IceWarp Unified Communications

IceWarp WebClient User Guide

Version 10.3

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C H A P T E R 1

IceWarp WebClient User Guide

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Logging into IceWarp WebClient

To access IceWarp WebClient, you will need to access the URL specified by your administrator using a web browser such as Internet Explorer 7 or Mozilla Firefox.

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

Field	Description
Email Address	Enter your username (or email address) of your IceWarp Server email account (as supplied by your administrator).
Password	Enter your password for your IceWarp Server email account.
Keyboard icon	Click the icon, if you want to use a virtual keyboard. This feature enhances your email box security when using a public computer. Various applications can monitor key usage and save your credentials. Virtual keyboard use prevents this risk. Use a mouse to write.
Arrow	Click the button to log in.
Interface	Select the interface type you want to use: ▪ Professional – fully featured email interface. ▪ Basic – interface optimized for slow connection or older browsers (without JavaScript). ▪ Mobile – interface optimized for mobile devices.
Language	Select a language from the list.
Keep me signed	Tick the box if you want to stay signed.
Integrate with Windows	Use the link to get to a download page where you can download utilities compatible with the current IceWarp Server version and guides in the .pdf format. NOTE: Windows – when using a different operating system, its name is displayed instead.
Forgotten Password	Use the link in the case of forgotten password.
Sign Up	Use the link to create a new email account.

Once logged into IceWarp WebClient, you will see the main screen:
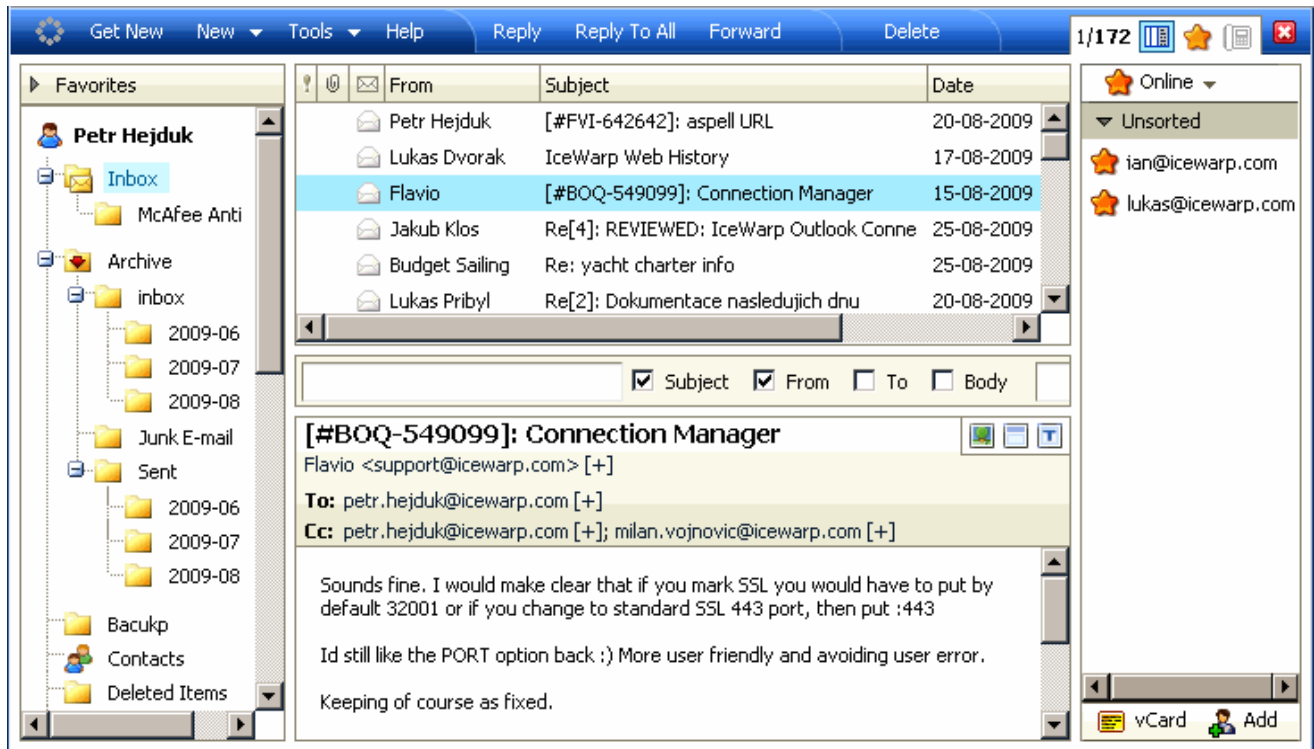
There are six main areas of the application:

- The blue Menu Bar across the top.

- The Tree View on the left.

- The Items View top centre.

- The Search Bar (only visible when applicable).

- The Reading Pane bottom center (only visible when viewing an email folder or RSS Feed Item).

- The IceWarp WebClient IM client.

NOTE: The position of the reading pane can be changed by pressing the "Reading Pane" button which is situated to the left of the "logoff" button on the menu bar (white X on red background).

Pressing this button will change your view so that the Items View and Reading Pane are displayed side-by-side. This can be very useful on wide-screens and large monitors.

Menu Bar

The whole content of the **Menu** bar changes depends on the folder type you have selected.

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

It has the following functionality:

Get New

Clicking on **Get New** tells IceWarp WebClient to retrieve any new messages from the server.

New

Clicking on **New** will open a pop-up to create a new Item of the type corresponding to the folder you are currently browsing.

Hover over **New** and a drop-down menu will appear allowing you to select the type of new Item you want to create.
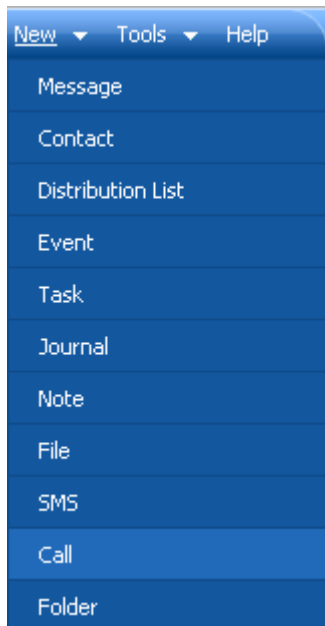
These items are discussed in their relevant sections.

Tools

Clicking on **Tools** will open the Options menu.

Hover over **Tools** and a drop-down menu will appear allowing you to select various Tools:
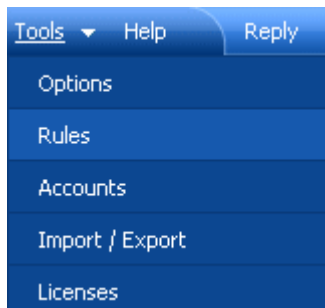
These items are discussed in detail in the *Tools* (see "Tools Menu" on page 24) section.

The right side of the bar is also fixed.

It has the following functionality:

3 / 178 shows you

- The number of items selected – in this case 3.
- The total number of items – in this case 178.

Click the *window* icon to toggle the **Item** and **Reading** panes from above and below to side by side.
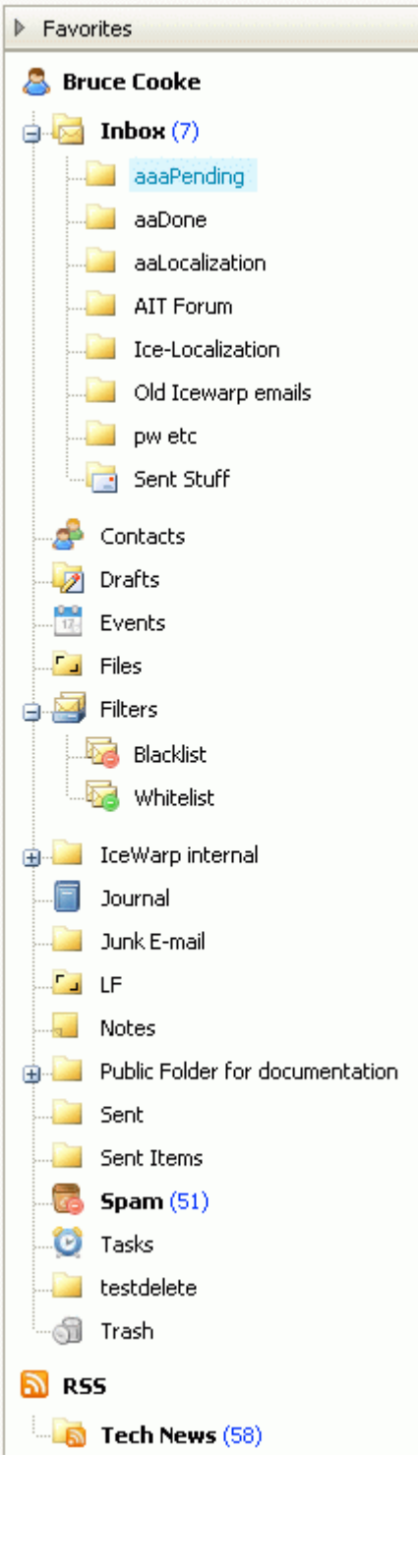
Click the *asterisk* icon to show/hide the Instant Messaging pane (on the right side of the window).

Click the *phone book* icon to open the **Call** dialog that allows you to perform a call or view/manage your call history.

Click the *white X on the red background* to log out of IceWarp WebClient.

Tree View

The Tree view shows a hierarchical vies of all your personal folders of items and also to any Public or shared folders you have subscribed.

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

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

- This contains Standard Mail Items.

- This signifies your default Inbox.

- This contains your Sent Mail Items.

- This contains Draft copies of Mail Items.

- This is your Spam folder.

- This is your Blacklist.

- This is your Whitelist.

- This is your Quarantine Queue.

- This is your Spam Queue

And these icons signify other item types:

- This contains Contact items.

- This contains Event items.

- This contains File Items.

	- This contains Journal Items.
	- This contains Note Items.
	- This contains Task Items.
	- This is a shared folder.
	- This contains an RSS feed (note that all RSS feed folders are held under one main RSS icon).
	- This contains deleted items.

Folder Quick Filter

This feature lets you filter folder names. Just click to the folder tree pane and start writing. Folders are filtered immediately.
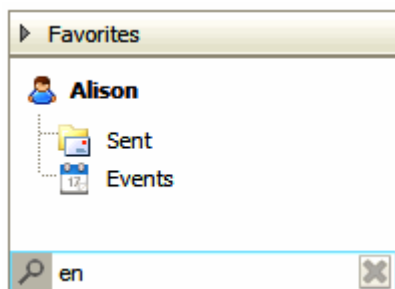
To reveal all folders, just delete the searched expression.

Context Menu

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

The menu that appears will look something like this:

Add Folder
Move Folder
Create Search Folder

Rename Folder
Set As Default   ▶

Add Shared Account
Folder Access Rights

☐ Synchronize

Mark Folder Read

Empty Folder
Delete Folder
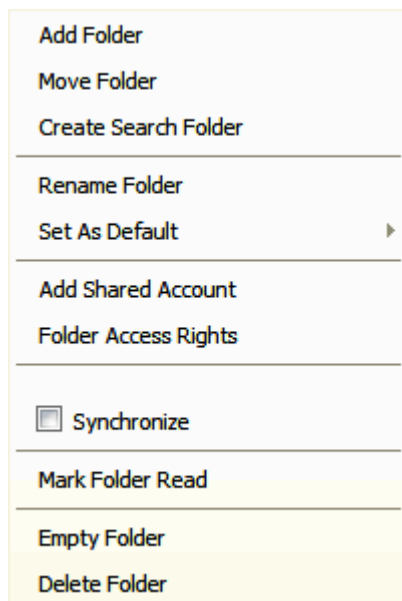
However, it may contain different menu items according to the item type of the folder onto which you right-clicked.

All possible menu items are:

Add Folder

Selecting the Add Folder option opens up a dialog where you can create a new folder.

A dialog opens looking similar to this:

Create New Folder

Name   New Folder Name
Type   File
Channel

  Bruce Cooke
    Inbox (6)
    Contacts
    Drafts
    Events

OK   Cancel

Note that the folder you right-clicked will be highlighted in the display so you know where you will be creating your new folder.

Simply enter a **Name** for the new folder and the **Type** of item it will contain from the dropdown, press OK and the folder will be created.

By default, the folder will be created as a subfolder of the folder you right-clicked unless you create an **RSS** type folder, in which case it will be created as a subfolder of the Parent RSS Node.

If you accidentally create the folder in the wrong place, do not worry, you can use the ***Move Folder*** (on page 10) menu item to re-locate it.

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

Move Folder

If you want to restructure your folder tree by moving a folder, or sub-folder, you should choose the **Move Folder** menu item.

Right-click on the folder you want to relocate and select Move Folder from the context menu, a dialog will appear:
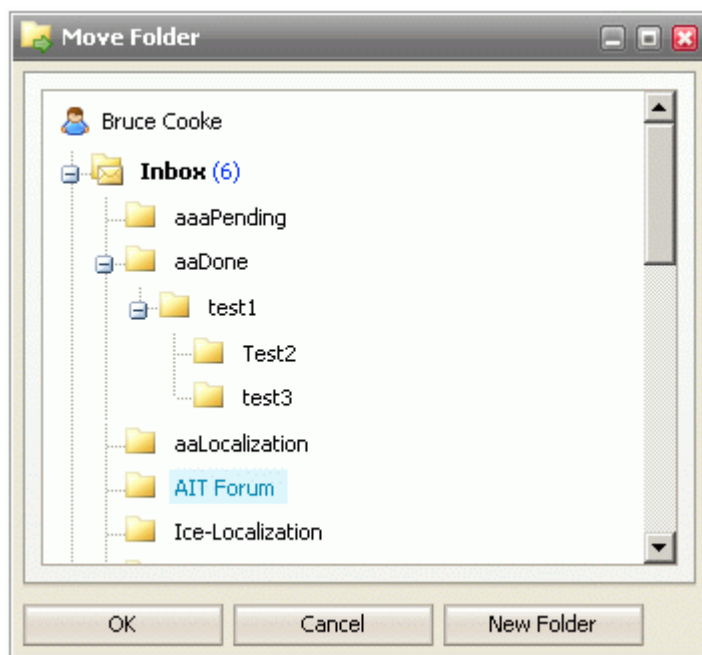
The highlighted folder will be the folder onto which you right-clicked; this is the folder you are moving.

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

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

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

Create Search Folder

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

1. Right-click the account name in the **Tree View**. From pop-up menu, select the ***Create Search Folder*** item. The Search folder dialog is shown.
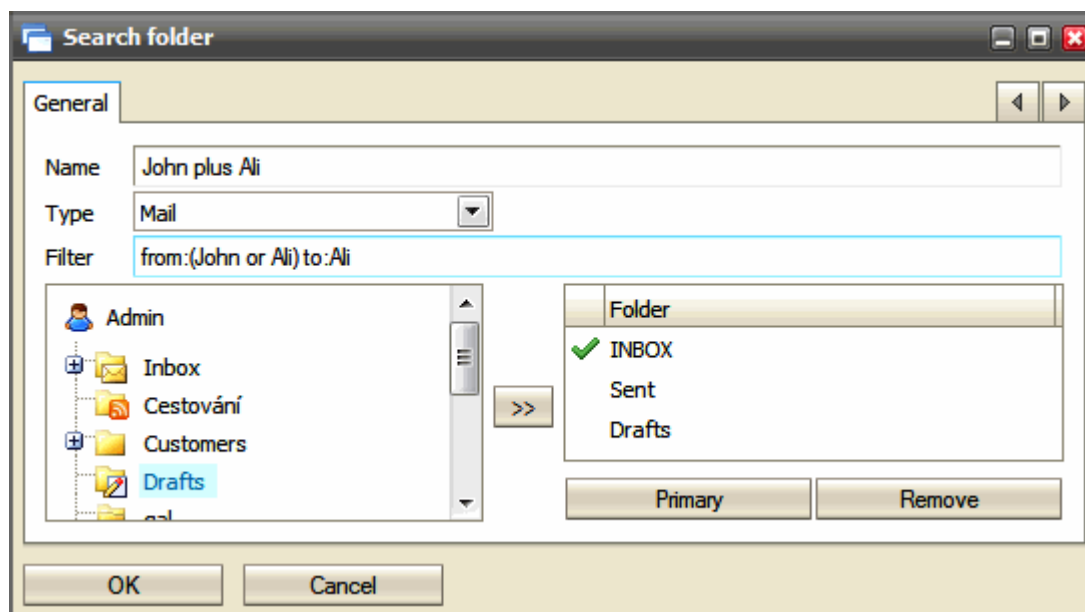
2. In the **Search folder** dialog, fill in the folder ***Name***, select the folder ***Type,*** in the left-hand frame, successively click names of folders that you want to merge and move them to the right-hand frame using the arrow button. See above.

    In the ***Filter*** field, you can filter folder items. For more information about filtering, refer to the **Search Bar** (on page 17) chapter as filtering mechanism and searching one are identical.

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

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

    Click ***OK***.

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

Rename Folder

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

1. Right-click the folder you want to rename (in this case *aaDone*) and select the **Rename Folder** menu item. The folder name will be displayed in a standard text box allowing you to edit it:
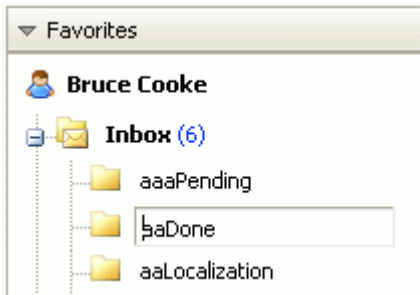
2. Edit the name as needed (In this example, we are renaming the folder to *Done.*):
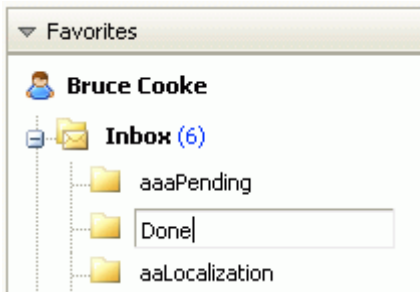
3. Press **Enter** when the name is correct. Note that the folder has moved to reflect the alphabetical display within the **Tree View**:
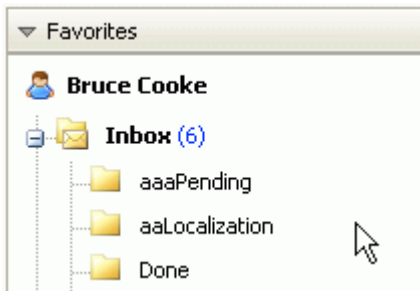
> Your folder is renamed and the **Tree View** updates to reflect the new structure.

Set as Default

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

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

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

Furthermore, some mobile devices synchronize only default folders. This is the way how to choose what folders you will have synchronized.

Add Shared Account

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

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

Folder Access Rights

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

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

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

Sharing Folders

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

1.   Select the folder you want to share, right-click it and select the *Folder Access Rights* item.

2.   In the **Folder Access Rights** dialog, click the *Add New* button.

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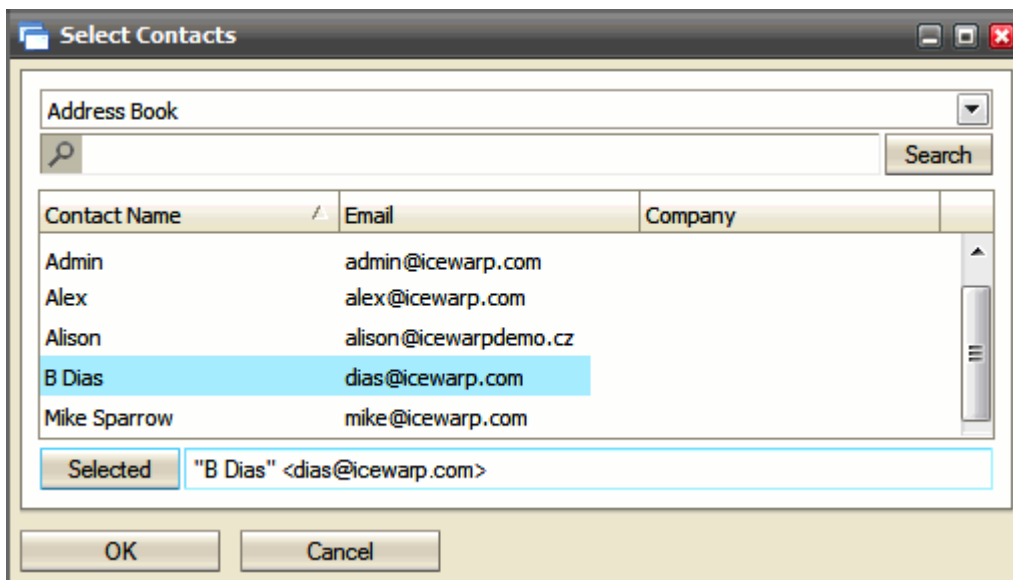
Choose the desired folder from the upper combo box. List of contacts is shown. You can search in this list – use the *Search* field and button. To place the wished contact to the *Selected* field, highlight this contact and click the Selected button (or just double-click the contact). Repeat it for all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

4. In the **Folder Access Rights** dialog, select access rights for individual users for both *Items* and *Folder*. Click *OK*.
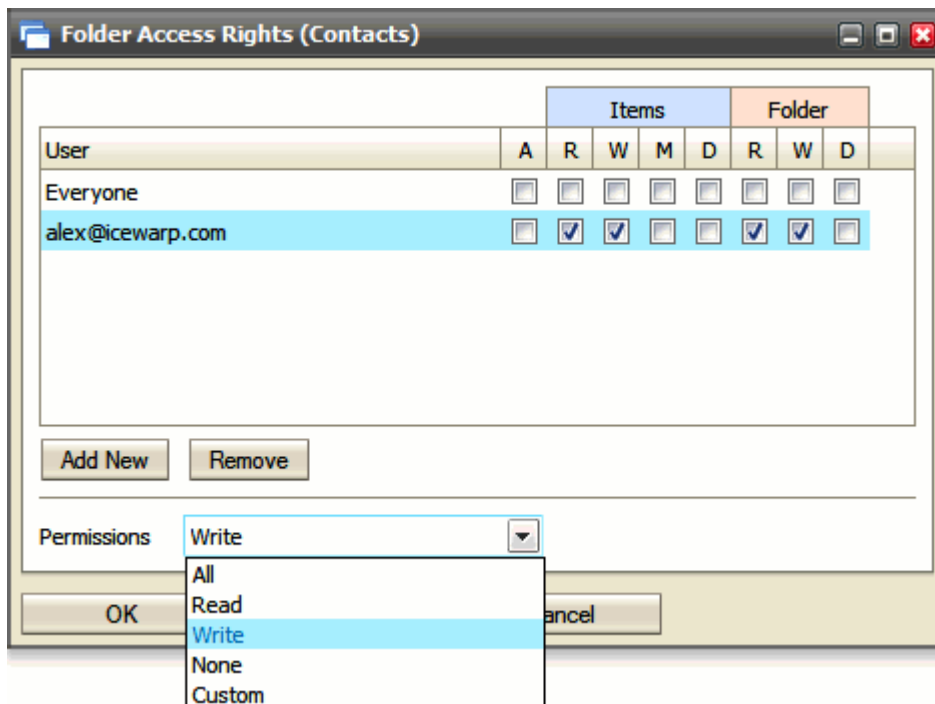
NOTE: You can use the same way for sharing of whole account.

NOTE: Do not set any rights for Everyone unless you want to grant access to all server users.

Subscribing Folders

To subscribe shared folder(s) in IceWarp WebClient, do the following:

1. If you use **other client than IceWarp WebClient**, you have to create the appropriate folder (i.e. the folder with the name of the shared account) in your client. E.g.: John Doe shares his account with you, you have to add a new folder into your email client folder tree and name it ~john.doe@domain.com. (To do this, right-click the user name in the folder structure tree, select the *Add Folder* item and write the account name.)

   (In **IceWarp WebClient**, this folder is added automatically after subscribing.)

2. In the client folder structure tree, right-click the user name and select the *Add Shared Account* item.

3. In the **Select Contacts** dialog (see above), select the appropriate shared account from the left frame and move it to the right frame using arrow buttons or write the shared account name (email address) into the right lower field and click the *Add* button. Click *OK*.

   NOTE: Other IMAP clients require that you have to write this address with the shared account prefix defined on the GroupWare – General *tab. By default, it is "~" (tilde).*

   Example:

   NOTE: The left frame in IceWarp WebClient is pre-populated with accounts that share folder(s) to you.

The shared account with the shared folder(s) appears in the email client folder structure tree:
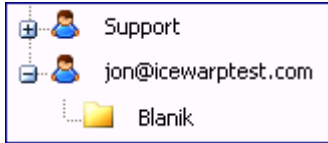
NOTE: Folders defined as shared within email clients do not appear in the GroupWare – IMAP – Public Folders list (see above).

Working with Shared Folders

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

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

Synchronize

Available only for folders containing mail items.

The **Synchronize** option lets you choose which folders will be synchronized with the server data when you press the **Get New** button on the **Menu Bar** (on page 4).

You should only choose to synchronize folders that are updated automatically by the server.

These folders are usually, but by no means limited to, the **Inbox** and **Spam** folders.

Other folders may be populated by the server in accordance with any **Rules** (on page 57) you have set up to organize your incoming messages.

If you have set up any **Rules** (on page 57) to file messages in other folders, you should probably set those folders to synchronize.

Right-click on the folder and check the box next to the Synchronize menu item to have the folder synchronized, or un-check the box to stop the folder being synchronized.

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

Mark Folder Read

Only available for folders containing Mail or RSS item types.

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

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

For example:

- You subscribe to a mailing list which delivers hundreds of messages per day.

- You only read the ones where the subject catches your eye.

- You want to keep all the messages so you can search them for information at a later date.

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

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

NOTE: There are many things that can be done automatically using **Rules** (on page 57), and they should be investigated if you find yourself repeating the same process over and over again!

Empty Folder

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*.

Delete Folder

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

Items View

This frame shows items of the folder selected in the Tree View.

E.g. when Inbox selected, Items View lists incoming emails. These emails are distinguished by different icons.

Icon	Description
✉	Unread message
✉	Read message
◊	Message with attachment

	Read and replied message
	High importance

Double-click the item that you wish to open.

Search Bar

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

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

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

Examples

Search box entry: *Mike Sparrow*

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

Search box entry: *"meeting room"*

will search for this phrase.

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

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

The automatic whisperer suggests the correct syntax and keywords.

Reading Pane

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

Minimized Items

This pane shows icons of minimized items. Click the icon to show the dialog again.

Icons in the order of appearance:

- Email message
- Contact
- Event
- Options
- Distribution list
- Note
- File
- SMS
- Phone call
- Task
- Create New Folder

Printing Options

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

You can combine all mentioned item types.

To print more object types, do the following:

1. Double-click the appropriate item to open it.

2. Click the *Print* button in the lower right-hand corner of the item window.

The **Print Preview** dialog opens. (With more items combined here.)
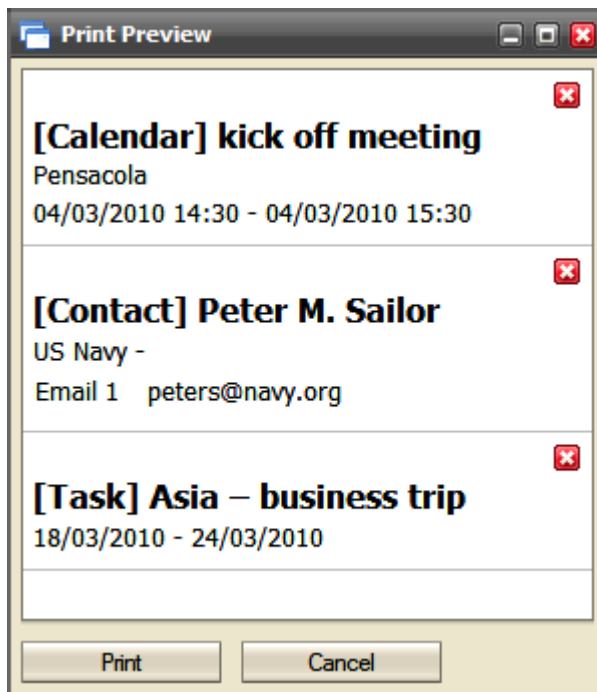
3.   Close the item.

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

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

(Optionally, change printing preferences.)

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

New Menu

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

To create different item type, select it from the **New** submenu. See the **Menu Bar** (on page 4) chapter.

As creation of emails, contacts, events etc. is obvious, we do not find necessary to describe it.

In This Chapter

Call

The **New** menu – *Call* item is the only one that can be a bit complicated.
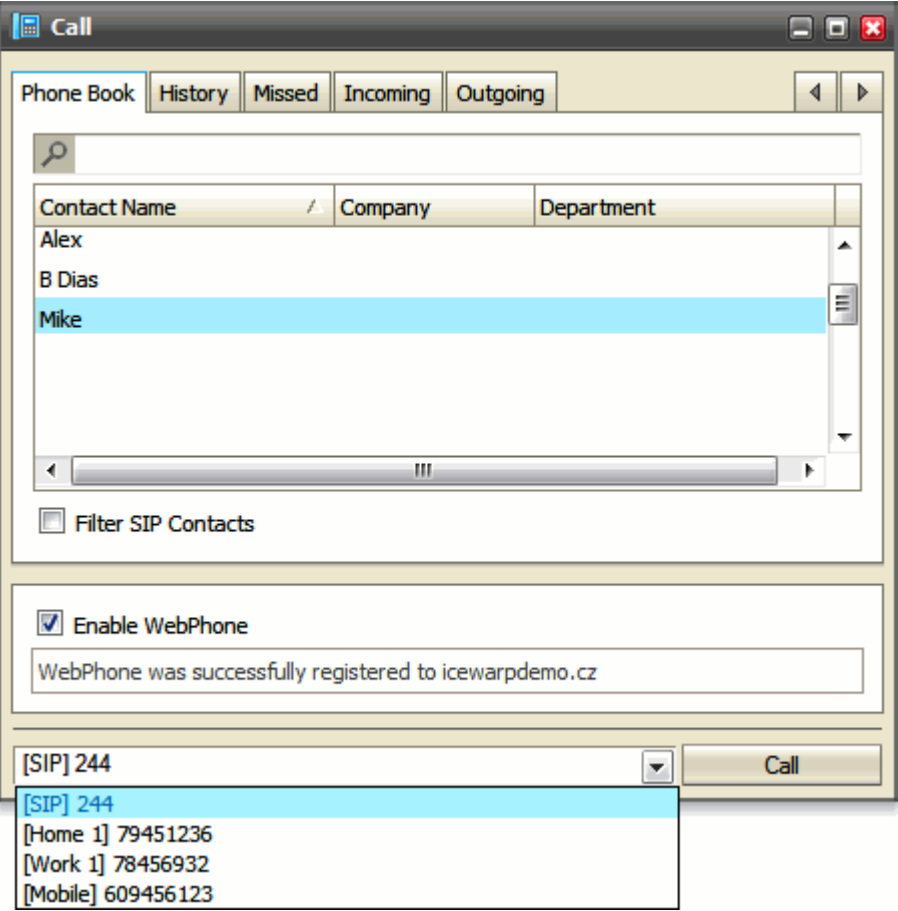
Field	Description
Phone Book	Phone numbers of contacts from the default contact folder (set under **Tools – Options – General – Default Folders**) are shown here.
History	Lists all calls.
Missed	Lists only missed calls.
Incoming	Lists only received calls.
Outgoing	Lists only calls realized by the user.
Search	Fill in a name, phone number or its part. To perform search, click the **Search** button.
Filter SIP Contacts	Tick the box to have only SIP numbers shown.

Enable WebPhone	Tick the box to enable WebPhone calling. These calls can be realized using only plugged headsets (no telephones needed) and you can call any other WebPhone or softphone by their email address with no special configuration required.
	Leave unticked to dial numbers from Address Book externally via a desk phone or softphone. When a call is dialed externally, the caller's phone is rung first. After the caller picks up, the called person's phone starts to ring.
<WebPhone Offline ...>	Information whether an internal client or external one is used.
Call	Select the contact's name and click the button to perform a call. You can select the appropriate contact's phone number from the *Call* list.
Refresh History *(on the History, Missed, Incoming and Outgoing tabs)*	Click the button to update a shown list.

NOTE: You can reveal this dialog either from the *New* menu item or by clicking the phone book icon on the right side of the **Menu** bar (see the **Menu Bar** (on page 4) section).

Tools Menu

The **Tools** menu, accessed by hovering over **Tools** on the **Menu** bar:
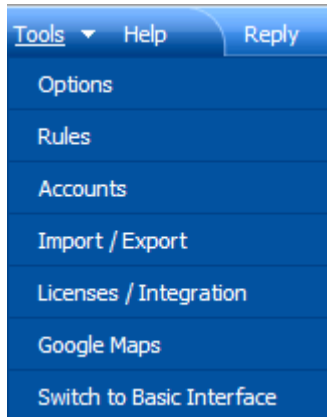
The menu allows access to IceWarp WebClient tools items:

Options:

- **Mail Options** (on page 25) – Where you define actions for your email Items, including Autoresponders, Signatures, Sounds, and Personalities.

- **General Options** (on page 46) – Where you can personalize IceWarp WebClient, including language and skin selection.

- **Calendar Options** (on page 50) – Choose how our calendar will look, including working hours, holidays and reminder settings.

- **Sharing Options** – Share folders, define friends and choose privacy settings.

- **Security Options** (on page 55) – Add security Certificates fro encrypted data and set up your Anti-Spam options

Rules (on page 57) – Create rules to automatically deal with incoming messages as they arrive.

Accounts:

- **Primary** (on page 62) – Your main email account.

- **Other Accounts** (on page 63) – Collect messages from other mailboxes, directly from IceWarp WebClient.

Import/Export – Backup and restore your contact and GroupWare data.

- **Import** (on page 64) – Restore contacts from a file.

- **Export** (on page 65) – Backup contacts to a file.

- **GroupWare (on page 66)** – Backup or restore your GroupWare Data.

Licenses/Integration (see "Licenses" on page 67) – Allows transfer of activation keys for IceWarp Outlook Connector and IceWarp Desktop Client.

Google Maps – Opens a new window with Google Maps.

Switch to Basic Interface – Allows switching to the basic interface mode. When switched to this mode, you can switch either back to the advanced mode or to the mobile one. The mobile mode allows you to switch to the basic one and, consequently, to the advanced one. Consider your mobile device performance before switching to the advanced mode.

In This Chapter

Mail Options

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

Mail options setting is described in detail in this section.

General

Field	Description
Default Flag	Use the drop-down to select the color of the flag you would like as your default.
	When you click on the flag icon next to a message it is automatically flagged with this default color.
Forward messages	Use the drop-down to choose how you would like forwarded messages to be handled.
	▪ **Inline** - the original message will appear as part of your forwarded message (you can still add your own message to it).
	▪ **As attachment** - the original message will be packaged in a file to be attached to your message. The filetype is .eml, which is readable by most email clients.
Enable sound notification	Check this box and a sound will be played when a new message is recieved, notifying you of the event.
Check for new emails every (Minutes)	Check this box to have IceWarp WebClient automatically check for new messages. Enter a number in the textbox to specify how often this check should occur.
	An interval of 5 minutes is usually frequent enough for the needs of most people. Entering too short a time interval may put unnecessary resource strain on your mail provider's server(s). Remember you can always click on **Get new** in the **Menu _bar_** (on page 4) if you are waiting for an urgent message.
Save draft messages every (Minutes)	Check this box and any message you in the process of creating will be saved at the interval you specify in the text box.
	This can be extremely useful if you are using an unstable connection to access and reply to your

	messages. Messages are saved to the Drafts Folder.
Empty trash every (Days)	Check this box and all messages in your Trash Folder older than the number of days you specify in the textbox will be permanently deleted.
	NOTE: This option is directly affected by the next setting. If you select to Move deleted messages to Trash Folder then you should use this option.
	It can also be affected by Folder Mapping as you can specify a different folder to be your Trash folder!
Move deleted messages to Trash folder	If you check this option then any messages you delete (using the Del keyboard shortcut, the Delete Menu Bar Item or the Right-click Context-sensitive menu) will be moved to the Trash folder rather than actually be deleted. Used in conjunction with the previous option this can give you a "window of opportunity" during which you could retrieve an accidently deleted message.
	Remember that the actual location of the Trash folder can be affected by Folder Mapping.
Delete messages on "Empty Folder" action	This option overrides the effect of the "Move deleted messages Trash folder" option above - when you use the right-click context-sensitive menu and select "Empty Folder".
	If this option is checked then all items in a folder will be deleted rather then moved to the Trash folder.
Automatically add message recipients to addressbook	Checking this box tells IceWarp WebClient to automatically add to your Contact List anyone you send a message to whose email address is not already listed.
Automatically display inline images	Checking this box tells IceWarp WebClient to automatically display images of emails in html format.
	Images of emails in **Spam** folder are not displayed.
Automatically display attached images	Checking this box tells IceWarp WebClient to display any attached image file(s) in the reading pane.
Group Subject prefixes	Checking this box tells IceWarp WebClient to show a number of messages with the same subject.
	E.g. *Re[4]: Document corrections* means that this is the fourth replay.

Default

Field	Description
Request read confirmation	Check this box to have a read confirmation email sent to you when your recipient reads the message.
	NOTE that the outcome is entirely dependent on the settings of both the receiving server and the recipient's client setting, so a request for a read receipt *does not guarantee* getting one. You may also get a receipt from the receiving server before the receiving client picks up the message, so the fact that you *do* get a receipt could be as misleading as *not* getting a receipt.
Use SmartAttach	Check this box to use the SmartAttach content filter. This filter extracts message attachments, saves them to the specified directory and adds a link to them to the email message body.
Save sent message to Sent folder	You should check this option if you want to save a copy of the messages. A copy of each sent message will be saved in the Sent folder.
	NOTE: The Sent folder's actual location can be affected by Folder Mapping.
Encrypt	Check this box to have your messages encrypted,
	NOTE: You must acquire and install a valid security *certificate* (on page 55) for encryption to work correctly.
Sign	Use this option to have your messages automatically signed with the signature you set up in the *Signature* (on page 35) options.

Message format	Use the drop-down to select the type of message format you want to use as default (this can be overridden when you are drafting a message.
	▪ **HTML** - this format lets you use a selection of formatting options within your email, such as Bold, Italic and Lists. Most modern email clients are capable of dealing with HTML format emails.
	▪ **Text** - this format uses a plain-text format for the email, which pretty much every email client will understand.
Priority	Select a default Priority for messages you send. Most email clients can be configured up to show a priority and it can help your recipients streamline the way they work if used correctly.
	Choose from *Lowest*, *Low*, *Normal*, *High* and *Highest*.
Spellchecker language	Choose a language from the dropdown for your spellchecker to use.
	The drop-down will display all available languages - if the one you require is not there you should contact your IceWarp WebClient administrator.
Charset	Select the character set you want to use to create your messages. This affects the way that characters are represented within your message. If the language you want to use is not listed in the dropdown list then will probably be safe using "Auto Unicode (UTF8)".
Alias	Select the default User that a message will be sent from. Use the dropdown to select one of the Accounts you have specified in *Primary* (on page 62) or *Other Accounts* (on page 63).
Reply-to-address	You can specify an email address here that will be used if the recipient hits the "reply" button in his email client.

Autoresponder

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

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

Field	Description
Mode	Select whether the Autoresponder should be used and, if so, what Mode it should run in. ▪ **Disabled** - The autoresponder is never invoked. ▪ **Respond always** - The autoresponder will be invoked for all incoming messages, even if they are from the same person. ▪ **Respond once** - The Responder will respond once to each sending email address; therefore if you receive 10 emails from the same person he will only get a response to the first one. ▪ **Respond again after period** - The responder will respond to the first email form a sending address, and will not respond to that address again for the number of days

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

Forwarder

The mail Forwarder will automatically send your messages to other addresses, for archive or backup purposes.
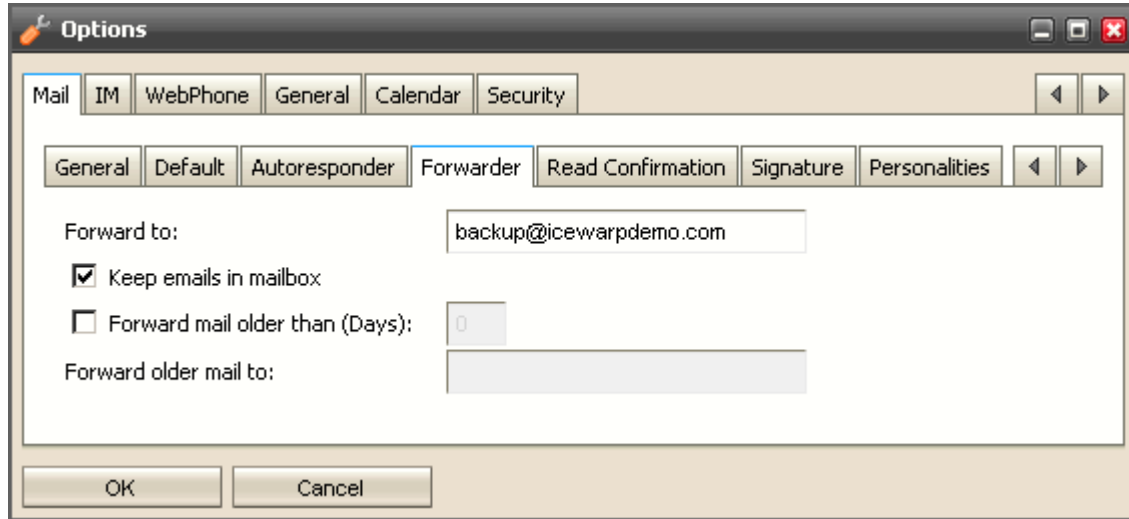
Field	Description
Forward to	Enter an email address to have all messages forwarded to that address.
Keep mails in mailbox	Check this box to leave a copy of the forwarded messages on the server.
Forward mail older than (Days)	Check this box and enter a value in the text box to have older messages forwarded to an address.
	Once a message has been on the server for the number of days specified it will be forwarded to the addressed specified in the box below.
Forward older mail to	Specify the address that older messages should be forwarded to.

Read Confirmation

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

Variables can be used here to automatically add values to the message.
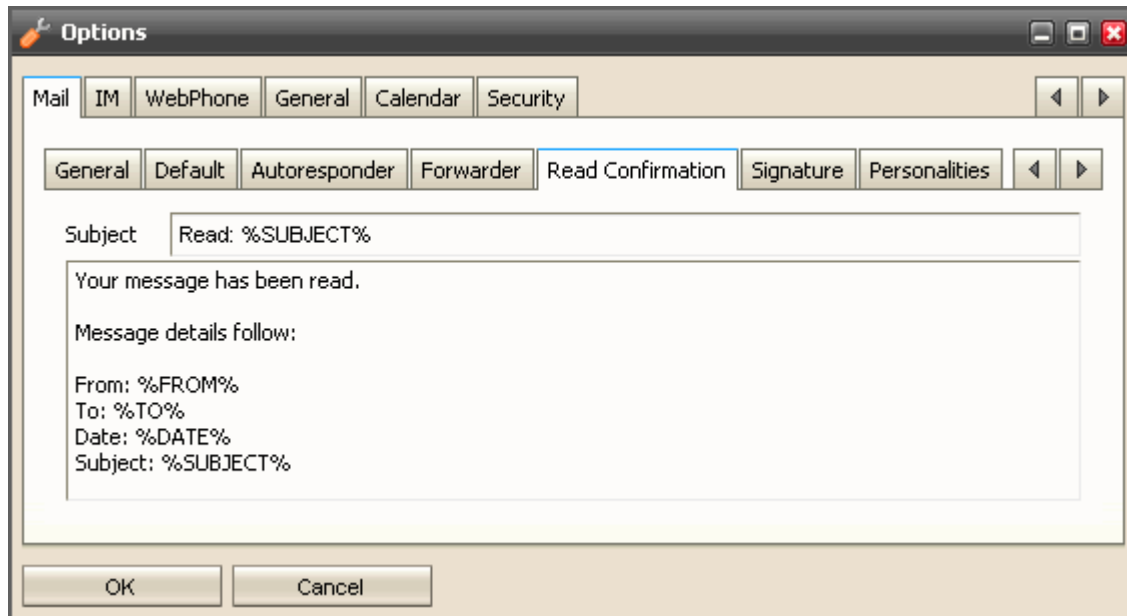
Field	Description
Subject	Enter a subject fro the Read Request. In the example above the *%SUBJECT%* variable is used to append the original subject of the message to the subject of the receipt. This adds value to the message as the sender can immediately identify what message has been read.
Textbox	Enter the standard message you want to send as a Read Confirmation. In the example above the server variables %FROM% and %TO% have been used to identify the original sender and recipient to add value.

Signature

You can define a standard signature which will be applied to all outgoing messages:

Field	Description
Signature at the top of the message	If you wish to place the signature at the start of the message check this box.
	Whenever you start to compose a new message the signature text will automatically be inserted with no empty lines before it.
	With the box unchecked the signature text will be inserted after a blank line.
	NOTE: You can also insert blank lines within the signature
Text area	Enter the text of your signature in the text area. Use rich edit text icons to highlight your signature.
	Click the **<>** (HTML tag) icon to switch to the HTML code format for inserting HTML tags that are not included in the tool bar.
	Text in this field is checked by a spell checker.

Personalities

The **Personalities** tab allows you define multiple email accounts that you can send messages from.

For example, if you have a Google email account (*john.doe@gmail.com*) you could define this as a personality and then use it as the reply-to address in messages you send using your WebClient email account.
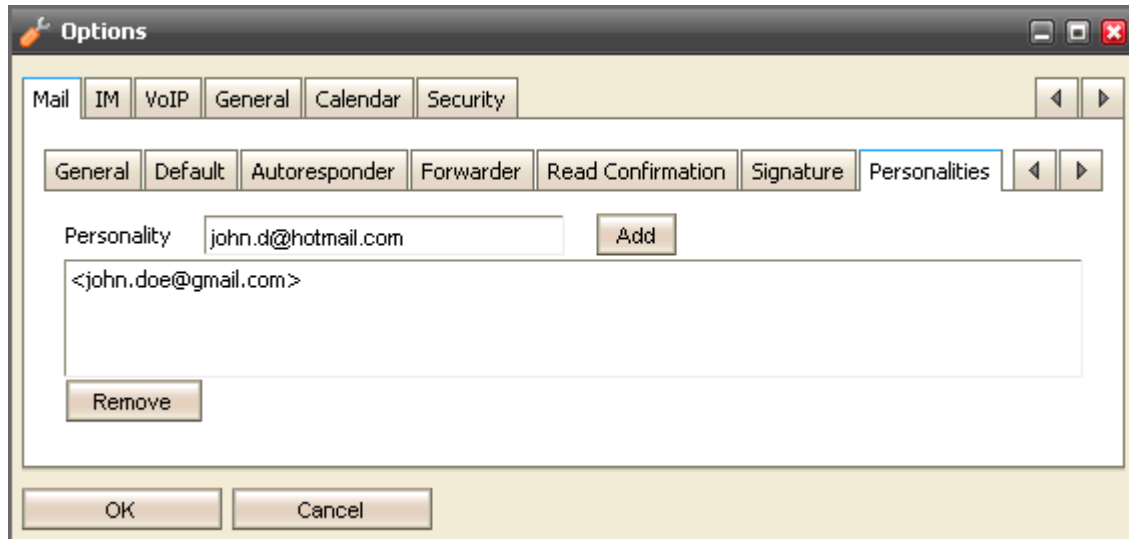
Field	Description
Personality	Enter the email address that you wish to add here.
Add	Press the button to add the personality.
Text area	This shows a list of personalities already defined.
Remove	Select a personality and press the *Remove* button to permanently delete the personality from the list.

To use this feature, do the following:

1. When composing a new message in IceWarp WebClient, click the *Options* menu item (within the **Message** window).
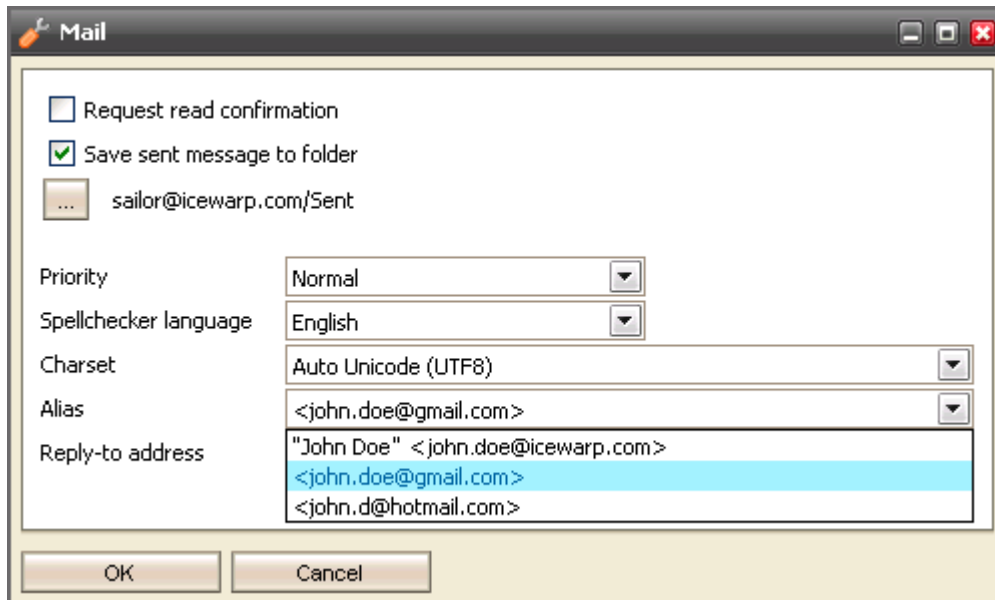
2. In the *Mail* dialog, select the appropriate *Alias* from the list. Click *OK*.

3. Compose an email message as usually.

Instant Messaging

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

General
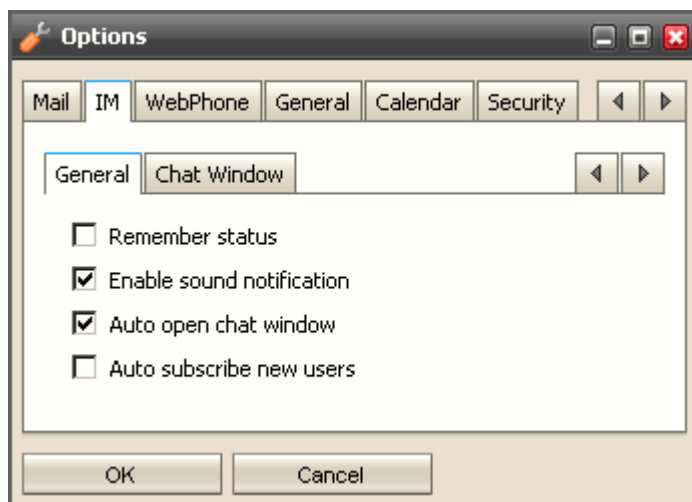
Field	Description
Remember status	Tick this box if you want the IM client to remember your last status (on-line, off-line etc.) when closing it and use it next time.
Enable sound notification	Tick this box if you want to switch on sound alerts for incoming communication.
Auto open chat window	Tick this box if you want the chat window to auto-open when incoming communication arrives.
Auto subscribe new users	Thick this box if you want to subscribe new users without necessity to authorize them.

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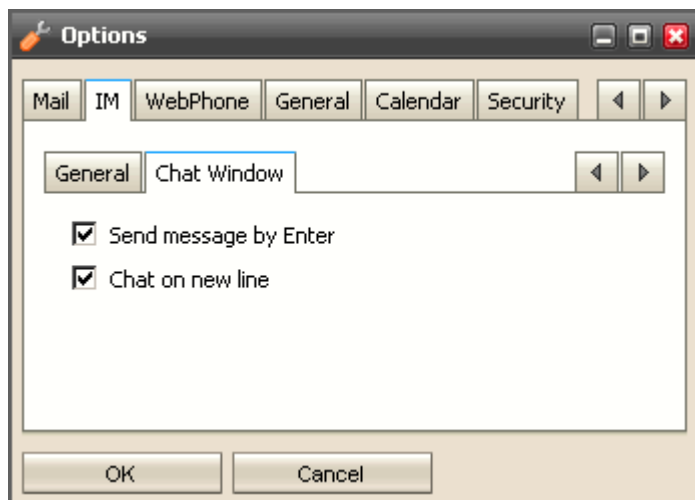
Field	Description
Send message by Enter	Tick this box if you want to send just typed message by hitting the *Enter* key.
Chat on new line	Tick this box if you want to have chat text started on a new line – next one to the information about the contact.

Adding Contact, Service Subscription

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

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

1. Right-click the instant messaging roster and select the *Subscribe Service* item. The **Add** dialog with the tab of the same name is shown.
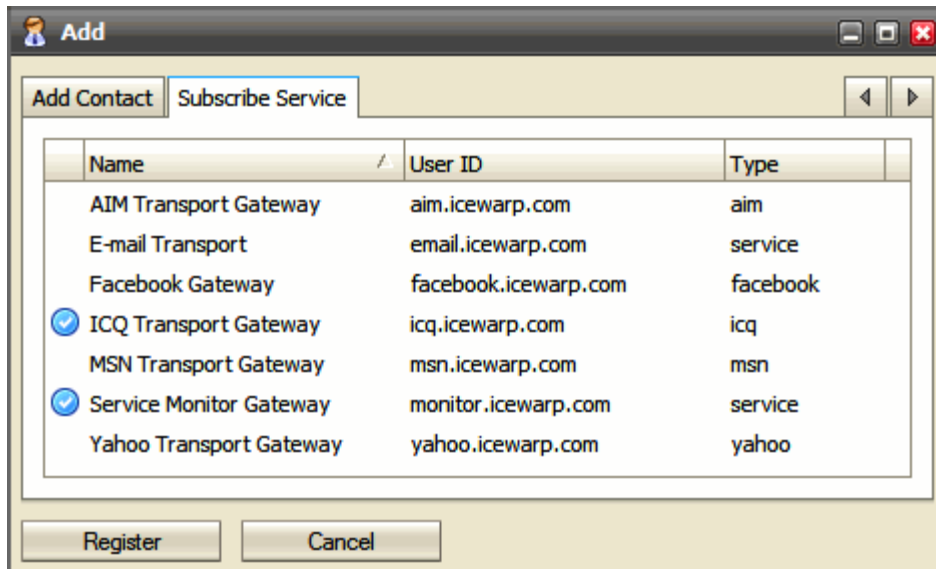
2. Select the service you want to register to and click the *Register* button. (Or just double-click the service name.) The **Subscribe Service** dialog is shown:
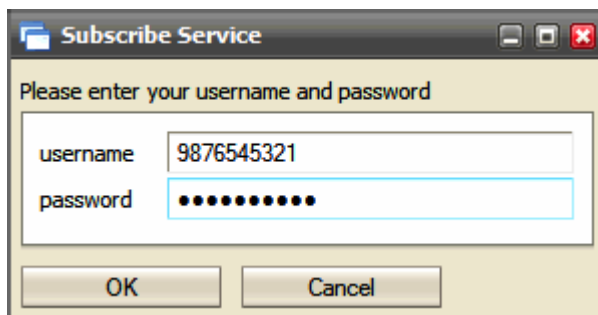
3. Fill in your *Username* and *Password* for this service. (You have to have an account created there.) Click *OK* to finish registration.

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

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

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

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

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

Subscribing Twitter

Follow the description above to the step #3.

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

Follow this link.

5. Within the **An application would like to connect to your account** screen, click the **Allow** button.

6. From the next screen, copy the PIN provided:
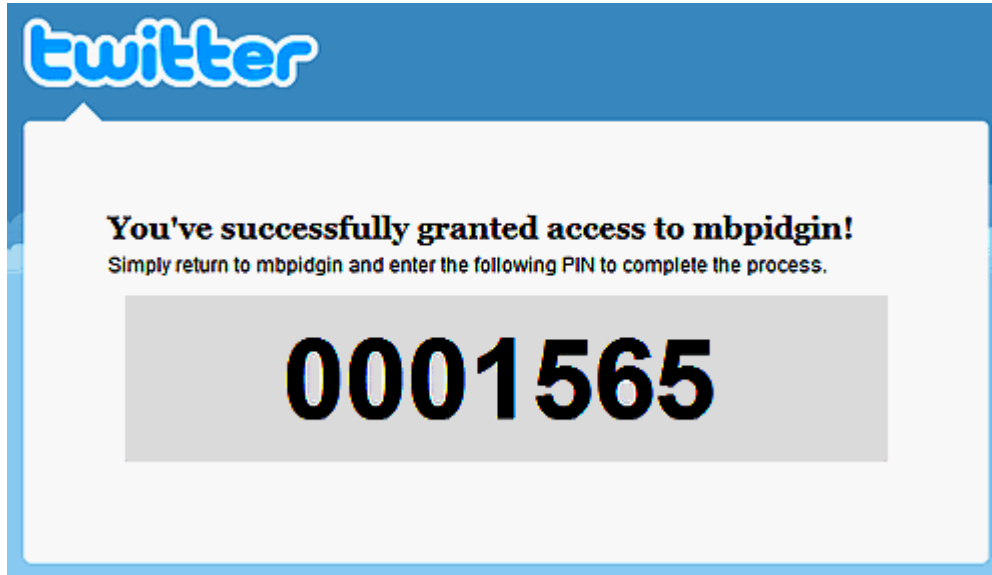
7. Go back to the chat window, paste this PIN to the answer field:
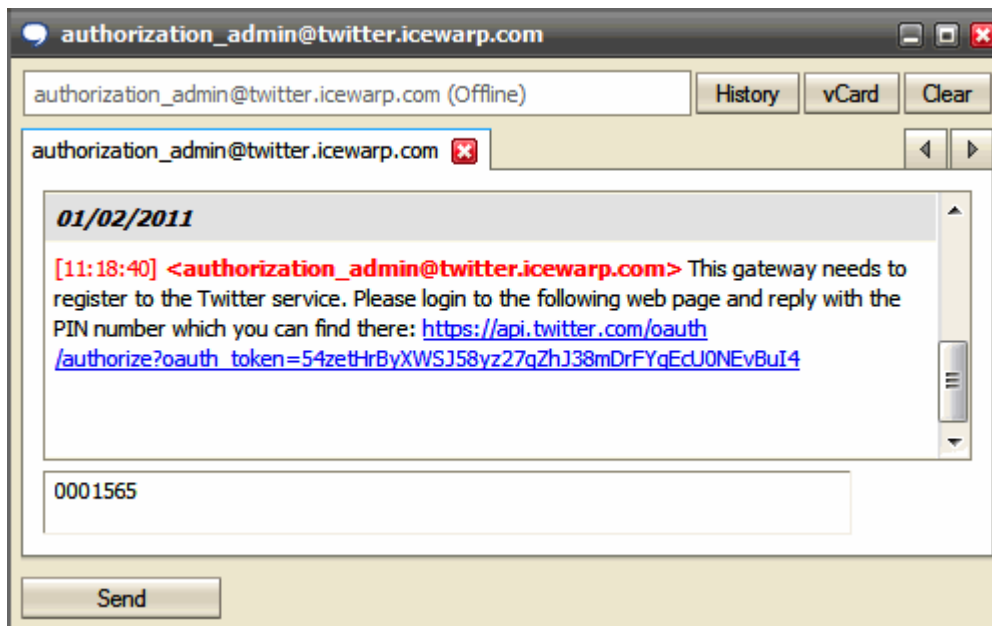
and hit the **Send** button.

8. Twitter will appear among your contacts:
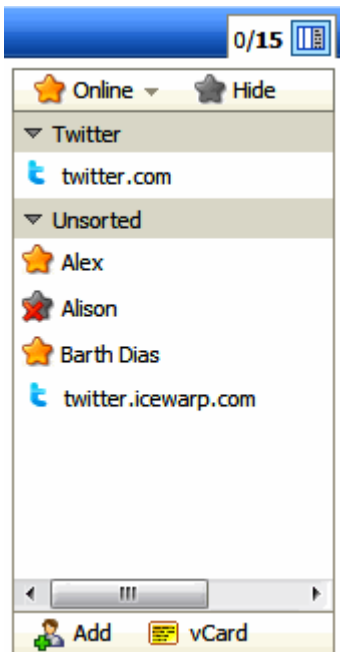
You will receive all tweets from the **twitter.com** user of that gateway. You can post new tweets by sending messages to the **twitter** user too.

There are additional commands you can use:

/replies – gets all replies

/refresh – gets new tweets instantly

/tag, /btag, /untag – automatically tags all your messages

Miscellaneous

Roster Search

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

To ease contact search, just click into the roster and start to write searched contact name. A search field will appear. Contacts are sorted as you continue writing.

To reveal all contact, just click the cross on the right side of the search field or delete written letters.
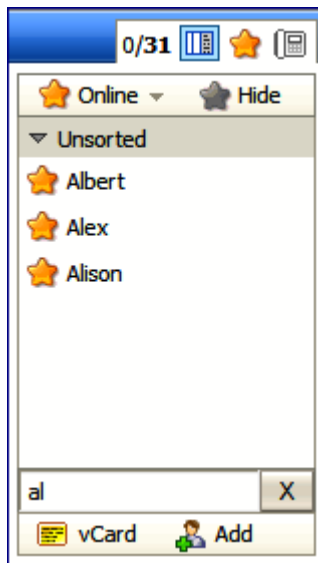
Open All Pending Messages

When you are offline (or in DND), you can have multiple incoming communications. Once you are online again, you could have a trouble to locate all of them to display all messages.

In this case, just click the icon blinking in the top of your roster. This will display a chat window with tabs for all people wishing to chat with you.
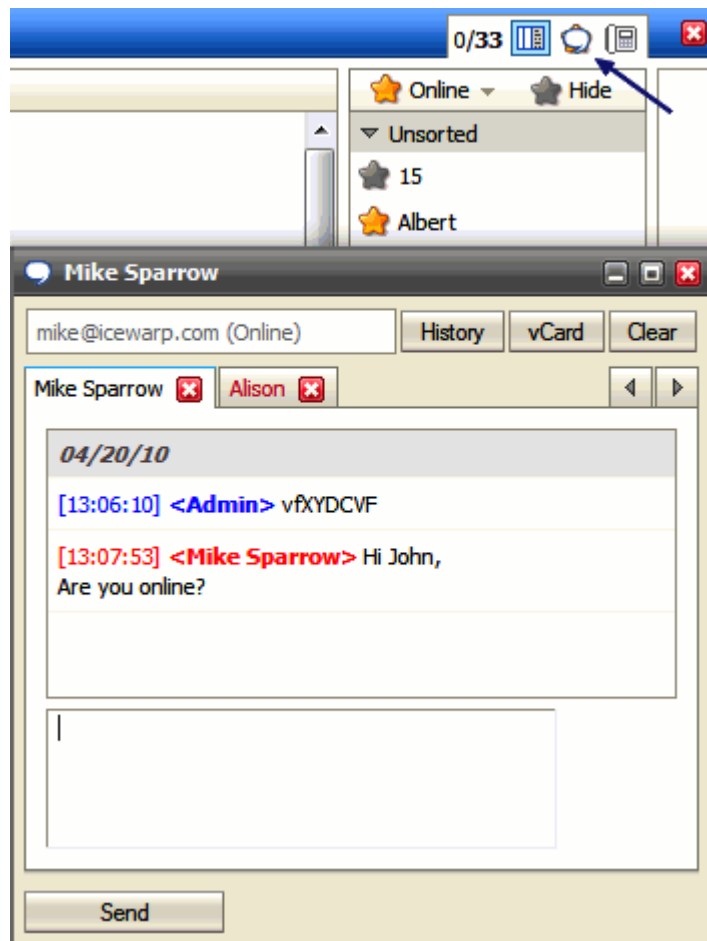
Roster Contact Multi Select

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

Use CTRL + left click to select more users.

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

History Search

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

You will see the results matching to your term.

Now you can click the actual line date/time. This brings you to the complete conversion history starting at that time. Then you can click the *<< >>* (arrows) buttons to move in time.
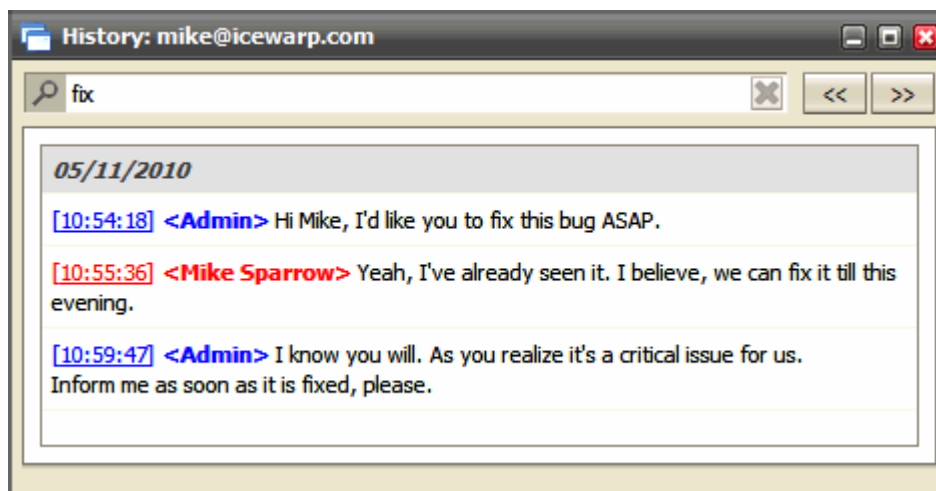
Phone
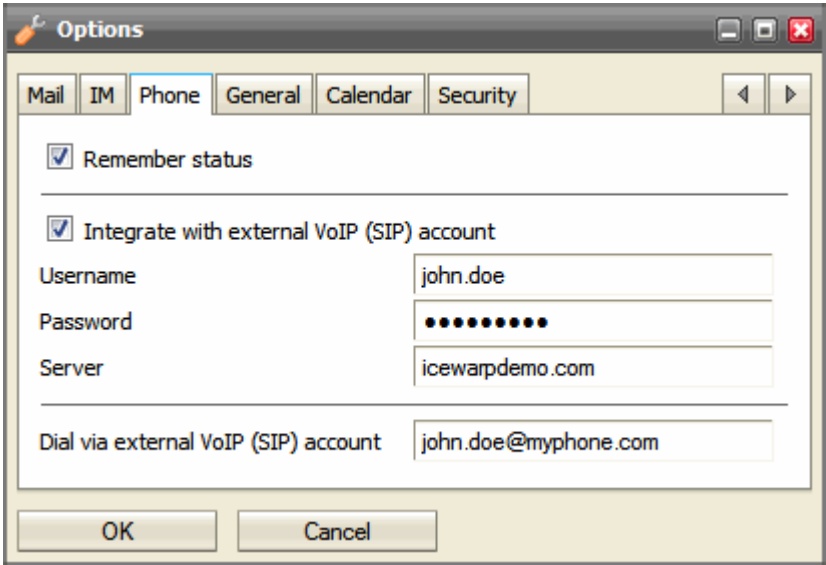
Field	Description
Remember status	Tick this box if you want to have preserved your status (online, offline etc.) until the next WebPhone use.
Integrate with external VoIP (SIP) account	Tick this box if you want to use external VoIP account. E.g. one provided by an external provider.
Username	External account credentials. They can be of different format. (Email addresses, phone numbers etc.)
Password	
Server	Ask your server administrator for them.
Dial via external VoIP (SIP) account	

General Options

The General Options allow you to customize look and feel of the IceWarp WebClient.

Layout

Field	Description
Skin	Skins are available for IceWarp WebClient allowing you to change the look of the system as you use it. However, they are only available if your system administrator has installed them, you cannot install them yourself. Select the skin you want from the dropdown.
Initial Page	Here you can specify what will be shown after IW WebClient launch: ▪ Home Page – folder tree view plus a page with information about your email account are shown. ▪ Inbox – folder tree view plus Inbox Item List and reading pane are shown. ▪ Remember last folder – IceWarp WebClient will start up with the folder open that you were browsing when you last closed it down.
Confirmation on exit	Select whether/how the confirmation message will be shown: **Never** No confirmation needed for exit of both composed (and not saved) emails and WebClient itself. **Message Composed** You have to confirm only exit of an email composer. **Always** You have to confirm exit of both composed emails and WebClient itself.
Date format	Select the date format you want to use from the dropdown list.
Time format	Select the time format you want to use from the dropdown list.

	US time format (AM/PM) is supported: **hh:MMtt.**
Item list preload cache	When scrolling through the Item List you can see all items shown before scrolling plus the number of items specified here in both directions (up and down). When scrolling further, other items are loaded within a moment.
	NOTE: Setting this feature to a very high value can impact the performance of WebClient.

Default Folders
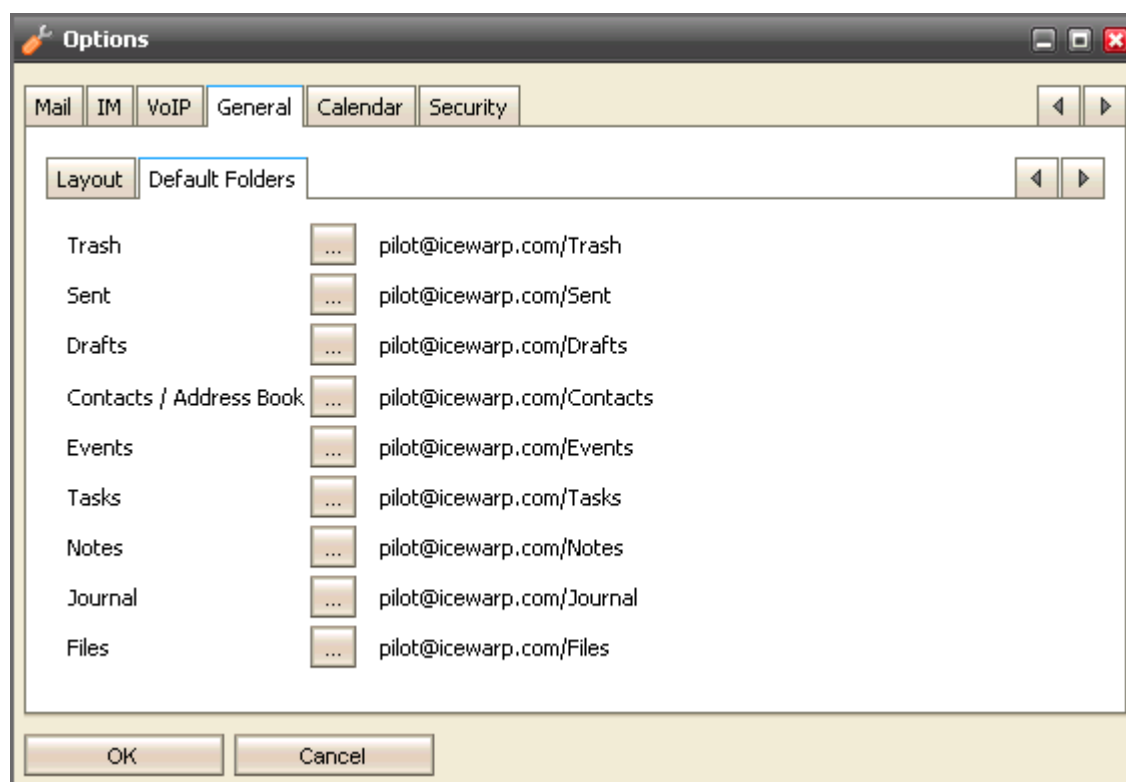
This tab allows you to change mailbox folders mapping.

Click the "..." button next to the appropriate folder to select the wished destination:
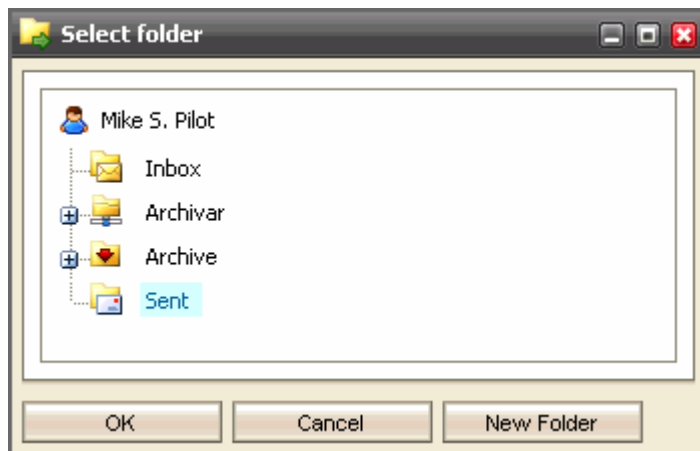
If the folder does not exist, click the **New Folder** button to create the desired folder.

Fill in the **Name** field and select the folder **Type,** click **OK**:

Calendar Options

Main

Upon the **Calendar – Main** tab, you can set how you want certain views to be displayed.
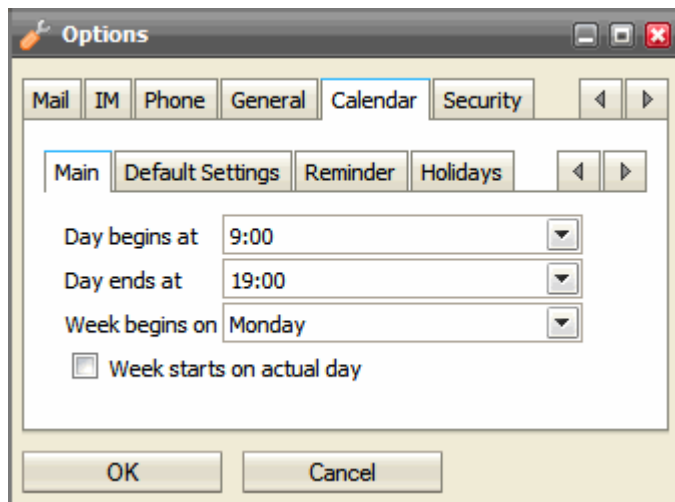
Field	Description
Day begins at	Set your normal start time for working hours.
	This will affect the coloration of hours when you are in the Day view of the calendar.
Day ends at	Set your normal end time for working hours.
	This will affect the coloration of hours when you are in the Day view of the calendar.
Week begins on	Select the day that you wish to be displayed as the first day of the week.
	This affects the Week view and Month view of the Calendar.
Week starts on actual day	If you wish you can check this option and the Week view will start with the current day as the first day of the week.
	This can be useful if you always want to see a week ahead in the week view.
	This only affects the Week view

Default Settings

Field	Description
Event view	This selection affects new event-type folders that you create and defines the initial view that is used for that folder. Choose a view type from the dropdown. NOTE: Once a view is changed within an Event folder, the new view is remembered and applied next time you open the folder.
Event show as	You can choose a default "show" type for event items. Using the dropdown choose one of the four options: **Free** - Although there is an event scheduled, it will not take up any of your working time (for example, someone's birthday). **Tentative** - The event is not yet confirmed. **Busy** - The event is confirmed and you will not be available for the duration of the event. **Out of Office** - You will not be in the office (for example, vacations or off-site courses).
Event sharing Contact sharing Journal sharing Note sharing Task sharing	Choose the default privacy setting for item types. For each type you can select either: **Private** - only people you have chosen can view the items. or **Public** - anyone who can see your folders can view the items.

Reminder

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

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

Holidays

If your administrator has loaded holiday files to the system, you can choose which country's holidays you want to have displayed in your calendar.
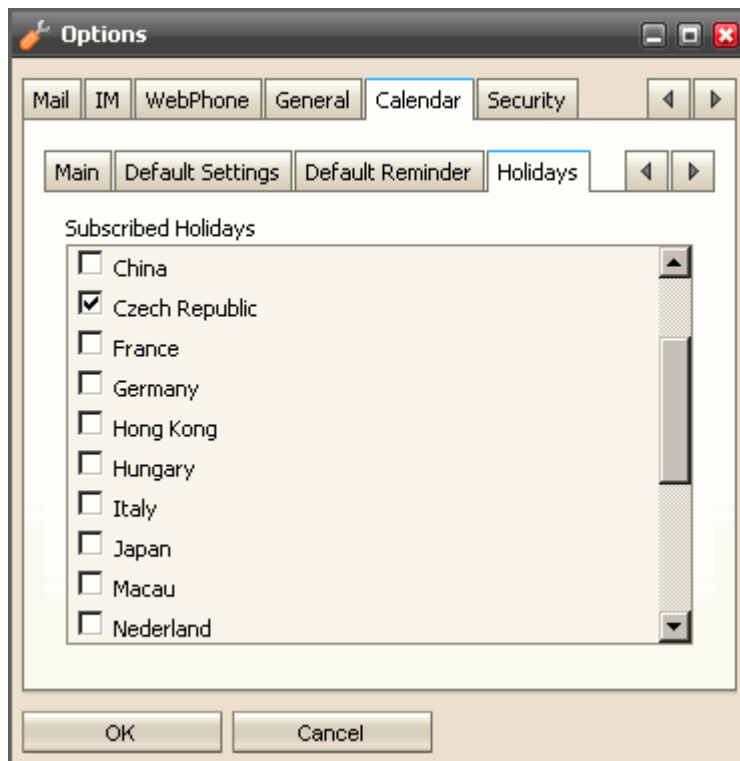
Field	Description
Subscribed Holidays	Check the box next to each county whose holidays you wish to be displayed.
	Only countries that your administrator has supplied details for will be shown in the list.
	NOTE that these holidays may or may not be official public holidays in the country specified – they may only be notable days.

Weather

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

Field	Description
Temperature	Select a temperature scale.
City	Fill in the wished city (or city and state/country code).
Add	Click the button to add the filled city to the list.
Remove	Select a location and click the button to remove this location from the list.

Security Options

Certificate
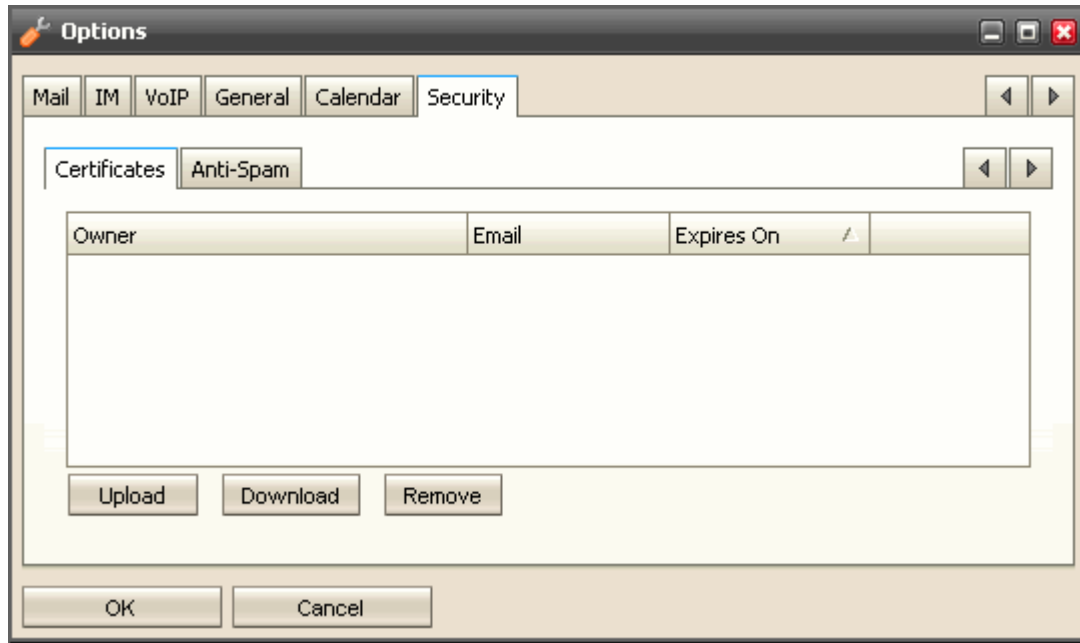
Field	Description
Upload	Click the button to upload a certificate to the server.
Download	Click the button to download the selected certificate from the server to your PC.
Remove	Click the button to remove the selected certificate.

AntiSpam

Field	Description
Anti-Spam	Check this box if you want your incoming messages to be processed with IceWarp Anti Spam engine. NOTE: This option is only available and may only be changed if your administrator has allowed it.
Quarantine	Check this box if you want your incoming messages to go through teh Quarantine process. NOTE: This option is only available and may only be changed if your administrator has allowed it.
Spam reports mode	The Spam Report is a daily email containing a list of Spam and/or Quarantined items that have come in to your mail queue. Choose here the format and content of your Spam Report. **Disabled** - Turn off Spam reports for your account. **Default** - Accept the default Spam report set by your administrator. **All** - Have all Spam and Quarantined items listed in your Spam report. **New Items** - Have only new Items listed in your Spam Report.
Spam folder mode	You can choose to have all Spam messages delivered to a separate folder. By default this folder is called Spam, but may have been mapped to another folder name via Folder Mapping. Select one of the three options from the dropdown: **Default** - Go with the default option set by your system administrator. **Use Spam Folder** - Deliver Spam messages to the spam folder. **Do not use Spam folder** - Deliver Spam messages to the Inbox.

Rules

By selecting the *Options – Rules* item from the **Menu** bar, you can define rules to deal with your incoming messages.

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

NOTE that these rules are run on the server at the time the message comes in – you do not have to be logged on for these rules to be processed.
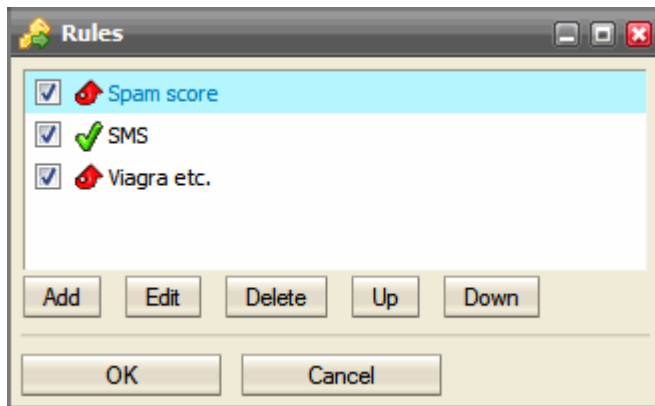
The Rules dialog allows you to add and manipulate rules.

Field	Description
List area	This area shows all the rules you currently have defined. ■ The check box can be used to activate/deactivate individual rules. ■ The Graphic after the checkbox indicates the basic action that is performed on the message. All possibilities are shown in the above screenshot, they are: ■ **Accept** - The message is accepted to your mailbox. ■ **Reject** - The message will not be accepted and the sending server will be told that the message has been rejected. (The sending server may notify the original sender. ■ **Delete** - The messages will not be accepted but the sending server will not be informed of that fact, so the original sender will think his message got through. ■ **Spam** - The message is marked as Spam. ■ **Quarantine** - The message is put into the Quarantine queue. ■ and there is a freeform description of the rule which you define when you create the rule - you should use this to allow you to easily identify what the rule does.
Add Button	Press the *Add* button to add a new rule to the list. The **Rule** dialog will be opened, which is described further.
Edit and Delete buttons	Select a rule in the list and press the *Edit* or *Delete* buttons to modify or remove the rule respectively.
Up and Down buttons	The rules are processed in the order they appear in the list. You can modify this order by selecting a rule and pressing the *Up* or *Down* buttons to change its

	position in the list.
	NOTE: One of the *Actions* available in a rule is to *Stop processing more rules*. This is possibly one of the most useful actions as can significantly improve server processing of your message queue when used in conjunction with rule ordering
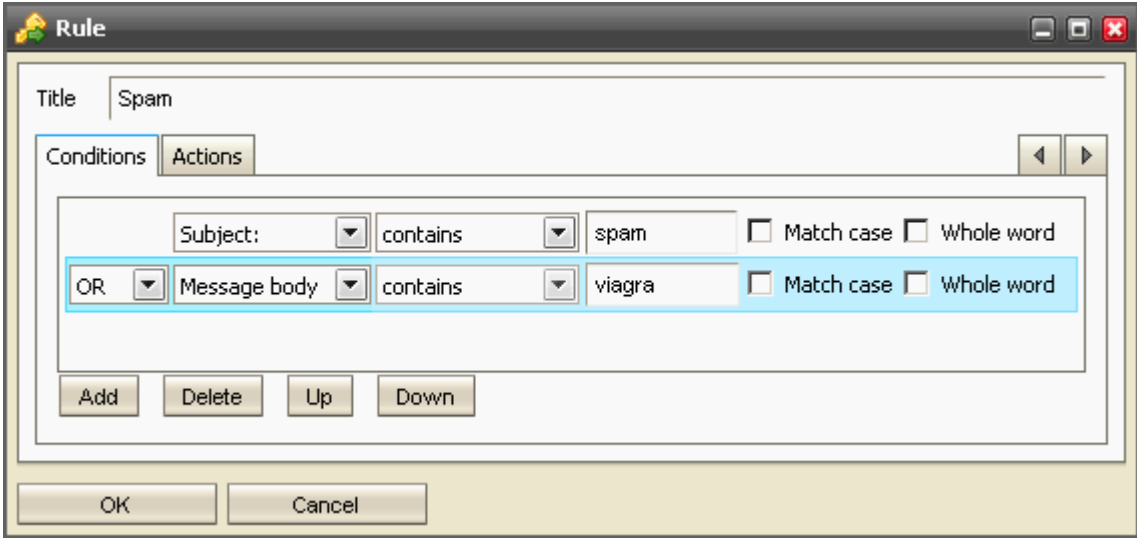
The **Rule** dialog opens when you *Add* or *Edit* a rule and allows you to define the rule's description, conditions, and actions.

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

Let's assume you want to test for X AND (Y OR Z):

If you specify X AND Y or Z

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

If you specify X AND Y OR X AND Z

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

The Rule dialog opens with the Conditions tab selected by default.

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

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

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

NOTE that multiple actions can be selected and they will ALL be performed.

Field	Description
Title	Enter a freeform description of the rule you are creating.
	This description should be meaningful and allow you to quickly identify a rule's purpose.
	This field is available if you have the Conditions or Actions tab selected.
Message	Check this box to perform a standard action to a message. Select an action from the dropdown:
	▪ **Accept** - The message is accepted to your mailbox.
	▪ **Reject** - The message will not be accepted and the sending server will be told that the message has been rejected. (The sending server may notify the original sender.
	▪ **Delete** - The messages will not be accepted but the sending server will not be informed of that fact, so the original sender will think his message got through.
	▪ **Spam** - The message is marked as Spam.
	▪ **Quarantine** - The message is put into the Quarantine queue.
	NOTE: If you do not select this box, then all messages are, by default, accepted.
Stop processing more	Check this box and the server will not process this message with any other rules you have

rules	defined.
	This can be extremely useful if you are, for example, sorting mail from the same sender to different folders, and don't want to create any duplicates:
	Rule 1 says move all messages from fred@Domain1. com with subject Football into the Football folder.
	Rule 8 says move all messages from fred@Domain1.com into Folder Fred.
	You should specify "stop processing more rules" for rule 1 otherwise all messages about football from Fred will be moved to the Fred folder, not the Football Folder.
	It can also be useful to save processing on the server as rules processing will be stopped as soon as a rule is evaluated as TRUE.
Forward to	Check the box and enter en email address and the message will be forwarded to that address.
Move to	Check the box and press the '...' button to select a folder and the message will be moved to that folder.
	A dialog opens showing your folder structure allowing you to select the target folder. You can also create new folders within the dialog.
Copy to	Check the box and press the '...' button to select a folder and the message will be copied to that folder.
	A dialog opens showing your folder structure allowing you to select the target folder. You can also create new folders within the dialog.
Encrypt message	Check the box and, if you have a certificate installed, your message will be encrypted on the server, meaning only holders of the key can read it.
Send message	Check this box and press the '...' button to define a custom message to be sent.
	You can set the To, From, Subject, and Body parts of the message and Server Variables can be used.
Edit header	Check the box and press the '...' button.
	A simple dialog opens letting you select which header to manipulate and how to manipulate it.
Set message priority to	Check the box and select a priority for the message from the dropdown.
	You can select from Lowest, Low, Normal, High, and Highest.
Set message flag to	Check the box and you can select flags which be set for this message.
	Multiple flags can be selected.

Accounts

The Accounts Option lets you change the password and provide a description for your Primary email (the one your administrator gave you with IceWarp WebClient).

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

Primary

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

Field	Description
Name	This is your name as you want it to be displayed to recipients of messages.
Description	A free-form description of the account for your purposes.
Old Password New Password Confirm Password	Used together to effect a password change. Enter the Old Password, New Password, and Confirm the new Password.
Alternate email	Enter an alternate email if you wish.
Last Login Time	This shows the last time you logged in to the server.
Last Login IP	This shows the last IP address that accessed your account on the server.

Other Accounts

Use the **Other** tab to define any existing email accounts you own for which you would like IceWarp WebClient to collect and process messages.
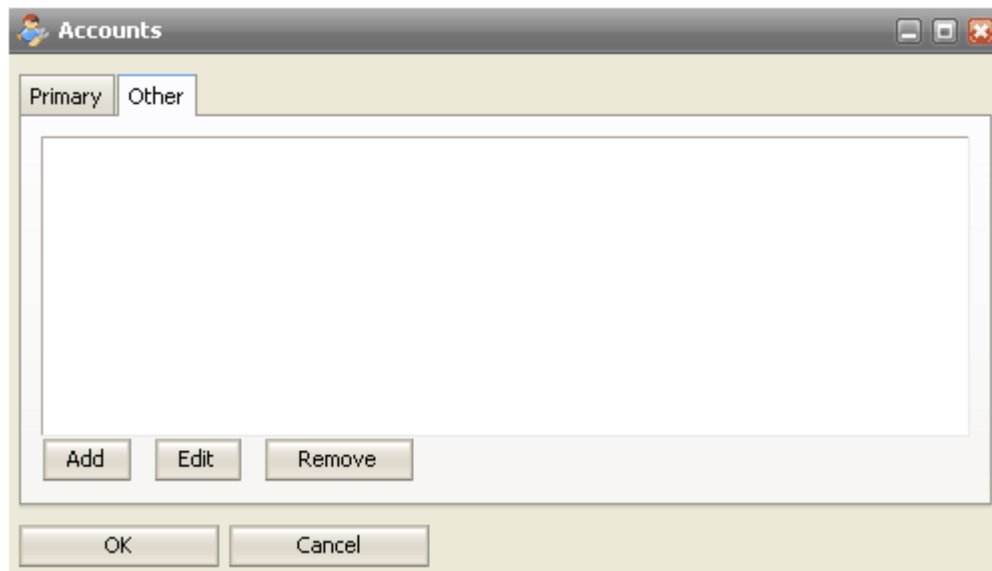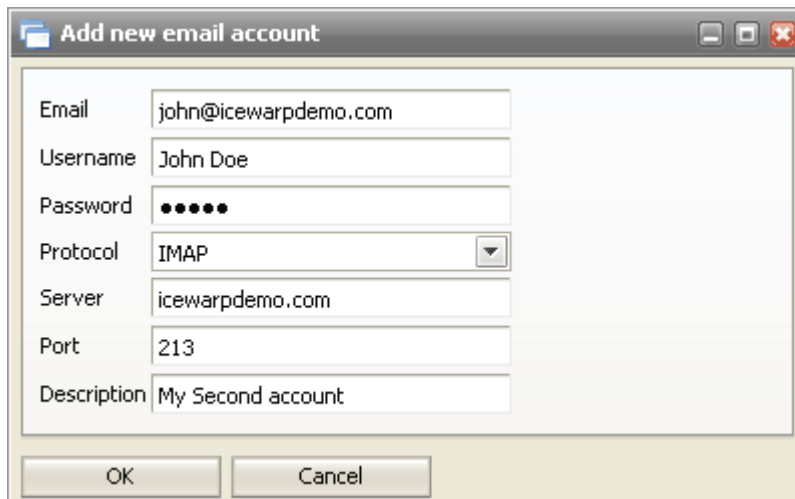

The text area shows all defined accounts.

Press the *Add* button to define a new account.

Select an account and press the *Edit* or *Remove* buttons to respectively modify or delete an account.

Pressing the *Add* or *Edit* buttons opens a dialog similar to the following screenshot.

Field	Description
Email	Enter the email address of the account that you want to collect messages for.

Username	Enter the username of the account as provided by the account supplier.
Password	Enter the password of the account as provided by the account supplier.
Protocol	Select the Protocol you wish to use for collecting messages from this account. You can choose from **POP3** and **IMAP.** NOTE that both protocols are not always available on email servers, check with your account provider.
Server	Enter the IP address or hostname of the account server, as provided by your account supplier.
Port	Enter the Port to be used to access the server. The Internet default will show in this box but your supplier may have changed the server options to use a non-default port, check with him.
Description	Enter a freeform description for this account so you can easily identify it.

Import and Export

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

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

Import

The **Import** tab lets you specify a source file, destination folder, column types and sharing mode to import.
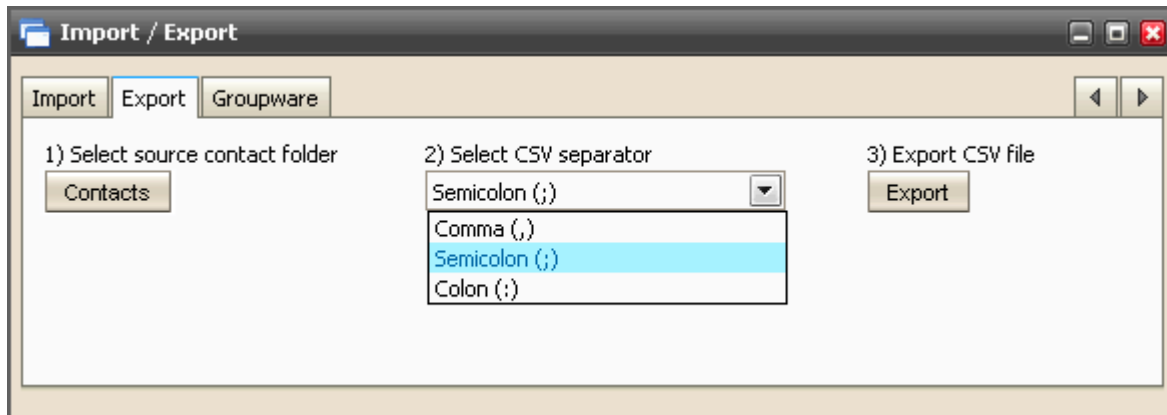
Field	Description
Upload your backup file	Press the *Upload* button to open a standard file browser window allowing you to locate and select the source file for the import. NOTE: The target folder should be of the same type as the data within the source file.
Select destination folder	Press the button to open the **Select Folder** dialog where you can select the folder where you want to import the data.
Import	Click the button to perform import. The *Select column types for import* section is shown.
Select column types for import	From lists, select fields where you want to have columns mapped. E. g. If you select the *Nick name* item in the second list (see the figure above) instead of *First name*, a contact's nickname will be mapped into the *First name* field in your contact record.
Force sharing mode	Select sharing mode for imported contacts: ▪ Auto – a sharing mode set in user's preferences is used. ▪ Public – imported contacts will be shared. ▪ Private – imported contacts will not be shared.
Skip first line in csv	CSV files usually have the first line with column names. In this case, tick the box to have imported only your contacts. If the file does not include this line, do not tick this box.

Export

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

Also, there is only one file-type (CSV) but you can select the separator character.

Field	Description
Select Source contact folder	Press the button to open the **Select Folder** dialog and select a folder to export.
Select CSV separator	Select the character to be used as a separator in the resultant CSV file. Choose from **Comma**, **Semicolon**, and **Colon**.
Export CSV file	Press the button to open a standard file browser dialog allowing you to select the location and file name of the exported file.

GroupWare

The **Groupware** tab allows you to export and import your GroupWare data.
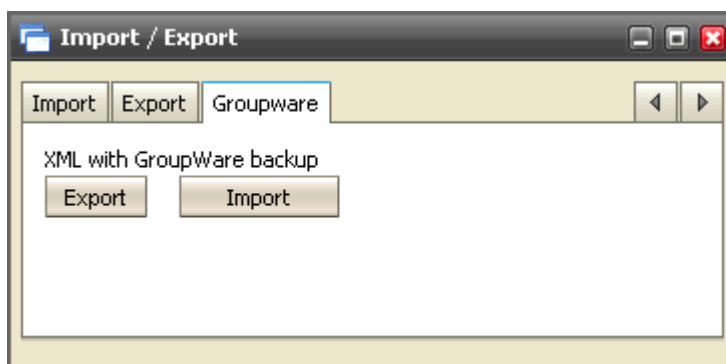
Press the *Export* button to open a standard file browser dialog to select the location and name of the exported file.

Press the *Import* button to open a standard file browser dialog to select the imported file.

Licenses

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

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

Copy the key and use it when registering the appropriate product.
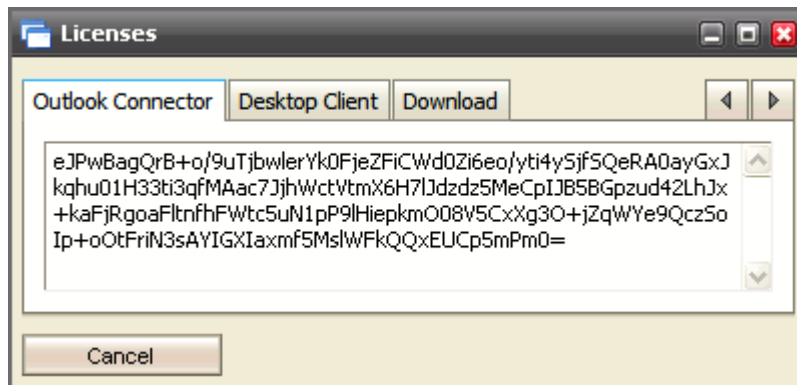
For example, when registering IceWarp Outlook Connector, do the following:
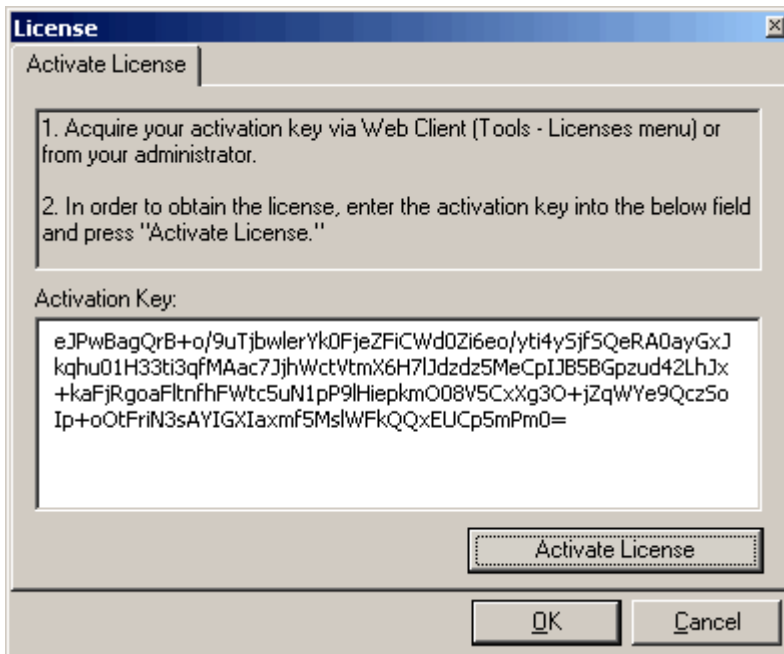
1. In the MS Outlook main menu, select the *IceWarp Connector – About IceWarp Connector* items.
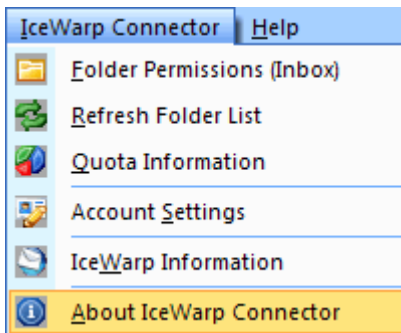
2. In the **IceWarp Connector 4.0** dialog, click the *License* button.

    The **License** dialog opens.

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

4. Two situations can occur:

   • The license server is online – your license will be activated, just confirm the notification message.

   • The license server is offline – follow instructions included in the **License Server Offline** dialog:
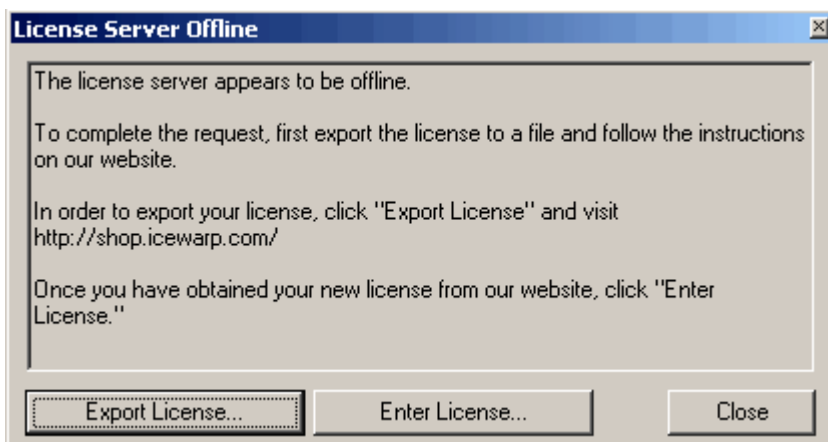
After saving this license and clicking the **Enter License** button, in the standard **Open** dialog, select the obtained new license file and click **Open**. Click **OK**.

Activation is complete now.

Download

The **Download** tab allows you to download utilities compatible with the current IceWarp Server version and guides in the .pdf format.

NOTE: This utility download is accessible also from the WebClient login page. Just click the *Integrate with <operation system>* link.

Help

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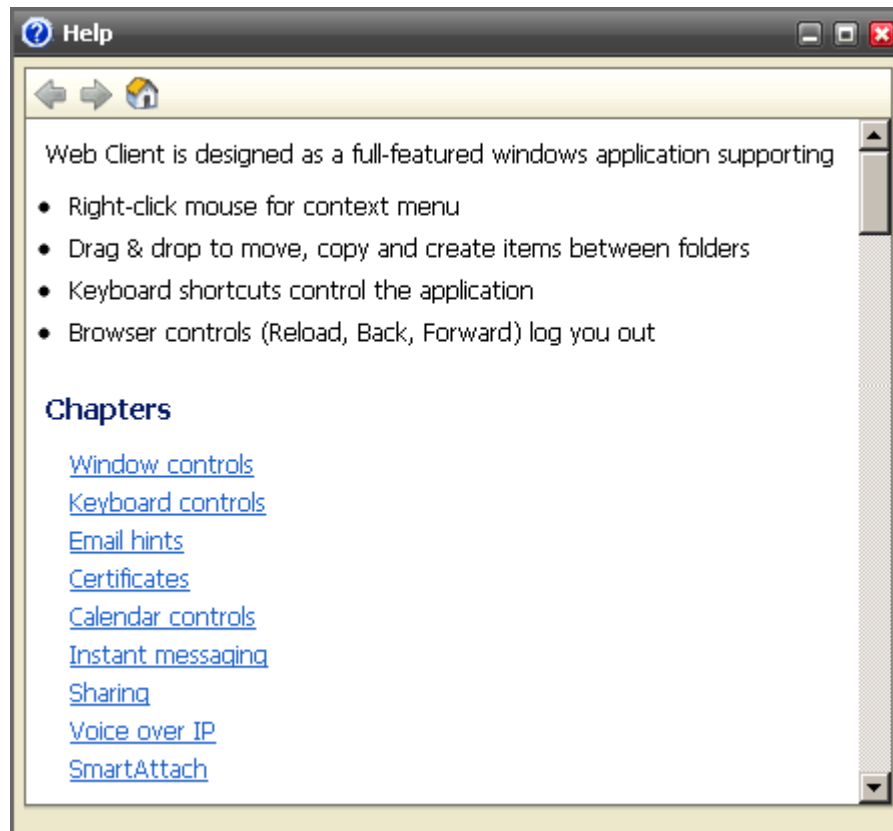
Miscellaneous

Autofill

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

- all contacts from the user's contact type folders (even if contacts only created, but never used),

- all contacts (even if only created, but never used) from GAL (Global Address List) – if GAL is used,

- plus 10 to 15 last written contacts that are stored at cookies.
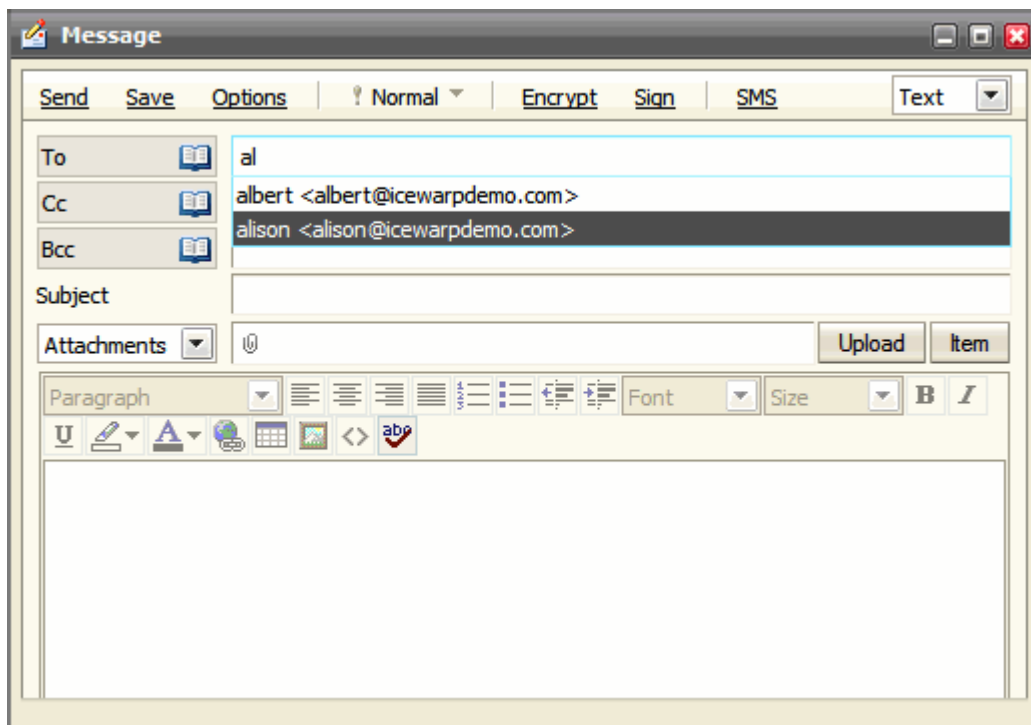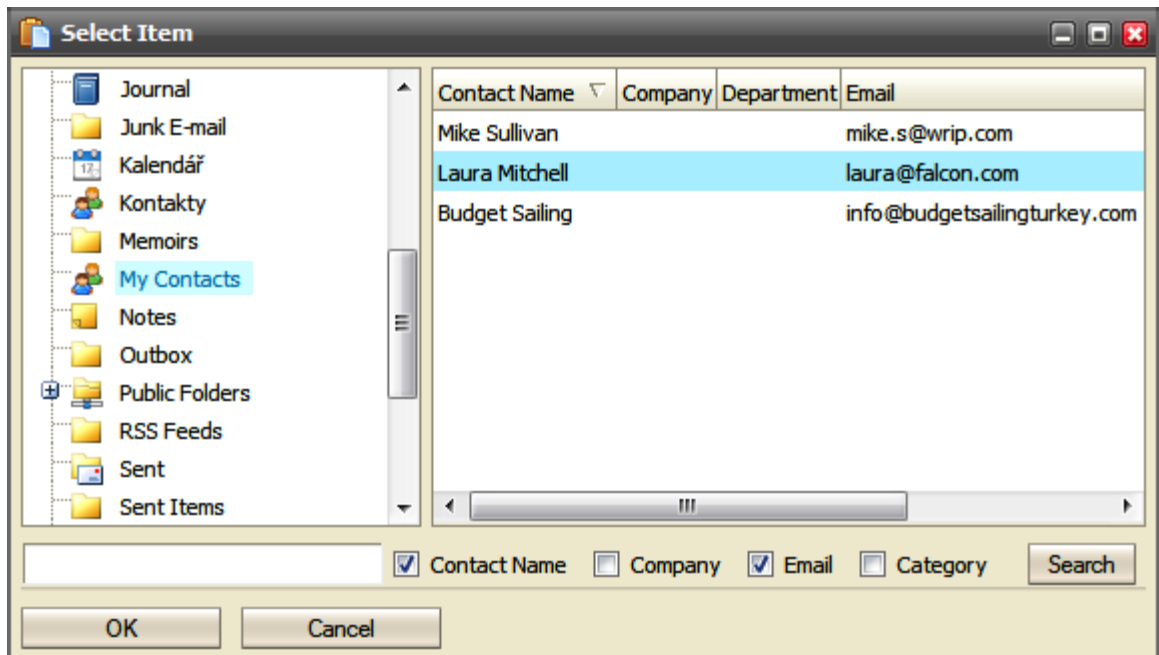

Sending GroupWare Items as Email Attachments

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

1. When composing an email message, click the *Item* button (right-hand side, middle).
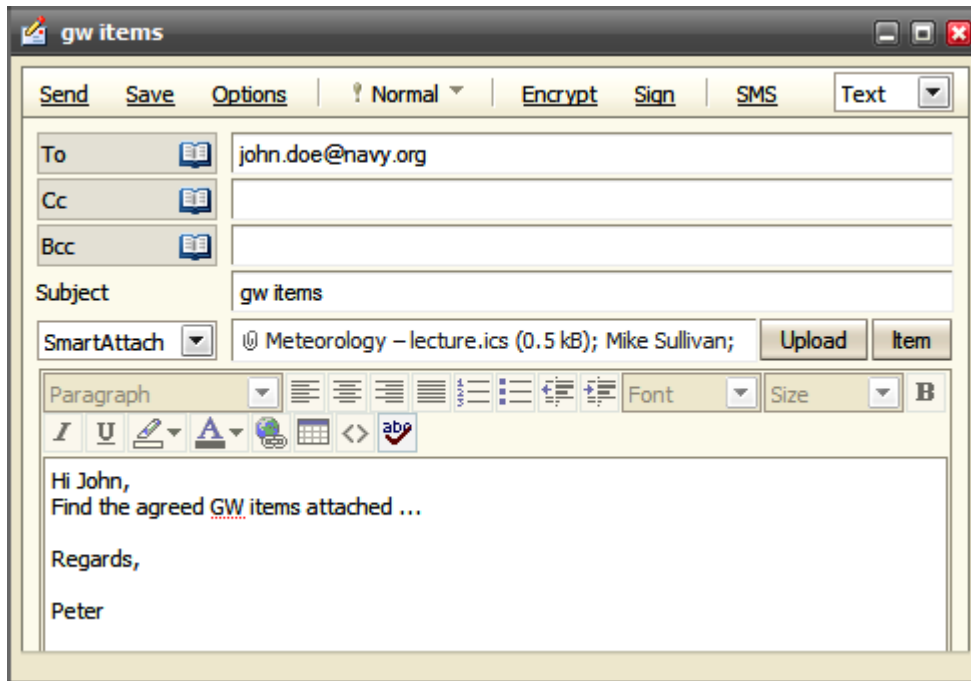
The **Select Item** dialog opens:

2. In the left-hand pane, select the folder.

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

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

4.   Click *OK* to attach these items.

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

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

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

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

Sending GroupWare Items via WebClient Instant Messaging

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

1.   Within the **Instant Messaging** pane, right-click the recipient's name.

2.   From the shown pop-up menu, select the *Send File* item.

3.   Use the *Item* button to select what you want to send.

4.   Follow steps 2 to 4 of the previous workflow to send the item.

Inserting Pictures into Email Body

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

To insert a figure, do the following:

1.   In the right-hand upper corner of a composer window, select the *HTML* item from the list.

2.   Click the image icon (see the blue arrow below) to reveal the **Insert image** dialog and upload the wished figures – use the *Upload* button. (Alternatively, you can fill in the *URL* field and click *OK*.)

3.   Place a cursor where you want to insert a figure to.

4.   From the *Uploaded* list, select the appropriate image and click the *OK* button. Repeat for other images.

     (As an alternative to steps 2 to 4, you can fill in the *URL* field and click *OK*.)
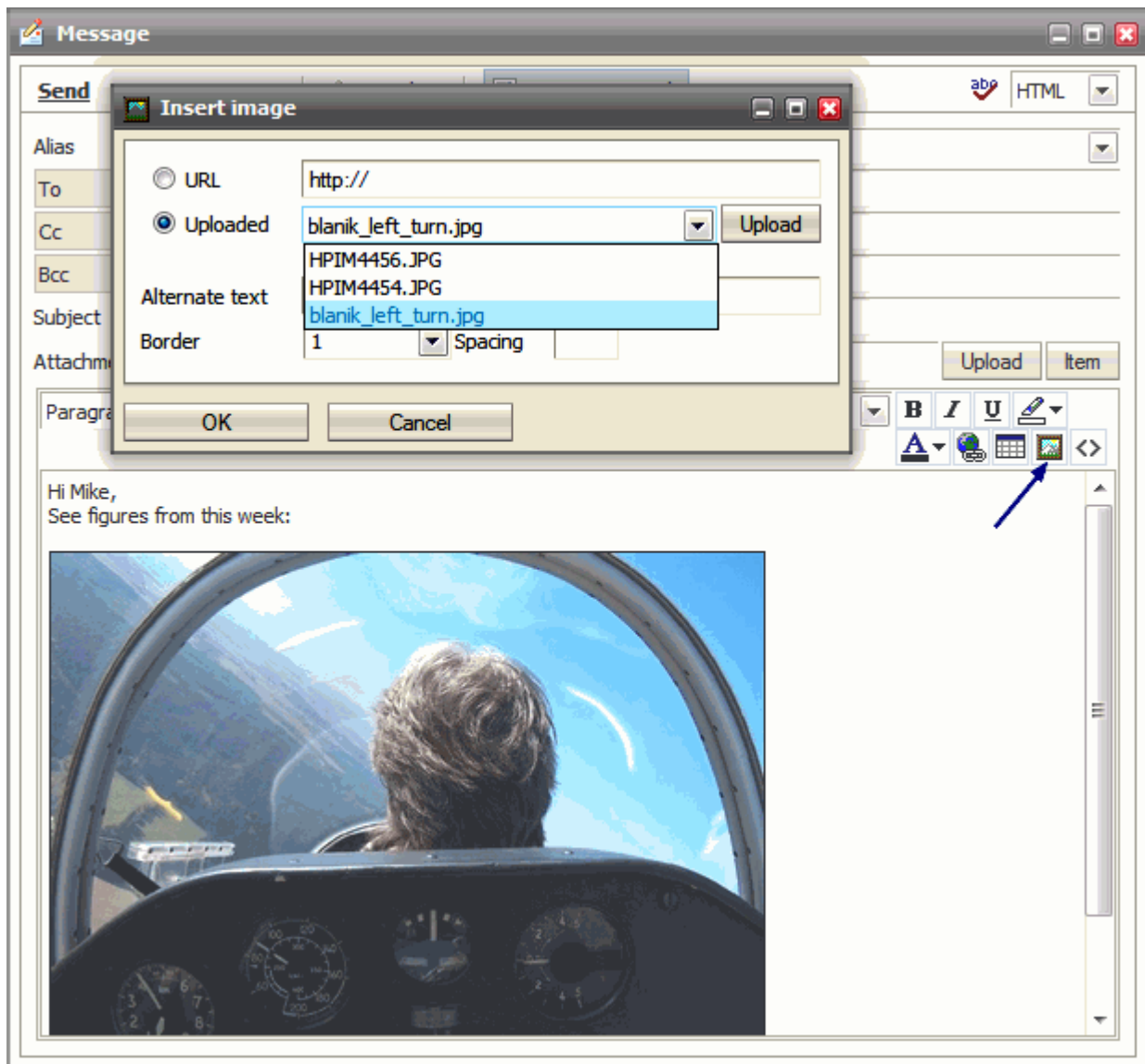
Forwarding Multiple Messages as Attachments

You can forward multiple email messages as an email attachment. Just select them using SHIFT + click or CTRL + click, right-click

these selected emails and choose the ***Forward As Attachment*** option. Email messages will be attached to your email message that you are just composing – see lower.

Fw: Access notifications

| Send | Save | Options | Normal ▾ | Encrypt | Sign | SMS | | HTML ▾ |

| To | 📖 | <john.doe@icewarpdemo.com>, |
Cc	📖	
Bcc	📖	
Subject		Fw: Access notifications
Attachments ▾		📎 message_0.eml (0.5 kB); message_1.eml (0.6 kB); message_2.eml (0.6 kB); message_3.eml (0.6 kB);	Upload	Item

Paragraph ▾ | Font ▾ | Size ▾ | **B** *I* U ...

Friend,
Find access notifications we have spoken about attached.

Regards

Petr

Google Maps Integration

Each address in the contact dialog has a new map link (Home address, Other address). Click the link to open a WebClient dialog with a Google Map of this address.
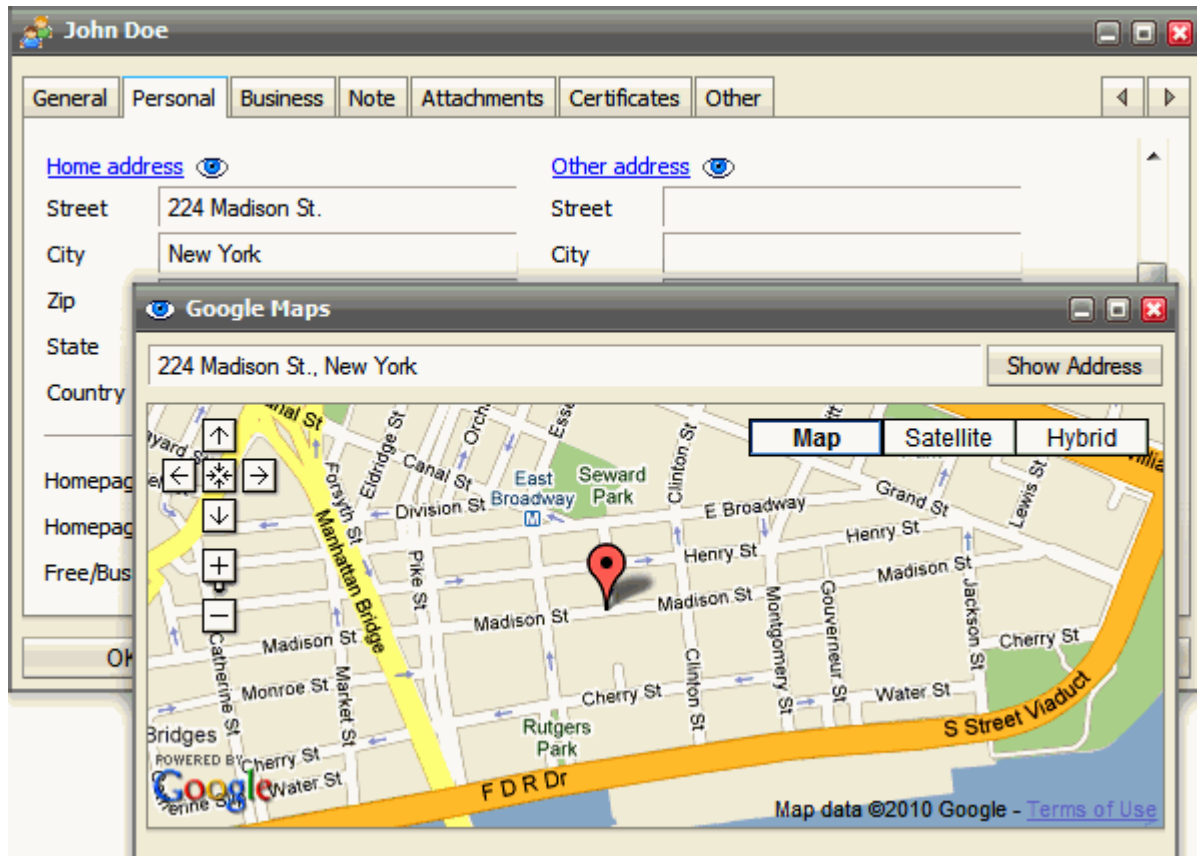

Attaching Multiple Files

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

1. Within a composer window, click the **Upload** button. The **Select** dialog opens.

2. Select the desired files using **CTRL + click** or **SHIFT + click** shortcuts.

3. Click the **Open** button to upload files.

File Upload Progress Indication

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

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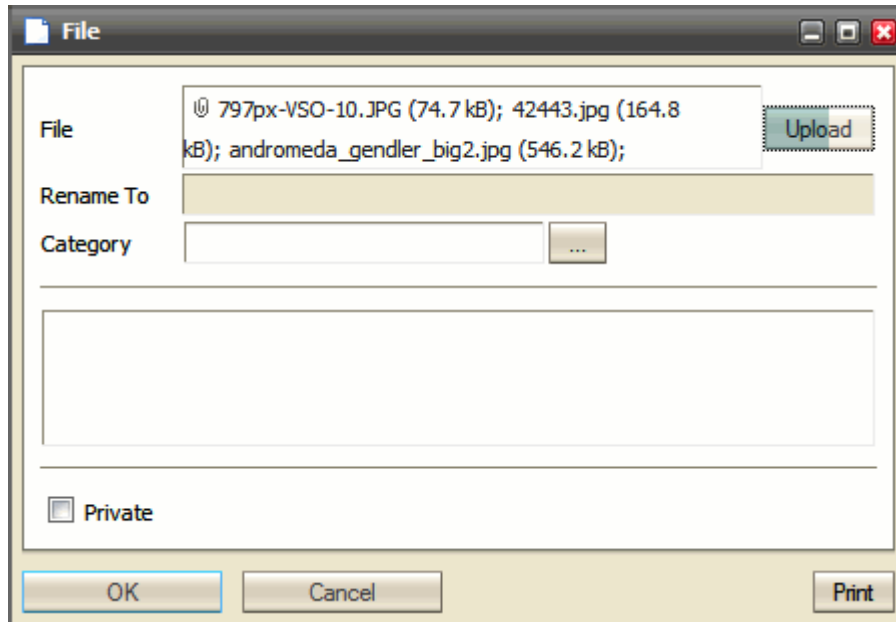

Recurrent Event Deletion

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

- ▪ *Only this instance* – only the currently opened item is deleted.

- ▪ *All following* – the currently opened item and all following ones (to the end of the whole series) are deleted.

- ▪ *All events in the series* – the whole series is deleted.
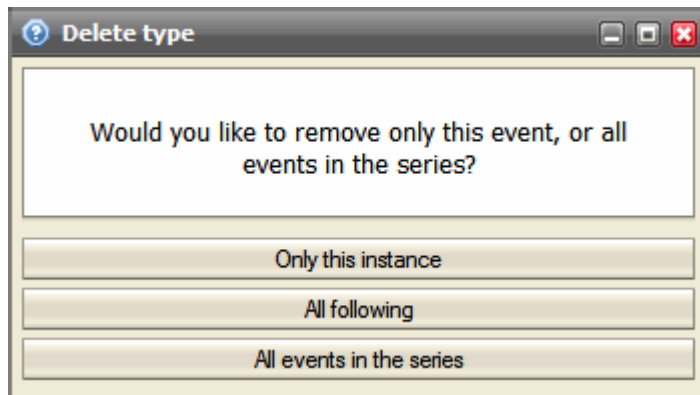
RSS Folders

It is possible to subscribe to RSS feeds of various web sites. Once, you know a RSS channel address (e. g. *http://www.nasa.gov/rss/universe.rss*), create a new RSS type folder (see the **Tree View – Context Menu – Add Folder** (on page 9) chapter):
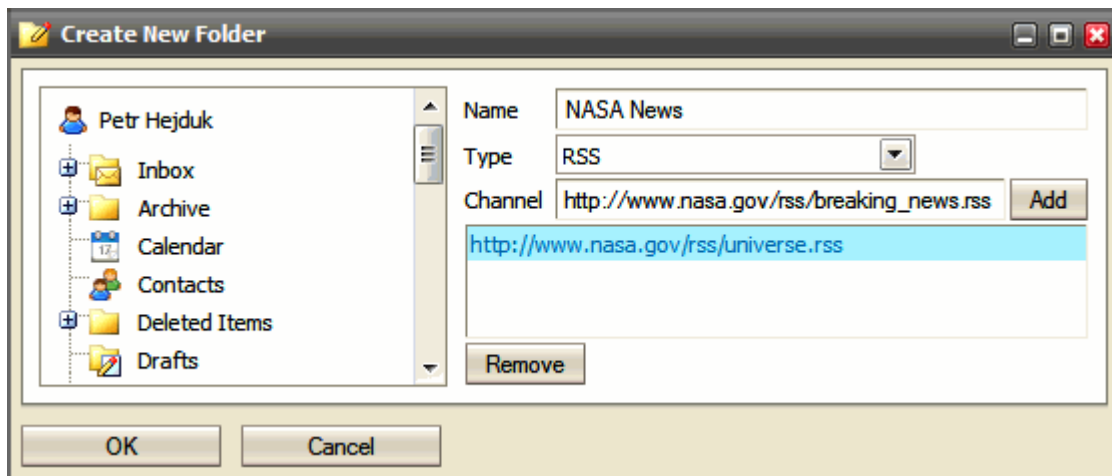
NOTE: You can set multiple feeds for one folder. Just add them using the **Channel** field and **Add** button.

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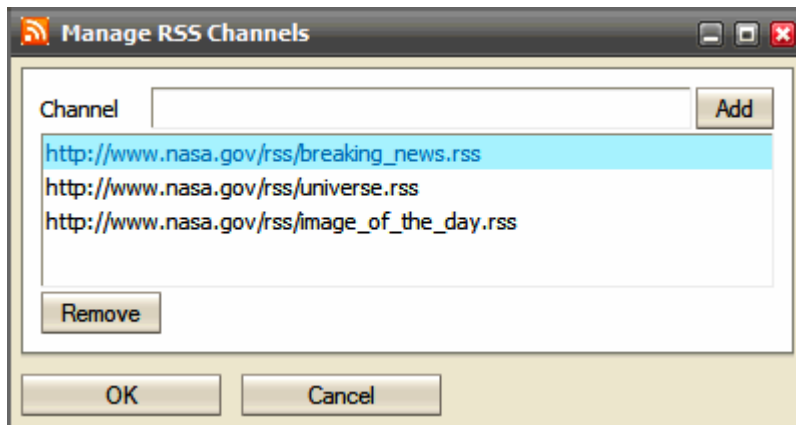
Saving Email Messages

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

1. Select the messages you want to save. Use **CTRL + click** and/or **SHIFT + click** to select more messages.

2. Right-click the selected messages and choose the **Save As – EML** items.

   If you get the **Pop-up blocked** message, click the message bar and select the **Always Allow Pop-ups from This Site** item.

3. In the **File Download** dialog, click the **Save** button and in the **Save As** dialog, select the appropriate directory and click the **Save** button.

Time Zones

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

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

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

1. Specify event times (**From, To** – e. g. 10 am – 12 am) and select your time zone (e. g. America/New_York).

2. Select your partner's time zone (e. g. Europe/Prague). In the **From/To** time controls you can immediately read event local time in Prague (4 pm – 6 pm or 16:00 – 18:00 if using the 24 hour time format).

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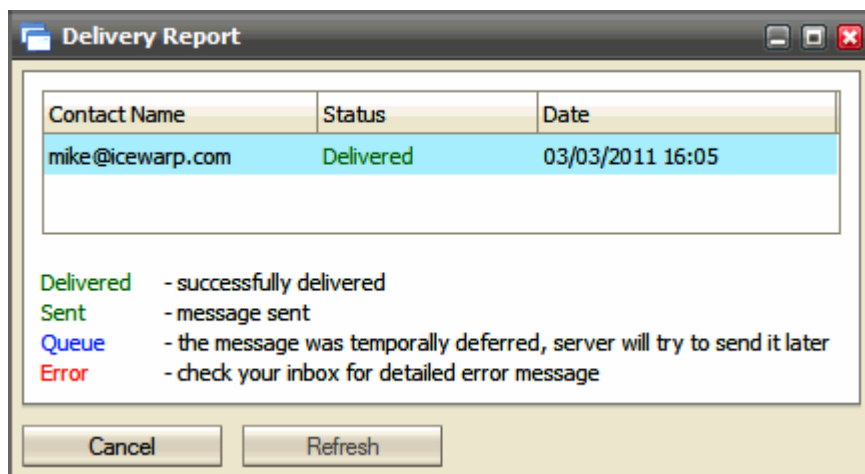
Delivery Reports

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

Click the **Delivery Report** button (to reveal it, click the **Options** menu item) to request a report about delivery status of the composed email message.
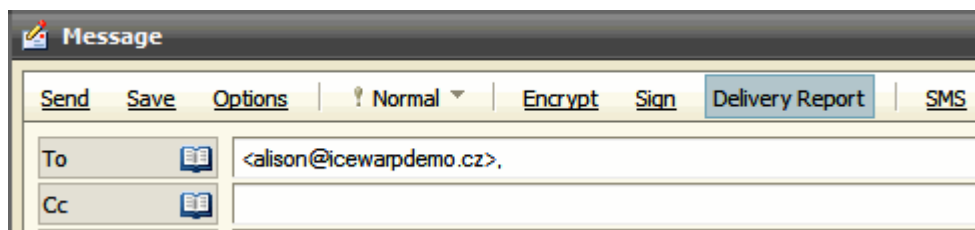
You can also right-click a message or SMS in the **Sent** folder (as well as the **Archive – Sent** folder) and select the **Delivery Report** item from the pop-up menu. The **Delivery Report** dialog is displayed:

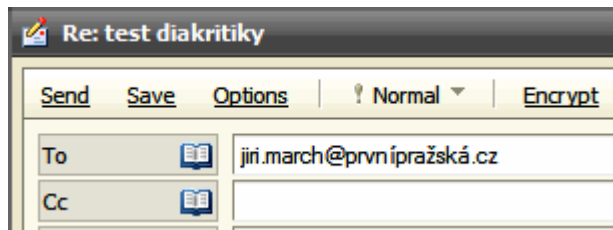| Field	Description
Contact Name	All email message recipients are shown, including Cc and Bcc ones.
Status	▪ **Delivered** – message successfully delivered (only for local recipients). ▪ **Sent** – message successfully sent outside/relayed. ▪ **Queue** – message was temporally deferred, the server will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

International Domain Names Support

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

NOTE: This applies only for domain part of email address – you still have to use user names without diacritics etc.
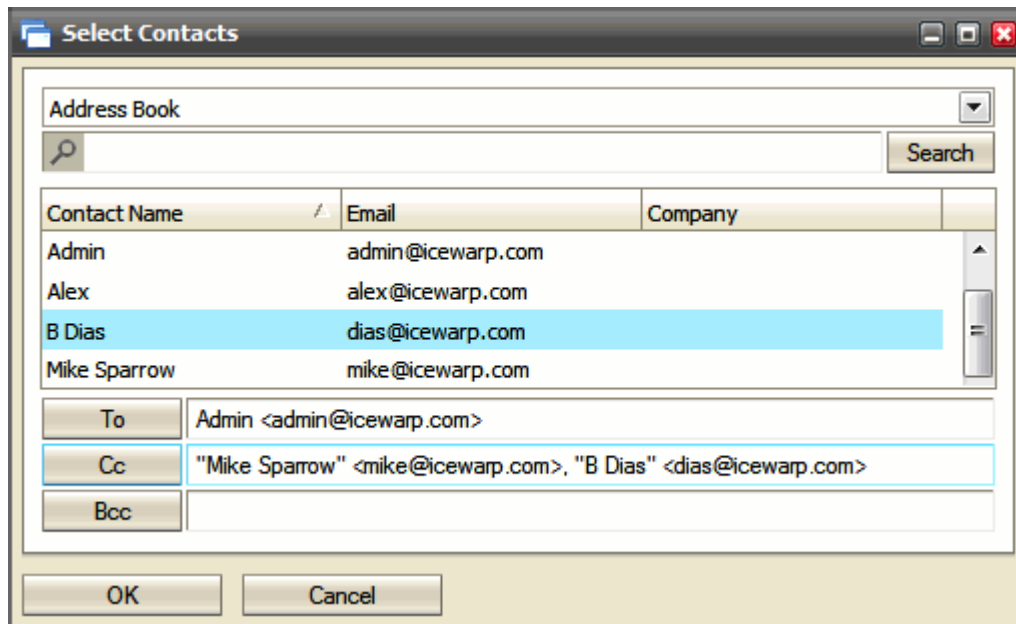
E. g.: *bartolomeu.dias@açúcarédoce.com.br* is a correct (Brazil) Portuguese email address,

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

Address Book Selection Dialog

This dialog makes contact selection smooth and easy.

Field	Description
upper list	Select the appropriate item from the list: ▪ Address Book – contacts from your default contact folder plus contacts from all public folders you have access to are shown.

	▪ Suggested Contact – all users who share any their folders to you are shown.
	▪ Select Folder – a folder tree structure with contact type folders is shown. Select the folder you want to see contact from.
	▪ Recently used folders.
Search	Write a name or part of it and click the button, to perform search within the displayed contacts.
To	Select the appropriate contact from the displayed ones and click the button to place this contact to the desired field.
Cc	
Bcc	

# Meeting Scheduling – Distribution List Support

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

Change Invitation Announcements

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

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

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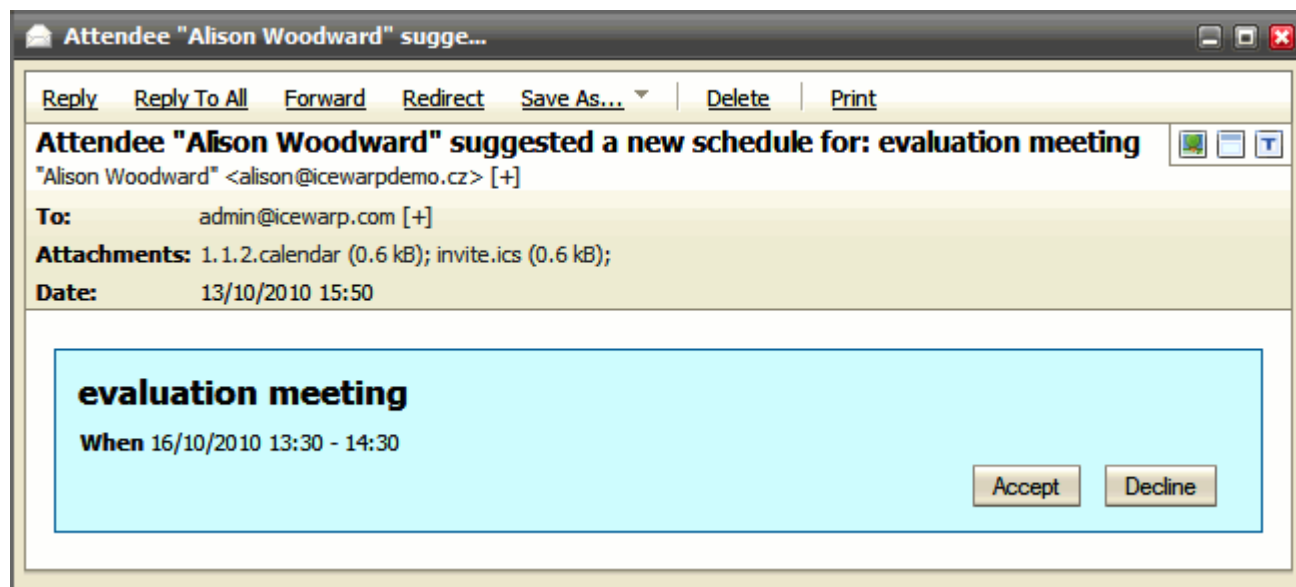
Tags Management

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

To define a tag, right-click the item, select the ***Tags*** item, fill in the Add field and click the button. You can also tick an tag box in the list of existing tags. Selected tags are shown in the **Selected** field.
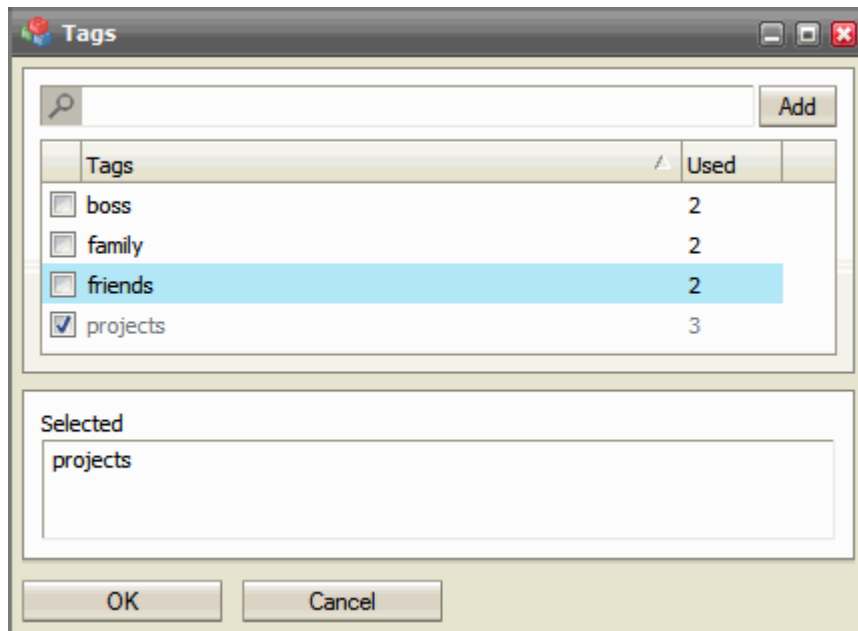
You can also define a tag when creating a new item. In this case, click the **Tags** button. The same **Tags** dialog is shown.
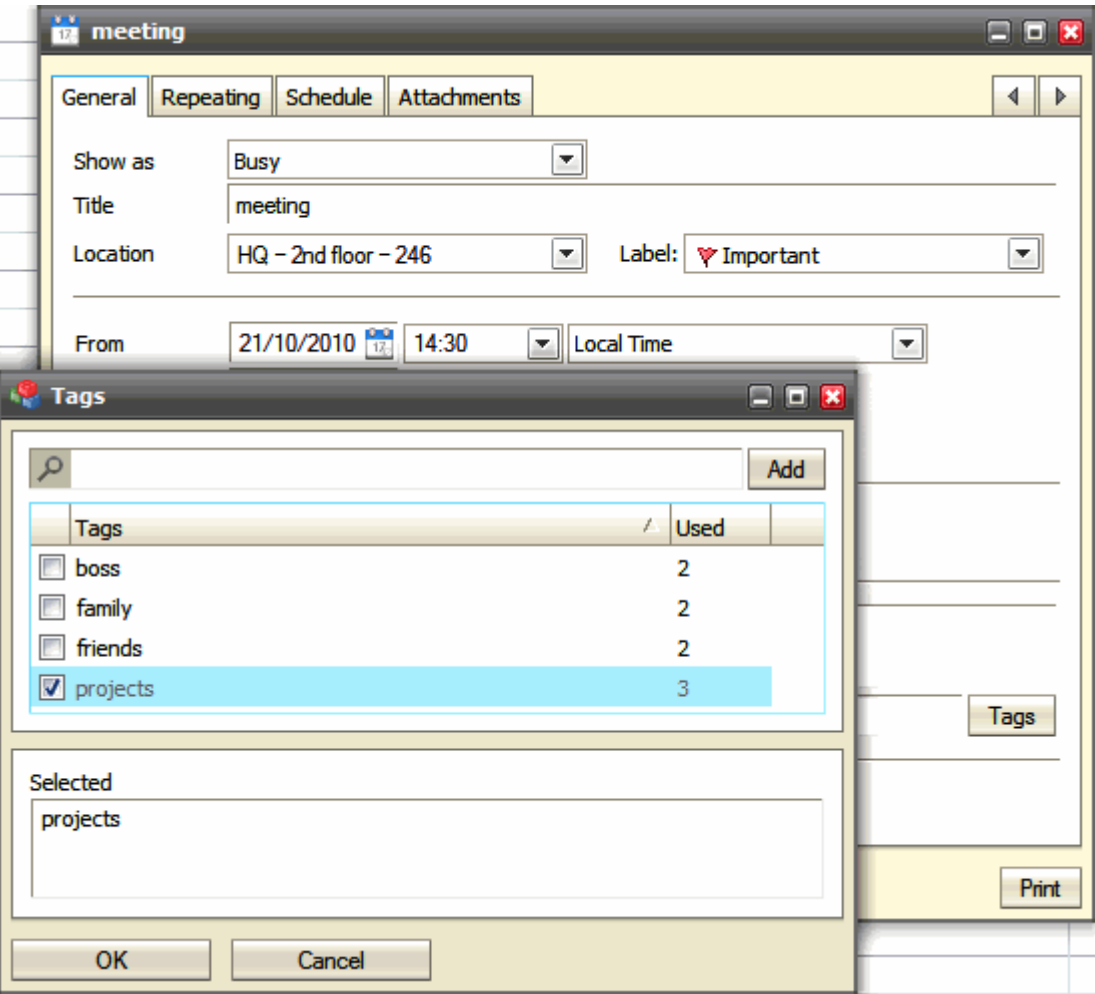
These created tags you can use in the **Search Folder** dialog – *Filter* field:
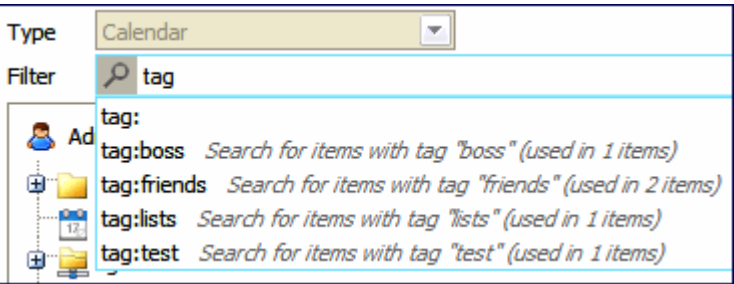
Calendar Sharing

It is possible to publish your events in three ways:

- **Private authenticated** – use this address: ***http://<server>/calednar/***. You will be presented with a browser authentication window and just supply your email and password to access your calendar. This way allows you (or everyone you grant to) to access your calendar events. All events are displayed – including private ones.

- **Public anonymous** – use this address: http://<server>/calendar/?<email_address>, where email_address is the address of the user whose calendar you want to see. Only public events are displayed.

- **Shared per item** – You can share your groupware items with anybody on Internet. Each object (event, contact etc.) has the **Other** tab. This tab contains a URL that can be copied and sent to anyone. Recipients can use their browsers to download these items. No authorization is required for the person downloading this object.

Time Zones

When creating an event item, IceWarp WebClient allows you to deal with time zones. You can take time zones of other attendees into account (e. g. when organizing a teleconference) or plan your business trips.


Just select the appropriate time zone (city) from the list. Event times are adjusted automatically.

Email Address in Mail View Context Menu

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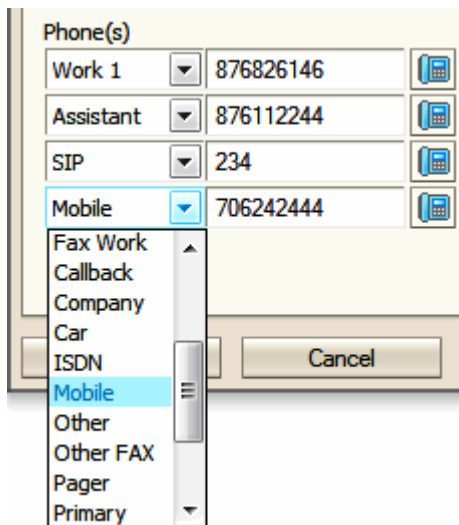
- ***Send Email To*** – an email composer window is opened.

- ***Add To Contacts*** – the **Add Contact** dialog is opened.

▪ ***Add To IM*** – the **Add IM Contact** dialog is opened.
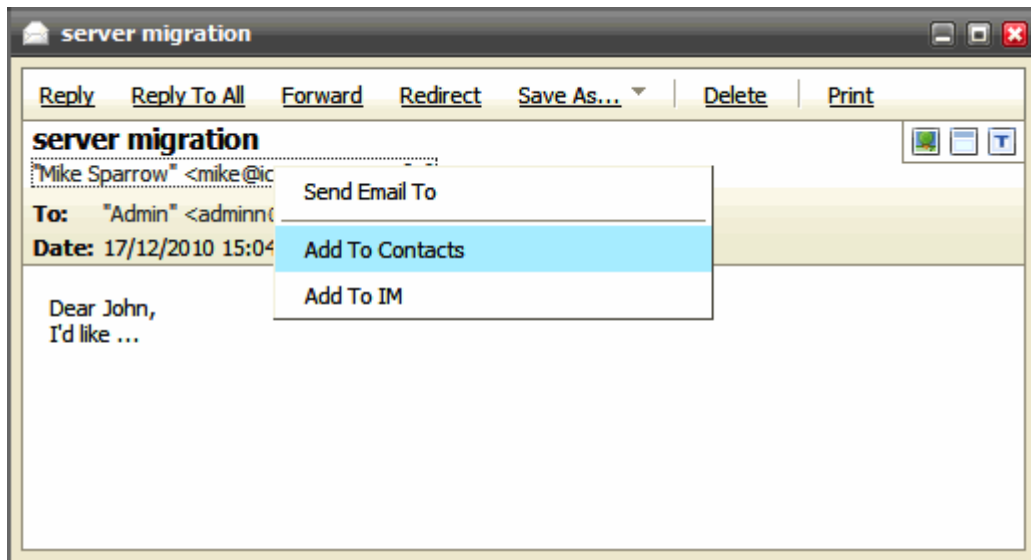
Contact Phones

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

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

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

Deleted GroupWare Items Recovery

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