

# 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.

$\leftrightarrow \Rightarrow c$	Secure https://mail.icewarp.com/webmail/#sign-in-password	Q ₹ ☆	1	i.
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You will be presented with a login screen similar to this:



# 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:

	Mike Sparrow x1solar.com My Details	
	Two-Step Authentication has not been activated yet	
	Enable	
$\checkmark$	Online	
	e Away	
	N/A	
	• DND	

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.

(S) EN ▼ Icel///arp Create an account	Person	S EN ▼ IceIWarp al Information	You're alm	③ EN ▼
Username john.work	Company		john.work@d	domain.com
Domain	Finance Investm	nent Ltd	Password	() Show
domain.com	Profession		Confirm password	GIOW
Full name John Work	CLO			Show
Alternative email	Work Phone 006 5678 564		6V MF J8	Generate new
mike.sparrow@x1solar.com			Security code 6VMFJ8	
Next sten		Last step		
and the first of the second se	Back	Contact admin >	Create an	n account
Contact admin >			Back	Contact admin >
Already have an account? Sign in >	Already hav	re an account? Sign in >	Already have an a	ccount? Sign in >

**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

	⑦ EN ▼
Ice <sup></sup> ///arp	
Reset pass	word
New password	? Show
Confirm password	Show
Save new pass	sword
Not you? Choose differe	ent account >

# **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



(5) EN •

Contact admin >



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.

Contact adm	ninistrator
Email address mike.sparrow@x1solar	C
Describe your problem Hello,	
I have problem with log Please, help.	gin to my account
6R6CYY	Generate nev
Security code 6R6CYY	
Send mes	ssage
Back	

- 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.

· <del>·</del> ·	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 <b>Default view</b> to <b>Small view</b> or <b>Compact view</b> , 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.
0	Search	Use this field to search within the selected folder. Click the left-hand icon arrow to refine your search. The <b>Search Wizard</b> opens. Its content differs according to the folder type.
0	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.
9	WebMeeting	Click the icon to make a WebMeeting. Within this dialog, you can set audio conference with screen sharing.
•	My details	<b>Your avatar</b> – hover over the avatar to reveal the settings menu. Here you can open the <b>My Details dialog</b> , manage your <b>Options, Mobile Devices, reveal Help</b> , switch into other WebClient Interfaces and Logout. ( <i>More detailed description in chapter 11</i> ) 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.

~	A Mike Sparrow	(
	√ Inbox 🥝	Ξ
RR	> Files	

# **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.

	÷.	🖉 Compose 🕂 New 🔻	$\Rightarrow$ Reply $\Rightarrow$ Reply to All $\Rightarrow$ Forward $\equiv$
Right click	2	Create New Folder	All Unread 🗸 🔀 Date 👻
	92	Create New Search Folder	Paul Sauer 11.25 🗙
	5	Add Shared Account	Rules of Engagement 2017
		Sharing and Permissions	Clara Smith         03/10 13:22           Salisbury Purchase Order #19492015         Ø
	۵	Panel Appearance	Expanded
	4	Junk E-mail	Collapsed SPIFF for partners
	W	> Meetings	Auto Collapse 03/10 13.19
	0	Private 🕕	Gary White - PHP developer - Interview and CV 🧷

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.

External
✓ Internal
aaMarketing 🚍
External
✓ Internal
Marketing =
External
✓ Internal
Marketing <b>Ξ</b>

# 2. Email

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

e	Compose + New •	🛠 Reply 🐟 Reply to All 📣 Forward 🛛 🗮 🛄	B 🔲	• A 🛛 🔕 😂 🗐 🕫
2	A Mike Sparrow 🕴	All Unread Note 🗸	Rules of Engagement 2018 Th 22/15/10 15/52	\varTheta Receni 🕴
RA	✓ Inbox	Paul Sauer 1552 × Rules of Engagement 2018	Paul Souer (neuer@x1soler.com)     Paul Souer (neuer@x1soler.com)     Tr:     BridThompson Mike Sparrow     Son Lee     Maria Krikland     Cela Castellano     Max Richter	visolar.com
	Flagged Follow-up	Fahad Khalife 10:09 Al is the Future	Jamp Calif.     Jamp Cali	Brad Thompson
2	<ul> <li>Junk E-mail</li> <li>Meetings</li> </ul>	Mail Delivery Subsystem 02/09.14.00 Reminder for 'Marketing materials for WHD'	Hi all, I am sending you just for your info :-)	Burak Yuksel
0	Private RSS Feeds	ElMohaned ElMahgoub 02/07 15:22 Age of IoT, \$628 Smart city IoT revenue by 2026 and more	X1solar's Rules of Engagement (RoE) for Sales has been updated for 2018. The document applies globally and it is required for all sales to be familiar with the policies and guidelines included. Please contact your sales manager with any questions.	Celia Castellano ea
	Templates Test	Nadia Ribeiro 02/06 18:30 Dubai Canal never the same after 27 Feb	Click here to download - REQUIRED FOR ALL SALES Changes made for 2018 include	Eduardo Sousa Ribeiro
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	Sent Spam	Navaz Ali 01/29 09:29 Is this Al-composer better than Mozart?	Maintenance and prepaid sales credit defined by sku type     Revised credit for multiple orders (from 30 to 5 days)     VCP policies updated	Joe Arthur 🛛 🕵
	> Trash 🗐	Nisha Ramisetty 01/24 09 17 Blockchain investment set to top \$300bn	Named accounts section updated for 2018 rules     Silver partners are eligible for NFR licenses     RCC/df: WP Sarkers	Laura Campbell
	> Archive Documents	Thompson, Brad 01/08 1401 Organizer "Thompson, Brad' has invited you to "Project	Paul Sauer Director, Business Operations	Lenna Smith
	> Marketing X1	Trixie LohMirmand 01/08 10 19 Only one blockchain event really matters in 2019	8508 Loiedale Road Tel: <u>577.481.4824</u>	Lucas Ackerman

# 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.

Reply 📣 Reply to All	⇔ Forward = 🔟 🖨 [	A• A
≡	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 <b>Print</b> 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	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.

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# **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.

#### **Mike Sparrow**



#### • 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.

#### Chapter 2 Email

# **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).
- E Click the icon to reveal folders of all folder types within one folder tree.
- + Select the parent folder and click this icon to add a subfolder. The Create New Folder dialog is shown.

# **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.



All	Unread 🔨		Date 🗸
Paul Sauer Rules of Engagemer	Open in Window		12/06 14:17 ×
- 4	New		
IoT Workshop Duba Book Your Seat Now	New from Template		12/06 04:54
	Manage Sender	>	

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.

			Search	in files 🔍
0 🗠 F	rom	Subject	To	Date
N	/like Sparrow	Internal sending: Promo SPIFF for partners		
N	/ike Sparrow	Today's task	Casey Atwood	05/08

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.

🖾 Budget Plan 2018 - draft	_ □	×
:≡ To: Brad Thompson (brad.thompson@x1solar.com) × Enter email address		Ð
Subject: Budget Plan 2018 - draft		
Hi Brad,		
in the attachment please find the promised budget plan for this year.		
Have a nice day M.		
Mike Sparrow CEO of X1Solar Inc.		
Tel: 571.481.4611 Email: mike.sparrow@x1solar.com		
X1Solar Inc.] 6506 Loisdale Road Suite 310  Springfield  VA22150 USA  www.x1solar.com		
Budaat alaa 1919 daafi daay		*
24.7 kB	<ul> <li>SmartAtt</li> </ul>	tach
Send V		(‡

# **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.

Io:			۲	om:		
C	🗹 Compose 🕂 New 🔻	🖘 Reply 🗞 Reply to All 🛷 Forward 🛛 🗐 🗐 🔲		Ð	🖉 Compose 🕂 New 🔻	🖘 Reply 🐟 Reply to All 🇀 Forward 🛛 🗐 🗐 🔲
	₱ Mike.sparrow	All Unread VIC Date V Betty - vacation ne		M	A Mike.sparrow	All Unread Vacati
	Inbox =	🖾 New Message			Inbox	🖾 New Message
<u></u>	Drafts	Enter email address	1	<u>88</u>	Drafts	From: brad.thompson@lagnos.com
	Sent	Subject:	7	<u>d1</u>	Sent	Enter email address
	Spam	Bcc to Teamchat: Enter Teamchat room na	- 24	1111	Spam	Subject:
ß	✓ Archive	+ 4 8 8 /		2	✓ Archive	Bcc to Teamchat: Enter Teamchat room na
6	> Sent			~	> Sent	+ 4 9 9 /
W	Quarantine			597	Quarantine	
$\odot$	✓ Filters			0	✓ Filters	
	Blacklist			0	Blacklist	
目	Whitelist			冒	Whitelist	
	brad.thompson@lagnos.			0	brad.thompson@lagnos.	
	Inbox			1	Inbox =	
	Drafts				Drafts	
	Sent				Sent	
	Spam				Spam	
	> Archive				> Archive	
	Trash				Trash	
		Send V				Send 😽

Editor Mode	Source	~
	HTML	
	Text	
	Source	

### 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.

	New Items Delivery	- 🗆 X
	From: Mike Sparrow (mike sparrow@ix1solar.com)	~
=	To: Brad Thompson (brad.thompson@x1solar.com) × Enter email address	۲
	Co: clara	•
	Boer 🕞 Clara Smith (smith@x1solar.com)	•
	Boc to Teamchat Enter Teamchat room name	

uddress Book				
At ▼ Search				
Contact Name		Email	Company	Department
Burak Yuksel		burak.yuksel@x1solar.c	or	
Canon, William		canon@mediatech.com	Media Technologi	es
Casey Atwood		casey atwood@x1solar	e: X1Solar	Business operations
Celia Castellano		celia.castellano@x1sola	r,	
Celia Castellano		celia.castellano@x1sola	и,	
Celia Castellano		celia.castellano@x1sola	r.	
Clara Smith		smith@x1solar.com	X1 Solar	Corporate
Dirk Öetker		oetker@x1solar.com	X1 Solar	Manufacturing
To	'Brad Ti	someon* chrad thomner	va@vleolar.com>	12 10 - 10
Co	'Clara S	mith* <smith@x1solar.co< td=""><td>m&gt;</td><td></td></smith@x1solar.co<>	m>	
Rec	'Canon	William' cranon@mediat	tech come	



**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.

① Alert		
if you e	kpand the list, it will be replaced You will not be able to collapse	with its members. e it again.
	N On all	

# 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.

Delay details							
	Set Date	02/15/18		]			
	Time	15:30	Ŀ	]			
Send with delay $\checkmark$					ŝ		

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.

> Inbox 😨 Drafts		Brad Thompson 15.02 Finance report Q4/2017	X Kike Sparrow (mke.sparrow(ax1solar.com) Ta: Brad Thompson
Sent	Ξ	Paul Sauer, Son Lee, Brad Thompson, Mari 11/20/17 11:45	() Sending delayed till Th 02/15/18 15:30
Spam		Re: Rules of Engagement 2018	Hi Brad,
> Trash 🔞 > Upload		James Townsend 10/19/17 10:50 Greetings	in the attachment please find Finance report Q4/201 In case of any questions, let me know
> Archive Documents		Casey Atwood 10/07/17 16:49 Re: Business Trip HU - Hotel confirmation	Best regards Mike

	Vame	Status	Date
brad.thor	npson@x1solar.com	Deferred	02/14/18 15:02
Constate	rate		
Sena No	Edit		
Sent	- successfully delivere	ed to remote server	
Delivered	- successfully delivered	ed to local recipient	
	- the message was te	mporarily deferred, server	will try to send it later
Jueue	- conding dolayed the	message will be sent later	r:
Deferred	- senaing delayed, the		
Deferred Recalled	- message scheduled	for later has been cancele	d

#### 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.

Mike Sparrow 12:57		Edit [ : : : : : : : : : : : : : : : : : : :
Message to customer	Draft	Today 12:57
Mike Sparrow		Show More 🗸
Hi team,		
I am sending this draft to TeamChat channel where we can discuss the content before sending to customer.		
Read Full		

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.

Message to customer	-	_ 🗆 X				
$\Rightarrow$ Forward as Attachment $\equiv$ $\square$ $\Box$						
Locked by casey.atwood@x1solar.com						
Message to customer	We 02/28/18 12:57					
Hi team,						
I am sending this draft to TeamChat channel where we can discuss the content before sending to customer.						
Mike						

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. Than 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.



#### Hi Mil Betty Leeland 15:30 > Open in Window in the Have New Β. Nisha Ramisett 14:13 Ladies of block New from Template Betty Marke Manage Sender... > Yesterday 13:45 Michael Champ Registration is r 6506 > Save As... Suite Source Spring IW12 02/28 14:20 Mention from T Reply > Nisha Ramisett Forward > < Forward Grammy award Forward - Resend Mark as Read Michael Champ Forward as Attachment Mark as Unread Where MENA g Redirect Tags

#### To save time when resending already sent or received

**RESEND/SEND MESSAGE AGAIN** 

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.

Ð	🖉 Compose 🕂 New 🔻								<b>ک</b> د
P	A Mike.sparrow	Chat Room	Files & [	Documents	Events	Members		No	itifications 🔼
<b>P</b>	All Recent <sup>3</sup> v publicfolder@lagno ···	Marketin	g Materia	als 🚯 🧯		꾸 Pins	@ My Mentions		
	Marketing - clone		07/19/17						
	Marketing Materials $\equiv$	-							
8	Design 💿						Today		
0	Marketing (		Betty Leelar	nd 15:19					
W	Sales 🔞		Marke	ting mate	erials inf	0		Today 15:19	
$\odot$			😑 Betty	Leeland		Show More ~	C		
-			HI,						
Ē			I would like to inform you that all materials related to marketing you will find in the public folder named Marketing Materials.						
ពា			Read Full						
			4	Public					
			Mike sparro		nublic post 7	5/32   Sec all rev			
		6	wirke.sparro	. A burner	public post	5.25 T 644 8110	and here.		
		-	Bet	ty Leeland 18	5:19				
			0	Marketing	g materia	als info		Today 15:19	(
			1	Betty Lee	land			Show More ∼	6
	Inactive rooms		0	- )					
	, Р <sup>8</sup> е +	+	Type a m	essage					0

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.

$\odot$	File has be	en modified	×
đ	Do ye	ou wish to send your modified file bac	k?
	ОК	Cancel	

# 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
- 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
- 3. Always Allow Pop-ups from This Site item. 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.

#### Open in Windov New Clara Smith Salisbury Purchase a Manage Sender. > Save As > Text Clara Smith Internal sending: Pr Source HTML Celia Castellano Reply > Gary White - PHP de Ch Forward > Jerry Clark Mark as Read New style auide Mark as Unread Jerry Clark Tags Europe vacation Move to Folder Jerry Clark Copy to Folder Europe Delete Jerry Clark

### 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.

Get a free GISEC conference ticket	Su 03/11/18 11:31	① Unsubscribe	×
Michael Champion (michael.champion@gisec.ae)		Are you sure you want to unsu	bscribe from mailing list
Hi,		s1781952885.t.e	en25.com?
Registration has just opened for the region's largest, most talked about, a	and most attended cyber security		
AED 4,725!	r a free conference ticket worth	OK Cancel	

#### **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:

	0	Compose + New	•		🔎 🖉 🧐 🖓 🕈	tabs
	M	A Mike Sparrow	*	Chat Room Files & Documents Events Members	Nutifications 😧 🤨 Recent 🕴	
TeamChat icon		Al Roce	nt	Manager Manfana	菜 @ > Other	
O	24	➤ All Gepariments	۲	Manager Meetings	Pins My Mentions 🛩 x1solar.com	
	1	Manager Meetings	=	03/22/17	Casey Atwood	
	Care J	Development		A 2 C Commente a	Celia Castellano 🛛 🔍 🔒	
	8	Management		a - Sectorente a	Clara Smith	
	(A)	Private room		Lukas Ackermann 2144	Eduardo Sousa Ribeiro	
	<u>[W]</u>	Public Room			James Townsend	
	$\odot$	Rebranding		1997 I state on the State and Astronomy	Lines Parts	
	1.000	> 17	æ	b) w curi we date it for saled as work	Jerry Caix and	
	( <u>=</u> );	✓ Marketing X1	۲	Mike Sparrow 21:46	Joe Arthur	
	m	Analytics			Leura Campbell Cor	versation
Croups with Chot room		Datasheets		C Add comment	Lenna Smith	area
	s (	Examples		Mike Sparrow 21:56	Uoyd Fischer	
		PR Projects		Casey Alwood Please fill t in	Lucas Ackerman	
		> sales@x1eobr.com	۲	Added toeWarp Academy links.xlsx	Marcel Neumann	
				X Download Share	Mary Cozart	
		Inactive rooms	5		Mary Kirkiano	
		<u>р</u>	+	+ Type & message	😑 p 👌 +	
				O Plus button	Typing messages area	

# Navigation Pane with Tree view

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

Owitchahla

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.

Create New	Room	×
groupchat		
Room Name	Development	
Visibility	Public      O Private	
Public rd visibility	oms are visible to all members of the group groupchat. Setting to Private makes the room visible to invited users only.	

# 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.

✓ sales@x1solar.com ④			✓ sales@x1solar.com	USER IVIKE
Analysis <b>E</b>	Rename	↓ Room <b>Analysis</b> has been moved to	Analysis	Rename
	Move to Inactive rooms	inactive rooms.	Meetings	Activate Manage Members
	Manage Members		Quarterly plans	Delete
	Clone Room	Inactive rooms 6		
	Delete			
Inactive rooms				

6

# 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

Chat Room	Files & Documents	Events	Members	Notifications						
Developm	nent 🌔 🊱 🤶	u.		주 Pin:	G s My Me	∂ intions				

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.

	08/10/16	
) am also interested in that o	juestion 😯	
<b>1</b>		
	08/22/16	
Son Lee 14:44		
Hi guys, pls can you share th	ie latest news with me?	
	09/06/16	
Mary Kirkland 10:43		
Hi SOn, did you recieve my id	deas?	
Thompson, Brad commons	nented on Thompson, Brad is post 08/10/16 11:39	
4 Hello all, I have one quest	ion regarding our development. <sup>19</sup>	
💜 1 🛛 🖓 Comments 1		
Thompson, Brad	413	
🌖 🧼 we also have	1 New Message	

**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:



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.

(	Event 2017 - participation Saturday, April 1, 2017 11:30 AM "Big meeting room" <meetingroom@x1solar.com></meetingroom@x1solar.com>	
$\cup$	Accept - More Info	A 2 people are attending
Jerry Clark	11.55	
ok, i agree		
Casey Atwo	od 11.56	
fine, I will pr	repare summary from the last year	
Mike Sparro	w 11:56	
picture from	n 2016	

# 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.

	Gartner	Market Guide for Enterprise Mobile Messaging www.gartner.com Agile organizations seeking faster and friendlier – and secure – alternatives to traditional collaboration and communication are consise enterprise mobile messaging solutions. Use this guide to understand the market and find a provider that suits both your style of working your requirements. Press Enter	X dering ing and to send
+	https://www.gartne	er.com/doc/3088617/market-guide-enterprise-mobile-messaging	٨

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.

11:53         Event 201         Saturday. A         'Big meetin         Accept →         Drop your files to Events         Upload your documents, files, pictures or videos	Upload File File Name Description List of our Apps	6

**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	✓ Upload File
w	Meeting Agenda.docx (11.9 kB)	Last changed: 09/14/17 by	
Р	Events_Summary.pptx (173 kB)	Last changed: 03/31/17 by	
w	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.



# 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.

Jpcoming Events					Create New Eve
his Week					
3 Events planning Q2/2018	٢	03/03/18 10:30 an hour	⊘ Thámova, Pra	යි 3 people	Accepted -
ext Week					
6 Budget check	©	03/06/18 13:00 30 minutes		요 1 people	Accepted 👻
his Month					
13 Internal Meeting	٩	03/13/18 13:00 2 hours	⊘ "Big meeting r	යි 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.



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.

Humber	ators									
	Mike Sparrow									
Members										
5	Alex Wolf	× ©		Betty Leeland	ß	× D		Burak Yuksel	×	ø
	Casey Atwood	×₽	<b>A</b> .	Celia Castellano		× 🖓	9	Clara Smith	×	P

≜+ Invite	- 🗆 ×
Events	
Send invitation to	
Paul Sauer (sauer@x1solar.com) × Enter email addres	ss 🕀
Reason of invitation You will be responsible for events budget in 2018.	

# **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.



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).

TeamChat daily digest         Hello Jiří Brožák,         You missed these messages in the TeamChat while you were away.         channel         0 unread messages       0 pinned posts         0 pinned posts       0 pinned posts         0 on mentions       0 shared files         channel       0 shared files         channel       0 unread messages         2 unread messages       0 lunread files         channel       0 unread messages         0 pinned posts       0 lunread files         channel       0 unread messages         2 unread messages       1 unread messages         3 opinned posts       0 lunread messages         3 opinned posts       0 lunread messages	Mail Delive	ry Subsystem (mailer-daemon@icewarp.com)			
Hello Jiří Brožák,         You missed these messages in the TeamChat while you were away.         channel         Channel         1 unread messages         0 pinned posts         0 pinned posts         0 nentions         0 shared files         1 unread messages         1 unread messages         2 0 pinned posts		Team	Chat da	ily digest	
You missed these messages in the TeamChat while you were away.         channel       channel         I unread messages       1 unread messages         I unread messages       1 unread messages         I unread messages       0 pinned posts         I unread messages       I unread messages		Hello Jiří Brožák,			
channel       channel         I unread messages       1 unread messages         I unread messages       0 pinned posts         I unread messages       0 on mentions         I unread messages       I unread messages		You missed these messages in	າ the TeamC	hat while you were away.	
□       1 unread messages       □       1 unread messages         □       0 pinned posts       □       0 pinned posts         □       0 mentions       □       0 mentions         □       0 shared files       □       0 shared files         channel       channel         □       2 unread messages       □       1 unread messages         □       2 unread messages       □       1 unread messages         □       0 pinned posts       □       0 pinned posts		channel	cha	nnel	
Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis         Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis         Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis         Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis         Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis         Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis         Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis         Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis         Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis         Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis         Image: Provide an analysis       Image: Provide an analysis       Image: Provide an analysis       Image: Provide an a		1 unread messages	$\square$	1 unread messages	
Image: Constant of the service of		Opinned posts	푸	<b>0</b> pinned posts	
②     0 shared files     ③     0 shared files       channel     channel       ○     2 unread messages       ♀     0 pinned posts       ♀     0 pinned posts		O mentions	0	0 mentions	
channel channel channel 고 unread messages		<ul><li>Ø shared files</li></ul>	Ø	<b>0</b> shared files	
C2 unread messagesC1 unread messages꾸0 pinned posts푸0 pinned posts		channel	cha	nnel	
주 0 pinned postsO pinned posts		2 unread messages	$\square$	1 unread messages	
		Opinned posts	뀩	<b>0</b> pinned posts	
		0 shared files		0 shared files	
## **Guest Account Invitation Process**

	Mike Sparrow	1:49
۲	Important exte	rnal consultant for our project.
	<b>A</b>	Member Invited Email address 'guest@external.com' <guest@external.com></guest@external.com>

#### 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).

요* Invite		- 🗆 X
PR Projects		
Send invitation to		
guest@external.com ×	Enter email address	$\oplus$
Reason of invitation		
External consultant, that	will be very helpful to us	
+ Invite × Close		

#### 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.

Join our Tean Mike Sparrow invited y TeamChat room A	€ EN ▼ nChat you to join Events	© EN ▼ Check your email Verify your email address and then use
Name Peter Nash New password	e e	and password to join in and chat with other users in TeamChat room PR Projects
Confirm password - Passwords d	to not match Show	Success You have joined PR Projects
Verify my email ac	Idress	
What is TeamCha	17.)	What is TeamChat? >

#### 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.

Verify your TeamChat account	() en
venty your reamonat account	e e e e e e e e e e e e e e e e e e e
Please verify your account by clicking the link below. Remember to use your email address <b>sennx@seznam.cz</b> and the password that you have just created to log into the TeamChat in the future.	Check your email Verify your email address and then us the combination of your email address and password to join in and chat with other users in TeamChat room PR Projects
VERIFY YOUR ACCOUNT	Success

#### 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.

() EN ▼	() EN ¥
Ice///arp	E Circuite de Web Olivert
Sign in to WebClient	external@guest.com
Email address external@guest.com	Password
	Sign in
Next	Keep me signed in
	Not you? Choose different account >

#### 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.

Members				+ Invite Guest
Guests				
guest@external.com				
Administrators				
Mike Sparrow				
Members				
Casey Atwood 🛛 🗶 🗩	Clara Smith	M X C	Paul Sauer	M X Q

## **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.

3						🔸 A 🔕 🔘 +			
88	# Peter Nash #	Chat Room	Eiles & Documents Events	Menibers		Notifications		Mike Sparrow 10:47	
	Al Report	Evente				• 7 @	100		· · · · · · · · · · · · · · · · · · ·
8	✓ Marketing X1	Literito				Pins My Mentions			
	Events	-	Mike Sparrow	Today				Mike Sparrow	
				Toenday, March 13, 2019 1:00 PM Bay meting team "revelopcomplaiteau com- Accest	الله ومواد عبر attenting			mike.sparrow@x1solar.com	10 PM ngroom@x1solar.com>
			Mike Sparrow	10:47					0
				Budget check Tuesdes, March 6, 2018 100 PM Wig meeting toom*-meetingscomtlish solar come Acceptoral Meeting	$\underline{B}$ 2 people are attending			Copy Email Address	J
			Mike Sparrow	158					
				Sen det markeng agercy to us Member Invited Email eddress "behavh@yafrox.com" -pathash@yafrox.com-					
	I inactive rooms 0								
	ρ 1 <sub>2</sub> +		+ Type & messop	A	0				

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

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

Notifications	

	Fight report			
1000 M	rene haat	-100		
-				
			9	
Company .			- e	
the second second				
		i fruit jurn		
				14
terie 1		1.000		
terie 1 teriet		1941		

#### 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.

O Optiene	- D ×
Inable sound notifications	
Use system rotifications	
Line implicions	
Change personal	
CK Cescel	

### 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.

turche age	and .	
Web	come to loeWarp TeamChat!	1
TransClurine Genitarian Harris, reach	reliable-patien nucl for teaches & propertie di faus file and all multi-pase teab.Over fluid sedende il with file p. Moltaneses calit and multi-missi intera are a film p as gar pas maginal with "spaniches.	1
	Quickly switch to TeamChat	
5	A data tool the close tweets there are unread developing in core of your shart turner. And to merry shart nears 8 shares muchan of unread messages sizes your hart wat.	
		- 11

#### 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.

#### ⊖ Logout

#### 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.
G	Print	Use this button to print a selected item. The <b>Print Preview</b> 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 preview). 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 privat calendar folders and aslo 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.
- 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.

son.lee@x1solar.com					
User		Permissions			
cozart@x1solar.com		Read	~		
neumann@x1solar.com		Read	~		
brad.thompson@x1solar.com		Read	~		
celia.castellano@x1solar.com		Read	~		
casey atwood@x1solar.com		Read	~		
Address Book Remove					
ermissions Items	🔽 Read	Write	] Modify	Delete	
Folder	🔽 Read	🔲 Write		Delete	
Administration	📃 Admini	ster			

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.

S	🖉 Compose 🕂 New 🔻	🔁 Day 🔜 Week 📰 Month 🖹 List		A• A
P	A Mike Sparrow 🕴	Events planning	· · · · ·	X
<u>88</u>	✓ ■ Calendar ☐ Holidays	Events planning		
	💽 Office 📃	All day Collapse Collapse Starts 03/01/18 13:00	10:00	mike.sparrow@x1solar.com -
	Personalized	Ends 03/01/18 13:30	11:00	lecture
A	🗌 Trips	Duration 0 0:30	12:00	
	✓ All Departments	- Repeat No Repeating	13:00	mike.sparrow@x1solar.com - HW project
W	> 📕 X1Solar Inc.	Remind me None Calendar Calendar/Office	14:00	Front Process
0	✓ iw12	Show as Busy	15.00	mike.sparrow@x1solar.com - HW project
$\odot$	Calendar	WebMeeting	16:00	
Ē	✓ Marketing X1	meeting room" <meetingroom@x1solar.com></meetingroom@x1solar.com>	17:00	
_	Calendar	A 🎨 You	18:00	
11	Meetings 12	- Enter Attendee or Resource Name	19:00	
	✓ penta	Add Notes	20:00	mike.sparrow@x1solar.com - football match
	> Dessures			
	Kesources	OK Cancel		

#### 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*.

	Ĵ.	Compose + New •	25 Day	E Week	Month 📃 List	= 🔟 🖨
	2	🕇 Mike Sparrow 🛛 🖡	Even	ts planning		
	<u> </u>	✓ ■ Calendar	Events	planning		
1		<ul> <li>Office</li> </ul>	Ē	All day	Collapse	10:00
		Personalized		Ends 03/01/18	8 13:30	11:00

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

vents planning session		
All day Coll Starts 03/01/18 13:00	apse 10:00	mike.sparrow@x1solar.com -
Ends 03/01/18 13:30		lecture
Duration 0 0:30 Time zone (GMT+01:00) Amsterdam		
Repeat No Repeating		mike.sparrow@x1solar.com - HV project
Remind me None Calendar Calendar/Office	14:00	
Show as Busy WebMeeting		mike.sparrow@x1solar.com - HI project
	16:00	
> meeting room" <meetingroom@x1solar.< td=""><td>com&gt; 17:00</td><td></td></meetingroom@x1solar.<>	com> 17:00	
2 🚳 Үси	18:00	
+ Enter Attendee or Resource Name	19:00	
Add Notes		mike.sparrow@x1solar.com - football match

#### 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.

Events planning session					
Events planning session					
🛗 Thursday 1, Mar 13:00 - 13:3	0	10:00			PS
🕈 Thámova 18, Prague 8-Karlír	A Edit		_	×	0.0
A 🚱 You	Name	Casey Atwood			Ľ
🚱 Casey Atwood	Email	casey.atwood@x1solar.com			e.s
+ Enter Attendee or Reso	Role	Optional ~	]		F
🗎 Add Notes	Status	Pending ~	]		e.s
Add Tags					-
	OK	Cancel			

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.



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# 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.)

	Fri	7 April
	12°C New	York
	Mike - Vacatio	on (out of USA)
	Celia - Vacatio	on (Local)
900		
	HW project	1
10.00		
14.00		
1100		Planning +
12.00		
13.00		

# 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.

#### • TENTATIVE

You can't say now if yes or no.

### • DECLINE

You are not available for proposed time.

#### • PROPOSE NEW TIME

You can propose new meeting time, if proposed time doesn't suit to you.

I am sorry, I can not meet. I have got a	conflict with another
meeting. Would it be possible to arran	ge another time later
in the week?	

# Mike Sparrow		All	Unread	V Date		Organizer 'Paul Sauer' has invited you to 'Budget un output tisse	0
← Inbox	Ξ	Paul Sager		15	10 X	meeting"	No.
> Tiles-					<i>•</i> •	Paul Sauer (sourcip) Isolar.com	
Finance		Paul Sauer		14	52.	2. 📾 invite icui (1.1 kB) 👻	
Flaggoid		items delivery					
Follow-up		Paul Sauer				Budget meeting	
Junk E-mail		Rules of Engag	gement 2017			Tueoday, 04/04/17 15:30 - 16:00	
> Meetings		Olara Kasish				With Paul Sever, Mike Sparrow Location Small Meeting Room	
Private 🔘		Salisbury Puro	hape Order #1949	2015	1	Description	
> RSS Feeds						Planning session for 2017 budget	
Sent Messages		Clara Smith	V 12 (V 122	05/10 12		Accept Declare Tentative Propose new time	
Templates		Internal sends	ngi Peomo SPOPE fo	x partners			
Test		Cella Castella	no	03/10 10	19	This is an alternative representation of a text/calendar MIME object	
> x1solar Shared		Gary White - P	HF developer - Inte	anview and CV	0	Title: Budget meeting Time: 2017/04/04 15:30-16:00 (GMT+01:00) Europe/Amsterdam	
Drafts		Jerry Clark		03/10 13	181	Location: Small Meeting Room Organizer: "Paul Saver" < <u>Seven:Ext solar.com</u> +	
Card		New style guid	10			Note: Planning session for 2017 budget	

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

ດ Call Nov	v 🖵 WebMeeting 📮 Send SMS	
8	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).
Ţ	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

🚊 Douglas Burke - Contacts 🥂 🗆 📉	🛆 Douglas Burke - Contacts — 🗆 🗙	👃 Douglas Burke - Contacts — 🗆 🖂
General Personal Business Note Attachments Certificates	General Personal Business Note Attachments Certificates	General Personal Butiness Note Attachments Certificates
Full name Douglas Burke	Bisthday 11/04/87 🛗 Anniversary 06/12/14 🗎	Profession Head of designers Department Design
Show as Douglas Burke -	Gender Male Spouse	Assistant Patricia Melone Manager CEO
Nickname Duck	Home address Street 224 Madison street 224 Madison street, NY 10002 New York, New York, US	Address
	City New York permit of Caper Sy Seward Park	Street 1962 Queen street Office location 40.711791, -73.991595
Company X1 Solar	State New York	City New York
uraginer	Country US Henry St	State New York
Phone(s)	Show on Map	ZIP NY 10002
Work 1         ✓         888-423-9277         €         Email 1         burke@x1solar.com         ✔	Homepage	Show on Map
Home 1 V Email 2 dburke@gmail.com	Homepage Coleman Sausre	
Fax Work V Email 3	Previsusy UHL http://xtsour.com/tree MaygroundCom/	web x1solar.com
Mobile V IM xmpp.douglas.burke@x1solar.com	Google Map data 62017	
🗰 Tags Business 🔀 🕇		
✓ OK X Cancel 🕺 🗉 🖻 🕒 Share 🗸		VOK X Cancel 🗎 🗇 😁 Share

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.

e	🖉 Compose 🕂 New 🔻	\land Call Now 🖵 WebN	leeting 🔛 Send SMS	= 🔟				
$\square$	A Mike Sparrow	All Private	Vame	-	Weber Anna			
	✓ Contacts	Weber, Anna	• 6	×	Webel, Anna			
22	Customers	weber@x1solar.com 888-423-9277	()	Birthday	10/15/96			
	PRIVATE	Son Lee		Contact				
	Prospects	son.lee@x1solar.com		Email	weber@x1solar.com			
2	VIP	888-423-9277	<b>S</b>	Work 1	888-423-9277			
-	✓ All Departments	Sarah Graf	0					
W	Contacts	graf@x1solar.com 888-423-9277	💿 Open					×
0	> /T		← → ~ ↑	> This PC > Do	cuments > Vcards	v ت	Search Vcards	م
$\odot$	> Marketing X1	Roland Grolman grolman@x1solar.com	Organize • New	folder				. 0
Ē	Resources		TI: DC	∧ □ Nar	ne ^		Date modified	Type
÷	<ul> <li>sales@x1solar.com</li> <li>Supprested Contacts</li> </ul>	Paul Sauer	Desktop		Barbara Adams.vcf		4/4/2017 2:42 PM	Contact fil
<u>[11]</u>	ouggested contacto	888-423-9277	Documents	8 <b>-</b>	Brad Thompson.vcf		4/4/2017 2:42 PM	Contact fil
			Downloads		Clara Smith.vcf		4/4/2017 2:43 PM	Contact fil
		[Office]	🚺 Music	25	Paul Sauer.vcf		4/4/2017 2:41 PM	Contact fil
			Pictures					
		Max Richter	📔 Videos	v (				>
		richter@x1solar.com 888-423-9277		tile name: Class	Contract		All Eiles	
		12210000000000		rile name: Clara	Smith.vci	<u> </u>	All Files	
		Maria Kirkland mary.kirkland@x1solar.com		_			Open	Cancel

# 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

ſ↑	Upload	≡ ⑪	
	ſ <u>↑</u> ]	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.

A Mike Sparrow	Ŧ	
✓ Inbox		
✓ Files	Ξ	Folder with all your files
Brochures		Folder with all documents
Datasheets		
Presentations		
Videos		
Upload		
Documents O-		Folder with all public documents

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.

Email & Planning Documents Chat, Voice & Video Chat Chat, Voice & Video Comment Chat,	D. rout for some
⊡ Message     ⊡ Document     □ Chat     -	Ph. Farmh Comment
Template Spreadsheet 🕫 Call	Search Documents
	10
Appointment Presentation TwebMeeting 311MB	Date modified
Ar Contact 🗐 Note 🖓 Send SMS whaten 🕨 Documents My Received Files	7/20/2015 12:5
Distributing List	2/22/2017 3:20
E-Distribution List 5.7 MB 5.7 MB terrarp 3 Mask Strong particulation	9/1/2016 3:20 F
© Task Us/127 / Encloses V Grads	4/4/2017 2:43 8
Journal	
File name:	All Files

# 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:

- Select the folder you want to share, *right-click it* and select the *Sharing and Permissions item*.
- 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.
- 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*.

paul.sauer@lagnos.com						
User	Permiss	sions				
betty.leeland@lagnos.com	Write		~			
	and the second		3100			
brad.thompson@lagnos.com						
brad.thompson@lagnos.com steven.jacobs@lagnos.com	Read		~			
brad thompson@lagnos.com steven jacobs@lagnos.com Address Book Remove	Read		*			
brad thompson@lagnos.com steven jacobs@lagnos.com Address Book Remove Permissions Items	Read	✓ V	Vrite	V Modify	<b>V</b> (	)elete
brad thompson@lagnos.com steven jacobs@lagnos.com Address Book Remove Permissions Items Folder	Full Read ☑ Read ☑ Read	V V	Vrite Vrite	Modify		)elete

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-clickthe selected file and choose Open in popup menu. There are 3 options how to **open the file**:

- 1. As WebDocument.
- 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:

- 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:

O.	🖉 Compose 🕂 New 🔻	= 🔟 🔲			(⊙ <b>v</b> s	earch 🔰 💪 🤤	
	A Mike Sparrow	All Private	V 🔼 Due date 🔻	A Budget plan 2017	Open 👻	Recent	ŧ
	✓ Tasks	Budget plan 2017 25%	<ul> <li>Today (2700 X</li> <li>06/14/17</li> </ul>	D In progress - 25%		<ul> <li>Other</li> <li>x1solar.com</li> </ul>	
	✓ IT X1 Tasks	Datasheets delivery	3 08/25/16 08 08/25/16	Due date 04/14/17		Casey Atwood Celia Castellano	•2> • A
8	✓ Marketing X1 Tasks	sailing strategy	01/24/14 31/24/14	I have to prepare budget plan for 2017. Discussion with other departments required		Clara Smith Eduardo Sousa Ribeiro	() ()
W .	Tasks	jacket for John	01/24/14 01/24/14	Budget_plan_2017_draft.docx	24.8 kB	James Townsend	
ţ		LW project – paper	01/21/14 01/24/14	Narketing Business		Jerry Clark Joe Arthur	•3) •3)
		LW project - paper	01/21/14 01/24/14			Laura Campbell	1
		jacket for John	01/24/14 01/24/14			Lloyd Fischer	
		sailing strategy	01/24/14 01/24/14			Lucas Ackerman Marcel Neumann	-2 -()
		mum – gift	01/22/14 01/23/14			Mary Cozart Mary Kirkland	- <mark>8</mark> - <b>1</b>
	ې او +	write lecture	01/20/14 01/23/14			Q	<u>بم</u> ج +

# **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.

-	A Mike Sparrow	Ali Private	A Due date → A Budget plan 2018	
	> Tasks 🗧	Marketing materials for WHD	▲ 02/12/18 In progress - 25%	
[ <u>2</u> 2]	blo	10%	⊘ Budget plan 2018 - Tasks – □ ×	
	✓ iw12 Tasks	SW Project	General Repeating Participants Attachments	
8	➤ Marketing X1	Conference call with Jerry	Title Budget plan 2018	· manula
	Tasks	<b>0</b>	Start date 01/08/18 🖹	edus
W	✓ penta	NT - buy tickets	Due date 01/10/18 E	
$\odot$	Tasks			
~		Car from service	Status 📀 in progress 💙 Complete [%] 25 💙	
Ē			Priority Medium ~	
			+ A & * *	
		Release - PP article	I have to prepare budget plan for 2018. Discussion with other departments required.	
		■ <u>A</u> 25%		
		Datasheets delivery		
		2		
		Conference call with Jay	Tags Business × Marketing × +	
		E A		
			V OK X Cancel 🔟 🗋 🖨 Share 👻	

Fill out the appropriate information of the new contact:

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

> nooper	plan 2018 - Taska	- 0 ×
Seneral	Repeating Participants Attachments	
Title	Budget plan 2018	
Start date	01/05/18 60	
Due date	01/10/18	
Rers	nd me 01/05/18 🕅 17:25 💿	
Stotus	In progress      Complete [%]	25 ~
Pricelity	Medium	
+	4	
I have to	prepare budget plan for 2018. Discussion with oth	er departments required.
D Tays	flushess = Marketing = +	

#### Repeating information - Daily/Weekly/Monthly/Yearly.

O Budget	t plan 2018 - T	asks				- 0	×
General	Repeating	Participants	9	Attachments			
O No Re	peating						
O Daily	R	our every 1	w	eek(s) on:			
Week	v. 1	Sunday	[2] T	uesday	🗐 Thursday	📄 Saturda	ý .
O Month	by 1	Monday	<b>■</b> W	lednesday	📰 Friday		
O Yearly							
End Date.							
O No En	d Date						
() Until	.01	31/18 🛗					
() Count							
	Children al				A		
~? OK	× cancel				80 10	01 G S0	(0, <b>*</b>

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
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.

Ð	Compose + New 🔻	= 🔟 🔲	
	A Mike Sparrow	All Private Nov Due date V	A Budget plan 2018
RR	> Tasks =	Marketing materials for WHD 4 02/12/18	•9 In progress - 25%         3           • Budget plan 2018 - Tasks        X
	> iw12	SW Project 4 01/29/18	General Repeating Participants Attachments
8	Tasks	Conference call with Jerry	Title     Budget plan 2018       Start date     01/08/18
Ø. ₩	✓ penta Tasks	01/23/18	Due date 01/10/18
$\odot$	✓ skoleni	NT - buy tickets         ♣ 01/17/18           Image: Im	☑ Remind me 01/05/18
	Tasks	Car from service 01/11/18 0 01/11/18	Status     In progress     Complete [%]     25       Priority     Medium
回		Budget plan 2018	+ A & A *
		Release - PR article         01/09/18           A25%         01/09/18	
		Datasheets delivery         01/04/18           ✓         ■ 01/04/18	
		Conference call with Jay 11/22/17	© Tags Business × Marketing × +
	р <b>в</b> +		OK Cancel 🗇 Cancel

# 8. Notes

The Notes Application allows you to create any note. The main notes screen view:

0	🖉 Compose 🕂 New 🔻	= 🗇 🔲	λ	•A 🍳 🕒 🕀	
	件 Mike Sparrow 単	All Private 🔨 Modified 🛩	Datasheets delivery	19 Recent	Ŧ
RA	✓ Notes	Datasheets delivery X	01/08/1812.02	✓ Other Jenny	a))
	Business Private	C# Project 1	INVE	Jerry	
0	> iw12	01/08/18	Promitials delined an databanesis in in nei	Lukas	0))
23	Notes	Designated contact:Jason Shih _ 石志光 01/08/18	Flyers	<ul> <li>✓ x1solar.com</li> <li>Alex Wolf</li> </ul>	
	✓ penta Notes	Logo redesign - contact 01/08/18	Roll ups Datasheets	Betty Leeland	•B
	∽ skoleni Notes	Cloud data center DE 01/08/18	Case subles Manuals Guides - quick steps	Brad Thompson Burak Yuksel	-39 -33
1		NI – contact 01/08/18		Casey Atwood	1
		SEO project	Attachments marketing_datasheet.pdf 51.4 kB	Clara Smith	•3
		01/08/18	Tags	Eduardo Sousa Ribeiro	• 😥
		01/08/18	Marketing	James Townsend	
		Datasheets delivery 05/11/17		Jerry Clark Joe Arthur	- <b>1</b>
	P ₽ +	Hellenic Seaways		Q	& +

# **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.

Datasi	eets delivery - Notes	- D >
General	Attachments	
Title	Datasheets delivery	
+	<u>A</u>	
We mu	at deliver all datasheets in time!	
Flyers Roll ups Datash	eets	
Case st	uules	
Manual	s	~
Manual Manual	Marketing × +	×

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**.
- 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.

0	Whitelist			Marketing	X1\TeamChat\4a7f5c168d3a	03/31/17 15:21
				Marketing	X1\TeamChat\Datasheets	04/03/17 15:53
		🗐 modernDesign.pp	tx	Marketing	X1\TeamChat\Datasheets	04/03/17 15:53
$\bigcirc$		🗐 Picture.jpg	Recover		nents\groupchat\Rebranding	15:07
			Delete		ļ	
Ū						

# 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.

	M ▼Se	earch	🕀 🧶 T
	F	Add Contact	-
		Subscribe Service	
_		Filter	=
	Expanded	Panel Appearance >	-
~	Collapsed	Cella Castellario	
	Auto Collapse	Clara Smith	
_		Eduardo Sousa Ribeiro	
		James Townsend	•
		Jerry Clark	

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.

Marcel Neumann	
Mary Cozart	
Mary Kirkland	
Q	& +

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.

≙+ Add	- ×
Add Contact	Subscribe Service
Service	Default ~
User ID	Josh Palmhill
Display name	Josh
Group	Other 🔪
	•
√ ок Х	Cancel



# 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.

Chat with "Brad Thompson	<pre>"<brad.thompson@x1solar.com></brad.thompson@x1solar.com></pre>	- 🗆 X
Add new chat with	Brad Thomps	ion 🕓 🖻 🔇
Brad Thompson	Today	
Son Lee	Il Brad	
Mary Kirkland	Brad Thompson 14:16	
Laura Campbell	Mike Sparrow 1416	
😥 Clara Smith	It is possible for you to attend meeting today	n
Casey Atwood	are File or Document	
Jerry Clark 📀 Se	w WebMeeting 2, I will be there!	
Paul Sauer	+ Type à message	Θ

## 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 ...



 The contact in the contact list is automatically moved up among Active Chats and is highlighted with a blue dot of the WebChat status.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.

Sent Messages Templates	Jerry Clark New style guide	03/10 13:18
Test <ul> <li>x1solar Shared</li> </ul>	Jerry Clark Europe vacation	03/10 13:16
Drafts Sent	Jerry Clark Europe	03/10 13:13
Spam > Trash	Jerry Clark Logos	03/10 13:08
> Archive , O Es +	🔵 1 New Chats 🗶	

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

Add new chat with	<ul> <li>Jerry Clark</li> </ul>	0 9 0
	01110111	
Jerry Clark	Today	
Brad Thompson •	Jerry Clark 14:47	
	hello	

## **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.

Mike Sparrow	Chat with "Brad Thompson	" <brad.thompson@x1solar.com></brad.thompson@x1solar.com>	- 🗆 🗙
x1solar.com	Add new chat with	Brad Thompson	6 9 9
د My Details	Brad Thompson	Today	
🗸 😑 Online	Son Lee	li Brad	
Away	Mary Kirkland	Brad Thompson 14:16	
	•	🕘 🛛 Hi Mike 🙂	
● N/A	Laura Campbell	Mike Sparrow 1416	
ond dnd	Clara Smith	It is possible for you to attend meeting today?	
O Invisible	3.		
Offline	Casey Atwood	Brad Thompson 14:17	
	Jerry Clark	Yes, of course, I will be there!	
	Paul Sauer	+ Type a message	٨

# **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/

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).

ener	ral					
*	Microphone	Allow websites b	elow to automatically play med	dia:		
	10	Currently Open	Vebsites		Allow All Auto-Play	1
7	Location	mail.icewar	o.com	~	Stop Media with Sound	n
	Notifications				Never Auto-Play	
lug-i	ins					
	Adobe Flash Player Version 24.0.0.194					
	Adobe Reader Version 17.012.20098					
	AdobeAAMDetect Version 3.0.0.0					
	Citrix Online Web Depl Version 1.0.105					
	Java Version Java & Update 161					
2	SharePoint Browser Pl Version 14.5.9					
	TemWebRTCPlugin Version TemWebRTCPlugin					
	WacomTabletPlugin		When visiting other websi	tes:	Stop Media with Sound	0

# 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 webcamera. 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.

Compose + New	▼ <ि Reply 《>	Reply to All 🖒 Forwa
Email & Planning	Documents	Chat, Voice & Video
🖾 Message	Document	🗭 Chat
🕙 Template	Spreadsheet	n Call
🛱 Appointment	Presentation	🖵 WebMeeting
요+ Contact	Note Note	🕼 Send SMS
Distribution List		
⊘ Task		
🕮 Journal		

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

Mike Sparrow 12:08

Type a message

🗐 Share File or Doc

Send Your Location

are you ready for meeting today? did you already prepare all presentations

everything is ready

Clara Smith

Casey Atwood

Laura Ca

9

3

Jerry Clark

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



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

✓ x1solar.com	1
Casey Atwood	
Celia Castella	Open Chat
Clara Smith	Audio Call
Eduardo Sous	Video Call
James Towns	Start WebMeeting
	Send Email

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.

Meeting ID	:	×
658672309		
OK	Cancel	

- 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.
- 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.
- 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.

General	Repeating	Sche	edule	Attachr	nents
Title	WebMeetin	g invitat	ion		
Location	big meeting	room		0	Show as Busy
Calendar	🖶 Calenda				WebMeeting 🖵
From	01/09/18	Ê	16:30		(GMT+01:00) Amsterdam, Andorra, Belgrade, Berlin, Bratisli
То	01/09/18	Ë	17:00		Change Default Time Zon
Duration	0 Da	ys.	0:30		All day event
Mahhdaa	tine descriptio				
WebMee	ting descriptio	'n			
Tags	Important	+			
D Tags	Important -	+			

# 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/ 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:

vvalp scieen shannu v	yould like to chare the cont	ants of your screen wi	ith mail isowarn com Choose
at you'd like to chare	vould like to share the cont	ents of your screen wi	tur man.icewarp.com. choose
at you d like to share.			
Varue Fusing Canada	Application Minday		
tour Entire Screen	Application window		
·			
BATES BE THE AVAILABLE AT A	S COP KIN	· ·	
<ul> <li>Both States and the sta</li></ul>	NAME OF TAXABLE PARTY.		
Bartes and the second second and the second se			
Provide the first state state of a model of a first state state and state state state state and state state state state and state sta	n on the second se		
Annual Sector Sect	n oraș Anni		
Processors of the sound statement of the	n order Alle and the second se		
B         Cost, Do., No. 100, Statute			
A Device, P. V. Standardson, and a second seco			
A Decision of the second			
		Image: Control of the control of t	

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.

Old Password	
New Password	 ٢
Confirm Password	

O Options					- 🗆 ×
Accounts Mail C	alendar IM TeamChat	WebPhone	General	Licenses	import/Export
Global Settings	Skin	Default		~	
Defei di Eniderti	Skin utyle	Default			
. United in Court a	Text Style	Banner			
Documents	101 Martin Lawler	Bigger			
Anti-Snam	TT under	Bigger RTL			
and the second sec	Initial Page	inbox		~	

O Options			- 🗆 X				
Accounts Mail	Colendar IM TeamChat V	lebPhone General Licens	es Import				
General	Mode	Respond always	~				
Mail Compose	Respond again after (Days):						
	Subject	Vacation					
Autoresponder	Text						
Forwarder	Dear all,						
Rufet	I will be on vacation from 1 Thanks for understanding.	I will be on vacation from 15th till 19th of December Thanks for understanding.					
Read Confirmation	Mke						
Signature	E Respond to messages	sent to user's email address on)	1				
Allases	Respond only if between	12/15/17 西					



## **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.



Full name	Mike Sp	ariow		100	1.8	
how as	Mike Sp	allow	¥	ALE	3	
ickname	Mike					
ompany	X1Solar				6	
nh -	050					
hone(s)	GED					
hone(s) Work 1	UED V	+1 698 4571		. Email 1	mike sparrow@xtsolar	com 🖪
hone(s) Work 1 Home 1		+1 698 4571 (555) 555-3972		Email 1	mike sparrow@x1solar	com A
hone(s) Work 1 Home 1 Fax Work	2 2 2	+1 698 4571 (555) 555-3972		Email 1 Email 2 Email 3	mike sparrow@xtsolar msparrow@gmail.com	com A A A
hone(s) Work 1 Home 1 Fax Work Mobile	2 2 2	+1 698 4571 (555) 555-3972	( ( () () ()	Email 1 Email 2 Email 3 M	mike sparrow@xtsolar msparrow@gmail.com mike.s@tm.com	com A A A
hone(s) Work 1 Home 1 Fax Work Mobile	2 2 2 2	+1 698 4571 (555) 555-3972	( ( () () ()	Email 1 Email 2 Email 3 M	mike sparrow@xtsola msparrow@gmail.com mike s@im.com	com A A A



#### 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.

Options					_ C	) ×
Accounts Mail Calendar	IM TeamCl	nat WebPhone	General	Licenses	Import/Export	
My Account	Email	mike.sparrow@x1so	lar.com			
Private Certificates	Name	Mike Sparrow				
Other Accounts	Description	Mike Sparrow				
	Alternate Email	msparrow@gmail.	com			
		Used for password r	ecovery			
			Ń			
	Password	Change password				
		Two-Step Verification	on 🗙 Dea	ctivated		

## 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.

$igmma$ Two-Step Verification $\ =$ $\ \Box$ $\times$	☑ Two-Step Verification _ □ ×	$igsquare$ Two-Step Verification $\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \$	(S) en ▼
Two-Step Verification	(w) IceWarp Authenticator app	📱 Text Message Activating	
Choose how to protect your account:	Set up IceWarp Authenticator for Android Download IceWarp Authenticator app from the <u>Elay Stace</u> Open the app and select option <b>"Start Setup"</b> Tap on the loon to <b>"Scan OR Code"</b>	Set up 2-step verification by SMS	Sign in to WebClient Mike Sparrow mike.sparrow@x1solar.com
Text Message      Verification codes will be sent by SMS/text     message to your shoke number.		Phone number e.g. 394 940 203	Two step verification Please enter 6 digit code from IceWarp Authenticator app
	Point your smartphone's camera at this code so that it's aligned with the frame. Setup Manually		Sign in
Cancel	Next	Cancel	Not you? Choose different account >

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.

Accounts Mail Calen	idar IM TeamChat	WebPhone 0	General	Licenses	Import/Export	
General	Default flag	F Red flag	~			
Mail Compose	Forward messages	Inline	~			
	Enable sound no	tifications				
Autoresponder	Check for new e	mails every (Minutes)	10	~ ~		
Forwarder	📝 Save draft mess	ages every (Minutes)	5	~ ^		
Rules	🔲 Delete Trash em	ails older than (Days)	30	~ ^		
Read Confirmation	📗 Delete Spam em	ails older than (Days)		¥ ^		
	Move deleted me	essages to Trash fold	er			
Signature	🔄 Delete message	s on Empty Folder act	ion			
Aliases	Automatically ac	ld message recipients	to Addres	s Book		
	Automatically dis	splay external inline in	nages			

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.

© Options								_ 0	>
Accounts	Mail	Calendar	IM	TeamChat	WebPhone	General	Licenses	Import/Export	
General		Pri	ority		Normal		~		
Mail Comp	ose	Spe	ell chec	:ker		,	×		
	al e a	Tex	kt direc	tion (HTML)	Left to rigi	ht	~		
Autorespor	laer	For	nt		Default		~		
Forwarder		Siz	е				×		
Rules		Ch	arset		Auto Unic	ode (UTF8)			~
Read Confi	rmation	Alia	as		Mike.spar	row <mike.s< td=""><td>parrow@lagn</td><td>os.com&gt;</td><td>~</td></mike.s<>	parrow@lagn	os.com>	~
-		Aut	to Bcc i	myself	Never	1	~		
Signature		Rej	ply To a	address					
Aliases		Ctr	l+Enter	action	Send	,	¥.		
		Del	ay sen	ding (minutes)	31 ~ ~				
		Au	to-com	plete	Clear List	Í.			

#### 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.

Options									1777	
Accounts	Mail	Calendar	IM	TeamChat	WebPh	one	General	Licenses	Import/Export	
General			Mode.			Respo	nd always			~
Mail Compo	ose		Respo	nd again after (I	Days):	0				
			Subject			Vacation				
Autorespon	der		Text							
Forwarder			Dear	all,						
Rules			t will Thar	be on vacation ks for understa	15 till 19.1. Inding	2018				
Read Confi	mation		Mike							
Signature				Respond to m	iessages si	ent to us	ser's email	address only		
Aliases			Respo	nd only if betwe	en:	01/15	/18	1		
						01/19	/18 🖻	1		

#### 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.

Options									- 🗆 X
Accounts	Mail	Calendar	IM	TeamChat	WebPhon	e Ger	ieral	Licenses	Import
General		For	Forward to:				ompso	on@lagnos	
Mail Compo	se	<b>V</b>	Keep e	emails in mailbo	xc				
Autorespon	der	For	⊦orwa ward o	rd mail older th Ider mail to:	ian (Days):	2 assista	nt@la	gnos.com	

#### 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.).



#### 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.

Accounts Mail Calendar	IM TeamCha	t WebPhone	General Licens	es Import/Export	
General	Add n	ew Alias			
Mail Comnose	mike.sparrow@x1solar.com		Full name	Mike Sparrow	
	👿 m.sparrow@>	(1solar.com	New Messages Replies Sent Folder	Default	
Autoresponder	📝 mike@x1sola	r.com		Default	
Forwarder				Default	
Rules					
Read Confirmation				Remove	
Signature					
Aliases	Enable	Disable			

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.

♥ Options					- [	) >
Accounts Mail Cale	endar IM TeamChat WebPhone	General	Licenses	Import/Export		
Main	Time zone	(GMT+01:0	0) Amsterdan	n, Andorra, Belgra	de, Berli	n 🗸
Default Settings	Day begins at	8:00 >				
Reminder	Day ends at <ul> <li>Week starts on current day</li> </ul>	16:00 ~				
Holidays	Week begins on	Sunday	~			
Weather						
	Work week starts on	Monday	$\sim$			
	Work week ends on	Friday	~			
	📃 Delete Trash items older than (Days)	30				
	Additional Calendar	Gregorian	~			
✓ OK X Cancel						

#### 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.

Options		- (	X
Accounts Mail	Calendar IM TeamChat WebPhone General Licenses Import/Export		
Main	Apply default reminder to new appointments		
Default Settings	Remind me 15 Minute(s) V before		
Reminder	Reminder and agenda email address mike.sparrow@lagnos.c		
Holidays	Send daily agenda by email Send amail reminders		
Weather	Send emainterninders		

#### 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.

Options							- (	
Accounts Mail	Calendar	IM TeamChat	WebPhone	General	Licenses	Import/Export		
Main		Spain Sweden						
Default Settings		Switzerland						
Reminder		Taiwan Thailand						
Holidays		Turkey United Kingdom						1
Weather	Ø	United States						
✓ OK X Cance	4							

#### Weather

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

Options									- [	
Accounts	Mail	Calenda	ar IM	TeamChat	WebPhone	General	Licenses	Import/Export		
Main			Temperati	re Celsius (	°C) ~	]				
Default Setti	ings		City		~	Find				
Reminder			Prague, F	R, Cz London,	AR, USA (EN)					
Holidays			New York	k, NY, London,	London, DE, Nigeria (EN)					
r tolludys		_		London,	London, GLA, United Kingdom (EN)				rground.c	:om"
Weather			Remove	London,	KY, USA (EN)					
				London,	L, Kiribati (EN)					
V OK	imes Cancel	l		London,	LI, Equatorial Gu	uinea (EN)				
				London,	LP, South Africa	(EN)				

#### IM

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

© Options										$\times$
Accounts	Mail	Calendar	IM	TeamChat	WebPhone	General	Licenses	Import/Export		
WebChat		V	Alway	s online						T
Chat Windo	W	Ava	ailable s	statuses						
			Away							1
			N/A							
			DND							
		100	I Invisih	le						
🗸 ОК	× Cance	2								

#### **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.

Accounts	Mail	Calendar	IM	TeamChat	WebPhone	General	Licenses	Import/Export
General		۲	Integra	te with your Vo	IP account (SIP	)		
Call Ecowar	dina		📝 St	art WebPhone	automatically			
ouirrorwa	ung		🔽 In	tegrate with ex	ternal VoIP acco	ount (SIP)		
			U	sername	mike.sp	arrow		
			P	assword				
			E	ktension				
			S	erver/Proxy	x1solar	.com		
		0	Dial via Dial via	your VoIP acc external VoIP	ount (already re account (SIP/H	gistered sof TTP)	tphone/teleph	ione)

#### 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.

Options						×
Accounts Mail Calendar	IM TeamChat	WebPhone	General	Licenses	Import/Export	
Global Settings	Skin	Default		~		1
Default Folders	Skin style	Blue		~		
	Text Style	Light		~		
Documents	📄 Night Mode					
Anti-Spam	Initial Page	Inbox		~		
	Confirmation on exit	Always		~		
	Desktop Notifications	Auto (backgrou	ind only)	~		1
	<ul><li>Show Favorite fold</li><li>Use Flash upload f</li></ul>	ers or attachments				
OK Cancel						

**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 Clien**t – 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.

Options								- 🗆 ×	
Accounts	Mail	Calendar	IM	TeamChat	WebPhone	General	Licenses	Import/Export	
Desktop Cli	ent	Pro	oduct Ad	ctivation Key (u	se Copy & Paste	e)			
Outlook Syr	Desktop Client       Product Activation Key (use Copy & Paste)         Outlook Sync       eJwBhwB4//vV1YNcWOsw8f+kkeDCsU9U7sy8Izn4BIz376nYrHjMbVt5wx9WkrKaY         Uz       axlziVJUbljbqeFVt/3k2+WC/WnhP6utcSD7H9UkmjWqSni3UCuu1d0U4+1/CRNi5e         z43K+x       NPrNQdD8gYM0M+Zp0Fy9wob6O4KZ0p9Z02S6								
✓ OK	imes Cance	2							

#### **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.

Options								- 🗆 X	$\langle$	
Accounts	Mail	Calendar	IM	TeamChat	WebPhone	General	Licenses	Import/Export		
Import Export	Import       Supported file formats for upload         Export       A Contacts CSV (comma, colon, semicolon separated), VCF (vCard)         Import       Imported file formats for upload									
GroupWare		1)	Calend	ar ICS (vCale	ndar)	ect destinati	on folder			
		Ø	Upload			ontacts	Loa	ad		
✓ OK	imes Cance	.								

#### **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.

Dev Mobile Dev	ices				—	$\square \times$
Device Mo	odel Device	е Туре	Protocol	Registered	Last Sync	•
🔹 White iPac	d iOS 9.3	3.4 13G35	14.0	09/07/16 12:36	09/07/16	15:18
I Windows	Phone 8S Windo	ws Phone 8	14	09/07/16 12:34	09/07/16	13:28
🖷 HTC One r	mini Androi	id 4.4.2	14.0	09/07/16 12:44	09/07/16	12:44
₿ Properties					団	Delete

#### **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.

Device Options - 1	White iPad	- 🗆 X
Folders Synchror	nizaton Device	
Private Folders		
GroupWare Folders	Default folders only 💙	
Mail Folders	All folders 🗸	
<ul> <li>Archive</li> <li>Public Folders</li> <li>Shared Folders</li> </ul>		
✓ OK X Cance	I	

#### 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

#### Synchronization

Set other synchronization details here.

Device Options - White iPa	d	- 0	×
Folders Synchronizaton	Device		
🗹 Past Mail items	E	Three days	~
🔲 Past Calendar events		Two weeks	
👿 Sync Tasks as Calendar e	vents	All	~
		Merge to default calen:	
Sync Notes as		Events	
		Merge to default folder	
✓ OK × Cancel			

Device Options - White iP		$\times$	
Folders Synchronizaton	Device		
Device Model	White iPad		
Reset to Factory Settings	imes Remote Wipe		
✓ OK × Cancel			

# Help

#### Help

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



# Apps

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



# TeamChat

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



#### 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.

# Image: Search full message text (fulltext:test) tag: Search for items with specified tag (tag:Bus keyword: Search for items with specified tag (tag:Bus has:attachment Search for messages with an from: Used to specify the sender (from:Amy) to: Used to specify a recipient (to:David) cc: Used to specify recipients in the Cc: field bcc: Used to specify recipients in the SMS: field sms: Used to specify recipients in the SMS: field subject: Search for words in the subject line (su

⊠ ▼ carl	×
From	
То	
Subject	
Fulltext	
Everywhere	
carl	
From Date	
🔲 To Date	
Attachments	
Search	Create Search Folde

#### Seach 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:

Search	Folder		- 🗆 X
Name	INBOX		
Туре	Mail 👻		
Apply to	Selected folders		
Filter	(🖾 tag:business		×
# Mike	sparrow	Folder	
Inbox	r -	✓ INBOX	
Draft	S	۲	
Sent			
		Compared and the second s	

#### Chapter 12 Miscellaneous

#### **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 cresses 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.

Print Options	$\times$
Select desired message parts to print Mail body Attached images	
✓ Print × Cancel	

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

#### **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):

w Folder	$\Box$ $\times$	ි Manage	e RSS Channels	-
		Channel	Annala in an anna /Farala /Interst	
	· · ·	Channel	treenugger.com/teeus/tatest	
		/rss/top/	/science.xml	_
js		/rss/top/	/environment.xml	
		http://ww	vw.eea.europa.eu/data-and-maps/inc	lica
s		http://wv	vw.eea.europa.eu/data-and-maps/da	ta/
nist	-			
igazine				
es		Remove		
		🗸 ОК	imes Cancel	

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.

🖾 Logo			- 0
i≡ To: Paul Sauer Subject: Logo	🖍 Image	×	
+   <u>A</u>   🌣 -	<ul><li>URL</li><li>Internal</li></ul>	http://	
	Uploaded	Logo.jpg ~ 🥥 1	
Hi Paul,		Take screenshot	
In the attachment I am		PrtScn Paste image	
If you need anything el		X1Solar Ctrl + V	
Best Regards			
Mike	Alternate text	X1 Solar Logo	
Mike Sparrow	Width	800 px 💙	
CEO of X1Solar Inc.	Height	600 px 🗸	
Tel: 571.481.4611 Email: mike.sparrow@	Border	1 Spacing 0	
X1Solar Inc.I 6506 Lois	√ ок 🛛 🗙	Cancel	

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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