button tells IceWarp WebClient to retrieve all new messages from the server.



**Compose**

Clicking this button allows you to write new email messages.



**New**

Clicking this button shows a pop-up that lets you to create a new item. The list of items is divided into three logical areas – Email & Planning, Documents and Chat, Voice & Video.

- **CENTRAL SECTION**

This part changes depending on the folder type you have selected. Changes are described in more details under each chapter.

- **RIGHT SECTION**

Constant for all folder types and is consistent for all folder types.



**Font controller**

Move the controller left from **Default view** to **Small view** or **Compact view**, the size of the text and formatting will change and you will see that the amount of space above and below your items in the list has been reduced, allowing you to see more lines at once.



**Search**

Use this 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.



**WebCall**

Click the icon to make a WebPhone call. It is possible to have an audio call as well as a one-to-one video call.



**WebMeeting**

Click the icon to make a WebMeeting. Within this dialog, you can set audio conference with screen sharing.



**My details**

**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. *(More detailed description in chapter 11)*  
Colored dot next to the picture shows your availability status.

## Left side

- **NAVIGATION PANE**

Access to all tabs you may need to effectively fulfill daily tasks and collaborate with your colleagues (emails, calendars, TeamChat, documents, tasks and notes).

- **TREE VIEW**

Hierarchical views of all personal item folders (with Tree view tools at the bottom).

## Central part

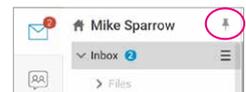
- **READING PANE**

In the middle you see all of your current activity (this is your working area and as you can see, you can review all unfinished activities and tasks).

- **MINIMIZED ICONS**

Minimized items are located in the central bottom section. To continue your work, click the icon to show the dialog again.

**TIP: Extend your working space by minimizing chat and hiding folders/tree view.  
Use pin or unpin icon in the right top corner of the tree view.**



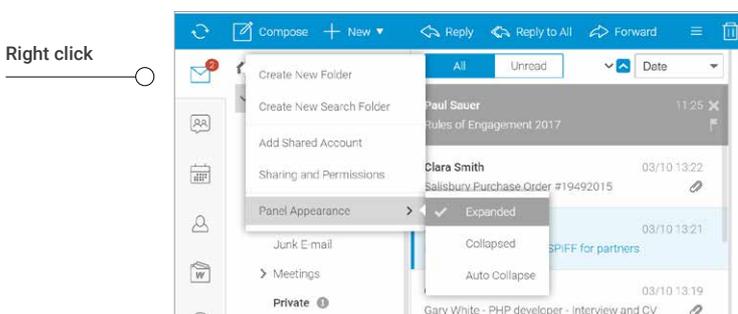
## Right side

- **COMMUNICATION BAR**

Access to functionality enabling immediate communication with your colleagues or external contacts (WebChat, WebPhone, WebMeeting).

## How to hide / unhide tree view?

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



**Expanded** – Tree View panel is always visible.

**Collapsed** – Tree View panel is not visible. To show it, hover over any Navigation Pane item.

**Auto Collapse** – Tree View panel is visible, but it hides when the browser window width is reduced.

# Folders and how to work with them

## How to create a new folder

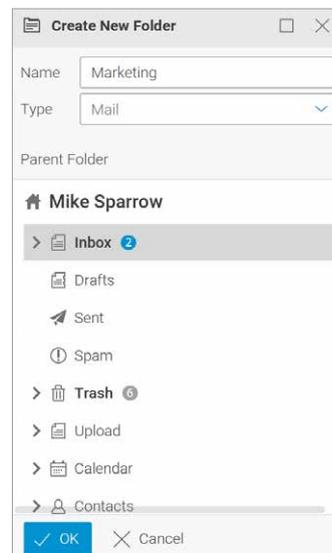
In total you have 3 options how to **create a New Folder**:

1. Right click on any place in **Tree View**, where you want to create new folder. Then choose **Create New Folder**, type name of folder and click **OK**.
2. Click on **Context menu icon** at any place, where you want to create new folder, choose Create New Folder, type name of folder and click **OK**.
3. You can directly create new folder clicking on **Plus icon** in **Tree View Tools section**, type name, choose location and click **OK**.

The folder where you want to create an entry is highlighted in the Parent Folder pane so you know where you will be creating your new folder.

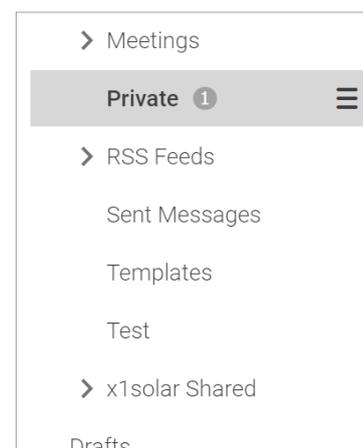
**Note:** WebClient supports the utf8mb4 character set (4-Byte UTF-8 Unicode Encoding) in folder names.

**Note:** When creating, uploading or renaming any document in WebClient you are not allowed to use these characters: < > : / \ | ? \* " .



## What type of a folder can you have?

1. **Private Folder** - folders which only you can access. Any private or confidential material should be stored in these folders. You can, however, grant specific users rights (read, write, all and full) by clicking the Sharing and Permissions from the Context Menu.
2. **Public Folder** - folders that do not belong to a particular user. Rather, they contain files that everyone with the appropriate permission can access. The permissions are Read, Write, All and Full. Group Folders are created by Administrators or users with appropriate permissions.



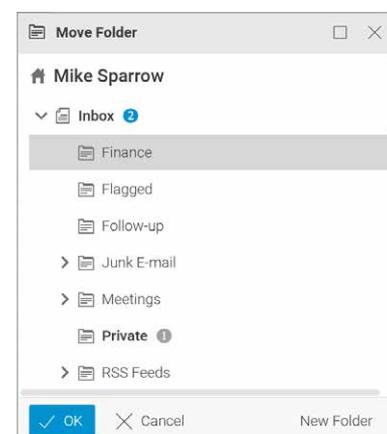
## How to move a folder

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

**Note:** Moving folders between groups is prohibited.



## How to rename a folder

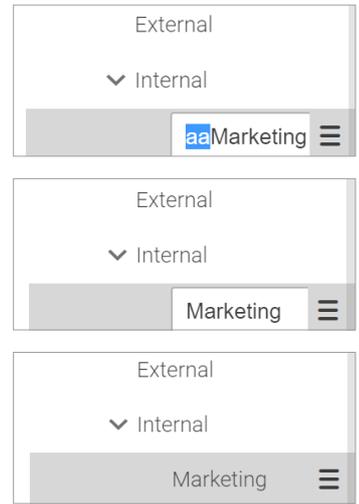
You may want to rename a folder. Again, the context menu comes into play.

1. Right-click the folder you want to rename (in this case **aaMarketing**) 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 **Marketing**).

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.



## How to manage content

If you want to manage content of any folder, you have different options by opening context menu and clicking Manage Content.

1. **Mark as Read** – 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. This is only available for folders containing mail or RSS item types.

2. **Copy to Folder** - 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. Only available for folders containing mail or RSS item types.

3. **Move to Folder** - 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. Only available for folders containing mail or RSS item types.

4. **Empty Folder** - All folder items – email messages – are deleted. This feature is only available for mail-type folders. Right-click the folder name, select the Empty Folder item and confirm the action by clicking OK.

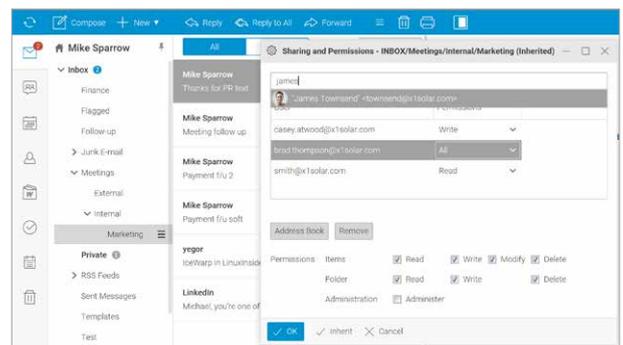
## How to share a folder with other accounts?

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.



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.

### User rights:

**Read** – right only to read items in the folder.

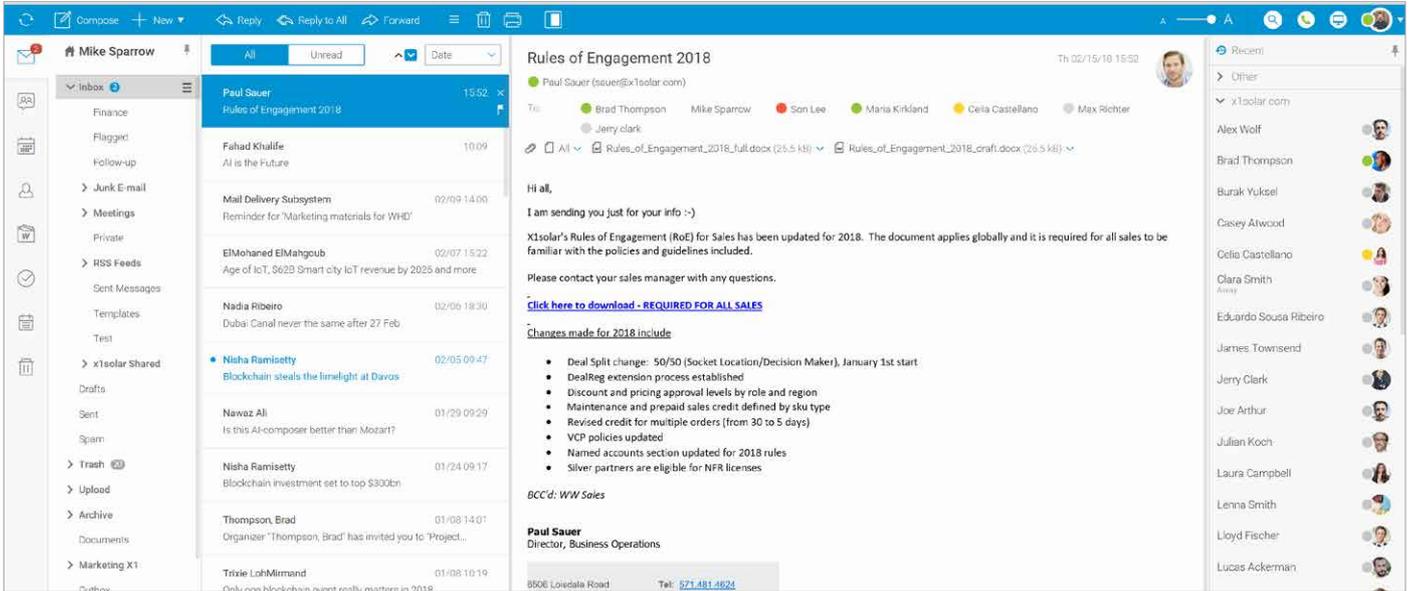
**Write** – right to create, write and edit own items in the folder.

**Full** – right to Read, Write and Delete folder and Read, Write, Modify and Delete items in the folder.

**All** – right to Read, Write Delete and Own folder and Read, Write, Modify and Delete items in the folder.

# 2. Email

The Mail Application enables you to **send, receive and organize e-mail**.  
The main email screen view:



## Menu bar

A menu bar contains elements for managing general and specific actions. It is obvious how to use the Reply, Reply To All and Forward buttons.



**More**

Use the More... icon to perform various additional actions with emails.



**Delete**

Use the Delete icon (basket) to delete selected emails.



**Print**

Use the Print icon to print the selected email message – the standard **Print** dialog opens.



**Preview**

Use the Preview icon to select a location of the reading pane. There are 3 options: Bottom Pane, Right Pane or None. Except this Preview is also possible to setup Folder Panel and WebChat Panel with 3 options: Expanded, Collapsed, Auto-Collapse. Use pin or unpin icon in the right top corners.



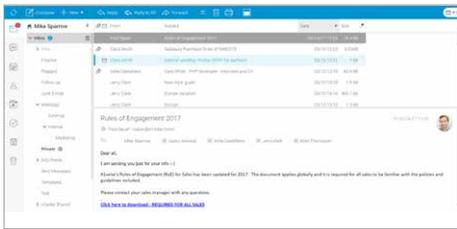
**Font controller**

Move the controller left, the size of the text and formatting will change and the amount of space above and below your items in the list has been reduced, allowing you to see more lines at once.

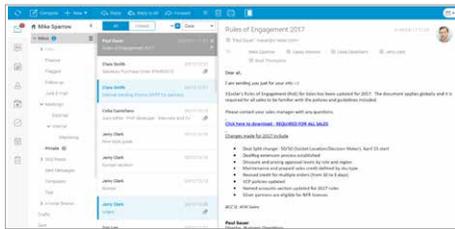


**Search**

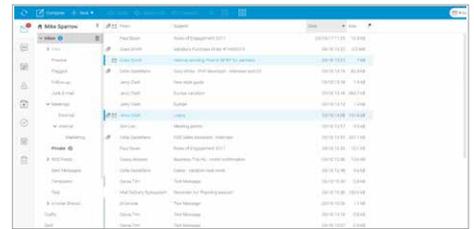
Use the Search field to search within the selected folder. Click the left-hand icon arrow to refine your search. The Search Wizard opens. Its content differs according to the folder type. For detailed information, refer to the Smart Search chapter.



Bottom panel



Right panel



Expanded

## Navigation Pane with Tree view

Email icon displaying the number of unread messages: 

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

- **ARCHIVE**

The archiving capabilities allow the administrator to bring archiving features directly to end users via IMAP. SMS messages are also archived automatically. All archived emails are always stored as .imap files which makes it possible to link the whole archive with a public folder.

- **PUBLIC FOLDERS**

The Public Folder is IceWarp folder that you can use to share files with other people who have access to your Public Folder (people using the same domain or people added by administrator to the public group). Everyone with a user account and password on your computer can access the Public folder. To add any account use context menu and click "Add shared account". To users it will appear as the name of the item's parent folder.

- **SEARCH FOLDERS**

All items that match the search criteria will be placed into this folder.

- **FILTERS - WHITELIST/BLACKLIST**

In case that you have incoming emails delivered to the Spam folder, you have 2 options for working with them. Just drag and drop it into the Inbox folder or whitelist / blacklist sender by right clicking on a message and choosing Manage Sender. By this option you can whitelist / blacklist a sender or the whole domain.

- **ANY SPAM MESSAGE IN YOUR INBOX?**

You have the same options as described above by whitelist / blacklist. Just drag and drop it into the Spam folder or whitelist / blacklist sender by clicking right mouse button on a message and choosing Manage Sender. By this option you can whitelist / blacklist sender or whole domain.

**Note:** Datagrid vs navigation pane position is memorized for each folder type and for special mail folders like trash, spam, sent etc.

### Mike Sparrow

> Inbox 2

Drafts

Sent

Spam

> Trash

> Archive

> Marketing X1

Outbox

> Search Folders

> Filters

Folder with all incoming emails

Folder with draft copies of mail items

Folder with sent emails

Folder with junk emails

Folder with deleted emails

Folder with archived emails

Public folders

Folder with outboxed emails

Search folder

Folder with Filters –  
Blacklist / Whitelist emails

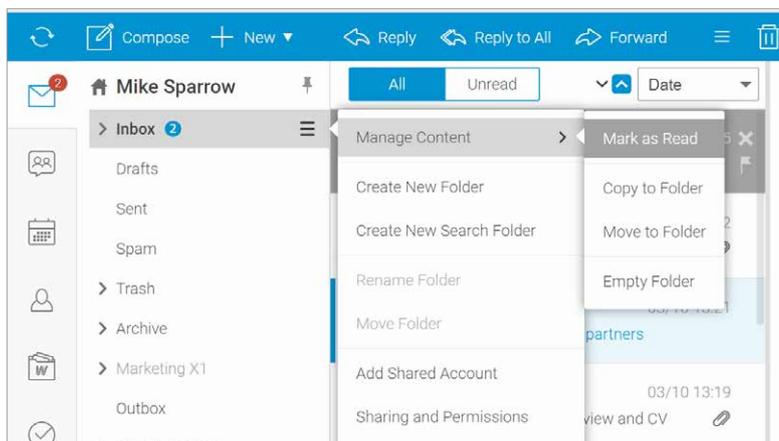
## Tree View Tools

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 typing. 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.
- +

## 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 context menu gives you additional option for work with emails.

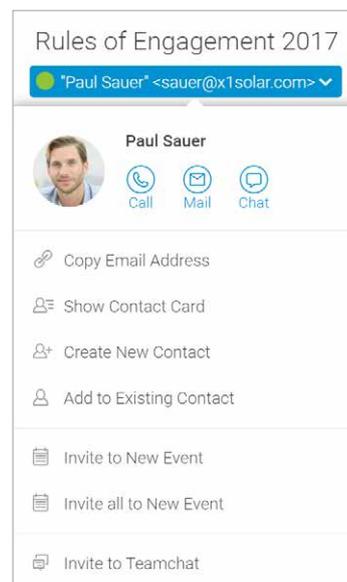
## How to open Email Address in Mail View Context Menu

When you receive an mail from your contact, you can view options directly by right-clicking on the contact.

New menu will appear and gives you additional option for working with the contact.

Details ( e.g. phone, address, etc.) of the contact are shown on the card.

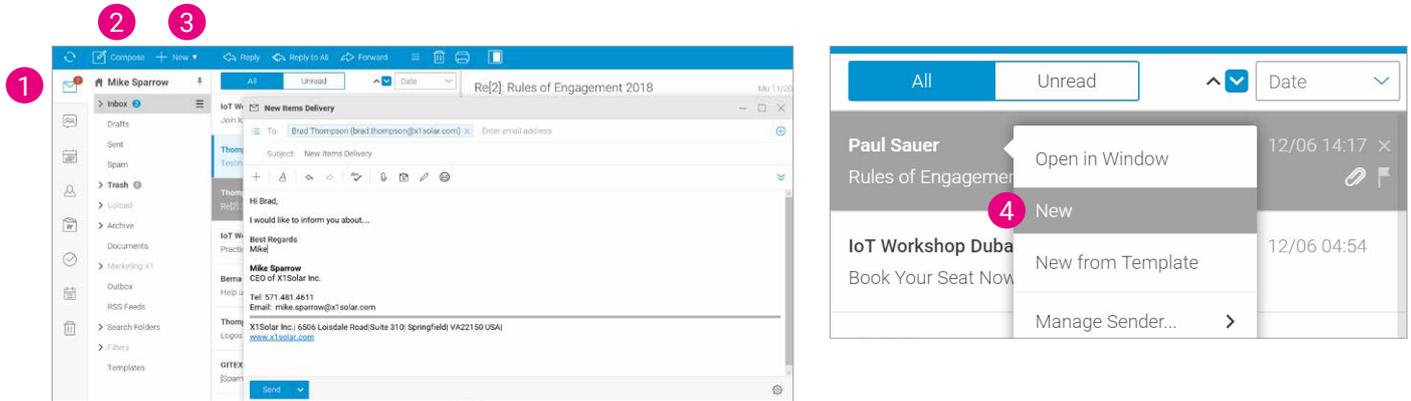
- **Call/Mail/Chat** – select an option how to quick response to the sender.
- **Copy Email Address** – email address is saved to clipboard.
- **Show Contact Card** – contact card is displayed.
- **Create New Contact** – the Add Contact dialog opens.
- **Add to Existing Contact** – the Select Item dialog opens. The email address is added to the selected contact.
- **Invite to New Event** – the Appointment dialog opens.
- **Invite all to New Event** – the Appointment dialog opens.
- **Invite to TeamChat** – the Invite to TeamChat dialog opens.



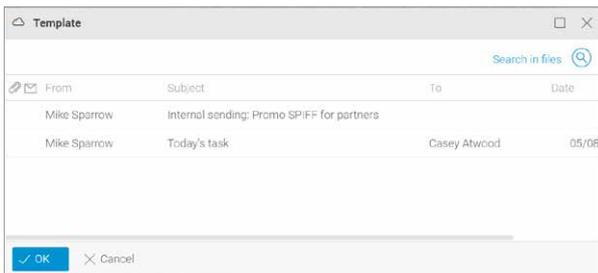
## How to create email message?

You have 4 options for **creating a new message**:

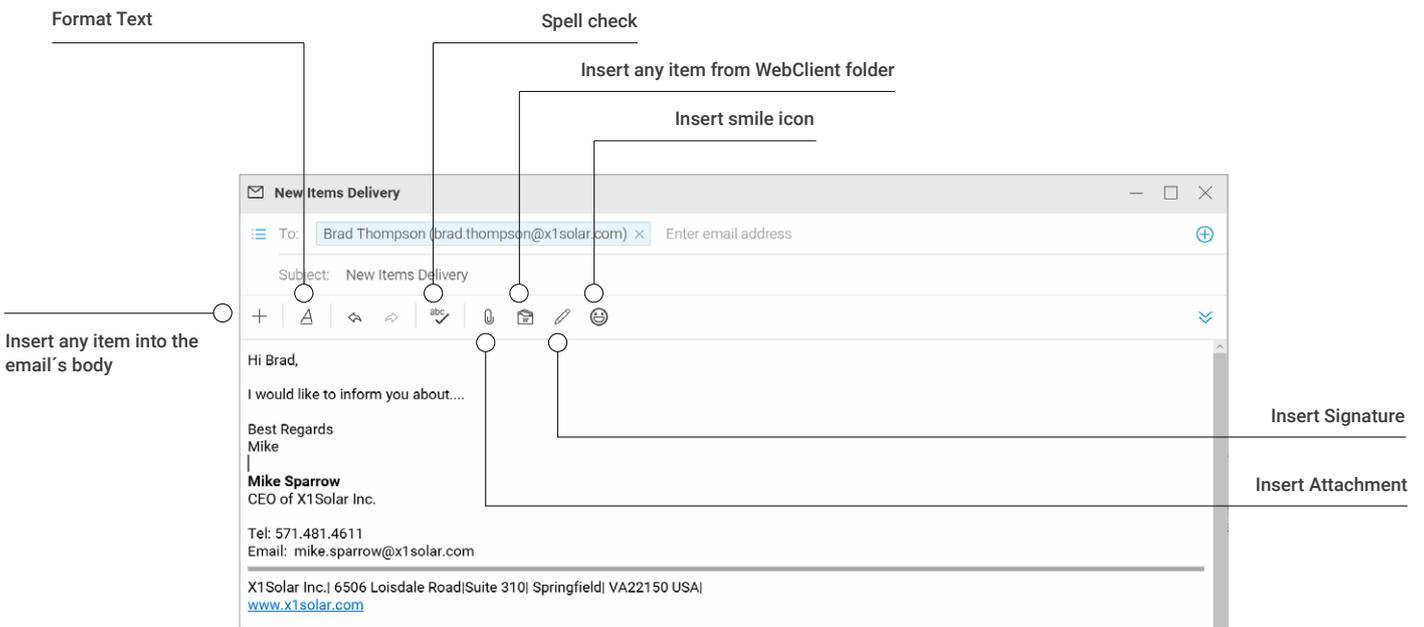
1. Right-click on Email icon in Navigation pane.
2. Click the Compose button in the Menu Bar.
3. Click New in Menu Bar and then Message.
4. Right-click on email in Items view and select New.



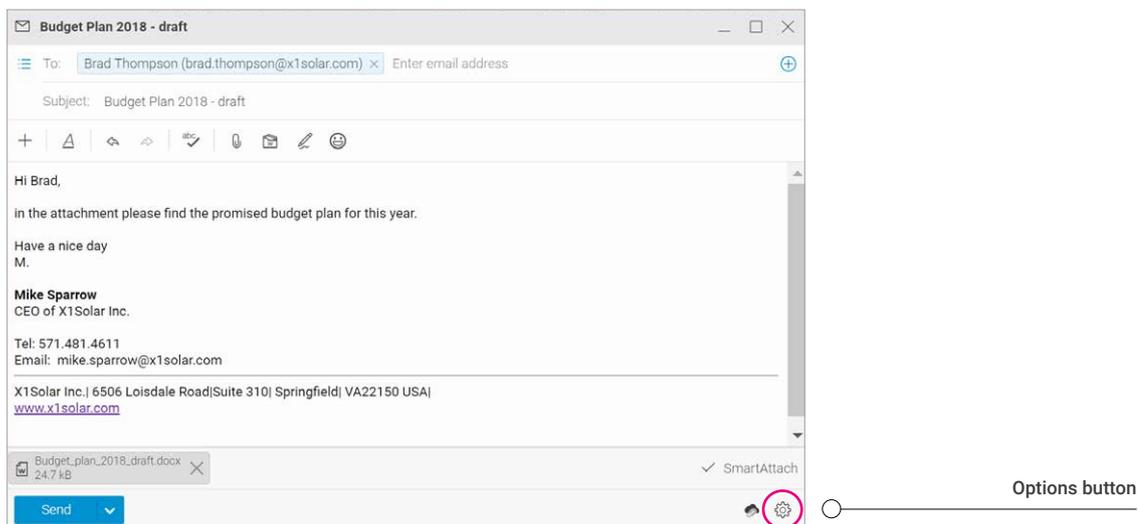
You may have to create new message from prepared Template. It is easy, just right-click on any email in Items view and click **New from Template**. Select Template from the list and continue with editing or just send.



You have many options how to work with new message:



Another option for email's setup is possible by clicking Options button in bottom left corner.



## Editor Mode

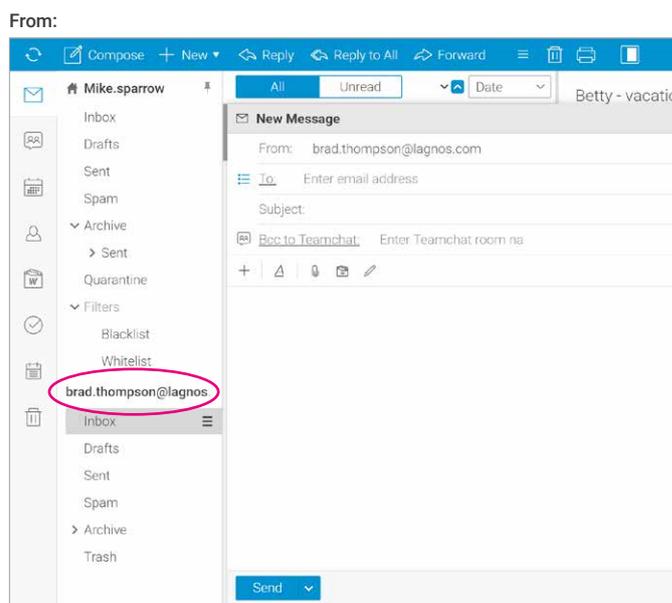
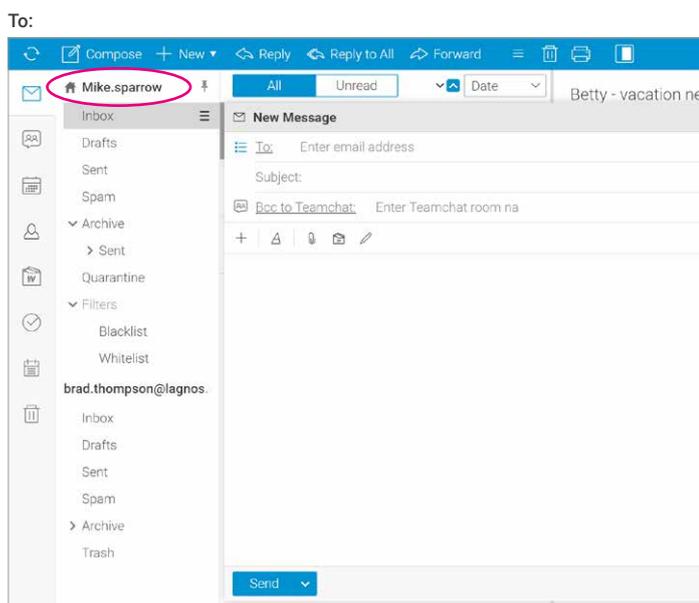
Use Editor Mode to format the message body text. You have following choices:

- **HTML** – use this option when you need to have clickable links or track open rate of the email.
- **Text** – email is sent as plain text so you know that other recipients see what you see. Graphics cannot be used.
- **Source** – use this option when you need to see message source code.



**Note:** These tools are enabled only if the HTML format is selected.

In case you have any other account added in WebClient (be it local or external account) and press compose / new button, the new compose window is opened with **From:** set to alias that belongs to this account. The folder must be selected in other account and alias has to be defined for this account.



## How to address a new message

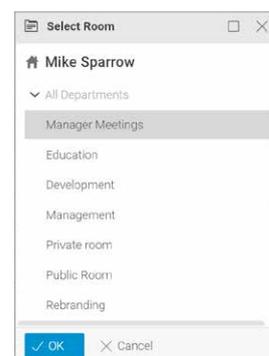
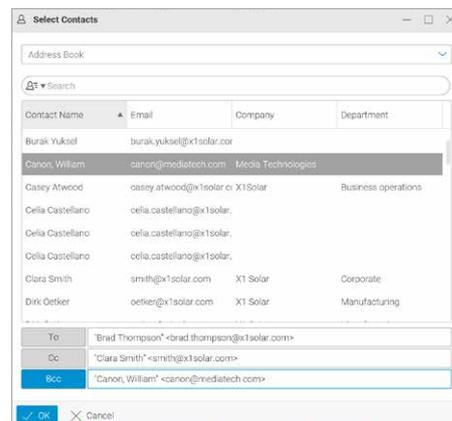
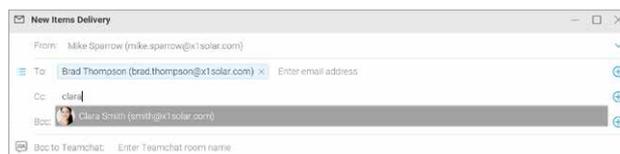
1. Manually type an address in the **To/Cc/Bcc** field. If available, you can also send email to TeamChat by typing TeamChat room name in the Bcc to **TeamChat:** field.

2. Use the Type Ahead feature: begin typing a person's name in the To/Cc/Bcc/Bcc to TeamChat field. Pressing enter at any point while typing will either: Insert the address of the person into the To/Cc/Bcc/Bcc to TeamChat field if the name is unique, or if there are multiple matches, a list of names will appear.

3. Another way to locate an address is to click the "+" icon on the right side; a window will appear from which you can browse through Address Book, Contact Folder or TeamChat Room (if TeamChat is available) and search for contacts.

4. You can also create Mailing list to address messages to a group of people instead of addressing messages to each person individually. By click To: (the same also for Cc: and Bcc:) button in Address book, you can choose a number of users and add them to a Mailing list. As an administrator of WebClient you can create groups with pre-set group of users.

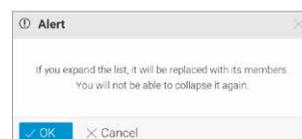
If you are selecting from Teamchat room, folder picker dialog with just TeamChat rooms is opened.



**Note:** You can also send an email message to all attendees of your planned meeting. Use the envelope icon in the scheduling tab. (described in chapter 4 – Calendar, article How to create calendar entry)

You can also create **Mailing list** to address messages to a group of people instead of addressing messages to each person individually. By click **To:** (the same also for **Cc:** and **Bcc:**) button in Address book, you can choose a number of users and add them to a Mailing list. As administrator of WebClient you can create groups with pre-set group of users.

Options 2 and 3 can also be used to select contacts to be assigned to the CC and BCC address fields. In case you are addressing email to a **group** of the people, you can **expand** the list of contacts in the **To** field. If you expand the list, it will be replaced with its members. Note that you will not be able to collapse it again.



## How to send new message?

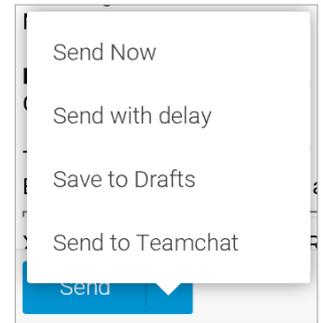
Once the message has been composed, there is a choice between **several actions**:

The **Send Now** option sends the message out to all the addresses and saves a personal record in the Sent folder.

The **Send with delay** option allows you to schedule an email to be sent later, at the specific date and time.

The **Save to Drafts** option saves the message in the Drafts folder and holds it there until you will continue with editing.

The **Send to TeamChat** option sends the message to the TeamChat room defined in the Bcc to TeamChat field. In case that Bcc to TeamChat field is not defined, the window with TeamChat rooms will popup after clicking the **Send to TeamChat button**.

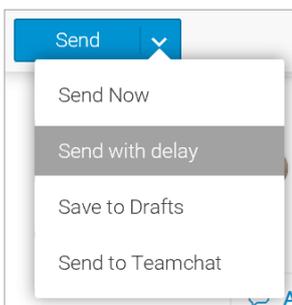


### CTRL + Enter shortcut

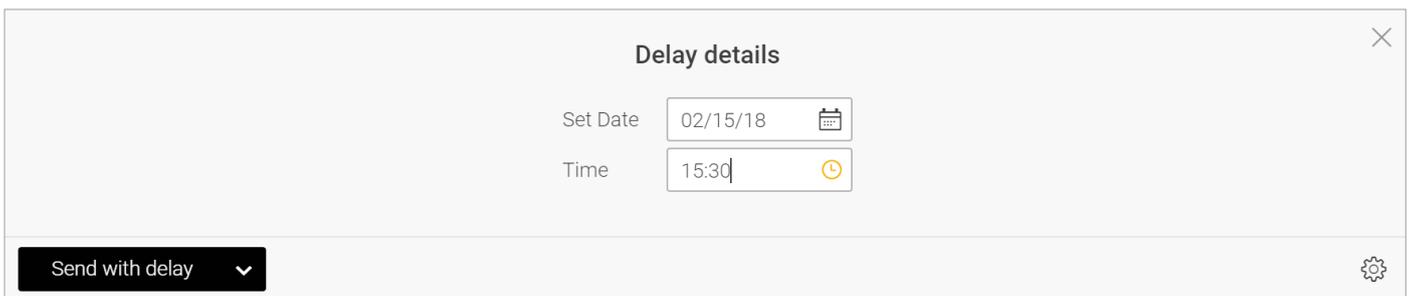
Another option how to send email message is to press CTRL + Enter keyboard shortcut. In the Options menu you can set the different actions for **CTRL + Enter shortcut**.

### SEND MESSAGE WITH DELAY

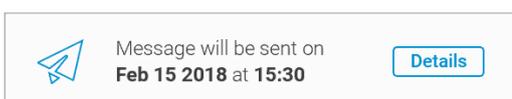
Compose the email message as usual and click arrow in the **Send** button. From the several actions select the **Send with delay** option and click.



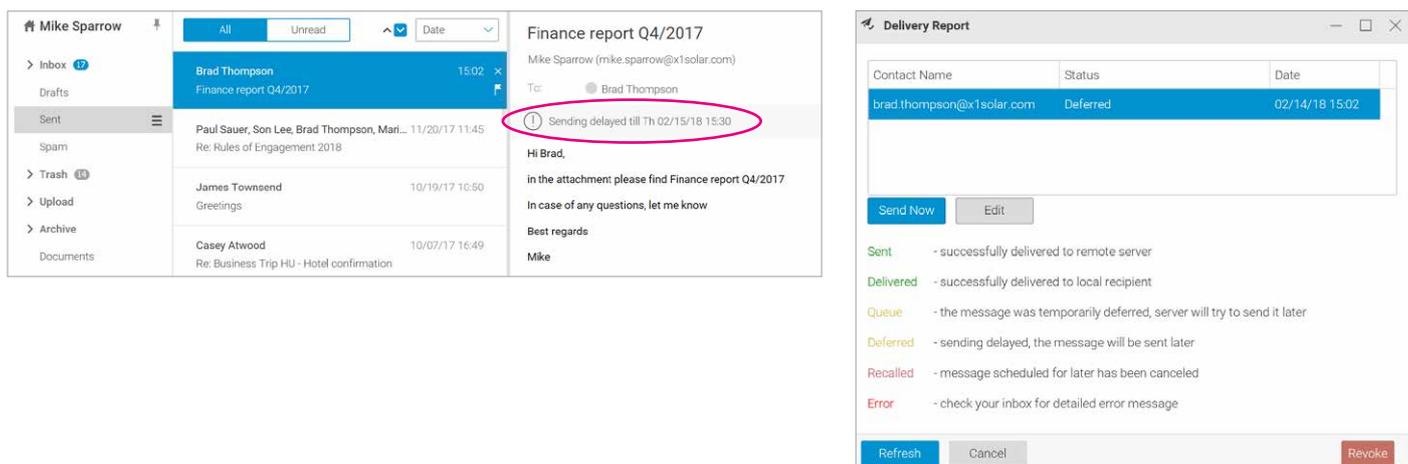
In the delay details window set requested date and time and click again **Send with delay** button.



Notification inform you about scheduled date and time and the message is held in the **Sent** folder until the delivery time.



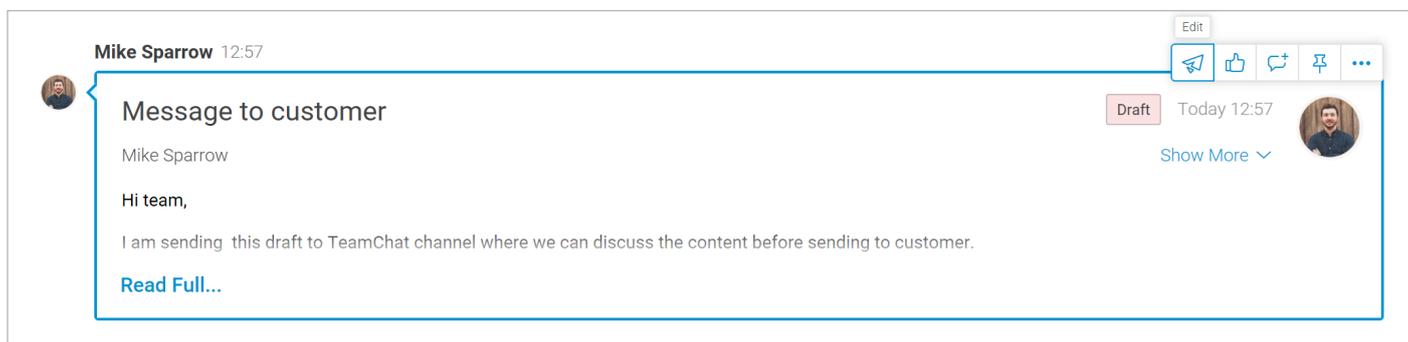
The delayed message can be still edited, sent immediately or revoked. To do that, find the message in the **Sent** folder and left-click the grey line starting with the exclamation mark in the email body. Delivery report window will be opened. There just select your action, click the **Send** button to send the message immediately, **Edit** button to continue editing or **Revoke** to delete the message from the Sent folder.



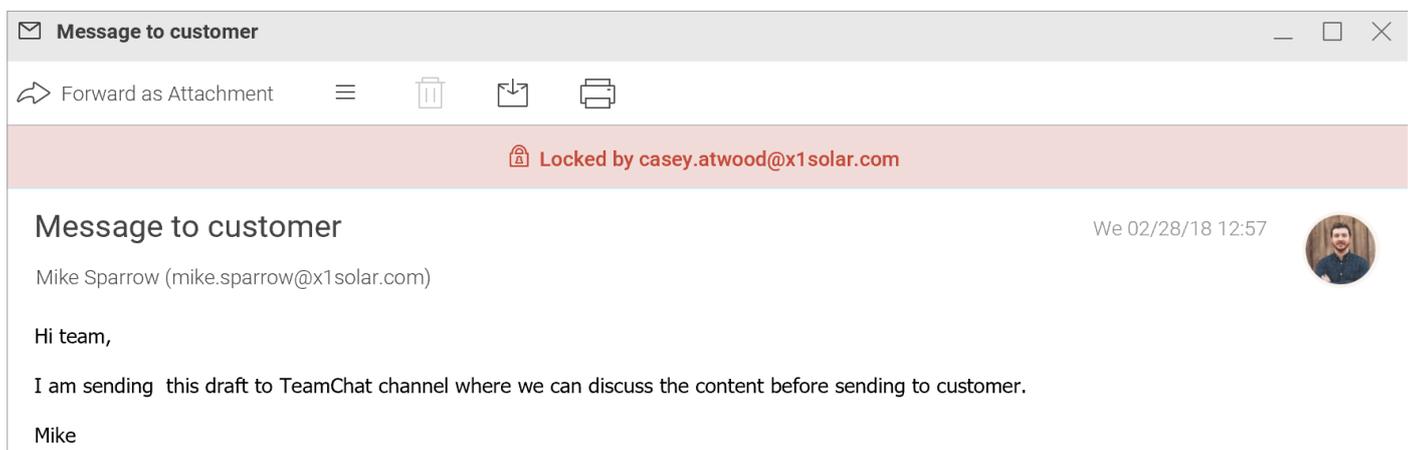
## SEND TO TEAMCHAT

You can save your message as a draft to defined TeamChat room to be completed and sent at a later time. Start composing a message, fill in the Bcc to TeamChat field and anytime click Send to TeamChat button. Draft message is saved in the selected TeamChat room until you send it or delete it from the TeamChat conversation.

In the TeamChat room, the draft is marked by the red Draft field in the top right corner of the message. Click the edit option and you can continue with the editing of the email message while discussing the content with your team members. It will be easier and faster to simply send an email draft into TeamChat conversation and discuss it with your team than exchange number of emails.



If you click edit and the draft is LOCKED, then there is only view window with Locked by ... information. By clicking the red line the compose email window is opened with the preset email address of the person who is just editing the draft in the To: field so you can ask for leaving the draft and unlock.

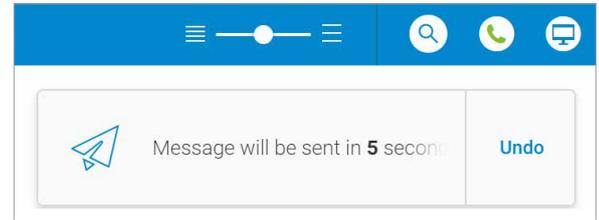


**Note:** Send to TeamChat option is unavailable in case you didn't fill the Bcc to TeamChat field.

## UNDO MESSAGE

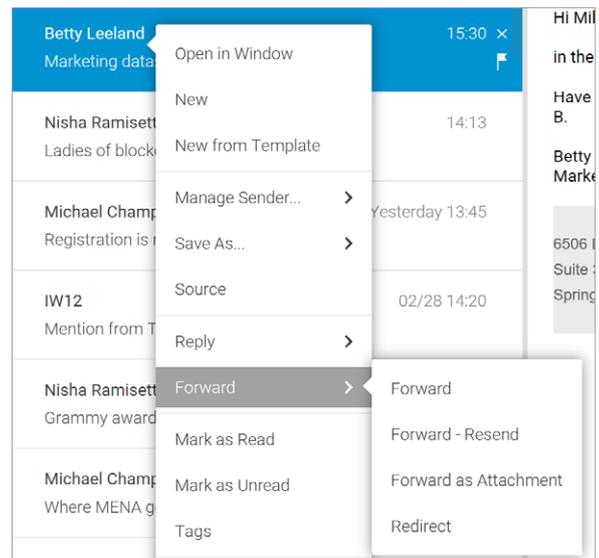
If you have a scenario in which you just click Send an email message and found out that something wrong in the content or wrong contact you are sending email to, WebClient gives you **5 seconds** to decide whether you want to stop sending the message. Just click the **Undo** button in the notification appeared in the top right corner of the screen. Then you can delete the message, postpone or continue with editing.

**TIP:** When using the Tablet interface, you can send the email with CTRL + ENTER shortcut.



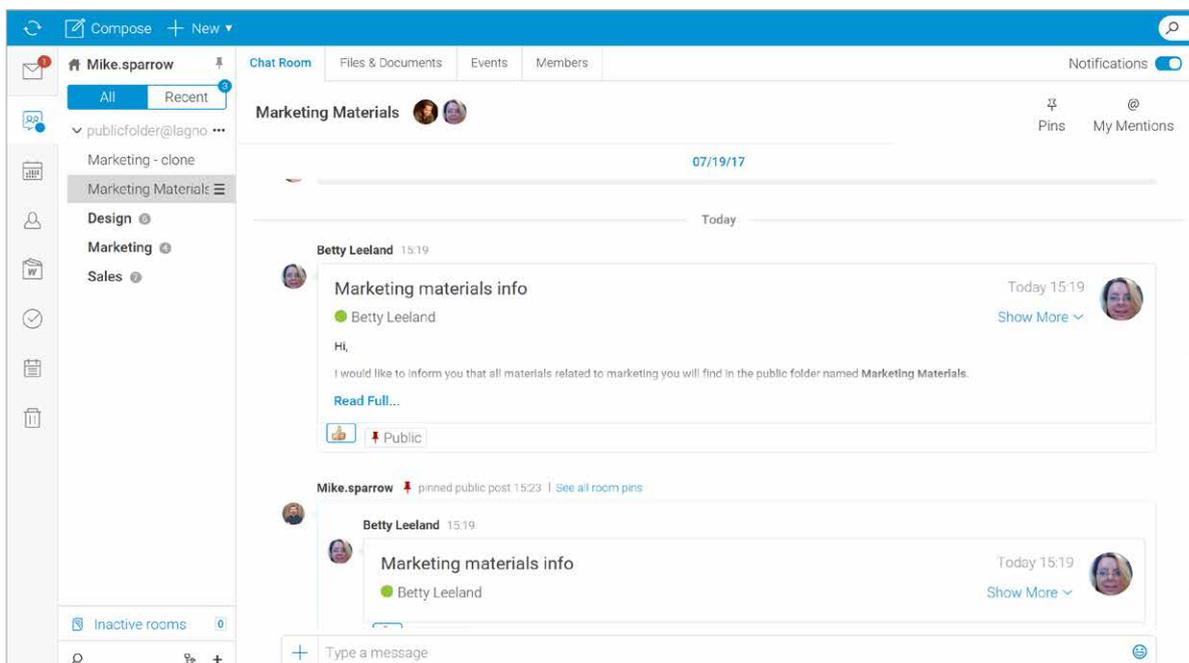
## RESEND/SEND MESSAGE AGAIN

To save time when resending already sent or received message, you can click on any received or sent message in your mailbox and select **Forward – Resend** option from the context menu.



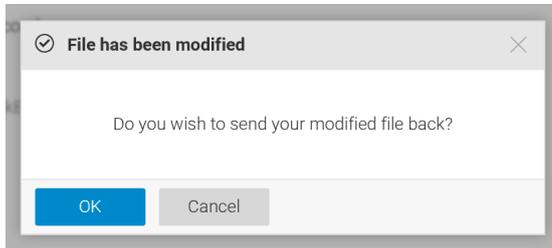
## How to share emails with TeamChat?

You can now send email message to any TeamChat room where you are participating. Just fill Bcc to TeamChat field (optionally you can type any comment) and send message. The message will be sent to defined TeamChat room.



In the TeamChat room you or TeamChat room members will be able to open this message (Read Full...) and work with it as it would be a standard email message (Reply, Reply all, Forward etc.).

You can also edit an attachment attached to the email message. When clicking the attachment (doc., ppt., xls., etc.), it will be opened in WebDocument and you can then edit it. When all edits are done, just close the edited attachment and the notification with following text: Do you wish to send your modified file back? will pop up. Click OK and then you can reply the email with the edited attachment.



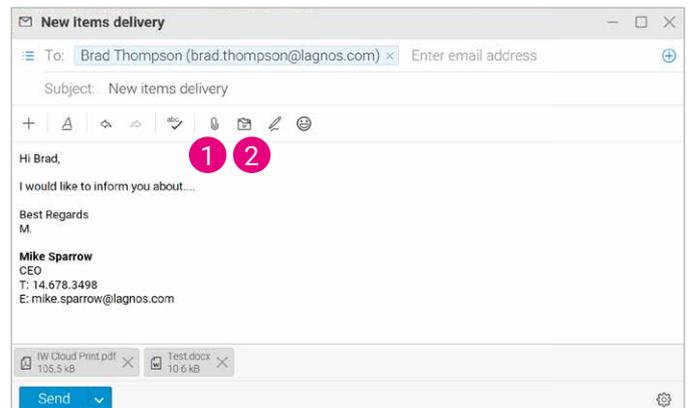
## How to send message with attachment?

Attachment icons are located at the top of the Message body.

- **ATTACH FROM LOCAL DISC (1)**  
You can choose any item stored on your local disc.
- **ATTACH FROM WEBCLIENT (2)**  
You can choose any item stored in your WebClient.

Select the files you want to attach. Finally, click the Open Button.

Select the file you want to attach. Finally, click the **Open** button (when attaching file from local disk) or **OK** button (when attaching file from WebClient).



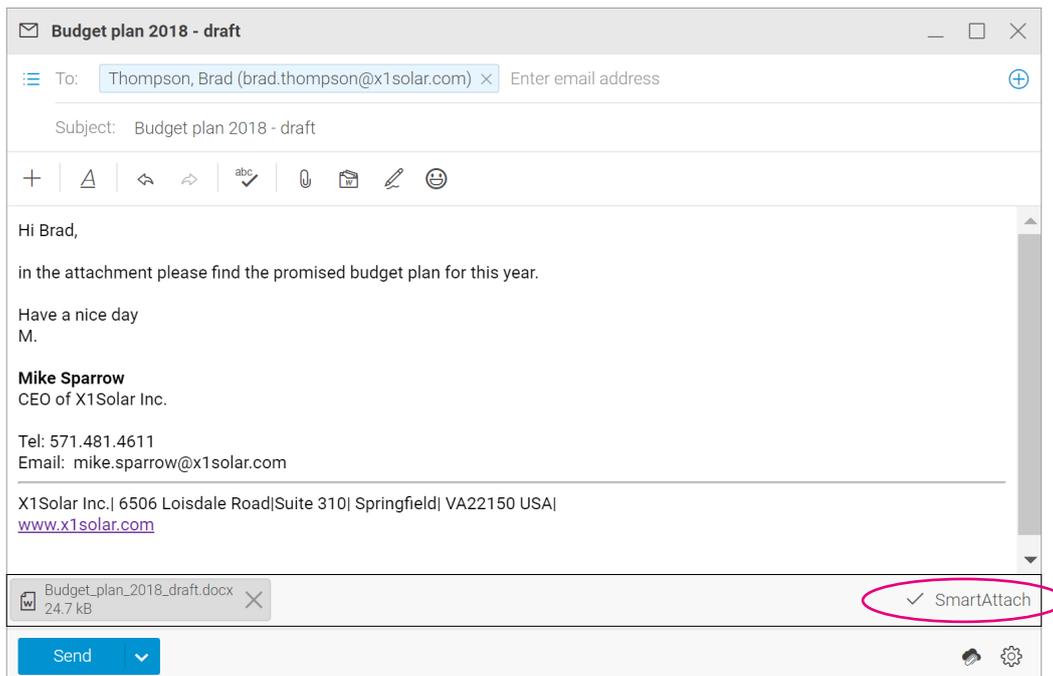
- **DRAG AND DROP**

For easy file uploading you can use the drag and drop feature. This feature allows you to attach files without needing to browse for them using the Upload button. After finding the files in file manager you can just drag and drop them to the message composer window.

- **SMART ATTACH**

This powerful feature lets you save an attachment to your Documents and replace it with a download link in the email body. If you will delete an attachment from the Documents folder, the attachment will no longer be accessible via download link. Pre-defined text with a link to the appropriate folder is added into an email body (its header or footer respectively) and can be of either HTML or plain text formats. When the filter is active, this action is performed with both incoming and outgoing emails. So sending out large mailing lists with big attachments (up to 2GB – depends on administration setup) is not an issue anymore.

Insert the attachment, SmartAttach button will appear on the right side, click the button and SmartAttach feature is enabled and ready to use.



## How to attach multiple file?

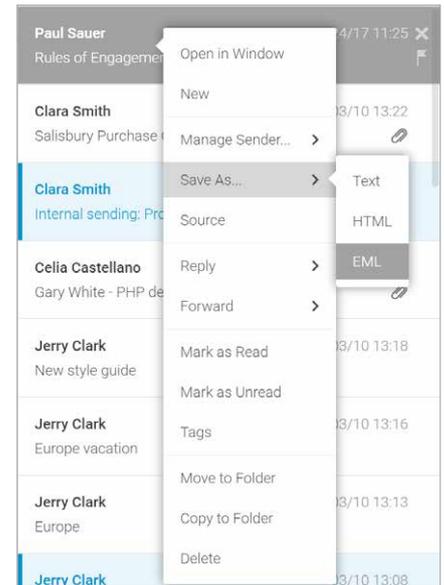
You can attach multiple files to an email message using one upload dialog for all files (provided that they all are placed in one folder):

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.

## How to save email message?

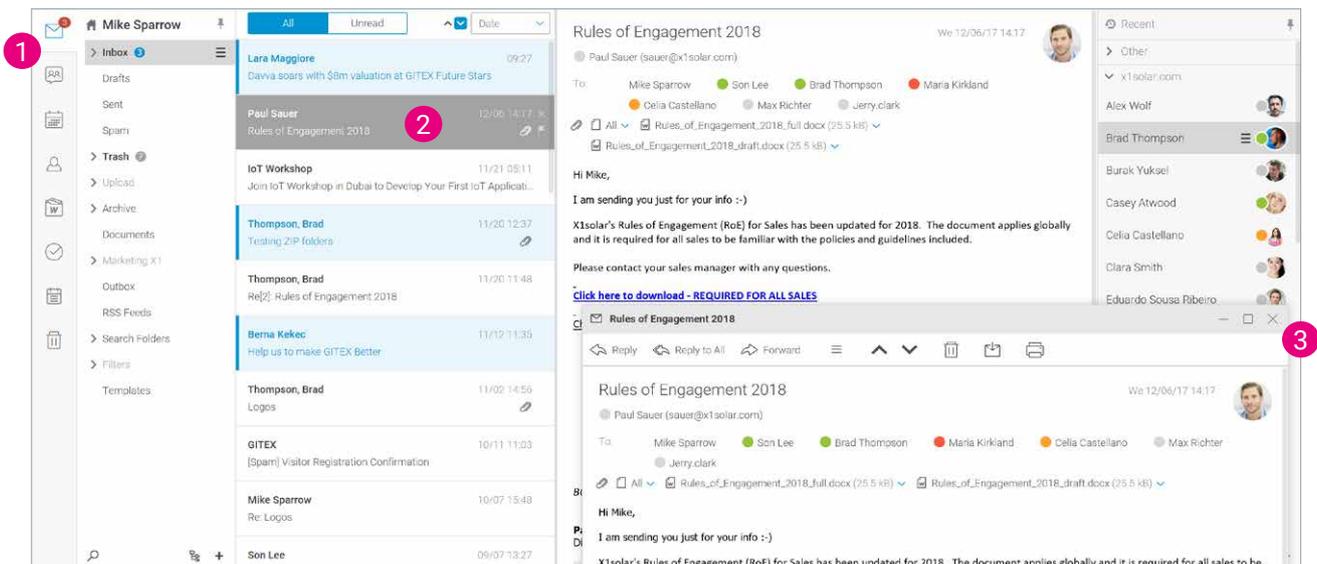
You can save email messages as **.eml files**. To do it, follow these steps:

1. Select the messages you want to save. Use **CTRL + click** and/or
2. **SHIFT + click** to select more messages. 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. **Always Allow Pop-ups from This Site**. 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**.
4. Files can be also saved as a group so you can save the whole folder in zipped .eml file. From the Context menu select **Export folder** (or **right click** the requested folder and select **Export folder**) and the whole folder will be saved into the selected destination.



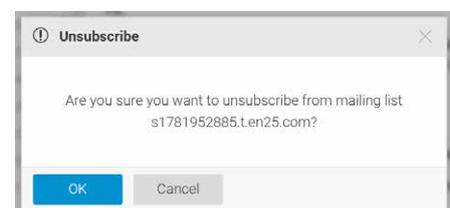
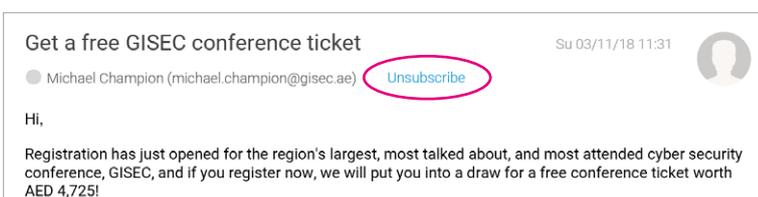
## How to view received email message?

1. Click the **Inbox icon** in the Navigation Pane of the Mail Application. A list of messages you have received will appear in the View Panel.
2. **Click once on a message** to view it in the Preview Pane or double click a message to open it in a new tab.
3. To Close an open Message, press the **Esc key**, or click the **Close button** on the Window Tab.



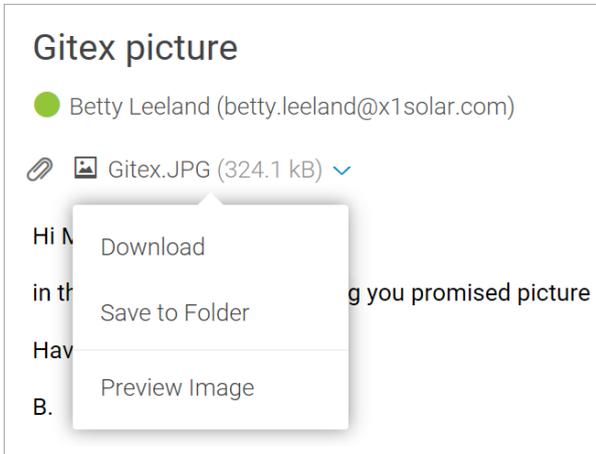
## UNSUBSCRIBE NEWSLETTERS

If you do not want to receive unwanted newsletters anymore there is the **Unsubscribe** button in the headers of these mailings. Click the Unsubscribe button, the confirmation window will popup and allows you to click **OK** to stop receiving newsletters that you did not subscribe to.



## ATTACHMENTS

Items such as images, pdf, mp3 and others received in email message are previewed within message body without necessity to open them. By clicking the arrow next to the attachment, the context menu will open. There, according to the attachment type (pdf, doc, gif and others) you have additional actions what you can do with the attachment (Download, Save to Folder, Open or Preview Image).



## How to reply to received email message?

When highlighting or reading a message, there is a button at the top of the Menu Bar labeled:



- **REPLY**

The To: field will be filled in with the original Sender's address and the Subject field will contain the original subject pre-pended with Re:.

- **REPLY TO ALL**

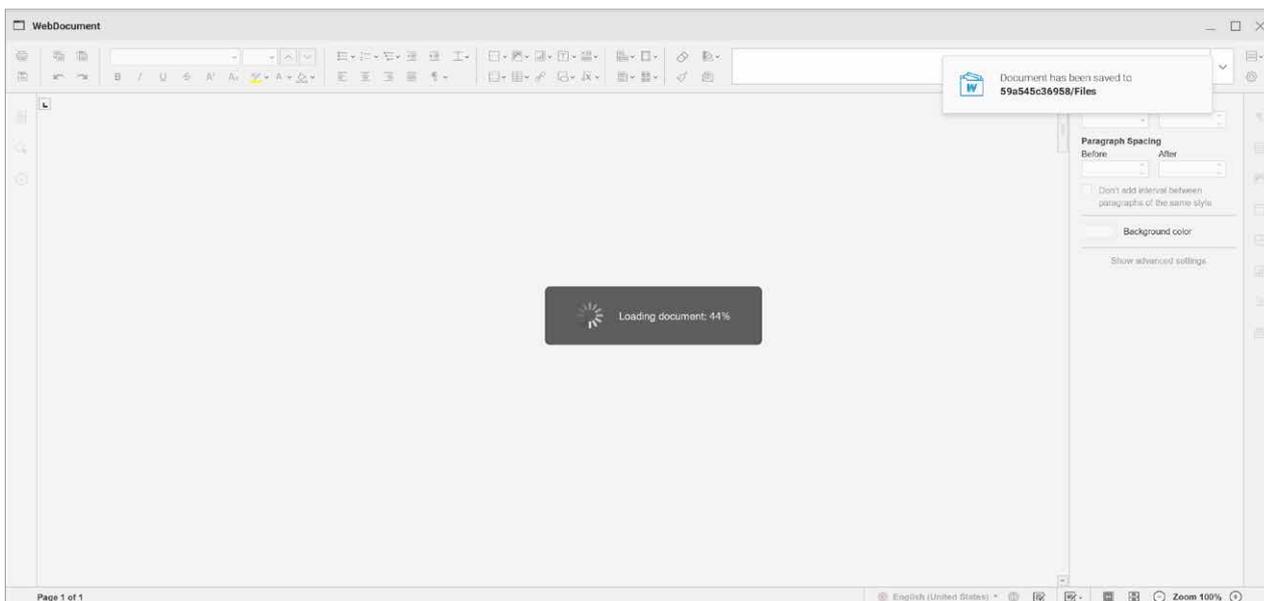
The Reply to All options are the same as Reply. The message will also be sent to all recipients of the original message and they will be placed in the CC: field.

- **FORWARD**

To forward a received message to another person or group, click on the button marked Forward, when highlighting or reading the message.

Integration with IceWarp WebDocuments allows you to open and edit email attachments inside the browser before replying. This feature will ease your work and save time because edited attachments can be immediately sent back to senders, so no more savings, editing, uploading and sending again.

Just click the attachment in the doc., xls., ppt. or other format, it will be saved to **Files & Documents** folder and opened in WebDocuments.

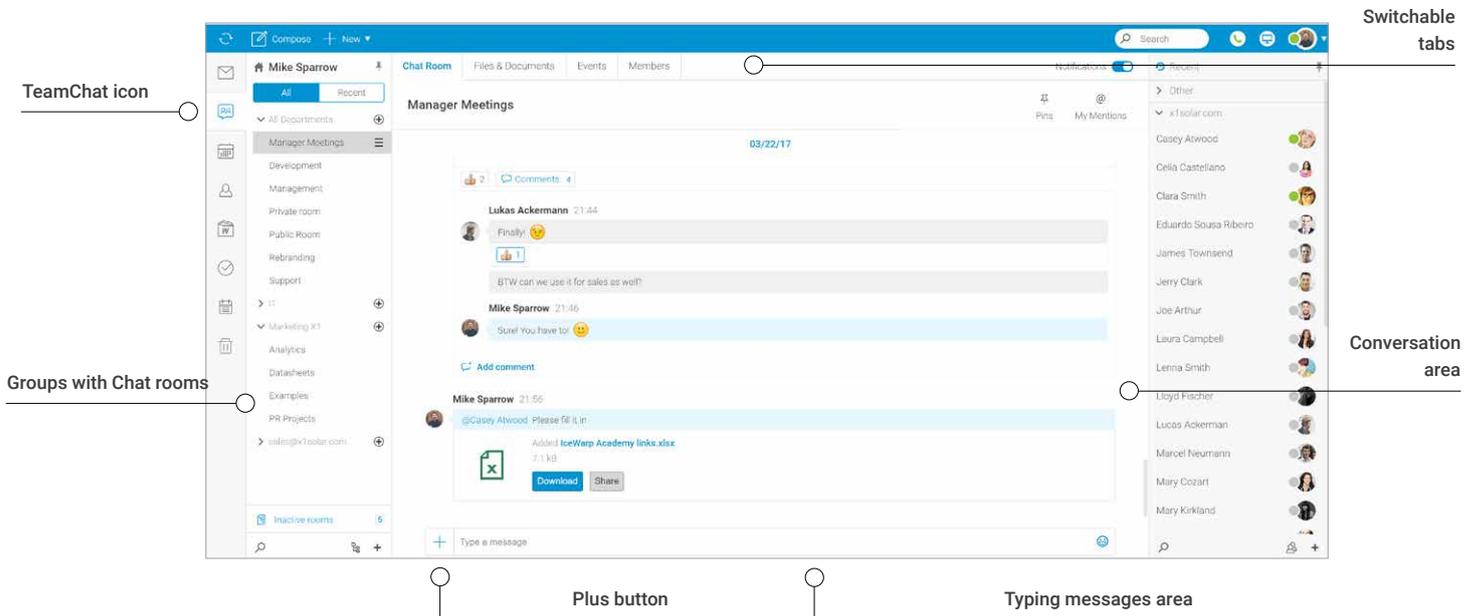


When all edits are done, just close the edited attachment using the cross in the top right corner and the notification with following text: Do you wish to send your modified file back? will pop up. Click OK and finish replying the email with the edited attachment.

# 3. TeamChat

This collaboration feature was developed especially for **teams & projects**. It has the familiar interface of multi-user WebChat but extends it with file sharing, meetings, conference calls and much more.

The main TeamChat screen view:



## Navigation Pane with Tree view

TeamChat icon with a notification dot over that means unread messages in any of the chat rooms. 

Tree View shows a hierarchical view of all your TeamChat public rooms and also any private TeamChat rooms you have been invited to or you have created.

### All and Recent button

**All** – Each room where you are participating you will find in the list under All button.

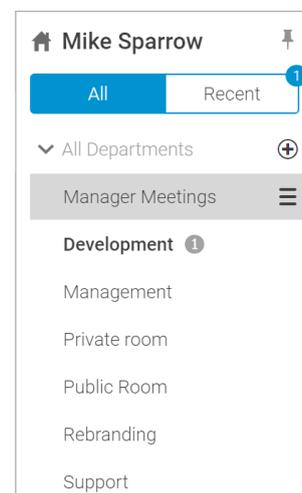
**Recent** – When click the Recent button you will be provided by the list of all chat rooms with some recent activity. The number of all chat rooms with recent activity is displayed in the top right corner of the Recent button. This list keeps you informed about activities while you were off.



**Public room** – This is an open room that anyone in your group can join and see the whole conversation.

**Private room** – There can be situations where you need to chat just with a selected group. In this case, you can create a private room and invite specific people to join. Only people who have been invited to a private room can see that room.

**Note:** When you create a room, you're always prompted to choose whether you want a public or private room.

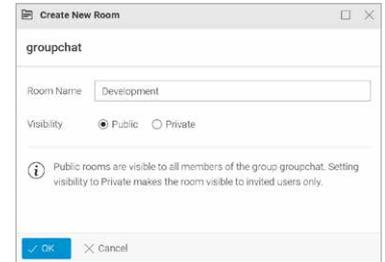


## How to create a new room?

Click the “+” icon next to public/private folder or the “+” icon in the Tree view tools to show dialog Create New Room. Fill in name of new room, select visibility (Public or Private) and click OK to create new room. New room will be displayed in Tree View area.

Anyone can see and join **Public** rooms. **Private** rooms are visible for invited members only.

**Note:** The person who creates a chat room defines the chat room owner and what invited people can do within chat rooms.



## How to subscribe/unsubscribe chat room

If you have a chat room that is no longer being used, you can unsubscribe it. There are 2 options how to do that:

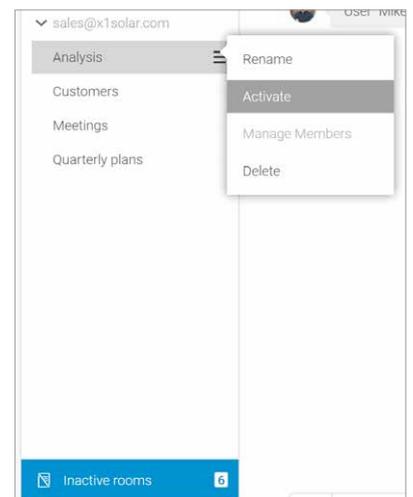
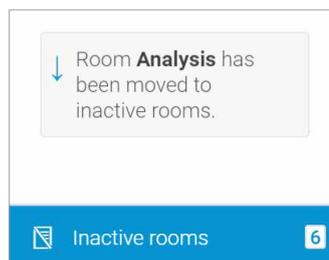
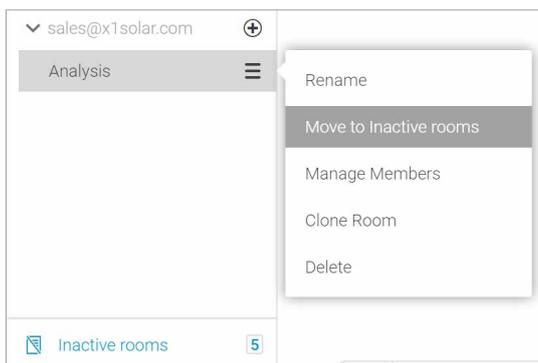
1. Right-click the selected room and choose the option **Move to Inactive rooms**
2. Click the context menu of the selected room and choose the option **Move to Inactive rooms**

The selected room will be moved to the Inactive rooms in the bottom of Tree View. User is notified about that with a small information table, folder with inactive rooms is color-highlighted and the number displays how many items Inactive rooms folder contains.

Of course, items in the Inactive rooms can be activate later to one or More Groups when you need the updates again. Go to the Inactive rooms folder and there are 2 options how to activate selected room:

1. Right-click the selected room and choose the option **Activate**
2. Click the context menu of the selected room and choose the option **Activate**

The selected room will be activated and moved to the list of your rooms.



## How to work in and manage Chat Room?

A chat room is the main area where participants can send messages to and share files with each other. Chat room participants can invite other people to join their chat room. An invitation email is sent to notify selected person about TeamChat invitation.

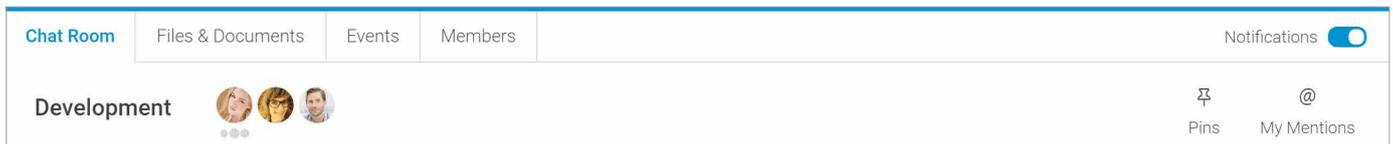
### Chat rooms are divided into 3 parts:

**1. Upper part** contains name of the room, avatars of the user(s) who are currently in the room (users who have the window in the background, but are presented in the room are also displayed), toggle for notifications, icon for Pins board and icon for Mentions board.

When anybody in the room is typing a message, the avatar is moved at the beginning of the line (first position) and icon of the three points is displayed.

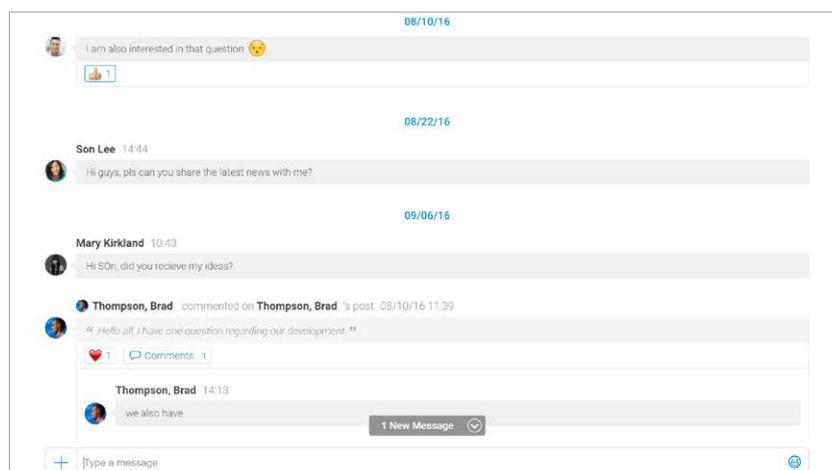
Status:

1. in the room, watching
2. in the room, window is in background
3. in the room, writing



**Note:** Notification toggle in the top right corner lets you quickly switch notifications on/off.

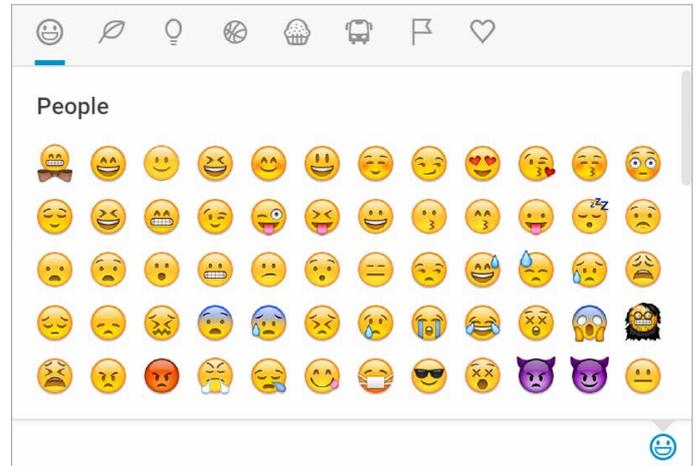
**2. Middle part** displays the date of conversation and the whole conversation among participants in the room including new messages.



**Note:** When you leave the TeamChat room while typing a text, the input text is remembered in the message area so when you come back to the room, you can continue typing and finish the text.

**3. Bottom part** where you can find the plus icon (invite guests, share links etc.), message area where you can type messages, and the smile icon which when clicked on, a new popup window will appear which offers several different emoticons. You can choose from several groups of emoticons:

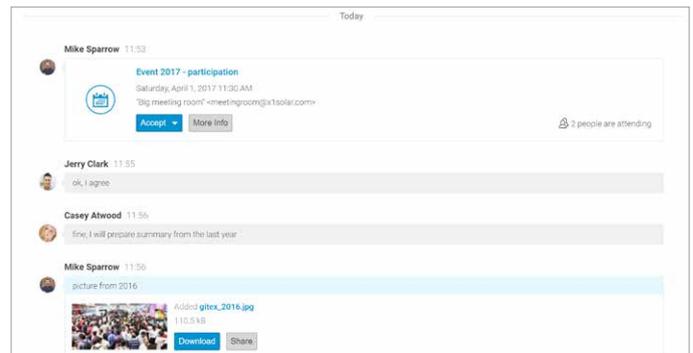
- Smileys & People
- Animals & Nature
- Food & Drink
- Activity
- Travel & Places
- Objects
- Flags
- Symbols



To open a file or document from chat bubble, just click its preview image in the chat area. You can also accept/decline a meeting or join a conference call directly from its bubble from the chat area.

To download or share any file click one of the buttons in the bubble – blue to download or grey to share with others. The file can be downloaded to the location on your HDD or can be saved to a folder in your WebClient.

**Note:** You can also open Teamchat room at post by link.

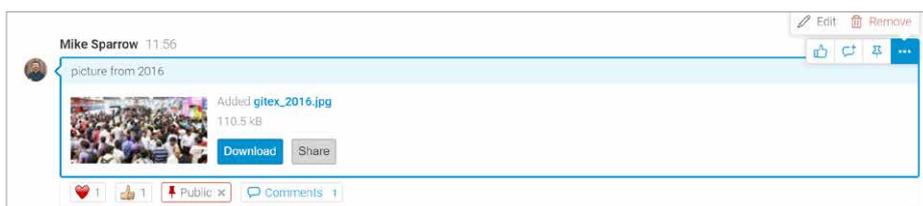


## Reactions

TeamChat users are able to react to the Chat room content.

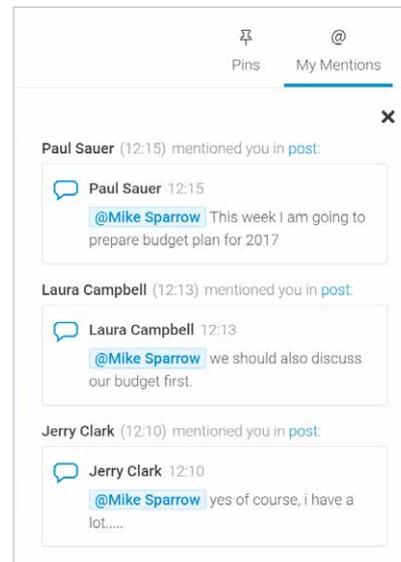
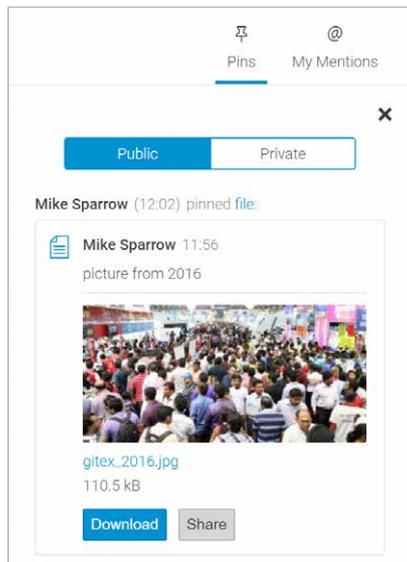
When hovering over the selected post, 4 icons will appear in the right corner. You can Like, Comment and Pin the post. The forth icon is More where you can edit the text or remove it.

**Like** – to like any content, select and click the like (thumbs up) button. Like counter increments by one. Click on the like counter will show you who else liked the content.



**Comment** – to comment any content, select and click the comment icon. The separate window will appear and you can write your comment in the text box. You can also edit your comment if you click the edit button. If you would like to completely remove your comment, click the Remove button.

**Pins** - to pin any content and let someone know you found something they would be interesting, select and click the pin icon. You can select Private pin visible for you only or Public pin visible for all. All these pins will be available on Pins board in the top right corner in Public or Private section.



## Mentions

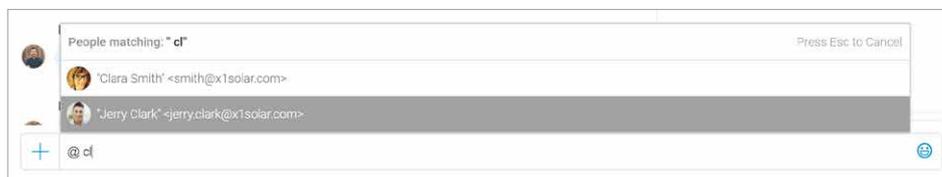
IceWarp provides indication of when any name of your group member has been mentioned in the conversation.

If you use @ symbol in the input field, you will get autocomplete popup that suggests current room members.

All conversations where you have been mentioned you can find in the Mentions tab, placed in the right top corner of the conversation area.

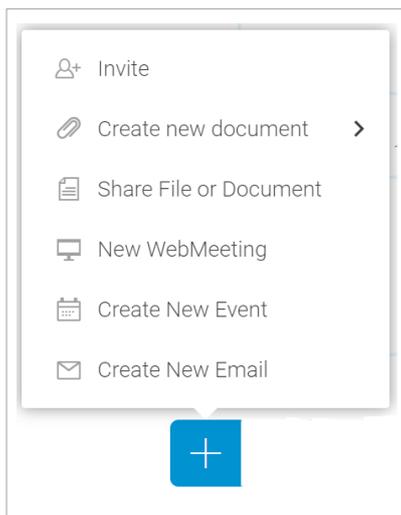


The blue point indicates, that someone mentioned you and you have new contribution in the Mentions tab.



## How to invite guests, share links and other?

Click the blue plus icon on the left side of message typing area will open a dialog window with several options:



**Invite** – Type email of your contact or select contact from contact book and invite guest to the room.

**Create New Document** – Select which type of file you want to create – Document, Spreadsheet or Presentation.

**Share File or Document** – Select file you want to upload and share with other participants in the room.

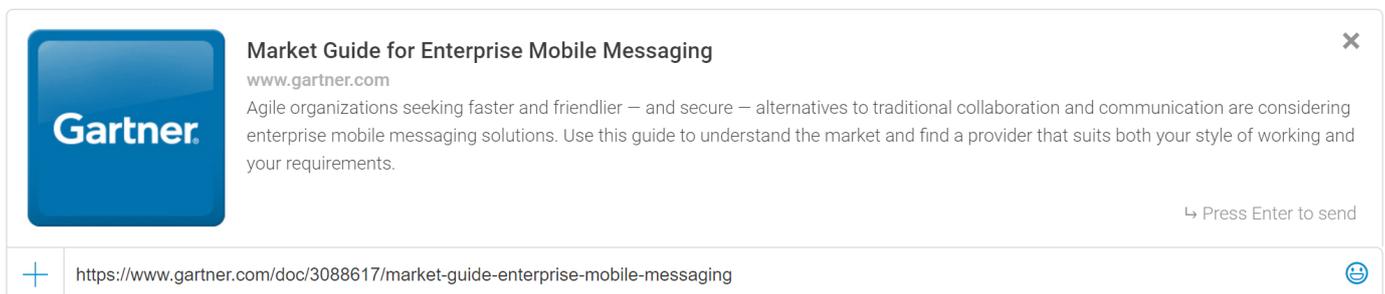
**New WebMeeting** – Connect with internal or external contacts through audio/video calls.

**Create New Event** – Send meeting invitations to both internal and external contacts and check their availability.

**Create New Email** - Since Email has been integrated with TeamChat, you can work with email messages in TeamChat exactly the same as you do in Email.

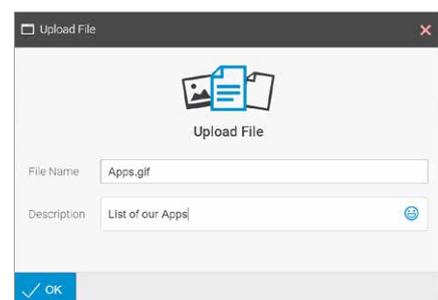
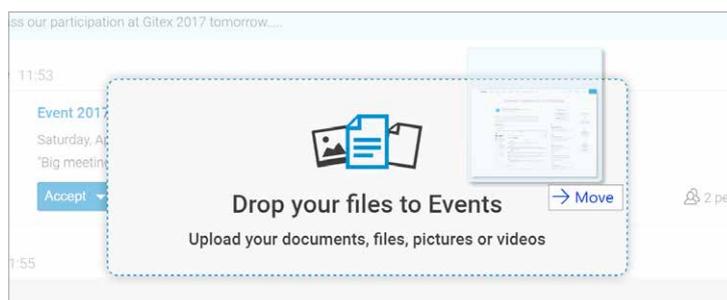
If you want to Share Link, just paste the selected link into the message area and the preview of the requested web site will appear. Press enter and share the link with others. When preview is appeared you can delete the link in typing area and type any title instead of the link.

In case you are uploading the URL that links to video content, video player is displayed and you can play video directly in the chat bubble.



Through **Drag and Drop** feature is possible to **upload** any **file** in the conversation area without using Upload button. After finding the file in the file manager you can just drag and drop it to the conversation window.

After dropping the file there is a dialog with **File Name** (possibly also change the file name) and **Description**. Click **OK** and the file will be uploaded to the current room. After longer inactivity, this dialog will close automatically.



**Note:** When creating, uploading or renaming any document in TeamChat you are not allowed to use these characters: < > : / \ | ? \* " .

## How to manage Files & Documents?

This tab contains list of all files and documents that were uploaded by users of the chat room.

- You can easily upload any file through the blue button „**Upload File**“ placed in the right top corner.
- Files can be filtered according to Name or Date, when were modified.
- Each file or document has its own icon by type. Icons are different for image, excel sheet, word document etc.

Files & Documents		 ^	Modified 	<a href="#">Upload File</a>
	Meeting Agenda.docx (11.9 kB)		Last changed: 09/14/17 by 	
	Events_Summary.pptx (173 kB)		Last changed: 03/31/17 by 	
	Events_2017.docx (14.8 kB)		Last changed: 03/31/17 by 	
	gitex_2016.jpg (110.5 kB)		Last changed: 03/31/17 by 	
	Gitex_logo.jpg (21.7 kB)		Last changed: 03/31/17 by 	

Hover over the selected file and you can lock it through the „Lock“ icon, share it through the „Share“ icon or download it through the „Download“ icon.

	Events_2018.docx (12.2 kB)	Last changed: Today 10:07 by 			
---	----------------------------	--	---	---	---

## How to manage Events?

Click the Events tab to display list of upcoming events created by users of the room.

Participants in the room can select whether they accept or decline the event. If they have the rights they also can create a new event through the blue “Create New Event” button placed in the right top corner.

In the bottom right corner the number of participants who already accepted the event is displayed.

The screenshot shows the 'Upcoming Events' section with a 'Create New Event' button in the top right. It is divided into three categories: 'This Week', 'Next Week', and 'This Month'. Each event card displays a count of accepted participants, the event name, a clock icon, the date and time, a location pin icon, the event name, a people icon, and the number of participants. The status is shown as 'Accepted' with a dropdown arrow.

Category	Count	Event Name	Time	Location	Participants	Status
This Week	3	Events planning Q2/2018	03/03/18 10:30 an hour	Thámová, Pra...	3 people	Accepted
Next Week	6	Budget check	03/06/18 13:00 30 minutes	'Big meeting r...	1 people	Accepted
This Month	13	Internal Meeting	03/13/18 13:00 2 hours	'Big meeting r...	2 people	Accepted

## How to manage members?

The Members tab contains a list of accounts that have the rights to participated in the chat room. All accounts are sorted by name and type of accounts. Within this list you can see Administrator, Member and also Guest accounts. The owner of the room can choose whether guest have write or read only rights.

Each account has an avatar and two action buttons – **send an email** or **send WebChat message**.

Click the **envelope icon** open mail compose dialog with prefilled recipient.

Click the speech **bubble icon** start conversation with selected contact through WebChat.

The screenshot shows a list of members with their avatars, names, and three action icons: an envelope (email), a red 'X' (mute), and a speech bubble (message). The members listed are Casey Atwood, Celia Castellano, Clara Smith, Dirk Öetker, Eduardo Sousa Rib..., and James Townsend.

To **invite a new member** click the blue button “Invite Guest” in the right top corner. The dialog to invite new member will open.

You can also send email to all members of the room. Just click “Send email to all” button and composing email window with preselected team members in To: field will open.

This screenshot shows the 'Members' list with two additional buttons at the top right: 'Invite' (blue) and 'Send email to all' (blue). The members are categorized into 'Administrators' (Mike Sparrow) and 'Members' (Alex Wolf, Betty Leeland, Burak Yuksel, Casey Atwood, Celia Castellano, Clara Smith).

The 'Invite' dialog box has a title bar with a close button. It contains a 'Send invitation to' field with a dropdown menu showing 'Paul Sauer (sauer@x1solar.com)' and a plus icon. Below it is a 'Reason of invitation' text area containing the text 'You will be responsible for events budget in 2018'. At the bottom, there are '+ Invite' and 'Close' buttons.

## TeamChat Notifications

When TeamChat notifications are enabled (See chapter. Settings), you will get notifications about mention/pin/file immediately into your email. Notifications must be enabled in the top right corner for individual rooms.

If you are WebClient user and you will click on blue “post” in the body of received TeamChat notification, you will be redirected directly to the TeamChat room where you were mentioned or pinned. If you use other service such as Outlook, Gmail, etc, when click on blue “post” you will be redirected to WebClient login screen and after sign in WebClient shows you the TeamChat room at the post.

The screenshot displays an email notification for a TeamChat mention. On the left, a sidebar lists channels: 'IW12' (unread), 'Nisha Ramisetty' (unread), 'Michael Champion' (unread), 'Future Blockchain Summit' (unread), 'Betty Leeland' (unread), and 'Marketing Materials 2018'. The main content area is titled 'Mention from TeamChat' and shows a message from Casey Atwood mentioning Mike Sparrow. The message text is: 'Hello Mike Sparrow, You have a new mention from the TeamChat iw12 - TeamChat channel from 28/02/18. Casey Atwood (14:20) mentioned you in a post: Casey Atwood 14:20 @Mike Sparrow hi mike, how these notifications are working?'.

At the end of the day digest message will be generated with all rooms where you have unread items. (Number of unread items per channel).

The screenshot displays a 'TeamChat daily digest' email. The main content area is titled 'TeamChat daily digest' and shows a message from Mail Delivery Subsystem. The message text is: 'Hello Jiří Brožák, You missed these messages in the TeamChat while you were away.' Below this, there are three columns of channel statistics:

channel	channel	channel
1 unread messages	1 unread messages	2 unread messages
0 pinned posts	0 pinned posts	0 pinned posts
0 mentions	0 mentions	0 mentions
0 shared files	0 shared files	0 shared files

# Guest Account Invitation Process

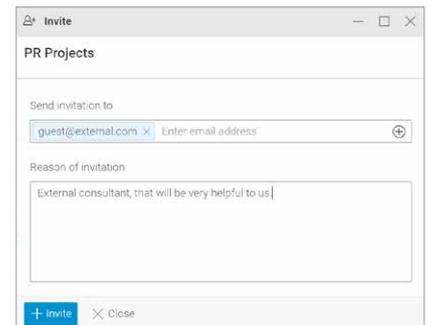


## 1. The first step

Is the same as with an internal invitation. Click the **plus button** and then **Invite Guest**. In the opened dialog you need to type an email and optional reason of invitation. After that click Invite button.

A box with a notification that you invited someone to the chat room is shown within conversation area.

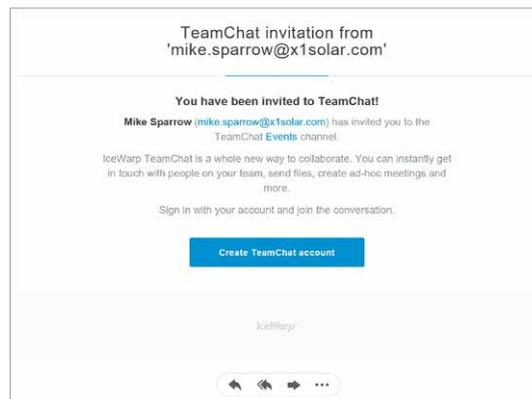
(There will also be a notification that someone joined the chat room when invitation process is completed).



## 2. Guest account

Will receive an email with the TeamChat invitation in a few seconds. This email message contains information about sender of the invitation and chat room where sender wants to invite the participant. There are no special actions required to register for the chatroom, the guest simply needs to click on the CREATE TEAMCHAT ACCOUNT button.

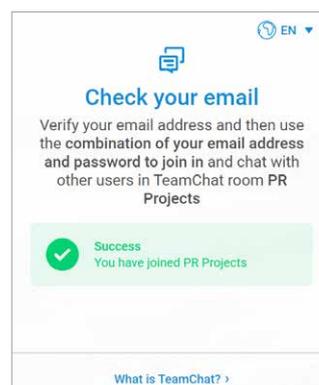
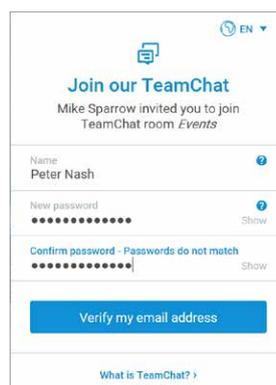
**Note:** If the invited account is already member of any other chat room, there is JOIN THE TEAM button instead of CREATE TEAMCHAT ACCOUNT in the invitation email. When click JOIN THE TEAM, user is linked directly to the WebClient login page.



## 3. Next

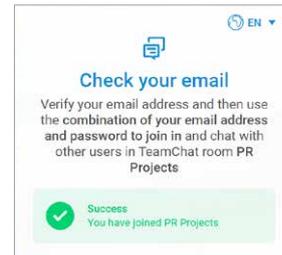
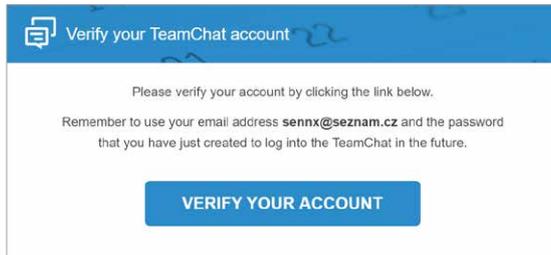
Click the CREATE TEAMCHAT ACCOUNT button the new dialog will be opened. There are 3 boxes requested to be filled in: Name as it will appear in TeamChat, Password and Confirm password. Finally the guest has to click the blue Verify my email button to verify the accuracy of the email account.

The verification email is sent to the guest's email account.



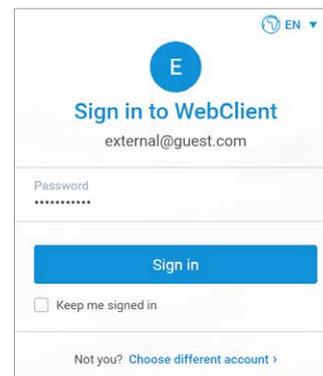
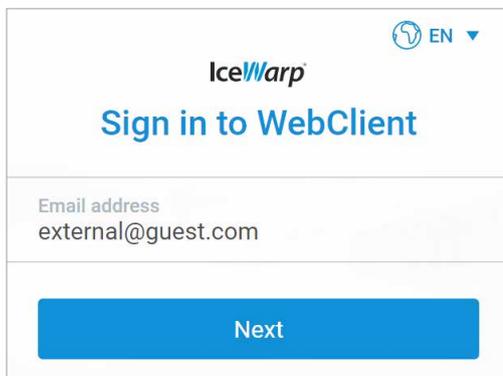
## 4. Verification

Process is finished by clicking on the blue VERIFY YOUR ACCOUNT button in the verification email sent to the invited user's account in the previous step.



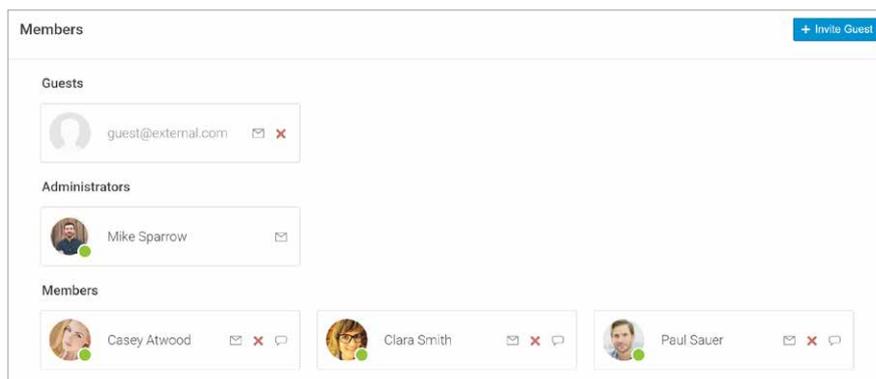
## 5. In the last step

After clicking the blue VERIFY YOUR ACCOUNT button, the window with guest verification result will popup. Pressing OK, I understand button will redirect the guest to the WebClient login page. He/she will be required to enter their password and click Sign In. Then he/she can join TeamChat.



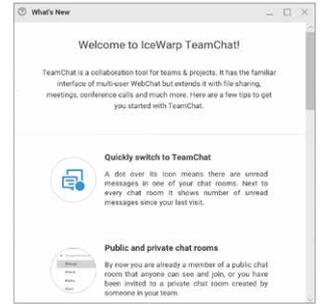
## 6. Finally

You can check the guest account in the Members tab. The new guest is included to the guest section their account can be managed by an administrator.



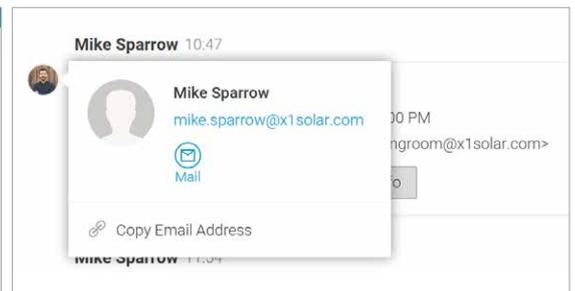
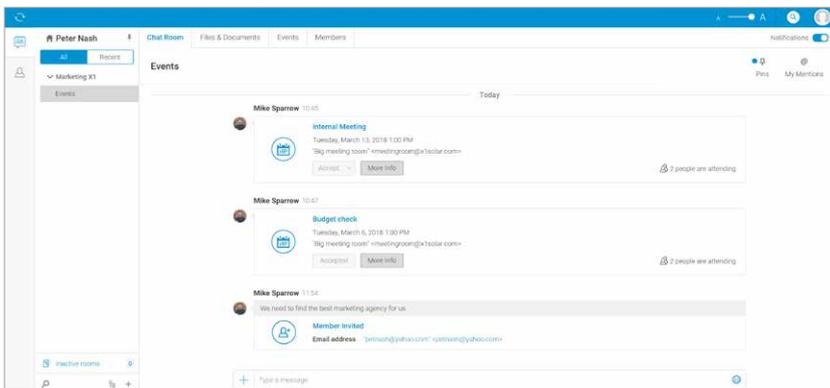
# Guest Account TeamChat Interface

When a guest user completes all the steps and is logged into WebClient, the welcome window with TeamChat tips is displayed. These tips provide the user with the main points how to work with TeamChat.



Guest users will see the standard TeamChat interface after login. Guest accounts allow users to have conversation within the chat rooms where they were invited to (the list of chat rooms on the left side) and ability to manage Chat room, Files&Documents, Events and Members tabs. Conversation also includes conversation discussing before joining user to the chat room.

When guest account clicks on avatar in the chat conversation, there is a mail compose action so user can send an email to the member of the chat room immediately.



Guest user can enable / disable notifications selectively for the chat rooms where member is. Notifications

Clicking the avatar in the top right corner will open 4 options that user can choose:



### 1. My details

User can fill in personal information that he/she wants to be published. Data will automatically appear in all GAL folders in GroupWare.



### 2. Options

This choice allows guest to setup several options. The main option in this section is possibility to **change password**. Through the next toggles user can enable sound notifications, use system notifications and use emoticons.



### 3. Help

Choosing the Help option tab opens a quick help guide containing some useful hints and information plus "What's new" document with details on the current version of WebClient and TeamChat tips.

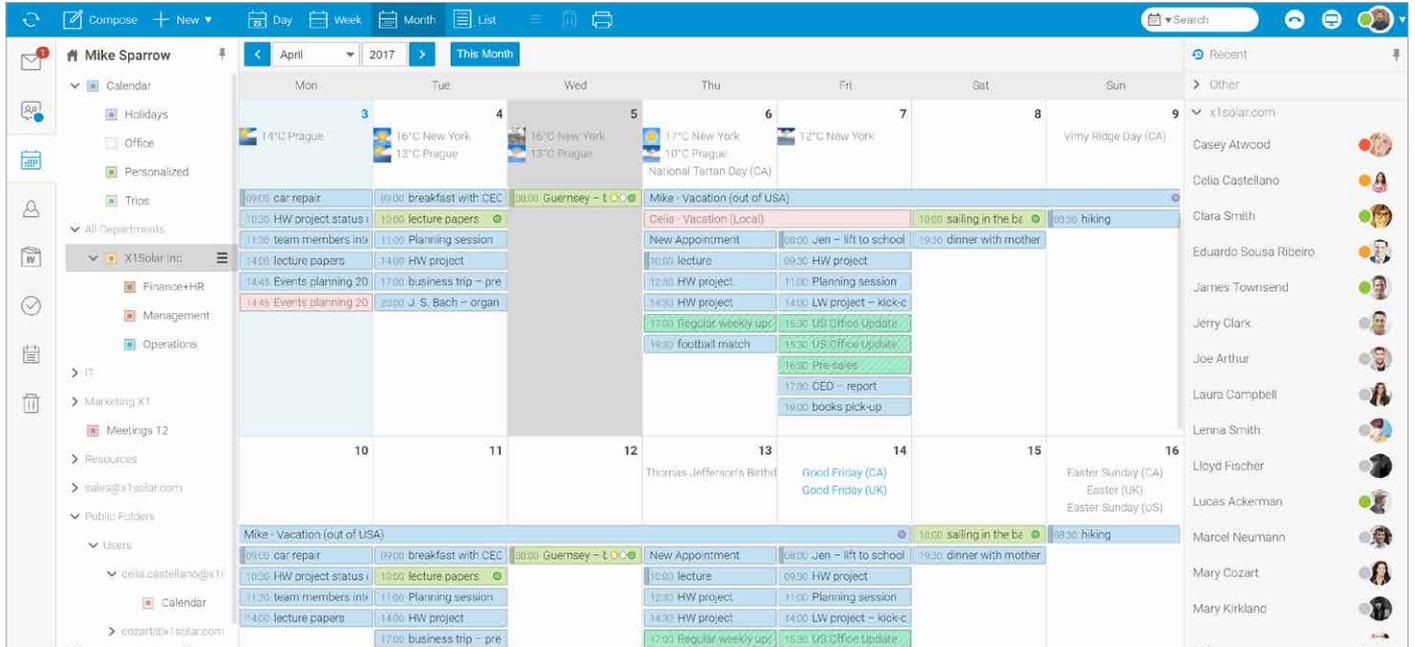


### 4. Logout

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

# 4. Calendar

The calendar application allows you to organize appointments, meetings or schedule resources. The main calendar screen view:



## Menu bar



- **CENTRAL MENU**

Specific central menu icons allows you to manage calendar.

**Day, Week, Month** - use these buttons to select your desired calendar layout.



**List**

Use this button to display a list of all your events. It is possible to sort them by clicking the appropriate column name.



**More**

Use this button to perform various actions with calendar items.



**Delete**

Use this button to delete selected calendar items.



**Print**

Use this button to print a selected item. The **Print Preview** dialog is shown. Remove undesired events from the list by clicking the cross icon on the right.



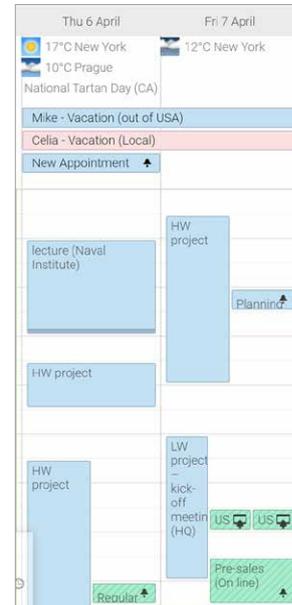
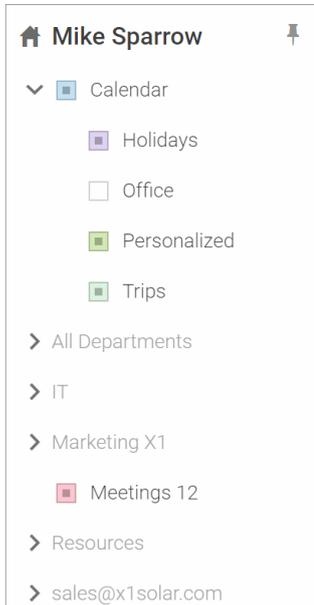
**Preview**

Use the Preview icon to select a location of the reading pane (available only in the List view). There are 3 options: Bottom Pane, Right Pane or None. Except this Preview is also possible to setup Folder Panel and WebChat Panel with 3 options: Expanded, Collapsed, Auto-Collapse.

## Navigation Pane with Tree view

Calendar icon: 

Tree View shows a hierarchical views of all your private calendar folders and also any shared calendar folders you have subscribed to.



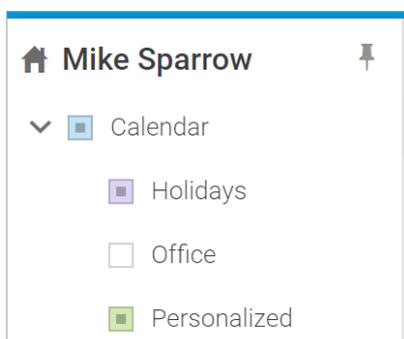
Click the Back and Forward buttons next to the month in the Navigation Pane to cycle through the month.

**TIP:** IceWarp WebClient enables assigning color to an active calendar.



## How to display multiple calendars?

This feature allows you to display more calendars in a combined view. It can be very handy when planning your events. Just search through the public and private folders and tick the calendars you want to have displayed.



Every calendar has its own color – which will be used for its events. Double-click the desired event to edit it. Events keep their flag colors. To add a new event to a 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).

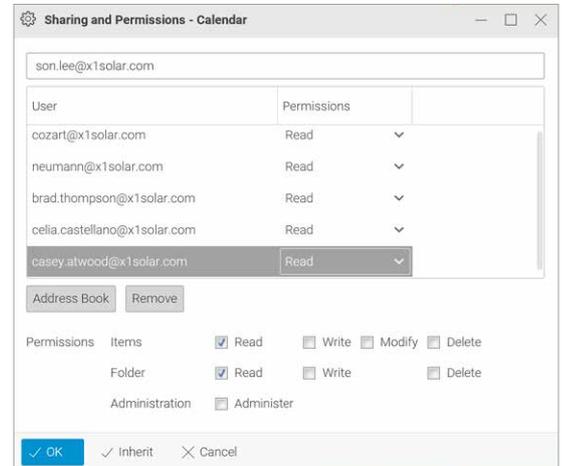
**Note:** Administrator/User can setup daily notifications about upcoming events in the (administration) options Options – Calendar – Reminders) so you are informed about all events within the day.

## There are 2 types of calendars that you may view:

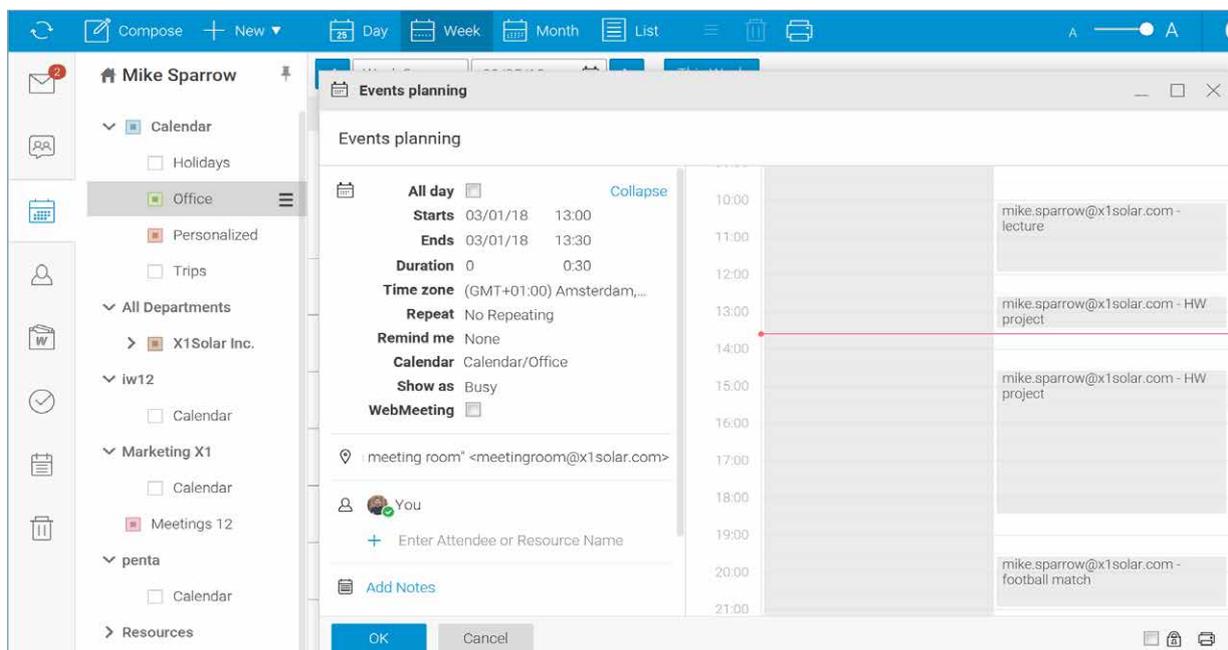
1. **Private calendar** – When an appointment or meeting is created in private calendar, other people cannot see details of the item. Nothing will be published without your approval. Only people you have chosen can view the items.
2. **Shared calendar** – If there are some situations where you need other people to see your items in the calendar, than you can create a shared calendar that is accessible to everyone in your organization (or selected people you choose). Shared calendars let you see when people are free or busy at any time.

## To share a calendar 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.
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.



3. **Resources** – A calendar resource is anything you schedule that is not an event. For example, people may need to reserve a meeting room. Other examples include projectors, pool cars or any other equipment that the people can schedule a time to use.



## Permanent calendar colors

IceWarp WebClient currently enables assigning a color to an active calendar. The colors are persistent when deactivating and activating calendars. Once a color is assigned to a calendar, such color is used even after deactivating and activating calendar. Definition of colors is unique for each user.

### Example:

Alice has shared her calendar to Bob and Cecile. Cecile assigns red color to Alice's calendar (since this moment, Alice's calendar will always be red in Cecile's WebClient). Bob assigns blue color to Alice's calendar (since this moment, Alice's calendar will always be blue in Bob's WebClient)

## Order of appointments in calendar view

IceWarp WebClient merges calendar items from multiple calendars into a column representing day in a week or a month view. The order is as follows: items from multiple calendars that have the same start time and end time will be sorted in the same order whenever possible. The order of colors is determined by the order of calendars in the folder tree. To avoid any confusion, let's consider following scenarios:

### Example:

If subsequent time slots contain just items from the same active calendars, these will be sorted as "same colors below the previous line". If subsequent time slots contain items from same four active calendars and fifth calendar differs between timeslots, these may not be sorted as "same colors below the initial line", even though the order will be kept.

If subsequent time slots contain items from different number of active calendars, these may not be sorted as "same colors below the initial line", even though the order will be kept.

## Work week view in calendar

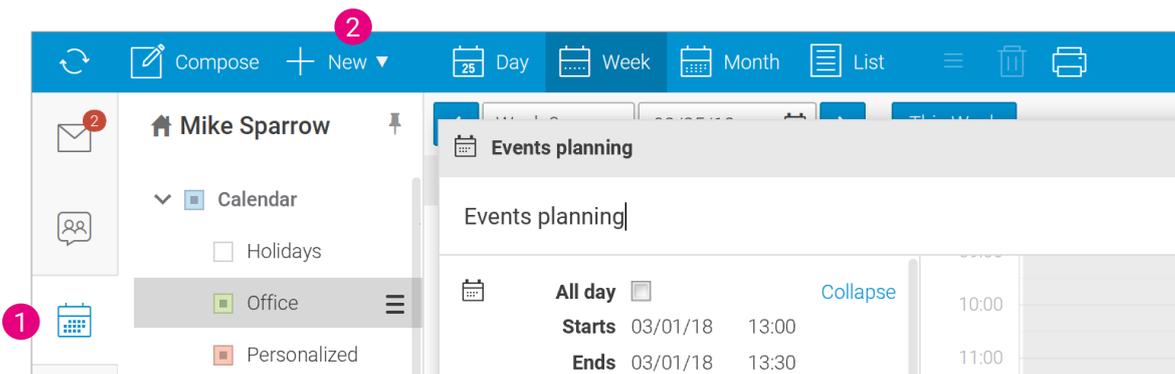
There will be a new "work week view" in IceWarp WebClient calendar (apart from existing day / week / month views) included in future releases. The specification of days that belong into a work week will be available under Administrator Settings of WebClient (by default Monday - Friday).

The folder where you want to create an entry is highlighted in the Parent Folder panel so you know where you will be creating your new folder.

## How to create calendar entry?

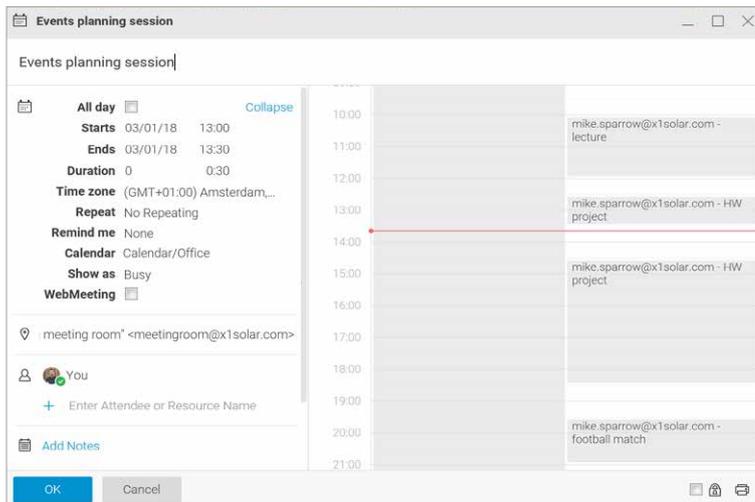
You have 2 options how to create a new calendar entry:

1. Right-click on **Calendar icon** in Navigation pane.
2. Click **New** in Menu Bar and then **Appointment**.



On the left side fill in the appropriate information of the new entry divided into several tabs - Appointment details, Location, Attendees, Notes, Tags and Attachment:

## General



## Appointment details

Fill in general information about appointment.

**All day** – check this box if the appointment takes the whole day.

**Repeat** - Select Repeating option to make the calendar entry a repeating one and specify repeat options.

**Remind me** option allows you to set time default time options for new reminders – they do not affect or override any options for reminders you already have set.

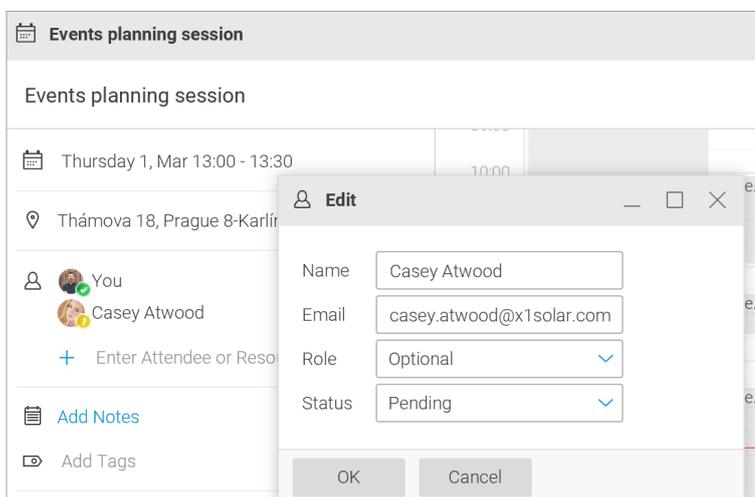
**Note:** If you want to simply move the event to another date/time, you can double-click the event in the calendar view and move the event to the requested time/date.

## Location

Here you can add location and resources. Each address in this field can be shown on Google maps. Put selected address into the appropriate field and click the location icon to open a WebClient dialog with a Google Map of this address.

## Attendees

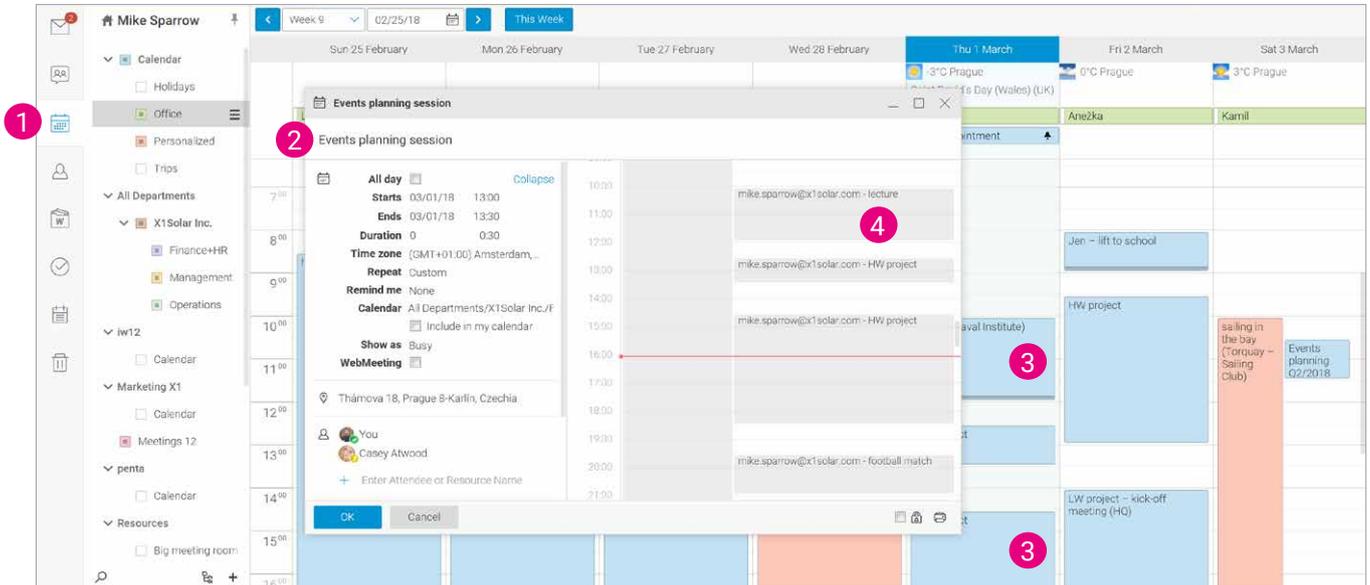
You can add attendees you want to invite to your meeting in this tab. Enter the name of contact into plus field or click the attendee's icon to open Select contact dialog. There you can choose a contact from the Address book, Contact Folder or TeamChat room. Double click the invited contact will open edit dialog.



In the last 3 tabs you can add notes, tags or upload an attachment into your event.

## How to view calendar entry?

1. Click the **Calendar icon** in the Navigation Pane. A list of folders will appear in the **View Pane**.
2. Click on a **calendar** to view calendar entries in the **Preview Pane**.
3. **Click once** to see a shortcut of the calendar entry. **Double click** a calendar entry open it in a new tab.
4. To Close an open calendar entry, press the **Esc key**, or click the **Close button** on the window tab.

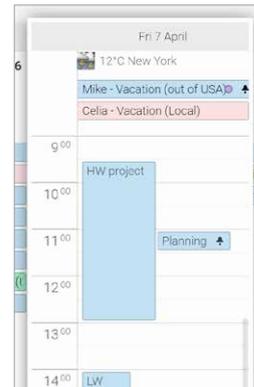


## Detailed preview in month view

When hovering over a day in month view, WebClient shows small calendar icon next to the date label.



When clicked, a detailed preview of particular day is opened and you not only see upcoming events in full details, but you can also do everything you are familiar with in day/week view (rescheduling events with drag&drop, creating new events directly in calendar etc.)

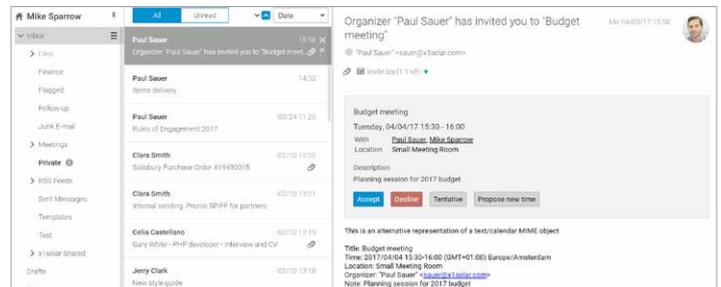
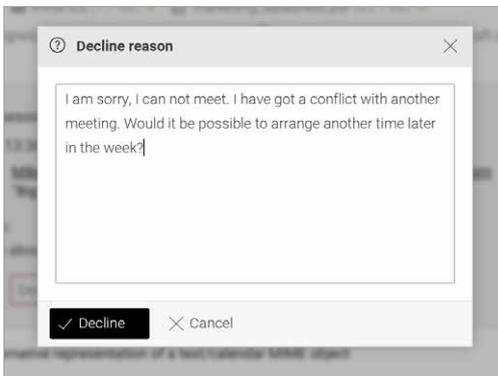


## How to accept incoming appointment?

When someone sets up an appointment and includes you on the invitation list, you will receive an email in your inbox from that person. To accept the appointment and add it to your calendar, simply choose the Accept option from within the email. Upon doing this, WebClient will automatically enter the meeting into your calendar.

Whether you choose to:

- **ACCEPT**  
You are available for proposed time.
- **DECLINE**  
You are not available for proposed time.
- **TENTATIVE**  
You can't say now if yes or no.
- **PROPOSE NEW TIME**  
You can propose new meeting time, if proposed time doesn't suit to you.

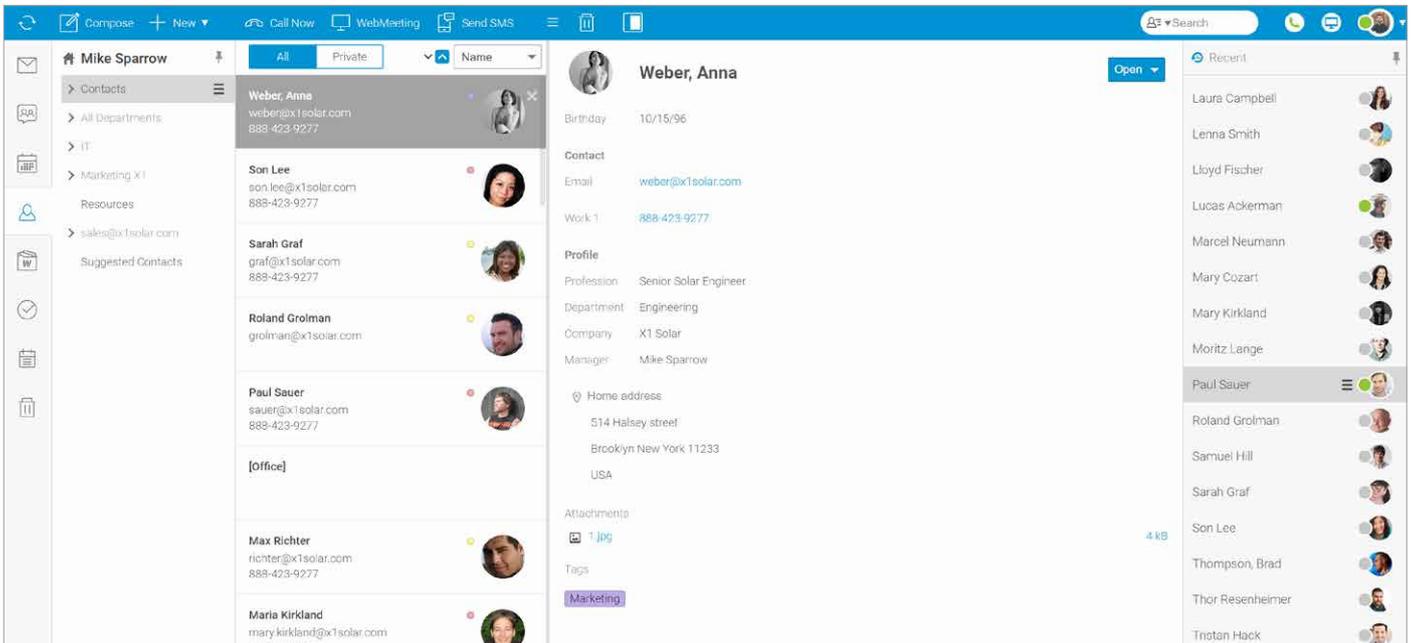


WebClient will send a notice to the person chairing the meeting to let them know your decision. With **Decline answer**, user has option to insert text message for the person sharing the invitation.

**Note:** By deleting of tentative or already accepted event, "reason of delete" window will pop up.

# 5. Contacts

The Contact Application allows you to collect contacts and resources with details in the clear list. The main contacts screen view:



## Menu bar

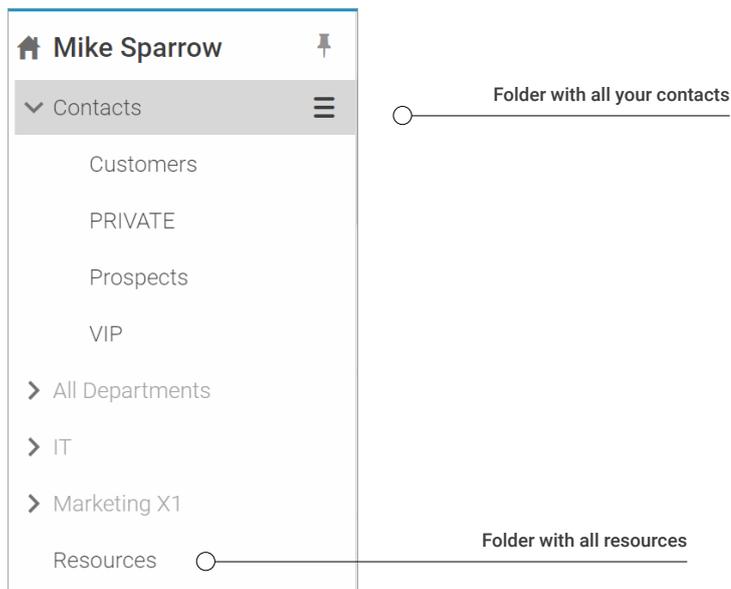


-  **Call Now** Select a contact and use this icon to call the person using WebPhone. The Call dialog is shown. For more details refer to the appropriate section (New Menu – Call).
-  **WebMeeting** Use this icon to make a WebMeeting. Within this dialog, you can set audio conference with screen sharing.
-  **Send SMS** Select a contact and use this icon to send an SMS to this person. The SMS dialog opens. It is similar to the mail composer window.
-  **More** Use this icon to perform various actions with contact items.
-  **Delete** Use this icon (basket) to delete selected emails.
-  **Preview** Use this icon to select a location of the reading pane. There are 3 options: Bottom Pane, Right Pane or None. Except this Preview is also possible to setup Folder Panel and WebChat Panel with 3 options: Expanded, Collapsed, Auto-Collapse.

## Navigation Pane with Tree view

Contact icon: 

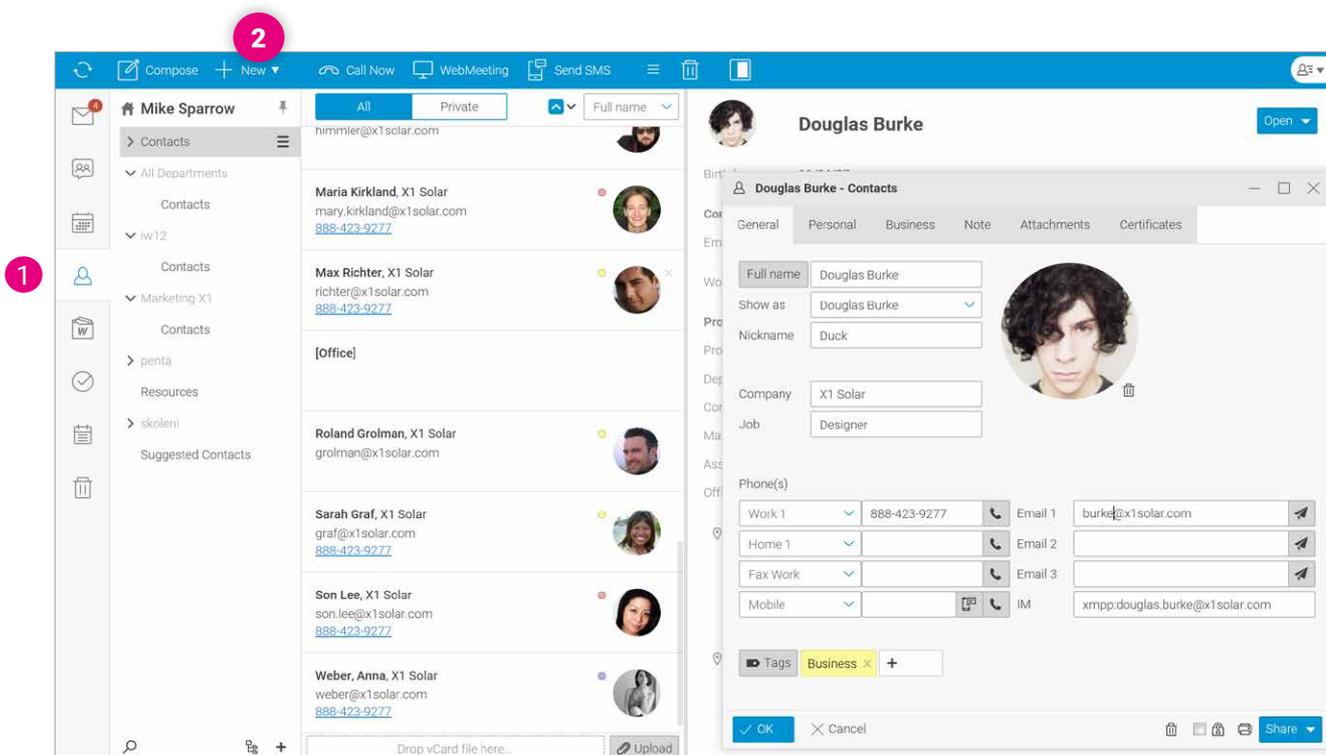
Tree View shows a hierarchical views of all your personal item folders and also any public or shared folders you have subscribed.



## How to create new contact?

You have 2 options for creating a new contact:

1. Right-click on **Contacts icon** in Navigation pane.
2. Click **New** in Menu Bar and then **Contact**.



Fill out the appropriate information of the new contact:

## General, Personal, Business, Notes, Attachments, Certificates

The 'General' tab of the contact dialog for Douglas Burke. It includes fields for Full name (Douglas Burke), Show as (Douglas Burke), Nickname (Duck), Company (X1 Solar), and Job (Designer). There is a profile picture of Douglas Burke. Under 'Phone(s)', there are fields for Work 1 (888-423-9277), Home 1, Fax Work, and Mobile. There are also fields for Email 1 (burke@x1solar.com), Email 2 (dburke@gmail.com), and Email 3 (xmpp.douglas.burke@x1solar.com). A 'Tags' section shows 'Business' as the selected tag. At the bottom left, there is an 'OK' button.

The 'Personal' tab of the contact dialog for Douglas Burke. It includes fields for Birthday (11/04/87), Anniversary (08/12/14), Gender (Male), and Spouse. The 'Home address' section is populated with: Street (224 Madison street), City (New York), State (New York), ZIP (NY 10002), and Country (US). A 'Show on Map' button is visible. A Google Maps integration window is overlaid on the address, showing a map of the area around 224 Madison Street, New York, NY 10002. The map shows streets like Madison St, Henry St, and East Broadway, and landmarks like Sheard Park and Coleman Square Playground.

The 'Business' tab of the contact dialog for Douglas Burke. It includes fields for Profession (Head of designers), Department (Design), Assistant (Patricia Melone), and Manager (CEO). The 'Address' section is populated with: Street (1962 Queen street), City (New York), State (New York), ZIP (NY 10002), and Country (US). An 'Office location' field contains the coordinates 40.711791, -73.991995. There is a 'Show on Map' button. A 'Web' field contains x1solar.com. At the bottom left, there is an 'OK' button.

**General info** – you can add general info like Name, Company, Job, Phone, Email or Picture.

**Personal info** – you can add personal info like Birthday, Home address(es), URL.

**Google Maps integration** – Each address in the contact dialog has the Show on Map button. Click the button to open a WebClient dialog with a Google Map of this address.

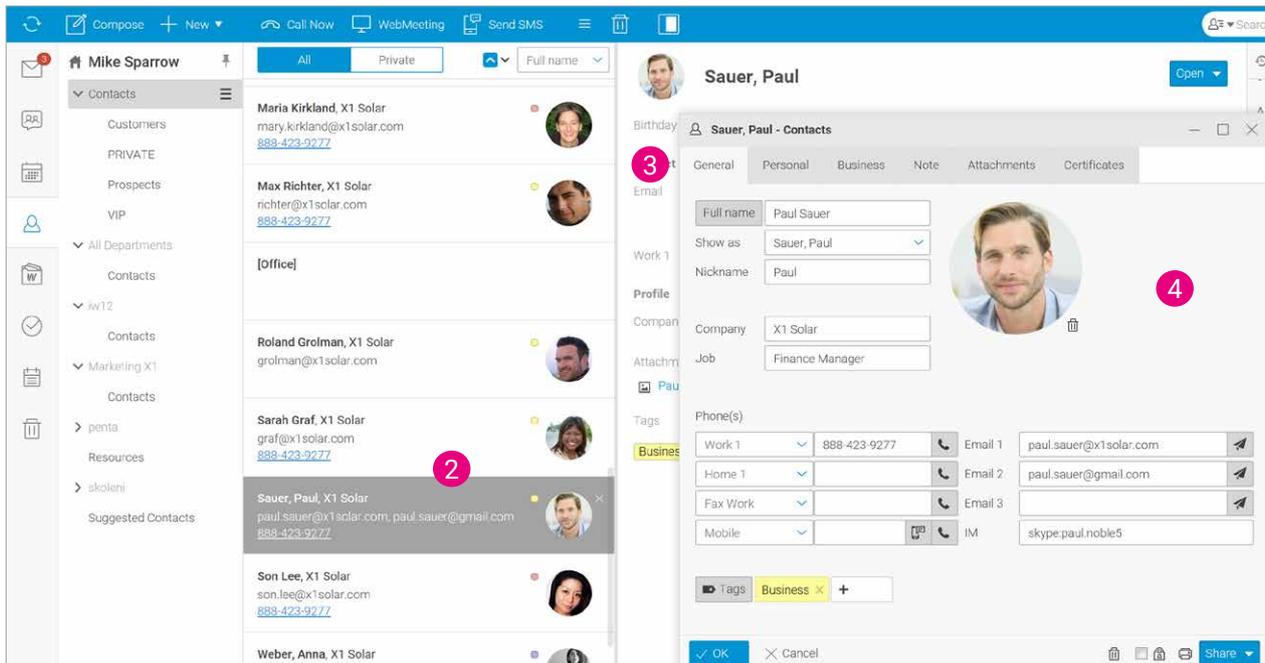
**Business info** – you can add info about contact's job like Position, Department, Office address.

**Notes, Attachments, Certificates** – you can write notes or upload any item.

Click **OK** at the left bottom of the window; the entry will then be added to your contact list.

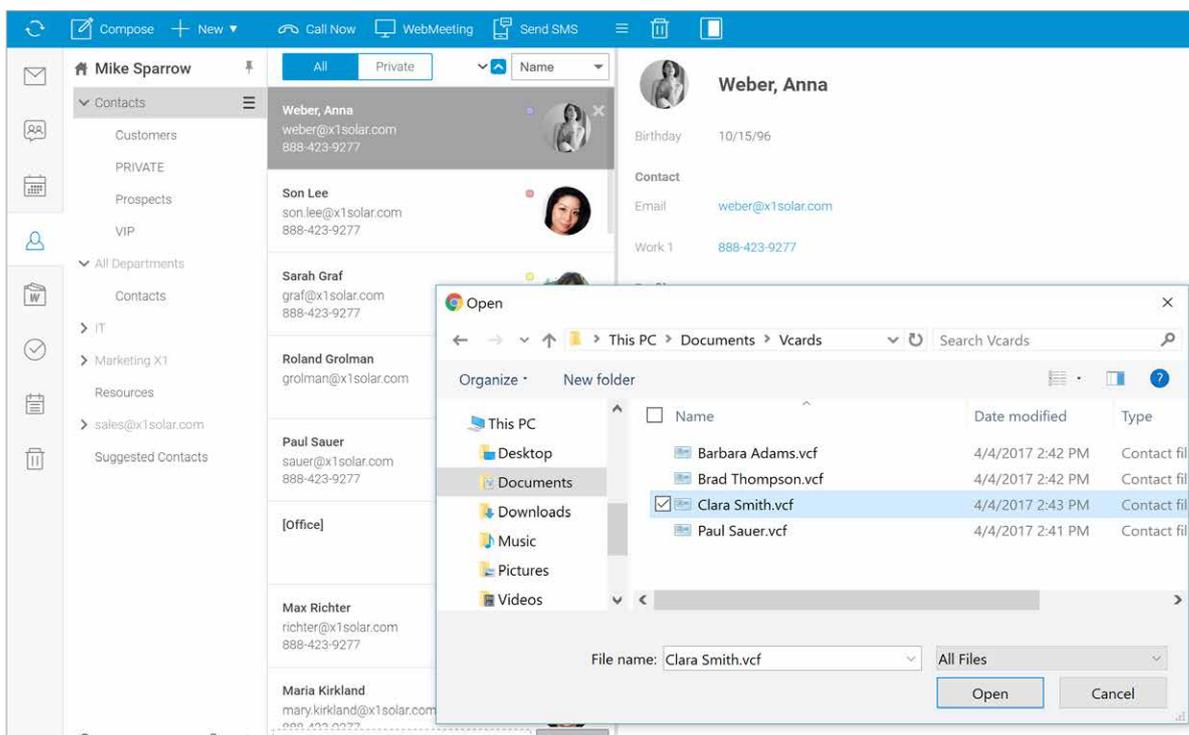
## How to view contact?

1. Click the **Contact icon** in the Navigation Pane. A list of folders will appear in the **View Pane**.
2. Click on a **contact** to view calendar entries in the **Preview Pane**.
3. **Click once** to see a shortcut of the contac. **Double click** on a contact to open it in a new tab.
4. To Close an open contact, press the **Esc key**, or click the **Close button** on the window tab.



## vCARD upload

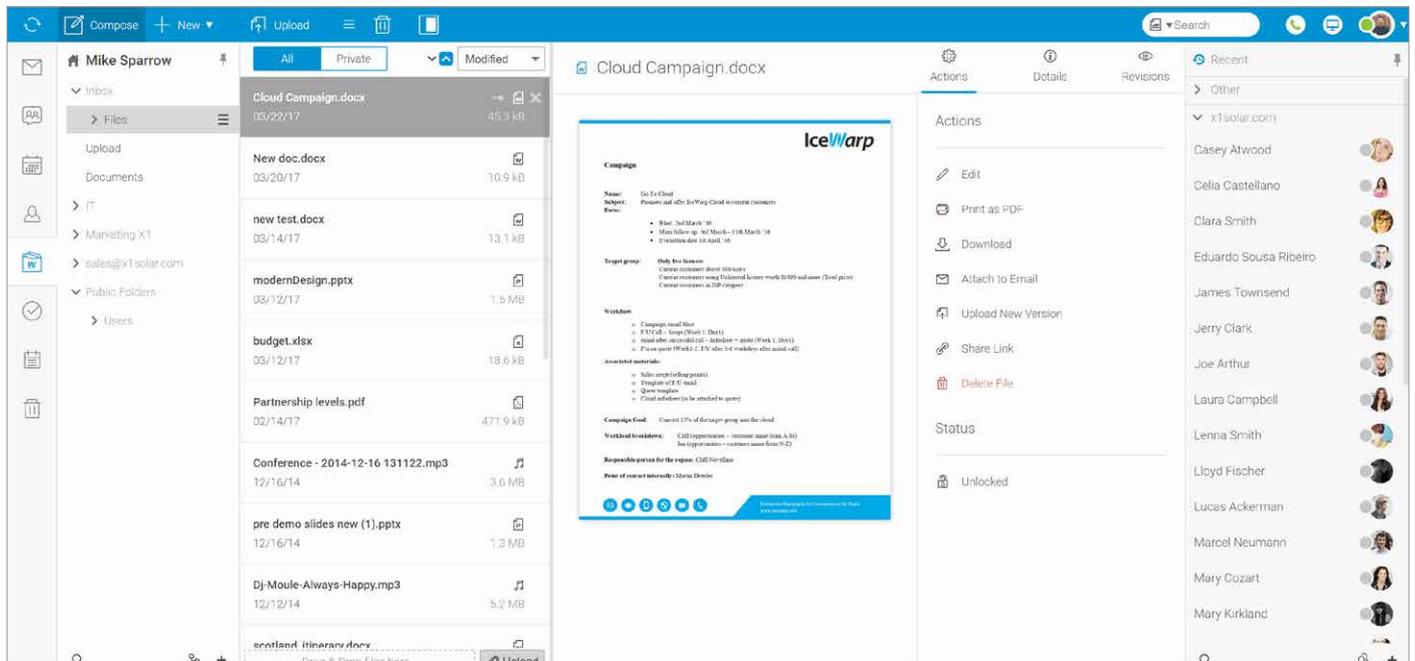
vCard is a contact information file which may contain one or more contact's information such as names, addresses, phones, emails, photos, attachments, etc. They usually come in the form of files with the .vcf file extension. You can upload vcf file through the Upload icon in the bottom of Contacts list.



# 6. Documents

The Document Application allows you to collect documents in the clear list. The selected documents like documents, powerpoint presentations or spreadsheets can be also edited directly in the web browser.

The main documents screen view:



## Menu bar



**Upload**

Select a document and use this icon to upload it.



**More**

Use this icon to perform various actions with documents.



**Delete**

Use this icon to delete selected documents.



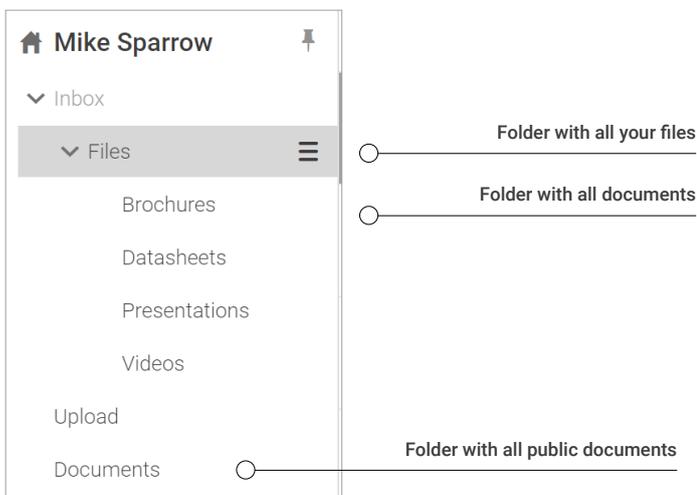
**Preview**

Use this icon to select a location of the reading pane. There are 3 options: Bottom Pane, Right Pane or None. Except this Preview is also possible to setup Folder Panel and WebChat Panel with 3 options: Expanded, Collapsed, Auto-Collapse

## Navigation Pane with Tree view

Documents icon: 

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

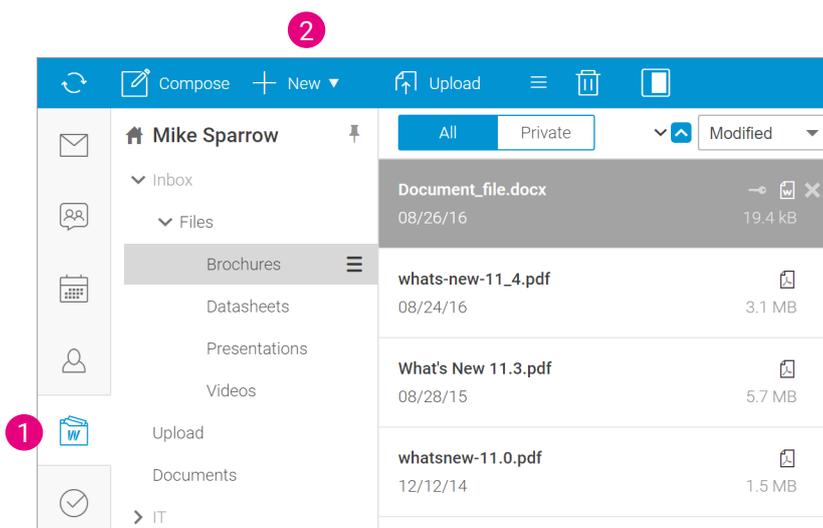


It is also possible to share **Documents** folders. The context menu within such a folder (right-click a file to reveal it) includes the Download and Open options. Even when the Open item is selected, the selected file is downloaded in the read-only mode. You can use the Enable Editing feature to work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

## How to create new document?

You have 3 options for creating a new document:

1. Right-click on **Documents icon** in Navigation pane
2. Click **New** in Menu Bar and then **Document**



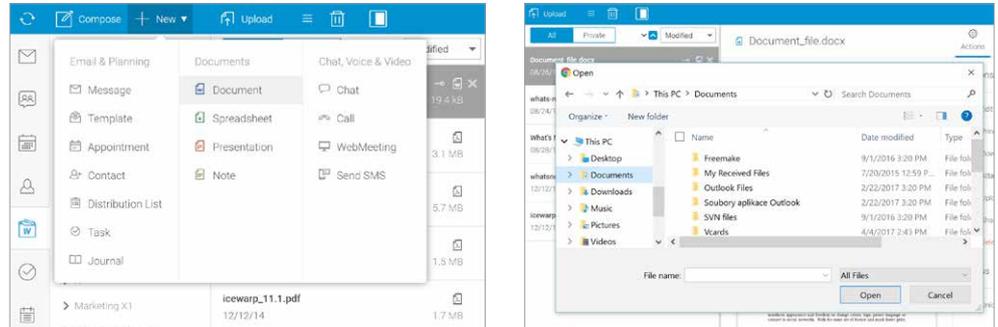
Click **SAVE** at the left bottom of the window. The entry will then be added to your list of documents.

Click **Show more options** in the middle of the window and change location of the document, describe document or add tag.

## How to upload a document?

It is possible to **upload file** in WebClient in 3 ways:

1. **Drag and drop** file.
2. **Upload files** from your local storage.
3. Use **Upload icon** Menu Bar.

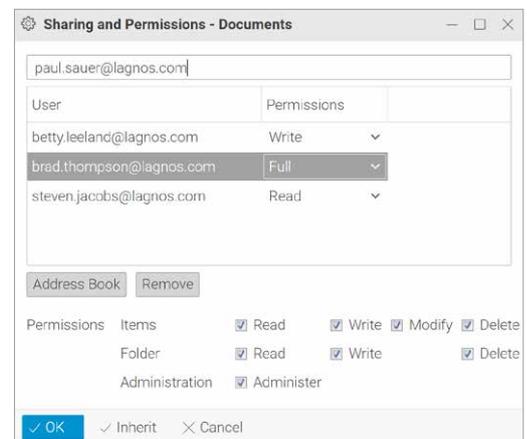


## How to share document with other accounts?

It is possible to share also **Documents** 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.

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.
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**.



You can choose different access rights for people viewing your documents:

**Documents:** Read / Write / Modify / Delete

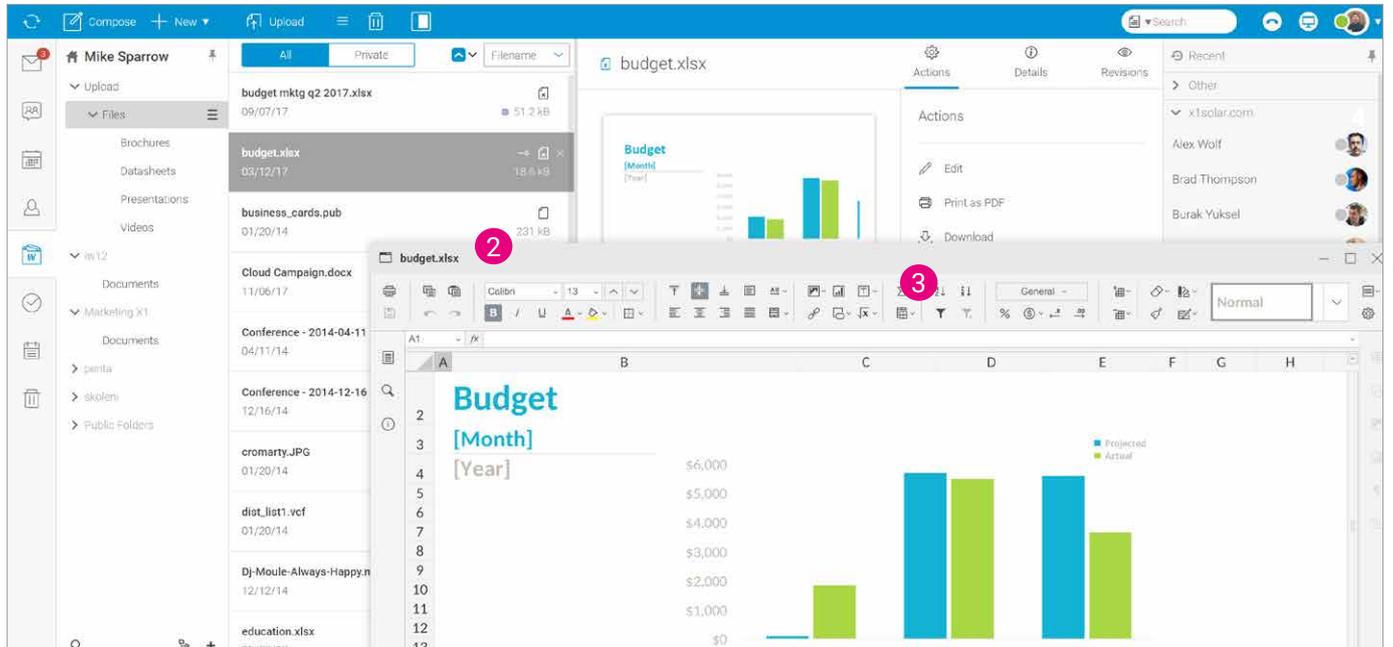
**Folder:** Read / Write / Delete

If you want to send a document to someone so that they can view, edit, or comment on it, you can share it with them directly in IceWarp WebClient.

Anyone you share the document with will see changes made as they happen so that everyone can be on the same page and you can get feedback quickly.

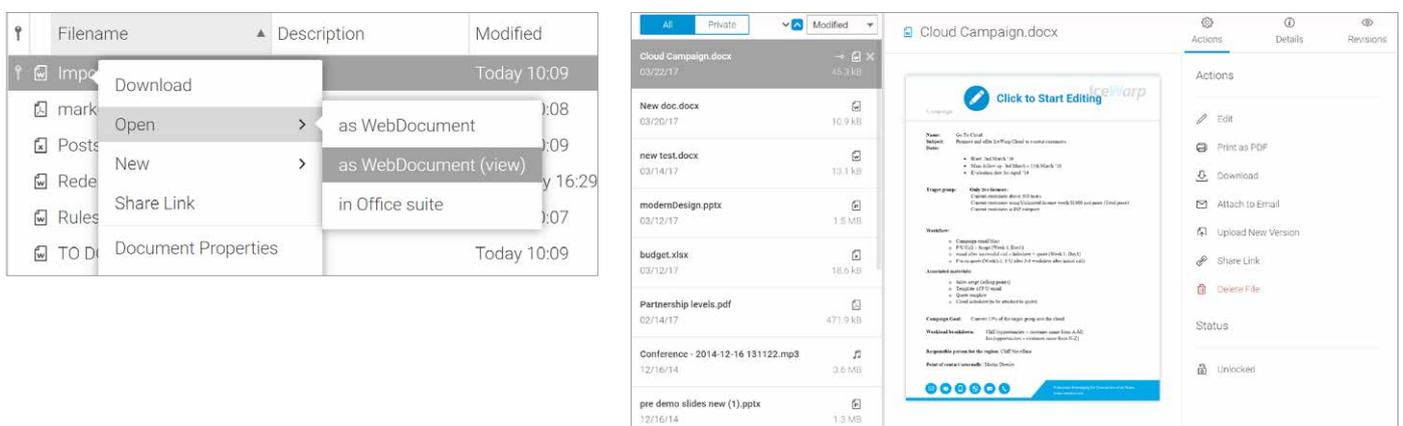
## How to view document?

1. Click the **Document icon** in the Navigation Pane. A list of folders will appear in the **View Pane**.
2. Click on a **document** to view document entries in the **Preview Pane**.
3. Click once on a file's preview in Preview Pane open the file in a new window.
4. To Close an open document, click the Close button on the window tab.



In case the document server is connected, you can choose whether to open the selected file (doc., xls., ppt. and other formats) as WebDocument or open this file with Office suite. Right-click the selected file and choose Open in popup menu. There are 3 options how to **open the file**:

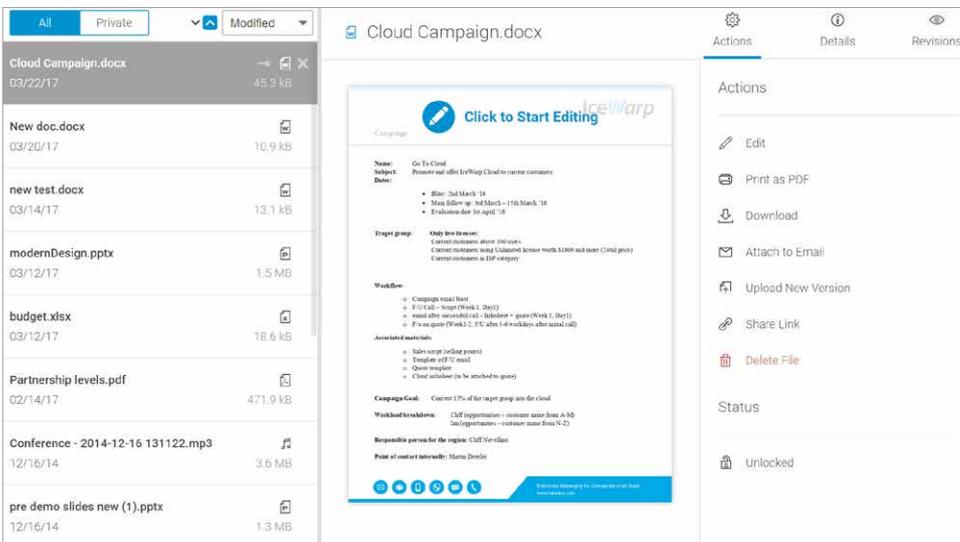
1. As **WebDocument**.
2. As **WebDocument (view)** – users can view documents using WebDocuments, but edit them in standard office suite installed on their computers.
3. In **Office suite** – at least Office 2013 must be installed on your computer.



All existing documents are automatically available for preview in both private and public **Documents** folders. **Actions** tab in the right upper corner gives you an additional options how to work with document.

## How to edit documents online?

All existing documents are automatically available from the version 11.4 to **view and edit**. Spreadsheets, presentations, documents and all ODF files you can view and edit directly in the browser with high fidelity, without having to install the Office suite on your computer.

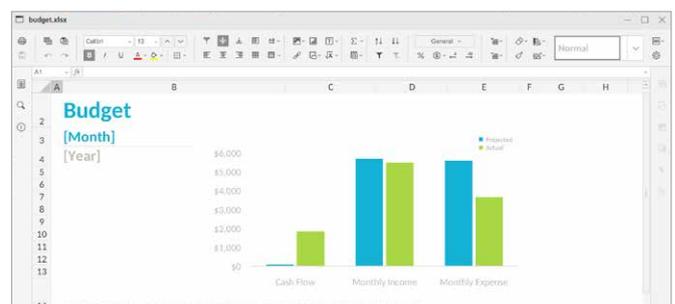


A simple left-click allows you to work with the document shown on the right side of the screen (it depends on selected preview menu – Bottom Panel, Right Panel or None). A user can see the document (spreadsheet, presentation etc.) preview through following options:

- 1. Actions** – numerous actions can be selected by user preference (Print as PDF, Share Link or Send as Email). For large attachments when sending as email you can use SmartAttach when attachments will be saved to your Document folder and replaced by download links in the email body. Within the beta version collaboration can be limited by editing not at the same time. The document will be locked for other collaborators while anyone else is editing the document.
- 2. Details** – explore details about selected document (For now users can use the Tags or Note options to discuss online the changes of the unfinished document within this section. Tags and Note are editable already from Document Preview mode. For open formats and officex formats, there is type DOCUMENT. It includes extensions such as: xlsx, pptx, docx, ods, odt and odp. For another types of files there are used their extensions: DOC, PDF, IMAP, TXT, HTML.
- 3. Revisions** – check the list of revisions from other collaborators. You can also add new revision (Users will be not able to go through the revisions online; they have to download them on the server. Still they have a perfect overview about different versions of the document uploaded by collaborators – details about when and who made any changes is shown at each revision).

Hover over the document preview and a **“Click to start editing”** popup window will appear. By click on this window, an editable document will be opened in the second window and you can start editing.

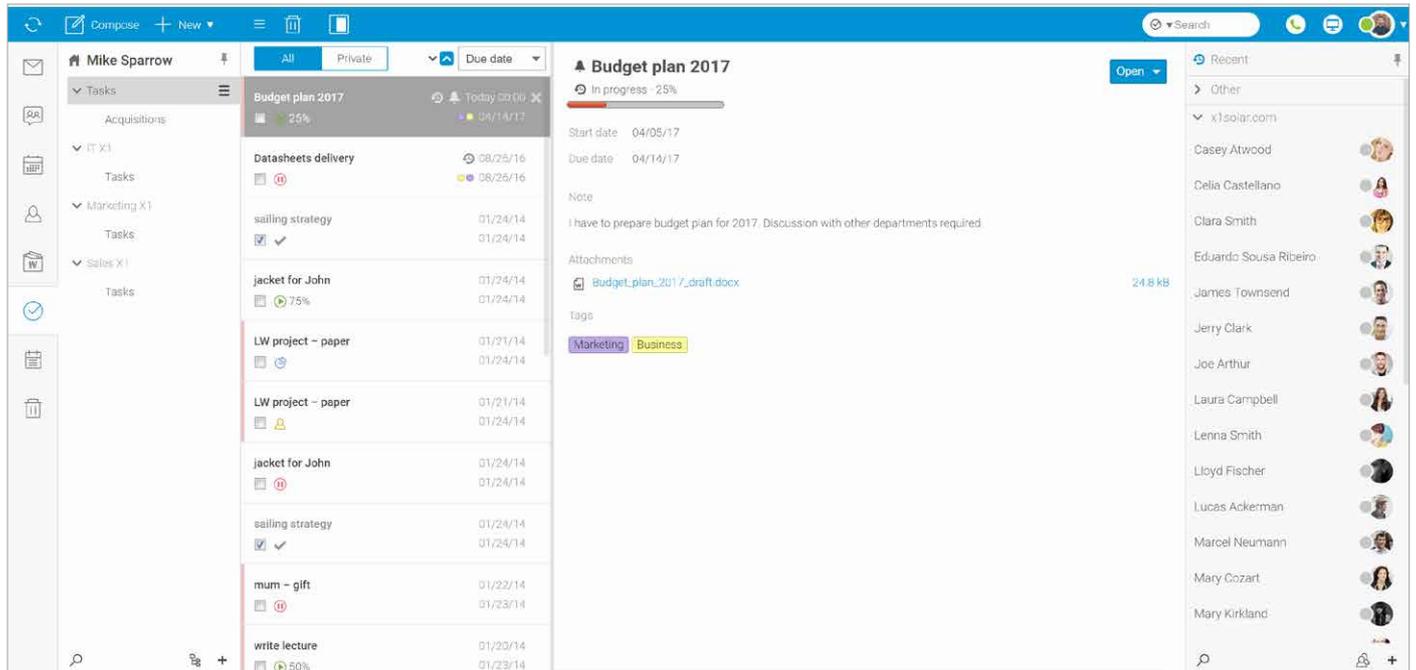
**Note:** If you need to search or replace any specific word, use **Search** icon on the left side of the previewed document.



# 7. Tasks

The Tasks Application allows you to create any task.

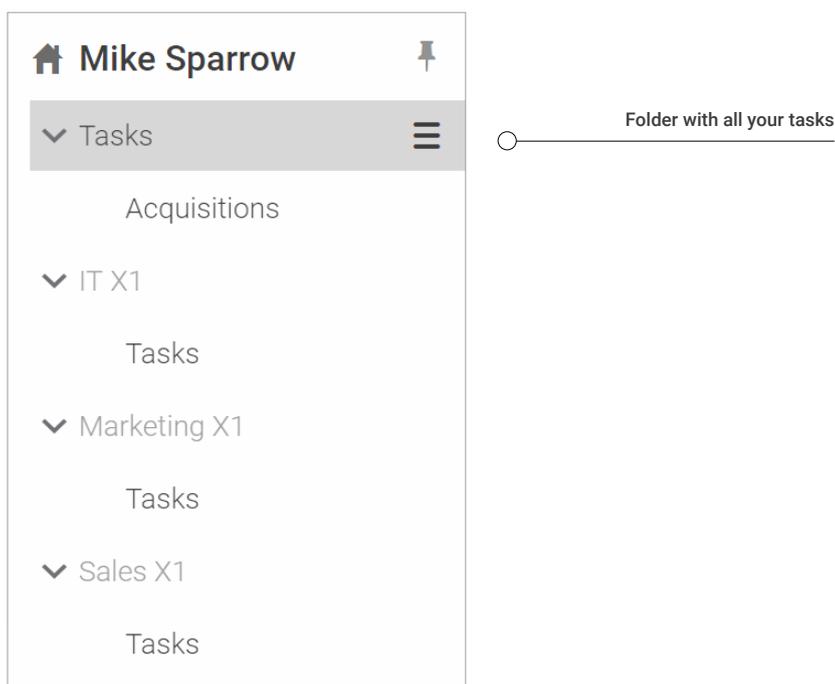
The main tasks screen view:



## Navigation Pane with Tree view

Tasks icon:

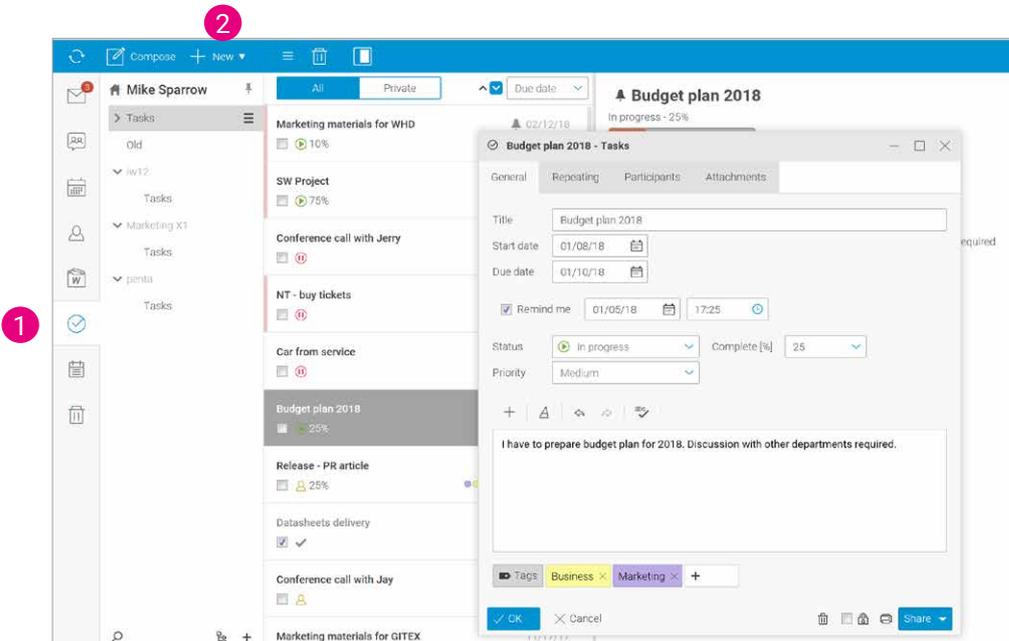
Tree View shows a hierarchical view of all your personal item folders and also any public or shared folders you have subscribed.



# How to create new task?

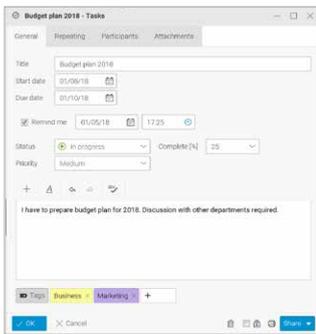
You have 2 options how to create a new task:

1. Right-click on **Tasks icon** in Navigation pane.
2. Click **New** in Menu Bar and then Task.

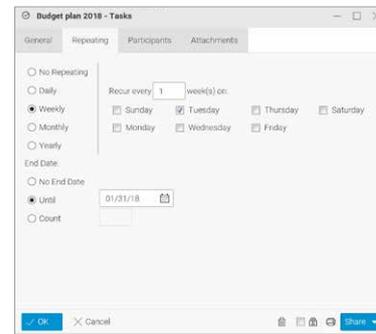


Fill out the appropriate information of the new contact:

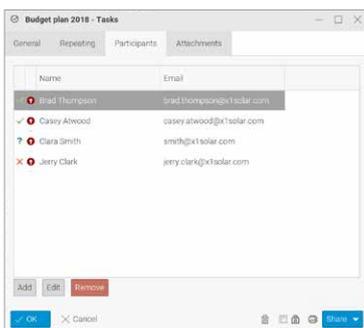
**General information** like Time, Date, Status or Priority.



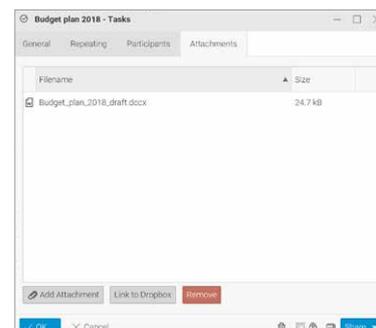
**Repeating information** – Daily/Weekly/Monthly/Yearly.



**Attachment** – you can upload or add any file as an attachment



**Participants** – you can add any participant from your contact list.



Click **OK** at the left bottom of the window; the entry will then be added to your list of tasks.

## Participants

Left double-click any participant will open edit window, where you can set Role and Status of that contact. Small Role and Status icons are displayed in front of the each name of participant. These icons could be:

Status:	Role:
Accepted	Required
Declined	Optional
Pending	Resource

**Note:** Right-click the icon allows you to change Role or Status directly.

## How to view task?

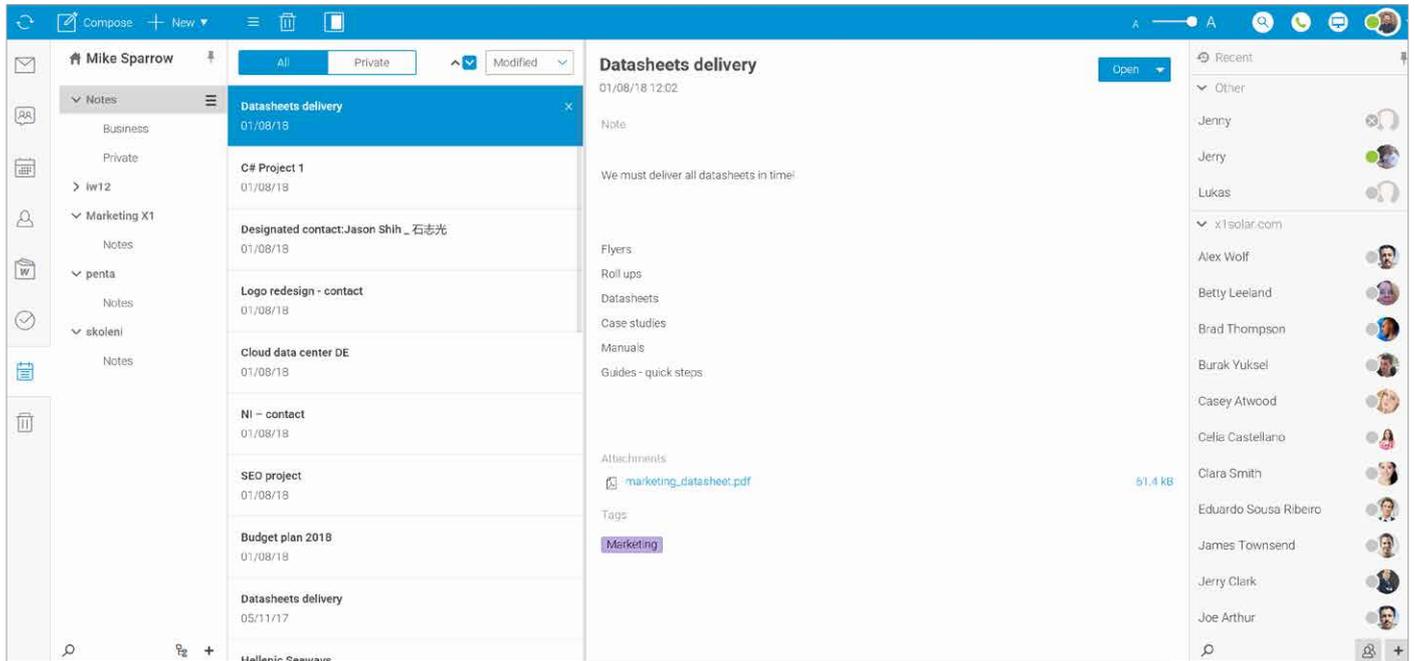
1. Click the **Tasks icon** in the Navigation Pane. A list of folders will appear in the **View Pane**.
2. Click on a **task** to view calendar entries in the **Preview Pane**.
3. Click once to see a **shortcut** of the contact detail. Double click a contact open it in a **new tab**. It is possible to add any **detail** about the contact.
4. To Close an open task, press the **Esc key**, or click the **Close button** on the window tab.

The screenshot displays the Microsoft Outlook interface. On the left, the Navigation Pane shows the 'Tasks' folder selected, indicated by a red circle '1'. The main area shows a list of tasks, with 'Budget plan 2018' selected and highlighted in blue, indicated by a red circle '2'. The task list includes items like 'Marketing materials for WHD', 'SW Project', 'Conference call with Jerry', 'NT - buy tickets', 'Car from service', 'Release - PR article', 'Datasheets delivery', and 'Conference call with Jay'. On the right, the 'Budget plan 2018' task detail window is open, indicated by a red circle '3'. The window title is 'Budget plan 2018 - Tasks', indicated by a red circle '4'. The window shows the task title 'Budget plan 2018', start date '01/08/18', due date '01/10/18', and status 'In progress' with a progress bar at 25%. The task description is 'I have to prepare budget plan for 2018. Discussion with other departments required.' The window also shows tags 'Business' and 'Marketing' and buttons for 'OK', 'Cancel', and 'Share'.

# 8. Notes

The Notes Application allows you to create any note.

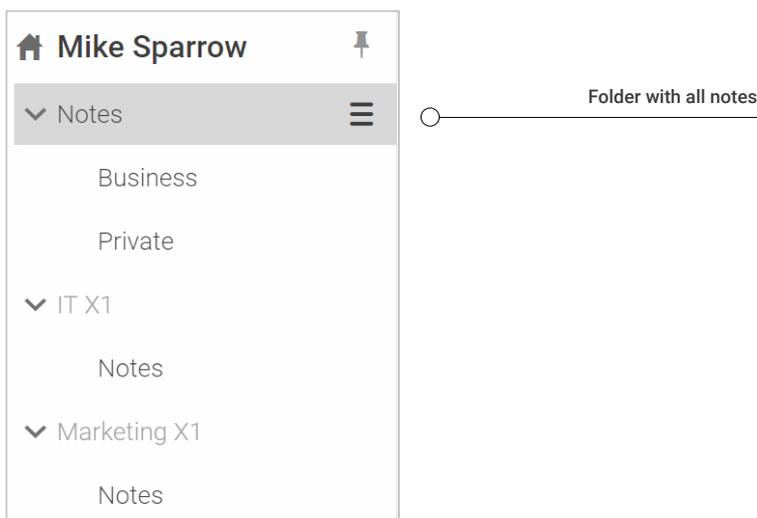
The main notes screen view:



## Navigation Pane with Tree view

Notes icon: 

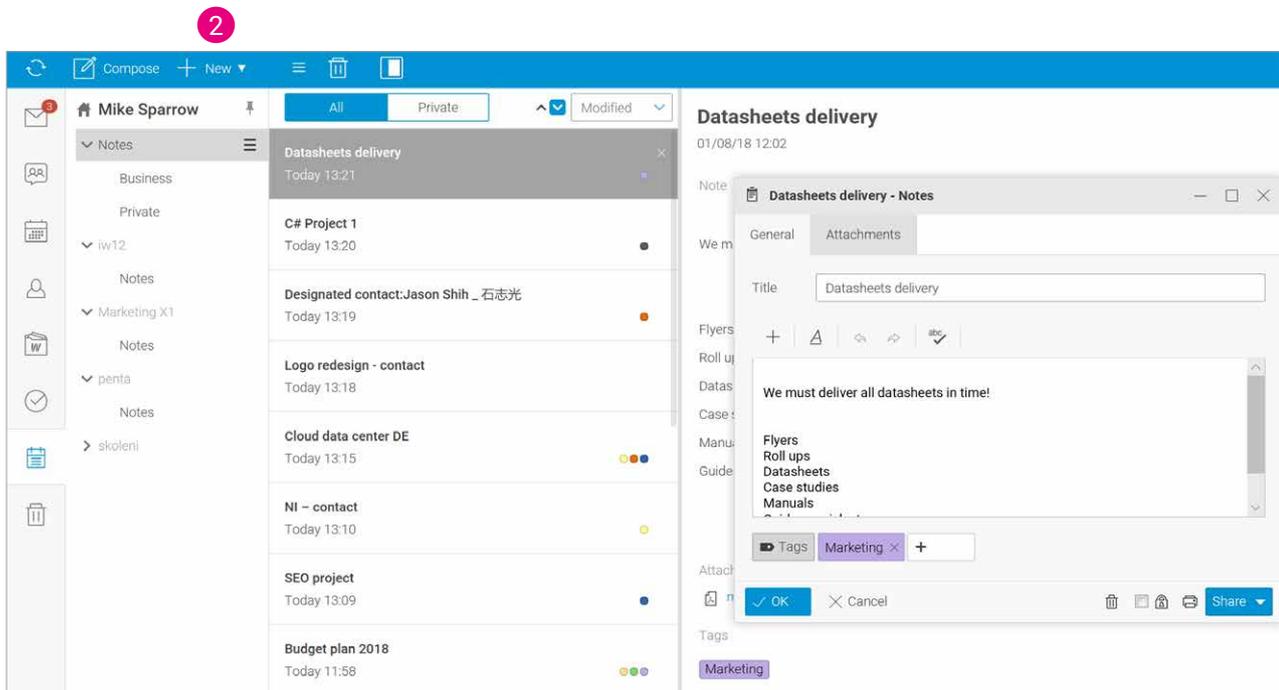
Tree View shows a hierarchical view of all your personal item folders and also any public or shared folders you have subscribed to.



## How to create new note?

You have 2 options how to create a new note:

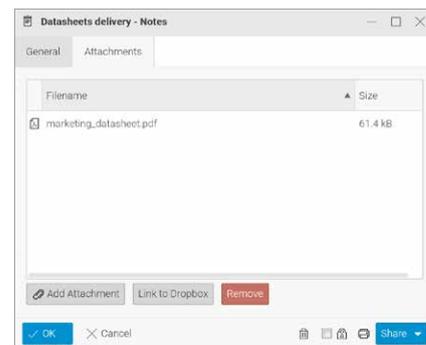
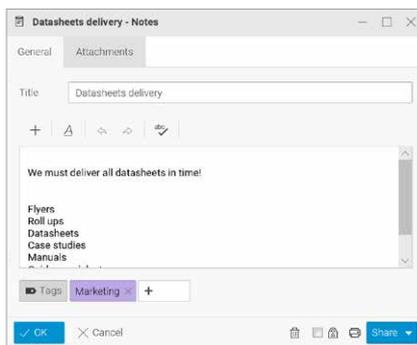
1. Right-click on **Notes icon** in Navigation pane.
2. Click **New** in Menu Bar and then Note.



Fill out the appropriate information of the new note:

**General information** – simply add a Title and any Content.

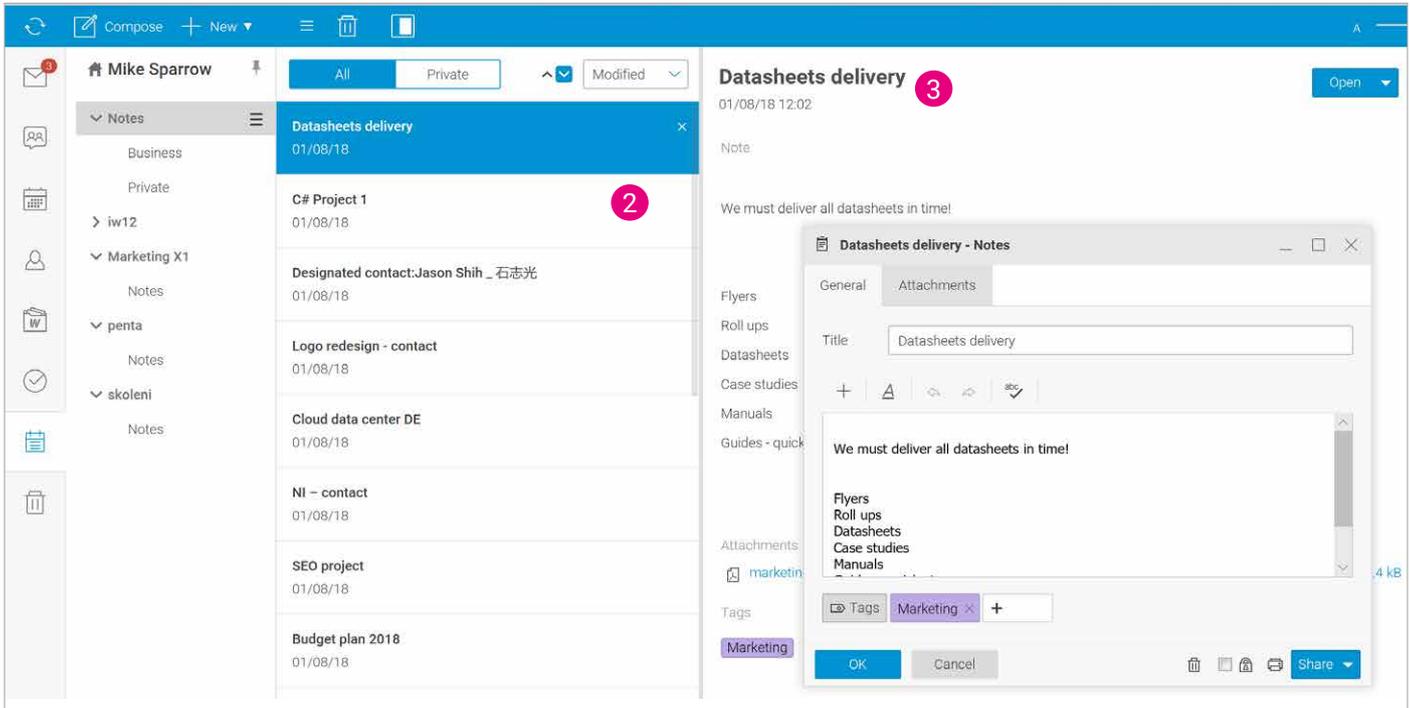
**Attachment** – you can upload or add any file.



Click **OK** at the left bottom of the window; the entry will then be added to your list of notes.

## How to view note?

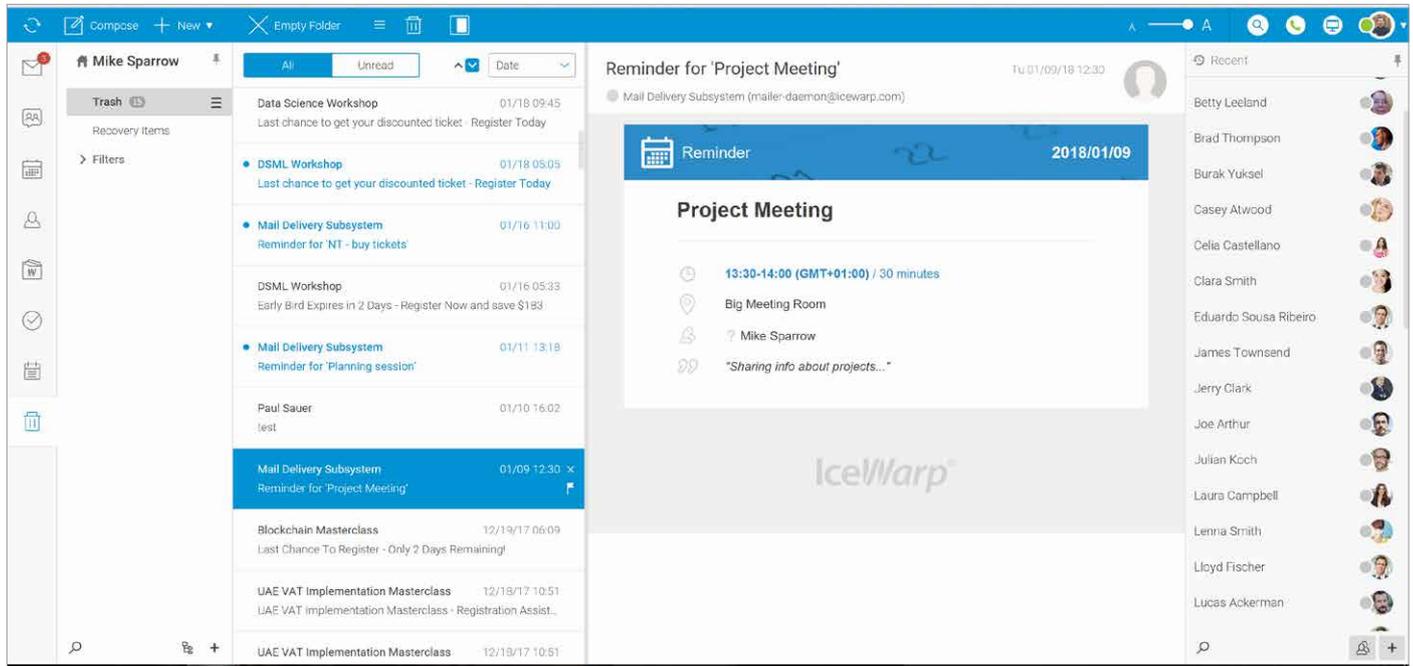
1. Click the **Notes icon** in the Navigation Pane. A list of folders will appear in the **View Pane**.
2. Click on a **note** to view note details in the **Preview Pane**.
3. Click once to see a **shortcut** of the note detail. Double click a note open it in a **new tab**.  
It is possible to add any **detail** about the note.
4. To Close an open note, press the **Esc key**, or click the **Close button** on the window tab.



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

The main trash screen view:

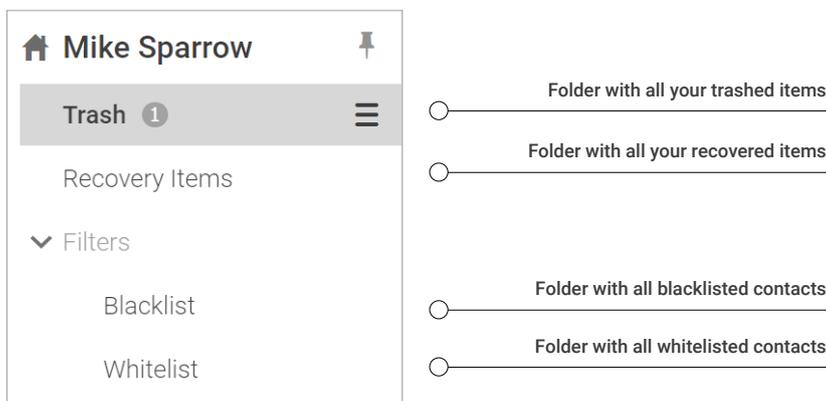


**Note:** The difference between Trash and Recovery items is that Trash is available for email items only while Recovery Items is available only for groupware folders.

## Navigation Pane with Tree view

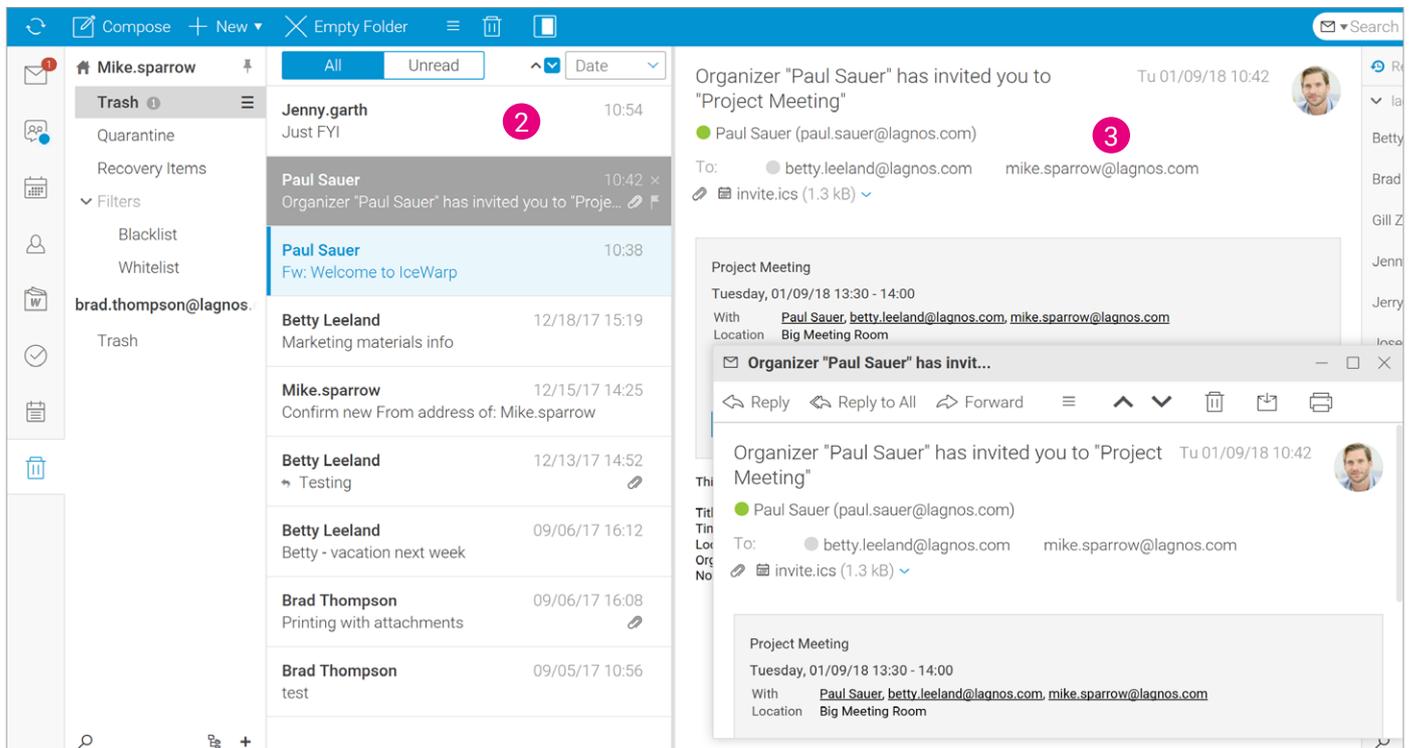
Trash icon: 

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



## How to view trashed item?

1. Click the **Trash icon** in the **Navigation Pane**. A list of folders will appear in the **View Pane**.
2. Click on a trashed item to view item details in the **Preview Pane**.
3. Click once to see a shortcut of the trashed item. Double click an item open it in a **new tab**.
4. To **Close** an open trashed item, press the **Esc key**, or click the Close button on the **Window Tab**.

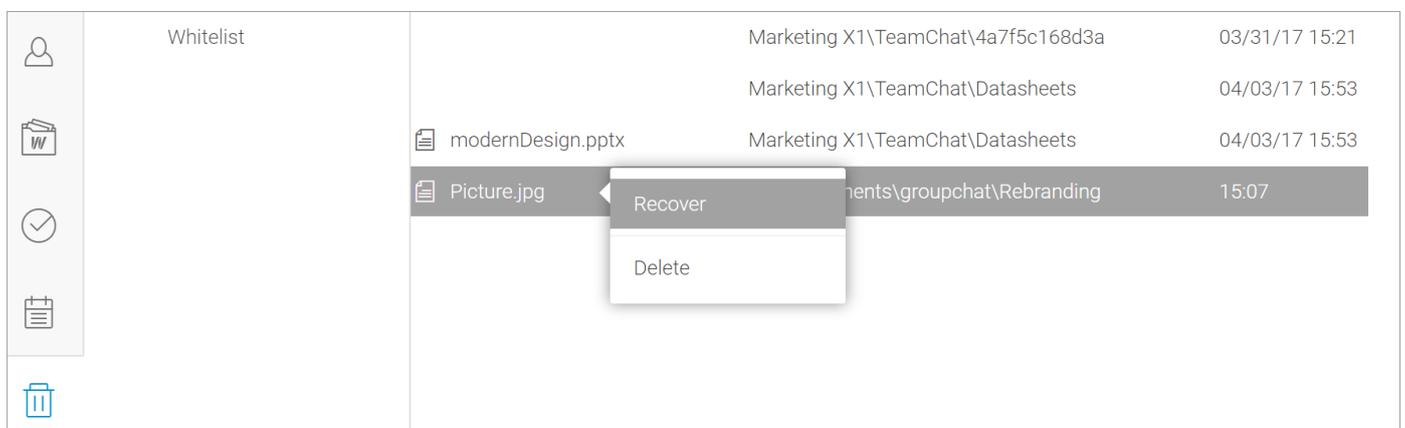


## How to recover deleted groupware items?

You may want to recover deleted groupware items (calendar, 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.**).

**Note:** Deleted groupware folders are moved to trash.

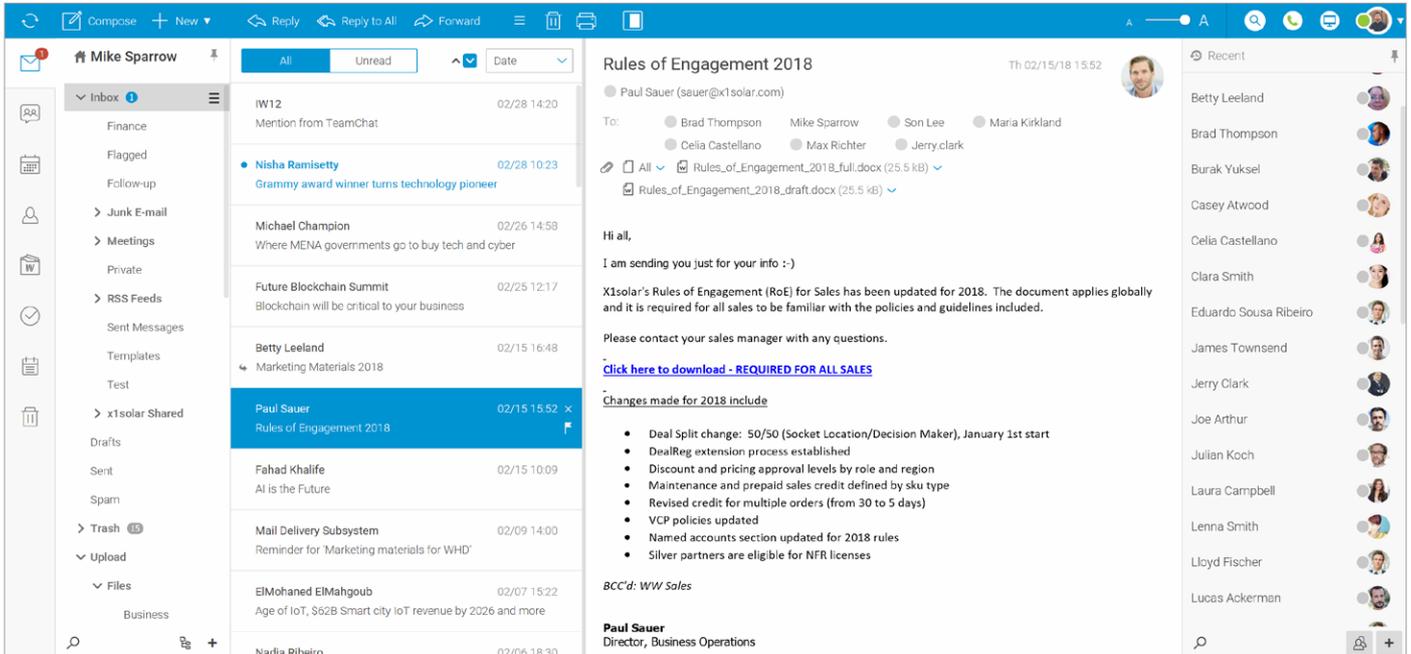


# 10. Webchat

## General

The WebChat application gives you a lot of options how to communicate with contacts you are connected and of course much more. This window is placed on the right side of your screen.

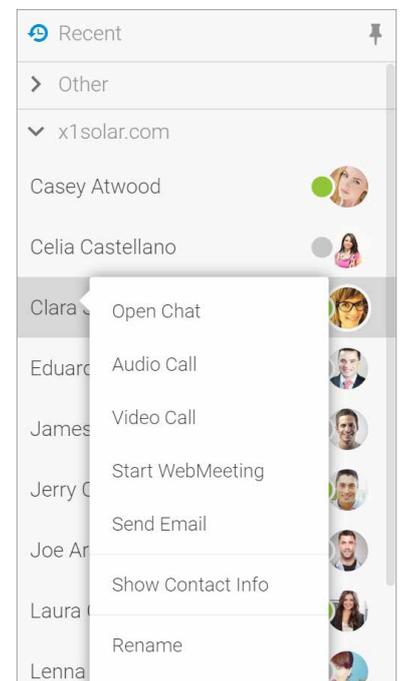
To reveal the **WebChat** pane, click the **asterisk icon** on the right side of the **Menu bar**.



## Context Menu

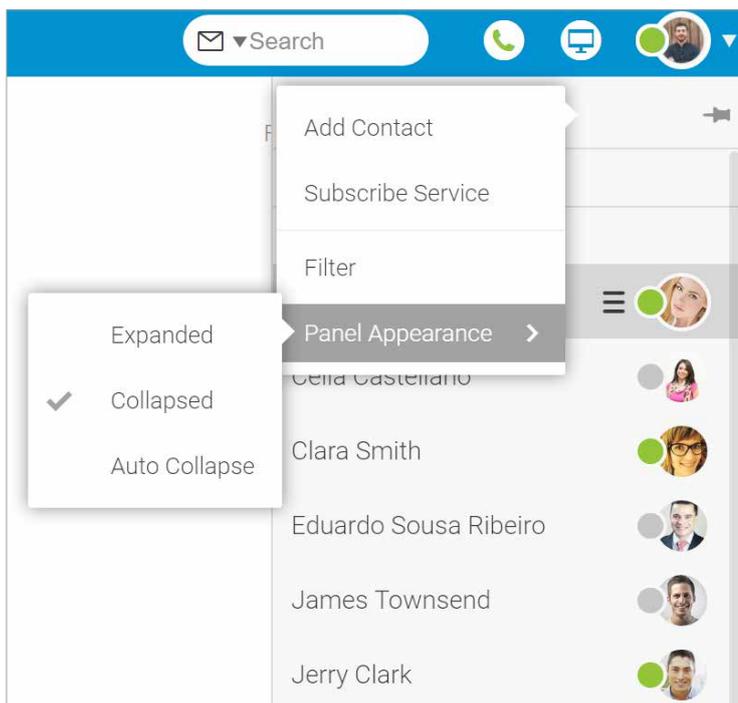
Each contact in your contact list has a context-sensitive menu that can be accessed by right-clicking on a chosen contact.

- **Open Chat** – allows you to sent text message
- **Audio Call** – allows you to call to a contact (or group of contacts)
- **Video Call** – allows you to video call to a contact
- **Start Web Meeting** – allows you to set up meetings
- **Send Email** – allows you to send emails directly
- **Show Contact Info** – allows you to find out details about the contact
- **Rename** – allows you to rename contact name
- **Group** – allows you to add contact to any group
- **Subscription** – allows you to authorize the contact
- **Delete** – allows you to delete contact from your list



## How to expand or collapse WebChat roster?

With Auto Collapse and resizing the screen to smaller width, the panel with WebChat roster is hidden automatically.



To get more space for WebChat panel, you can collapse or auto-collapse WebChat roster. Just right-click the WebChat panel and select the **Panel Appearance** item.

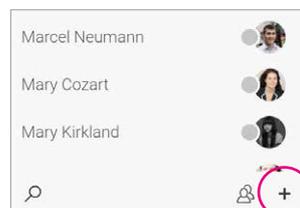
Here, choose the wished behavior. You can also use pin or unpin icon in the top right corner to collapse or expand WebChat roster.

**Expanded** – WebChat roster is always visible.  
**Collapsed** – WebChat roster is not visible. To show it, hover over any Navigation Pane item.  
**Auto Collapse** - WebChat roster is visible, but it hides when the browser window width is reduced.



## How to add new contact?

Within the **WebChat Tools** bar (in the lower roster part), click the “+” icon. The popup menu is shown and you are allowed to add any contact or subscribe to other services.



You can also split your contacts into different **Groups** regarding your interest. Just fill in name of Group in the last table. (1)

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 desired service is not involved, ask your server administrator.

A screenshot of the 'Add Contact' dialog box. It has two tabs: 'Add Contact' and 'Subscribe Service'. The 'Add Contact' tab is active. It contains several input fields: 'Service' (set to 'Default'), 'User ID' (set to 'Josh Palmhill'), 'Display name' (set to 'Josh'), and 'Group' (set to 'Other'). A red circle with the number '1' is around the 'Group' dropdown menu. At the bottom, there are 'OK' and 'Cancel' buttons.A screenshot of the 'Subscribe Service' dialog box. It has two tabs: 'Add Contact' and 'Subscribe Service'. The 'Subscribe Service' tab is active. It contains a table with the following data:

	Full name	User ID	Type
	AOL Transport	aol.icewarp.com	aim
	E-mail / SMS Transport	email.icewarp.com	email
	Facebook Transport	facebook.icewarp.com	facebook
	ICQ Transport	icq.icewarp.com	icq
	Service Monitor Gateway	monitor.icewarp.com	service

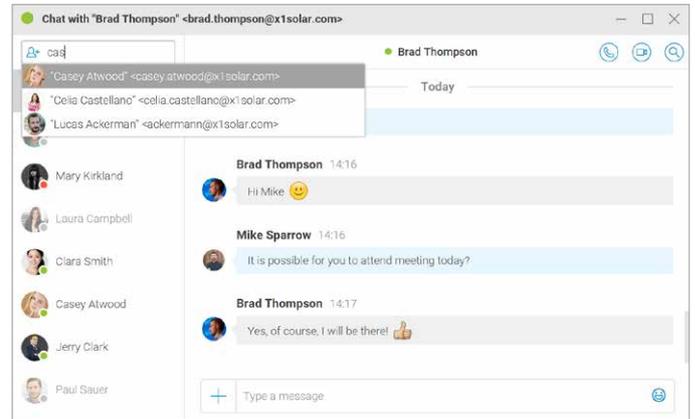
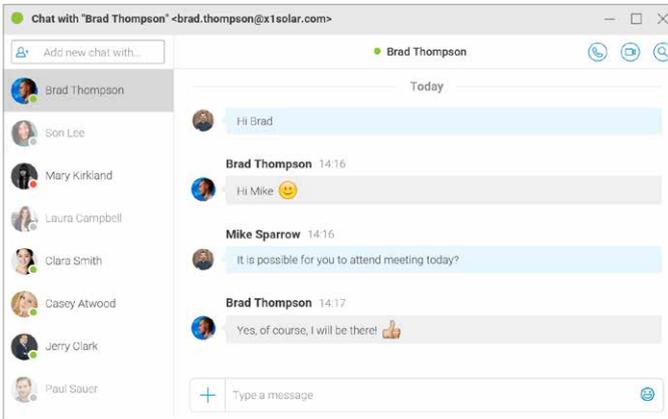
Below the table, there is a 'Private' checkbox and an 'Add' button. At the bottom, there are 'Register' and 'Cancel' buttons.

## How to start chat?

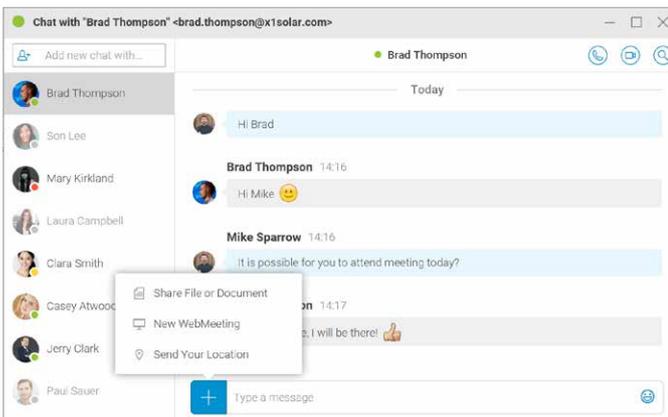
There are 2 ways to start a chat with any of your contact in WebChat list:

1. Right-click on any chosen contact and select “**Open chat**”. Chat menu will appear and you can start chatting.
2. Double-click on chosen contact. Chat menu will appear and you can start chatting.

Use “**Add new chat**” window in the top left corner and easily start conversation with anyone else directly from the chat window. Type name, select name from the pop up list of contacts and send a new message to the selected contact. (Pic 2)

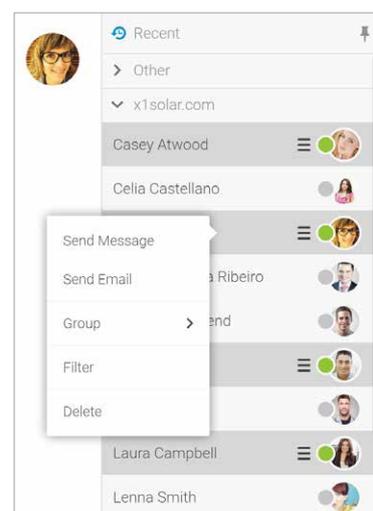


User can easily share file or document, start new WebMeeting or send current location directly from the chat window. Just click the plus icon next to the message area and select requested action.



## How to multi select WebChat contacts?

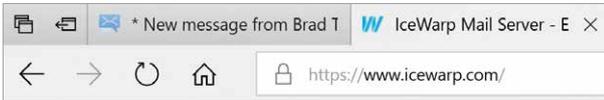
You might want to delete multiple users, send the same message to multiple users or even send an email to couple of users in your roster. Use **CTRL + left-click** to select more users.



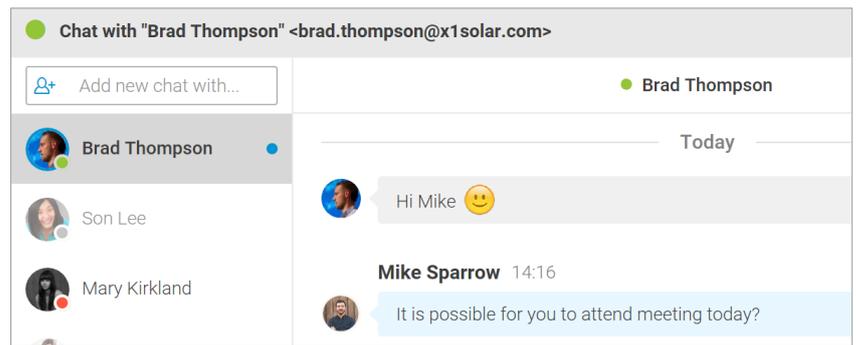
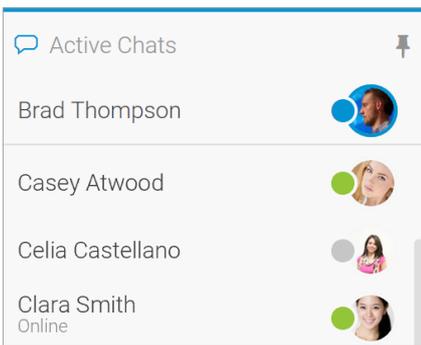
## Incoming message

There are several notifications when receiving new WebChat message within WebClient. User is notified on the incoming message by:

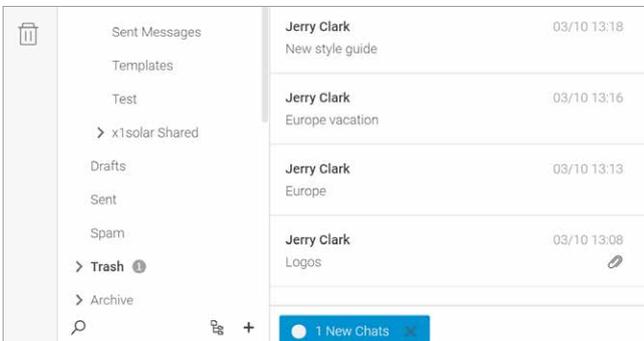
1. When browsing other tabs, the WebClient bookmark text is changed to **\* New message from ...**



2. The contact in the contact list is automatically moved up among Active Chats and is highlighted with a **blue dot of the WebChat status**. The same blue dot is also shown next to the contact in WebChat window.

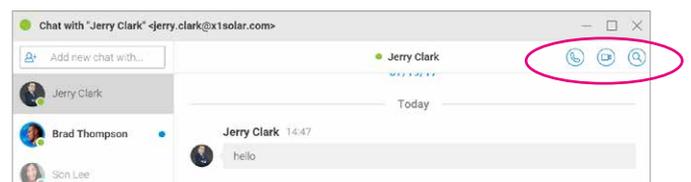


3. When conversation is opened and a chat window is minimized, you are notified about incoming message by blue color of the minimized chat window.



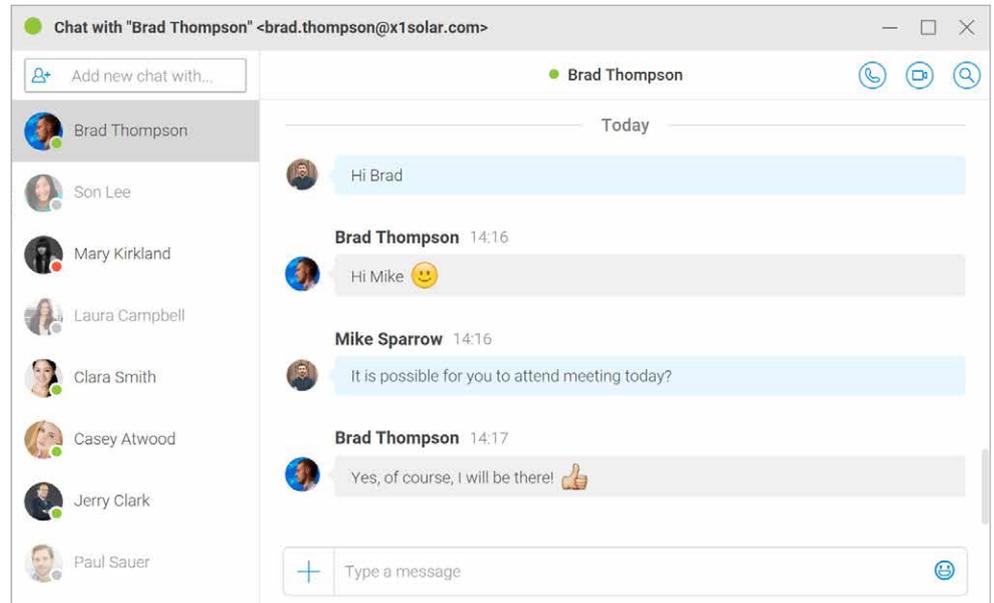
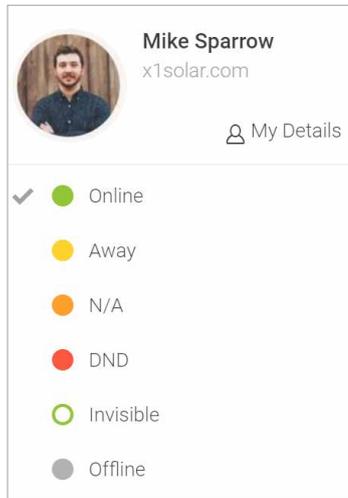
User has some options that can be processed directly from WebChat window. These options are possible to find in the right upper corner.

- **Call** – user can start call with the contact
- **WebMeeting** – user can start WebMeeting with the contact
- **Search** – user can search within conversation



## Status change

The notification dot next to your picture indicates your **WebChat status**. Click the dot to change your WebChat status. The **IM Client pane** is shown when your status is Online. The color of the notification dot changes regarding selected status.



## Conversation history

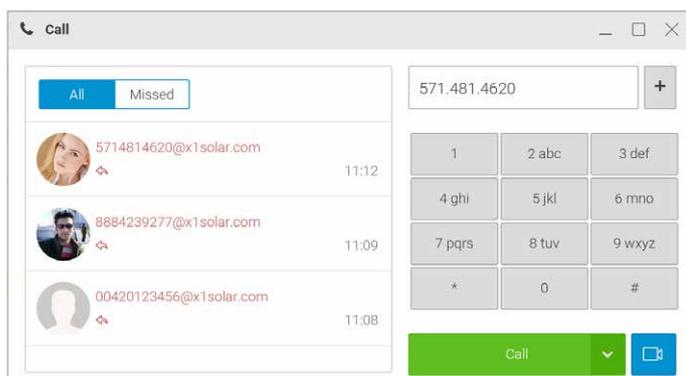
WebChat automatically save a conversation history, that can be viewed anytime.

To view previous chat history in WebChat just scroll back and through the chat conversation. IceWarp supports **infinite chat history**, so it will continue to load previous messages within a chat window as long as you scroll the window upwards and as long as there is content to load. You can see the timestamps while scrolling the chat history.

In addition, you may want to search within your chat communication history. Fill in your subject (or at least a part of this word) and hit Enter. You will see the results matching to your term.

# WebPhone

The **New** menu – **Call** item is one of those that can be helpful.



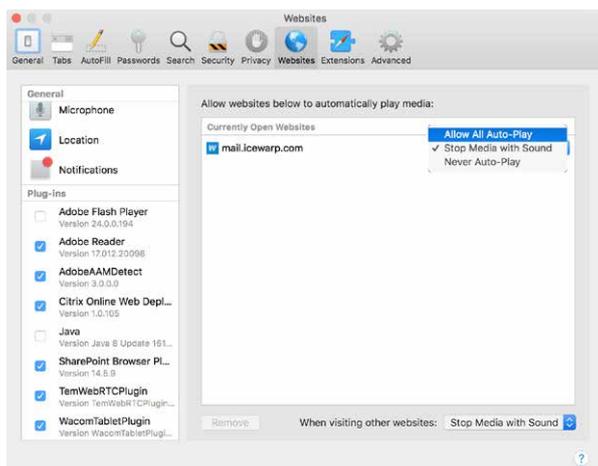
Functionality works best in Google Chrome, but works fine in Firefox and Opera as well.

For detailed WebPhone Setup Guide, refer to [https://www.icewarp.com/support/troubleshoot\\_webrtc/](https://www.icewarp.com/support/troubleshoot_webrtc/)

If the called person does not use or allow their camera, only he/she will be able to see video. Similar to WebMeetings, clicking onto video in WebPhone, user can open full screen view.

**Note:** We recommend to never start online meeting or call when connection is NOT secure. Google Chrome does not allow to use microphone over none secured session anymore and it is only question of time when the other browsers do the same.

**Note:** If you are using Safari version 11 or later, you do not need to install Themasys WebRTC plugin. In case that WebPhone is not working correctly, it is necessary to set Auto-Play to Always allow (for the domain use, Safari – Preferences – Websites - Auto-play).



# WebMeeting

IceWarp offers WebRTC powered voice and video calls so you can arrange non-text based communications with individuals or groups directly from IceWarp’s chat window. Integrated Voice over IP enables encrypted communication over the internet or a company’s private network. Complete text messaging is included, even for group messaging.

## Video calls support:

1. One-to-one video calls using your computer with webcam. A pop-up window asks attendees to confirm webcam access before a call starts and after accepting you can see each other in a quality video call.
2. Multi user video calls where external contacts can connect to a meeting through one-time web access or a dial-in number.

The **New** menu – **Meeting** item is one of those that is very easy to use. There are three possibilities:

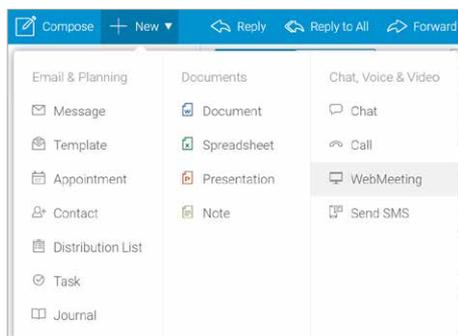
- To start a meeting
- To join an existing meeting
- To schedule a new meeting

**Note:** Video calls with Safari are not supported.

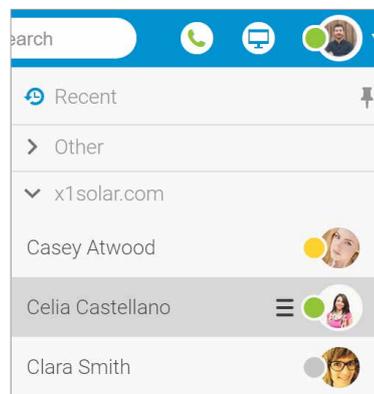
## Start Meeting

1. User can select 1 from 4 options how to start meeting.

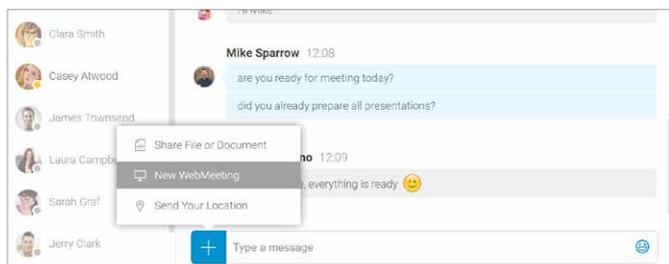
a) Click the New item (**Menu and Search Bar**) and select WebMeeting.



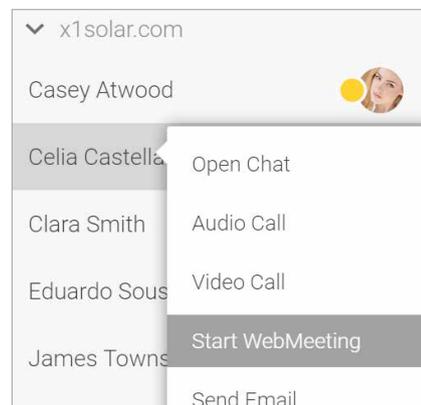
b) Click the WebMeeting icon in the right upper corner (**Menu and Search Bar**).



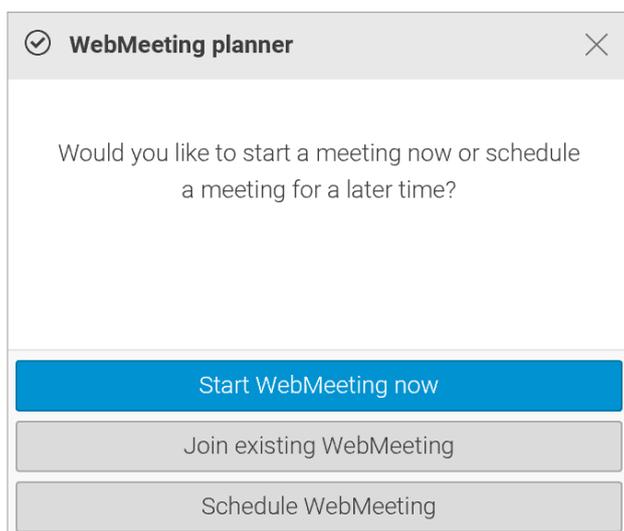
c) Click the WebMeeting icon in the right upper corner (**WebChat window**).



d) Right-click the WebChat contact and select *Start WebMeeting* from the context menu.

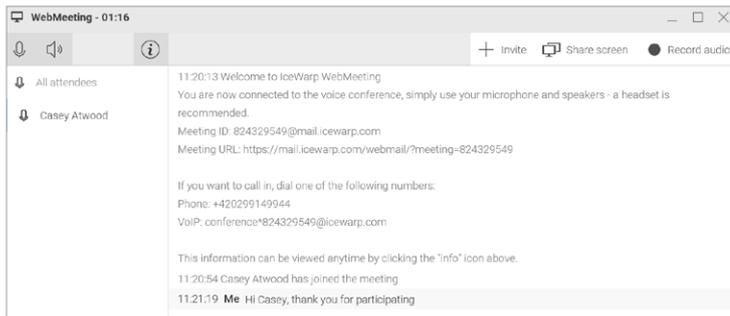


The **Meeting planner** dialog appears by choosing New/WebMeeting (in the other options - b, c, d is WebMeeting dialog opened directly):



2. Click the *Start WebMeeting now* button. The **Meeting dialog** appears.

3. Within this dialog, you can set all meeting features:



The menu bar consists of two parts:

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

The icons are described from the left to the right.

**Microphone** – Click the icon to mute your microphone. Click it again to turn the sound on.

**Speaker** – Click the icon to mute the speaker(s). Click it again to turn the sound on.

**Information** – Click the icon to open the Meeting Info dialog.

**Invite** – As a meeting organizer, click the icon to invite participants.

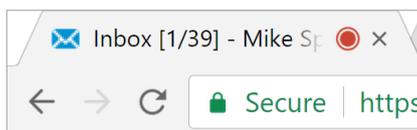
**Share screen** – Click the icon to share your screen with other meeting participants.

**Record audio** – The meeting organizer can make an audio record of the meeting.

IceWarp supports “full screen” mode for incoming screenshare video. Clicking on the video moves the stream to separate browser window, which can be expanded to full screen by user. Closing the separate window moves video back to chat area.

**Note:** We recommend to never start online meeting or call when connection is NOT secure. Google Chrome does not allow to use microphone over none secured session anymore and it is only question of time when the other browsers do the same.

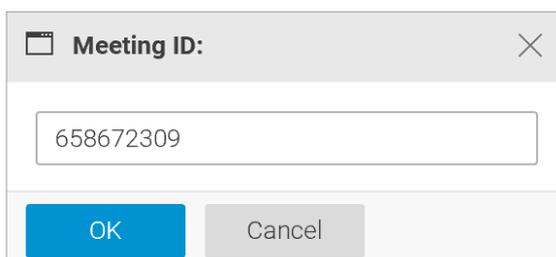
**Note:** When you run WebMeeting, red point notification is displayed in the WebClient bookmark.



## 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.



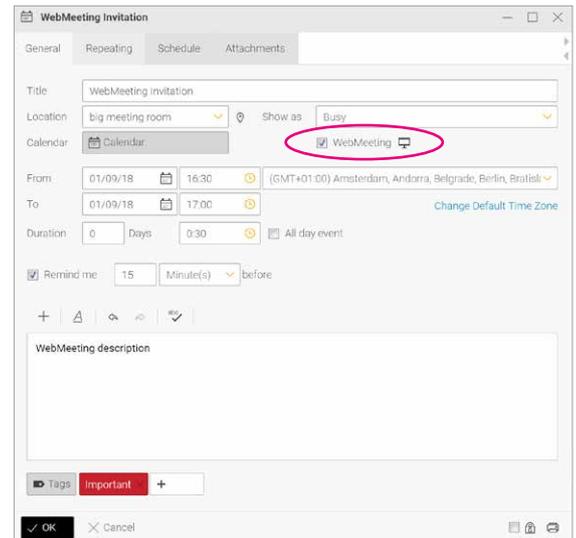
3. Enter the Meeting ID. (This ID you can find in the meeting invitation mail.)

The **Meeting** dialog is shown – see the **Start Meeting** and **Meeting Dialog – Other Features** sections.

4. Joining the meeting is also possible by clicking the link in WebMeeting invitation.

## Schedule Meeting

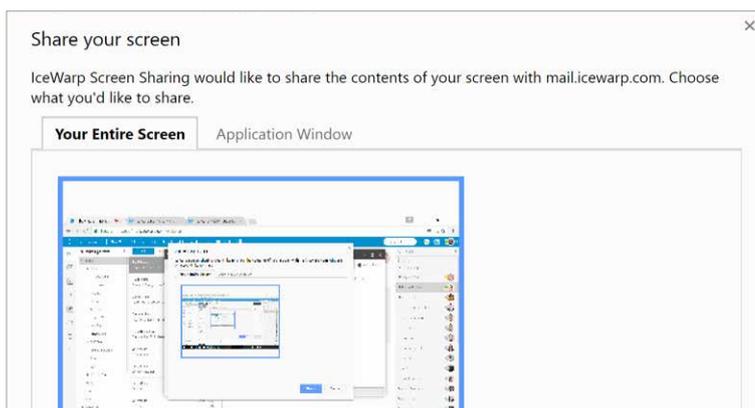
1. Follow the step # 1 of the **Start WebMeeting** section.
2. Click the Schedule meeting button. The **Appointment** dialog appears.
3. On the **General** tab, fill in (at least) the Title, From and To fields. If you are going to create WebMeeting, you have to check WebMeeting box.
4. On the **Schedule** tab, use the Address Book button to select attendees/participants.
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 – Desktop Sharing

As the organizer, you can share your screen.

The short guide is possible to see online: [https://www.icewarp.com/support/troubleshoot\\_screensharing/](https://www.icewarp.com/support/troubleshoot_screensharing/) To do so, click the **Share screen button**. You can select from tabs whether you want share **entire screen or application windows**. The Share your screen dialog is shown:

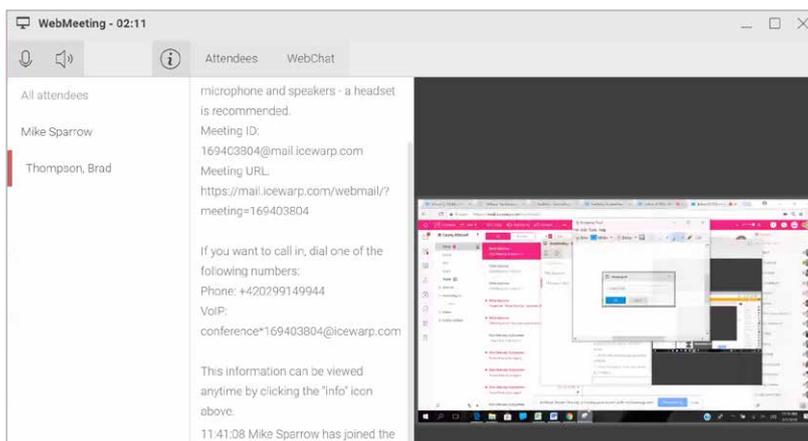


Select the screen/window you want to share and click the Share button.

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

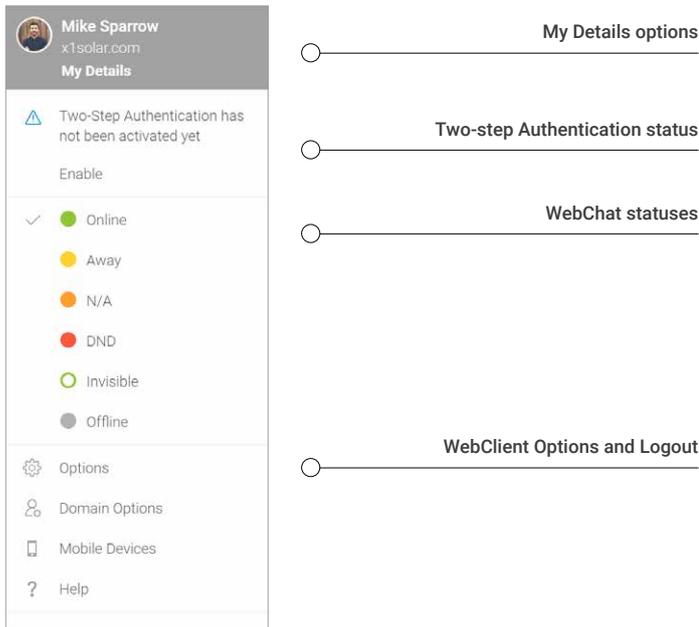
(It is also possible to open a separate window with a shared screen by clicking this part of the dialog. This does not apply for Internet Explorer – the sharing window is maximized within the meeting dialog.)

The left-hand pane contains **names of all attendees**. The participant who is speaking is **highlighted in the dialog window**.



# 11. Settings

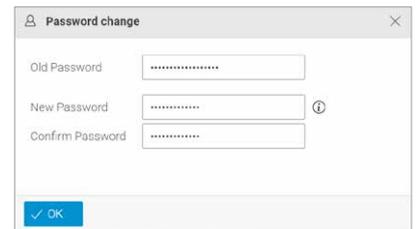
When you click your avatar within the **Menu Bar**, the **Settings** menu is shown.



## Quick tips

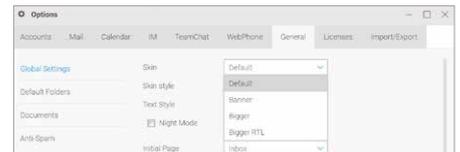
### How to change password

To change password go to WebClient settings (My detail/Options/Accounts). Click the button to open the **Password change** dialog. Enter your Old Password and new one twice (New Password, Confirm Password). Click **OK**. You have to follow the password policy. National characters are not supported!



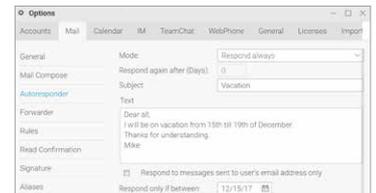
### How to change skins

To change skins go to WebClient settings (My detail/Options/General/Global settings). Skins are available for IceWarp WebClient allowing you to change the look of the system. Select the skin you want from the dropdown.



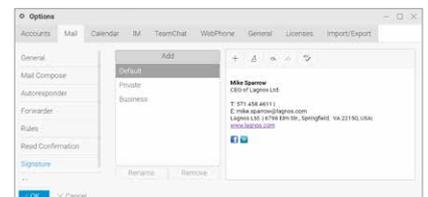
### How to setup autoresponder

To setup autoresponder go to WebClient settings (My detail/Options/Mail/Autoresponder). This feature is announced that you are on vacation. Fill in all requested information to start automatic responds.



### How to setup a signature

To setup a signature go to WebClient settings (My detail/Options/Mail/Signature). User can define a signature that will be added to each new email message. Fill in all requested information and click ok.

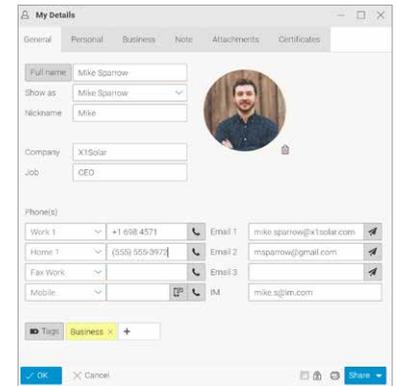
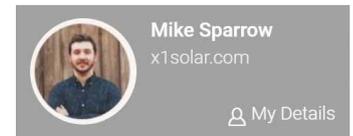


## My Details Options

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 WebChat vCard.

Click on My details allows you to setup User details like: Name, Address, Contacts, Dates etc.

- **General Settings** – here you can setup general settings like Name, Company, Job, Phone(s), etc.
- **Personal Settings** – here you can setup personal settings like Birthday, Gender, Home address, etc.
- **Business Settings** – here you can setup information about your work Profession, Department, Business address etc.
- **Notes** – here you can write any note related to the contact.
- **Attachments** – here you can upload or add any item related to the contact.
- **Certificates** – here you can upload any certificate(s).



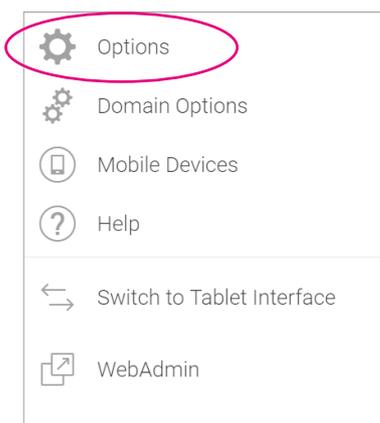
## WebChat statuses

Graphical representation of WebChat statuses. Description of statuses is predefined. **Online** and **Offline** status is always shown, **Away**, **Not Available**, **Do Not Disturb** and **Invisible** user can hide or unhide. To setup statuses go to My detail/Options/Chat/WebChat.



## WebClient options

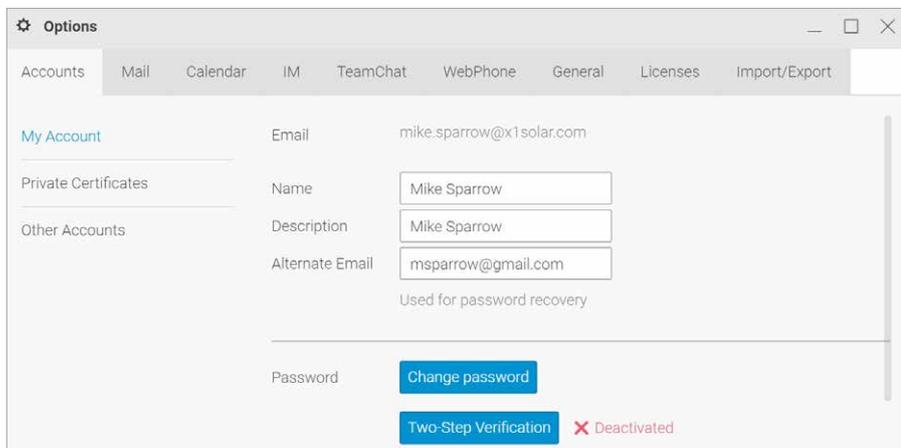
This dialog allows you to manage all WebClient settings.



## Accounts

The **Accounts** tab – **My Account** page lets you change the password, activate 2-step verification 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 accounts 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.



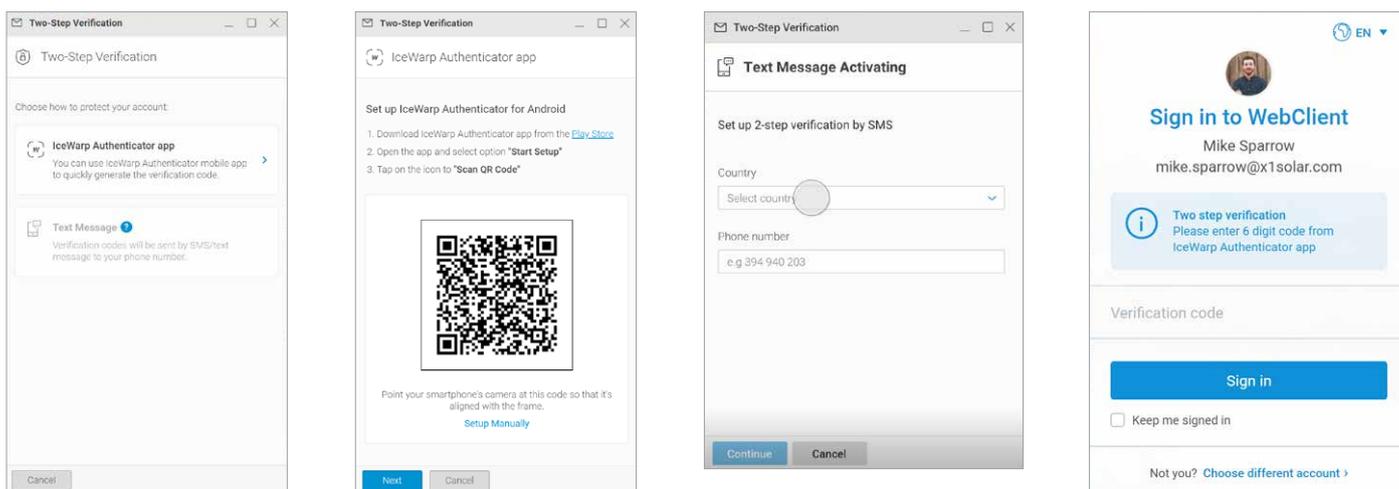
## 2-step verification

2-step verification must be enabled on the domain level. Then you will see the **Two-Step Verification** button in the Options – Accounts – My Account tab so you will be able to activate this feature and make stronger security for your IceWarp account.

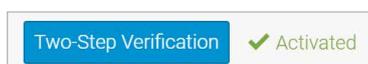
The red cross next to the Two-Step Verification button indicates that you **were not set up this feature yet**.



Click the **Two-Step Verification** button and follow the instructions to turn on Two-Step Verification. You can select whether to activate this feature for your IceWarp account via IceWarp authenticator (available for iPhone and Android as well) or via SMS.



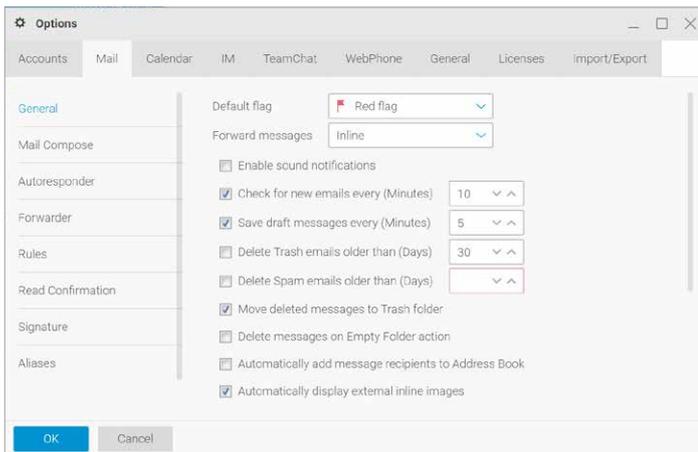
When you will go through the whole process successfully, the green mark indicates that this feature is set up and activated.



From now you will use the authenticator to sign in to your WebClient account.

## Mail

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



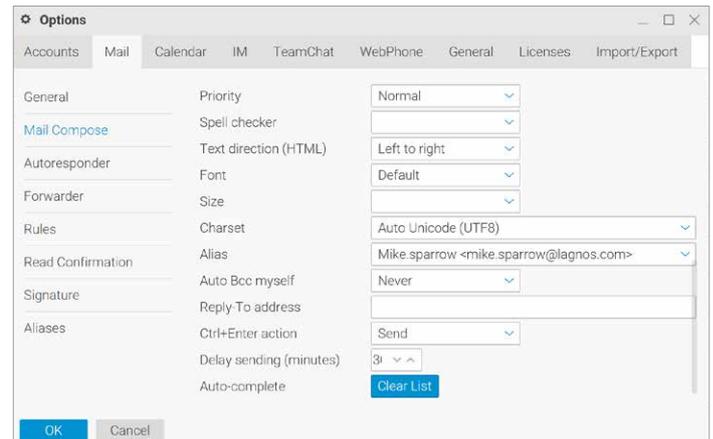
Next to general settings you can setup:

## Mail Compose

Use this tab to customize the settings for messages you send and receive. Here you can set things like digitally sign messages, using **SmartAttach** or **CTRL+Enter** keyboard shortcut.

In the CTRL+Enter field, you may have 2 actions only – **Send** and **Send now**. The third action – **Send with delay** - have to be enabled from your administrator by turning on the delay sending for the whole server in API console (c\_mail\_smtp\_other\_headerfunctions).

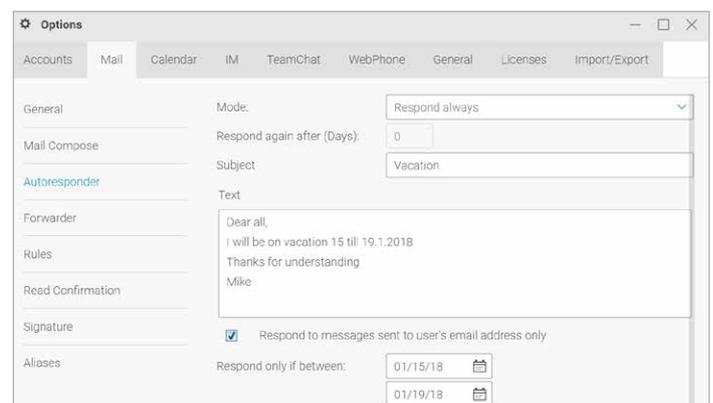
If you do not have Send with delay option in the CTRL + Enter field, please ask your administrator to set it up.



## 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.



## Forwarder

The mail Forwarder will automatically send your messages to other addresses, if you don't have access to your mailbox. Option "Forward mail older than" is processing only folder INBOX, without subfolders. This feature forwards mails aged the exact time specified there, but not older. "Forward mail older than" function does NOT delete mails from INBOX after forwarding.

The screenshot shows the 'Options' dialog box with the 'Mail' tab selected. The 'Forwarder' section is visible, containing the following fields and options:

- Forward to:**
- Keep emails in mailbox**
- Forward mail older than (Days):**
- Forward older mail to:**

## 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. There is possibility to have several predefined signatures and use them as needed (Default, Business, Private, etc.).

The screenshot shows the 'Options' dialog box with the 'Mail' tab selected. The 'Signature' section is visible, showing a list of predefined signatures and a preview of the selected signature:

- Signature List:** Default, Business (selected), and an empty field.
- Preview:** A signature for Mike Sparrow, CEO of X1Solar Inc., with contact information: Tel: 571.481.4611, Email: mike.sparrow@x1solar.com, and address: X1Solar Inc., 6506 Loisdale Road, Suite 310, Springfield, VA 22150 USA, www.x1solar.com.

## 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.

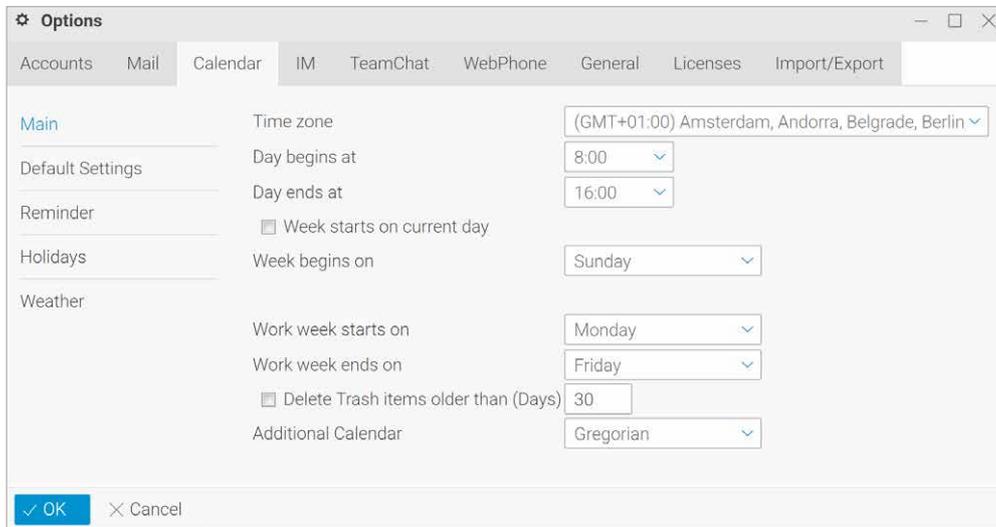
The screenshot shows the 'Options' dialog box with the 'Mail' tab selected. The 'Aliases' section is visible, showing a list of aliases and their configuration:

- Aliases List:** mike.sparrow@x1solar.com (checked), m.sparrow@x1solar.com (checked), and mike@x1solar.com (checked).
- Configuration:** Full name: Mike Sparrow; New Messages: Default; Replies: Default; Sent Folder: Default.
- Buttons:** Enable, Disable, and Remove.

You can defined default sent folder per Alias. This apply only to real Aliases that is why the option is disabled for your Primary and Groups-member originated entries.

## Calendar

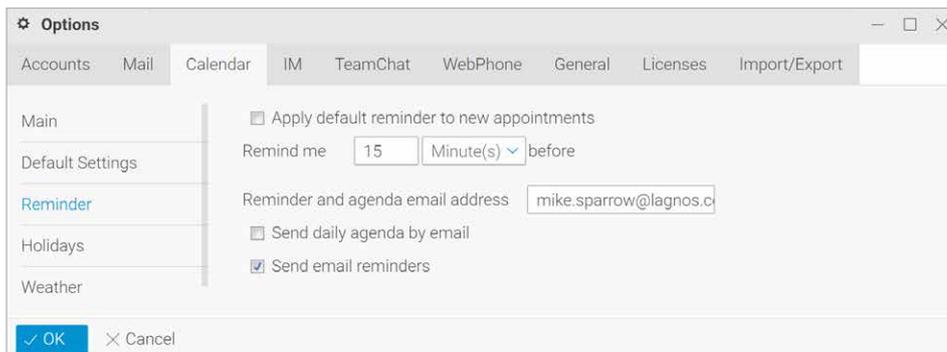
Clicking **Options** from the Tools menu opens the Options pop-up window, with the **Calendar – Main** tab selected. You can set how you want certain views to be displayed.



The most important features can be:

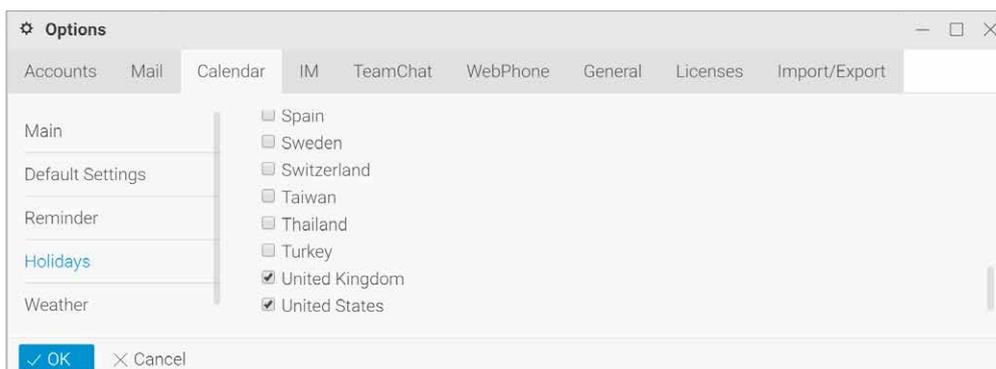
## Reminder

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.



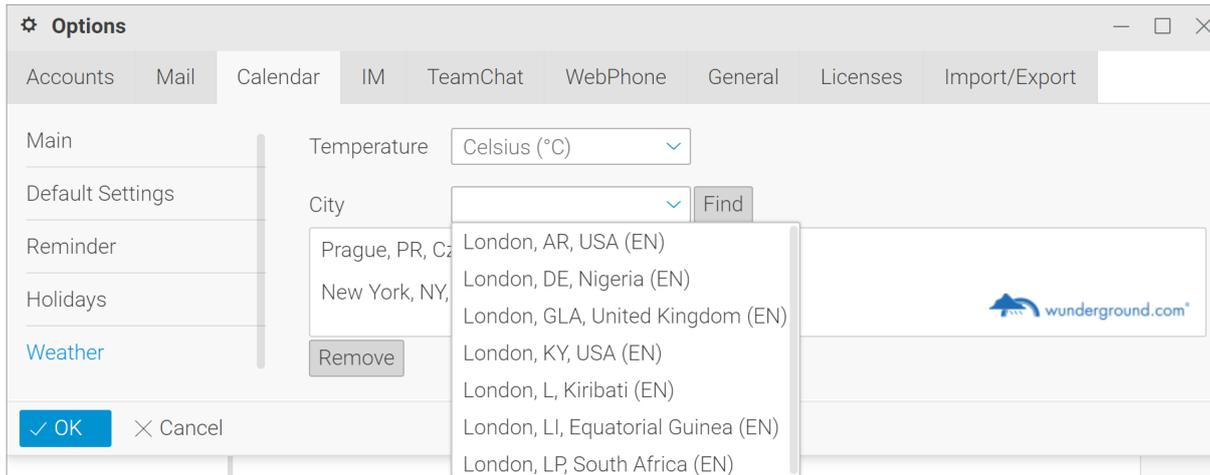
## Holidays

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.



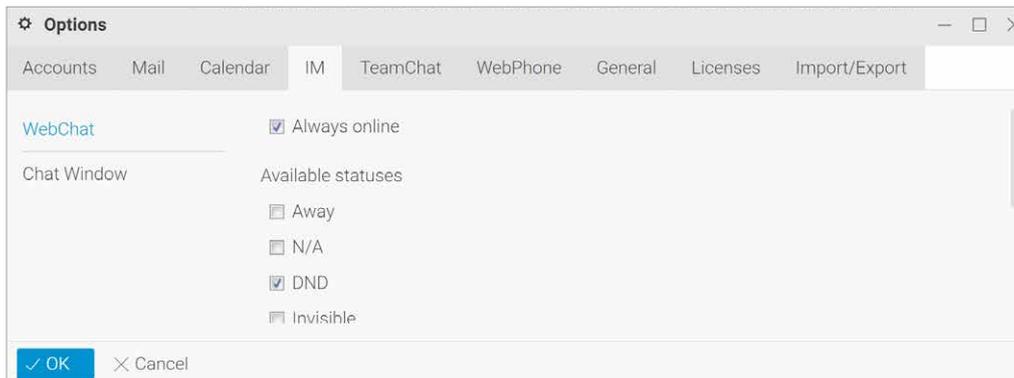
## Weather

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



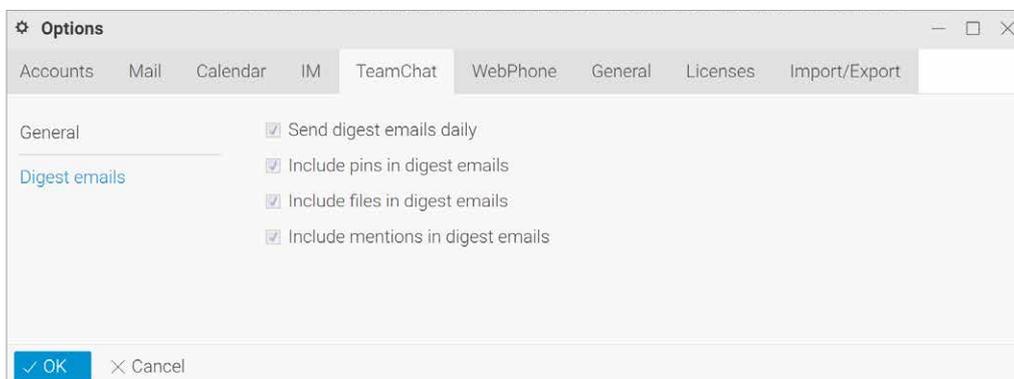
## IM

You can find setup options for WebChat and Chat Window in this folder.



## TeamChat

In the TeamChat folder you can set general options (notifications and emoticons) and also digest emails. Digest emails will notify you about new items in TeamChat rooms where you are participating – it includes pins, files and mentions.



## WebPhone

Select this option if you want to setup **VoIP account** or **call forwarding**.

The screenshot shows the 'Options' dialog box with the 'WebPhone' tab selected. The 'General' section is active, showing options for integrating with a VoIP account. The 'Integrate with your VoIP account (SIP)' option is selected. Below it, there are checkboxes for 'Start WebPhone automatically' and 'Integrate with external VoIP account (SIP)', both of which are checked. There are input fields for 'Username' (containing 'mike.sparrow'), 'Password' (masked with dots), 'Extension', and 'Server/Proxy' (containing 'x1solar.com'). There are also radio buttons for 'Dial via your VoIP account (already registered softphone/telephone)' and 'Dial via external VoIP account (SIP/HTTP)'. At the bottom, there are 'OK' and 'Cancel' buttons.

## General

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

There are a lot of colors in General settings that can be selected to change WebClient look. Default color is blue.

In the **Documents tab** you can select whether open documents when possible with WebDocuments, WebDocuments (Read) or Office Suite.

The screenshot shows the 'Options' dialog box with the 'General' tab selected. The 'Global Settings' section is active, showing various appearance and behavior options. There are dropdown menus for 'Skin' (Default), 'Skin style' (Blue), and 'Text Style' (Light). There is a checkbox for 'Night Mode' which is unchecked. There are dropdown menus for 'Initial Page' (Inbox), 'Confirmation on exit' (Always), and 'Desktop Notifications' (Auto (background only)). There are also checkboxes for 'Show Favorite folders' (unchecked) and 'Use Flash upload for attachments' (checked). At the bottom, there are 'OK' and 'Cancel' buttons.

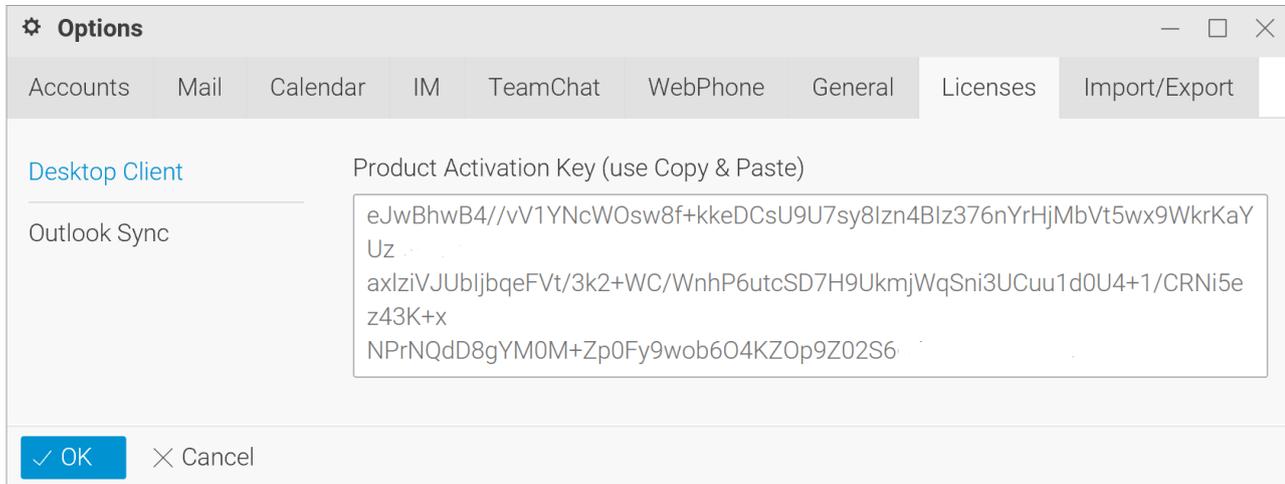
**Note:** Within the Skin tab you can setup Bigger RTL skin specific for those who write in Arabic. Then the text is displayed as right-align (on the right side).

## Licenses

This tab is used to transfer **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).

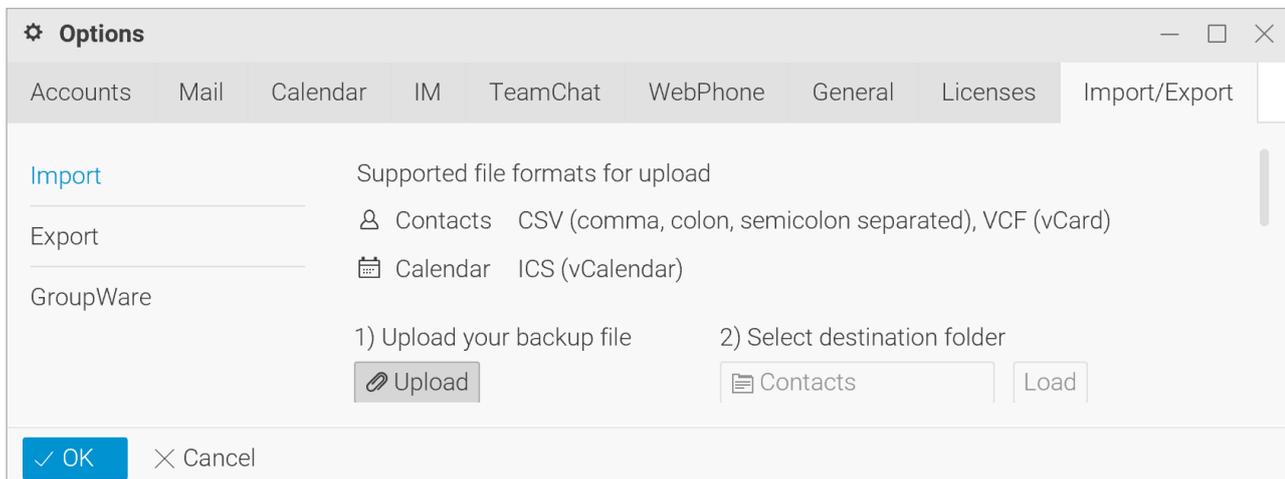
Copy the key and use it when registering the appropriate product.



## Import / Export

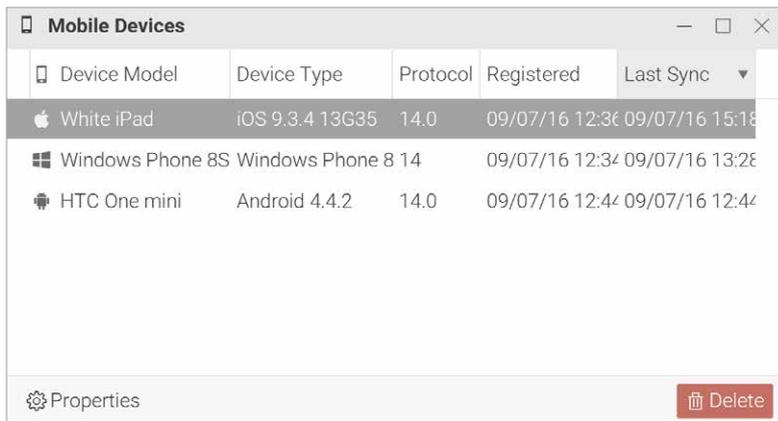
IceWarp WebClient allows you to export and import **Contacts** and **GroupWare data** to various file formats.

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



# 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.

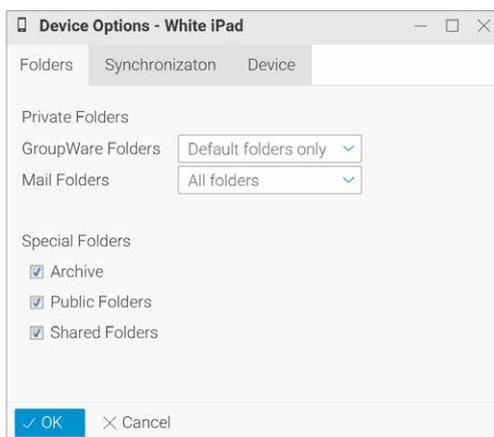


## Device options dialog

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

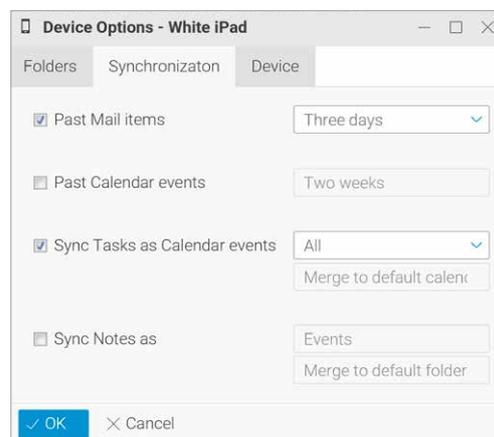
### Folders

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



### Synchronization

Set other synchronization details here.

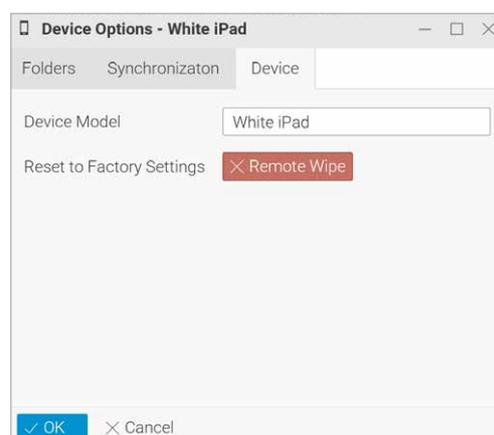


### Device

On this tab, you can rename or reset your device.

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. Administrator can **reset connected mobile devices** in 2 ways:

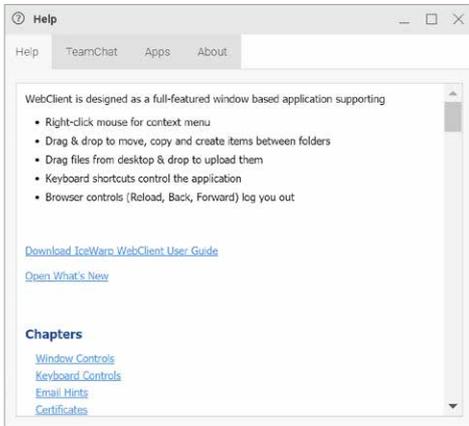
- **Soft wipe:** deletes only data downloaded from the server
- **Hard wipe:** resets the device to factory settings, deleting data from device and SD cards



## Help

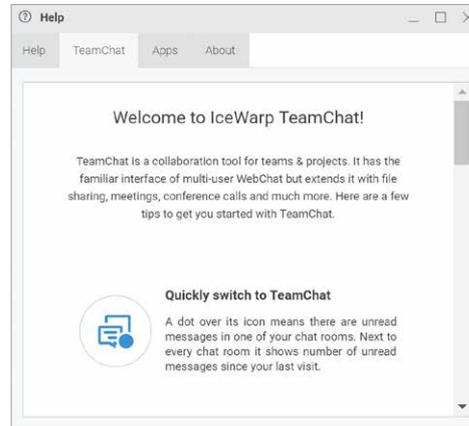
### Help

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



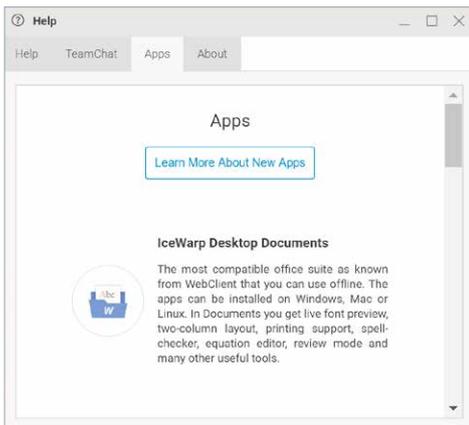
### TeamChat

TeamChat tab provides you with the short overview how to use TeamChat feature.



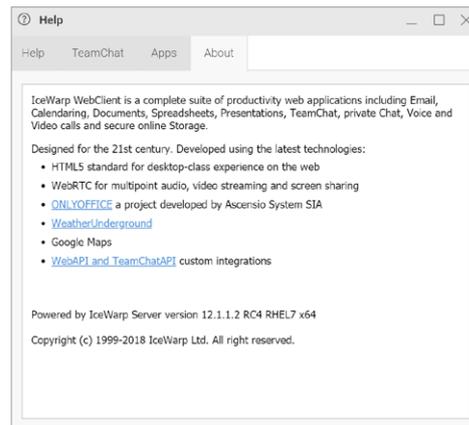
### Apps

In the Apps tab you will find short overview of desktop and mobile apps.



### About

About tab reveals information about the current WebClient version and it's main features and highlights.



## Switch to tablet 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

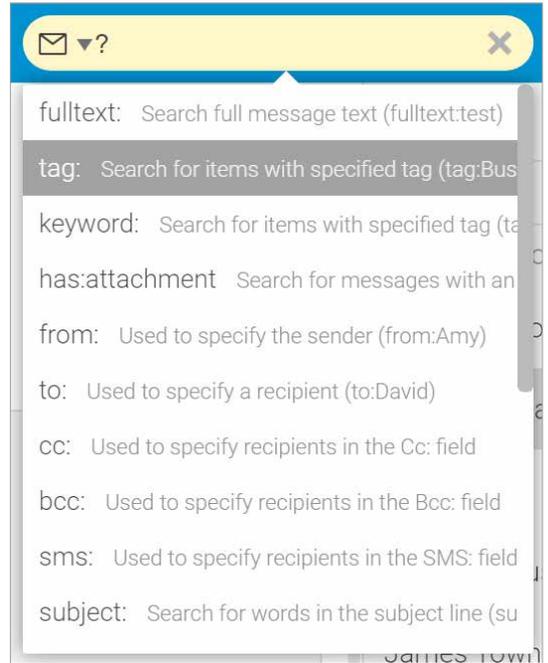
Click the Logout menu item to log out from IceWarp WebClient. The WebClient login screen is shown. For more information on login, refer to the **Getting Started – Logging** into IceWarp WebClient chapter.

# 12. Miscellaneous

## Smart Search

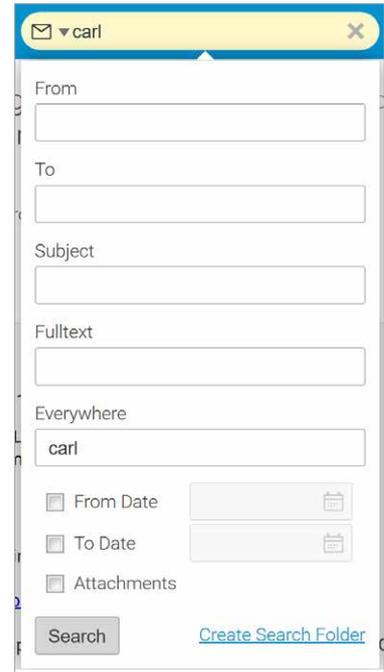
It is a simple text input where you specify your words to search for.

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.). Next to general marks also logical operators such as **And/Or/Not/()** is possible to use.



## 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:



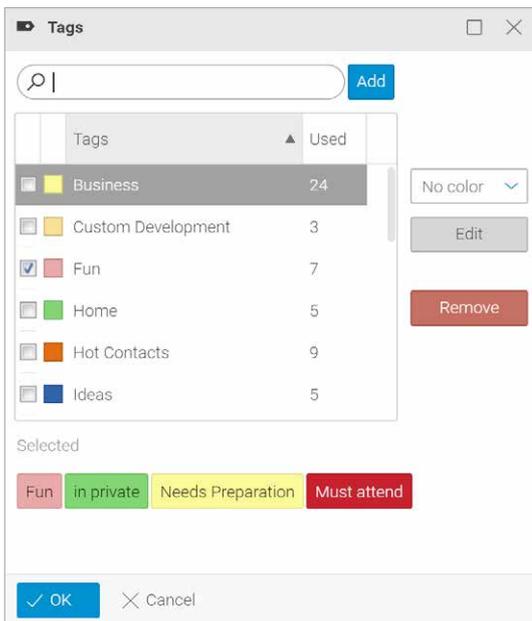
## Create Search Folder

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** chapter for detailed description.

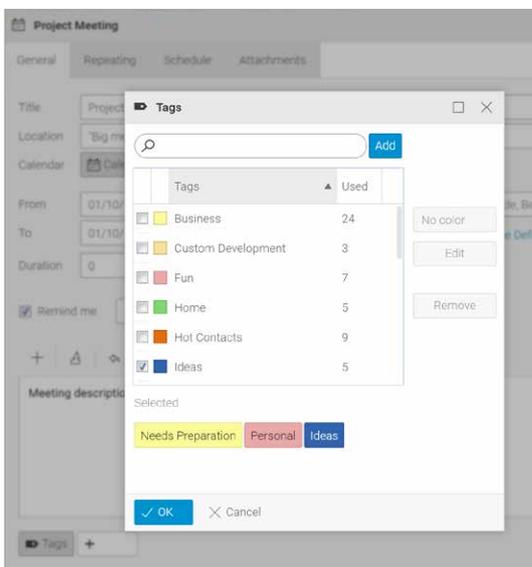
## Tags Management

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.

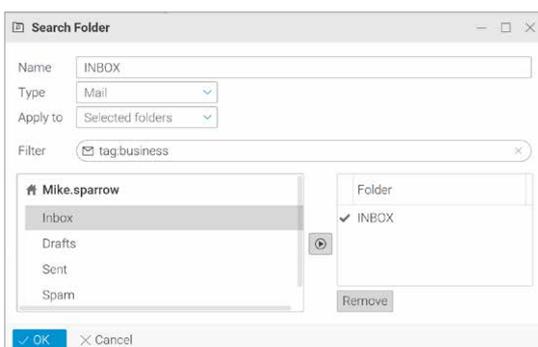
To define a tag, right-click the item, select the Tags item, fill in the Add field and click the button. You can also tick an tag box in the list of existing tags. Selected tags are shown in the Selected field.



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:

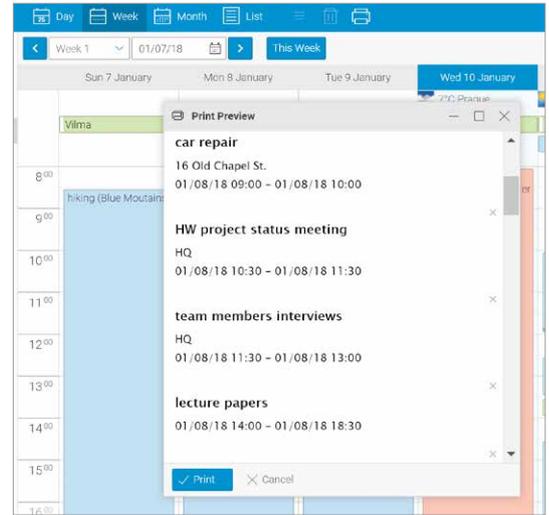


## Printing options

Besides of usual printing of emails, WebClient allows you to print calendar, 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:

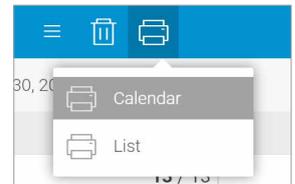
1. Double-click the appropriate item to open it. Click the *Print* button (printer icon) in the lower right-hand corner of the item window. Close the item.  
Alternatively, right-click the appropriate item within the **Items View** panel and select the *Print* option.  
(Use the *CTRL+click* or *SHIFT+click* shortcuts to select more items.)
2. The **Print Preview** dialog opens. (With more items combined here.) **Do not close the Print Preview dialog.**
3. Repeat these steps for all items you want to print.  
(Use the right-hand crosses to remove unwished items.)
4. Click the **Print** button in the **Print Preview** dialog. The usual **Print** dialog opens. (Optionally, change printing preferences.)
5. Click **OK** to print the selected items.



### Calendar printing

Clicking the **Print** button while browsing **Calendar** entries allows you to print calendar in 2 ways:

- 1) **Calendar print** – this option prints the whole calendar including grid, so the same as you can see on the screen.
- 2) **List print** – this option prints list of entries only.

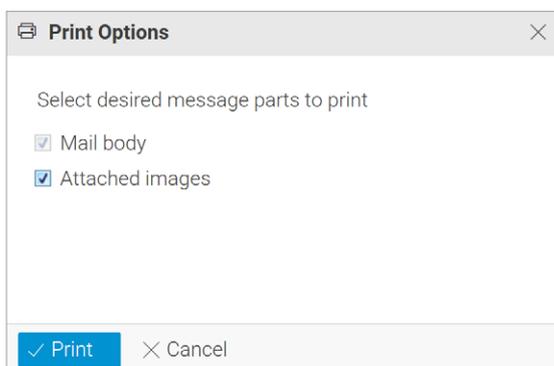


**Note:** This printing option is possible with Day, Week or Month view only.

### Email printing

Clicking the **Print** button while browsing **Mail** allows you to print email body.

When printing an email message containing attached image, **Print option** dialog will appear. There you can select whether the attachment should be printed or not.



In case that email message is signed with the certificate then email always includes the information about that on printed document.

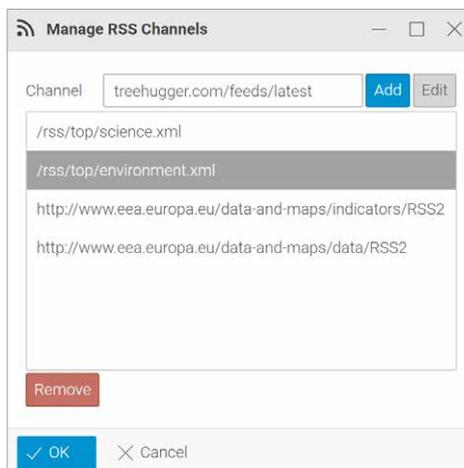
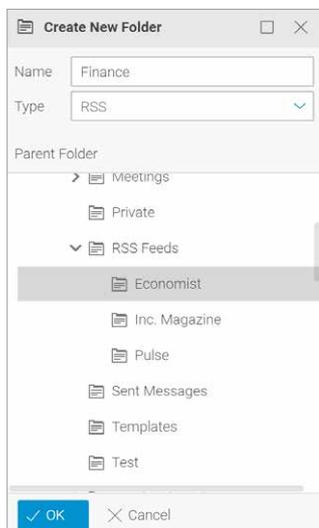
## Tablet Interface Shortcuts

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

Shortcut	Description
<b>Top Menu:</b>	
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
<b>Other</b>	
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
<b>Compose</b>	
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
<b>Save (send)</b>	
CTRL+ENTER	saves the item (in the email compose window, it sends the email)

## 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):



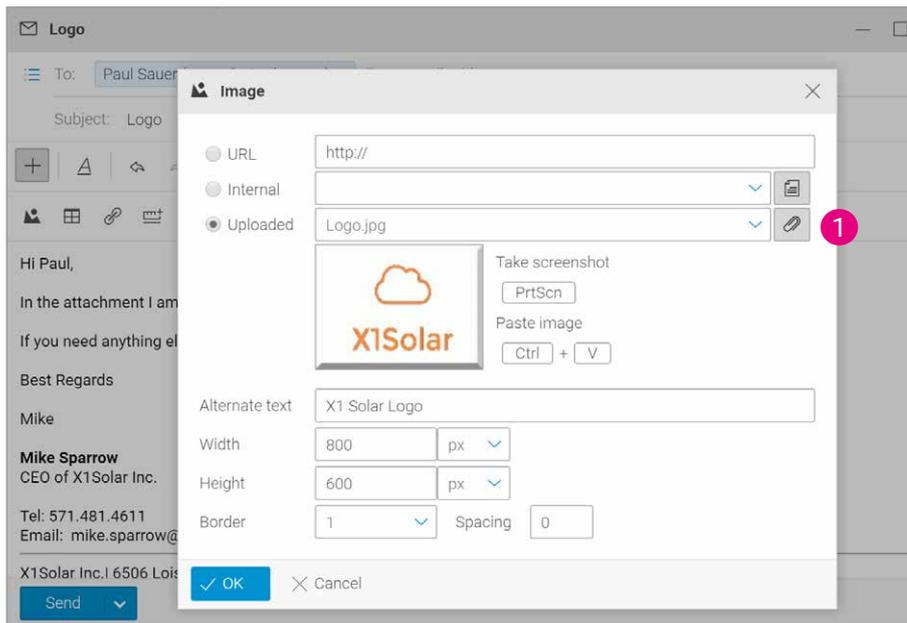
To add or remove a new channel to an existing RSS folder, right-click this folder and select the **Manage RSS Channels** item. Use the **Add** and **Remove** buttons.

## 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:

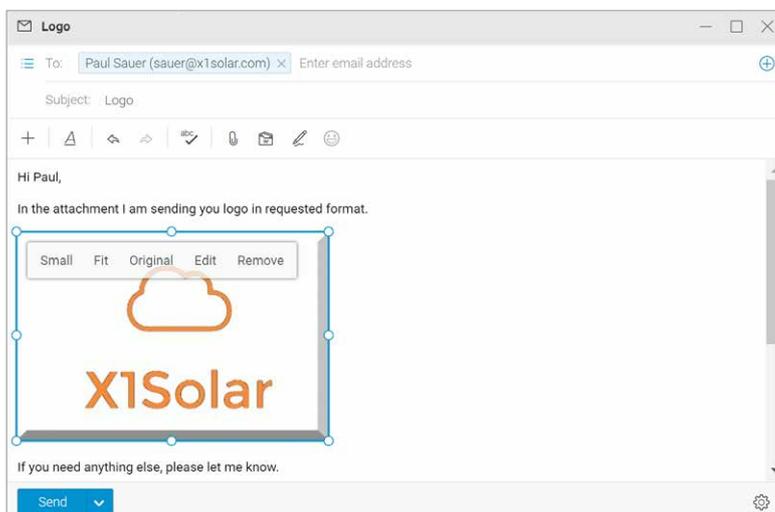
1. In the right-hand side of a composer window, select the **HTML** item from the list. (Can be switched into **Text**.)
2. Place a cursor into the mail body where you want to insert a figure to.
3. Click the **Insert** icon (+ – within the text editor pane) to reveal the list. Select the **Image** item.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

Inserted figures are possible to resize within mail compose window. User can select from following options: **Small, Fit, Original and Remove**.

**Note:** This feature is disabled for Internet Explorer browsers.





# Enterprise Messaging

## For Companies Of All Sizes

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