AXIGEN® User Manual

How to Make Use of WebMail and Outlook Functionalities

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Overview

A carrier class messaging solution with outstanding technical support, AXIGEN Mail Server provides speed, security and reliability. A perfect answer to the complex challenges and requirements of a dynamic business environment, AXIGEN features Groupware, Personal Organizer, Public Folders, Mail Lists, WebMail and much more.

AXIGEN provides access to user accounts from anywhere through any web-browser or email client. The WebMail module allows users to read and compose messages, view and add events in the Calendar, accept or cancel Tasks, personalize the looks of the interface and many more account administration tasks.

Purpose of this Document

The purpose of this document is to provide a complete description of the AXIGEN WebMail Service features and configuration. The manual will guide you trough multiple basic tasks and detailed configuration options such as working with your emails, folders, Personal Organizer, setting filters and auto-responders etc.

Structure of this document

This document has 2 chapters:

- Chapter 1: Presents detailed characteristics and configuration possibilities of your user account trough the WebMail Service
- Chapter 2: Describes how to benefit from AXIGEN's features and capabilities when using Outlook as your email client
- Chapter 3: Presents how you can work with your email account from a mobile phone or other mobile device

Further references

For details on how to set some of the most common email clients to send and retrieve emails see the following knowledgebase articles:

- Outlook Express 6(SMTP and POP3)
- Outlook Express 6 (SMTP and IMAP)
- Microsoft Outlook (SMTP and POP3)
- Microsoft Outlook (SMTP and IMAP)
- Thunderbird (SMTP and POP3)
- Thunderbird (SMTP and IMAP)

For other administrative tasks please see our online documentation and System Administrator's Manual.

Chapter 1. Working with the WebMail Module in AXIGEN

This section of the document presents the AXIGEN WebMail Service features and configuration from a user's point of view. The following pages will present in detail how to connect to the WebMail interface, manage the respective user account, add contacts to the address book or create and manage email messages and WebMail folders.

When accessing the WebMail interface through a browser, the individual user can configure all parameters relative to their respective account, except for certain limitations imposed by the administrator (in terms of attachment size, mailbox quota, etc.).

1.1. Accessing/Leaving the WebMail Interface

Connecting to AXIGEN WebMail

To connect to AXIGEN WebMail, enter in your browser the IP:port combination where your AXIGEN WebMail service is running. In the window thus displayed, enter the WebMail username and password provided by the system administrator.

Note: As you can see above, on the bottom-left side of the 'login' panel, you are provided with the option '**Click here to switch to the AJAX interface**'. This option refers to the additional **AJAX-based Webmail interface** available – as a **technology preview** – since version 7.2beta of AXIGEN Mail Server.

The new, AJAX-based WebMail delivers the usability and performance of a desktop application, by featuring new functionalities, such as: keyboard navigation and shortcuts, drag-and-drop, live email list view, frequent folders.

To access this additional, completely reshaped interface and enjoy the **desktop-like user experience**, simply click on the above-mentioned option in the 'login' panel.

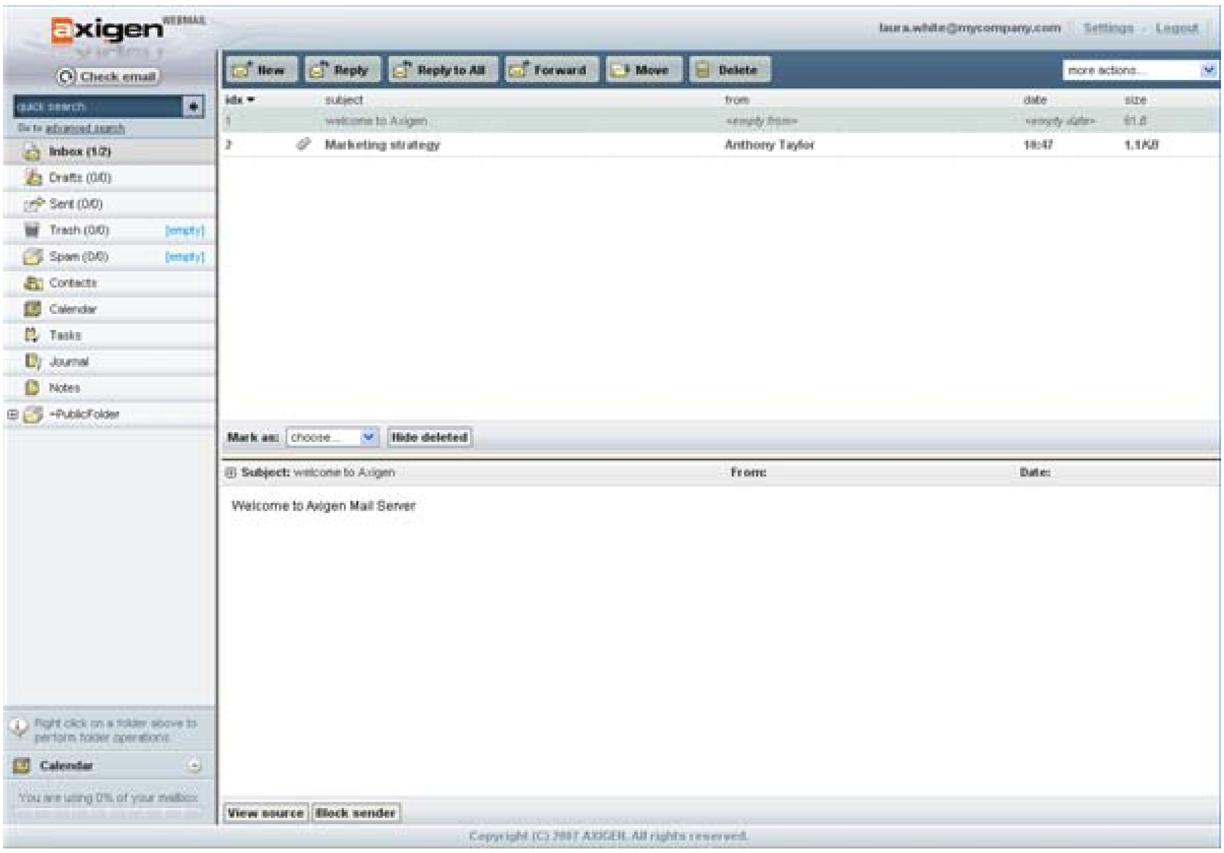
Leaving AXIGEN WebMail

To close the current WebMail session, click the Logout link (right upper corner, next to the username and the Settings link).

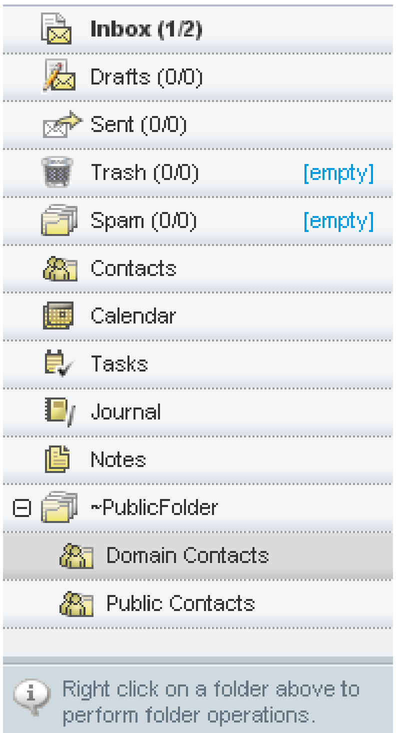
1.2. WebMail Features and Configuration

Navigating in Your WebMail Account

The left panel of your WebMail account displays a tree structure containing the folders currently existing in your WebMail account. When first accessing your WebMail account, the structure looks like this:



The folder structure helps you browse and manage the messages in your WebMail account:



Browsing trough messages is possible also with the help of the Page navigation buttons (go to first, next, previous, last, or specific (by number) page) above the preview pane. If actions are performed on items in a page the interface will remember the page name so when the user returns to it will be the exact same page.

The headers of the messages from the folder selected in the left panel are displayed on the upper right panel.

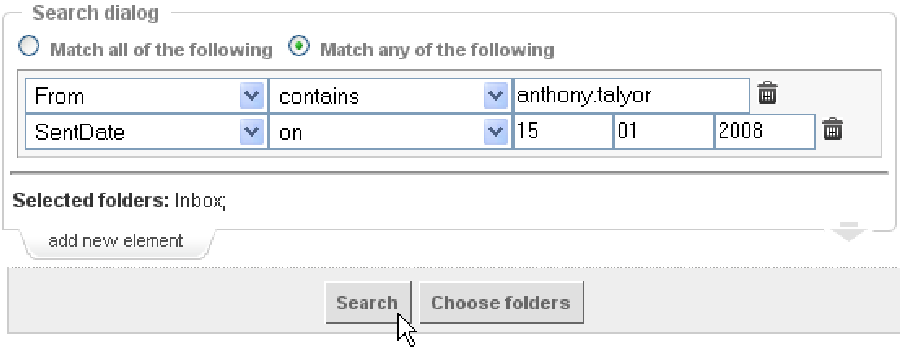
When selecting an email from the upper right panel by clicking on it, the message body will be displayed in the lower right Preview Pane. The Preview Pane can also be moved to the right of the message list. By default, the Preview Pane displays the sender, recipient(s) and date details of the email horizontally. To have them displayed vertically, press the "+" icon in front of the Subject line, as shown in the below picture.

Searching within your email account

You can search through the existing email messages stored in your account using the quick search option or the Advanced Search option.

For a quick search, go to the left corner of the WebMail page (above the folders tree structure), type your query in the search filed and press the **Go** button. The search results will be displayed in the same window and can be sorted by all fields displayed in the message list header (From, To, Subject, Date, Size).

For an advanced search, access the **more actions** menu (under the Settings and Logout links) and choose the Advanced Search option. In the new window choose whether the query should match all or just part of the specified search elements. Add as many search criteria as you need by clicking the add new element link or delete them by hitting their corresponding trash-bin shaped button

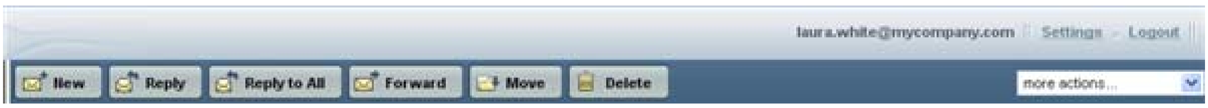


Use the drop-down menu to select the new search element type. Available options include setting search criteria relative to the subject, sender, body, date, send date, To, Cc, size of the email, flag, header or raw. To select the folders to search in click the **Choose folders** button and in the new window select them (public folders are not available), they will be displayed in the **Selected folders** section. Finally click the **Search** button to find the needed information.

NOTE: The Search function also supports internationalized searches. Having this feature, language-specific characters can now be used when running a search (i.e. using diacritics).

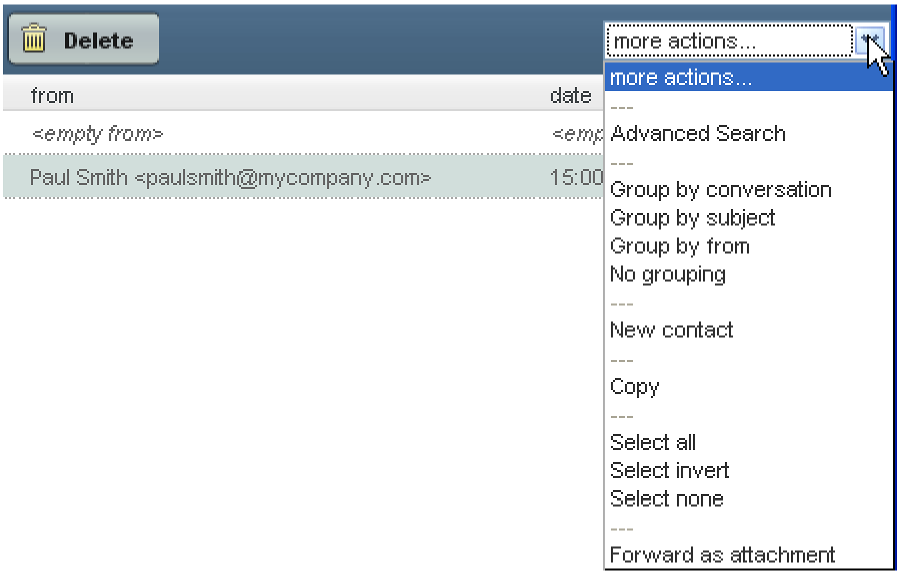
1.3. Working with Messages in WebMail

Main Button Bar



Use the **New** button to create a new email message. The **Reply** and **Reply to All** buttons allow you to reply to a particular email message or to all previously selected messages. Use the **Forward** button to redirect a received email to a different recipient and the **Move** button to move an email message to a different folder. The **Delete** button allows you to delete previously selected messages.

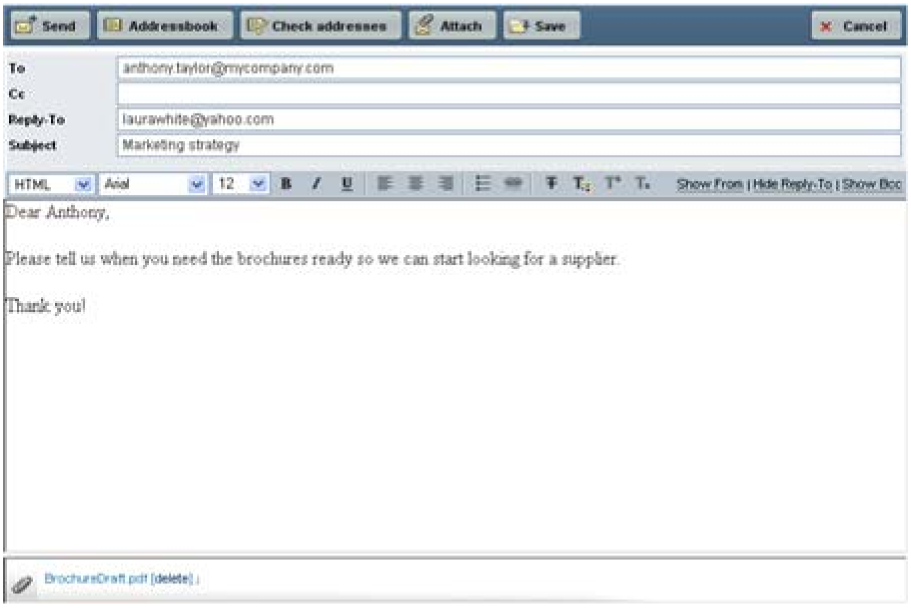
For further actions on email messages, use the **More actions** drop down menu, which allows you to access the Advanced search, group email messages by conversation, subject, sender or not group them at all, select all messages, invert a previous selection, deselect all messages or forward an email as attachment.



If any of the 'Group by' views are selected the result list, in the message list window, will be split in pages containing a defined number of messages (set in the WebMail Data tab). Navigation among pages is possible (go to first, next, previous, last, or specific (by number) page) and if actions are performed on items in a page the interface will remember the page name so when the user returns it will be the exact same page.

Composing a new message

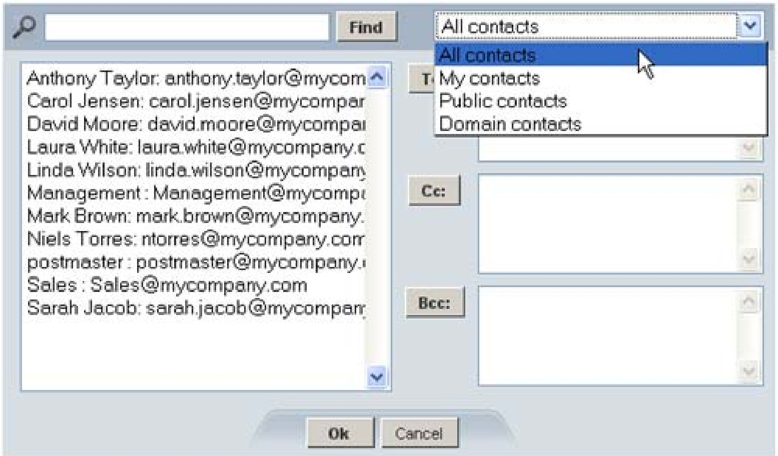
To compose a new message, press on the **New** button. A pop-up window similar to the one below is displayed.



Steps for editing a new message in AXIGEN WebMail

To edit an email message you need to take the following steps:

1. Enter the email addresses of the recipients in the To: field of the message (separated by commas if multiple) or add them from your existing address book by pressing the **Addressbook** button. The Addressbook gives users access to contacts defined for their account and also to Public and Domain contacts. First select the needed contact list, then select a specific one. Email addresses can be added automatically to the 'To', 'Cc' or 'Bcc' fields. To do so, click on the address to select it, then click the **To**, **Cc** or **Bcc** buttons. Press the **OK** button when you are done adding recipients or the **Cancel** button to quit.



For any of these three address fields, when typing the recipient addresses, if the respective addresses are already in your address book, the auto complete function will be enabled. Therefore, you can select the correct address and press Enter.

2. Use the **Check addresses** button to verify the validity of the email addresses you have inserted.
3. Specify the subject of your message in the **Subject:** field.
4. Use a different originating email address by clicking the **Show From** link (after the formatting buttons) and typing the address in the **From** field.

WARNING! This option works only if the user has the 'Send Mail as' permission from the mailbox owner.

For information on how to define 'Send Mail as' permissions please see Sharing permissions.

5. Set the 'Reply-to' header for the email message. When clicking the '**Show Reply-To**' link, a new field appears containing the email address defined in the settings window (which the user may override). If no value was defined in the Settings > Personal Data page the input field must be empty.
6. Edit your message in the message body. The user can now use rich text (Bold, Italic, Underline / Strike through, Different font face and size, Colors, Subscript, Superscript, Insert link, Bullets etc.).
7. Add attachments to your message by pressing the **Attach** button. To add an attachment, press on Browse, specify the path to the attachment and then press on the Upload link. To add multiple attachments, repeat these actions as many times as you need.

8. After adding one or more attachments to a WebMail message, the attachment list is displayed in the lower part of the screen. You can delete the attachments one by one, by clicking on the corresponding [delete] link.
9. You can save a draft of your current message at any time by pressing on the **Save** button and resume its editing at a later time.

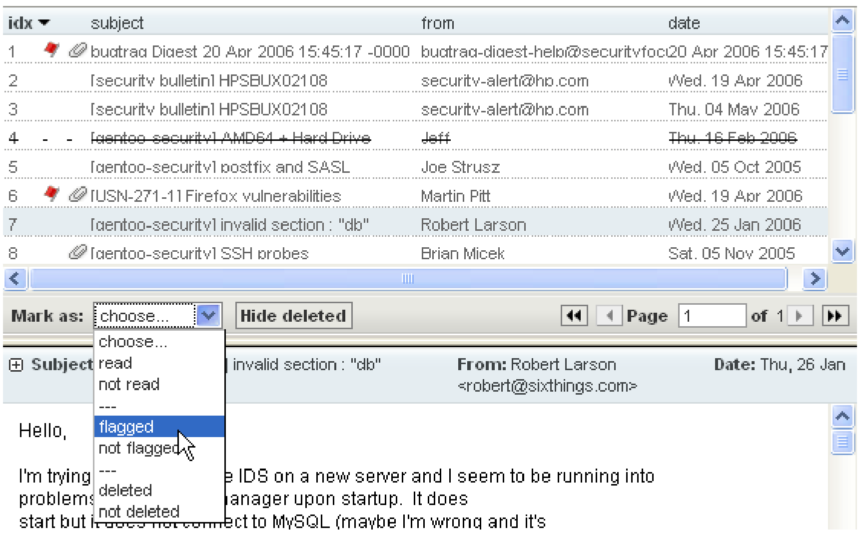
NOTE: The WebMail interface currently allows users to request '**Read Receipts**' when composing a new message as well as to optionally send a 'Read Receipt' when reading a message that was sent with the 'Request Read Receipt' option.

10. You can access and change the Default '**Read Receipt**' Settings by taking the following steps: in the '**Settings**' tab, click on the '**Edit Webmail Data**' option at the bottom of the '**Webmail Data**' pane, and on the bottom-right side of the newly-opened window you will find both the '**Request Read Receipts**' and '**Send Read Receipts**' options, with the selectable values of '**yes**' and '**no**', for the default settings.

Marking messages

To mark a message, you must first select it in the upper panel by clicking on it. Then choose one of the options displayed in the Mark as drop-down box:

- Select **Mark as read** to set the status of the currently selected message(s) to Read.
- Select **Mark as not read** to set the status of the currently selected message(s) to Not read.
- Select **Flagged** to add a flag to the currently selected message(s).
- Select **Not Flagged** to delete the flag for the currently selected message(s). This option is only available for previously flagged messages.
- Select **Deleted** to mark a message as deleted (it will be displayed in strikethrough style). When marking certain messages as deleted, you can also choose to hide them by pressing the **Hide deleted** button
- Select **Not deleted** to remove a deleted mark from a certain email message.



Deleting messages

To delete one or more messages, select the message(s) and click on the Delete button in the Main button bar. If you do not wish to see the deleted messages click the **Hide deleted** button. Deleted messages will be permanently deleted or sent to the Trash folder depending on the user setting in WebMail Data or the `Move deleted emails to Trash` option set by the administrator in Account WebMail Options.

1.4. WebMail Folders

Public Folders

Through the Public Folders, users may now share email messages, contacts, tasks etc. by simply copying and/or moving them to a public folder. System administrator can also associate a certain email address with a public folder. Thus, emails can be sent directly to the public folder, archiving options being also available.

While they cannot permanently delete messages from the Public Folders, when using WebMail, users can mark the messages they choose as deleted and also hide the emails with such marks. Thus, users are not compelled to view messages that do not interest them.

Users can set other types of flags for their Public Folders, such as Read/Unread or Flagged/Unflagged. These options affect the email messages of the respective individual account, not the actual content of the Public Folders.

Special Folders

From both WebMail and Outlook, one can create a special type of folder: Mail, Calendar, Tasks, Journal, Contacts, Notes. Each special folder has type-specific view to display its contents (i.e. Calendar view(es) for calendar-type folders, Contacts view for contact-type folders and so on).

Aside from its specific view, each special folder type has a list view which consists of a list of objects in that folder. The list view has more pages so the user may view only a few items at a time. When editing an object in the list view, the user interface remembers the page so that after the object is updated the position in the list is not lost.

While in the list view special messages can be copied or moved from one special folder to another, if the folders have the same type. This action can also be performed in Outlook.

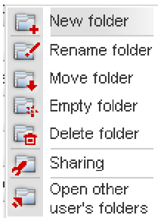
NOTE: After creation, the folder type cannot be modified.

For special public folders all action buttons are displayed, regardless of the permissions. When editing an item, the action buttons in the edit pop-up are displayed or not depending on the permissions. For example if the current user does not have 'Edit' (i.e. delete & create) permission, the 'Save' button does not exist; moreover, all input controls are disabled.

For information on how to set folder permissions please access the Sharing Permissions page.

Managing Folders in WebMail

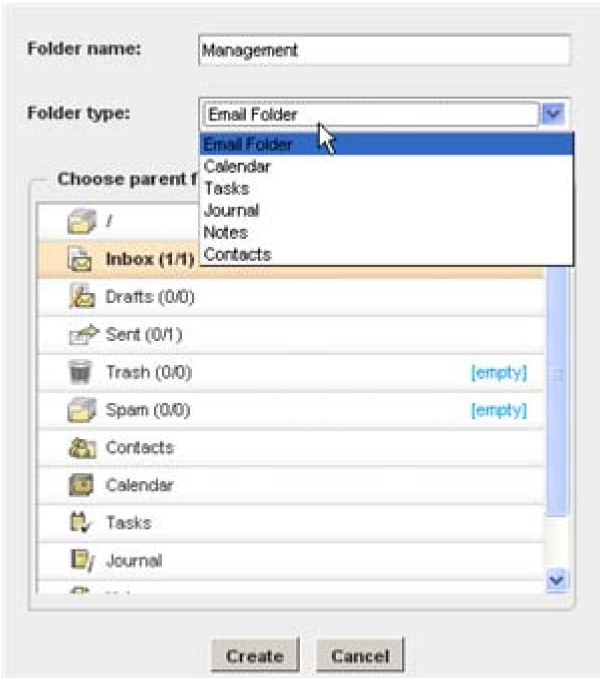
Right click on any folder in the folder tree (be it personal, public or shared, mail, calendar, task, journal or notes) brings-up a context menu with the following options: New folder, Rename folder, Move folder, Empty folder, Delete folder, Sharing, Open/Close other user's folder.



These options always appear in the context menu, if they work or not depends on the specific permissions set on the selected folders.

When clicking any of these options new pop-up window is displayed allowing you to make the desired changes.

For example when creating a new folder a new window is displayed allowing you to specify the name of the new folder in the **Folder name** text area, the **Folder type** (Email, Calendar, Tasks, Journal, Notes or Contacts) and select its location in the folder tree. To finish press the **Create** button or **Cancel** if you changed your mind.



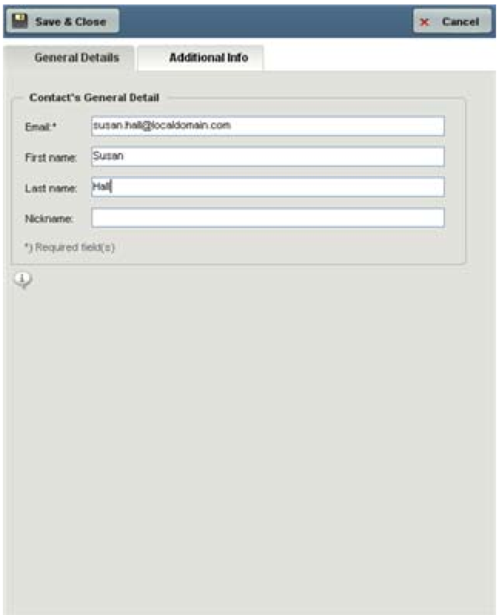
All folder options: creating, moving, deleting etc. have explicit instructions in their respective pop-up windows.

Managing Contacts in WebMail

To define your address book access the Contacts folder from the folder tree. You can either add them one by one or import an existing address book.

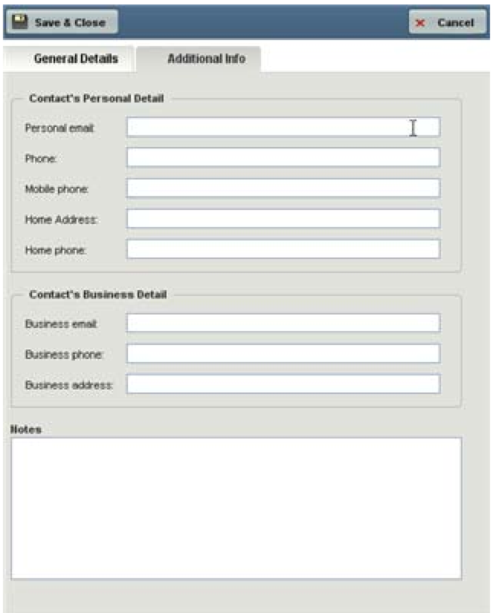
Click the **New contact** button to create a new contact and fill in the details.

General Details



Use the **Email, First Name** and **Last name** text fields to specify the name and email address of the new contact you want to add. To specify the contact's nickname, use the **Nickname** field.

Additional Info

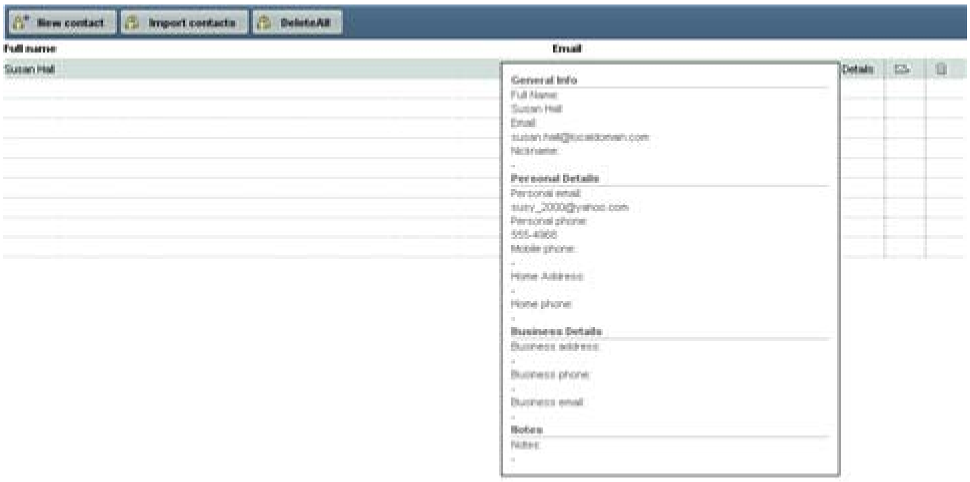


You can specify a personal email, for non-professional purposes in the **Personal email** field, phone numbers in the **Phone** and **Mobile Phone** fields and the home phone and address data in the **Home address** and **Home phone** fields.

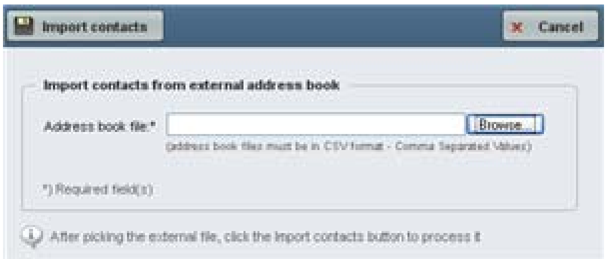
Using the **Business email** field you can specify the business email address for your new contact. Use the **Business phone** and **Business address** fields to specify the office contact details. Finally the **Notes** text field can be used to type any information regarding the currently edited contact.

Make sure to press the **Save&Close** button to save the contact you just added or the details you changed.

Edit the contact by double clicking on it. To delete an existing contact, use the **Delete** icon on the right of the contact you would like to remove. To send a new email to a contact in the list click the letter icon (next to the Delete icon). Click the Details link to see all the information regarding that contact.



Press the **Import contacts** button to import external address books that were saved locally.



Address book files must be in CSV(Comma Separated Value) format!

Click the **Browse** button to specify the path to the desired external address book, then click on the **Import contacts** button. Should you choose to abort, press the **Cancel** button.

Any new created mailbox has by default two public folders in the root of the public folder: Domain Contacts and Public Contacts.

The **Domain Contacts** folder is read-only: no items can be modified or created in it, it cannot be deleted or renamed, no folders can be added to it, no permissions may be changed on it.

NOTE: This applies for all users in the domain, including postmaster!

The content of this folder is automatically and dynamically updated by the server and contains all the email addresses for recipients in the domain.

Public contacts can be added only by the domain Postmaster in the same way explained above.

1.5. Working with the Personal Organizer in WebMail

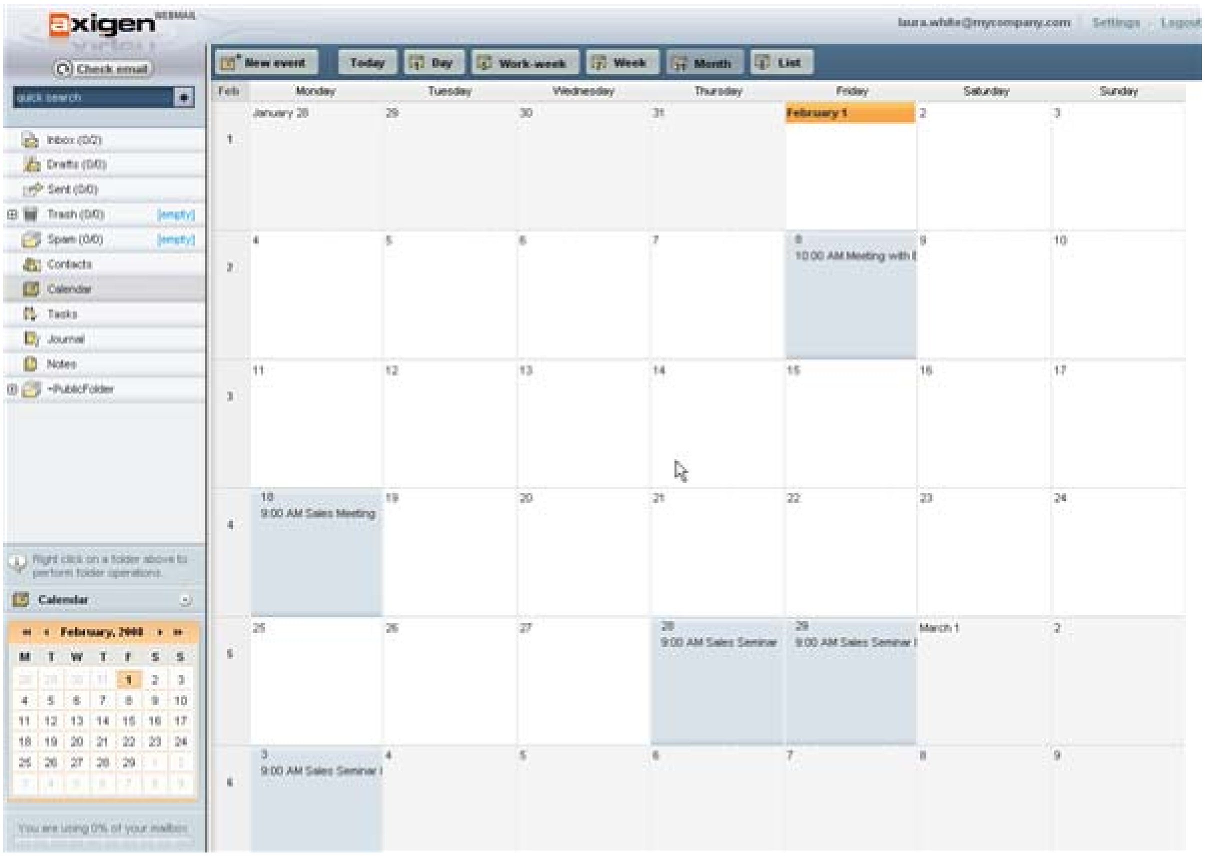
Having time management and mobility needs in mind, starting with version 4.0, the AXIGEN Mail Server comes with a Personal Organizer module available from both AXIGEN's

WebMail interface and Outlook email client. The Personal Organizer comprises tools such as calendar, tasks, journal, notes and collaborative support.

This section aims to explain how the new management tools can be used. Each of them - calendar, journal, notes, tasks - is described in a separate subsection, with all its features and usage alternatives.

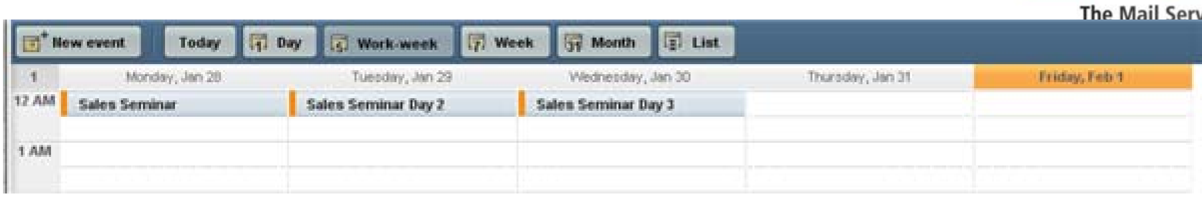
1.5.1. Working with your Calendar

The Calendar helps users plan and schedule their work-related or personal events and to have a clear and detailed view of their work, thus enabling an improved time management. To access your Calendar, you can either click the **Calendar** folder in the folder tree structure placed on the left hand side of your WebMail account or click on any day of the calendar displayed in the lower left corner of the interface.



The upper button bar displayed when the Calendar is accessed gives access to the following options:

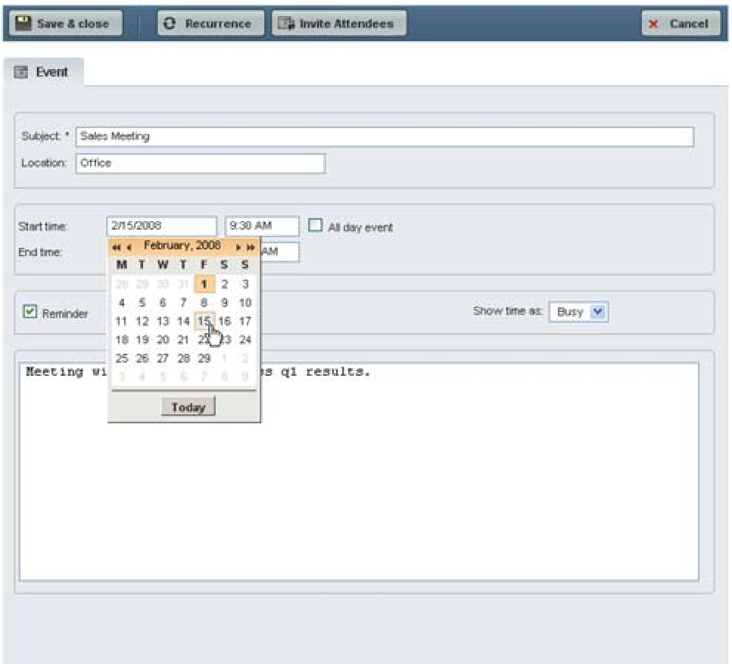
- **New event** - creates a new event. To create an event in a certain day, either select it first using the calendar displayed in the lower left corner. Use the left and right arrows to change months of the current year and the double right and left arrows to change the year.
- **Today** - when hit, it marks the current day events
- **Day view** - displays the events for one day at a time
- **Work-week view** - displays work days, Monday to Friday



- **Week view** - displays the entire week
- **Month view** - displays the events for the whole month
- **List view** - displays the existing list of events.

Creating a New Event

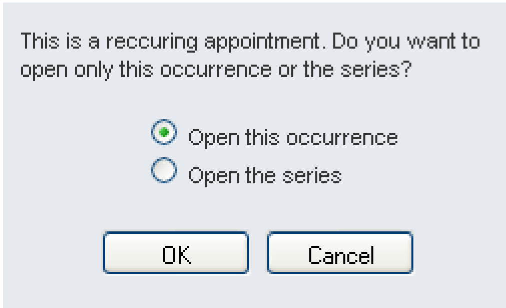
When creating a new event, you have to first type a **Subject** (required) and then a location, specifying where the event takes place. You can either create an event that lasts throughout the day by checking the **All day event** option, or you can specify limits for the new event. To do so, click the date and time selection boxes for both the **Start** and **End date** of your event.



Should you like to be prompted that a certain event is about to start, check the **Reminder** box and set your desired time interval. You can also use the available text field to type in any details or explanations regarding your current event. Set the events transparency to "Busy" or "Free" using the drop-down menu in the "**Show time as**" section. This option will affect the resource availability displayed in the Free/Busy tab. More information is available below on this page.

To save your event, press the **Save & Close** button. To abort configuring the event, hit **Cancel**. To define a repeating scenario, hit **Recurrence** and use the **Invite** button to invite others to attend the event you are creating.

Existing events can be edited at any given later date. To do so, select the desired entry by double-clicking it, regardless of the selected view type. After making the needed alterations, hit the **Save & Close** button. If the entry you want to edit is a recurring event, you will be asked whether you want to edit the entire series or only a single instance (occurrence) of the event:

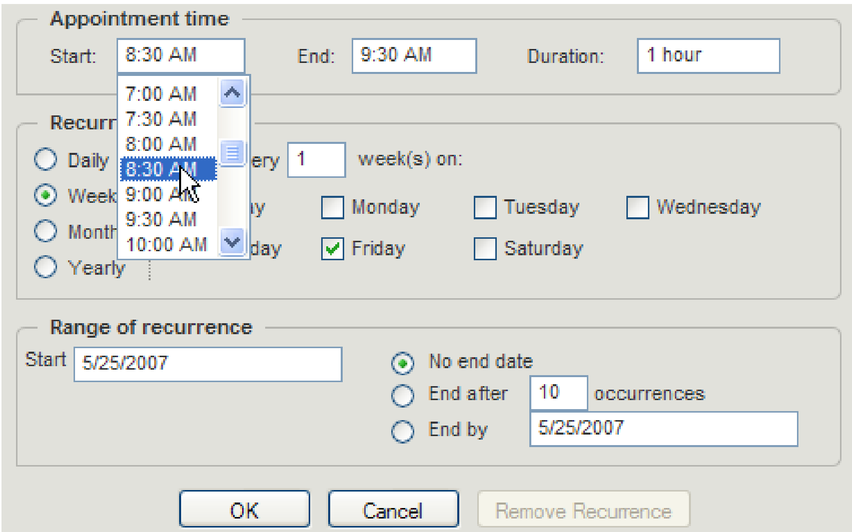


NOTE: This option is not available while in the list view.

Should you like to delete the entry, press the **Delete** icon added to the editing window. Additionally, when using the List view, you can use the edit end delete icons appended to each event.

Setting the Recurrence

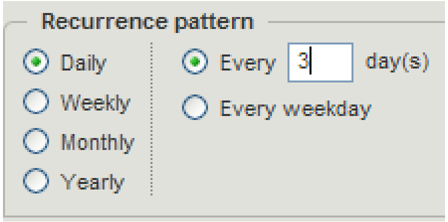
When hitting the Recurrence button, a pop-up window displays the available options. You can set a start and end time for the event by clicking the respective selection boxes. Thus, the **Duration** of your event will be automatically set.



Click the **Start** selection box to select the starting date of the recurrence. You can choose to have the event repeated incessantly by checking the **No end date** option or the event can stop occurring after a number of occurrences (check the **End after x occurrences** option) or by a certain date (select the **End by...** option).

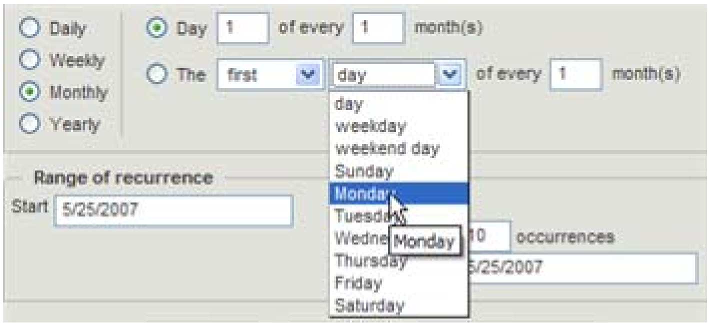
You can set the event to o be repeated on a daily, weekly, monthly or yearly bases, according to a defined Recurrence pattern. Depending on the Recurrence pattern you select, you can access more detailed options:

- **Daily** - you can have the event repeated every weekday by checking the corresponding option, Every weekday, or you can have it repeated every 2,3, x days by checking the corresponding option.

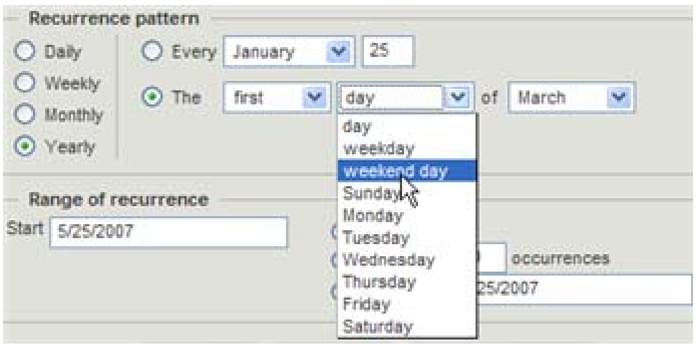


- **Weekly** - you can check a certain day(Monday to Sunday) of every 1/2/etc week(s) for the recurrence
- **Monthly** - You can specify a certain day of every month (e.g. 25th of every month or every 2 months), or select from the other available options: first/second/third/fourth/last - day/weekday/weekend day/Sunday/Monday etc. of every 1/2/etc months. For example, you can set an event that occurs on the first weekday of every other month.

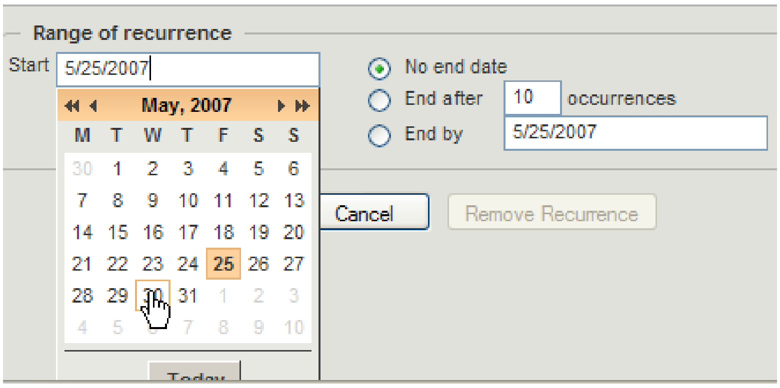
Important! As the number of days differs depending on the month, if you set an event for the 31st, it will be scheduled in the last day of each month with 30 days.



- **Yearly** - You can set the event to occur on a certain date of a certain month (e.g. January 25th) or you can select from the other available options: first/second/third/fourth/last - day/weekday/weekend day/Sunday/Monday etc. of every January/February/etc months. For example, you can set a seminar attendance event for each first weekend day of every March.



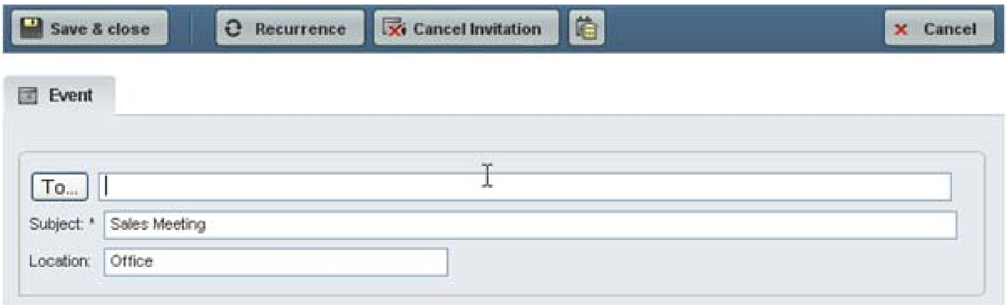
Finally, set the **Range of recurrence** for your event. Click the **Start** selection box to select a date. The event can be repeated incessantly if you choose the **No end date** option. Alternately, you can have it ended after a number of instances, by checking the **End after x occurrences** option and setting the desired number of repeats, or set an End by date and selecting the desired end date by clicking the respective selection box.



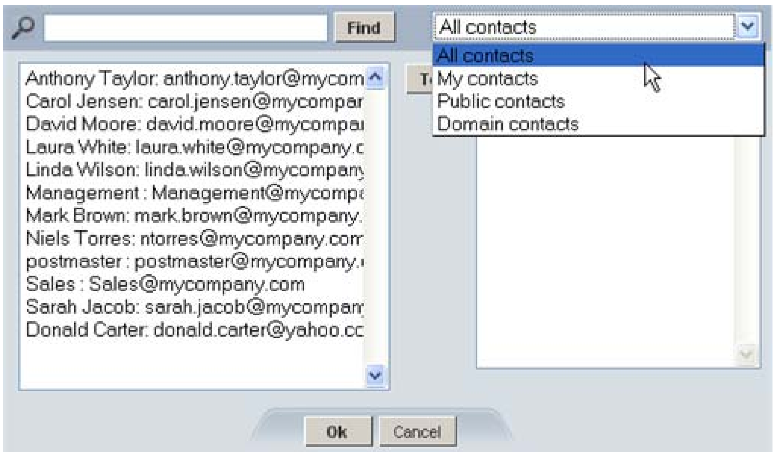
When you are done setting the event recurrence hit **OK**. To abort the recurrence hit **Cancel**. For already defined recurrence details, hit **Remove Recurrence** to prevent the event from repeating.

Inviting Attendees

When hitting the **Invite Attendees** button, a new text field and a To button are added in the upper side of the event editing window. If you want to abort inviting process, press the **Cancel Invitation** button that replaces the initial **Invite Attendees** option.

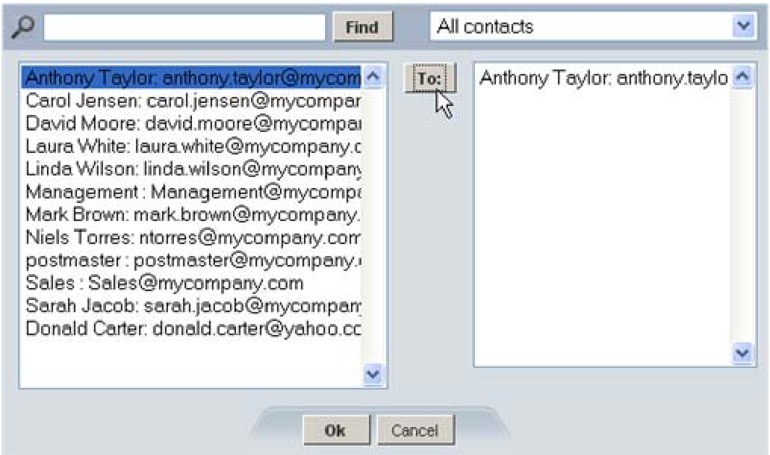


You can either type the email addresses of the persons you want to invite at the event, or you can access your existing contacts by hitting the **To** button. When accessing your contacts using the To button, a new pop-up window appears, allowing you to choose which contacts to display in the left hand pane, as shown below. Available options are 'All contacts', 'My contacts', 'Public contacts' and 'Domain contacts'.

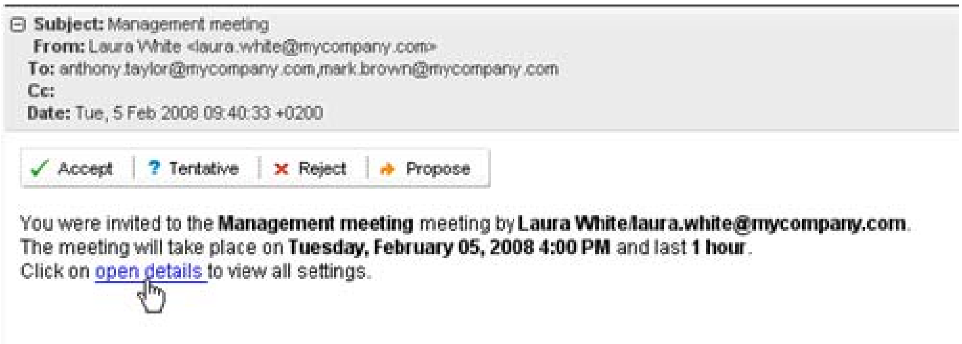


Select the email address of the contact you want to invite with a mouse click, then press the **To** button. To select several contacts, press **Ctrl** on your keyboard. To delete a contact from the list of attendees to be invited, click their email address in the right hand pane and press

Delete on your keyboard. When you are done selecting attendees, press **OK** to have the email invitations sent to them. To discard the inviting process, hit **Cancel**.

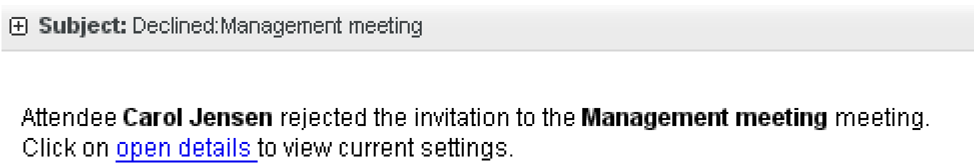


Attendees will then receive an invitation email in their Inboxes, prompting them to take action:

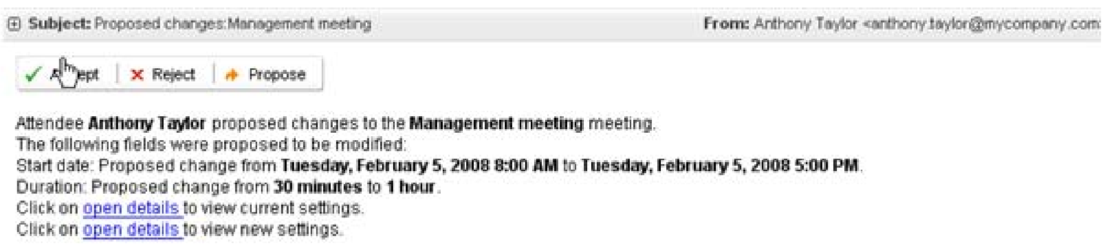


To view the details of the event they are invited to attend, users need to click on "open details". The available options are to **Accept** the meeting, to accept it without guaranteeing attendance - **Tentative**, **Reject** it, or **Propose** a change in the event details.

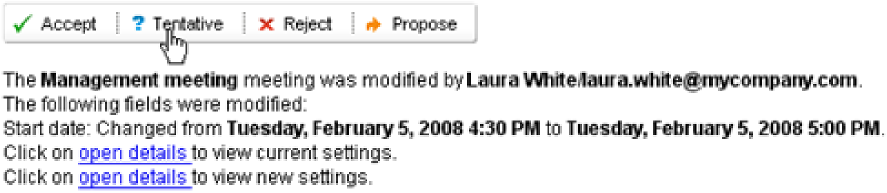
When an attendee takes a certain action, other than **Propose**, the organizer receives a notification email that requires no further action to be taken.



If, on the other hand, the invited attendees have proposed changes to the event, the organizer will receive an email prompting him/her to take action. The available options are **Accept/Reject** changes or **Propose** a new modification of the event specifics.

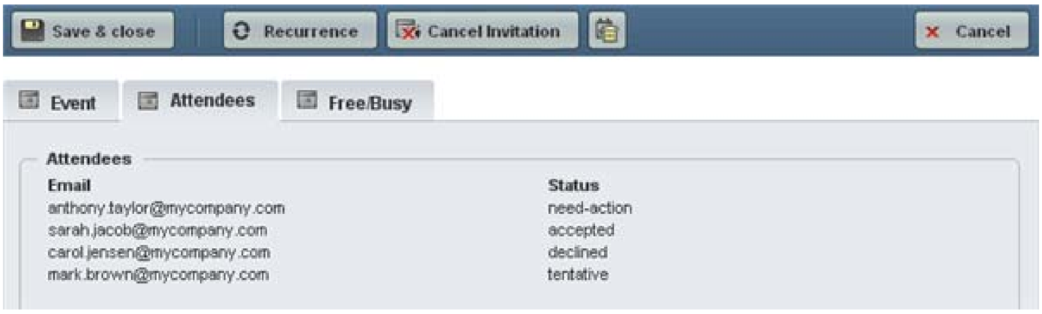


When dealing with proposed changes, attendees have one more option, **Tentative**, which gives them the possibility to accept the changes partially, without guaranteeing thy will actually take part in the event.

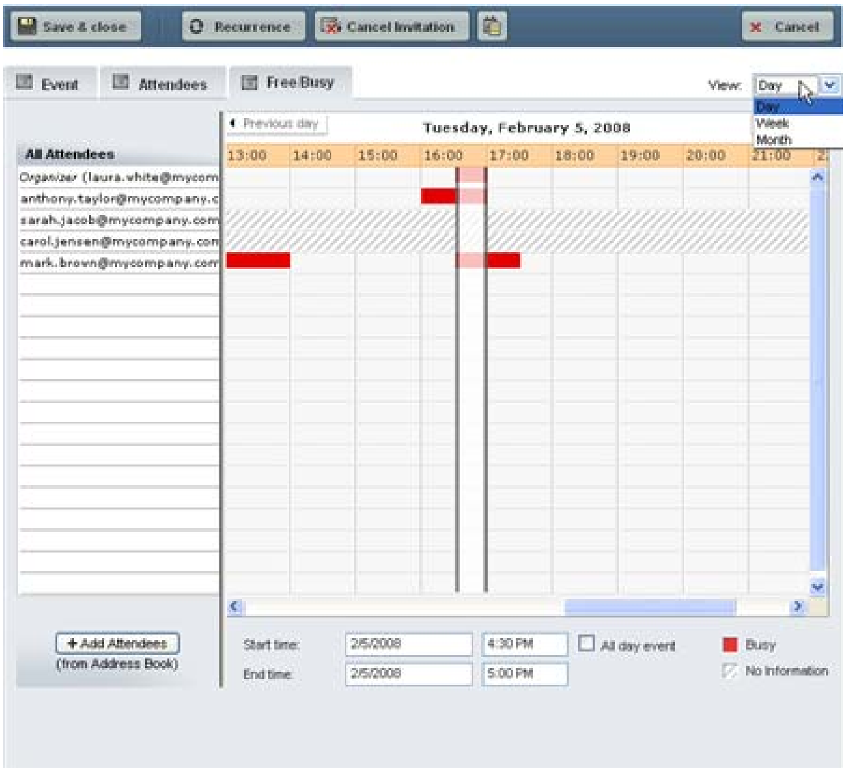


Important! If participants to a certain event take different actions when changes are proposed (i.e. some accept them, while others reject them), the organizer has the final say.

When inviting others to take part in a certain event, the event editing window will also be modified. A new tab called attendees will be added, showing the course of action taken by those invited. The available status options are 'Accepted', 'Declined', 'Tentative' and 'need action'.



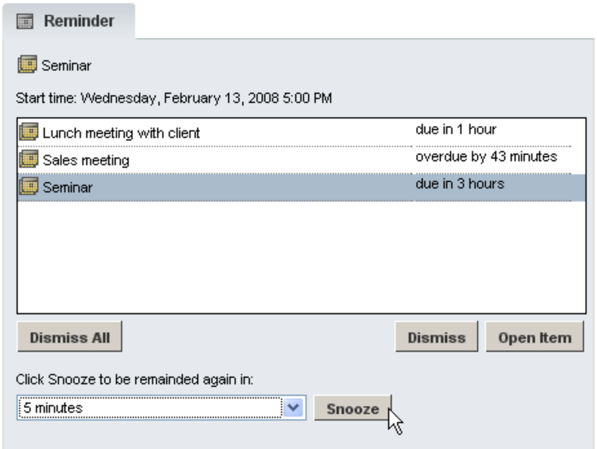
In the Free/Busy tab the attendee availability is displayed IF the user editing the event has the 'Read Free/Busy status' permission on the attendee's mailbox. This feature is available only in the WebMail interface.



Reminder options

If you have chosen to be reminded of a certain event, at the specified time, a pop-up will appear at the given time and date. If no action is taken, it will reappear each time the WebMail interface is automatically refreshed. Hence, it depends on the refresh settings configured in the WebMail Data page. Alternatively, you can have the reminder postponed using the available snooze options, by choosing a repeat interval in the corresponding drop-down menu and by hitting the Snooze button.

Important! If the auto-refresh option is disabled, reminders will not function.

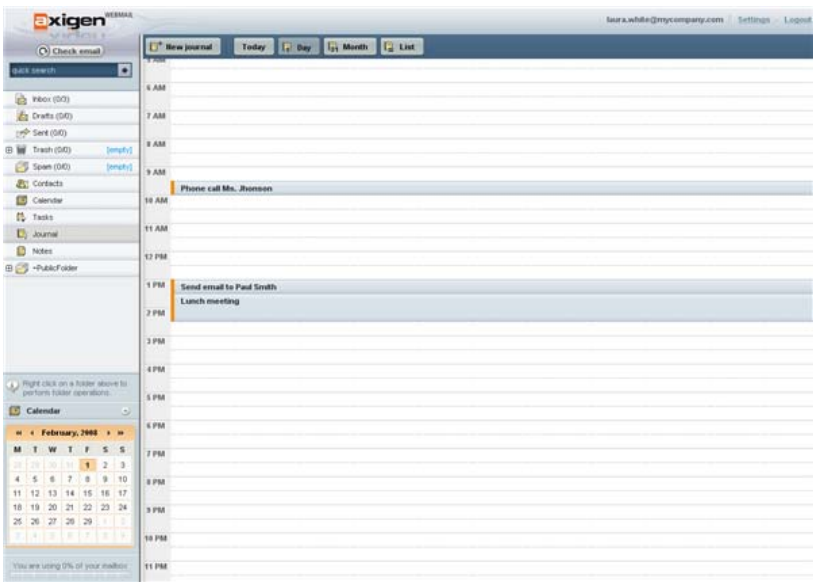


If you want to see the details of an event you are reminded of, press the **Open Item** button. To dismiss a certain task, select it and press the **Dismiss** button. Use the **Dismiss All** button to discard all pending events.

Important! Further settings that determine Calendar behavior need to be set on the WebMail Data page. Each user needs to set the correct Time Zone and the Week start date in order to have deadlines and start times displayed correctly in their Calendar.

1.5.2. Working with your Journal

The Journal allows you to add entries that help you keep track of your day-to-day tasks and actions. To access your Journal, click the corresponding folder in the folder tree structure placed on the left hand side of your WebMail account.

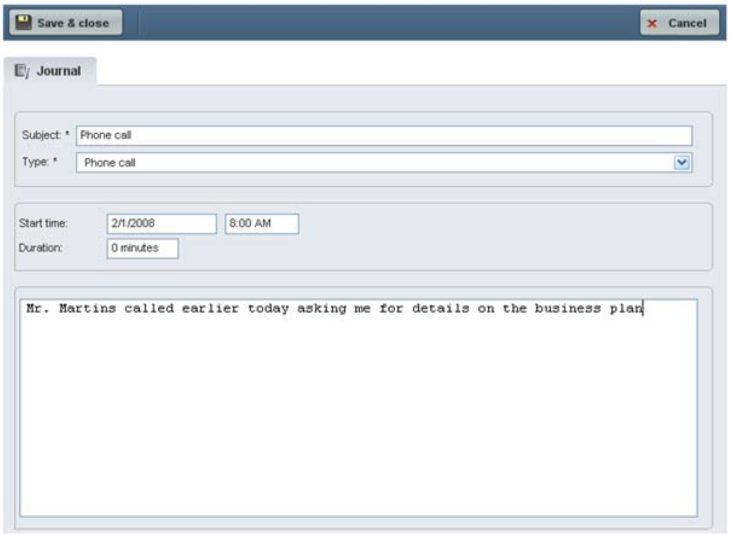


The upper button bar displayed when the Journal is accessed gives access to the following options:

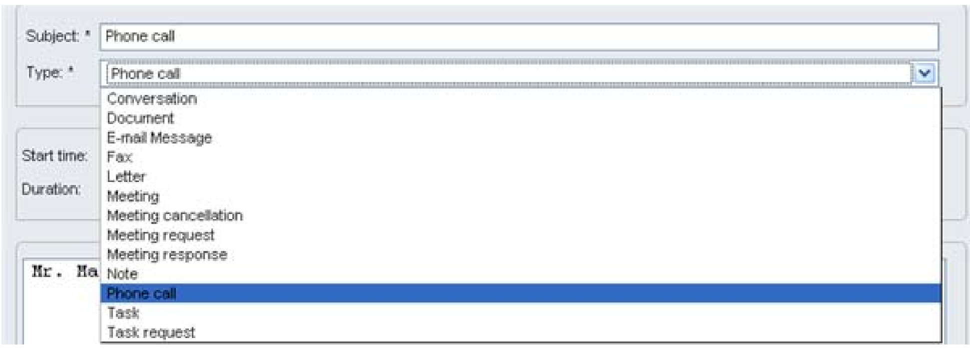
- **New journal** - creates a new journal entry.
- **Today** - when hit, it marks the journal entries for the current day
- **Day view** - displays journal entries for one day at a time
- **Month view** - displays journal entries on a monthly basis
- **List view** - displays the existing list of journal entries.

Creating a New Journal Entry

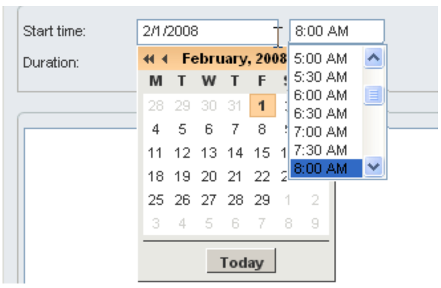
When hitting the **New journal** button, the options relative to the new entry are displayed in a pop-up window.



To add a new entry, you have to fill in the two required fields: **Subject**, referring to the entry description, and the **Type** drop-down menu. There are several available types of entries, such as Phone call, E-mail Message, Task, Conversation, etc:



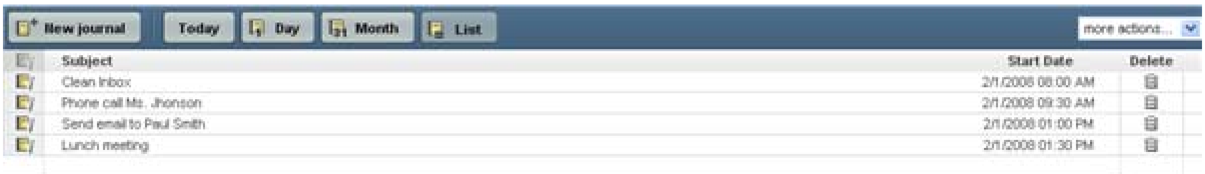
Click the **Start time** selection boxes to set a starting date and time for your journal entry. In the displayed calendar, use the left and right arrows to change months of the current year and the double right and left arrows to change the year.



Click the **Duration** selection box to specify a time frame for your journal entry. You can then edit the actual journal note in the available text field. When you are done editing the entry, hit the **Save & Close** button. If you want to discard the journal entry, press the **Cancel** button.

Existing Journal entries can be edited at any given later date. To do so, select the desired entry by double-clicking it. After making the needed alterations, hit the **Save & Close** button. Should you like to delete the entry, press the **Delete** icon added to the editing window.

When using the List view, journal entries can be edited by double clicking on them and deleted by clicking their corresponding delete icon.

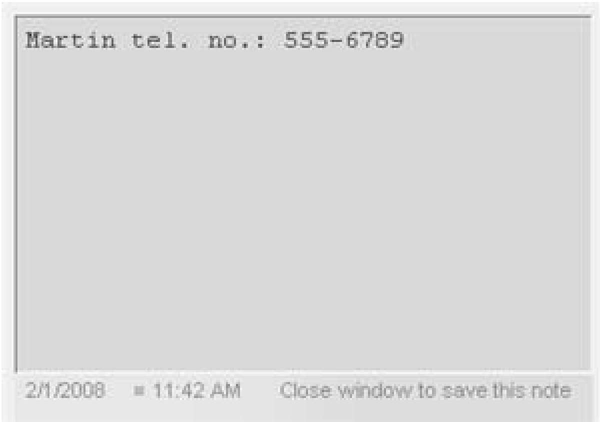


Important! Further settings that determine Journal behavior need to be set on the [WebMail Data]() page. Each user needs to set the correct Time Zone and the Week start date in order to have start and end times displayed correctly in their Journal.

1.5.3. Working with your Notes

The Note tool allows you to add quick notes while working. Notes are best suited when one needs to write down something very quickly and has little time to add more details. To access your **Notes**, click the corresponding folder in the folder tree structure placed on the left hand side of your WebMail account.

When hitting the **New note** button a small pop-up window is displayed.

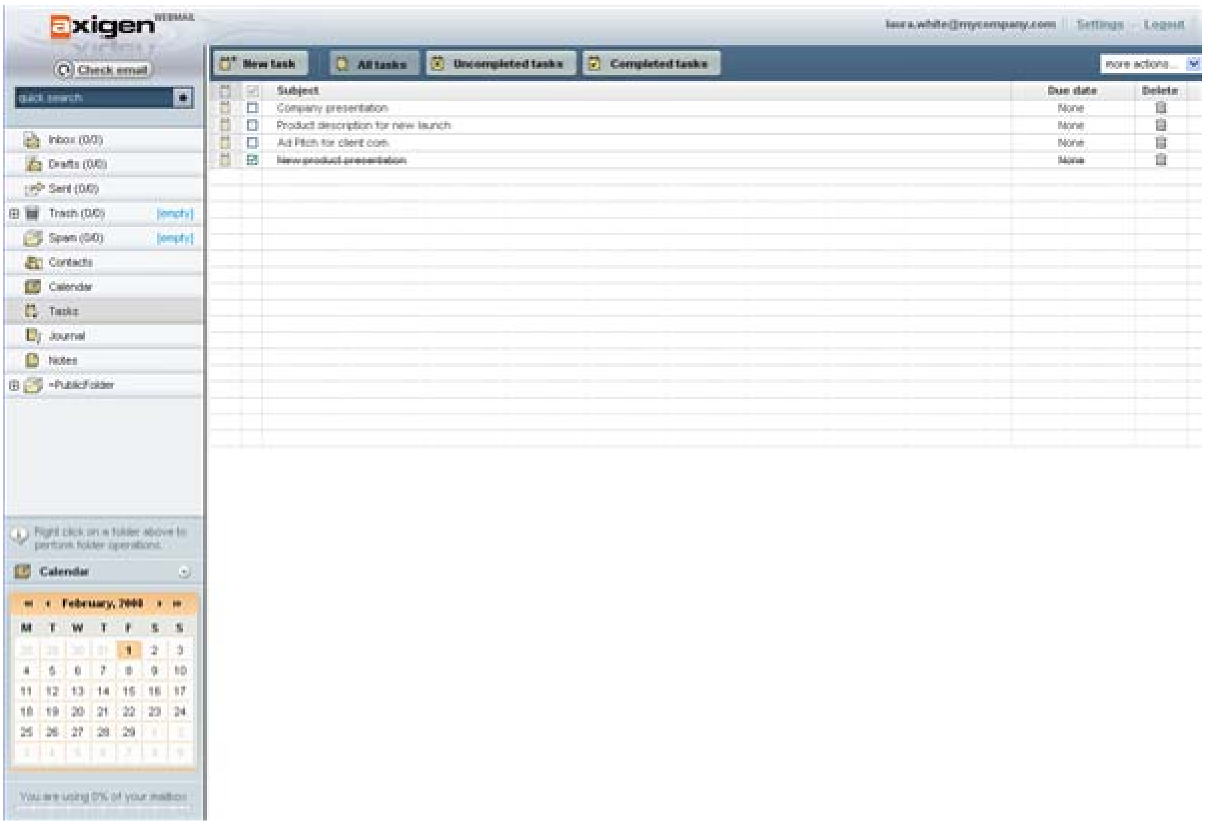


Type the note in the given field and either close the pop-up window using your browsers "x" button, or hit the **Close window to save this note** link in order to have your text saved.

Notes can be edited by double clicking on them and deleted by clicking their corresponding delete icon.

1.5.4. Working with your Tasks

Tasks helps users organize their work-related tasks and collaborate with others on ongoing projects. By enabling them to permanently check the level of completion, tasks offer a clear and detailed view of their workload. To access your Tasks, click the **Tasks** folder in the folder tree structure placed on the left hand side of your WebMail account.

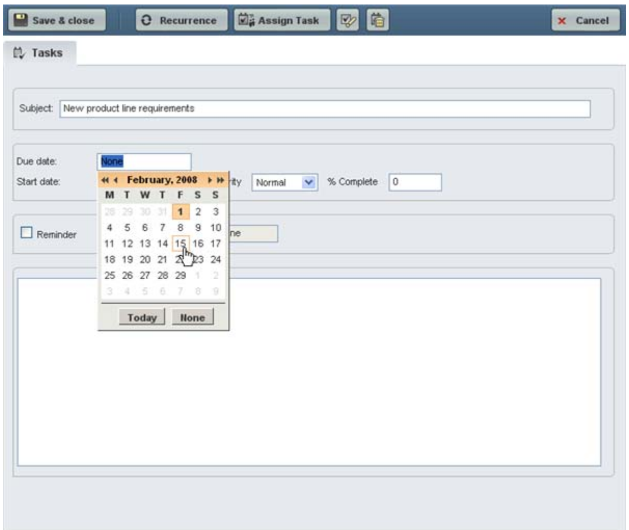


The upper button bar displayed when the Tasks are accessed enables the following options:

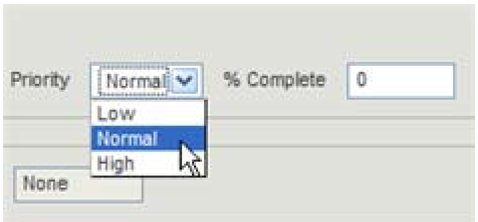
- **New tasks** - creates a new event.
- **All tasks** - lists all your tasks
- **Uncompleted tasks** - displays the user's uncompleted tasks
- **Completed tasks** - displays the user's completed tasks

Creating a New Task

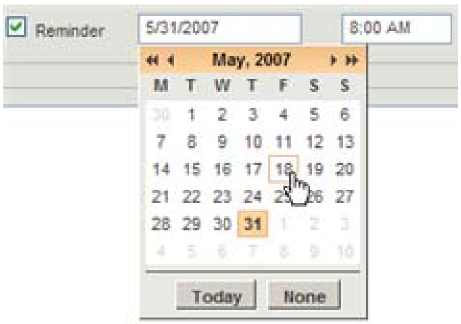
When creating a new task, first type a **Subject** in the corresponding text field, then set the task's completion deadline using the **Due Date** selection box. Use the left and right arrows of the selection calendar to switch between months of a certain year and the double left and right arrows to switch between different years.



To successfully define a time frame for the task, also configure its **Start** date, using the corresponding selection box. Furthermore, you can prioritize tasks using the **Priority** drop-down menu. Available options are: 'Low', 'Normal' and 'High'. To keep track of the completion process, type a percentage in the **%Complete** text field.



Should you like to be prompted that a certain event is about to start, check the **Reminder** box and set your desired time interval. You can also use the available text field to type in any details or explanations regarding your current task.



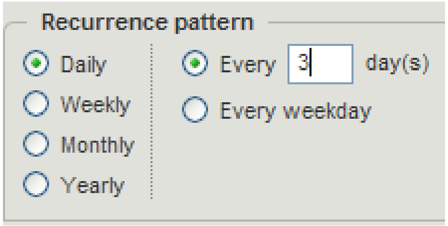
To save your task, press the **Save & Close** button. To abort configuring the task, hit **Cancel**. To define a repeating scenario, hit **Recurrence** and use the **Assign task** button to have the respective task assigned to different users.

Existing tasks can be edited at any given later date by double clicking it. After making the needed alterations, hit the **Save & Close** button. To mark a task as completed, use the corresponding icon placed next to the **Assign task** button. Should you like to delete the entry press the **Delete** icon in the editing window. Additionally, you can use the delete icons appended to each task or check it as completed.

Setting the Recurrence

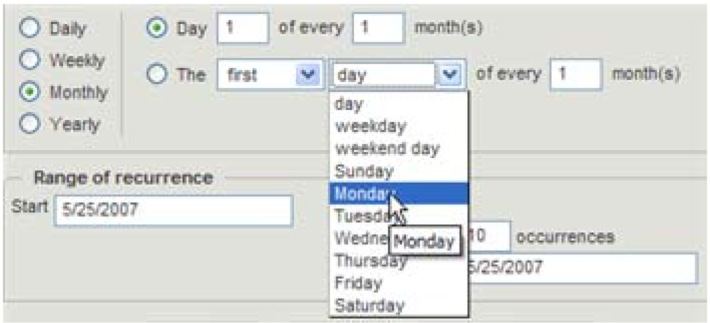
When hitting the Recurrence button you can set the task to o be repeated on a daily, weekly, monthly, yearly basis or according to a defined Recurrence pattern. Depending on the Recurrence pattern you select you can access more detailed options:

- **Daily** - have the event repeated every weekday by checking the corresponding option, Every weekday, or you can have it repeated every 2,3, x days by checking the corresponding option.

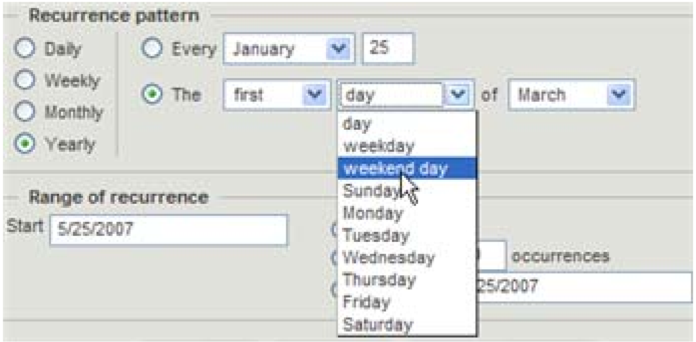


- **Weekly** - check a certain day of the week for the recurrence
- **Monthly** - specify a certain day of every month (e.g. 25th of every month or every 2 months), or select from the other available options: first/second/third/fourth/last - day/weekday/weekend day/Sunday/Monday etc. of every 1/2/etc months. For example, you can set an event that occurs on the first weekday of every other month.

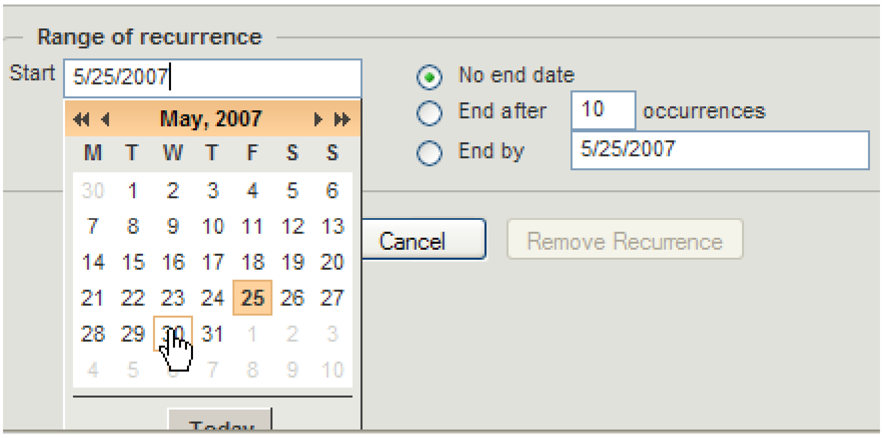
Important! As the number of days differs depending on the month, if you set an event for the 31st, it will be scheduled in the last day of each month with 30 days.



- **Yearly** - set the event to occur on a certain date of a certain month (e.g. January 25th) or you can select from the other available options: first/second/third/fourth/last - day/weekday/weekend day/Sunday/Monday etc. of every January/February/etc months. For example, you can set a seminar attendance event for each first weekend day of every March.



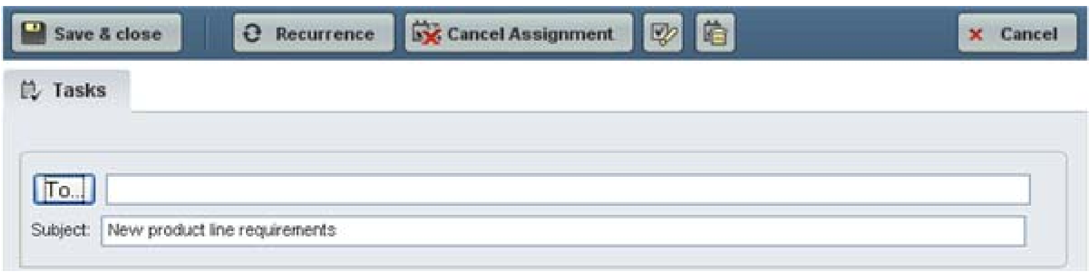
Then set the **Range of recurrence** for your task. Click the **Start** selection box to select a date. The task can be repeated incessantly if you choose the **No end date** option. Alternately, you can have it ended after a number of instances, by checking the **End after x occurrences** option and setting the desired number of repeats, or set an **End by** date and selecting the desired end date by clicking the respective selection box.



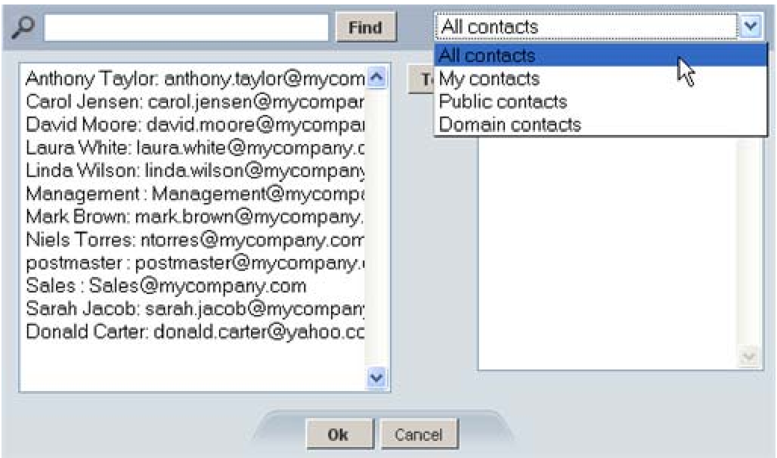
When you are done setting the task recurrence hit **OK**. To abort the recurrence hit **Cancel**. For already defined recurrence details, hit **Remove Recurrence** to prevent the task from repeating.

Assigning tasks

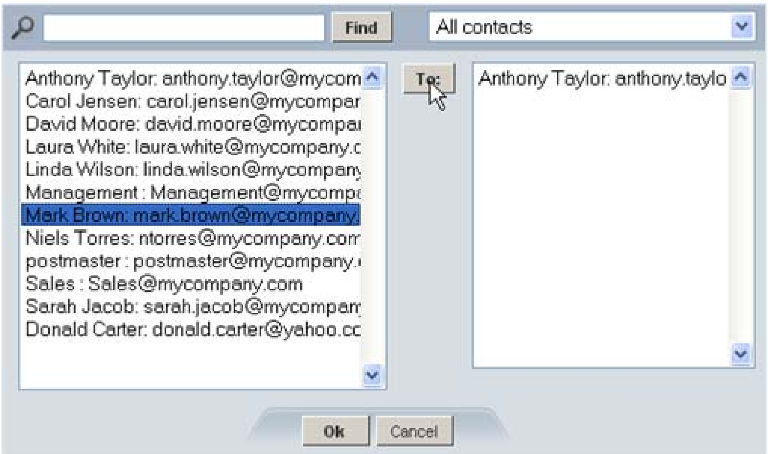
When hitting the **Assign task** button, a new text field and a **To** button are added in the upper side of the event editing window. If you want to abort inviting process, press the **Cancel Assignment** button that replaces the initial **Assign task** option.



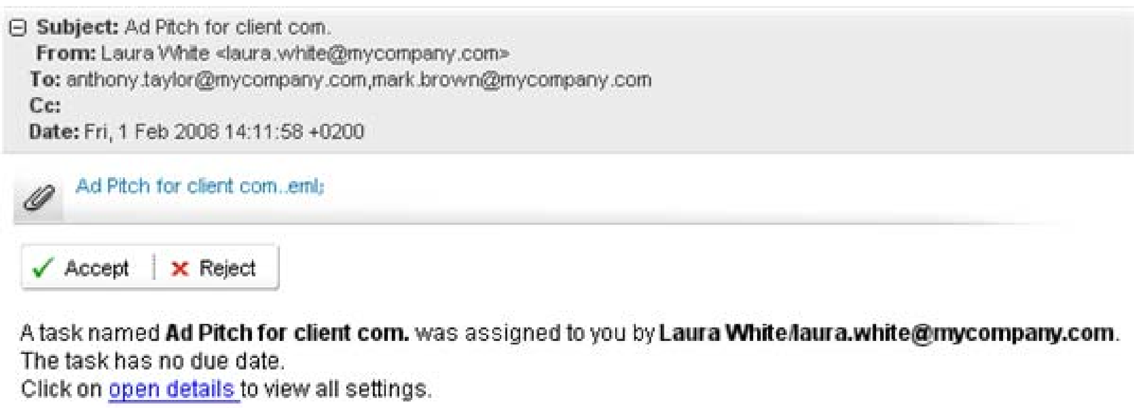
You can either type the email addresses of the persons you want to assign the task to, or you can access your existing contacts by hitting the **To** button. When accessing your contacts using the To button, a new pop-up window appears, allowing you to choose which contacts to display in the left hand pane, as shown below. Available options are 'All contacts', 'My contacts', 'Public contacts' and 'Domain contacts'.



Select the email address of the contact you want to have the task assigned to with a mouse click, then press the **To** button. To select several contacts, press **Ctrl** on your keyboard. To delete a contact from the list of assignees, click their email address in the right hand pane and press **Delete** on your keyboard. When you are done selecting assignees, press **OK** to have the email assignments sent to them. To discard the assigning process, hit **Cancel**.

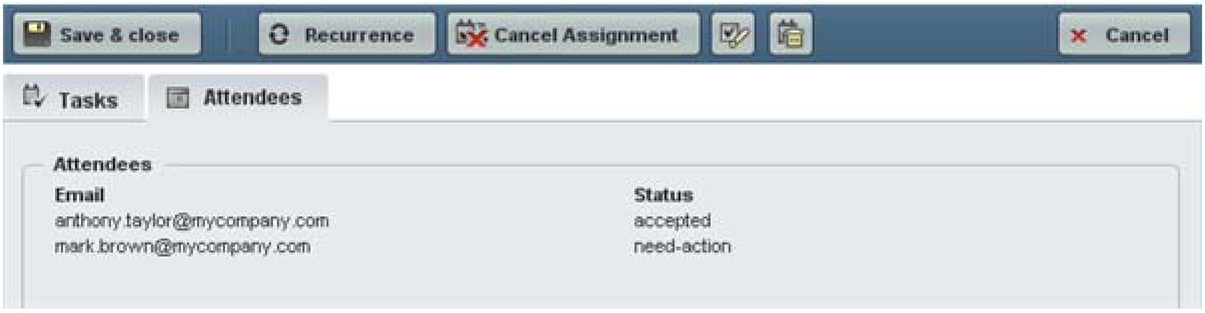


Assignees will then receive an assignment email in their Inboxes, prompting them to take action:



To view the details of the event they are invited to attend, users need to click on "open details". The available options are to **Accept** or **Reject** the task and the organizer receives a confirmation email.

When assigning tasks to others, the editing window will also be modified. A new tab called Attendees will be added, showing the course of action taken by those you have selected. The available status options are 'accepted', 'declined' and 'need action'.



Reminder options

If you have chosen to be reminded of a certain task, at a specified time, a pop-up will appear at the given time and date. If no action is taken, it will reappear after the starting time each time the WebMail interface is automatically refreshed. Hence, it depends on the refresh settings configured in the WebMail Data page. Alternatively, you can have the reminder postponed using the available snooze options, by choosing a repeat interval in the corresponding drop-down menu and by hitting the **Snooze** button.

Important! If the auto-refresh option is disabled, reminders will not function.

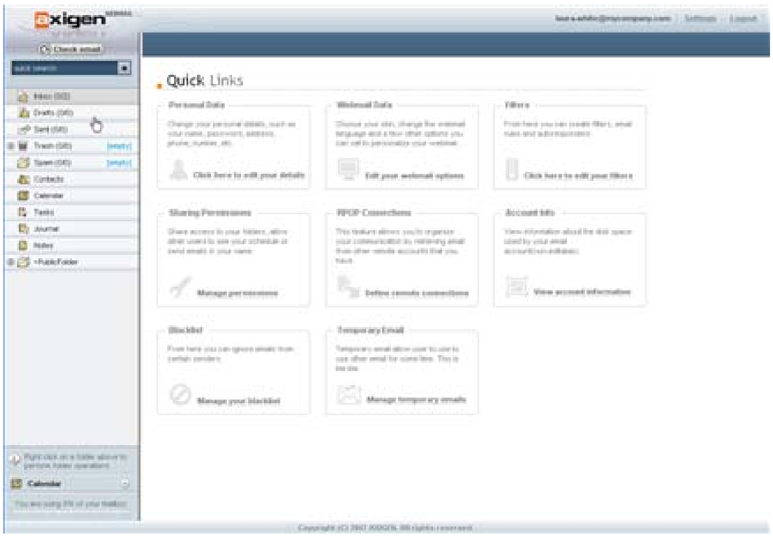
If you want to see the details of an event you are reminded of, press the **Open Item** button. To dismiss a certain task, click to select it, then press the **Dismiss** button. When a task is dismissed, it is also removed from the Reminder window. Use the **Dismiss All** button to discard all pending tasks.

Important! Further settings that determine Tasks behavior need to be set on the WebMail Data page. Each user needs to set the correct **Time Zone** and the **Week start date** in order to have their Tasks deadlines and start times displayed correctly.

1.6. Configuring Account Settings in WebMail

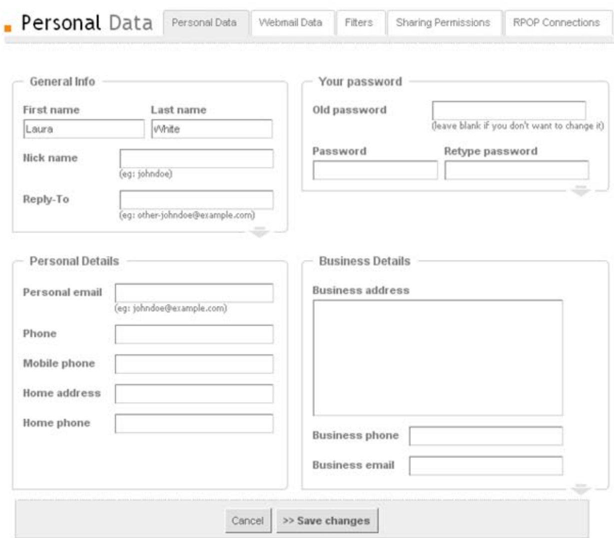
To access the WebMail account parameters, click Settings (right upper corner, WebMail upper right panel), next to the Logout link. In this section users are given access to eight configuration tabs:

- **Personal Data** - containing options relative to the user's personal details;
- **WebMail Data** - gives access to settings managing the webmail account behavior (all these parameters can also be configured by the administrator via WebAdmin from the Account > WebMail Data page);
- **Filters** - gives access to filter configuration using the AXIGEN Rules Wizard;
- **Sharing permissions** - gives share access to your folders (allow other users to see your schedule or send emails in your name);
- **RPOP Connections** - this feature allows you to organize user's communication by retrieving email from other remote accounts;
- **Account Info** - quota related parameters can be viewed in this page;
- **Blacklist** - block email addresses you do not wish to receive messages from;
- **Temporary email** - request one or more temporary email addresses (or alias);



1.6.1. Configuring Personal Data

While on the **Personal Data** page, users can define personal details such as their first and last name, change the current password to their WebMail account or fill in Business Details.



General Information

To set your first and last name, use the two corresponding text fields, **First name** and **Last name**. To choose a nickname, use the **Nickname** field.

Define a **Reply-To** header for all the messages you send (including replies and forwards) so when someone replies your email in the To field the email address set here appears instead of the one in the 'From' header. When composing an email it can be overridden or missing if it was not defined.

Personal Details

You can specify a personal email, for non-professional purposes in the **Personal email** field.

Add your phone numbers in the **Phone** and **Mobile Phone** fields and home phone and address data in the **Home address** and **Home phone** fields.

Your Password

The password previously defined by the administrator when creating the account can be changed from the Personal Data page. To do so, first type the current password in the **Old password** field, then type a new one using the **Password** field and finally confirm the new selected password in the **Retype password** field.

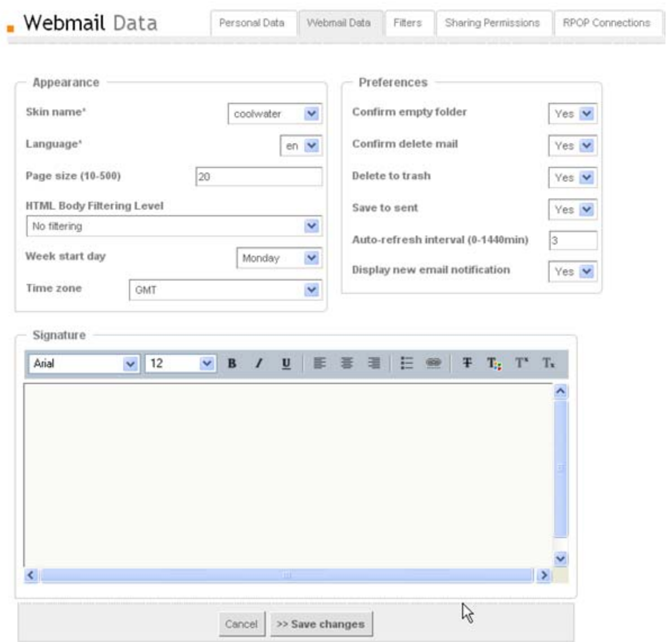
Business Details

Use the **Business phone**, **Business address** and **Business email** fields to specify your office contact details.

After modifying any of these parameters, remember to press the **Save changes** button to save these changes. Use the **Cancel** button to undo the changes you have just made instead of saving them.

1.6.2. WebMail Data Settings

When accessing the **WebMail Data** page, users have access to settings used to configure the behavior of their WebMail account.



Appearance

Use the **Skin name** drop-down menu to select the skin of your WebMail account. At this time three options are available: Classic, Coolwater and Webreflection.

The **Language** drop down menu allows you to select the language of the WebMail account. Available choices are English (en), Romanian (ro), German (de), Norwegian (no), Dutch (nl), Spanish (es), Portuguese (pt), Italian (it), Danish (dk), Swedish (se), Chinese (cn), Persian (fa), French (fr), Greek (gr), Hungarian (hu), Macedonian (mk), Polish (pl), Russian (ru), Turkish (tr) and Czech (cz).

The **Page size** text box allows the user to specify the number of messages displayed on one WebMail page.

The **HTML Body Filtering level** specifies which HTML filtering level will be used when displaying HTML format messages. The HTML filtering level stand for the following:

- No Filtering
- Low level filtering - converts the message to standard XHTML
- Medium level filtering - generates the email body based on a list of known/allowed attributes and tags. Anything that is not on this 'allowed list' is removed. This level removes java script, styles, etc.
- High level filtering - generates the email body based only on text components. This means that only plain text components remain in the message. This forth level is the strictest and may actually damage some formatting, but it is also the safest.

Use the **Week start date** drop-down menu to select a day to be displayed first in the week for your calendar. To specify your **Time Zone**, use the corresponding drop-down menu.

The date field is automatically adjusted according to the defined local time zone when displaying a message (in both the message list window and the open message popup).

Preferences

Choose to be asked for confirmation before emptying a folder using the **Confirm empty folder** drop-down box.

Choose to ask for a confirmation when an email message is deleted using the **Confirm delete mail** drop-down menu.

Use the **Delete to Trash** drop-down box to specify if a message deleted from your WebMail account is saved to Trash folder ("yes") or permanently deleted.

To have a copy of sent messages saved in the Sent folder, choose the value "yes" for the **Save to sent** parameter.

Set the refresh interval for your WebMail interface by typing the desired value in the **Auto-refresh interval** text field. Please note that if you set this value to 0 it means that the option is disabled.

Use the **Display new email notification** drop-down menu to choose if you wish to be notified when a new email arrives.

Configuring your signature

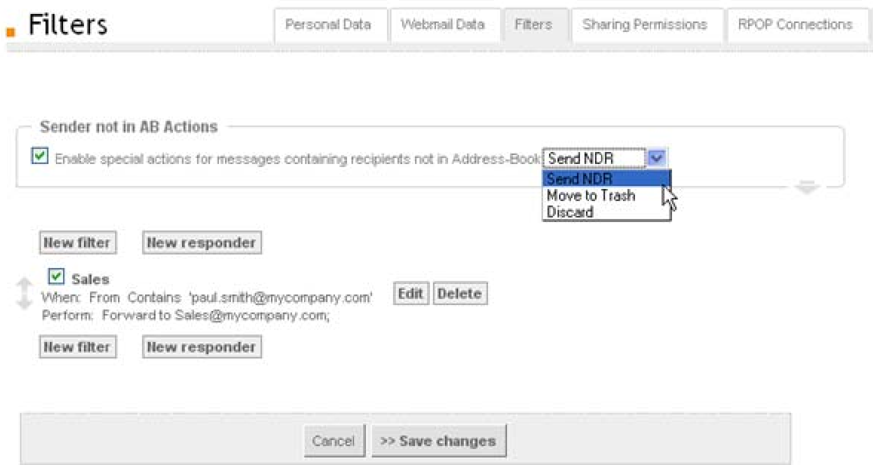
To configure a signature that will be appended to all your outgoing emails, use the **Signature** text field.

After changing any of the settings above, remember to press the **Save changes** button to save the new values.

1.6.3. Mail Filtering in WebMail

The filter wizard accessible from the **Filters** page allows users to easily create a filtering system to manage their email flow. Moreover, auto replies can be set for all or certain received email messages.

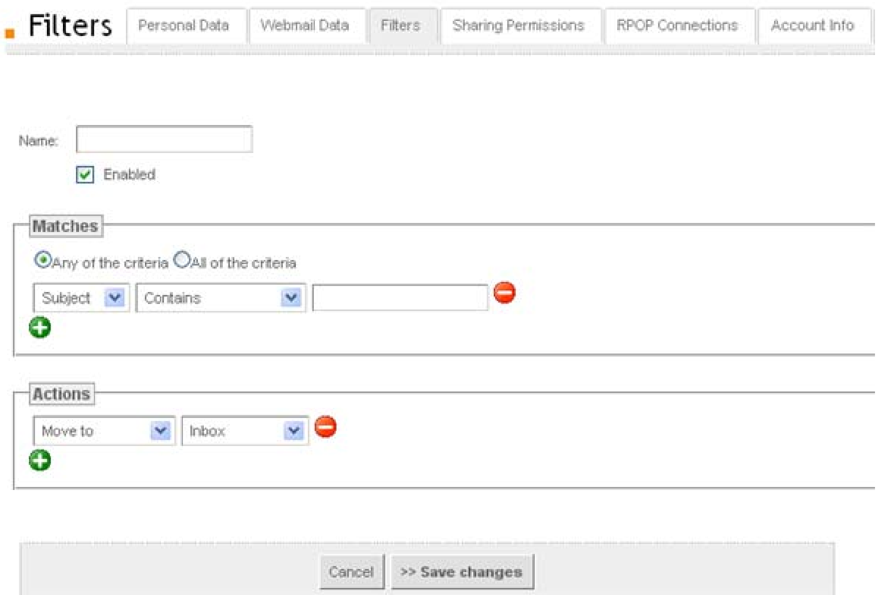
When first accessing the **Filters** page, a list of the already defined filters is displayed. If no filter has been previously set, the list will be blank.



The **Sender not in AB Actions** allows you to apply certain actions to messages containing recipients that are not in the address book. To enable this option just check the box in front of it and choose either of the Send NDR, Move to Trash or Discard options from the drop-down list.

To delete a filter, use the **Delete** button on the right of the respective filter. To edit an existing filter, press its corresponding **Edit** button. Click the **New filter** button to create a new filter. To create an automatic reply for certain/all messages hit the **New responder** button.

Whether creating a new filter or editing an existing one the options displayed are the same.



Use the **name** text filed to specify a name for the currently defined filter. You can further select if the messages filtered should match all or any of the defined criteria using the corresponding check boxes.

Next use the drop-down menu to select what conditions should the messages meet for the filter to apply. Available options include setting conditions relative to the subject, sender, receiver, Cc, To or Cc, size of the email, as well as a customization option accessible by choosing Custom.

Finally use the **Actions** area to define the actions to be taken (i.e. moving, copying, deleting, or redirecting it to a certain email address etc.) if an email message matches the specified criteria.

- use this icon to add a new criterion and/or a new action;
- use this icon to remove one of the previously created criteria and/or actions.

To set the order in which defined filters should apply use the up and down arrows in front of them.

When setting a **Responder** (automatic reply) to be sent to the email messages matching the defined filter, the following fields also need to be configured:

Use the **Subject** and the **Message** fields to define the subject and body of the email response to be sent. Set the **Days between subsequent responses** and **Additional own email addresses** (use the same responder for other email addresses) by editing their corresponding fields.

When you are done configuring the filter or responder press the **Save changes** button.

1.6.3.1. WebMail Filters Overview

The mail filtering features allow users to create named filters and specify actions to be taken on the matching messages. A filter is composed of a set of 'filtering expressions' or "expressions" and a set of actions.

An expression (filtering expression) is composed of a header name, an operator and an optional value. The expression can be applied to a mail message and will give a matching/unmatching response.

A filter contains the following:

- Name
- Priority
- Enabled/Disabled state
- ExpressionOperator: operator to compose multiple filtering expressions (And/Or)
- Expressions
- Actions

A (filtering) expression contains the following

- Header: the mail message header the expression to witch the matching criteria will be applied
- Operator: operator specific to the header type
- Value(optional): a value that the operator may need (depends on the operator)

Supported Headers/Operators/Values

Header(s)	Supported operators (negated or not)	Supported values	Comments
Subject To To or Cc Cc Custom	Contains Is Begins with Ends with	String	When Custom is selected the name of the custom header must be specified.
From	Contains Is Begins with Ends with	String	
Size	Is greater than Is lower than	String describing size, e.g.: 1024 (bytes) 1K (1 kilobyte = 2^10 bytes 1M (1 megabyte = 2^20 bytes) 1.4G (1.4 gygabytes = 1.4 * 2^30 bytes)	

Action Data

Action	Data	Type	Description
Move	to	string	The path to the location is given as UTF8
Copy	to	string	The path to the location is given as UTF8
Delete (move to trash)	(none)	(none)	The message will be moved to trash.
Forward	to	email address	The message will be forwarded to the given email address. No copy will be saved.

Vacation	days	number	mininum > 0 maximum > 7 (must) maximum > 30 (should) if omitted, days defaults to 7 or minimum (whichever is greater) if given value > maximum, days defaults to maximum if given value < minimum, days defaults to minimum
	subject	string (utf8)	Alternate subject for response. If not given, the incoming mail's subject is used
	text	string (utf8)	Body of the response message.

Filter Container

The FilterContainer is responsible for serializing an ordered collection of filters into a file and for parsing a sieve script that contains one or more filters.

The parts of the scripts that are not recognized are stored as raw text in memory. When doing the serialization, the container will reorder the scripts. The ones that were edited by WebMail will be written at the beginning of the file while all 'raw' scripts will be written at the end.

A script is recognized as being a WebMail script if:

- contains only directives that have been implemented in webmail filters
- has a header with the following data:
    - Name: user specified string
    - Id: internal integer to uniquely identify the script
    - Position: integer used for ordering the scripts
    - Enabled: boolean

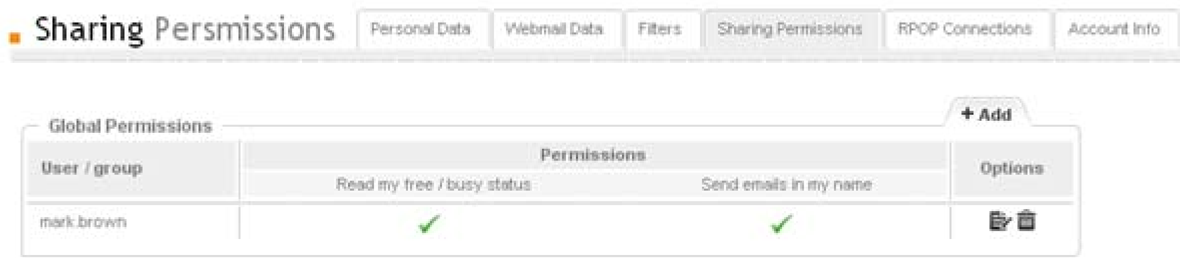
If the script has a header but has been edited by hand to contain other directives it is rejected and put into the raw scripts collection.

If the script does not have a header but can be handled as a WebMail script it will be given an auto-generated id, a last position in the list and an auto-generated name.

1.6.4. Setting Sharing Permissions

In the Setting Sharing Permissions tab you can allow share access to your folders, access folders shared by other users, allow other users to see your schedule or send emails in your name.

Global Permissions

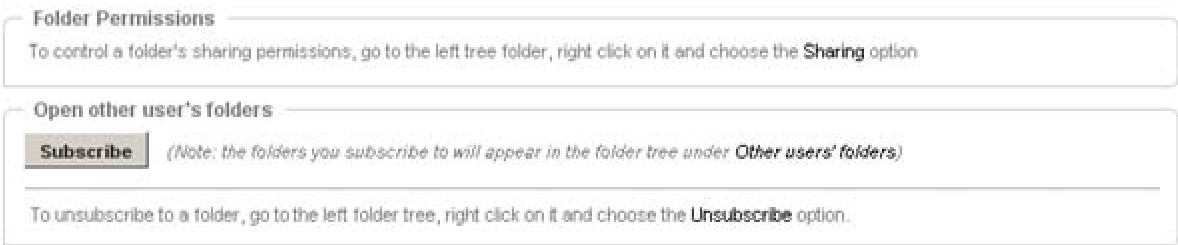


Read Free-Busy status
If a user editing a calendar event has the 'Read Free-Busy' permission for the attendee's mailbox the availability is displayed.

Send Mail As
When sending a new email message another 'From' address can be set if the user has the 'Send Mail As' permission for that mailbox.

Folder permissions

These permissions can be defined on both folder level and on mailbox level (in this case, they act on all subfolders in the user's mailbox). To share a folder right click on it and choose share.



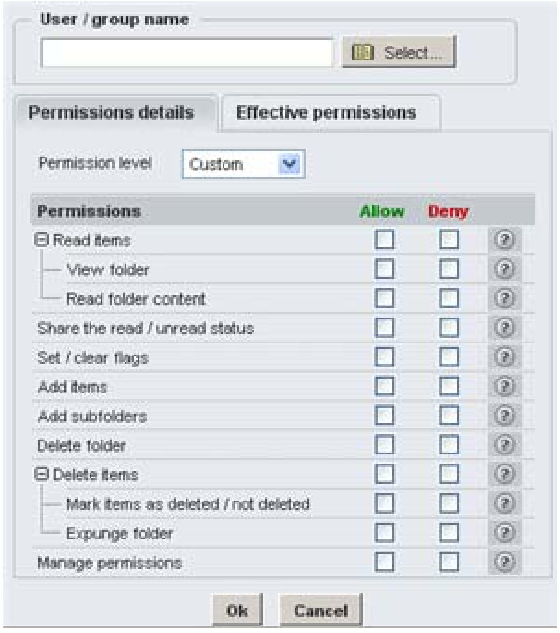
Share a folder

To control a folder's sharing permissions, go to the tree folder on the left, right click on it and choose the Sharing option. When accessing **Sharing** options for a folder a list of the already defined permissions is displayed. If no permission has been previously set the list will be blank.

To edit an existing permission use its corresponding **Edit** button, to delete it hit the recycle bin shaped **Delete** button. Click the **Add** button to add a user or a group of users (only domain contacts are available) and set the permission level on the folder. There are 6 levels to choose from:

- No access (all permissions are denied)

- Viewer (view and read folder is allowed)
- Contributor (view, read folder and add items is allowed)
- Editor (view, read folder, set/clear flags, add items, mark items as deleted/not deleted and expunge is allowed)
- Master (all permissions are allowed)
- Custom (each permission is defined individually according to your needs)



Each permission may be allowed explicitly, denied explicitly or not specified. Permissions act hierarchically (are inherited on the group hierarchy). Additionally, resource hierarchies (a folder being parent to another folder) also benefit from the inheritance algorithm. In the Effective Permissions tab you will be able to see what permissions are specifically allowed or not.

IMPORTANT! In the same way domain Postmasters set permissions for Public Folders.

Subscribe to folders shared by other users

Click the **Subscribe** button to have access to folders shared by other users. You can either type the email address in the **Shared by** field or click the **Select** button to choose it from the contacts list in your domain.

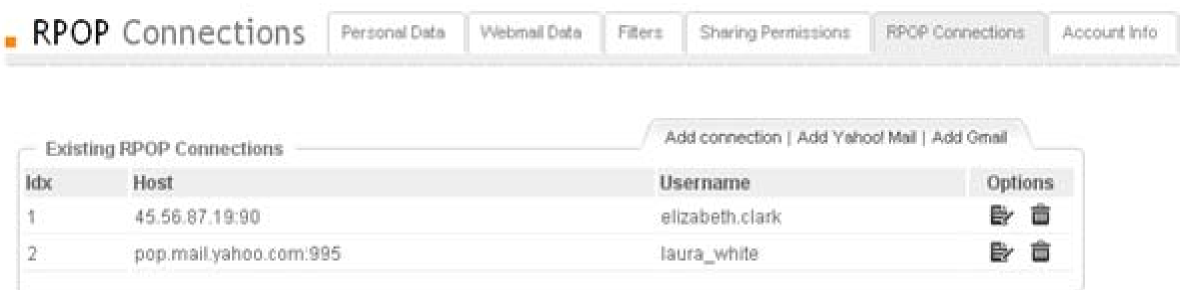
WARNING! This option works only for users in the same domain that have set one of the permissions level (except None) described above.

The folder will appear in the Shared Folders section of your folder tree:

If you do not wish to see the folders shared by a certain user anymore close them by right clicking on the folder displaying the user's name or one of its subfolders and choosing the **Close user** option.

1.6.5. Configuring WebMail RPOP Connections

When first accessing the RPOP Connections tab, a list of the already defined connections is displayed. If no connections have been previously set, the list will be blank.



To delete a RPOP connection, click the **Delete** icon corresponding to it. To edit a connection, click the **Edit** icon corresponding to its name. In order to add a new connection, press the **Add connection** link. Whether you are adding or editing a RPOP connection, the parameters you need to configure are the same.

Connection details

Specify the name or IP address of the host from which the emails are retrieved using the **Hostname** field. To set the port on which the retrieval from the desired hostname is made, use the **Port** field.

Use the **Username** and **Password** fields to specify the authentication details needed to connect for email retrieval.

Retrieval settings

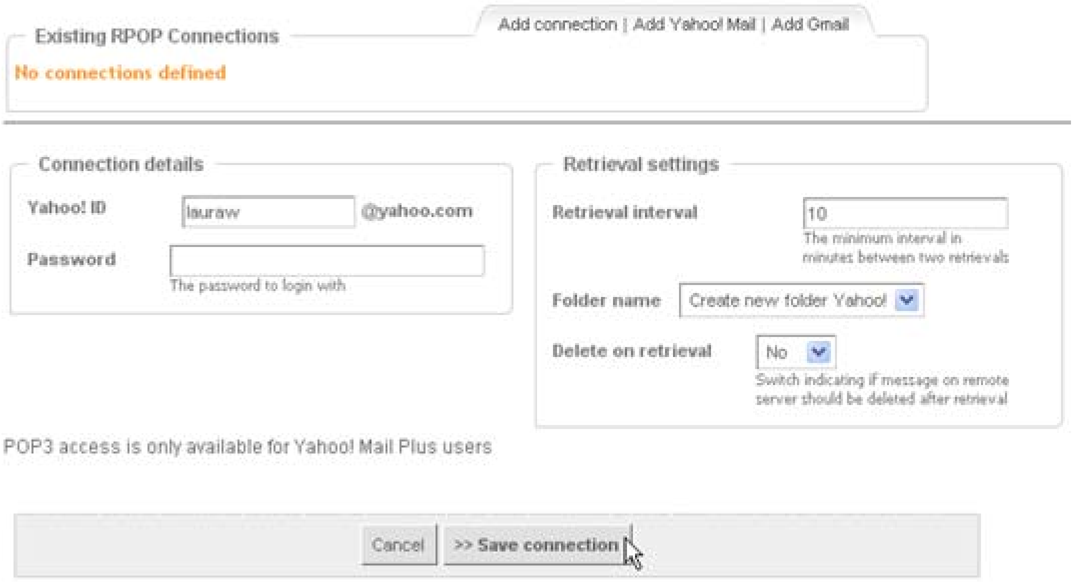
Use the **Retrieval interval** field to specify the minimum interval in minutes between two email retrievals. Then specify a certain folder of your WebMail account where you want the emails stored using the **Folder** field. You can also select if email messages are deleted or not from the remote server after retrieval, using the **Delete on retrieval** drop-down box.

Security

Select the desired type of encryption used on the RPOP connection you are configuring from the **Encryption** drop-down menu. The available options are 'none', 'SSL' and "TLS'. Use the **Enable APOP** drop-down box to specify if you want to enable APOP authentication for the respective connection.

RPOP Templates

Emails from Yahoo or Gmail accounts are now available in your WebMail account with the RPOP Templates. Click **Add Yahoo! Mail/Gmail**, fill in the account name, password, set the retrieval settings and click the **Save connection** button to create a new RPOP entry containing defaults for the selected email provider (Yahoo, Gmail).



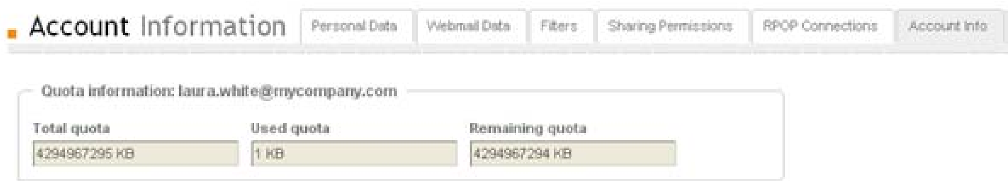
By default, a new folder is created in Inbox named 'Gmail mail' or 'Yahoo mail'. The user can choose not to use the default but instead pick a folder from the list (in this case no new folder is created).

WARNING: POP3 access is only available for Yahoo! Mail Plus users.

When you are done configuring these parameters, remember to press the **Save connection** button.

1.6.6. WebMail Account Information

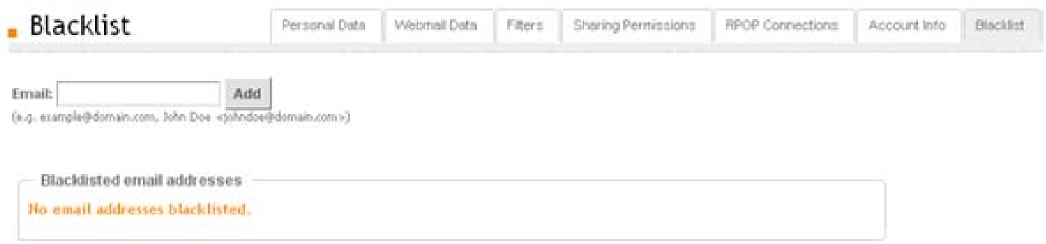
The **Account Information** page allows users to view data relative to their mailbox quota. They can verify at any time the total quota of their mailbox, their used and remaining quota.



The Total Quota value is set by the server administrator and cannot be modified by the user. The used and remaining quota values change dynamically as the WebMail account total message size changes.

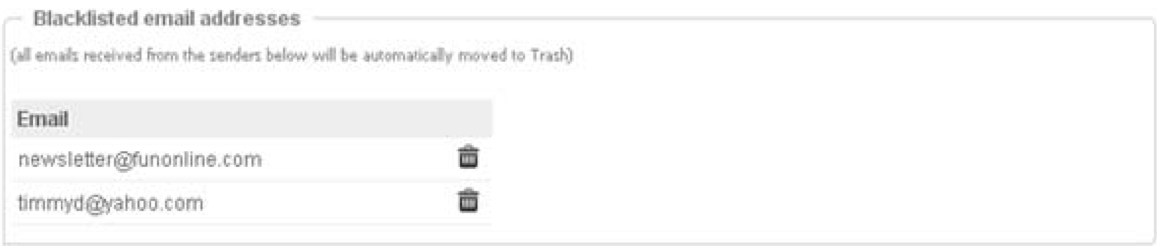
1.6.7. WebMail Blacklist

When accessing the **Blacklist** tab in WebMail **Settings** you can make a list of email addresses you do not wish to receive emails from. When first accessing this page there are no email addresses in the list.



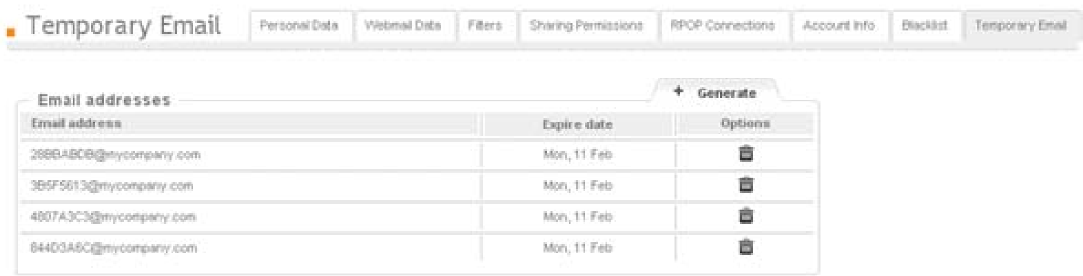
To add an address to the Blacklist, type it in the **Email:** text filed and click the **Add** button.

If you entered your list an email address by accident or you do not wish to block it anymore click its corresponding delete button.



1.6.8. Requesting Temporary Email Addresses

When accessing the **Temporary Email** tab you can request one or more temporary email addresses (or alias) that can be used for publishing on the web, subscribing to various sites etc.



When you click the **Generate** button the server automatically creates a random valid alias (out of letters and numbers, in the same domain as the user) and activates it. As long as the addresses exist they are treated as account aliases, meaning mail sent to those email addresses is received in the user's Inbox.

They can be manually deleted by clicking the Recycle Bin button next to it or automatically expire after a specified period. The expiry period as well as the number of temporary email addresses you can request are set by the server administrator at domain or account level and cannot be modified by the user.

Chapter 2. Using AXIGEN WebMail features in Outlook

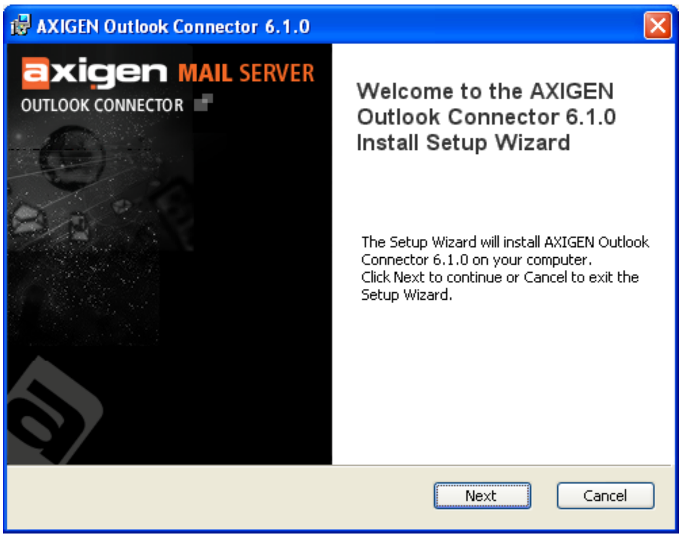
This section describes how you can take full advantage of all AXIGEN's features and capabilities when using Outlook as your email client. The AXIGEN Outlook Connector enhances the communication of Microsoft's email client with the AXIGEN server allowing a smoother cooperation.

2.1. Installing the AXIGEN Outlook Connector

The AXIGEN Outlook Connector comes with an installation wizard and needs to be setup on each machine using Outlook as an email client and having messaging communications handled by the AXIGEN Mail Server. The installation process is an extremely easy three-step procedure, as shown below.

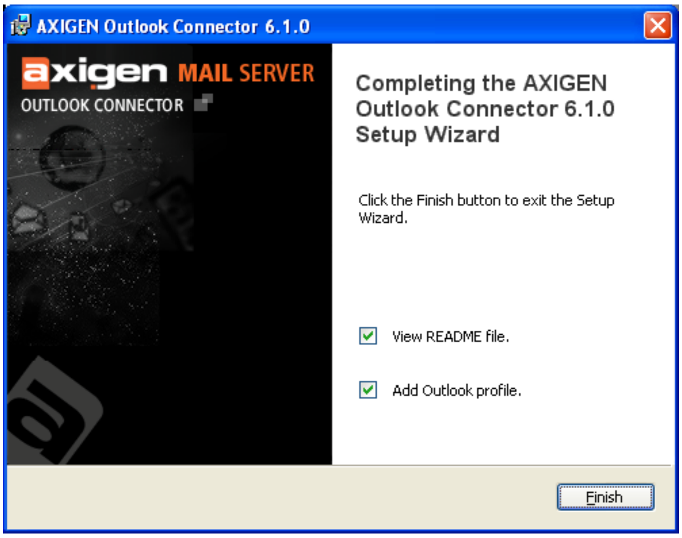
Important! The AXIGEN Outlook Connector requires Outlook 2003 /SP2, version 11.8010.x or later.

To run the wizard, double-click the executable file which will then prompt the wizard welcome window. Click **Next** to start installing.



The second step consists in reading and agreeing to the End-User License Agreement. Click **I Agree** to start the actual installation process or **Cancel** to quit installing the connector. Click **Back** to go back to the welcome window.

If you agree to the product EULA, the AXIGEN Outlook Connector will be installed. To exit the setup wizard, click **Finish**, as shown below.



After running the setup wizard, you will have to configure Outlook for use with the AXIGEN Outlook Connector. To do so, please follow the steps below:

1. Add a new Outlook profile, if you don't have one:
   1.1. Go to Start-> Control Panel -> Mail applet.
   1.2. Select 'Show Profiles...' -> 'Add...' , add a name for your new profile, select 'Ok'.
2. Add a new account to the profile you have just added:
   2.1. From the 'E-mail' section, choose 'Add a new e-mail account'.
   2.2. In the 'E-mail Accounts' dialog, 'Server Type' section choose 'Additional Server Types'.
   2.3. In 'E-mail Accounts' dialog, 'Additional Server Types' section choose 'Axigen Mail Server'.
3. Fill all required settings for the 'Axigen Outlook Connector' service:

3.1. Fill in the 'Server Name' edit control with the IP or server name of the Axigen Mail Server. If you do not have the required information, please contact your system administrator for more details.

3.2. Fill in the 'IMAP Port' and 'SMTP Port' fields, with the ports on which the IMAP and SMTP services are listening (Example: IMAP - 143 / SMTP - 25). If you do not have the required information, please contact your system administrator for more details.

3.3. Enable the 'Windows Native (kerberos)' option so the connector will use the credentials of the logged in user to authenticate to the AXIGEN account (if the server is configured to allow this type of authentication). Enabling this option disables the account name and password fields since the current user credentials from the kerberos ticket will be used.

3.4. Fill in the 'Account Name' and 'Password' fields with the account name and password provided by your mail server administrator.

3.5. Check the 'Use secure authentication' option to instruct the Connector to use secured authentication. If the server is not configured to allow this type of authentication enabling this option will yield login failure.

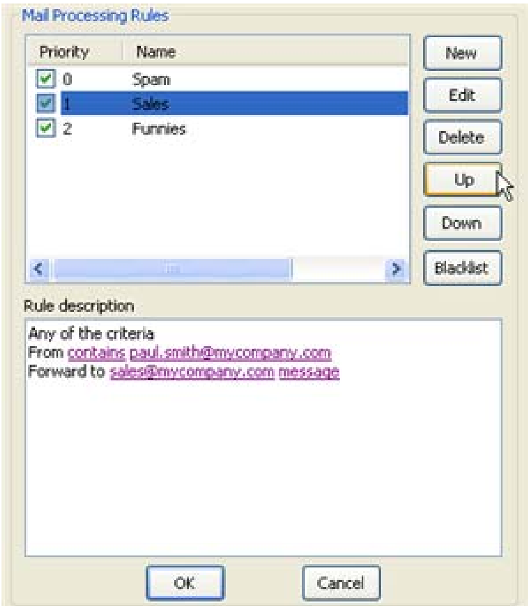
3.6. Use the 'Remember Password' option so you won't have to type it in each time you open Outlook.

3.7. Click the 'Test Connection...' button to verify that the details you entered are correct and complete and your account is working.

4. Start Outlook and select the profile name you have added at step 1 from the 'Choose Profile' dialog.

2.2. Server Side Rules

Users can easily create a filtering system to manage their email flow with the Server Side Rules. When first accessing the Mail Processing Rules window a list of the already defined filters is displayed. If no filter has been previously set the list will be blank.



To edit or delete an existing filter select it and use the **Edit** or **Delete** buttons. Change priorities between filters by selecting them and using the **Up** and **Down** buttons.

Click the **New** button to create a new filter. Whether creating a new filter or editing an existing one the options displayed are the same.

- use this icon to add a new criterion and/or a new action;

- use this icon to remove one of the previously created criteria and/or actions.

Select what conditions should the messages meet for the filter to apply. Available options include setting conditions relative to the subject, sender, receiver, Cc, To or Cc, size of the email, as well as a customization option accessible by choosing Custom. Next select if the filtered messages should match all or any of the defined criteria. In the second window edit the conditions previously selected by clicking an underlined value.

Click the Cancel or Next button to quit/continue editing the filter.

Further define the actions to be taken (i.e. moving, copying, deleting, or redirecting it to a certain email address etc.) if an email message matches the previously specified criteria. In the second window edit the selected actions by clicking an underlined value.

Click the **Cancel**/**Next** button to quit/continue editing the filter or the **Back** button to go back to the conditions window.

Finally use the name text field to specify a name for the currently defined filter and enable it by checking the **Turn on this rule** option. Review the rule description to make sure it is defined correctly and click the **Finish** button.

You can quit editing the rule by clicking Cancel or go back to the Actions window by hitting the Back button.

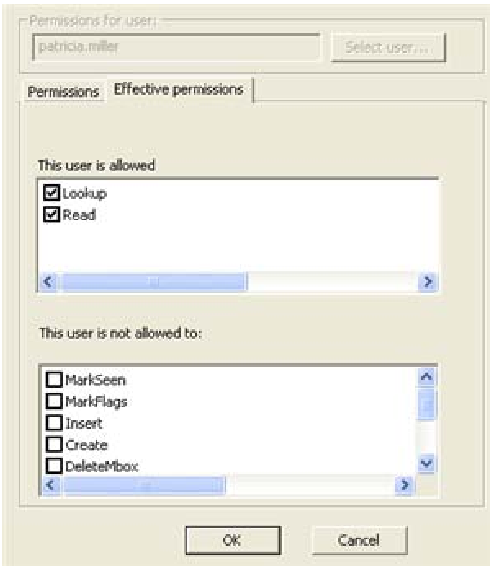
2.3. Folder Sharing

To control a folder's sharing permissions, go to the tree folder on the left, right click on the folder you wish to set permissions on, choose **Sharing** or **Properties** and in the new window select the **Folder Permissions** tab. When accessing this tab for a folder a list of the already defined permissions is displayed. If no permission has been previously set the list will be blank.

Check the **Apply to subfolders** option so the permissions set for the current folder will be automatically applied to its sub-folders. Click the **Add** button to add a user or a group of users and set the permission level on the folder. There are 6 levels to choose from:

- No access (all permissions are denied)
- Viewer (view and read folder is allowed)
- Contributor (view, read folder and add items is allowed)
- Editor (view, read folder, set/clear flags, add items, mark items as deleted/not deleted and expunge is allowed)
- Master (all permissions are allowed)
- Custom (each permission is defined individually according to your needs)

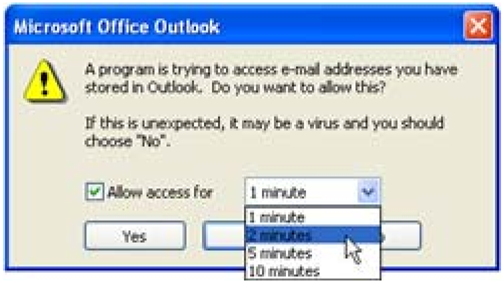
Each permission may be allowed explicitly, denied explicitly or not specified. Permissions act hierarchically (are inherited on the group hierarchy). Additionally, resource hierarchies (a folder being parent to another folder) also benefit from the inheritance algorithm. In the **Effective Permissions** tab you will be able to see what permissions are specifically allowed or not.



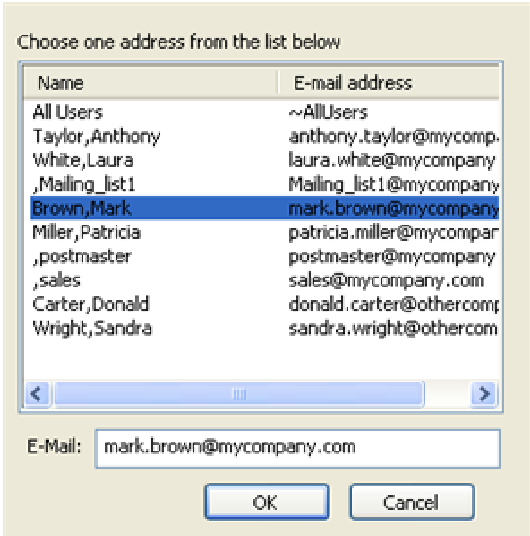
IMPORTANT! In the same way domain Postmasters set permissions for Public Folders.

2.4. Open/Close other user's folders

To have access to folders shared by other users go to the Tools menu > Axigen Mail Server > **Open other user's folder…** or right click on a folder in the folder tree and choose **Open other user's folders...** from the contextual menu. A warning will pop-up asking you to allow access to the email addresses stored in Outlook, check the Allow access for option, choose the desired time interval from the drop-down menu and click Yes.

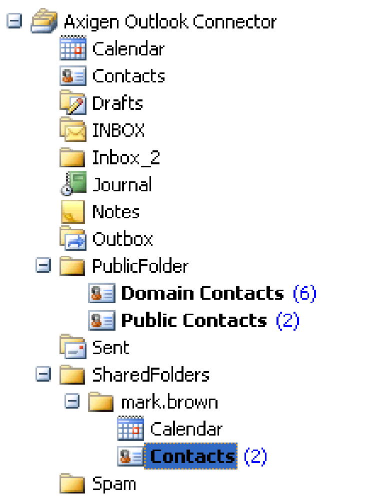


The address book will open and you will be able to select from the list or type the address of the user whose folder you wish to subscribe to.

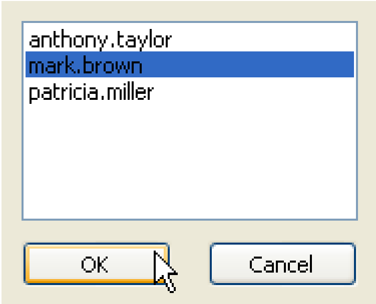


WARNING! This option works only for users in the same domain that have set one of the permissions level described above (except No access).

The folder will appear in the Shared Folders section of your folder tree:

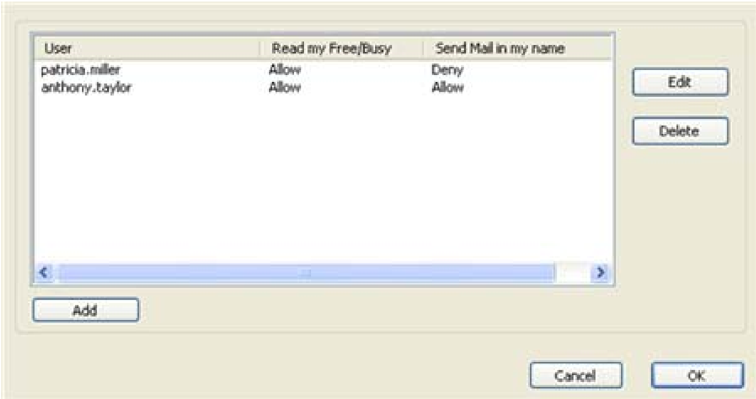


If you do not wish to see the folders shared by a certain user anymore close them by going to Tools > Axigen Mail Server > **Close other user's folders** or right click on a folder in the folder tree and choose **Close other user's folders** from the contextual menu. In the new window that will pop-up, select the user and click Ok.

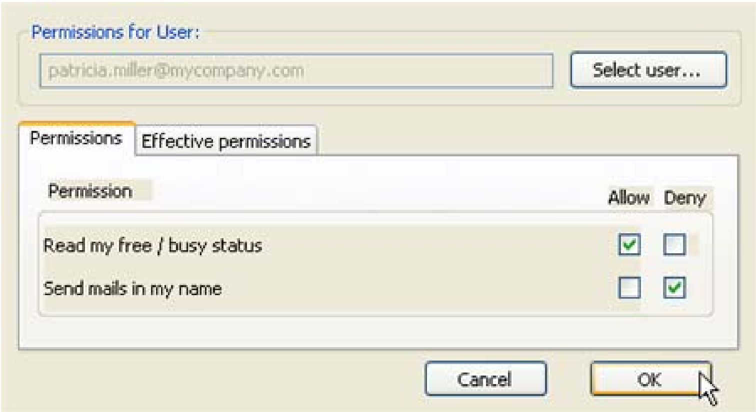


2.5. Manage Global Permissions

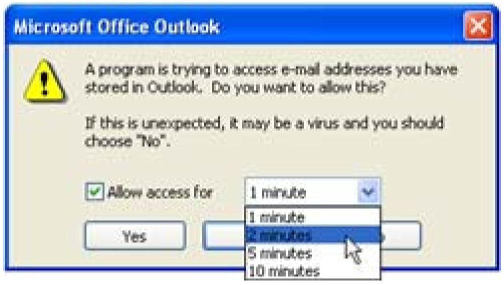
To manage the **Read free/busy** status and **Send Mail As** permissions in Outlook go to Tools > Axigen Mail Server > **Manage Global Permissions…**. In the new window a list of users that have either of the two permissions defined is displayed. Each user in the list can be deleted or configured using the **Delete** and **Edit** buttons.



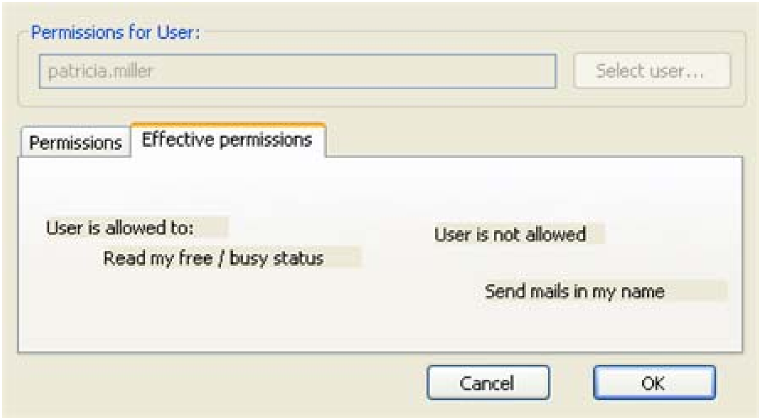
To add a user to the list click the **Add** button. In the new window click the **Select user…** button to open the address book and choose a contact, then check the Allow or Deny options for the two permissions.



When clicking the Select user button a warning will pop-up asking you to allow access to the email addresses stored in Outlook, check the **Allow access for** option, choose the desired time interval from the drop-down menu and click Yes.



In the **Effective Permissions** tab you will be able to see what permissions are specifically allowed or not.



2.6. Additional User Options

Starting with version 7.1, the AXIGEN Outlook Connector features improved performance and fresh productivity-enhancing new functionalities. It now supports working in offline mode, meaning that users no longer have to be connected to the server in order to access and manage emails, contacts or groupware and collaboration items (calendar, tasks, notes, journal entries etc) from MS Outlook. All changes performed in offline mode are automatically synchronized with Axigen Mail Server once the access to the network is restored.

The **Synchronization Settings** can be found on the bottom-half of the '**Settings**' window that opens at the end of the following path: **File** -> **Data File Management** -> Select a Data File from the list -> then click the '**Settings**' button.

The **Improved AXIGEN Outlook Connector**, in a nutshell:

- Offline mode available
- SSL communication to server
- Auto-preview functionality
- Cached local .pst file
- Per-folder synchronization levels
- Improved search and mail access speed
- Read receipts

Among these functionalities, the ability to cache locally information regularly available only on the server and new indexing methods are the most important. In order to be able to use the offline mode and other features of the Connector, the compatible version of the AXIGEN Mail Server must be installed.

Chapter 3. Working with the Mobile WebMail Interface

The new mobile WebMail interface of AXIGEN Mail Server 6.1 enables users to access their WebMail account from mobile devices with Internet access to check their emails, compose/delete messages, set permissions on folders and much more.

To enable mobile WM interface login to WebAdmin, select the WebMail service and check the **Enable Mobile User Interface** option in the Webmail Options section.

The mobile Webmail Interface is accessible from the following browsers:

- NetFront
- Teleca
- OpenWave
- SEMC (Sony Ericsson low-end, mid-range)
- Pocket Internet Explorer
- WebKit (Symbian Series 60 browser, iPhone Safari)
- Nokia Series 40
- Opera (Mini, Mobile)

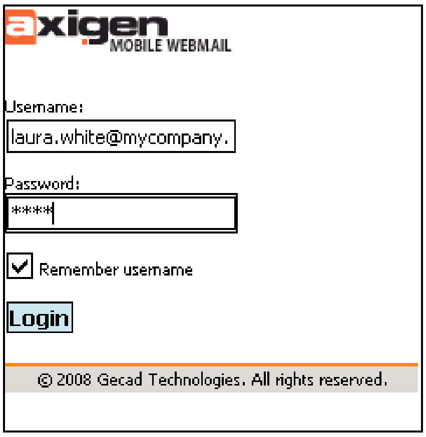
When accessing the mobile WebMail interface through a browser, the individual user can read/compose/delete messages, view his INBOX and other folders, download attachments, move messages to another folder, perform searches and set permissions on folders.

The following sub-sections will present how to do all the above when using a PDA.

3.1. Accessing/Leaving the Mobile WebMail Interface

Connecting to the AXIGEN mobile WebMail interface

To connect to the Mobile WebMail Interface enter in your mobile phone browser the IP:port combination where your AXIGEN WebMail service is running. In the displayed window enter your account username and password and select the **Login** button.



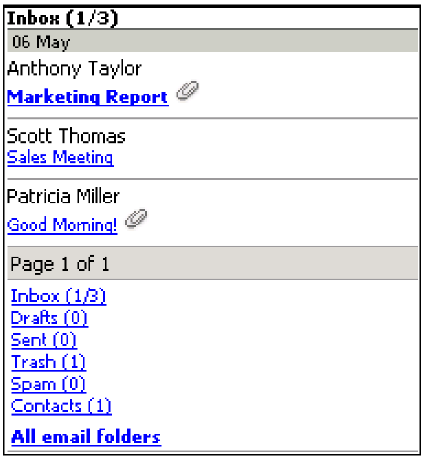
Check the **Remember username** option so you won't loose time typing it each time you want to login.

Leaving the AXIGEN mobile WebMail interface

To close the current WebMail session, click the Logout link (after your username) at the bottom of the section you are currently accessing. The Logout link is available in all sections of the mobile interface for an easy session ending.

3.2. Navigating in Your Mobile WebMail Account

When accessing your mobile WebMail account the current folder displayed is set by default to INBOX:



The messages are ordered by their received date and grouped in sections. Each section corresponds to a date and contains all received messages in that day:

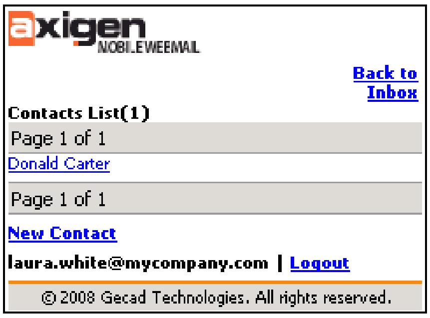
- Today – for messages from the current date
- Yesterday – for messages from the current date minus one day
- DD MMM - for messages from the current year (for example 21 Jan)
- DD/MM/YYYY - for messages from previous years (for example 24/12/2005)

The folder tree helps you browse and manage the emails in your account. You can copy or move messages in between folders, change the currently displayed folder and manage permissions.

WARNING! Special type folders (calendar, tasks, notes etc.) are not accessible from the mobile interface.

Navigation trough emails is also possible with the navigation links **Next/Previous**. If the mobile device supports JavaScript the '+' and '-' icons in front of parent folders can be used to collapse / expand their sub-folders.

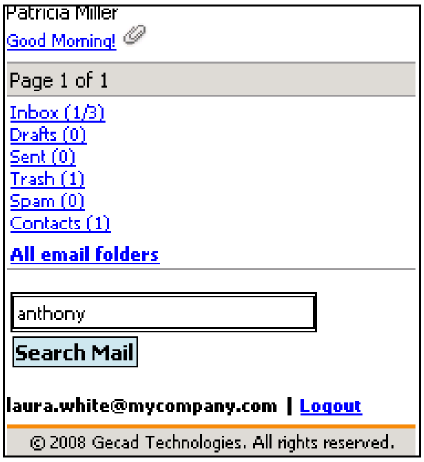
Contacts folder



Select the Contacts folder to modify, update and use your personal contacts. To view or edit details for a contact select it from the list to open the 'contact details' section. To delete a contact select the Delete this contact link at the end of this pane.

To create a new contact select New contact and fill in the details (First Name, Last name, Email address). Choose Save to preserve or Cancel to abandon.

Searching emails



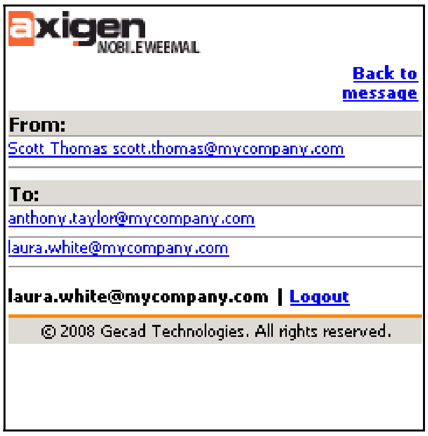
To perform a quick search through the messages in the current folder scroll down to its end, type your query in the search filed and select **Search Mail**.

3.3. Working with Messages

When viewing messages in the mobile interface the following fields are displayed: header, message body and controls. Click on the message subject to open the message reading window.

The header contains details such as: Date/Time (if the message is from the current date), Subject, From, To, Cc and Bcc (if they were filled in) and number of attachments.

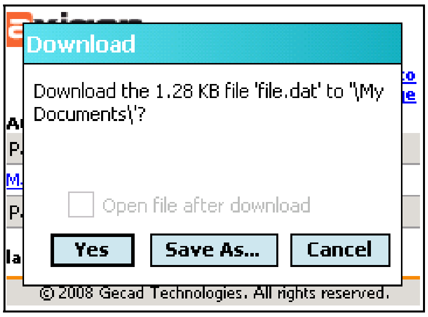
All Addresses



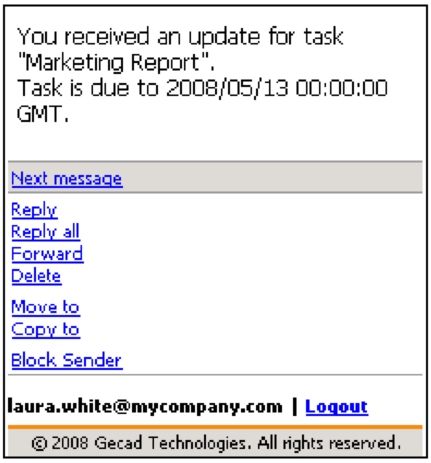
Click the All addresses link to display the complete list of recipients for an email message - From, To, Cc and BCC (where these fields exist) - and add them in the address book by clicking on the email address link.

Attachments

Select the x attachment(s) link to display the files attached to the current message. They are displayed one per line with previews (thumbnails) for .gif, .jpg, .jpeg and .png image formats. Click on the attachment name to download the file on your mobile device so you won't have to login to your email account in order to access it.



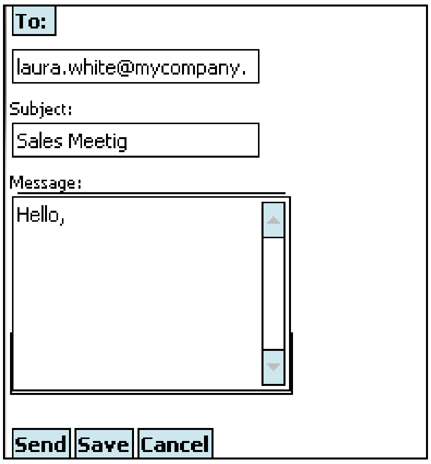
If the message has more than 5 attachments you can browse trough them with the help of the navigation links **Next/ Previous page**.



Use the action links at the end of the message to perform different operations on the current email:

- use the navigation links **Next/Previous message** to browse trough messages
- select **Reply/Reply all** to reply the sender or all the recipients of the email message
- use **Forward** to redirect the email to a another recipient
- select **Delete** to remove the current message
- use **Move to** in order to move the email message to a different folder
- select **Copy to** so another copy of the current message is created in another selected folder
- use **Block sender** to add the sender's email address to the blacklist

Composing a new message



A new message can be created either by selecting the Compose link at the right top corner of any folder you are browsing or as a result of Replying/Forwarding an already received message.

To edit an email message take the following steps:

1. Enter the email addresses of the recipients in the **To:** field (separated by commas if multiple) or add them from the address book by selecting the **To:** button. The address book gives users access to contacts defined for their account and also to Public and Domain contacts.

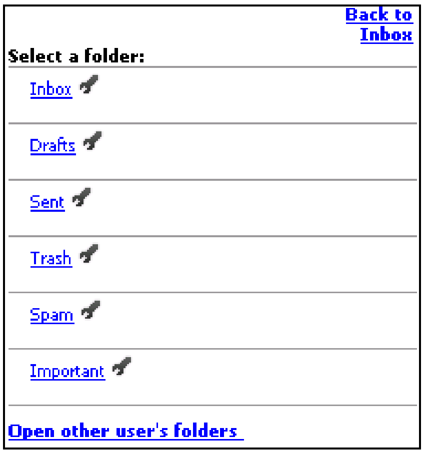
Select one or more contacts by ticking the checkbox in front of each contact. Clicking on a contact link returns to composing the email and adds the email address of that contact to the specific field (To, Cc or Bcc).

2. Specify the subject of your message in the **Subject:** field.
3. Edit your message in the message body.
4. Select **Send** to send the email message, **Save** to save a draft of the current message and resume its editing at a later time or **Cancel** to abandon and return to the section where you previously were.

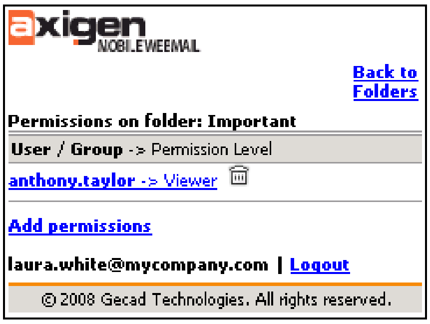
5. Use the Show Cc/ Bcc link to add more recipients, from the address book, in the appropriate field.

3.4. Manage Folder Permissions

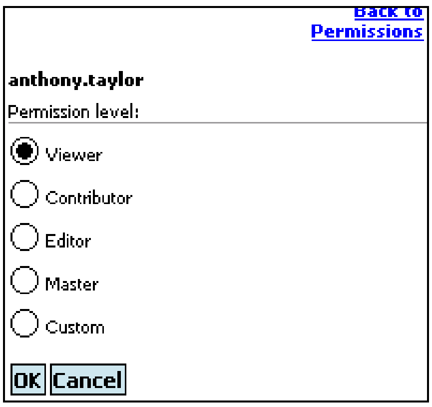
Share a folder



To control a folder's sharing permissions access All email folders in the main window and select the (Manage permissions) icon next to the folder name. When accessing this menu a list of the already defined permissions is displayed. If no permission has been previously set the list will be blank.



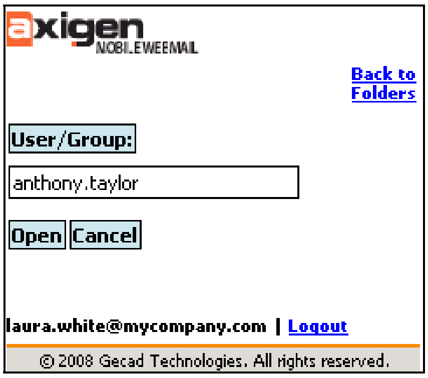
To edit an existing permission click the username (only the level can be modified), to delete it hit the recycle bin shaped **Delete** button. Select **Add permissions** to add a user or a group of users and set the permission level on the folder (only standard permission levels are available).



WARNING! Custom permissions cannot be set from the mobile interface.

Subscribe to folders shared by other users

To have access to folders shared by other users select the Open other user's folders link after you access **All email folders** in the main window. You can either select the email address from the contacts list in your domain by choosing **User/Group** or type it in the field below.



NOTE: This option works only for users in the same domain that have set one of the permissions level mentioned above.

The folder will appear in the **Other user's folders** section of your folder tree: