A MITEL
PRODUCT
GUIDE

Unify OpenScape Xpressions

Communications

User Guide

11/2018

A31003-S2370-U118-4-7619

Mitel

Contents

History of Changes

Date	Modifications	Reason
2011-06-06	In case of a successful voicemail-to-text conversion, the voicemail is additionally displayed as text in the bottom section of the message window.	RQ00030528
2012-06-04	As of OpenScape Xpressions V7 the contact center functions are not longer supported.	FRN 6073
2015-10-08	Communications HTML message VML restriction	CQ00336784

1 Introduction

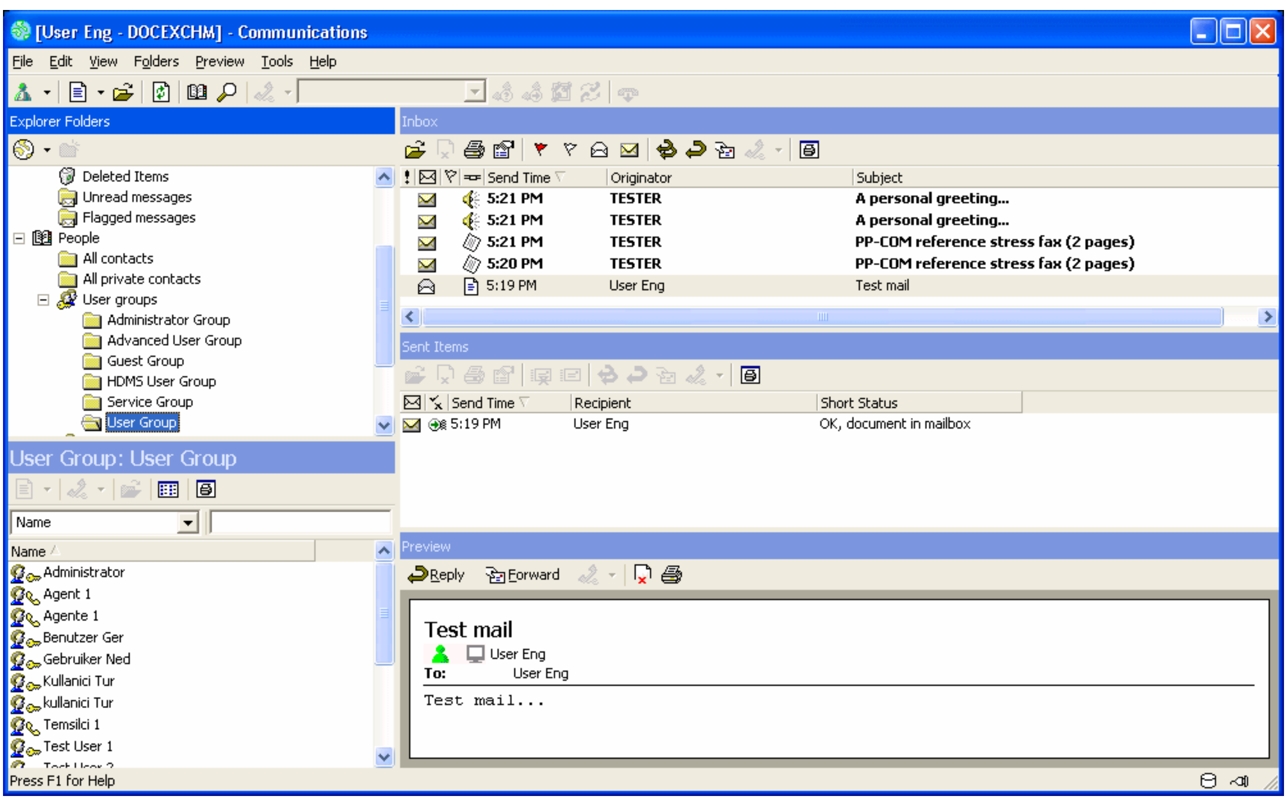
1.1 General Considerations

Communications is the central XPR *server communication and administration program.* The program or the work station on which it runs is coupled to the XPR server. All communication processes that the user wants to initiate are handled and monitored via *Communications*. Furthermore, it serves the administrator for configuring the XPR server as well as *Communications* itself.

Communications enables the user to send and receive information from his/her desk as short message (SMS), fax, e-mail or voice mail. If configured, telephony functions for telephone operation and monitoring are additionally available (for example with the dial wizard).

The administrator of the XPR server is provided with the functions for user administration and configuring the XPR server.

You access *Communications* via a user profile with password protection. The program functions can be selected according to the user privileges assigned.



1.2 Function Overview

The following table provides an overview of the program's main functions:

Function	Description
Administration	*Communications* offers a large number of functions for administering the entire system. Via administrator access and using suitable layouts you can perform the following settings: • Adding users. • Creating user groups. • Assigning group privileges and thus bequeathing privileges to single users. • Defining distribution lists • Addressing Fax G3 and G4, voice, e-mail and SMS services. • Administering the global address book. • Creating layout defaults for the *Communications* user interface. • Designing fax stationery and providing it for all users. • Modifying telephone access privileges.
E-mail messages	E-mail (electronic mail) is the exchange of personal messages via data networks. The messages are stored in mailboxes or in the receiving computer and retrieved as required. Received e-mail messages can be further edited.
Dial Wizard	Telephony user interface with features such as call, consultation, alternate, hold, and conference.
Short Message Service (SMS)	Enables the transmission of text messages with a maximum of 160 letters to any user of a cell phone in the GSM 900 and 1600 cell phone networks (e.g. D1, E-Plus). The message appears on the cell phone display. Messages are also transmitted during conversation. If the cell phone is switched off, messages are buffered at the network operator’s with varying buffering duration depending on the operator. The recipient does normally not incur any extra costs. By means of the SMS, the XPR server can also inform the recipient about new messages in the mailbox (CIT).
Browser integration	A browser can be integrated in an individual work space window. Combined with the favorites administration in the Explorer directory, Internet pages can be accessed quickly.

Function	Description
Fax messages	The fax service transmits black-and-white copies. Two methods are differentiated: Fax G3 and Fax G4. • Fax G3 messages are transmitted via the analog or digital telephone network at a maximum data transmission rate of 14.400 bit/s. Everybody having a telephone connection and a fax device can send Fax G3 messages. The maximum resolution of a Fax G3 is 200 dpi horizontal as well as vertical. • Fax G4 messages are transmitted via the ISDN network. The maximum data transmission rate is 64 kbit/s, thus a message is transmitted much faster than with the analog Fax G3 service. The maximum resolution of a Fax G4 is 400 dpi horizontal as well as vertical, which significantly improves the image quality. Furthermore, the compression rate is higher than with Fax G3, so that with the same resolution, fewer data are transmitted. Fax G4, however, is not as widely spread as Fax G3; beyond that both, sender and recipient, must master this protocol for using it.
Voicemail	Voice mail works similarly to an answering machine – but much more intelligently and with multifarious functions such as forwarding, answering or connecting to the message creator. Message output can occur via telephone or via a computer sound card with attached loudspeakers.
Fax-on-demand	Polling of fax messages provided via special calling numbers.
Additional functions and settings for local users	Many additional functions are made available to the user. Among others: • An address and message search function. • The inbox wizard. It serves for presorting or indicating messages arriving from a specific originator. • Appointing a stand-in. He/she receives messages that are otherwise undeliverable owing to the absence of the actual recipient. • General settings such as signature definition, print option settings, new message notification settings and status reports on sent messages. • Presence function to display the system, telephone and work states of users.

NOTE: You cannot directly access mailboxes outside the system (Exchange, Lotus Notes) from *Communications* via True Unified Messaging (TUM).

1.3 About this Manual

This manual is a guide for both, user and system administrator. With its help, every user can learn how to operate the program and its functions. He/she should have basic knowledge of the Windows user interface.

The administration functions provided by *Communications* are only available via the corresponding user privileges.

Conventions

To differentiate different types of information, the following conventions are used in this manual:

1. The single operating instruction steps are numbered.

- Enumerations are indicated with dots.

NOTE: This symbol indicates a note that points you to a peculiarity or facilitates working with *Communications*.

IMPORTANT: This symbol signalizes high priority information. The corresponding notes must be heeded to avoid damages to the system or loss of data.

Special fonts have the following meaning:

- Names of configuration parameters, dialog titles, dialog texts, and operating elements (buttons, check boxes, tabs) are in bold lettering, for example: **Login Options**.
- File and directory names as well as program code lines (listings) appear in font `Courier`.
- Variables are *italicized*.

1.4 Hardware and System Requirements

The following requirements apply for using *Communications*:

1.4.1 Hardware

The hardware requirements that must be met for the operating system on the workstation PC apply for *Communications* as well.

1.4.2 Operating Systems

Please refer to the *Release Notice* manual to see which Windows operating systems are approved for setting up *Communications*.

1.4.3 System Requirements

- *Communications* can only be used at an installed and configured XPR *server.* Here the program serves as client for handling all communication processes and as administrative client for defining users and performing configurations at the XPR server.
- Using telephony functions requires a PBX intended for this purpose in the *Release Notice* with corresponding CTI transaction provider (CTI APL) connected to the XPR server.
- The Service Provider (MSP) must be installed on the local work station. This occurs automatically along the *Communications* installation.

1.5 Who should read this Manual?

This manual addresses the ordinary *Communications* user as well as the XPR server administrator.

- The user can read here how to operate *Communications* for handling communication processes.
- The system administrator finds function descriptions required for administering *Communications* and the XPR server.

1.6 Manual Structure

The manual is divided into five chapters:

- The **Introduction**, with general *Communications* information.
- The fast approach to the user functions. This enables a user to accomplish his/her communication processes in short time. The respective areas describe how:
  - a user must proceed to create messages and send them via the available communications services,
  - to edit incoming documents (reading, deleting or forwarding etc.).
- The configuration settings that a user can perform at *Communications* locally.
- The administrative functions. This section explains how a user (administrator) provided with administrative privileges performs:
  - The global settings in *Communications*. For example, designing fax stationery and creating global client layouts etc.
  - The XPR server configuration settings (for example creating new users or distribution lists).
- The **Reference Portion** describes in detail all functions in topological sequence.

1.7 Further XPR Server Documentation

This section informs about further technical XPR server documentation.

All documents are provided on the setup medium as full-text, search-compatible PDF version. In addition, most components are described in the scope of an online user assistance, which can be directly started from the corresponding programs.

Such documents represent all input windows important for setting up, configuring and implementing. Depending on the operating system, the screen resolution and the PC configuration, the appearance of these figures may slightly vary. You find an overview of available XPR server documentation in the *Server Administration* manual.

2 User Features, Fast Approach

2.1 General Considerations

This chapter describes in short form the operating sequences the user must perform for handling his/her communication processes. A detailed description of the icon, menu and button functions is found in chapter “Function Reference”.

This chapter deals with the following subjects:

Topic	Description under:
Starting/terminating the Program	Section 2.2, “Starting/Terminating the Program”, on page 21.
Introducing the user interface	Section 2.3, “Introduction to the User Interface”, on page 23.
Sending e-mails	Section 2.4, “Sending Text Messages (E-Mail, Fax and SMS)”, on page 27.
Sending fax messages	Section 2.5, “Sending Fax Messages”, on page 31.
Sending voicemails	Section 2.6, “Sending a Voice Mail”, on page 31.
Sending short messages (SMS)	Section 2.7, “Sending SMS Messages”, on page 34.
Editing received messages	Section 2.8, “Editing received Messages”, on page 35.
Generating personal contacts (individual address book entries)	Section 2.2, “Starting/Terminating the Program”, on page 21.
Searching for messages	Section 2.10, “Searching for Addresses”, on page 47.
Working with Telephony Functions	Section 2.12, “Working with Telephony Functions”, on page 50.
Using the presence feature	Section 2.13, “Using the Presence Feature”, on page 56.
Defining groups under “My Private Groups”	Section 2.14, “Defining Groups under “My Private Groups””, on page 57.
Opening files	Section 2.15, “Opening a File”, on page 60.
Changing a password	Section 2.16, “Changing the Password”, on page 61.
Appointing a stand-in	Section 2.17, “Appointing a Deputy”, on page 62.
Modifying individual database settings	Section 2.18, “Modifying individual database settings”, on page 63.

Table 1 Overview of the Subjects in Chapter “Fast Approach”.

Some functions may be initiated in different ways. In this chapter we will then only refer to the easiest accessible one. If you want to know more about alternative operating options, consult the reference section of this manual.

2.2 Starting/Terminating the Program

To start the program,

- double click the  icon on the desktop.

or

- select the **Communications** entry in the Windows start menu.

Login

Depending on the respective configuration you need to log on to the system with your user profile and password. If only one user profile is defined on the local client computer, this profile is selected by default. The logon process can be automated by selecting the **Remember the password for this profile** option and entering a password. The password is not displayed while you enter it!

NOTE: Remember that with automated login also unauthorized persons can open the program, thus gaining access to possibly confidential data.

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1. In the **Tools** menu click the **Login** function.

2. Next to **Profile** select your user profile and enter your password.

3. Press the **Login** button.

Now you are logged in at the system under your profile. You can also activate this function via the **F12** function key.

Logout

After logging out, the program remains started but the single windows do not display any entries or other specifications any more. To log on again, also under another user profile, click **Login** in the **Tools** menu.

1. In the **Tools** menu click the **Log out** function.

You can also activate this function via the **Shift** + **F12** key combination.

Terminating the program

You can shut down *Communications* in the **File** menu via two options:

- **Quit and log out**
  Closes *Communications* down completely. Modifications performed, for example to the *Communications* layout or in the settings dialog, will be saved.

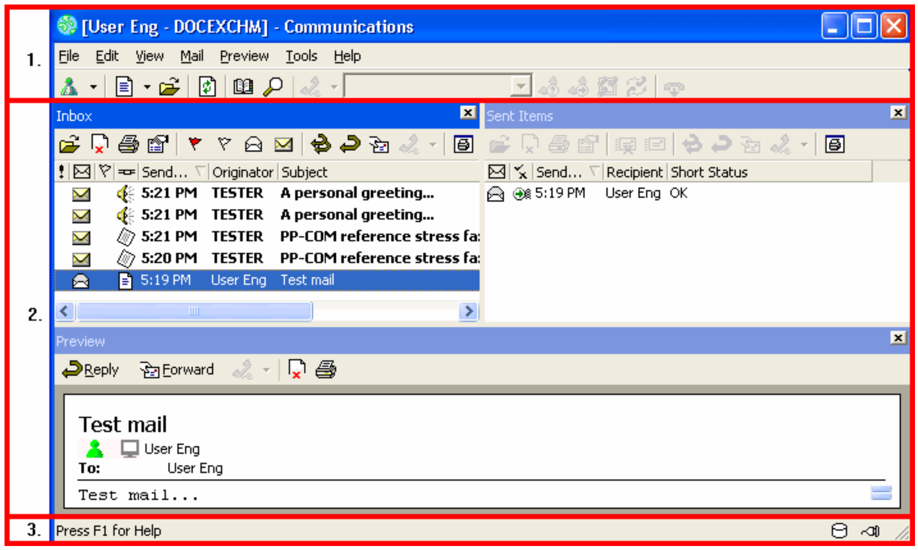
> ***NOTE:*** So that *Communications* can be shut down properly, you always need to call this function for closing a session or before rebooting *Communications* after a configuration modification.

- **Exit**
  This function closes the *Communications* window, but the application remains active in the background. In this way the presence information is still transferred to the system. You can reactivate *Communications* by clicking the program icon in the task bar for the application running in the background and selecting **Open Communications**.

2.3 Introduction to the User Interface

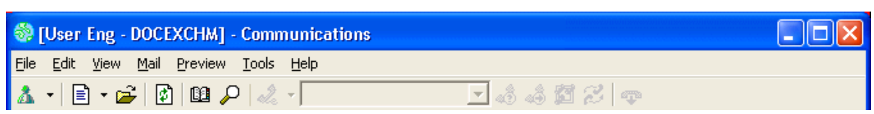
The *Communications* program window is divided into three sections:

1. The menu portion with header bar and toolbar,
2. the view section and
3. the status bar.



2.3.1 The Menu Section

1.
2.
3.



The menu section that enables operating the general *Communications* functions consists of three fields:

1. Caption bar
2. Menu bar
3. Toolbar

The caption bar

The caption bar displays the program name and, in square brackets, the currently active user profile. A user profile consists of a user and a XPR server name. On the right margin you find buttons common in Windows for window display and to shut down the program.

The menu bar

Between the caption bar and the toolbar you find the *Communications* menu bar. You use it to invoke the *Communications* functions for message editing and for performing settings. Please refer to the reference section of this manual for a detailed description of the single menu options.

The toolbar

The toolbar allows executing the most important functions alternatively via a click on the corresponding icons. The following table shows which icons are available and informs you about the purposes they serve:

Icon	Function/Description
	With a click on the presence icon you open the **Presence Settings** dialog. In this dialog you can configure your presence function. You find more information about the configuration settings in Section 5.8, "The Presence Function", on page 267.
	The arrow next to the presence icon is used to open a selection menu from which you can pick your currently applicable presence profile.
	Clicking on the document icon opens the "New Message" window in the format that you used for sending the last message.
	The arrow next to the document icon is used to open a selection menu in which you can define the new message format. Available formats are: • **New Text Message**, for sending a text message (e-mail, fax, etc.) in the standard ASCII format. See Section 2.4.1, "Sending in Standard Text Format", on page 27. • **New Rich Text Message**, for sending messages (e-mail, fax, etc.) in the RTF format. See Section 2.4.2, "Sending in RTF Format", on page 29. • **New HTML Message**, for messages in the HTML format. See Section 2.4.3, "Sending in HTML Format", on page 29. • **New Voice Message**, for generating voice messages (WAV format). See Section 2.6, "Sending a Voice Mail", on page 31. • **New SMS Message** for sending text messages to a cell phone in the standard ASCII format. See Section 2.7, "Sending SMS Messages", on page 34.
	Furthermore, address book, user and agent entries can be created via the arrow icon: • **New Contact** generates a new global contact entry. This function is only available to users with the corresponding privilege. See Section 4.1, "Global Contacts", on page 84. • **New private Contact** adds a new private contact to your personal address book. See Section 2.9, "Generating Contact Entries", on page 42. • **New User** defines a new XPR user (can only be executed with administrative privileges). See Section 4.2, "Users", on page 87.

Table 2 Toolbar Functions.

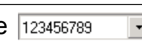
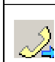
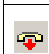
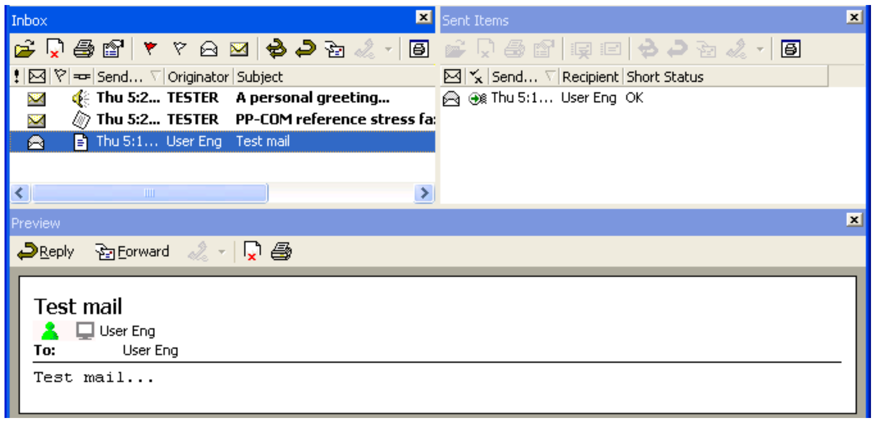
Icon	Function/Description
	The opened folder icon takes you to a file selection window via which you can directly open and process an editable file (for example an incoming message previously locally saved). The file formats available for this purpose are: • Text documents (.TXT, etc.), • Rich-Text documents (.RTF), • HTML Text documents (.HTM), • Sound files (.Wav, etc.), • Fax documents (.TIF, .FG3, .FG4 etc.), • *Communications* messages (.PMF). **Note:** With all incompatible file formats the selected file is represented as file attachment in the open ”New Message” window.
	A click on this icon updates the locally created data directories of *Communications*. In other words, the data transferred to the client are replicated to those of the server.
	The book icon starts the search for a contact (the ”Find Contact” window opens). See Section 2.10.2, “General Address Search”, on page 48.
	A click on this icon opens the entry dialog for finding messages. You find more information on this function in Section 5.6.4, “Find Message”, on page 233.
The following icons for operating the telephone (CTI functions) are only active if CTI functions are installed on your workstation.	
	If you enter a valid telephone number in the entry line  to the right of the telephone icon, a call is initiated to the corresponding subscriber after pressing this icon. The telephone numbers of the last 16 calls are available again when you open the pull-down menu with a click on the small triangle.
	When you enable the small triangle next to the receiver icon, a telephone directory opens in which you can select one of the entries to establish a connection to one of the subscribers entered in the group directory.
	The **consultation** icon is used to call another subscriber during a telephone conversation. All other current telephone conversations are set in a waiting loop. Consultation is terminated either by the callee hanging up or the caller clicking the **hang-up** icon  or putting his/her phone down.
	Forwards the call to the subscriber that is being consulted.
	Sets up a conference circuit. This means that several subscribers can be called to talk to each other simultaneously.
	If you are called by another subscriber during an established telephone connection, this function is used to toggle (alternate) between the two callers.
	A click on this icon terminates an established telephone connection.

Table 2 Toolbar Functions.

2.3.2 The View Section

The view section, placed between the main menu and the status bar, is the actual work space. It displays the current *Communications* layout with its different function windows. Functions activated via menu or toolbar icons apply to objects selected in these windows.



2.3.3 The Status Bar

The status bar is found at the bottom margin of *Communications*. The left hand side of the status bar indicates which key you need to press to trigger the online help function. On the right you see a container that serves to display some important *Communications* operating statuses.

- When the container is being “filled” so that the color of its contents changes from gray to white, data are being transferred from the XPR server to *Communications*. A completely white container signifies that all current data have been transmitted from the server to the client.
- The plug icon informs you about the current status of the connection to the server. Depending on whether the icon shows the plugged in or unplugged status, the client is either logged on to the server or not.

In the bottom right corner you find an arrow to drag the entire *Communications* window to the desired size as is customary under Windows.

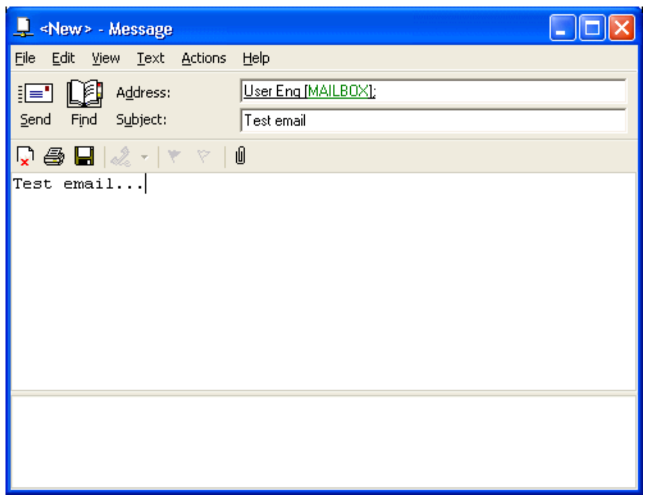
2.4 Sending Text Messages (E-Mail, Fax and SMS)

2.4.1 Sending in Standard Text Format

For the transmission of e-mails via the Internet and for SMS messages, the ASCII font should be used by default. The ASCII font contains standardized characters the representation and size of which cannot be altered (formatted). This font can also be used for other types of text messages, for example fax. How to generate a message in this format:

1. Call **File** > **New** > **Text Message**.

   The message dialog opens.

2. In the **Address** line enter a valid address with the desired type of transmission (service). You can also press the **search** icon to copy addresses to this dialog that are already stored in the system's database.

   Specifying an address must always occur according to the following pattern: **Address[Transmission Service];**

   Annotation: The send mode describes the service with which the message is transmitted.

   Examples:

   For an internal e-mail: **Testuser1[Mailbox];**

   For an Internet e-mail: **peter.sample@offline.de[SMTP];**

   For a message to an analog fax device: **7654321[FAXG3];**

For a cell phone message by SMS (Short Message Service):
12345678[SMS];

NOTE: Other possible types of addressing are found in this manual's reference section under "alternative types of addressing" in Section 5.1.2, "New > New Text Message", on page 138.

For internal recipients (XPR server users):

When you start entering an address already available in the XPR database, it is automatically completed by the auto-completion function. Similar entries are displayed in a list from which you can make a selection. If the recipient has set a preferred type of transmission, it automatically appears in square brackets and in green. The address validity is represented differently; invalid name entries, i.e. addresses without database entry, are displayed in red letters. The internal service name selected by the XPR server for the transmission is shown between square brackets after the name entry; for example **[Mailbox]**. The mailbox is an inbox defined for each XPR user to store all types of messages (fax, e-mail, voice mail etc.).

For external recipients:

With external users not entered in the database, the system must be additionally informed about the service (FaxG3, FaxG4, SMS, SMTP (Internet mail) etc.) to be used for sending the message. This is done by explicitly specifying the type of transmission in square brackets after the address.

3. Place the cursor in the next line of the entry form to indicate the message with a **Subject**.

NOTE: The subject simplifies finding messages as you can look for words or character combinations contained in the subject line. You find more information on this topic in Section 2.11, "Looking for Messages", on page 49.

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4. Place the cursor in the message field and enter a message text.

NOTE: For editing the text, the same options are available as known from other word processing programs (for example WordPad). Thus you can paste a text from the clipboard, mark the entire text or certain sections to delete, cut or copy it for insertion at a different point or to correct it via "Find" and "Replace".

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5. To transmit the message press the **Send** icon.

The basic steps for generating and sending a message are thus accomplished.

NOTE: After you have handled the send job the message is displayed with further information in the **Sent Items** folder. With a double-click the message can then be called and further edited, for example modified and forwarded to another recipient.
When you select this entry in the **Sent Items** folder with a click, the message content is displayed in the Preview window.

2.4.2 Sending in RTF Format

You send a Rich Text message (**`.RFT`**, standard file exchange format) via **File** > **New** > **Rich Text Message** analog to the (standard) text message. This Rich Text message, however, offers more options to design the message text. For a detailed description of these functions consult the function reference from Section 5.1.3, “New > New Rich Text Message”, on page 153.

Special fonts, font sizes and styles, indentations and much more can be selected for a Rich Text message. A document sent in the RTF format can be opened as RTF document again if the mail client on the recipient side supports this format. In other words, all formattings are retained after the transmission. Otherwise a conversion from the RTF format to ASCII characters takes place, albeit with the control characters for text formatting being represented.

With sending fax messages, the RTF formatting is completely retained since a conversion into a special image format takes place before the transmission.

If SMS is selected as transmission mode, the formatted text is converted from the RTF to the ASCII format since merely text characters can be represented on a cell phone display.

2.4.3 Sending in HTML Format

HTML is the default format, in which the text and hyper text information is stored and transmitted in the Internet.

HTML is a “content-related markup language” defined with SGML. HTML supports a logic marking where the logic meaning of the text elements is defined in a way that they can be represented in the ideal format for the user (client) by the respective web browser.

HTML files can be created with simple text editors or special help programs or transformed from existing documents or databases.

Select **File** > **New** > **HTML Message** to create a text message in HTML format. Texts are entered analog to the (standard) text message. This message type however offers more options to design the message text. For a detailed description of these functions consult the function reference from Section 5.1.4, “New > New HTML Message”, on page 157.

NOTE: VML is not supported by Communications. Any message with VML tags might be displayed, but will fail to be saved, replied or forwarded.

2.5 Sending Fax Messages

Generating a fax message is done in the same way as writing an e-mail. You can use the following features for this purpose:

- **File > New > Text Message** or
- **File > New > Rich Text Message** or
- **File > New > HTML Message**

Via addressing, message sending is determined as fax transmission. This can be done, for example, by entering a number known in the system as fax number or explicit indication of the send mode [FAXG3].

2.5.1 Selecting Fax Stationery

Fax stationery is another term for fax forms used for your fax delivery. In most cases it consists of a cover page (the first page) and the following pages. The system administrator prepares several templates from which you can make your selection. Creating new fax stationery is only possible with administrative privileges.

Invoking the fax stationery dialog

1. In the **Tools** menu click the **Fax Stationery...** function.

   The dialog for selecting fax stationery opens. In the **Fax Stationery Definitions** tab you find the **Current default** section which displays the name of the fax stationery currently used for fax transmission by default. The preview on the right hand side shows the fax stationery design: the cover page on the **First Page** tab and the pages to follow on the **Next Pages** tab.

2. Select one of the available fax stationeries and click the **Set as Default** button.

3. Click **OK** to leave the dialog.

Thus you have set your default fax stationery, which will be automatically used when you send fax messages.

Further information on fax stationery is found in the function reference in Section 5.6.6, “Fax Stationery”, on page 237.

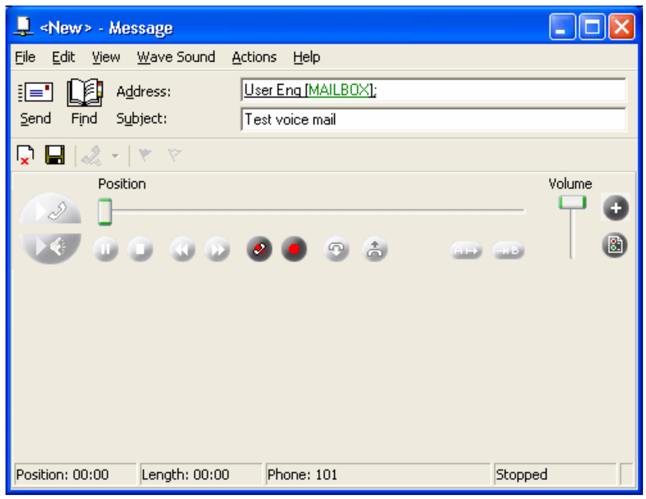
2.6 Sending a Voice Mail

Voicemails are a convenient way of message transmission by voice recording. You can, for example, record a dictation for later copying and send it to a typist, or transmit messages to a voice mail server. The generated voice files are saved on the system as WAV file and are thus available to be sent as mail attachment. Voice recordings can either be made via the local telephone (provided the corresponding CTI functions are implemented) or using a microphone linked to the sound card of your computer.

How to send a voice mail:

1. Select **File > New > Voice mail** from the menu.

   The message dialog for voice mail transmission opens.



2. In the **Address** field enter a recipient address and if required also make an entry in the **Subject** line.

3. To record the message click the telephone or microphone icon depending on the recording method you prefer.

   The below table contains descriptions of the single icons:

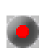
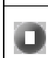
Icon	Function
	Icon for voice message recording via telephone. When you enable it, you are called via your telephone to directly record the message after picking up the receiver.
	Finishes voice mail recording via telephone. This function corresponds to putting the phone down.
	With a microphone connected to an installed sound card you can either press this icon or call the **Record** function from the **Sound** menu to record a voice mail.
As with a tape recorder, the following additional operating elements are available:	
	Stops the recording and skips to the beginning of the voice mail.
	Interrupts voice mail playback. To continue the playback procedure, press one of the two play icons according to the output medium used.

Table 3 Functions for Voice Mail Recording Control.

Icon	Function
 **Rewind**	Via this icon you can rewind the voice mail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.
 **Fast forward**	Via this icon you can fast-forward the voice mail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.
 **Volume**	Using a microphone you can adapt the recording volume to your speaking habits. **Note:** With recordings via telephone you cannot modify the volume.

Table 3 Functions for Voice Mail Recording Control.

4. To check the recording you can play back the text. In this process the above described operating elements can be used as well.

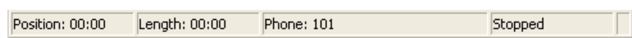
Icon	Function
 	Voice mail playback via telephone. No matter which medium you employ to play back the message, the **Position** bar displays the current position that you have reached in your tone document (in relation to the entire recording). The entire duration and the temporal position as well as the current playback status is given in the status section (under the operating area) of the window. 
	Finishes voice mail output via telephone. This function corresponds to putting the phone down.
	Voice mail playback via the PC sound card. Prerequisite is a sound card implemented in the PC with connected loudspeakers.

Table 4 Functions for Voice Mail Recording Control

5. To transmit the recorded voice mail, click the **Send** icon.

Sent voice messages are displayed in your **Outbox** window along with further information (for example subject, recipient and message status).

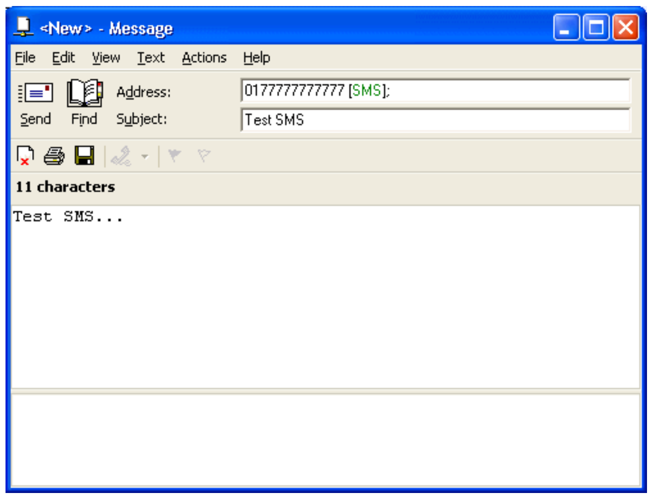
2.7 Sending SMS Messages

You can initiate short message transmission via the **New Text Message** option as well. The text entered in the text field is automatically sent as short message when you address (for example 123456[SMS]) an SMS-compatible terminal device (cell phone etc.). However, here you cannot directly check whether or not the maximum number of 160 characters has been exceeded.

It is more convenient to generate a SMS message via the special SMS function.

1. Select **File > New > SMS Message**.

   The message dialog for SMS message transmission opens.

2. Enter the cell phone number of the recipient device.

   As address you can only enter digits (cell phone number), and [SMS] is defaulted as send mode.

3. Enter the message text in the text entry field.

   Above the text entry field the number of characters currently typed in is displayed so that you can always make sure that the maximum number of characters (160) is not exceeded.

NOTE: Entries in the subject line are ignored with SMS transmission.

2.8 Editing received Messages

A pop-up dialog informs you about newly delivered messages by default.

Depending on the configuration the notification occurs immediately or somewhat delayed. Default set is a check on newly arrived messages in certain intervals. This may lead to a short delay between the message arrival at the server and the delivery into your inbox.

NOTE: If you want to be immediately informed about the arrival of new messages, perform the corresponding configuration in the **Tools > Settings… > Interface** menu. See Section 3.3.3, “Performing general Settings”, on page 76.

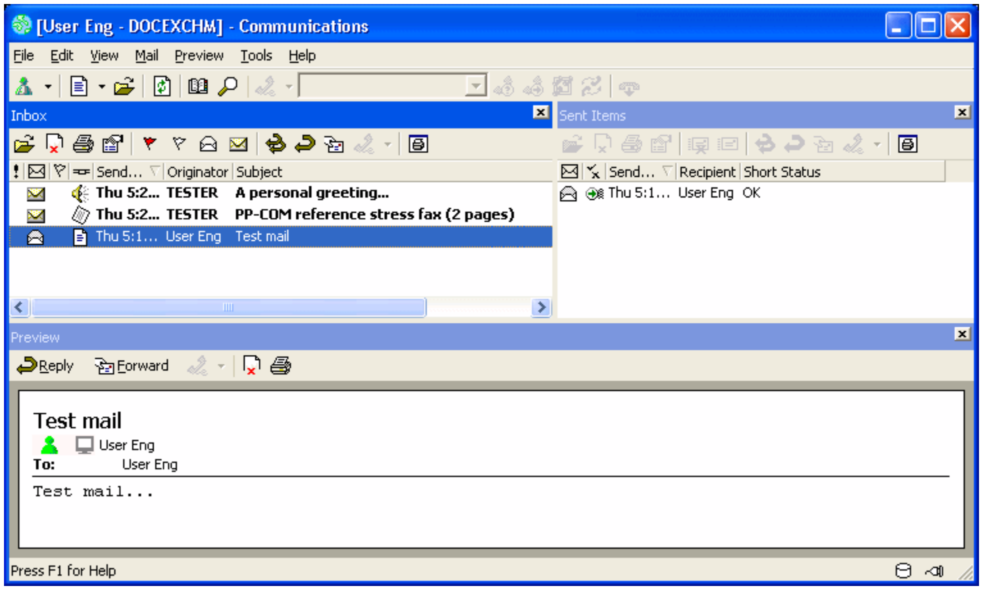
In addition you can be notified about the arrival of a message by an acoustic announcement if your computer is equipped with a sound card and loudspeakers.

The document just received is displayed in the inbox window and indicated with a closed letter icon to signify that the message is unread (when you open the document, the icon changes to an opened envelope). Another icon indicates the type of message (the service used for message transmission). The following icons can appear:

Icon	Message Type (Service)
	Internal e-mail
	Fax message
	Voicemail
	External e-mail (for example coming in via the Internet)
	Message with file attachment

Table 5 Icons for Message Type Indication.

Furthermore you find information about send time, originator and subject of the message.



Opening a received message

- In the **Inbox** window select the received message. The message is displayed in the Preview window independently from the message type (e-mail, fax or voice mail). The icons in the inbox window's toolbar are simultaneously activated. Via this toolbar you can then trigger various functions.

Alternative:

- In the **Inbox** window double-click the journal entry of an incoming message. This opens a message dialog carrying the message's subject as title. In this dialog the message is displayed. From here the editing functions described in the following can be used.

2.8.1 Editing received E-Mails

E-mails newly appearing in the inbox journal are indicated by a closed letter icon. The basic editing functions for e-mails consist of **answering** or **forwarding** the received message. In doing so, files can be attached to the message as well.

NOTE: You can also answer or forward several messages simultaneously. Select the desired messages in the journal (like in the Windows Explorer) and trigger the **Reply** or **Forward** command.

The following functions are available for message editing by default:

 **Reply (Reply to all)**

1. Click the **Reply** icon for answering a message.

   Subsequently the message dialog opens, carrying “Re:” followed by the subject in the title bar. The correct recipient address is automatically copied from the message to be answered as well as the subject, now prefixed by “Re:” (Reply). Therefore you only need to enter the reply text. The text field displays the original message the lines of which indicated by pointed brackets (>). Enter your reply text in an arbitrary place.

2. Editing the text.

   The same options are available as known from other word processing programs. Thus you can paste a text from the clipboard, mark the entire text or certain sections to delete, cut or copy it for insertion at a different point, or correct the text via Find and Replace.

3. If required, attach an arbitrary file to the reply message.

4. Click the **Send** icon to transmit the message.

Forward

1. If you want to rout a received message on to another subscriber, click on the **Forward** icon.

   The “Forward“ window opens. The text of the previously received message is found here as well though without pointed brackets. In the empty entry line enter the address you want the message to forward to. In addition you can furnish the message with an annotation giving the forwarding reason and also attach a file to the message.

2. Editing the text.

   The same options are available as known from other word processing programs.

3. To accomplish the forwarding process select the **Send** icon.

Delete

Deletes the currently open message.

Print

Prints the currently open message.

You find a description of all functions for editing incoming text messages in Section 5.1.2, “New > New Text Message”, on page 138.

2.8.2 Editing received Fax Messages

You can view incoming fax messages and edit them in many ways. The editing mode can only be accessed via the fax view.

Viewing via the preview

NOTE: In this mode you cannot directly edit a fax message.

---

1. Select a fax message in the **Inbox** window by mouse click.

   The fax message is immediately represented in the Preview window.

   The Preview window functions enable you to view incoming fax messages and to forward them. You can invoke functions that simplify viewing (e.g. through magnifying the fax view) or make it possible at all (e.g. browsing in multipage documents). Furthermore, you can **Reply** to and **Forward** the fax message. After enabling one of these options you can edit the fax before sending it. Such editing options are described in Section 5.3.3.2, “Fax features in the editing mode”, on page 189. The following table introduces you to the most important features for editing a fax message.

Reply **Reply** **(Reply to all)**	Opens the fax document in an editing window. Here you can edit the fax message. The addressing field is already filled in with the originator address if the calling number has been transmitted. **Note:** Without an entered fax address an error message is issued upon the attempt to send the fax.
Forward **Forward**	Opens the fax document in an editing window with empty addressing field. A recipient address must be explicitly entered before the message is forwarded.
	Removes the fax message from the recipient journal.
	Prints the fax document. **Note:** In the editing window the print function can also be started via the **File** menu.
Zoom In [+] Keyboard, Number Pad	Enlarges the representation of the fax document stepwise. Fax enlargement is performed in 8 % steps referred to the basic value (maximum 11 steps).
Rotate anti-clockwise (90°) [/] Keyboard or [÷] Number Pad	Rotates the fax by 90° anti-clockwise.
Turn over	Rotates the fax by 180°.

Table 6 Fax Message Editing Functions in the Preview Window.

Rotate clockwise (90°) [*] Keyboard or [**x**] Number Pad	Rotates the fax by 90° clockwise.
First Fax Page	With a click on this icon you can immediately switch to the first page from any other fax page. The icon is only active for multipage fax messages.
Previous Fax Page [Page Up Key]	Skips back to the previous fax page in a multipage fax document. The icon is only active for multipage fax messages.
Next Fax Page [Page Down Key]	Skips forward to the next fax page in a multipage fax document. The icon is only active for multipage fax messages.
Last Fax Page	With a click on this icon you can immediately switch to the last page from any other fax page. The icon is only active for multipage fax messages.

Table 6 Fax Message Editing Functions in the Preview Window.

NOTE: The description of all functions available for inbound fax messages is found in Section 5.3.3.2, “Fax features in the view mode”, on page 188.

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2. If you have selected **Forward**, enter the address you want to send the fax to. With **Reply** this is not necessary since here the correct address will automatically be entered.
3. Click the **Send** icon to transmit the fax.

2.8.3 Editing received Voice Mails

If you have received a voice mail in your inbox, you can listen to it either via the preview window, which provides special functions for this purpose (after selection of the message in the journal), or by opening the voice mail in the message dialog with a double-click. In this message window you also find the functions for voice mail playback.

In case of a successful *voicemail-to-text conversion*, the voice mail is additionally displayed as text in the bottom section of the message window.

Playback via the Preview window

1. Select the voice mail in the **Inbox** window by mouse click.

   The voicemail playback functions are immediately available via the preview window.

   You can put out the message either via the work station telephone or via PC loudspeakers/sound card. The below table describes the voice mail playback operating elements.

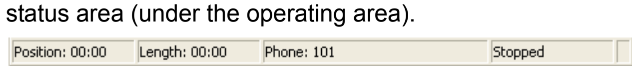
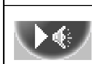
Icon	Function/Description
Playback via telephone	
 **Play on Telephone**	Voice mail playback via telephone. After you have enabled this icon you will be called by your telephone for playing the voice mail. Depending on your settings, playback occurs via your telephone or the local telephone you have specified. This requires the CTI features being implemented on the OpenScape Xpressions server. The total length and also the temporal position as well as the current playback status is displayed in the window's status area (under the operating area). 
	When you select this feature after enabling the **Play on Telephone** button, picking up the receiver is simulated and your telephone switches to the hands-free mode. The voice mail is directly and loudly played via telephone or headset. **Note**: If you have switched the output to a local telephone, this feature is disabled.
Playback via PC loudspeakers	
 **Play**	Voice mail playback via the PC sound card. Prerequisite is a sound card implemented in the PC with connected loudspeakers.
During the playback process the following functions are available regardless of the playback medium you use.	
	Through moving the **Position** slide with the mouse you can head for an estimated position in the voice mail. Use the **Position** and **Length** status information as assisting indicators for this purpose.

Table 7 Functions for playing received Voicemails.

Icon	Function/Description
Stop	Stops message playback and skips back to the message start.
Pause	Interrupts voice mail playback. The process is continued when you, depending on the output medium, press one of the two playback buttons.
Rewind	Via this icon you can rewind the voice mail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.
Fast forward	Via this icon you can fast-forward the voice mail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.
	Finishes voice mail recording via telephone. This function corresponds to putting the phone down.

Table 7 Functions for playing received Voicemails.

Adding a voice and/or text annotation before forwarding

You can attach a written and/or spoken comment to a received voice mail before forwarding it.

1. In the **Preview** window with the voice mail or in the message dialog select **Forward**.

   The dialog now open features a text entry section. In there you can enter the annotation.

2. Enter your annotation text and/or use the icons for recording a voice annotation.
   The following features are additionally available for this purpose:

Icon	Function/Description
	Replaces the original voice mail with the annotation.
	Attaches the annotation to the original message.
	Icon to record a voice annotation via telephone. This function is only available if CTI functions have been implemented.
	Recording the voice annotation via a microphone connected to the PC sound card.

Table 8 Voice Annotation Recording Functions.

3. Enter the desired address.

4. Click **Send** to transmit the voice mail with annotation.

2.9 Generating Contact Entries

The XPR system differentiates between a global and a personal address book. Both are maintained on the XPR server and enable accessing these data for addressing independently from the computer you are currently logged in to.

- **Contacts** are global address book entries available to all users for addressing. You can only access the global address book for editing if you are logged in at the XPR system with administrative privileges. Saving entered global address book data stores them in the **All contacts** folder. You can access this folder in the **Explorer Folders** window under **People**. When you open the **All contacts** folder, the users and all global contacts are displayed in the **Explorer List** window in alphabetic sequence. Information on how to handle the Explorer List and Explorer Folders window is given in Section 5.3.10, “The Explorer Folders Window”, on page 215 and in Section 5.3.11, “The Explorer List Window”, on page 219.

- **Private contacts** are entries in the personal address book which can only be accessed by the individual user. Other subscribers cannot see these entries or use them for addressing. The entries made here are saved in the **All private contacts** folder. You can access this folder in the **Explorer Folders** window under **People**. When you open the **All private contacts** folder, all personal contacts are displayed in the **Explorer List** window. From there they can be called and edited. Information on how to handle the Explorer List and Explorer Folders window is given in Section 5.3.10, “The Explorer Folders Window”, on page 215 and in Section 5.3.11, “The Explorer List Window”, on page 219.

2.9.1 Generating a new private Contact

How to create a new contact:

NOTE: The **User ID**, **Name** and **Preferred Address** fields on the **Addressing** tab are mandatory for defining a private contact.

---

1. Select **File > New > Private Contact** from the *Communications* menu.
   The **New private contact** dialog opens.
2. Fill in the **Name** and **User ID** fields located in the upper section of the dialog. See Table 9 on page 44.

   NOTE: The entries for **User ID** and **Name** must be unique. In other words, they may be allocated only once.
   If several users or contacts have the same name, additional information must be provided, for example: **Joe User (Purchasing)** and **Joe User (Accounting)**.

   ---

3. Fill in the database fields on the **Addressing** tab.
   Enter here the address data of the new personal contact. See Table 9 on page 44.

   NOTE: Entered phone numbers are stored in the database in the format in which you enter them. After saving the contact data, the phone numbers entered are edited by the NCO (Number Conversion Object). Depending on the NCO settings given by the administrator, the manner of representation in the calling number fields may then change.

   ---

4. Fill in the database fields on the **Personal** tab.

   Here you can enter data not evaluated by the system but as found in a notebook for postal addressing purposes.
5. Save all entered data via **File > Save** in the menu or via the disk icon in the toolbar.

Thus you have defined a new personal contact which you can use for addressing.

The below tables contain information on the database fields and the single editing elements as well as menu functions. The description before the respective entry line informs you which data are to be entered in the dialog and where.

Field name	Description
Entry lines in the upper portion of the dialog	
User ID	This information enables the unambiguous assignment of the contact in the system. Fill in a token of the real user name in the User ID field (maximum 26 characters). We strongly recommend to make an entry here since otherwise *Communications* will create this entry upon saving the contact data. This may lead to relatively cryptical user IDs.
Name (Mandatory)	Real name of the contact. This entry enables you to initiate the search for a real name by means of the search function.
Addressing tab	
Addressing fields	Enter here the addressing data of the new private contacts.
Preferred Address (Mandatory)	Here you can determine which service is to be used as default for contacting the subscriber. If e.g. a contact can only receive Fax G3 messages, then “FAXG3” should be selected from the pull-down menu. Thus the server need not run through the entire entry list to offer you a send mode and messages can be sent faster. Make sure that the database field referenced via the preferred address is filled in. Example: If you select “Business Fax G3” as preferred address, a fax number must be contained in the **Business Fax G3** field. **Note**: A contact must be assigned a preferred address to receive messages addressed to him/her via a distribution list.
Personal tab	
All fields for postal addressing data	Here you can enter postal specifications on a contact as far as you know them. Detailed information on the database fields is found in Section 5.1.9, “New > New Private Contact”, on page 168.

Table 9 Database Fields for defining new private Contacts.

Description of the operating and menu functions

Function	Description
File menu	
New	Here you can define a new private contact on the occasion of viewing the existing ones.
Save [Ctrl] + [S]	Saves the data you enter in the entry fields.
Delete	Removes the displayed or selected subscriber from the address book.
Close [Alt] + [F4]	Closes the entry dialog for the new contact. **Attention:** All entries already made will be lost if they are not previously saved.

Table 10 Operating and Menu Functions for defining private Contacts.

Function	Description
User menu	
Send New Message to Contact	After you have defined a new contact, you can directly send a message to this user via this menu option. Selection of the message format takes you immediately to the corresponding message window.
Call Contact at	After you have defined a new contact, you can directly set up a telephone connection to this subscriber using this function. Select the required phone number via the corresponding entries in the database fields for **Business Phone**, **Private Phone**, **Mobile Phone**, and **Voice-Mail Number**.
Change Type	This menu option is only useful for the system administrator. Therefore it is meaningless with the creation of private contacts.
Help menu	
Help Topics	Opens the *Communications* online help.
About Communications	Displays the program version and build number.

Table 10 Operating and Menu Functions for defining private Contacts.

2.9.2 Editing an existing private Contact Entry

For editing existing contact entries, the private contacts are combined and accessible in the **All private contacts** folder. After opening this folder the entries are displayed in the **Explorer List** window. When you select a contact entry the associating contact information is directly displayed in the preview window and can be edited there. You can also open the contact entry for editing in a separate window (double-click on the entry in the **Explorer List** window).

How to modify the data record of an existing private contact:

1. In the **Explorer Folders** window expand the **People** folder.
2. Select the **All private contacts** subfolder.
3. Update the contact data represented in the entry form.
4. Save your modifications.

2.10 Searching for Addresses

2.10.1 Searching for Addresses for new Messages

When you generate new messages, you can look for the recipient address in the respective message dialog. The hits in the global as well as in the private address list are displayed. Whether you find the desired address however depends on whether or not it is already stored in the XPR database.

Invoking the search function

1. Click the **Find** icon or enable the **Find Contact...** option in the **Actions** menu. The **Find Contact** dialog opens.
2. In the **Search for...** field select the database field in which the search is to take place.
   Here you can determine all available database entries as search category. Via **Name** you can, for example, look for addressing data by making a name entry. Via Zip Code it is possible to find contacts by means of a zip code entry.
3. In the **Containing text** line enter the letter or number combination that you look for. This can be a complete specification or portions of it.

   NOTE: The more precise you are with entering a search term the faster will the search be accomplished and the hits will be narrowed down.

4. Click on **Find Now** to initiate the process.
   All hits will shortly be listed in the display on the left hand side.
   Stop interrupts the search process.
5. Select the desired addressee.
6. Press the **Add To List** button.

   NOTE: To send a message to several recipients simultaneously, repeat the above steps.

7. Complete your search for addresses with a click on **OK**.
   Now you are automatically taken back to the message dialog in which you find the selected addresses entered in the entry line.

2.10.2 General Address Search

You can also look for addresses via the **Search** icon in the *Communications* toolbar or via the **Tools > Find Contact...** menu. Selecting this function you can obtain information about possible addresses of a contact or establish a telephone connection to a subscriber.

1. Click the **Search** icon in the *Communications* toolbar or call the **Find Contact...** option in the **Tools** menu.

   The **Find Contact** dialog opens.

2. In the **Search for...** field select the database field in which the search is to take place.

   Here you can determine all available database entries as search category. Via **Name** you can, for example, look for addressing data by making a name entry. Via Zip Code it is possible to find contacts by means of a zip code entry.

3. In the **Containing text** line enter the letter or number combination that you look for. This can be a complete specification or portions of it.

   NOTE: The more precise you are with entering a search term the faster will the search be accomplished and the hits will be narrowed down.

4. Click on **Find Now** to initiate the process.

   All hits will be listed in the display. In addition, all available addresses of the contacts appear there as well.
   Stop interrupts the search process.

5. Select the desired contact.

6. Depending on the available address entry you can use the buttons in the bottom portion of the dialog to call the subscriber under a specific number or send him/her a text message or voice mail.

2.11 Looking for Messages

In the **Inbox** as well as in the **Outbox** window (or combined in both) you can look for a specific message. As search criterion enter a character combination that is part of the message's subject.

1. In the **Tools** menu click the **Find Message...** option.

   The **Find Message** dialog appears.

2. Enter a search criterion (arbitrary character string) and specify in which message journal the search is to take place.

   Any string can be entered as search criterion.

3. Click **Find Now**.

   The search result appears in the display. The messages matching the search entry will be listed in the display portion. With a click on one of the journal entries found you can open this message immediately.

2.12 Working with Telephony Functions

The **Dial Wizard** dialog provides convenient telephony functions if they are made available in your system configuration. On the one hand you can set up connections here, on the other hand you find a graphic representation of the connection constellations you have initiated.

2.12.1 Invoking the Dial Wizard

NOTE: This feature is only available to you if the OpenScape Xpressions server has been configured for using CTI features.

- In the **View** menu click the **Dial Assistant** function.

  The dial wizard dialog opens. You can use it “freely floating” or integrate it in the screen layout if you have the corresponding privilege.

The entry line serves for specifying the desired subscriber address. Here you can either enter the calling number or the name of the subscriber you want to call.

NOTE: A direct name entry is only possible if the name can be linked to the corresponding connection number in the database.

You can make your entry via the PC keyboard or, in case of digits, using the number pad by means of the mouse.

Tool icons of the dial wizard

The following functions are available either from the **Dial Assistant** menu or via the icons:

Function	Description
 **Find Contact…**	Opens the **Search for contact to dial** dialog. In there you can search for a subscriber number. So that the entire subscriber address can be found, it must be available in the system database. The procedure is described in Section 2.10.2, “General Address Search”, on page 48.
 **Call**	Initiates a call to the telephone number entered or selected from the address book.

Table 11 Dial Wizard Operating Elements and Functions.

Function	Description
 **Consult**	During a telephone conversation an additional call can be made to an internal or external subscriber – if configured. The “held” subscriber cannot overhear the other conversation. How to initiate a consultation: • During the conversation enter the number of the subscriber that you want to consult. • Click on the **consult** icon. The connection is being established. • To terminate the consultation, click the **hang up** icon (see below). The connection to the subscriber dialed last is cleared.
 **Forward**	Forwards the call to the subscriber that is being consulted.
 **Conference**	Establishes a conference among the called subscribers. How to initiate a conference: • During the conversation enter the number of the second subscriber to be switched to the conference. • Click on the **conference** icon. The connection is being established. Repeat steps 1 and 2 if further subscribers are to be integrated in the conference. • To terminate the conference, click the **hang up** icon (see below). The connections to all subscribers are cleared.
 **Alternate**	If you are called by another subscriber during a telephone conversation, you can switch (alternate) between the two callers using this function.
 Hang up	A click on this icon terminates the entire connection establishment; this function is the same as putting a telephone receiver down.

Table 11 Dial Wizard Operating Elements and Functions.

2.12.2 Telephoning via Address Book Features

From within the dial wizard you can call the **Search for contact to dial** function for the subsequent connection establishment to a found addressee. If contained in the address database fields, all telephone numbers of the contact are displayed in the corresponding columns. Via the buttons in the bottom portion of the dialog you can set up a connection to the respective number by mouse click. Buttons displayed in gray are locked, i.e. the corresponding services or the numbers for this contact do not exist.

Beyond that you can define a new contact (**New Contact...** button) or view the data of an existing contact (**Contact Properties...** button).

Starting the search

1. In the dial wizard click on the **address book** icon.
   The **Search for contact to dial** opens.
2. In the **Search for...** field select the database field in which the search is to take place.
   Here you can determine all available database entries as search category. Via **Name** you can, for example, look for addressing data by making a name entry. Via Zip Code it is possible to find contacts by means of a zip code entry.
3. In the **Containing text** line enter the letter or number combination that you look for. This can be a complete specification or portions of it.

> ***NOTE:*** The more precise you are with entering a search term the faster will the search be accomplished and the hits will be narrowed down.

4. Click **Find Now**.
   All hits will be listed in the display.
5. Select the desired entry in the list displayed.
6. Click the button of the desired connection to initiate the call.

2.12.3 Monitoring the Telephone Traffic

If you are provided with the telephony functions you can integrate various journal windows in the *Communications* interface for viewing your telephone activities. Depending on the window you select, tabulated information on the corresponding connections is displayed. As with all other journal windows, the caption bar entries above the displayed columns can be configured when you click the bar with the right mouse button (see Section 5.3.2.1, “Journal Display Editing Options”, on page 174).

NOTE: You can generate the same journal views in the **Explorer List** window by opening one of the folders under **My Telephone** in the **Explorer Folders** window. See Section 5.3.11, “Phone”, on page 223.

Inserting journal windows

1. In the **View** menu click the **My telephone number** function.
2. Select one of the journal windows displayed.

The following windows can be set:

Window Function	Description
All Calls	This window lists all calls, no matter whether inbound or outbound, answered or unanswered.
Incoming call successful	Here only those calls are displayed that you have answered.
Incoming call failed	This window displays all calls that did not reach you.
Outgoing call successful	Shows the subscribers you have reached.
Outgoing call failed	This window only lists your failed call attempts.

Table 12 Journal Window for monitoring the individual Telephone.

The following functions can be triggered in each of the implemented windows via the **Call history** menu, via the context menu or via the toolbar icons as the case may be.

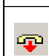
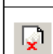
Function	Description
 **Call**	Calls the selected contact. Via the selection list you can default set one of the available connections.
 **Hang up**	Clears the telephone connection.
 **Delete Entry**	Deletes the selected subscriber entry.

Table 13 Telephony Features in the “My telephone number” Displays.

Function	Description
Describe Caller/ Called Party	Displays the database form with contact information on the selected entry. If there are no data on this entry available in the XPR database yet, the database form for defining a new contact opens.
 **Send New Message to Contact**	Via this option you can send a new message to the callee. A selection list provides the desired format for this message.
	Prints the journal list with all entries.

Table 13 Telephony Features in the "My telephone number" Displays.

2.12.4 The Correspondence Window

Via the **Correspondence** window you can generate two useful views:

- A display of the entire correspondence you have exchanged with the current callee or caller.

  This requires a link between the messages and the conversational partner via the corresponding database entries.

- A display for the entire correspondence you have exchanged with an arbitrary subscriber.

Each time you call a subscriber or someone calls you, the entire correspondence (in and outbound) with the respective subscriber is listed. For this purpose the **Show Correspondence on Call** function in the **Correspondence** menu must be active. The correspondence display is independent from how a call is initiated (with a double-click in the telephone journal or via another method). Another feature of this window is the display of the entire correspondence (incoming and outgoing) that you exchanged with a subscriber. This display is particularly useful as you can narrow down large numbers of subscribers and messages in this way. Drag a document from the inbox or outgoing mail window into the correspondence window and drop it there. All documents referring to this subscriber are listed then. As with all other journal windows, the caption bar entries above the displayed columns can be configured when you click the bar with the right mouse button (see Section 5.3.2.1, "Journal Display Editing Options", on page 174).

Opening the Correspondence window

In the **View** menu click the **Correspondence** function.

The **Correspondence** window opens. The same time the **Correspondence** menu option appears in the *Communications* menu. The editing options correspond to those available for the inbox or outgoing mail window. Details on the Correspondence window functions are found in Section 5.3.6, "The Correspondence Window", on page 207).

Via an additional icon in the toolbar you can set whether or not the correspondence list is to be automatically displayed with a call. The associated command in the **Correspondence** menu is **Show Correspondence on Call**:

Function	Description
 Show Correspondence on Call	When the opposite icon is pressed, all mails of the selected telephone contact are displayed. Another click on the icon disables the automatic display.

Table 14 The Show Correspondence on Call Function.

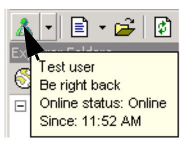
2.13 Using the Presence Feature

The presence feature provides direct information about the work status of the other users logged in at the system:

- the telephone status
- the online status and
- the presence profile

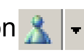
In addition, you can configure an individual presence profile for yourself and make it visible for other users. Thus it is possible for other user to e.g. recognize whether you are logged on at the XPR server, whether your telephone is free, whether you are having a break, whether you are on holiday or on a business trip.

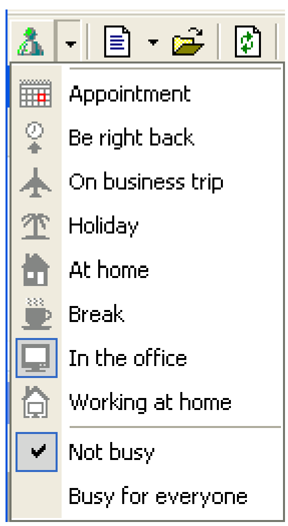
2.13.1 Setting your own Work Status



The current setting of your work status is displayed when you place the mouse pointer over the icon for configuring your presence profile a short while.

How to set your individual work status:

1. In the toolbar click the small triangle next to the icon 
2. A menu for selecting a work status opens.



3. Select the option that corresponds to your current work status.
   You can check you status settings by placing the mouse pointer over the icon for configuring the presence profile to display them.

> ***NOTE:*** When you click the icon for creating a detailed presence profile, you can generate a comprehensive presence profile using a configuration wizard. See Section 5.8, “The Presence Function”, on page 267.

2.13.2 Displaying the Colleague's Work Status

You can display the work status information of your colleagues (inclusive your own) in the *address list* window:

1. Activate the **New Contacts List** window in *Communications*.

> ***NOTE:*** If this window is not integrated in the *Communications* layout, open it via **View > New Contacts List**.

2. Select the group that contains the users whose status you want to display.
3. Open the dialog's context menu (right mouse click).
4. In there select **Show State**.
   All states are immediately represented by three icon columns to the left of the name entries. You receive additional status displays when you shortly place the mouse pointer on a name entry.
   - First icon column: system status of the user.
   - Second icon column: telephone status of the user.
   - Third icon column: work status set by the user.

> ***NOTE:*** A detailed list of possible system, telephone and work statuses is found in Section 5.8, “The Presence Function”, on page 267.

The current work state of a user is transmitted with every internal message sent.

2.14 Defining Groups under “My Private Groups”

Under **People** in the **Explorer Folders** window you find a folder called **My Private Groups**, in which you can generate new subfolders. These groups can be directly addressed via the group name. In this way you can easily create personal distribution lists. In these groups you can integrate arbitrary subscribers from the user or contact folders by drag&drop. Further groups of the **My Private Groups** folder can be inserted in the same way. These are then displayed in the group as linkup.

NOTE: The linkups within group folders are limited to 100.

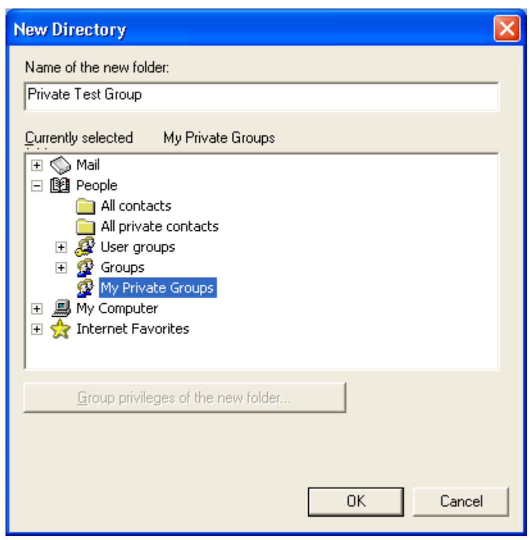
Folders under **My Private Groups** can be defined and edited by any user (adding and deleting of contacts). The folders are only available to the user who has defined them. The syntax for addressing a private group is:

```
<Group name>[PGRP];
```

How to add further groups to the **My Private Groups** folder:

1. Select the **My Private Groups** folder in the **Explorer Folders** window under **People**.
2. In the **Folders** menu click the **New Folder...** function.

   The **New Directory** dialog opens.

3. Assign a name to the new folder (the new group).
4. Click **OK**.

Defining a new group is thus accomplished. Now you need to copy the corresponding users/contacts, for example from the user groups, to the new private group by drag&drop.

NOTE: You can assign several users/contacts to the new group simultaneously.

Alternative addressing option for private groups

A private group cannot only be addressed via the group name but an alternative addressing can be default set as well. In this way it is possible to address the group either by voice mail script or via SMTP. For addressing by voice mail script a numerical value can be assigned to the group.

NOTE: The single users can also perform the necessary settings via the *Web Assistant* client program.

How to assign an alternative address to a private group in *Communications*:

1. In the **Explorer Folders** window expand is succession **People** and **My Private Groups**.
2. Select the corresponding group.
3. In the **Folders** menu select the **Folder Properties...** function.
4. In the **Group Properties** dialog enter an address in the **Addressing** field according to the following pattern:

   Numerical Group Address for a Voice Mail Script:

   NVS:Voice/<country code, area code, calling number, mailbox number,distribution list>

   Example: 49 2404 901 211 001, if the numerical address 001 has been assigned to the private group and the mailbox number is 211.

   Remark 1: Make sure to omit the leading zeroes of the country and area codes with entering the address via *Communications*.

   Remark 2: When entering the address via the *Web Assistant*, only specify the numerical address (in the above example 001).

   Remark 3: If you select a numerical address via the telephone menu, dial your mailbox number first. This is required since different users may use the same numerical address.

   NVS addressing:

   NVS:<service>/<address>

   Example: NVS:SMTP/xyz@offline.com

2.15 Opening a File

Via this menu option leading to a file selection window, you can open text or message files stored on the hard disk in a way that their contents are directly displayed in the text entry portion. You can, for example, store different sample texts in a specific folder and call, modify and resend them at will.

File formats enabling this are :

- Text documents (.TXT etc.),
- Rich-Text documents (.RTF),
- HTML Text documents (.HTM),
- Sound files (.WAV etc.),
- Fax documents (.TIF, .FG3, .FG4 etc.),
- OpenScape Xpressions messages (.PMF).

With all other file formats the selected file is represented as attachment in the open message window.

2.16 Changing the Password

You can change you password for logging on to the XPR server:

1. Click the **Change Password** function in the **Tools** menu.

   The **Change Password** opens.

2. Enter the current password, the new one and, for confirmation, the new one again.

3. Confirm the dialog with **OK**.

2.17 Appointing a Deputy

The **Set Deputy...** option serves for automatically forwarding a message originally addressed to you to another user. In this way messages are taken care of in your absence.

NOTE: Messages forwarded to a deputy are **not** additionally kept as copy in your inbox.
The message originator is **not** informed about his/her message having been forwarded to a deputy.

Appointing a stand-in

1. In the **Tools** menu click the **Set Deputy...** option.

   The **Set Deputy** dialog appears.

2. Activate the **Enable the deputy** function.

3. In the entry line enter the name of the user to be appointed deputy.

4. Confirm your settings with **OK**.

The deputy function is now active.

2.18 Modifying individual database settings

Via this function you can view and modify your private data stored on the XPR server. Depending on the system configuration and privilege assigned, some data fields may not be edited. These appear in gray when the user data are accessed.

Invoking the function

1. Click the **My Database Settings...** function in the **Tools** client menu.

   The user data form with your specifications opens.

2. In the **Addressing**, **Personal**, **Server access** and **Advanced** tab correct or supplement the data enabled for modification.

3. Save your modifications.

   The modifications are copied and the dialog is closed.

3 Customizing *Communications*

Communications can be adjusted to individual user requirements to a high degree.

- You can design the user interface for working ergonomically in a Unified Messaging environment.
- By means of an Inbox Wizard you can define routing rules, which enable an economic message management.
- The basic settings for printing, notifications etc. can be individually performed for each work station.

Topic	Description under:
Administering user interface layouts	Section 3.1, “User Interface Layout”, on page 66
Working with the Inbox Wizard	Section 3.2, “Working with the Inbox Wizard”, on page 71
Performing user-specific settings	Section 3.3, “Performing User-specific Settings”, on page 73

Table 15 Overview of the Topics in Chapter “Customizing Communications”.

Further information

If you should miss information on a specific window in the following descriptions, please refer to chapter “Function Reference”. There, all available windows and their configuration, function and operation are explained in detail.

3.1 User Interface Layout

Starting from an empty work area the following sections are a step by step guide to creating a user-specific layout. When you design your *Communications* interface, keep in mind to only integrate windows in the layout the functions of which you can actually apply. It would, for example, be useless to integrate a telephony functions window when these functions are not available to you.

When you log on to the XPR server after the program's installation for the first time, you will in most cases see one of the operating windows that is part of the global layout default set by the system administrator. You cannot change these global layouts but you can create and store individual ones.

NOTE: Feel free to experiment with the different layouts as nothing can be damaged or destroyed.

3.1.1 Defining a new Layout

NOTE: Depending on the defaults set by system administration, creating new *Communications* layouts can be restricted in several gradations up to prohibition.

A detailed description of how to define a *Communications* layout is found in this manual's reference portion from Section 5.3.1, "Creating, editing and selecting a Layout", on page 172.

To define a new *Communications* layout, first invoke the **New Layout** function and assign a name to the layout, so that you can access it at a later date. Up to four local layouts can be created, unless the administrator has defined any restrictions.

Defining a layout

1. Click the **Layout > New...** function in the **View** menu.

   The entry dialog for the layout name opens.

2. Enter a name for the layout and confirm it with **OK**.

   Communications is immediately displayed with an empty, gray work area. This opened layout is now active and you can start installing functions (windows) important to you in the work area. Each window that you open can be integrated in the layout and stored there.

How to check whether the newly created layout exists:

1. Select **View > Switch to Layout**.

   The submenu now open lists the new layout with its name entry.

3.1.2 Switching between Layouts

You can see all created layouts via the **Switch to Layout** function and subsequently choose one from the list. The **Local** indication after the layout name identifies the layout as one available on your workstation only.

Opening a layout

1. Click the **Switch to Layout** function in the **View** menu.
2. Select the corresponding layout.

   If several layouts have been defined, they are displayed in a list. This list contains your local layouts (up to 4) as well as those made available to you and to other system users (up to 4 in addition).

NOTE: You can use the key combination [Shift] + [F1, F2, …] to toggle the available layouts.

3.1.3 Editing Layouts

You can delete, edit or lock an individually created layout. A locked layout is protected from (inadvertent) modification.

1. Click the **Layout > Edit** function in the **View** menu.
2. Select the desired function.

You find further information on layout editing options in the function reference in Section 5.3.1, “Creating, editing and selecting a Layout”, on page 172.

NOTE: After modifying a layout you can use the **Layout > Reload** function to restore the original layout. Modifications are not automatically permanently saved until you shut down *Communications*.

3.1.4 Implementing Journal Windows

3.1.4.1 Implementing the Inbox Window

All messages coming in via the services e-mail, fax and voice mail are listed in the inbox window and can be edited there. You can later define new inbox folders and the corresponding routing rules so that messages can come in via different distribution paths.

NOTE: In this and all other journal windows you want to implement, the table caption bar can be customized. How to edit a caption bar in order to have specific information listed thereunder is described in Section 5.3.2.1, “Journal Display Editing Options”, on page 174.

Implementing the Inbox window

1. Select the **Mail > Inbox** function in the **View** menu.

   The **Inbox** dialog opens.

2. Seize the window at its caption bar to pull it into the work area by drag&drop.

   While you drag the dialog towards the work area, the dialog’s margins indicate in which direction it is moved. As soon as you have reached an arbitrary position over the *Communications* work area, the Inbox window visibly clicks into place and covers the entire work area.

3.1.4.2 Implementing the Outbox Window

This window displays messages composed and sent by the user himself/herself.

Implementing the Outbox window

1. Select the **Mail > Outbox** function in the **View** menu.

   The **Outbox** window opens.

2. Seize the window at its caption bar to pull it into the work area by drag&drop.

   When you experimentally position the window (mouse button kept pressed), you will realize that the window can be inserted in a central position as well as above, below, to the right or to the left. Whenever the tip of the mouse painter approaches the margin of the main window (work area) while you move the new dialog, a potential lock-in-place position is reached. If the mouse button is then released, the new window is inserted in this particular place.

A specialty is positioning a window in the center of another one. In case a window is positioned in the center of another one, they are cascaded, making *Communications* appear as an index-card box. You can then invoking one of these windows by selecting the corresponding tab. The tab of the currently active window is white highlighted. If you wish to reposition a window (it must be active for this purpose), seize the white tab with the mouse to drag the respective window out of the layout.

NOTE: You can also seize a window at its caption bar but then all cascaded windows are affected and dragged out of the layout for repositioning.

3.1.4.3 Implementing the Preview Window

The preview window immediately displays the content of a message selected in the inbox or outgoing mail window. The functions provided in the preview window depend on the selected message type.

If, for example, a voice mail is selected, the corresponding functions for playing a message are available. With a selected text message the preview window only offers basic functions useful for fast editing. Detailed information on the operating elements and menu functions is given in Section 5.3.9, “The Preview Window”, on page 212.

Implementing the Preview window

1. Select the **Preview** function in the **View** menu.
2. Position the Preview window at will in the client’s work area as described in Section 3.1.4.1, “Implementing the Inbox Window”, on page 68 and Section 3.1.4.2, “Implementing the Outbox Window”, on page 69.

After positioning the **Preview** window, the main menu bar additionally contains the **Preview** menu in which you can call the corresponding editing options.

3.2 Working with the Inbox Wizard

The **Inbox Wizard** function enables you to automatically presort (move) incoming messages into specific folders, or to have messages coming in from a specific subscriber automatically flagged in the incoming-mail journal. You can define an arbitrary number of rules and modify or delete existing ones.

- Via folder rules you define which messages are to be automatically delivered to one of your individual folders.
- By means of flag rules you define that messages from special originators carry a red flag to signify an important message as soon as they arrive in the inbox.

Invoking the Inbox Wizard

Select the **Inbox Wizard...** function in the **Tools** menu.

The corresponding dialog opens.

Defining a new folder

1. In the Inbox Wizard click the **New Inbox Folder...** button.

   The **New Directory** dialog opens.

2. Enter a name for the new folder, for example “Mail from xyz”.
3. Pick a folder in the **Currently selected folder** portion to specify in which folder the new folder is to be defined.
4. Confirm your entries with **OK**.

   A new folder is thus defined and the **New Directory** dialog closed. The new folder can be immediately integrated in a folder rule.

NOTE: Another method of defining new folders is found in Section 5.3.10, “The Explorer Folders Window”, on page 215

3.2.1 Creating a Folder Rule

1. In the Inbox Wizard enable the **Create a Folder Rule** button.

   The upper portion of the dialog displays the rule, however, for the time being with the corresponding wildcards for the originator and recipient folder. In the bottom display these parameters must now be defined.

   In the first line **Move a message from...** define whether you want to rout messages from an entire group or from a single subscriber to the target folder.

2. In the second line click the blue question mark and enter the name of the subscriber or the group in the entry line then open.

   Here you define from which group or subscriber messages are automatically delivered into a special folder. An entry line opens for you to enter the corresponding name. The system supports this process with the auto-completion function, meaning that an address is suggested on grounds of the character combination you key in. If the suggestion matches the entry you want to make, press the return key to copy it.

3. In the last line click the wildcard for the target folder.

   The associating pull-down menu displays the folders in the inbox directory defined for mail routing.
   The entire rule is then displayed in the upper portion of the window and can be checked for correction.

4. Confirm the rule definition with **OK**.

A routing rule for sorting incoming messages is thus created and active.

If you have defined several rules, routing of an incoming message is performed according to the entries in the rules list in descending order. This sequence can be altered when you press the buttons **Move Rule Down** or **Move Rule Up**. The **Delete Rule** button removes a selected rule from the list.

3.2.2 Creating a Flag Rule

Flag rules are defined analog to routing rules. With this option you can determine that messages coming from special originators are indicated with a red flag or as “read” in the Inbox. Generating flag rules follows the same principle as generating folder rules.

1. In the Inbox Wizard click the **Create a Flag Rule** button.
2. Click the blue wildcards and enter the corresponding parameters.
3. Confirm with **OK**.

3.3 Performing User-specific Settings

Via the **Settings** dialog you can perform general program settings such as incoming mail notification, signature definition etc.

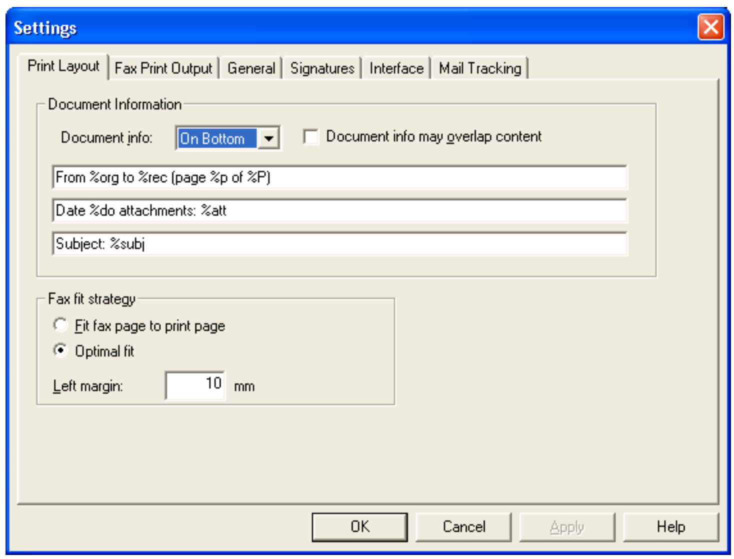
Invoking the Settings dialog

- Click the **Settings** function in the **Tools** menu.

  The **Settings** dialog opens.

3.3.1 Print layout

In this tab you can set various options that influence the representation of documents printed from the journal windows (thus the “Inbox“, “Outgoing Mail“, “Correspondence“, and “Deleted Messages“ window).



Dialog element	Description
Document info	Specifies whether additional information referring to this document shall appear on the printed document. By selecting **No Info** you can suppress this. Furthermore, you can specify whether this information is to be printed **On Top** or **On Bottom** of the page.
Document info may overlap content	The information may be printed on top of document sections already filled with text. With the odd fax document it may occur that these sections are already used for the document.
Fax fit strategy	When you select **Fit fax page to print page**, an incoming fax is printed out on one page. Please note that the representation of extra long fax pages may then appear very small. **Optimal fit** adapts a fax page that slightly deviates from DIN A4 to the print page.

Table 16 Settings Options in the “Print Layout” Tab.

Dialog element	Description
Left margin	Beyond that, you can define a margin for your hardcopies, so that no text on documents that you file at a later date is lost due to perforation. For this purpose an indent can be specified from 0 to 150 mm in the **Left margin** field.

Table 16 Settings Options in the "Print Layout" Tab.

Inserting additional information

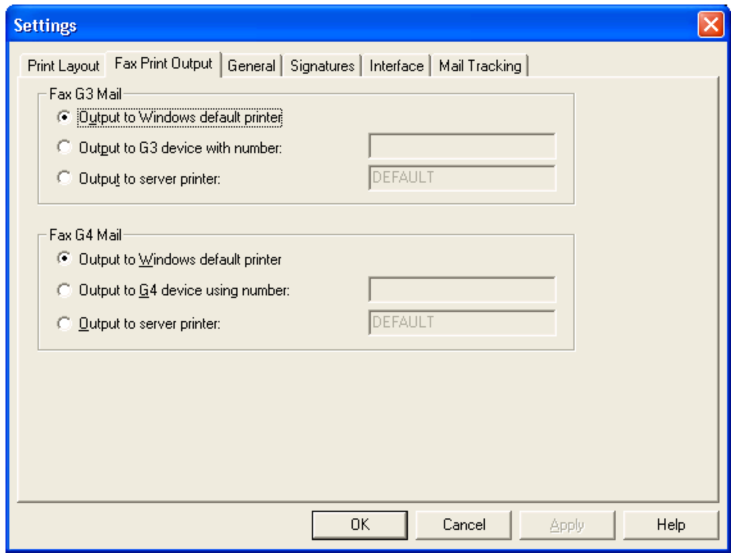
You determine the contents of the info text to appear on the hardcopy by entering the corresponding parameters (and possibly an explanatory text) in one of the three entry lines. Each line represents one line on the printout. An empty entry line (no matter which one) would reduce the info text printed on the hardcopy to two lines. This applies to more empty lines accordingly. The variables are automatically replaced with data available on the server when the document is printed. Before, between and after the variables you can enter an explanatory text, which also appears on the printout. You can use the following variables in the entry lines:

Variable	Generates an info entry for:
%att	The file name(s) of attachments are printed.
%cost	Costs incurred. This information is only available if the data are transmitted from the connected PBX.
%do	Date and time. Receive or send time as registered by the server.
%costid	Cost center.
%frm	Message format (for example telex, ASCII, Fax G3 etc.).
%len	Document size in bytes.
%mid	Message ID. This is an identification number continuously assigned by the server to each message.
%oid	Originator ID (for example with fax).
%oorg	Original originator of a forwarded message.
%orec	Original recipient of a forwarded message.
%org	Message originator.
%p	Current page number.
%P	Total number of pages.
%rec	Message recipient.
%rid	Recipient ID (for example with fax).
%serv	Service used (fax, e-mail etc.).
%stat	Detailed message status.
%subj	Message subject.
%succ	Successful or failed transmission.
%units	Number of charge units (only available if the data are transmitted from the connected PBX).

Table 17 Variables for Message Information with printing Documents.

3.3.2 Selecting the Fax Output Device

You select the printer to give out your hardcopies in the **Fax Print Output** tab. The following settings can be made, separated according to fax format G3 (analog fax) or G4 (digital fax):

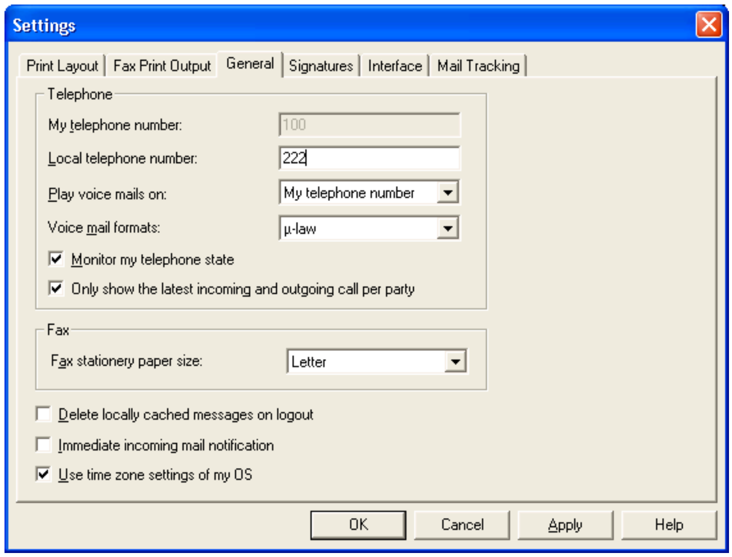


Output to Windows default printer	Gives out the fax hardcopy (G3 or G4) on the printer configured as default printer at your workstation.
Output to G3 device with number	Transfers the printout job to a G3 (G4) fax device. To select the device, enter the telephone number under which the device is addressed.
Output to server printer	Gives out the fax document on a printer addressed via the server. This is usually a default set one, but it can also be any other printer operated at the server. Consult the system administrator for information about available options and under which address these printers are accessible.

Table 18 Settings Options in the “Fax Print Output” Tab.

3.3.3 Performing general Settings

The **General** tab serves for performing general basic settings. The following settings are accessible:



Dialog element	Description
My telephone number	This window displays your telephone number, provided you have a telephone at your workstation and telephony functions are installed.
Local telephone number	If you are temporarily logged in at *Communications* with another computer, you can enter the associated local phone number to rout your messages to this telephone and play them there.
Play voice mails on	Via this combo box you can determine where voicemails are to be given out. • **My Telephone Number** With this option voice mails are played back via your workstation telephone. • **Local Telephone Number** When you select this option, voice mails are routed to the telephone the number of which you have entered in the **Local telephone number** field.
Voice mail formats	Via this combo box you can enter the coding for ISDN voice mail of your country. In Europe A-Law, in the U.S. mostly µ-Law is used.
Monitor my telephone state	Via this check box you can activate or deactivate your individual telephone monitoring in the journal. This function is only available with active CTI functionality.
Only show the latest incoming and outgoing call per party	This check box can be set to improve the clarity in the journal representations. When activated, only the last call is indicated in the journal if several calls have come in from the same subscriber. This function is only available with active CTI functionality.

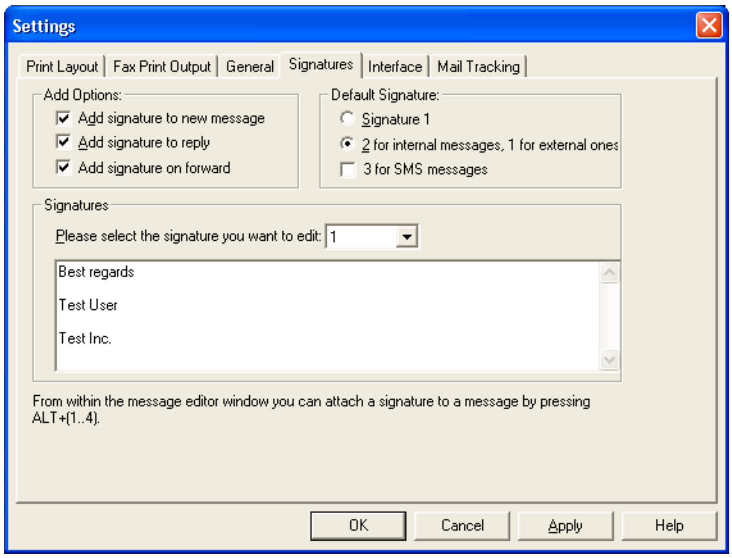
Table 19 Settings Options in the "General" Tab.

Dialog element	Description
Fax stationery paper size	Another country-specific setting. You can choose between the European A4 format and the Letter format customary in the U.S.
Delete locally cached messages on logout	This function is particularly significant in the security context of Win9x, because the backup mechanisms provided as of Windows NT are not available here. When you activate this check box, your message data is deleted from the local computer after a finished session. This prevents unauthorized persons from accessing your messages. Upon rebooting, the data are newly transferred from the server to the local computer.
Immediate incoming mail notification	Furthermore, you can install a new-message notification via this option. It normally takes some time until new incoming messages are displayed in *Communications*. For technical reasons (incoming mail polling in two-minute intervals), this process can take up to two minutes in the worst case. This delay, however, is usually of no great importance. If you want to be immediately notified about the arrival of a new message, the corresponding option can be set here.
Use time zone settings of my OS	To indicate messages with date and time, the time zone settings set in your operating system are used by default. If the “Timezone Support” option has been configured on the XPR server, you can also use the time zone that the administrator has additionally defined in the user settings.

Table 19 Settings Options in the “General” Tab.

3.3.4 Creating Signatures

Signatures are a comfortable tool to automatically implement reoccurring greetings or other standardized text passages in a message. They are inserted in the document below the actual text. A maximum of four default signatures can be prepared. Depending on the configuration, the first three can be automatically attached to the text document, or one of the four via hotkey ([Alt] + [1...4]).



Which options are available?

If you want a signature always to be automatically inserted, you can determine via **Add Options** whether a signature is only added

- to new messages,
- to replies or
- with forwarding messages.

Under **Default Signature** you can define whether

- signature 1 is always used or
- signature 1 for internal and signature 2 for external messages You can e.g. make signature 1 for external messages more formal.
- a signature is added to SMS messages. Signature 3 is fixedly assigned to SMS messages.

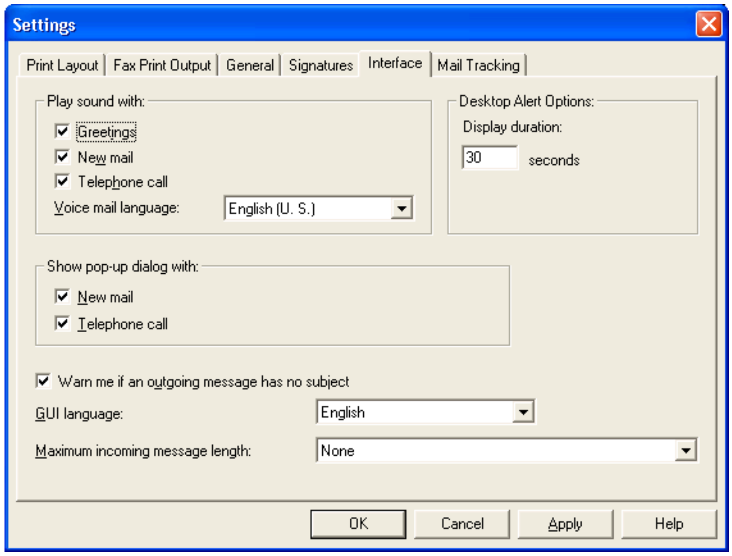
Defining a signature

1. Select the corresponding number (**1...4**) in the **Please select the signature you want to edit** field.
2. Enter the signature text in the editing window or modify an existing text.
3. Click **OK**.

The defined signature is immediately available under the corresponding number.

3.3.5 Setting Notification Modes

On the **Interface** tab you can set acoustical and optical notifications.



Setting Options for acoustical Notifications

Dialog element	Description
Greetings	When this check box is activated, you are welcomed by a friendly voice each time you start *Communications* (announcement via PC sound card).
New mail	Alerts you to an incoming new message (via PC sound card).
Telephone call	You are acoustically alerted to an incoming telephone call per announcement, provided telephone functions are implemented.
Voice mail language	Here you can select the language the system prompts will be played in. The available languages depend on their installation.

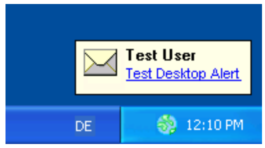
Table 20 Setting Options for acoustical Notifications.

Setting options for visual notifications

Visual notifications are dialog elements displayed in the running application. This may occur in the form of a desktop notification (similar to a tool tip) or a pop-up. In *Communications* you can define whether and how you want to receive a visual notification.

- **Desktop Alert Options**

This feature takes automatically effect if you have not activated any of the notifications under **Show pop-up dialog with**. The arrival of an incoming message is then indicated in the running application in the form of a little notification window like a tool tip. This display appears in the bottom right corner on top of the task bar.



In the **Display duration** field you can set how long this notification is faded in.

- **Show pop-up dialog with**

The options under **Show pop-up dialog with** enable to indicate the arrival of a new message by means of a pop-up dialog. The notification pops up in your running application. In addition to the acoustic notifications you can thus configure a visual notification.

NOTE: Selecting a feature under **Show pop-up dialog with** disables the desktop notification.

The following options are available:

Dialog element	Description
New mail	A pop-up dialog appears to inform you on the arrival of a new message. 

Table 21 Setting Options for visual Notification.

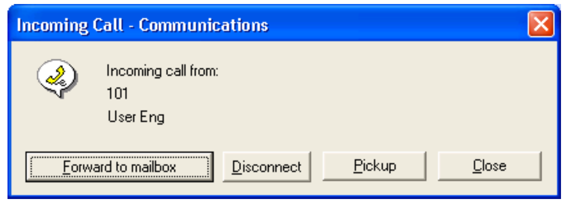
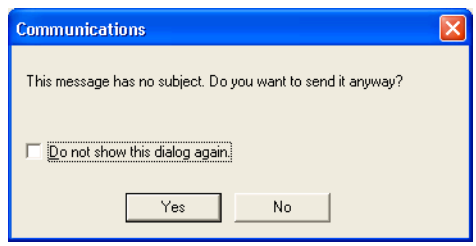
Dialog element	Description
Telephone call	With activated telephony functions a pop-up dialog informs you that you are being called. Beyond that, several options are offered for handling the call. Through selection of the individual buttons you can rout the call to your voice box, clear the connection or answer the call. In this case you telephone is automatically switched to the "hands-free" mode (in this case you can freely communicate without picking up the receiver). 
Warn me if an outgoing message has no subject	When you activate this check box, a warning will be displayed each time an outbound message has no subject. In other words, each time you send a message the subject field of which has no entry, a pop-up window opens with the information that a subject is still missing, and you are asked whether you want to add it. So if you want to avoid sending mails without subject, checkmark this option.  **Yes** initiates the send process just the same. **No** takes you back to the message window, where you can then fill in the subject line.
GUI language	This field is used to switch written language in the menus and dialogs. Modifying this setting is independent from the selected operating system language. The following languages are available: English U.S, German, English, Dutch, Spanish, French, Italian, Portuguese or Brazilian. **Note 1:** Language modifications only take effect after a program restart. **Note 2:** If *Communications* is used on an English operating system, it may happen that switching to German is not possible until you have set the region and language options to German (Luxembourg) in the control panel.
Maximum incoming message length	Issues a warning when an incoming message has exceeded a specific size. Starting from **None** you can have warnings generated in steps of 100 kB, 250 kB, 500 kB and 1 Megabyte.

Table 21 Setting Options for visual Notification.

4 Administrative Functions

Some special functions that serve to maintain *Communications* or the XPR server cannot be executed by any user. These configuration and administration jobs, which include the deletion of users and the assignment of extended privileges, are dealt with by correspondingly authorized users (administrators). Via individual privilege assignment, also normal users can be entitled to act as administrator. Only these persons are authorized to accomplish the tasks described in the following.

Topic	Description under:
Administering global contacts	Section 4.1, “Global Contacts”, on page 84.
Administering users	Section 4.2, “Users”, on page 87.
Adding user groups	Section 4.3, “User Groups”, on page 99.
Creating global GUI layouts	Section 4.4, “Communications GUI Layouts”, on page 106.
Designing and compiling fax stationery	Section 4.5, “Designing and compiling Fax Stationery”, on page 112.
Defining calendar profiles	Section 4.6, “Calendar Profiles”, on page 113.
Administering access privileges	Section 4.7, “Object Administration”, on page 120.

Table 22 Overview of Topics in Chapter “Administrator Functions”.

4.1 Global Contacts

Global contacts are, contrary to private ones, accessible by all system users. They are at large the global address book on the XPR server.

Via the *Communications* menu the administrator (or an authorized user) can define new global contacts or edit existing ones. The entry masks in the global address book are identical to those for private contacts as far as possible. The only difference lies in the representation of the **In personal database** check box. This check box is automatically enabled if you want to define a new private contact. When you then click the box to delete the tick, a contact entry in the global address book is generated after you have saved your data. Just the opposite applies if you want to create a (global) contact. In this mask the check box is not activated. Selecting it results in the generation of an entry in the private address book of the administrator. If a user does not have the necessary privileges for defining global contacts, this check box appears in gray when a private contact is generated. In other words, at this point you cannot decide whether to enclose the performed specifications in the global or private address book; all data can only be saved in the private address book.

4.1.1 Defining global Contacts

How to generate a new contact entry:

1. Select **File > New > Contact** from the menu.

   The **New contact** dialog opens.

   NOTE: You can use a contact entry with similar details as sample for the contact that you want to newly create. In this way you can avoid laborious entry procedures. See Section 4.1.2, “Defining global Contacts via a Template”, on page 86.

   ---

2. Fill in the two entry fields in the upper portion of the dialog and also the **Addressing** and **Personal** tabs according to the explanations given in the below table:

   NOTE: Phone numbers entered on the Addressing tab are stored in the database in the format in which you specify them. After saving the contact data, the phone numbers entered are edited by the NCO (Number Conversion Object). This may change the representation in the phone number fields depending on the NCO settings defaulted by the administrator.

Field Name	Description
Entry lines in the upper portion of the dialog	
User ID	This specification unambiguously assigns the contact in the system. Enter a token of the real contact name in this field (maximum 26 characters).
Name	Entry for the real contact name. This specification enables looking for a real name via the search function.
Addressing tab	
Business fax G3	Calling number of the contact for the commercial Fax G3 connection.
Business fax G4	Phone number of the contact for the commercial Fax G4 connection.
Private fax	Phone number of the contact for the private fax connection.
Business phone	Phone number of the contact's business telephone connection.
Cell phone	Cell phone number of the contact.
Voicemail	Voicemail number of the contact.
Private number	Telephone number of the contact's private telephone.
SMS number	Cell phone number of the contact.
E-Mail	E-mail address of the contact.
Deputy	Forwarding number for this contact entry.
Preferred address	Here you can determine the service to be used as default for contacting the subscriber. If e.g. a contact can only receive Fax G3 messages, then “FAXG3” should be selected from the pull-down menu. Thus the server need not run through the entire entry list to offer you a send mode, and messages can be sent faster. Make sure that the database field referenced via the preferred address is filled in. Example: If you select “Business fax G3” as preferred address, a fax number must be contained in the **Business fax G3** field. **Note**: A contact must be assigned a preferred address to receive messages addressed to him/her via a distribution list.
Personal tab	
All fields for postal addressing data	Here you can enter postal specifications on a contact.
Keyword	If required, a contact keyword to be searched for can be entered here.

Table 23 Database Fields for defining a new Contact.

4.1.2 Defining global Contacts via a Template

How to define global contacts by means of the template feature:

1. Open the contact entry to serve as sample.
2. Invoke from the **File** menu of the **Contact: <contact name>** dialog the feature **Create Template**.
   A copy of the opened contact is generated.
3. Enter a user ID and the name of the new contact in this mask.
4. Modify or complete the data already entered accordingly.
5. Save the new contact data.

4.2 Users

Users are by subscribers allowed to log on to the system. They are the persons enabled to use the XPR server message infrastructure depending on their privileges.

4.2.1 Defining Users

New users are defined under **People** in the default or subsequently generated folders of the **User groups** folder.

NOTE: You can also use the template functions as described under **New Contact**. See Section 4.1.2, “Defining global Contacts via a Template”, on page 86.

---

1. To create a new user entry select from the **File menu > New > User**.

   The settings dialog for the user definition opens.

   NOTE: The operating options available via the menu of this dialog are described in Section 2.9.1, “Generating a new private Contact”, on page 43.

2. Fill in the entry fields with reference to the tables on the following pages.
3. Save the user data.

   Saving the user data copies them to the XPR database. This enables the newly defined user to directly log on to the system.

4.2.1.1 General Information on User Data

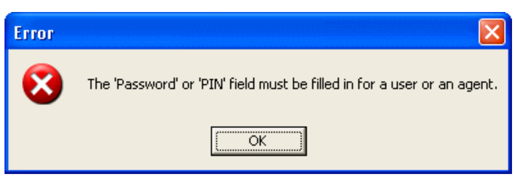
So that a user entry can be registered, at least the upper portion of the dialog and the mandatory data fields on the **Server access** tab (see Section 4.2.1.2, “Server access tab”, on page 91) must be filled in.

Entry lines in the upper portion of the dialog

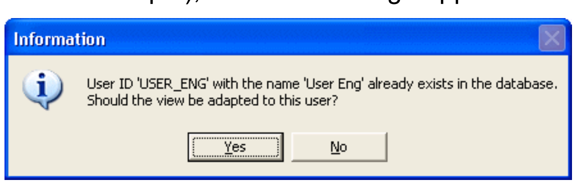
Dialog Entry	Description
User ID	Log-in name, also used as abbreviated name (e-mail). This name entry must be unambiguous and should only include the characters A…Z and 0…9 . A maximum of 26 characters should be used to avoid problems with address generation. It is theoretically possible to enter 63 characters. But since further elements are added to the address for dispatch, the address portion might be exceeded. For the address of dispatch, 63 characters are available as well. This might falsify the address in the end. **Note:** If this entry is omitted, *Communications* automatically generates a user ID via the entry in the **Name** field. You should, however, make it a rule to define a user ID yourself, since only in this way reasonable power dialing names are created.
Name	Enter the full user name here. Though this entry is meaningless for addressing, it simplifies the assignment of a real person to the often cryptic user name. The entry also serves to generate a user ID if this has not been specified yet (see above). **Note:** Both entries, **User ID** and **Name**, must be unique. In other words, they may be allocated only once. If several users or contacts have the same name, additional information must be provided, for example: **Joe User (Purchasing)** and **Joe User** (**Accounting**).

Table 24 Entry Lines in the upper Portion of the Dialog for User Redefinition.

In case you forget one of the mandatory entries mentioned above, an error message points out this omission.



If you inadvertently try to assign a user ID or a user name twice, (these entries must be unique), an error message appears.



IMPORTANT: If you have assigned a user ID or user name twice, **No** must definitely be selected in the above pop-up information. Otherwise the database entries of a previously defined user are overwritten with the newly entered data. After pressing **No** you are taken back to the user definition mask, where you can correct the corresponding data.

4.2.1.2 The Database Masks

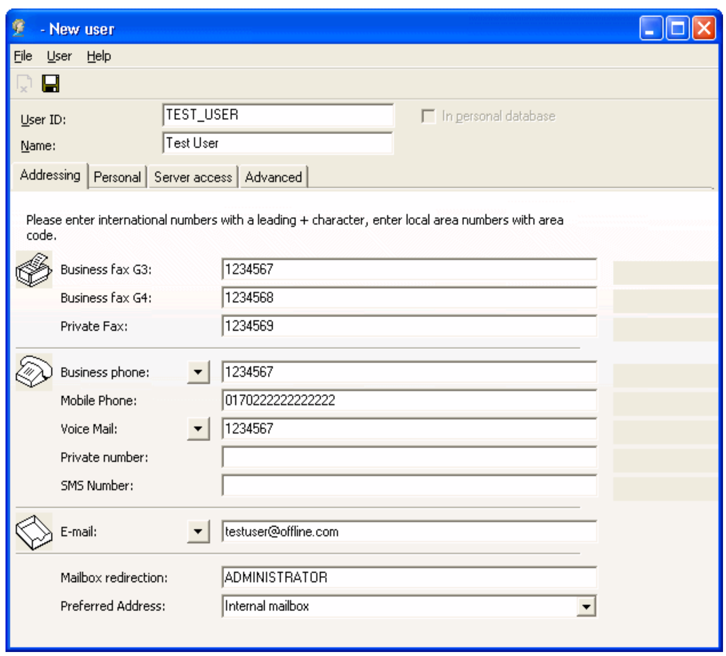
The entries in the database fields depend on the installed system environment and the available services.

NOTE: Depending on the XPR server configuration, the single masks or database fields can appear in several versions (multiple).

Addressing tab

This tab serves to define addressing data for a user. Enter the phone numbers for fax and telephone as well as the e-mail address.

NOTE: Phone numbers are stored in the database in the format in which you specify them. After saving the contact data, the phone numbers entered are edited by the NCO (Number Conversion Object). This may change the representation in the phone number fields depending on the NCO settings defaulted by the administrator.



Mask entry	Database name	Description
Business fax G3	**FAXG3#**	Calling number of the contact for the commercial Fax G3 connection.
Business fax G4	**FAXG4#**	Calling number of the contact for the commercial Fax G4 connection.

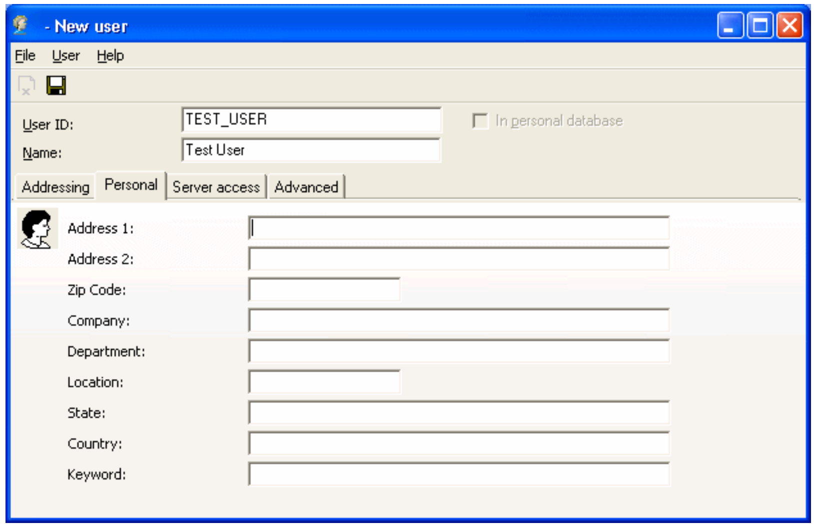
Table 25 User Data in the “Addressing” Tab.

Mask entry	Database name	Description
Private fax	**Privfax#**	Calling number of the contact for the private fax connection.
Business phone	**PHONE#**	Phone number of the user's business telephone. connection.
Mobile Phone	**GSM#**	Cell phone number of the user.
Voicemail	**VOICE#**	Voice mail number of the user.
Private number	**Privtel#**	Phone number of the user's private telephone.
SMS number	**SMS#**	Cell phone number of the user.
E-Mail	**SMTP**	E-mail address of the contact.
Mailbox diversion	**Stand-in**	Here you can enter the address of a person to act as deputy. This is useful when e.g. an employee leaves the company and the corresponding user entry is to be deleted. In most cases such a user entry will not be instantly removed but turned into a contact entry for the time being. Defining a deputy avoids the loss of mail still addressed to the employee no longer present. His/her messages are then forwarded to another colleague.
Preferred address	**PREFERRED**	Here you can determine which service is to be used as default for contacting the subscriber. If e.g. a contact can only receive Fax G3 messages, then **FAXG3** should be selected from the pull-down menu. You need, of course, to make sure that the database field referenced via the preferred address contains a valid Exchange address for this contact. Thus the server need not run through the entire entry list to offer you a send mode, and messages can be sent faster.

Table 25 User Data in the “Addressing” Tab.

Personal tab

In the **Personal** tab additional information on the newly defined user can be entered. These data are not significant for system addressing. You can enter postal data such as zip code, town, street, house number etc.

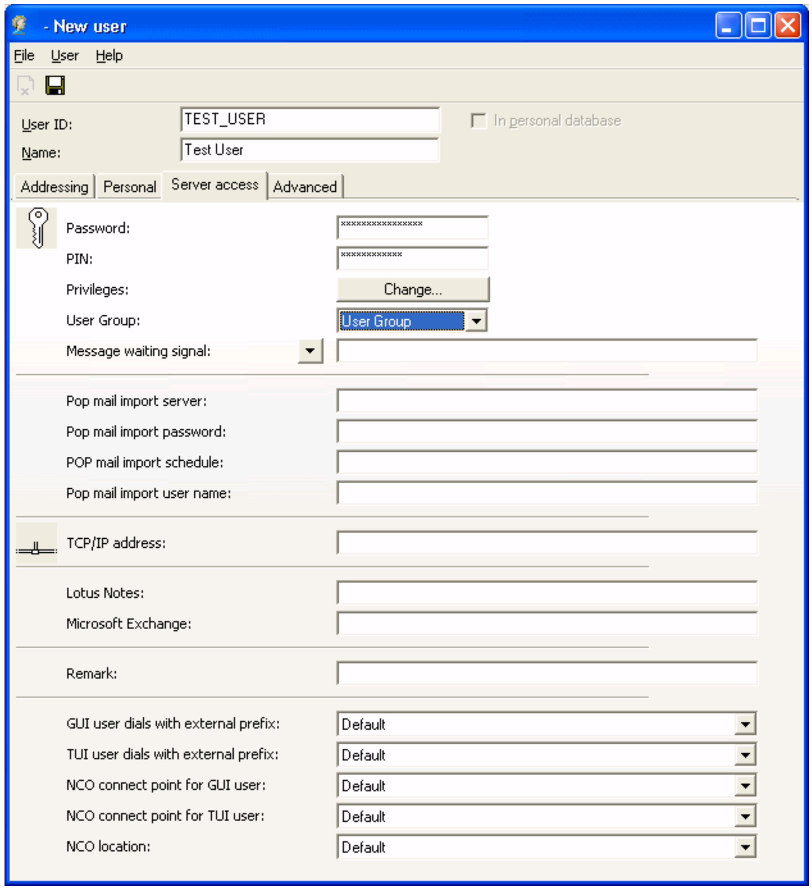


Mask entry	Database name	Description
Fields for postal addressing data		
Address1 **Address2** **Zip Code** **Company** **Department** **Location** **State** **Country**	**ADDR1** **ADDR2** **ZIP** **Company** **Division** **City** **STATE** **Country**	Here you can enter postal specifications on a contact.
Further fields		
Keyword	**KEYWORD**	If required, a contact keyword to be searched for can be entered here.

Table 26 User Data in the “Personal” Tab.

Server access tab

In the **Server access** tab you can perform basic settings required for accessing the XPR server. Mandatory entries need to be made here as well: an access authorization must at any rate be configured by password and, if required, by PIN. In addition, the new user must be assigned to a user group so that a user entry can be defined.



Mask entry	Database name	Description
Password	**PASSWORD**	To access the server, a user must log on with a password. While being entered, the password is not displayed in the clear text but each character is represented by a wildcard. In addition, the password is protected in the database by a one-way coding, so that it cannot be viewed or copied there either. There is no default password. A password must thus be entered at any rate since the XPR server does not allow access via empty password fields. **Note:** When the administrator defines a user, he/she usually provides a password for the user to enable the first log-in. Then the user should first assign him/herself a new password. Advise users not to choose trivial passwords that can be found out by brute force methods, e.g. trying all words of a dictionary.

Table 27 User Data in the “Server Access” Tab.

Mask entry	Database name	Description
PIN	**PIN**	Through specification of the PIN (Personal Identification Number) the user can access the IVR (Interactive Voice Response), thus the remote query for the voice mailbox. Like the password, the PIN is represented by asterisks while it is entered in the corresponding field. In addition, the PIN is protected in the database by a one-way coding, so that it cannot be viewed there. Assigning a PIN is mandatory if the user may access his/her mailbox via his/her telephone by script. No PIN is defaulted. However, since the Voice/Fax Mailbox Script uses 1 1 1 1 1 1 as presetting, we recommend to copy this PIN for the first installation.
Privileges	**PRIVILEGES**	A user's authority depends on the assigned privileges. A user inherits the privileges assigned to a group by his/her membership in this group. His/her actual privileges thus conform with the user group he/she belongs to as well as with individual privileges additionally assigned by the administrator. Via the **Change...** button you can individually modify the privileges that were allocated for a new user by assigning him/her to a specific user group.

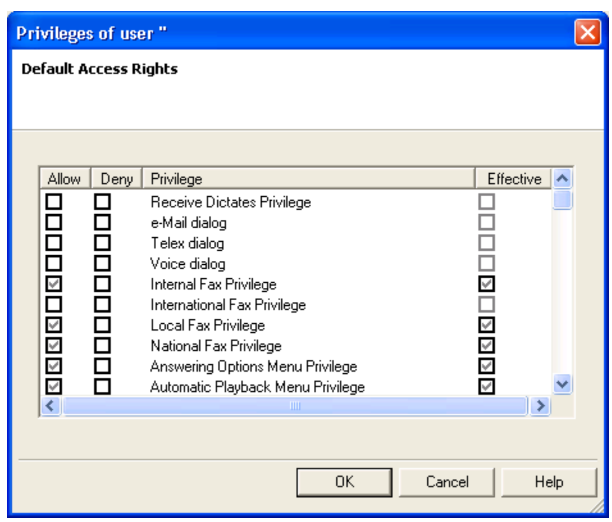


Table 27 User Data in the "Server Access" Tab.

Mask entry	Database name	Description
		The assignment holds the option to deny a privilege inherited via group membership or to grant a privilege not inherited. The **Effective** column indicates whether a privilege is valid for the displayed user or group. An entry under **Deny** always leads to a user group or user not having this privilege. After the assignment of additional rights, save the new user privileges with **OK**. Which privileges are available and the significance they have can be gathered from chapter “User” in the **Server Administration** manual.
User group	**GROUP**	Each new user must be assigned to a specific user group. This group assignment determines the basic privileges granted to a user in the system. The privileges assigned to a group are thus bequeathed to the group members via membership. So a user group always represents a community of subscribers with the same user privileges. Rights assigned to a user via his/her membership of a specific group can under no circumstances be withdrawn at a later date. It is, however, possible to individually extend a user's privileges. This type of privilege allocation has been chosen here to keep the administrative effort with privilege assignment as small as possible. The following user groups with specific privileges are already available from the installation as system default: • Advanced User Group with the privileges: **User Group Privileges** plus **Advanced USER Privilege** • Administrator Group with all privileges. • Service Group with the privileges: **User Group Privileges** plus **External Archive Query** plus **Global Alias Editor** plus **Global Distribution List Editor** plus **ISDN Service Remote Access** plus **Query Result Document View** plus **Server File Access** plus **Server Query** plus **Service Privilege** • User Group with the User Group privileges • Guest group with significantly restricted privileges

Table 27 User Data in the “Server Access” Tab.

Mask entry	Database name	Description
CTI Journal	**CTIJOURNAL**	This option releases the CTI function as well as the CTI activity logging for this user. If this option is not set, telephone calls cannot be logged in the windows under **My telephone number**.
Message waiting signal	**CIT**	If you want the user to be notified about incoming messages at his/her telephone (Message Waiting Indicator, MWI), enter the user's telephone number in the field provided here.
Pop mail import server **Pop mail import password** **Pop mail import schedule** **Pop mail import user name**	**Pmi-hostname** **Pmi-password** **Pmi-schedule** **Pmi-username**	User account definition for the POP3 mail import. Details on this are found in the **Server Administration** manual under “POP3 Mail Import”.
TCI/IP address	**TCPIP**	The TCP/IP address of the workstation PC is automatically entered here if the user has set an active mail delivery and *Communications* is connected via TCP/IP.
Lotus Notes	**LN**	Field for specifying the Lotus Notes address in a Lotus Notes environment. Referencing this field via “*LN*” in the **Preferred Address** data field routes all incoming messages to the Lotus Notes gateway.
Microsoft Exchange	**Exch**	Field for specifying the MS Exchange address in an Exchange environment. Referencing this field via “*EXCH*” in the **Preferred Address** data field routes all incoming messages to the Exchange gateway.
Remark	**Remark**	This entry field can be used by the administrator for remarks on the new user definition. These can be a date and other circumstances that might document the user entry. The corresponding line is exclusively intended for text entries. It can hold a maximum of 56 characters.
The following data fields serve for setting the *Number Conversion Objects* (NCO). The configuration performed here refers to the respective user. It may also be executed group-specifically. If no user or group settings are available, the system default settings are used. The priority for applying the settings is as follows (from the highest to the lowest): User settings > group setting > system setting.		

Table 27 User Data in the “Server Access” Tab.

Mask entry	Database name	Description
GUI user dials with external prefix	**NCO_GUI_PREFIX**	Definition of this GUI user's external prefix. Default: user group or system default settings are copied for this GUI user. false: user dials without external prefix. true: user dials with external prefix.
TUI user dials with external prefix	**NCO_TUI_PREFIX**	Definition of this TUI user's external prefix. Default: user group or system of the user group or system default settings are copied for this TUI user. false: user dials without external prefix. true: user dials with external prefix.
NCO connect point for GUI user	**NCO_GUI_CONN_ PT**	Definition of this GUI user's dial rules. Default: user group or system default settings are copied for this GUI user. Other selection options are offered depending on the definition available.
NCO connect point for TUI user	**NCO_TUI_CONN_ PT**	Definition of this GUI user's dial rules. Default: user group or system default settings are copied for this TUI user. Other selection options are offered depending on the definition available.
NCO location	**NCO_LOCATION**	Location definition for this user. Default: user group or system default settings are copied for this user. Other selection options are offered depending on the definition available.

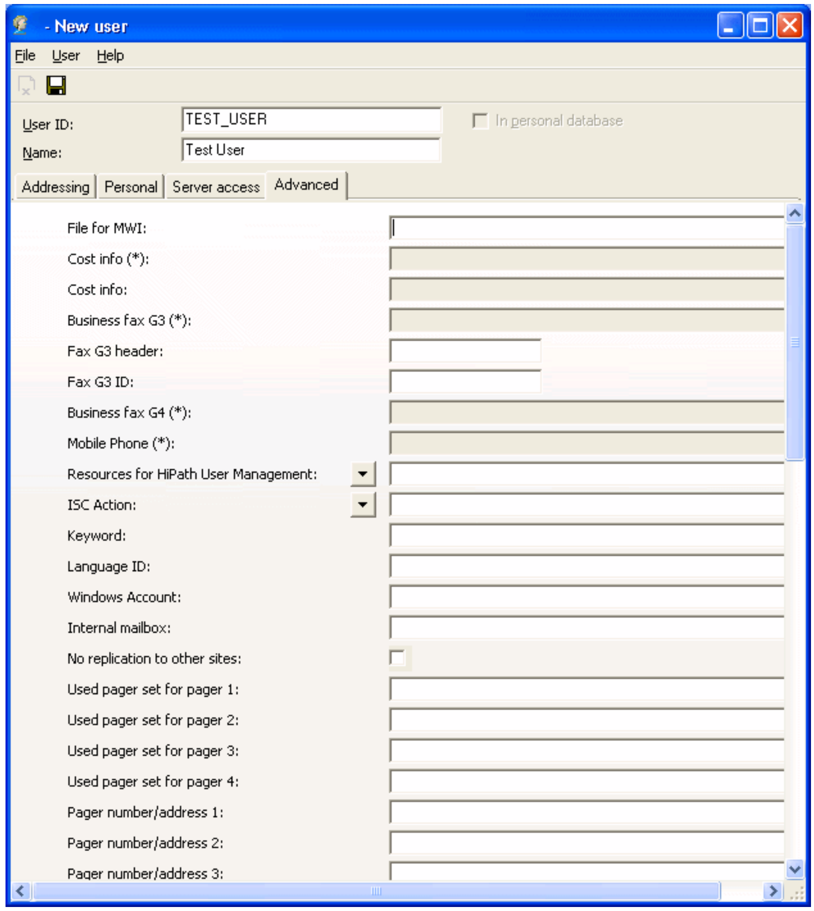
Table 27 User Data in the “Server Access” Tab.

Advanced tab

In the **Advanced** tab further database fields can be edited, which are offered depending on the XPR server system configuration.

Which database fields have to be filled in for your system environment can be gathered from chapter “Field Significance“ in the **Server Administration** manual.

NOTE: The fields indicated with a (*) contain phone numbers edited via the NCO (Number Conversion Object). The calling numbers cannot be edited on the **Advanced** tab.



4.2.2 Modifying a User Entry

So that the corresponding user data to be edited can be viewed, the group folder in which the user is contained must be opened. How to modify user data:

1. First, expand the **People** folder, then the **User Groups** subfolder in the **Explorer Folders** window.

2. Select the user group that contains the user whose data you want to change.

   In this way all subscribers in this group are displayed in the **Explorer List** window.

3. In the **Explorer List** window select the desired user entry.

This opens the user data mask in the Preview window where it can be directly edited.

NOTE: With a double-click on the user entry in the **Explorer List** window, the user’s data mask can be opened in a separate dialog. You can also open this data mask by selecting the user entry and clicking the  icon.

---

4. Edit the user data.
5. Save the modifications.

   The modified data are directly copied without security prompt. Therefore you should be sure of the correctness of the modifications before you save them.

4.2.3 Assigning Users to another Group

Users can be easily assigned to other users by drag&drop. Proceed as follows:

1. In the **Explorer Folders** window open the user group that contains the user entry to be shifted (see above).

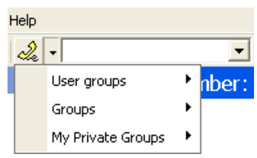
   In this way all subscribers in this group are displayed in the **Explorer List** window.
2. Move the user into the desired folder by shifting the user entry with the mouse.

   You can also assign several users to a new group simultaneously after selecting their entries.

NOTE: Remember that assigning users to another group usually changes their privileges.

4.3 User Groups

User groups are groups that contain the OpenScape Xpressions users. Upon their definition, users are assigned to one of these user groups. They serve to bequeath privileges and simplify addressing.



Users are, for example, integrated in the telephone directory via their group membership and can be quickly called from there.

For message transmissions or making calls, a subscriber can be directly addressed from the **Explorer List** journal after the group folder has been opened in the **Explorer Folders** window (its elements are then displayed in the **Explorer List** window). Each user can only be a member of one user group. Therefore, moving users to another user group is well possible, but copying them is not. Defining new user groups is required and useful when in doing so a clear structure can be created or different (e.g. fewer) privileges must be defined for a new user group. In other words, these new users do not fit into the privilege pattern of the existing user groups, since in there they would be granted too many privileges or too few. This procedure is mandatory for a group that is to assign fewer rights than the default user group. As already mentioned, no basic privileges can be withdrawn from members of a group that have globally been assigned these rights. If additional privileges had to be granted, it would be possible to first assign the corresponding basic rights to each user via a specific group membership and to individually extend these privileges then. This, however, might result in tedious configuration procedures. Therefore, it is more convenient to define new groups.

4.3.1 Defining new User Groups

Proceed as follows:

1. Select the **User groups** folder under **People** in the **Explorer Folders** window .

2. Open the **User groups** folder under **People** in the **Explorer Folders** window with the left mouse button and press the icon in the **Explorer Folders** window's toolbar.

   The **New Directory** dialog opens.

   Alternatively opening the **New Directory** dialog:

   - Select the **User groups** folder under **People** in the **Explorer Folders** window with the right mouse button to open a context menu. Then click **New Folder...**.

   - Select the **User groups** folder under **People** in the **Explorer Folders** window. In the **Folders** menu click the **New Folder** function.

3. Assign a name to the new user group.
4. To define the group privileges, press the **Group privileges of the new folder...** button.

   By enabling the corresponding check boxes, privileges are selected for the users of the group.

NOTE: No new user group can be generated without privilege assignment. If you try it anyway, an error message appears.

---

5. Click **OK** to accomplish the user group definition.

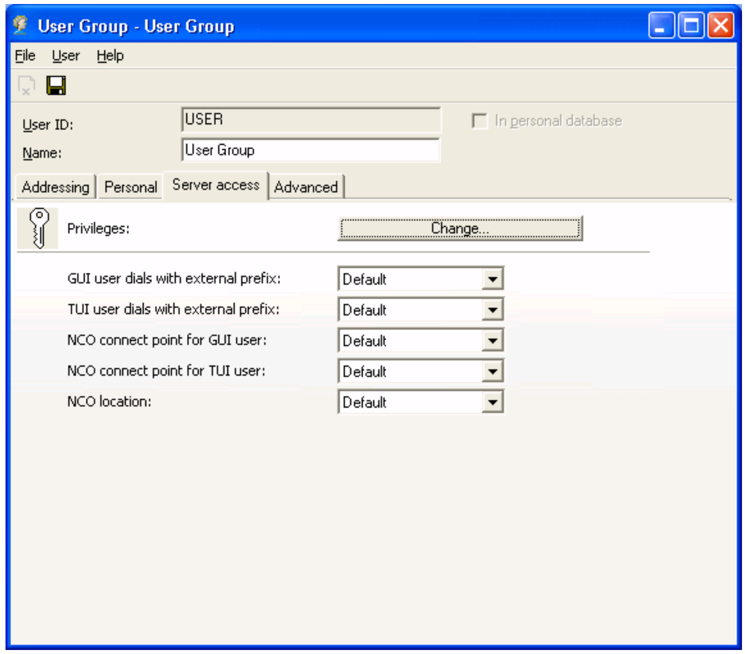
4.3.1.1 Group Folder-Properties

Via **Folder Properties** you can perform further group settings. You can also reach this dialog via the group context menu or, after selecting the corresponding group, via the **Folders** menu.

The configuration performed here refers to the users who are members of the selected user group. The set privileges are inherited by those users via their group membership. The configuration may also occur group-specifically. If no user or group settings are available, the system default settings are used. The settings application priority is defined as follows (from the highest to the lowest): user settings > group setting > system setting.

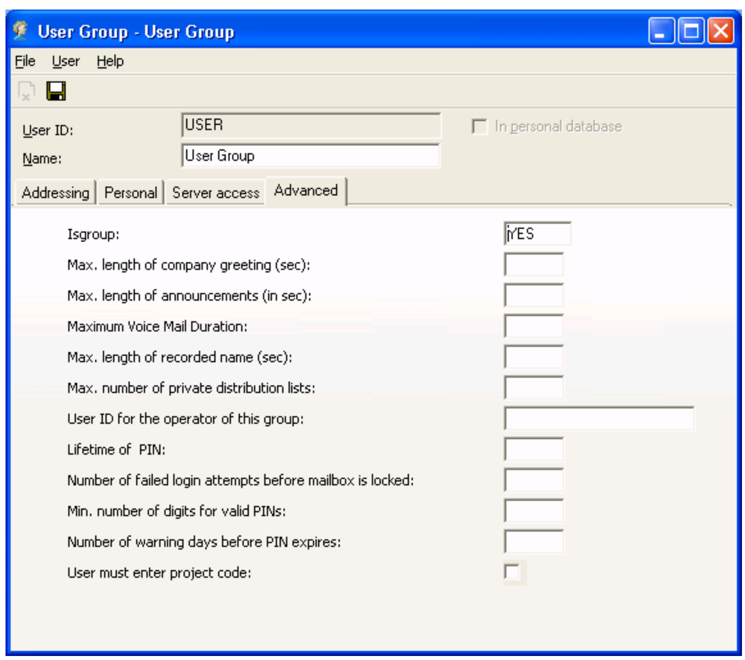
You can perform the following settings:

- **Server access** tab
  - Modifying the group privileges via the **Change** button:
  - Defining the NCO (Number Conversion Object) group settings.



- **Advanced** tab

  On the **Advanced** tab you can adjust the global voicemail settings defaulted in the telematics APLs and valid for all users to specific user groups. Global settings are then overwritten by group-specific ones.



The following parameters can be adapted for the selected group:

Parameter	Description
Isgroup	The “YES” entry defines this group as user group.
Max. length of company greeting (sec.)	The time available to record the company greeting. **Remark:** This setting is only considered useful for the group that contains the “Company“ user account via which a company greeting is activated.
Max. length of announcement (in sec.)	Time that a group member has for recording his/her individual greetings.
Maximum Voice Mail Duration:	Time that a caller has for recording his/her message. Shortly before the set time expires, the caller receives a warning.
Max. length of recorded name (sec.)	Time that a group member has for recording his/her individual name.
Max. number of private distribution lists	Number of distribution lists that a group member may generate.
User ID for the operator of this group	A call destined for a member of this user group is diverted to the subscriber whose ID is entered here upon request.
Lifetime of PIN	A period after which the PIN is considered invalid for the group members is defaulted here in days. After expiration of this period the user is prompted to enter a new PIN. Entering 0 deactivates this function.
Number of failed login attempts before mailbox is locked	The entered value defines for the group after how many failed login attempts (PIN entry) the mailbox is locked. It must then be unlocked again by the administrator. This may occur via resetting the VM_LOGIN_FAILED database field. The forgotten PIN can then also be set to a new value.
Min. number of digits for valid PINs	The value entered here determines of how many digits a new group member PIN must at least consist. Longer PINs increase security. On the other hand they are hard to remember so that a useful compromise should be found.
The number of warning days before the PIN expires	The number of days a warning should be output before the telephone password expires is set here for the users of the selected group. The warning then always occurs with user login. Example: If the PIN is to be valid for 30 days and the number of warning days has been set to three, the first note of the PIN expiring is issued to the user after 27 days.

Table 28 Parameters for adapting the Group Voice Mail Settings.

4.3.2 Groups

Besides the user groups there are other types of groups. These groups allow simultaneous membership in several groups whereas a user or contact can only be member of one user group. These groups can be used, for example, to compile distribution lists. In other words, these groups can be directly addressed. It is also possible to add other groups to a group. These are then integrated in the group as linkup.

NOTE: The maximum linkup of groups within a group is limited to 100.

The following different groups may have been created in the system:

- Groups (addressing type `[GRP]`)
- My Private Groups (addressing type `[PGRP]`)
- Distribution Lists (addressing type `[LST]`)

4.3.2.1 Groups (Addressing Type `[GRP]`)

These are global groups that can be accessed by any user for addressing. They can only be generated and edited with administrative privileges. Groups can also be configured as skill groups in which agents with special skills are then pooled. Furthermore, you can assign an SMTP or XPR address to a group for addressing it from outside (only useful in case of voice, fax and e-mail addressing). You can perform the corresponding settings in *Communications* and in the *Web Assistant* (there under **Distribution groups**).

Addressing syntax:

1. NVS addressing:

   NVS:*<service>/<address>*

2. Internet address:

   NVS:*SMTP/xyz@offline.com*

4.3.2.2 My Private Groups (Addressing Type `[PGRP]`)

These groups can be defined and edited by any user. You find information on this group type in Section 2.14, “Defining Groups under “My Private Groups””, on page 57.

4.3.2.3 Distribution Lists (Addressing Type `[LST]`)

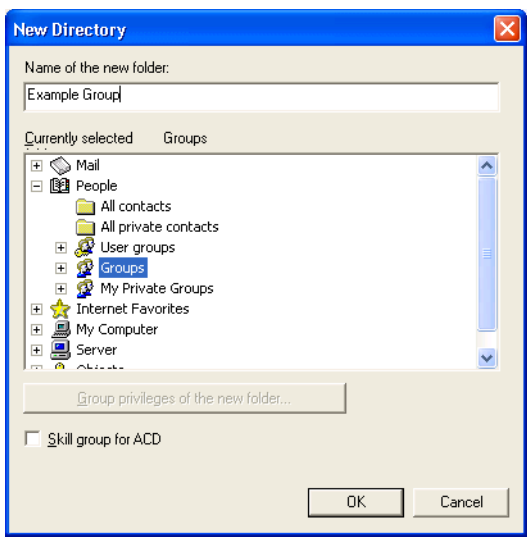
NOTE: Distribution lists of type `LST` are only displayed if they were configured in a previous XPR server version. They only serve for maintaining older systems. Distribution lists are currently realized via groups.

Via distribution lists you can address subscriber groups defaulted in the system. They are maintained by the administrator and represent a global resource as well. Distribution lists cannot be addressed externally.

4.3.2.4 Defining Group Folders under Groups

1. Select **Groups** in the **Explorer Folders** window.
2. Either click this entry with the right mouse button to open a context menu or select the folder icon in the **Explorer Folders** window to access the New Directory definition dialog. You can also call this feature via the *Communications* menu (under **Folders**).

   The **New Directory** dialog opens.



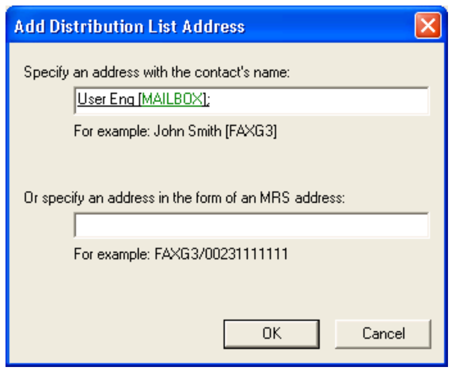
3. Enter a name for the group.
4. Click **OK** to complete the group definition.
5. Copy the corresponding users/contacts for example from the **All contacts** folder to the new group folder by drag&drop.

NOTE: You can assign several users/contacts to the new group simultaneously.

Proceed analog for configuring a group linkup.

4.3.2.5 Adding Subscribers to Groups manually

You can also add subscribers to the distribution list manually. First select the folder that you want to supplement with an entry. Then enable the subscriber  icon in the **Explorer List** window. Thereafter an entry mask opens in which you have two options for adding users:



- either by entering the subscriber name with the desired addressing mode in the top line or
- or via the subscriber's XPR address at the bottom.

4.3.3 Defining Groups under “My Private Groups”

See Section 2.14, “Defining Groups under “My Private Groups””, on page 57.

4.4 *Communications* GUI Layouts

NOTE: Repeat the steps from point 3 if you want to change the addressing of further subscribers in the list.

4.4.1 Defining a global *Communications* Layout

As administrator you may create *Communications* layouts that all users in the system may deploy. These individual windows that can be configured in *Communications* for this purpose and their functions are described in the Function Reference under Section 5.3.2, “Implementing the Function Windows in Communications”, on page 173. When you design a *Communications* layout it is important that you only consider those views and functions relevant and useful for your system environment. So before you start designing one or several layouts (up to four are possible), you should be aware of what you really need to install for your purposes.

Layouts locally created by an administrator can be “published” in the system for each user to access them. In other words, these layouts are, besides the individually designed ones, made available to each *Communications* user as global layouts. Any user can invoke them via the *Communications* main menu option **View > Switch to Layout**. In the list then provided you can select the corresponding layout. Global layouts in the list can be recognized by the missing “local” indication, which otherwise signifies locally generated layouts.

How to create a global layout as administrator:

1. Design a new layout.

   How this is done is described in Section 5.3.1, “Creating, editing and selecting a Layout”, on page 172.

2. Select **View > Layout > Edit** and the **Make Available To All Users** command from the menu.

This is all you have to do to publish a layout. Repeat this process for further global layout definitions.

NOTE: It may happen that new global layouts are not immediately visible for standard users. After logging off and in again at the client, the new layouts are at any rate included in the list and can be selected.

4.4.2 Restricting User Privileges for Layout Definition

If users are not desired to generate arbitrary layouts or to modify existing ones, privileges can be restricted to withdraw this right step by step.

The following steps are required:

1. Extending the XPR database (see Section 4.4.2.1, “Extending the XPR Database”, on page 107).
    1. Inserting privilege fields in the correlation database.
    2. Extending the user data mask by the **Layout** field.
2. Administering the user privileges (see Section 4.4.2.2, “Administering User Privileges for Layouts”, on page 109).
    1. Assigning privileges to a user or user group.
    2. Generating a new layout and making it available to all users (publishing).
    3. Assigning a layout to a user.

4.4.2.1 Extending the XPR Database

Inserting privilege fields in the correlation database

So that the correlation database can be extended by the privilege fields, a database export must be performed.

1. Open a command line window.
2. Switch to the XPR directory *<XPR Install>*`\SDKTools`.
3. Start the `InfoTool` program with the `EXPORT` parameter and the specifications `rec=correl file=<Filename>.txt`.

   The entry of the `<Filename>.txt` parameter determines under which names this text file is to be stored. Example of this call:

   ```
   InfoTool EXPORT rec=correl file=correl.txt
   ```

   NOTE: The text file is stored in the directory *<XPR Install>*`\SDKTools\....`

   ---

4. Open this text file with a text editor and insert the following three lines arbitrarily in the text under `<Servername>/$System PRIVILEGES`. You can enter any value under `Keyname`. It must, however, not clash with `KEYNAME` values already existing in the correlation database – thus it must be `unique`.

DOMAIN	CLASSNAME	CLASS	KEYNAME	KEY
.	.	.	.	.
.	.	.	.	.
<Servername>/$SYSTEM	PRIVILEGES	LAYOUT_CREATE	0X42	Layout Creation
<Servername>/$SYSTEM	PRIVILEGES	LAYOUT_LOCAL	0X43	Layout on Local Workstation
<Servername>/$SYSTEM	PRIVILEGES	LAYOUT_MULTI	0X41	Layout Multiple
.	.	.	.	.
.	.	.	.	.

5. Save your modifications in the text file.
6. Import this text file by means of the `InfoTool`:
   Example: `InfoTool IMPORT rec=correl file=correl.txt`

Extending the user data mask by the "Layout" field

So that a fixed layout can be assigned to users, a user database field must exist via which a layout is assigned to the corresponding user. In this way various layouts, for example related to a user's task, can also be assigned. The layout name is entered in this database field along with the user definition late on.

To expand the user data mask, a mask export must be performed.

1. Open the command line window.
2. Switch to the XPR directory *<XPR Install>*`\SDKTools`
3. Start the `InfoTool` program with the `MASKEXPORT` parameter and the specification under which name this text file is to be stored.

   Example of this invocation: `InfoTool MASKEXPORT file=mask.txt`

   NOTE: The text file is stored in the directory *<XPR Install>*`\SDKTools`.

4. Open this text file with a text editor and insert the following lines in the text:

Under `$mask PROFILE` the line `LAYOUT` in an arbitrary place according to the following example:

```
.
$mask PROFILE
.
.
LAYOUT     ################################
.
.
```

The type definition of the variables now follows in the `$attrib` portion:

```
.
.
$attrib
.
.
LAYOUT   CHAR,PSUPER
.
.
```

IMPORTANT: In the portion under `$mask PROFILE` only blanks, and in the `$attrib` section only tabs are allowed as spacing!

---

5. Save your modifications.
6. Now import the text file by means of the `InfoTool`.

   Example: `InfoTool MASKIMPORT file=mask.txt`

NOTE: To check the successful accomplishment of the procedure you can open the **Advanced** tab of the user data via *Communications*. In there an additional database field named **Layout:** is now available.

The name of the layout loaded for this user at the start of *Communications* is entered in this added field **LAYOUT**.

4.4.2.2 Administering User Privileges for Layouts

After you have configured the above database fields and assigned a layout, the user can only access the layout the name of which is entered in the user definition under **Layout**. The default behavior, according to which each user can create four arbitrary layouts and choose one from all available layouts (maximum eight), is switched off. Extended layout-privileges to be granted to a user or a user group must be explicitly defined now.

NOTE: If no layout assignment has yet been performed for the individual user (the **Layout:** field is still empty), or no layout exists under the entered name, the default behavior takes automatically effect.

Explanation of privileges or privilege combinations

Besides individually activating one of the three privileges, a combination of the three defaulted privileges can be defined.

The following three basic privileges are available:

Privilege	Description
`LAYOUT_CREATE`	The user may create at least one layout.
`LAYOUT_LOCAL`	The user may locally store modified admin layouts. **Note**: The user can only alter the size of the windows in which the layouts provided by the administrator appear.
`LAYOUT_MULTI`	The user may have (generate) more than one layout.

Table 29 User Privileges for creating Communications Layouts.

Assigning privileges to a user or user group

- **For a single user**

  1. Expand the **People > User groups > *<user group>*** folder in the **Explorer Folders** window.
  2. Open the user definition with a double click on the corresponding user entry in the **Explorer List** window.
  3. Switch to the **Server access** tab.
  4. Push the **Change** button next to **Privileges**.
  5. Tick off the desired check boxes for **Layout Creation**, **Layout on Local Workstation** and/or **Layout Multiple**.
  6. Save the modification.

- **For user groups**

  1. Expand the **People > User groups > <user group>** folder in the **Explorer Folders** window.
  2. Call the context menu of the group whose privileges you want to customize (rightclick on the group).
  3. Select the **Change Access Rights** menu option.

In the **Privileges of group “xyz”** dialog you find the privileges on the **Standard** tab.

4. Tick off the desired check boxes for **Layout Creation**, **Layout on Local Workstation** and/or **Layout Multiple**.
5. Push **OK** to save the modifications.

Generating a new layout and making it available to all users

If users are to be provided with a layout ready-made by the administrator only, define it beforehand and publish it via the **Make Available To All Users** menu option. The administrator can prepare up to four layouts for this purpose. See Section 4.4.2.2, “Administering User Privileges for Layouts”, on page 109.

Assigning a layout to users

Specific layouts are assigned to different users via a user’s definition dialog. In the **Layout:** data field of the **Advanced** tab enter the definition name of the layout that is to be made available to the user.

4.5 Designing and compiling Fax Stationery

Fax stationery generally consists of a cover page (the first fax page) and the pages that follow.

In *Communications*, you can design any number of fax sample pages. These can be compiled to different fax stationery.

All fax stationery defined by the administrator can be selected by the users.

You compile and edit fax stationery via the *Communications* menu after invoking **Tools** and then **Fax Stationery**.

How to create fax stationery as administrator and which design options you can use in this process is described in the reference portion of this manual from Section 5.6.6, “Fax Stationery”, on page 237.

4.6 Calendar Profiles

Calendar profiles are global XPR server resources that can be used by different applications. For each instance they generate a status from time and date that helps to influence the program sequence.

A calendar profile consists of calendar rules and day profiles. A calendar rule defines which day profiles are assigned to the week days or to special date specifications, thus the calendar profile composition.

4.6.1 Creating a new Calendar Profile

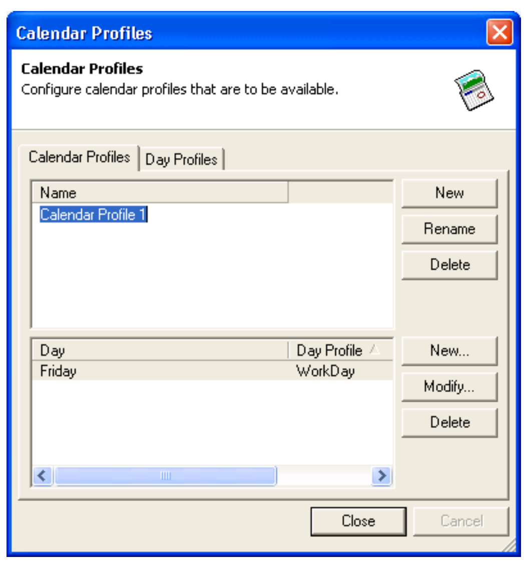
The following steps are required to generate a new calendar profile

1. First generate the calendar profile.
2. Then define the required day profiles with the desired operating modes and actions possibly lined to these.
3. Finally generate the calendar rules for the calendar profile.

Generating the calendar profile

1. Call the **Tools > Calendar Profiles...** function via the main menu.

   The dialog box **Calendar Profiles** opens.



   On this tab you perform the basic definition settings and the assignment of day profiles to specific weekdays or calendar dates.

   In the upper section of the window (below **Name**) the existing calendar profiles are listed. In the lower section of the window (below **Day** and **Day Profile**) the calendar rules for the calendar profile selected above are displayed.

2. Click the **New** button next to the top display.

   The list of available calendar profiles displays a new profile named **New Calendar Profile**. You can immediately replace this default entry with a more appropriate name.

3. Assign an expressive name to the profile.

With naming the profile the definition of a new calendar profile is accomplished.

Editing a calendar profile

A calendar profile must be selected to become editable. The associated weekday and date settings (calendar rules) are then displayed in the bottom section of the window. Use the buttons next to the top display for editing.

They trigger the following functions:

Button	Description
New	Defines a new calendar profile. It will be displayed in the window section to the left of this button below the name **New Calendar Profile.** You can immediately replace this default entry with a more appropriate name.
Rename	With this button you can change the calendar profile name any time. Push this button after selecting the profile. The profile name is immediately released for editing.
Delete	Removes calendar rules no longer required from the calendar profile. This process refers to the currently selected profile.

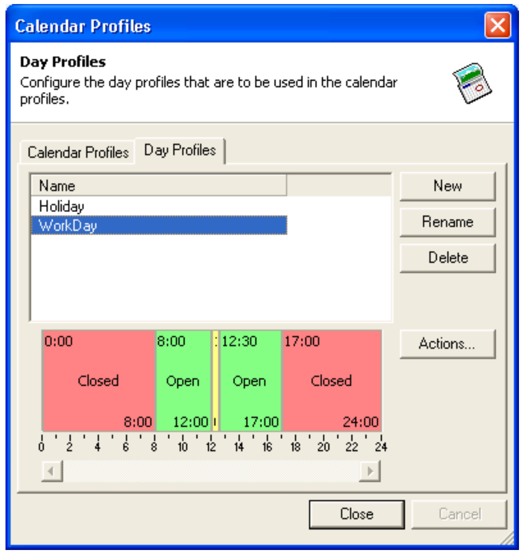
Table 30 Calendar Profile Editing Functions.

Defining day profiles

The **Day Profiles** tab serves for defining the operating states that may come up within a 24 hours period (**Open**, **Closed** and **Break**).

1. Change to the **Day Profiles** tab.

   Here the existing day profiles are displayed in the upper section of the window below **Name**.



2. Use the three buttons next to the top display to set new calendar profiles or to edit already defined ones:

   They trigger the following functions:

Button	Description
New	Defines a new day profile. This profile will be displayed in the window section to the left of this button below the name **New Day Profile**. You can immediately replace this default entry with a more appropriate name. In case of a new definition, a 24-hour time range with the default status “Closed” is generated.
Rename	With this button you can change the day profile name any time. Push this button after selecting the profile. The profile name is immediately released for editing.
Delete	Removes day profiles no longer required from the list. This process refers to the currently selected profile.
Actions	After selecting a day profile entry in the list you can use this button to redefine the operating statuses. How this is done is explained in the following. The functions of this menu can also be reached via the context menu (right click on the graphic day profile representation).

Table 31 Day Profile Editing Functions.

3. Select the time range represented in the bottom window portion. The selected time range then appears encircled by a dotted line to signify that it is editable.

NOTE: Via the **Actions** button or the context menu you may define via the **Default** function which operating state you would like to specify for the 24-hour range.

4. Click on the Actions button to edit the period of time.

   Via this menu new time ranges can be inserted or the statuses modified.

   The following functions are offered in the **Actions** menu:

Function	Description
Status [Space]	Via this function you can access another submenu to toggle the current status of the selected range. Available are: • Open • Pause • Break The currently set status is indicated by a preceding dot and bold lettering.
Combine [F5]	Here, two or more adjoining time ranges with the same status may be combined. This function is only available if two neighboring time periods have the same state and one of these time periods is selected.
Delete [Del]	Removes the range selected in the profile.
New [Ins]	Adds a new time range to the profile. The desired statuses can be immediately defaulted: • Open • Pause • Break
Default	Serves to default set the basic status for the entire range. This simplifies day profile definition since you then only need to insert periods that deviate from the basic one, like for example "closed". Possible are: • (None) • Open • Pause • Break The currently set status is indicated by a preceding dot and bold lettering.
Zoom In [Page up key]	To determine ranges precisely to the minute you can change the representation scale. The scale can be recognized by the time scale displayed under the day profile window. When the represented range is not magnified, it comprises 24 hours. The gradation is 30 minutes here. In the first magnifying step the represented range is reduced to 12 hours (fifteen minute gradation). In the next step to six hours (five minute gradation), then to three hours (one minute gradation) and finally to one hour (one minute gradation as well). With the scrollbar you can also access periods currently not visible in the window.
Zoom Out [Page down key]	This function gradually cancels a previously performed magnification.

Table 32 Editing Options for Day Profiles in the “Actions” Menu.

Function	Description
Properties	The single time ranges can additionally be linked to actions. Possible actions are: • Greeting playback • Call forwarding

Table 32 Editing Options for Day Profiles in the “Actions” Menu.

5. Via **New** and selection of the desired status (**Open**, **Break** or **Closed**), insert a new time range in the selected one.

> ***NOTE:*** The new time range overlaps the previously selected one.

6. Use the scroll bar to move to the end of the new time range. Shift the right outside margin of this range with the mouse until the range covers the desired time period.

> ***NOTE:*** If required, magnify the representation scale for fine tuning.

7. To define further time ranges repeat the procedure from step 5 until the day profile meets your requirements.

Binding actions to a time profile

You can bind three different actions to any time range (**Open**, **Closed** and **Break**) within the day profile. Binding to the time profile has the advantage that more than one action can be performed simultaneously.

The following actions are possible:

- Greeting playback
- Call forwarding

The most simple method to set these actions is to select one or several of them in the context menu. Proceed as follows:

1. Click the time profile you want to bind an action to with the right mouse button. Alternatively, you may also click the Actions button.

   The context menu opens.

2. In the context menu select the **Properties** entry.

   The **Time Range Properties** dialog opens. Here you can select the desired action(s) by checkmarking:

   - **Playback file**

   After choosing the **Playback file** option, click the **Select...** button to open a window in which you can pick a greeting from the already available default greetings or add a new one using the buttons provided.

- **Forward**

  If you have chosen the **Forward** option, you may enter the telephone number of the subscriber the call is to be forwarded to into the field below.

3. Close the dialog with **OK**.

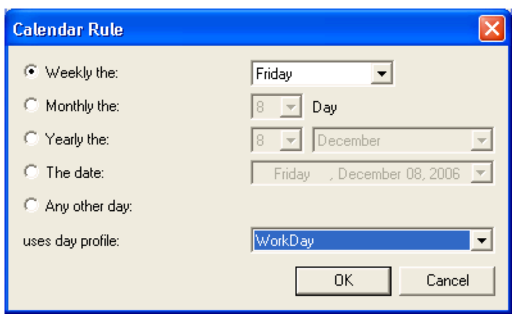
Editing calendar rules

The calendar rule defines which day profiles are assigned to weekdays or to other date specifications. To edit calendar rules use the buttons in the **Calendar Profiles** tab next to the bottom display.

Button	Description
New	Adds a new calendar rule to the selected calendar profile. The **Calendar Rule** dialog opens for the definition.
Modify	Is used to alter a calendar rule already defined (adding, deleting or adapting date or weekday settings).
Delete	Removes a selected calendar rule from the calendar profile.

Table 33 Calendar Rule Editing Functions.

Via the **Calendar Rule** dialog certain day profiles are linked to weekdays respectively special dates.



Five date functions are available for flexible proceeding:

Date Function	Description
Weekly the:	In the combination field next to this option you can select the single weekdays for day profile assignment. This function is appropriate when different day profiles are required for single weekdays (for example for Saturday and Sunday).
Monthly the:	Here you can define a special day profile for specific recurring days of a month. Select the corresponding day (1. to 31.) in the combination field.
Yearly the:	Is used to assign a special day profile for specific recurring annual events (public holidays etc.). For this purpose, enter the day and month in which the event occurs.
The date:	If you need a special rule for a unique event, use this date function (for example for flexible public holidays). The event is specified here by means of a detailed date entry.

Table 34 The Date Functions for Defining Calendar Rules.

Date Function	Description
Any other day:	Allocate this profile for days that have not been assigned a special day profile. This date function is thus suitable as default for the day profile mostly used.

Table 34 The Date Functions for Defining Calendar Rules.

The day profile intended for the calendar rule is defined in the bottom combination field. Here you can select all day profiles already predefined.

Thus a calendar rule would appear like this:

<Date function> **uses day profile:** *<day profile name>*

Example:

Weekly the: Sunday uses day profile: Holiday

4.7 Object Administration

In the object administration you can set telephone access (telephone monitoring) privileges.

These settings are accessed via the **Objects** directory. If you do not find a representation of this directory in the **Explorer Folders** window, the display is merely hidden. How to display the **Objects** directory:

1. Activate the **Explorer Folders** window.
2. Click the triangle icon next to the globe .
3. Select **Object Access** in the menu.

> ***NOTE:*** You can also reach the **Object Access** function via the menu **Folders > View** or via the context menu.

You reach the **Access Right** sub-directory via the **Objects** directory.

4.7.1 Access Types

You can perform access privilege settings to restrict the options implemented in *Communications* or other CTI clients for monitoring and operating telephony functions to single users or groups (but no user groups). With this function you can thus individually determine for each of these objects, who or which group of users is allowed to monitor the operating states.

The default setting after the installation allows every user to monitor the operating states of each object! This means that after a reinstallation access privileges can only be withdrawn.

> ***NOTE:*** The default setting that each user may monitor the operating states of each telephone is disabled if for **one** extension a person is specially defined who may monitor the operating states of this telephone. For all telephones the operating states of which are to be monitored must in this case be separately specified who may see these states.

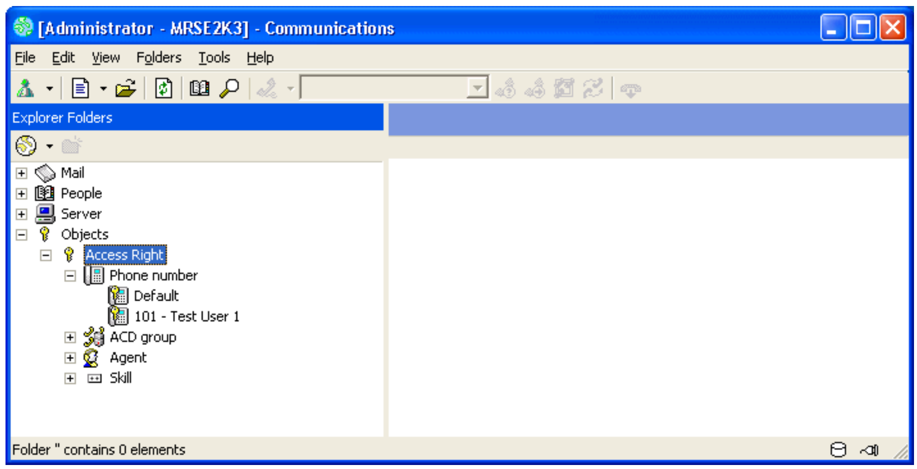
To minimize the privilege assignment effort, you can globally set the access privilege for monitoring the individual telephone's operating states via so-called default definitions. Users need to be able to monitor the operating states of their telephones for using the CTI features. Beyond that it is possible to globally grant the monitoring privilege to members of a group so that they can see the operating states of one another's telephone. You find more information on this subject in Section 4.7.1.3, “Using global Settings”, on page 125.

If you want to monitor a telephone (monitor telephone statuses), access to the device must be permitted and CTI functions must be available.

NOTE: If specific users are denied the access privilege for telephone monitoring, they cannot accept calls via a possibly configured call pickup either.

The privilege is assigned via the **Objects** directory. If you do not find a representation of this directory in the **Explorer Folders** window, the display is merely hidden. How to implement the **Objects** directory is described in Section 4.7, “Object Administration”, on page 120.

Under the **Objects** directory you find the **Access Right** sub-directory.



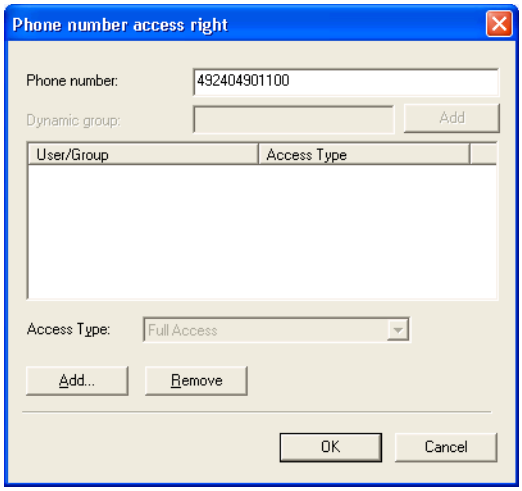
The following paragraph describes how to configure access rights exemplified by the telephone access right.

The access rights for the other objects are configured similarly.

Phone access right

Click the **Phone number** folder with the right mouse button to open a context menu in which you need to select **Access Rights per Phone > Add...** to reach the **Phone number access right** dialog. In there you can separately specify the monitoring privilege for each telephone connection.

NOTE: You can reach the **Add...** function also via the *Communications* main menu: activate the **Explorer Folders** window and then select **Folders > Access Rights per Phone > Add**.



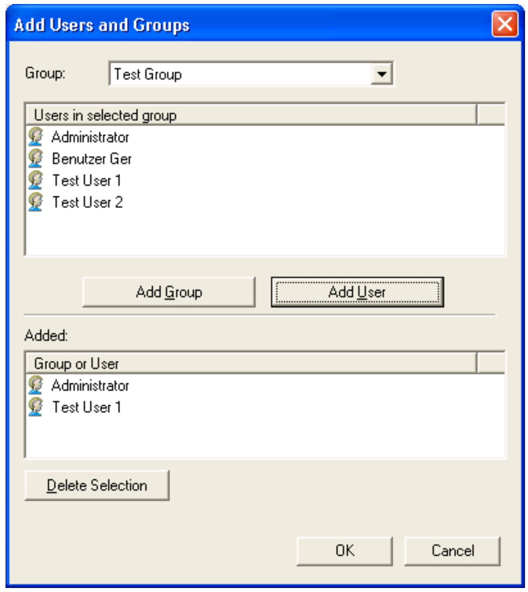
In the **Phone number:** field enter the calling number of the telephone the settings are to refer to in normalized form. If you make exclusively this entry, i.e. without adding a user or a group, no restriction of the telephone access will take effect yet.

NOTE: Please note that the owner of this telephone is always allowed to monitor his/her own telephone. If this is not considered, CTI feature usage may become problematic.

Push **Add...** to select the group(s) or user(s) that you want to grant the privilege to monitor the specified telephone. Subsequently the **Add Users and Groups** window opens.

The telephone monitoring configuration is different for users and user groups. In the following we will describe both ways.

4.7.1.1 Adding Users (User Group Members)



NOTE: With defining telephone access privileges it does not matter which **User Groups** the subscribers belong to.

How to grant a single user the monitoring privilege:

1. Select the user group containing this user in the **Group:** combo box.

   The members of the selected user group appear in the top display under **Users in selected group**.

   NOTE: Even if the **Group** combo box displays all groups, thus also the user groups, monitoring cannot be configured for a user group as a whole.

   ---

2. Select the user to be authorized to monitor the respective telephone connection.

3. Push the **Add User** button.

   The corresponding user is subsequently integrated in the list under **Added: Group or User**.

   NOTE: If you have made a wrong selection, the erroneously added user can be removed from the list by selecting him/her and pushing the **Delete Selection** button.

   ---

4. Click on **OK** to accomplish the access privilege assignment.

> ***NOTE:*** If you want to permit several users to monitor the respective device, repeat this procedure for each single subscriber.

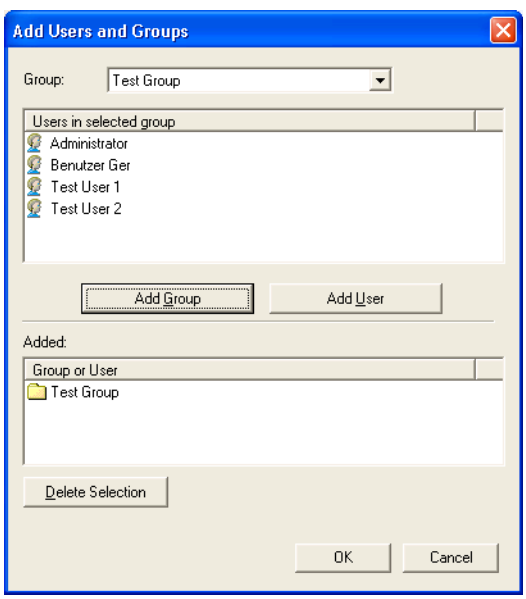
After you have completed the assignment, save the setting for the previously entered phone number. Afterwards an entry with the respective telephone number and user name in the **Phone Number** subdirectory will display that an access right has been defined for this phone number. A double-click on this item opens the above dialog again for performing alterations.

4.7.1.2 Adding Groups or Group Members

Adding groups is done analog to the definition of users for monitoring permission, however, this time an entire group, thus all its members, are assigned this privilege. You can also grant only single group members the access privilege. In this process it does not matter which groups these users derive from.

> ***NOTE:*** Here groups are those that have been defined e.g. as distribution lists or skill groups (**no user groups**!).

Defining specific groups for the monitoring privilege allows to assign the complete monitoring privilege to certain users.



1. Open the **Group** combo box to select the group that you want to assign the privilege, or from which you want to authorize a member.

   The members of the selected user group appear in the top display under **Users in selected group**.

2. If a group member is to be selected, mark this subscriber

3. or enable the **Add Group** button if the whole group is to be granted the privilege.

4. Otherwise push the **Add User** button.

   The corresponding user or group is consequently integrated in the list under **Added: Group or User**.

NOTE: If you have made a wrong selection, the erroneously added user or group can be removed from the list by selecting the corresponding entry and pushing the **Delete Selection** button.

---

5. Click on **OK** to accomplish the access privilege assignment.

NOTE: If several users or groups are to be granted the monitoring privilege for this telephone number, repeat the procedure for each of these elements.

After you have completed the assignment, save the setting for the previously entered phone number. Afterwards an entry with the respective telephone number in the **Phone number** subdirectory will display that an access right has been defined for this phone number. A double-click on this item opens the above dialog again for performing alterations.

NOTE: If you mark the phone number entry (under **Objects > Access Right > Phone number**) the users or the group(s) who are allowed to monitor this telephone are displayed in the **Explorer List** window. For this, insert the respective table header entries into this window if necessary. See Section 5.3.2.1, “Journal Display Editing Options”, on page 174.

4.7.1.3 Using global Settings

Global settings allow assigning the following privileges to all or specific users:

- Global monitoring of the individual telephone's operating states for all subscribers by the “***OWNER***” parameter.

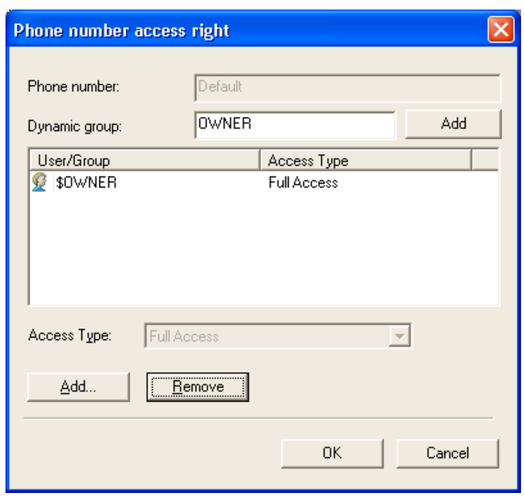
NOTE: Users need to be able to monitor the operating states of their telephones for using the CTI features.

- Mutual monitoring of the operating states of telephones the owners of which are group members. Since you may specify any number of groups for this purpose you can quickly configure the operating state monitoring for the entire system.

Global monitoring of the individual telephone's operating states for all users

How to enable all users to monitor the operating states of their own telephones:

1. In the **Explorer Folders** window expand the path **Objects** -> **Access Right** -> **Phone number**.
2. Right-click the **Default** telephone icon.
3. From the now open context menu select the feature **Access Rights per Phone** -> **Modify**.
   The **Phone number access right** dialog opens.



4. Under **Dynamic group** enter the “***OWNER***” parameter.

NOTE: Please heed case sensitivity. The parameter **must** be entered in capital letters.

---

5. Click on **Add**.
   The window displays under **Group or user** a user icon with the name **$OWNER**.

6. In the **Phone number access right** dialog click on **OK**.

Monitoring the individual telephone is thus configured for all users.

Mutual monitoring of the group member telephones' operating states

Granting this type of telephone number access right requires two steps:

1. Creating groups that contain users who may mutually monitor their telephone operating states.
2. Adding these groups to the dynamic groups in the default directory.

Creating groups for the phone number access privilege

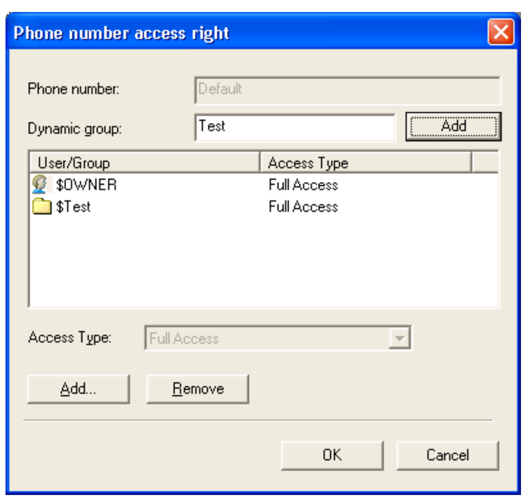
Groups for the assignment of the phone number access privilege are not different from other groups, which are used, for example, for compiling distribution lists. They are defined exactly as described in Section 4.3.2, “Groups”, on page 102.

NOTE: By selecting names for the groups you can additionally simplify the phone number access privilege assignment. See Section 4.7.1.3, “Assignment simplification”, on page 128.

Adding groups to the dynamic groups in the default directory

How to allow users of a specific group to mutually monitor their telephone operating states:

1. In the **Explorer Folders** window expand the path **Objects** -> **Access Right** -> **Phone number**.
2. Right-click the **Default** telephone icon.
3. From the now open context menu select the feature **Access Rights per Phone** -> **Modify**.
   The **Phone number access right** dialog opens.



4. Enter under **Dynamic group** the name of the group the members of which will be allowed to mutually monitor the operating states of their telephones.

NOTE: Enter the group name as specified under Groups. Thus please heed upper and lower case.

---

5. Click on **Add**.
   The dialog displays under **User/Group** a directory icon named **$<***group name***>** (in the above figure “$Test”).
6. In the **Phone number access right** dialog click on **OK**.

Monitoring the telephone operating states is now clear for this group.

Assignment simplification

There is an additional simplification for mutually monitoring the operating states of group members. You can assign this privilege to several groups simultaneously. When creating the groups please make sure that the first characters of the group name are identical for this purpose. Examples of such group names are:

Test, Test1, Test22, TestABC,...

If you enter the specification ***Test*** as dynamic group name, the members of all groups whose name begins with the letter combination ***Test*** will be clear for mutually monitoring their operating states. This is only possible for members within a group and not among groups, though.

Verify that the name of a distribution list does not inadvertently begin with this letter combination. The members of this list would then also be enabled to monitor their telephone operating states. This may not be desired.

4.8 Remote Server Directory

Another directory to be integrated in the **Explorer Folders** window is **Remote Server** – for example via: **Folders > View > Folders on Remote Server**. This directory includes the folders **Software updates**, **XPR Server logfiles** and **User specific data**. They are a map of the folders for the user, update and logfile data stored on the XPR server. These data records can only be viewed and edited by the administrator. The folders and their subdirectories are automatically defined with the XPR server installation. Since these folders are system folders, only perform modifications when you are sure about the effects this will have.

4.8.1 Access Privilege

Accessing the remote server directory requires the **Server File Access** privilege, which the administrator can assign to single users as well as to user groups.

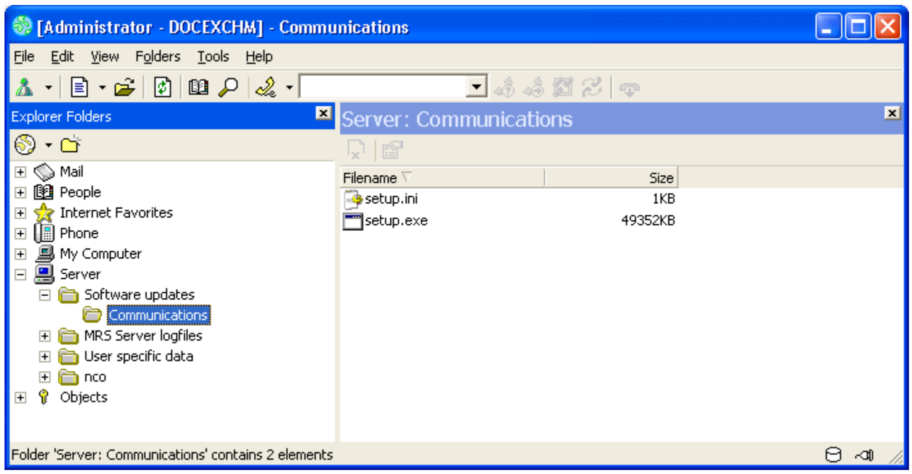
In addition, further privileges, divided into read and write privileges, can be granted for accessing the available subfolders. Use the **Change Access Rights...** function from the context menu of the corresponding folder. In the dialog then open you can check mark boxes to assign the privileges. In the list displayed, the following privileges are possible and considered useful:

Privilege	Description
File Group Access	This privilege is not a user privilege but an access privilege for files and folders in the virtual file system of the XPR server. If set, only users of the same user group such as the generator/ owner of a file or folder have the access privilege. Direct assignment to a user is not considered useful.
File Owner Access	This privilege is not a user privilege but an access privilege for files and folders in the virtual file system of the XPR server. If set, only the generator/owner of a file or folder has the access privilege. Direct assignment to a user is not considered useful.
SERVICE Privilege	Database fields can be so created that this privilege is required to make modifications. Furthermore, this privilege allows limited usage of the user data editor and the XPR monitor in which the XPR server is configured.
SUPERVISOR Privilege	Database fields can be so created that this privilege is required to make modifications. Furthermore, this privilege allows limited usage of the user data editor and the XPR monitor in which the XPR server is configured. **Attention:** With this privilege all rights are implicitly assigned, even if the corresponding user has not been granted single privileges.

Table 35 Remote Server Directory Privileges.

4.8.1.1 Software Updates

The **Software updates** folder is a map of the directory of the same name from the XPR path `...\XPR\Client\Update\...`

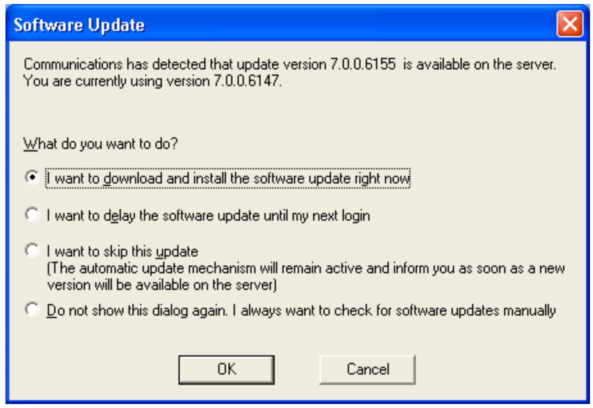


The current setup programs for the various XPR server client components are copied to this folder. For example, the directory: `Software updates\Communications` includes the setup program that you can start via the main menu under **Help > Update Communications** to update *Communications*.

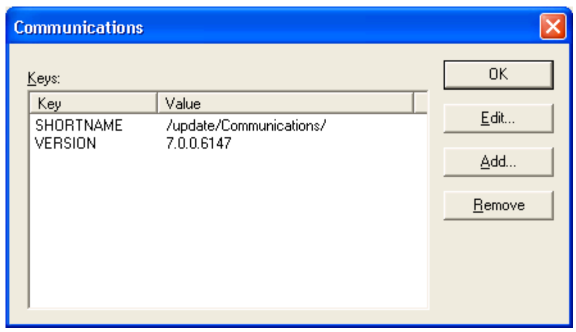
If you want to enable a user to install the updates himself/herself, do not forget to consider the Clients & Components option when selecting the components that you want to install with the XPR update. This integrates the updated client files in the XPR server program directory. On the basis of the aligned version number the newly copied setup is available when you restart *Communications*.

NOTE: You can also trigger the update process manually by selecting the **Update Communications** function (via the **Help** menu) in the running program.

In both cases a dialog opens that provides the executing user with additional options for performing the update.



To check an update version number you can click the corresponding folder with the right mouse button under **Software updates** and subsequently select **Folder Properties** from the context menu. The following figure shows the properties of the **Communications** folder.

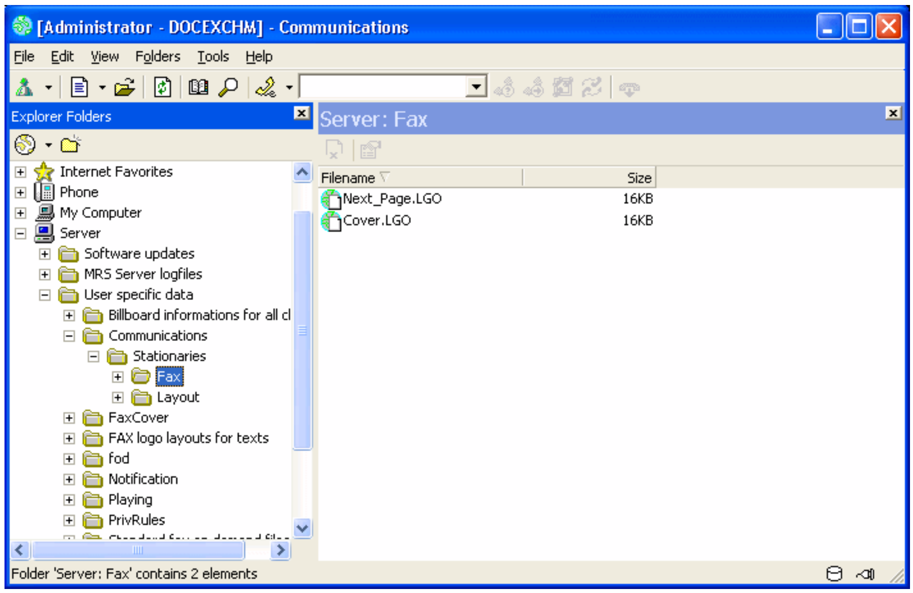


4.8.1.2 XPR Server logfiles

The **XPR Server logfiles** folder maps the XPR`...\mrs\Log` directory available on the `XPR` server. In this directory all log (*mrxxxxxx*) and statistics files (*stxxxxxx*) generated by the XPR server are stored. If you want to view these files, copy them to a folder under **My Computer** by drag&drop. There you can open the text files with a double-click.

4.8.1.3 User specific data

The **User specific data** folder maps the `...\XPR\userdata` directory available on the XPR server. The **User specific data** folder serves to store all global user data centrally on the server so that they are made available to all users. Here you find e.g. the files for the designed and compiled fax stationery (under `\Communications\Stationeries\Fax`), or the *Communications* layouts that you have defined (under `Communications\Stationeries\Layout`).



The following folders are available:

Folder	Description
billboards	This folder is only used by Client 2.5 (for maintaining older systems).

Communications	`\Stationeries\Fax`
	Filing folder for fax sample pages generated with the fax editor.
	`\Stationeries\Layout`
	Client layouts defined for global use are stored here.

FaxCover	Filing folder for fax cover page layouts for Client 2.5 (to maintain older system only).
faxlogo	Filing folder for fax continuation pages layouts for Client 2.5 (to maintain older system only).
fod	Filing folder for pollable fax pages (Fax-on-Demand).
Notification	Folder for SMS notification text files available on the XPR server by default.
Playing	Clipboard for voice files to be put out per PlayWave.
PrivRules	Folder for locally created routing and flag rules.
sfod	Filing folder for Client 2.5 fax-on-demand pages (to maintain older systems only).
vmdata	Filing folder for greeting and name announcements.
vogue	The music-on-hold Wav files are stored in the sub-directory `\Music`.

Voice	`\Loop`
	Filing folder for greetings required in the waiting loop.
	`\Voicemail`
	Currently without significance.

Table 36 Subfolders in the “User specific data” Folder.

4.9 *Communications* Data Cache

User-specific message data is locally stored in the user profiles.

NOTE: Individual directories to contain user data can be defined for terminal servers. You find details on this in Section A.1.1, “Storing User Data in self-defined Folders”, on page 279.

The local path is structured as follows:

`X:\Documents and Settings\<Users>\Communications\...`

With the *Communications* installation the corresponding folders are stored under the user name. In the `...\Communications` subfolder you find two folders (Inbound and Outbound) that hold the message files.

- Inbound:
  Here messages are stored that the user has polled from the server (this occurs when a message is opened).
- Outbound:
  This directory serves to hold messages composed by the user.

In *Communications* you can set that these data stores are deleted when the user logs out. More information is found in the description of the **Settings** function in the **Tools** menu (see Section 3.3.3, “Performing general Settings”, on page 76).

5 Function Reference

The function reference is a systematic summary of all main and submenu commands and functions. This description is sorted according to the topological appearance of the respective command or function. In other words, independent from the user (or administrator), all menus are explained in the sequence of their representation from left to right, thus from the **File** to the **Help** menu. In the pull-down menus the single menu options are dealt with from top to bottom, as the case may be, with branches to further submenus. Icons that associate the functions are always represented as well.

Depending on whether you operate *Communications* as user or administrator, or whether a function can be reasonably employed in the individual situation, some submenus may not always be available. You can recognize their inactive state by the function's name appearing in gray instead of black.

5.1 The File Menu

The **File** menu serves for invoking the send options, editing user entries and contacts (**New**), opening stored files (**Open**) as well as closing *Communications* (**Exit**).

Function	Description
New	Sends new messages and creates contact and user entries. See Section 5.1.1, “New”, on page 137.
Open	Opens stored files. See Section 5.1.11, “Open…”, on page 168.
Quit and log out	Shuts *Communications* down completely. See Section 5.1.12, “Exit and Logout”, on page 170.
Exit	Ends *Communications*. See Section 5.1.13, “Exit”, on page 170.

Table 37 Features of the Communications Menu “File”.

5.1.1 New

The **New** function opens a submenu that, via various formatting options, takes you to the **New Message** window. In addition you are enabled to define users and agents, or to administer addresses (contacts). In order to execute the user creation features respectively the features for creating new global contacts, you need, however, the corresponding administrative privileges in the system.

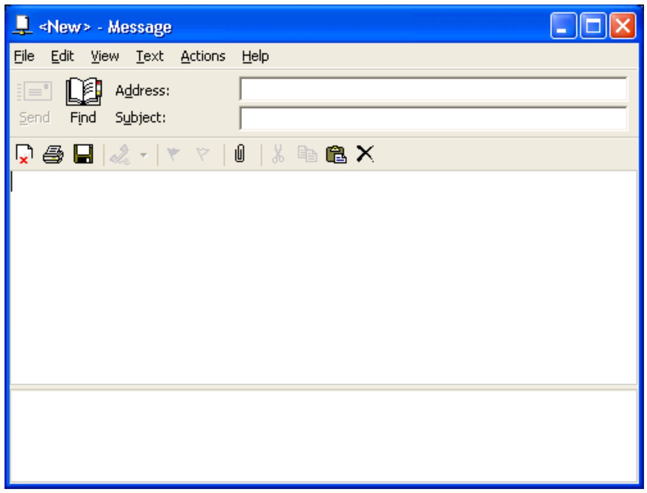
You can also access the **New Message** window with a click on the arrow next to the document icon situated below the **File** menu option. The corresponding entry can then be selected. Directly enabling the document icon opens the **New Messages** dialog in the format used for the last message transmission. The following options can be selected there:

Function	Description under:
New text message	Section 5.1.2, "New > New Text Message", on page 138.
New Rich Text Message	Section 5.1.3, "New > New Rich Text Message", on page 153.
New HTML message	Section 5.1.4, "New > New HTML Message", on page 157.
New Voice mail	Section 5.1.6, "New > New Voice mail", on page 160.
New SMS Message	Section 5.1.7, "New > New SMS Message", on page 165.
New Contact	Section 5.1.8, "New > New Contact", on page 165.
New Private Contact	Section 5.1.9, "New > New Private Contact", on page 168.
New User	Section 5.1.10, "New > New User", on page 168.

Table 38 Overview of the Sub-Menus for the New Menu under File.

5.1.2 New > New Text Message

Select this send mode if you want to send a simple text message without any special formattings, for example e-mails, fax or SMS messages etc. The **New Message** dialog opens.



Besides entering the address, the subject and the actual message, you can activate various functions via the menu bar. For this purpose, icons are available also, which are represented with the corresponding menu options. How to install the icons is explained in the description of the **View** menu under **Toolbar Options**.

NOTE: Some functions are not available yet. For example, the **Send** icon is still inactive since the dialog does not yet contain specifications that enable the message transmission.

The menu bar of the "New Message" dialog

The following menus are available in the message dialog:

Menu	Function description
File	Section 5.1.2.1, "The File Menu", on page 139.
Edit	Section 5.1.2.2, "The Edit Menu", on page 140.
View	Section 5.1.2.3, "The View Menu", on page 143.
Text	Section 5.1.2.4, "The Text Menu", on page 145.
Actions	Section 5.1.2.5, "The Actions Menu", on page 147.
Help	Section 5.1.2.6, "The Help Menu", on page 150.

Table 39 The Menu Bar of the "New Message" Dialog.

5.1.2.1 The File Menu

Via the **File** menu in the **New Messages** dialog, general message administration functions are invoked. The **File** menu options are:

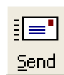
Menu function	Description
 **Send**	Initiates the document transmission.
 **Save** [Ctrl] + [S]	Saves a previously locally stored and reopened message.
Save As	Saves the message under an arbitrary name in a directory of your choice. This enables you to locally save your message once more or to locally store certain documents as sample files on your hard disk, so that they can be called, modified and resent if required. For this purpose a selection dialog opens in which you need to enter a file name and a target directory. Depending on the message type, the corresponding file formats are available besides the above PMF format. **Remark 1:** When you save a message in the *Communications* format ***.PMF**, enclosed attachments and address specifications are stored as well, so that after enabling the **File Open** function the entire message is available again. **Remark 2:** You can also open the saved file via a double-click from the Windows Explorer in a *Communications* message dialog. The link between PMF file and *Communications* program is automatically established with the installation. **Remark 3:** No matter which file format you use, you can open the saved file via the **File > Open** menu in a *Communications* message dialog.
Save Attachments	Opens the file selection dialog for locally storing a file attachment in a directory of your choice. This dialog additionally enables defining new directories.
 **Print** [Ctrl] + [P]	Prints the message.
Information [Ctrl] + [Enter]	Displays all available information concerning the message and the respective routing paths. A detailed description is found in Section 5.6.13.1, “Document information”, on page 254.
 **Delete**	Deletes the message and closes the **New Message** dialog. Via the  icon in the message dialog header bar you can close the dialog as well.
Exit [Alt] + [F4]	Closes the **New Message** dialog. Before the window shuts down you are queried if you want to save the message.

Table 40 The File Menu Functions in the “New Message” Dialog.

5.1.2.2 The Edit Menu

The **Edit** menu allows editing the message text as can be done with a word processing program. The **Edit** menu options are:

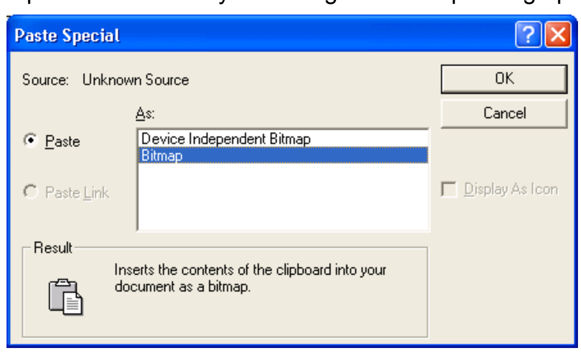
Menu function	Description
Undo [Ctrl] + [Z]	Cancels the entry previously made. This means the cancellation depth is one step.
Redo [Ctrl] + [Y]	Restores the state that was changed with **Undo**.
 **Cut** [Ctrl] + [X]	Cuts out previously selected objects and copies them to the clipboard.
 **Copy** [Ctrl] + [C]	Copies previously selected objects to the clipboard.
 **Paste** [Ctrl] + [V]	Inserts the clipboard contents in the document where the cursor is currently positioned.
Paste Special	Special insertion mode for OLE (**O**bject **L**inking and **E**mbedding). An object inserted from the clipboard can be opened and edited in its original application when you double-click it and provided the corresponding application is installed on your system. After you have activated the object the menu bar changes so that the various functions of the original program are available. When you select **Paste Special...**, a new window opens in which you can decide how to insert the clipboard contents by activating the corresponding option.  • **Paste**: Inserts the object (e.g. an image in Bitmap format) in its original representation in the document. • **Paste Link**: Inserts the object linked to the source file provided the source is known. This means that editing and subsequently saving the object changes the source file! • **Display As Icon**: Inserts the object as file icon in the document. Depending on the previously selected option this occurs with a link to a source file or not. A double-click on the icon opens the object in its original application.

Table 41 Edit Menu Functions in the “New Message” Dialog.

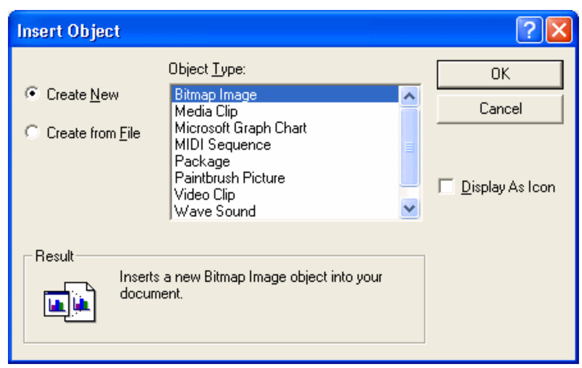
Menu function	Description
 **Delete** [Del]	Deletes the previously selected text.
Select All [Ctrl] + [A]	Selects the text of the entire document. For example, to transfer the text to another application (e.g. Word) via copying by clipboard.
 **Browse** [Ctrl] + [F]	Searches the text for a specific term or string.
Find Next [F3]	Continues looking for the current search item.
Replace [Ctrl] + [H]	Searches for a term and replaces it.
Insert Object	Inserts an operating window of the selected object type in the current cursor position. A dialog opens for performing settings necessary for this purpose.
	• **Create New**: Inserts a new, empty object window in the document according to the selected object type. If the **Display As Icon** checkbox is activated, the object is inserted in the document as file icon. 

Table 41 Edit Menu Functions in the "New Message" Dialog.

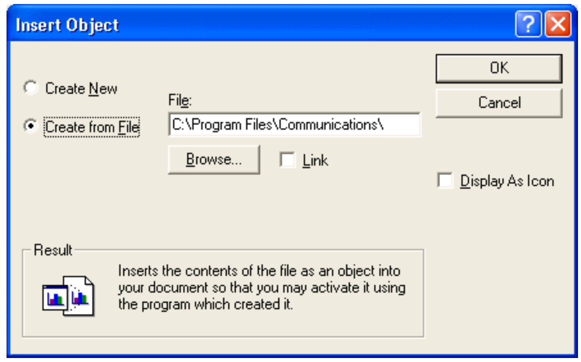
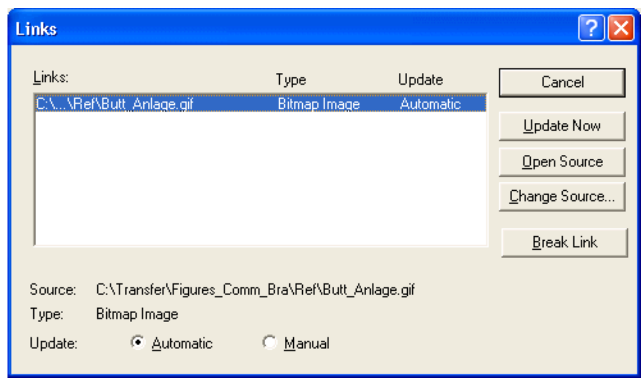
Menu function	Description
	• **Create from File**: Inserts a file as object in your document via a file selection menu. Additionally, you can insert the object linked to the source file and select **Display As Icon** as display mode. 
Links	With an OLE object linked to the source object, the path to the source is displayed in a new window. Beyond that, further configurations are made available here.  • Selection of the update mode: **Automatic** or **Manual**. When you select **Manual**, updating of the source file is initiated with a click on the **Update Now** button. In the event that **Automatic** is set, each modification is updated from the source file immediately after conclusion of the editing process. • **Open Source**: Opens the source file for editing with the original program. • **Change Source...**: Opens the source directory for selection of another source file. • **Break Link**: Releases the link between object and source file.

Table 41 Edit Menu Functions in the “New Message” Dialog.

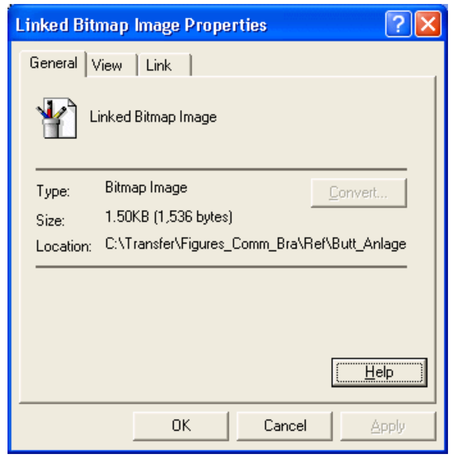
Menu function	Description
Object Properties [Alt] + [Enter]	Opens the **Properties** dialog. Here you can activate different tabs to either display general information on the OLE object or to redefine the view and link options. 
Object	This menu option serves to edit the OLE object which can be done in two different ways: • Via **Edit** the OLE object can be activated in the **New Message** dialog for editing. • Select **Open** to access the OLE object with the application program (if installed) in which it was created.

Table 41 Edit Menu Functions in the “New Message” Dialog.

5.1.2.3 The View Menu

The **View** menu offers a range of options to adapt the message window to your requirements. Additional entry fields can be implemented in the window (by selecting an item under **Send Options**), and it is also possible to install a toolbar with functions often used. Since the settings performed here refer to the message window in general, they are preserved even if the window is opened via a different function.

Menu function	Description
Status Bar	Displays or hides the status bar at the bottom margin of the window.
Send Options	Via this item you can insert further entry fields under the entry lines for address and subject: • **CC** (Carbon Copy): All users whose address is entered in this entry line receive a copy of the current message upon which they can see who else received a copy of the same message. Forwarding can thus often be avoided. • **BCC** (Blind Carbon Copy): Same as CC, but the addressees who received a copy of the current messages remain anonymous. • **Send Time**: Here you can specify the date and time when you want the message to be sent. – Select the respective digits to be set for this purpose. – Then enter the desired value via keyboard. You can also set the value with the mouse by enabling the up/down icons. A single click increases or decreases the value in single steps; when you keep the button pressed, this process is performed more rapidly.
	• **Send Priority**: This pull-down list allows you to assign the message a specific priority. **Remark**: Evaluation of these priorities by the system depends on the administrator's system configuration. • **Fax Stationery**: This setting creates the "Fax stationery" combo box. Now you can select a fax template, predefined by the administrator, for your own purposes. • **Additional Fax Text**: This menu option inserts an additional text entry line. The text entered in this line is inserted in a specific position on the fax page defined by the administrator. If the corresponding wildcard field on the fax page(s) is not available, making an entry here has no effect.

Table 42 View Menu Functions in the "New Message" Dialog.

Menu function	Description
Toolbar	Via this option you can create a toolbar with menu functions often used for convenient working. The functions of the single icons are identical with the corresponding menu functions. The following functional groups can be installed as icons: • **File Actions**: Displays the portion of the toolbar that includes icons used to activate basic file functions such as Delete, Print or Save. • **Multi Format Selection**: Generates two icons in the toolbar to toggle between the XPR representation of a message and the original format. • **Insert Attachment:** Inserts an icon (paper clip) in the toolbar for enclosing attachments in the message. The smaller portion of the window under the larger text entry field displays (the corresponding file icon appears here) the enclosed attachment. Here attachments are understood as files containing images or other specially formatted items. • **Edit**: Integrates the most important text editing tools in the toolbar. The tools can be used to cut, copy, or delete text and also to paste elements from the clipboard. • **Find Text**: Encloses the icon for searching the text (symbolized by a binocular) in the toolbar.
Line Break In Toolbar	Enabling this menu option distributes the implemented icon groups among two bars if there is not sufficient space for an arrangement in juxtaposition.

Table 42 View Menu Functions in the “New Message” Dialog.

5.1.2.4 The Text Menu

Via the **Text** menu you can invoke some useful formatting functions to customize the message or attach an arbitrary file to the current message:

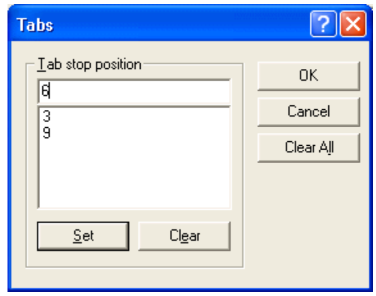
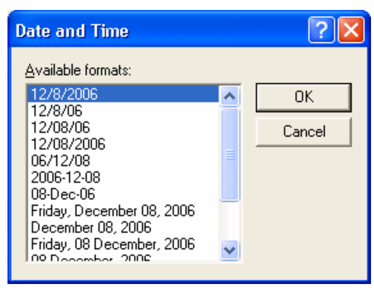
Menu function	Description
Tabs	If you want to modify the default values (1.3 mm between each tab) set for tabs, you can do so via this option. After selecting it, the **Tabs** dialog appears for resetting tab stops.  How to proceed: – Enter the first tab stop in the entry line. **Note:** The entry is performed in centimeter. – Confirm your entry with the **Set** button. – Thereafter the cursor appears in the entry line again and you can define the next tab value. – Repeat the process if you require more tab stops. – Finally, click on **OK**. – The settings for the current text section (in which the cursor is located) or selected text portion will be copied. To delete a wrongly positioned tab, select it in the list with the mouse and click **Clear**. **Clear All** restores the default set tab positions.
Insert Date and Time...	Opens the **Date and Time** dialog. With this option you can insert the current date and time in the position where the cursor is located.  The dialog defaults a number of date and time formats. Select the desired format from the list. A click on the **OK** button transfers the current data for date or time to your document.
 **Insert attachment**	Encloses an attachment in the message. Here attachments are understood as files containing images or other specially formatted items. When you click on the icon shown on the left, a menu opens where you can select the file you wish to attach. This file is then displayed as icon in the smaller portion of the window below the larger message text entry field.

Table 43 Text Menu Functions in the “New Message” Dialog.

Menu function	Description
Text Format	Here you can simply change the text format. The following options are available: • the default text format automatically selected when you use the **New Text Message** menu option. • the Rich Text format. • the HTML format.

Table 43 Text Menu Functions in the "New Message" Dialog.

5.1.2.5 The Actions Menu

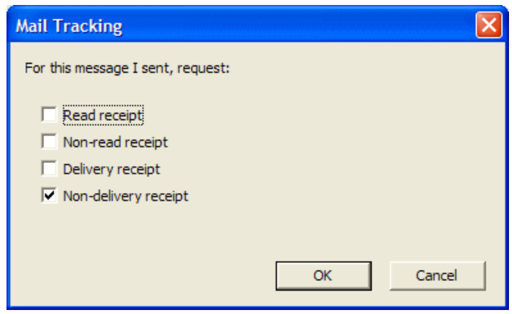
Using the options in the **Actions** menu you can decide how to proceed with the message. Beyond that, additional functions are available. The options that can be enabled at this stage depend on the steps you have taken and on the options you used before accessing this menu. The active functions are black highlighted whereas the inactive ones are shaded gray. The following actions can be triggered:

Menu function	Description
 **Send**	Sends the message. The same function can be triggered by clicking the **Send** icon to the left of the address entry field.
Send Again	After opening a message already sent by means of a double-click on this message in the Outgoing Mail journal, the send process can be started anew.
 **Reply**	A click on this icon directly branches to the message reply dialog from an opened inbound message. The originator's address of the message that has come in is then already entered as recipient address.
 **Reply to All**	If the opened inbound message has been addressed to you as CC (Carbon Copy), the reply is sent to all users who have received a copy of the message, inclusive the message's originator.
 **Forward**	Forwards the opened inbound message to another subscriber.

Table 44 Actions Menu Functions in the "New Message" Dialog.

<table>
<tr><th>Menu function</th><th>Description</th></tr>
<tr><td>E-Mail Tracking</td><td>Via this option, different status notifications can be requested for the message to be sent:

A read receipt: This confirmation is transmitted when the recipient has read the message.
A non-read receipt: Is transmitted when the recipient has deleted the message without reading it.
A delivery receipt: This notification is transmitted when the message has reached the recipient's mailbox.
A non-delivery receipt: Is transmitted when the message cannot be delivered by the server.


</td></tr>
<tr><td>

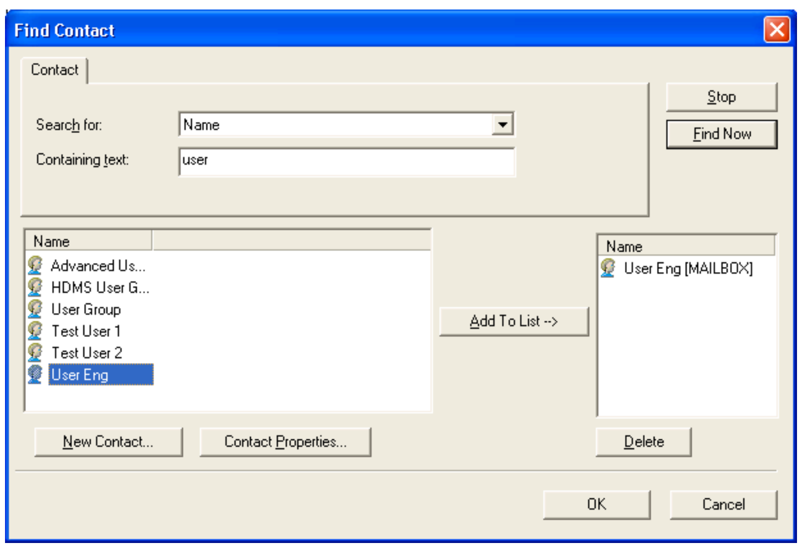
Find Contact</td><td>You can enable this option to initiate the search for a recipient address already stored in the database. Selecting this function opens the Find Contact dialog. You can also access this dialog with a click on the Find icon, which is situated to the left of the address entry line in the “New Message” window.</td></tr>
<tr><td colspan="2">
</td></tr>
</table>

Table 44 Actions Menu Functions in the “New Message” Dialog.

Menu function	Description
	• The **Search for:** combo box is used to specify the user database field in which the search is to take place. **Annotation 1:** All user database fields defined on the XPR server are offered for selection when you open the pull-down menu. The above figure shows e.g. the search for a name entry (**Full Name**). • Enter the character combination to be searched for in the **Containing text:** field. This string can be a complete name or parts of it. **Remark 2**: The more precisely you specify the search item, the faster the search will be accomplished. When you initiate a search in other database fields that contain a calling number (e.g. under Business-fax G3), enter the calling number or portions of it as search criterion.
	• To start the search process click on the **Find Now** button. All database entries holding the text string or digit combination you have specified are then displayed in the left window. • With a click on **Stop** you can interrupt the process and continue again by another selection of **Find Now**. • To prepare copying the found address select it with a mouseclick. • Copy the address to the right window by enabling the **Add To List** button . If you want to address several subscribers simultaneously, repeat the previously described process until all desired contacts are integrated in the right window. In this way you can quickly create a temporary distribution list. • To remove address entries from the list, select them with the mouse. Then click on **Delete**. • Via **OK** the addresses in the right window are copied to the address field of the new message.
Describe Contact...	Opens a dialog that contains contact entries corresponding to the just received and opened message. Here you can enter additional address information or modify the existing ones.
Previous Representation	Corresponds to the **Multi Format Selection** function from the toolbar. Depending on the current representation, this option is used to skip to the previous representation mode if the incoming document can be represented in various formats.
Next Representation	Corresponds to the **Multi Format Selection** function from the toolbar. Depending on the current representation, this option is used to skip to the next representation mode if the incoming document can be represented in various formats.
Importance	Via this option you can assign a priority to the message. This priority will then be displayed in the form of an icon that appears in the **Priority** column of the recipient's inbox. The following priorities can be set: • High, represented by the ! icon • Normal, without icon • Low, represented by the ↓ icon

Table 44 Actions Menu Functions in the “New Message” Dialog.

Menu function	Description
Signatures	Signatures are salutations often used or arbitrary text passages to be attached to the message. This menu option allows the attachment of four predefined signatures to your document (**Signature 1** to **Signature 4**). Signatures are generated vie the **Tools** menu under **Settings...** in the <**Signatures** tab (see also Section 3.3.4, “Creating Signatures”, on page 78).

Table 44 Actions Menu Functions in the “New Message” Dialog.

5.1.2.6 The Help Menu

Via the **Help** menu you can open the *Communications* online user assistance or obtain information on the program version.

Menu function	Description
Help Topics	Calls the online user assistance.
About Communications	Display of the installed client version. This information is required if problems should occur.

Table 45 Help Menu Functions in the “New Message” Dialog.

5.1.2.7 Entry Lines in the New Message Window

Below the menu bar the two entry fields for **address** and **subject** are a permanent feature. Depending on the configuration, further entry lines might be displayed. These can be set via **View > Send Options**. See also Section 5.1.2.3, “The View Menu”, on page 143.

How to enter the address

The address can be a name (for recipients who are uniquely present in the XPR system’s address directory), the calling number of a service (fax, telephone number) or an Internet e-mail address.

While making your entries you are supported by the auto-completion feature. When you start entering a name, the current character combination is compared with the entries in the database. If a corresponding entry uniquely allocated has been found, the entire name and the send mode assigned to it are automatically inserted in the address field (auto-completion), and address specification can be immediately accomplished with pushing the end or tab key. If several character strings match the beginning of a name, they are listed in a separate window under the address entry line in alphabetical order. From this list you can then directly select the desired address either with a mouse click or via the arrow keys and pushing the enter key.

If the server finds a database entry that matches the entered address, the address is represented underscored. If it appears in red, no addressing is possible via this entry.

The internal denotation for the service selected by the XPR server to transmit the message is shown in square brackets after the name entry (for example: Albert Aberdeen[Mailbox]). This predefined service is always the one specified in the XPR user database field **Preferred** upon the user definition.

NOTE: The mailbox is an inbox defined for each XPR user to store all types of messages (fax, e-mail, voice mail etc.).

If you enter a calling number (or an Internet address) for sending messages to an external recipient not present in the XPR database, you need to inform the system as to which service to use for accomplishing the job. For this purpose explicitly enter the send mode in square brackets after the calling number. For example:

- **12345678[FAXG3]**; for a message to an analog fax device,
- **87654321[SMS]**; for information transmission per Short Message Service, or
- **peter.sample@off-line.de[SMTP]** for an Internet e-mail, etc.

Alternative addressing modes are available, too, as you can see in the following table:

Addressing Mode	Syntax
Via name entries	*Albert Aberdeen [preferred];* or *Albert Aberdeen;*
Via user IDs (Short name, login token)	*ALBERT;*
Via XPR addressings	*NVS:SMTP/p.sample@off-line.de* or *NVS:SMS/017011111111* or *NVS:voice/1234*
Via SMTP address	*p.sample@off-line.de*
Via number entries	*123456789 [<service>];* **Remark:** a maximum of one blank may exist between the phone number and [Service].
Via group names (Group addressing as distribution list)	For default groups *<Group name>[PGRP];* Via distribution lists *<Group name>[PGRP];*
Via distribution lists	*Name of the distribution list[LST];*

Table 46 Addressing Modes for Message Transmission.

How to enter the subject

Skip to the subject entry line by placing the cursor in it, or use the tab key if the cursor is still in the address field. A subject is specified to signify what a message is about. Beyond that, subjects simplify finding messages (also via **Find Message...** from the **Tools** menu). A subject can be a key word or an explanatory sentence representing the contents of a message. A maximum of 80 characters can be entered in this field.

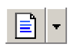
Further entry lines

If you have configured additional send options, further entry lines are available (for example **CC**, **BCC**, **Send Time**, **Priority**, **Fax Stationery** and **Additional Fax Text** etc.). Function and operation of these send options are described in Section 5.1.2.3, “The View Menu”, on page 143.

5.1.3 New > New Rich Text Message

Formatting a message in *Rich Text format* is specially intended for Outlook users. This formatting mode allows transmission of simple text messages with some text layout features (different fonts and sizes etc.). Microsoft have developed this universal file exchange format enabling different application programs to import text files in their specific formattings. Files of this format carry the `.RTF` file extension.

Rich Text messages are composed in the same way as we have previously seen with the **New Text Message** format. After invoking **File > New > Rich Text Message** the already familiar message dialog opens.



You can also access the **New Rich Text Message** dialog with a click on the arrow next to the document icon situated below the **File** menu option. The corresponding entry can then be selected.

The extended formatting options become immediately obvious when you enable **Edit Text** via **View > Toolbar**, which installs the icons used for text processing. In this way special fonts, font sizes and styles can be assigned to the document text. Since the Rich Text message only differs in text formatting from the previously described **New Text Message** menu, merely the new features shall be dealt with here. Therefore, please refer to Section 5.1.2, “New > New Text Message”, on page 138 for information on options already explained.

There are basically two methods to format a text. You can either define in advance how you wish the text to appear in a document, or you can format it later through selection of specific text sections to subsequently execute the corresponding assignments.

Via the **Text** menu option you can set additional formatting options and apply them to the text:

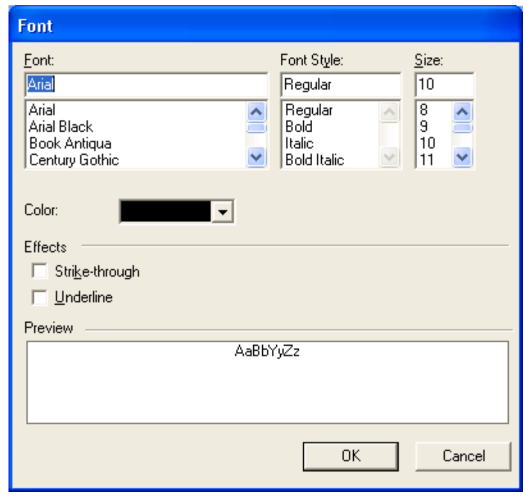
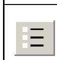
Menu function	Description
 **Font**	 Selecting this menu option opens the **Font** dialog, in which all settings for typographic text formatting are performed. You can define the **font**, **font size**, **style** and **color** also via toolbar. If you wish to apply such formats to your text afterwards, simply select the individual words or sections and set the desired formats. The following settings can be performed: • **Font**: Via this scrolldown window you can apply all fonts installed in the system to your text. • **Font Style**: Available are the font styles: **Regular**, **Bold**, **Italic**, and **Bold Italic**. • **Size**: A range from 8pt (pt = point) to 72 pt is available. • **Color**: This pull-down menu offers a variety of 40 colors for you to highlight certain words or sections in your text. You can push the **More colors...** button to define further colors. • **Effects**: To **strike through** or **underline** a text, checkmark the corresponding boxes. The **Preview** display provides a first impression of the text appearance.
 **Bullet List**	Inserts a bullet at the beginning of a paragraph. Example: • Point 1 • Point 2 etc.
 **Alignment**	Using this feature you can arrange the text left-justified, right-justified or centered.

Table 47 The Rich Text Message Editing Features in the “Text” Menu.

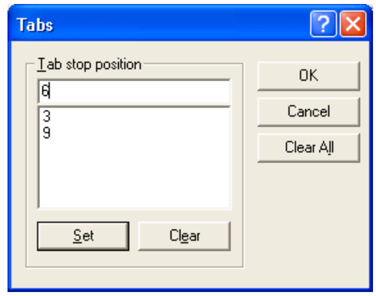
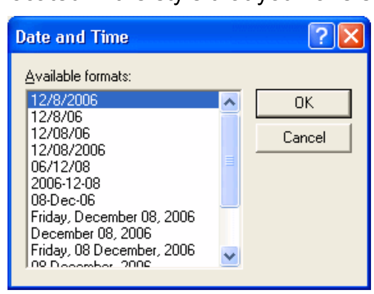
Menu function	Description
Tabs	If you want to modify the default values (13 mm between each tab) set for tabs, you can do so via this option. After selecting it, the **Tabs** dialog appears for resetting tab stops.  How to proceed: – Enter the first tab stop in the entry line. **Note:** The entry is performed in centimeter. – Confirm your entry with the **Set** button. Thereafter the cursor appears in the entry line again and you can define the next tab value. – Repeat the procedure from step 1 if you need further tab stops. – Finally, click on **OK**. The settings apply to the current text section (in which the cursor is located) or selected text portion. To delete a wrongly positioned tab, select it in the list with the mouse and click **Clear**. **Clear All** restores the default set tab positions.
Increase Indent	Increases the indent of the passage in which the cursor is located.
Decrease Indent	Decreases the indent of the passage in which the cursor is located.
Insert Date and Time...	Inserts the current date where the cursor (paste marker) is located in the style that you have selected in this window.  A window opens that displays a variety of date formats. With a mouse click you can select the desired format from the list and enabling **OK** copies the entry to your document.

Table 47 The Rich Text Message Editing Features in the “Text” Menu.

Menu function	Description
 **Insert Attachment**	Encloses an attachment in the message. Here attachments are understood as files containing images or other specially formatted items. When you click on the icon shown on the left, a menu opens where you can select the file you wish to attach. This file is then displayed as icon in the smaller portion of the window below the larger message text entry field.
Text Format	Here you can simply change the text format. The following options are available: • **Plain Text Format**. • The **Rich Text Format**, which has already automatically been activated by selection of the **New Rich Text Message** menu option. • The **HTML Format**.

Table 47 The Rich Text Message Editing Features in the “Text” Menu.

5.1.4 New > New HTML Message

Sending in HTML format allows the transmission of messages in a universal format. Text formats similarly complex as with RTF messages are available. HTML is the default format, in which the text and hyper text information is stored and transmitted in the Internet.

HTML is a “content-related markup language” defined with SGML. HTML supports a logic marking where the logic meaning of the text elements is defined in a way that they can be represented in the ideal format for the user (client) by the respective Web browser.

HTML files can be created with simple text editors or special help programs or transformed from existing documents or databases.

NOTE: VML is not supported by Communications. Any message with VML tags might be displayed, but will fail to be saved, replied or forwarded.

Select **File > New > HTML Message** to create a text message in HTML format. Texts are entered analog to the (standard) text message. However, this message type offers more options to design the message text.

You can also access the **New HTML Message** window with a click on the arrow next to the document icon situated below the **File** menu option. The corresponding entry can then be selected.

The extended formatting options become immediately obvious when you enable **Edit Text** via **View > Toolbar**, which installs the icons used for text processing. In this way special fonts, font sizes and styles can be assigned to the document text. Since an HTML message only differs in text formatting from the previously described **New Rich Text Message** menu, only the new functions will be dealt with here. Therefore, please refer to Section 5.1.3, “New > New Rich Text Message”, on page 153 for information on options already explained.

There are basically two methods to format a text. You can either define in advance how you wish the text to appear in a document, or you can format it later through selection of specific text sections to subsequently execute the corresponding assignments.

Via the **Text** menu option you can set additional formatting options and apply them to the text:

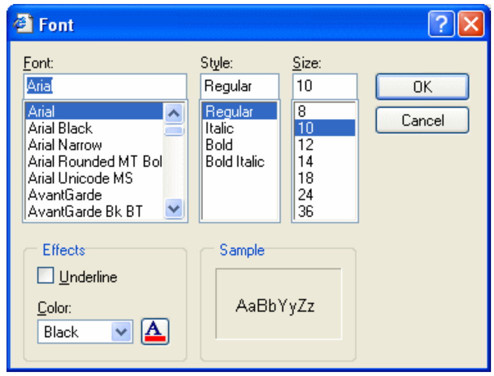
Menu function	Description
 **Font**	 Selecting this menu option opens the **Font** dialog, in which all settings for typographic text formatting are performed. You can define the **font**, **font size**, **style** and **color** also via toolbar. If you wish to apply such formats to your text afterwards, simply select the individual words or sections and set the desired formats. The following settings can be performed: • **Font**: Via this scrolldown window you can apply all fonts installed in the system to your text. • **Style**: Available are the font styles: **Regular**, **Bold**, **Italic**, and **Bold Italic**. • **Size**: A range from 8pt (pt = point) to 72 pt is available. • **Color**: This pull-down menu offers a variety of 40 colors for you to highlight certain words or sections in your text. You can push the **More colors...** button to define further colors. • **Effects**: By activating the **Underline** checkbox you can represent the text underscored. The **Sample** display provides a first impression of the text appearance.
 **Bullet List**	Inserts a bullet at the beginning of a paragraph. Example: • Point 1 • Point 2 etc.
 **Number List**	Inserts a numbered passage. Example: 1. First... 2. Secondly... etc.
 **Alignment**	Using this feature you can arrange the text left-justified, right-justified or centered.

Table 48 The HTML Message Editing Functions in the “Text” Menu.

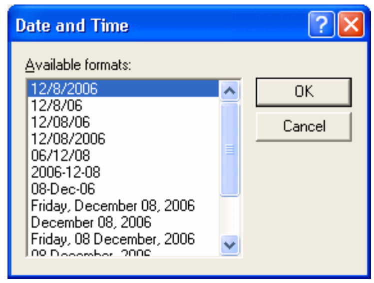
Menu function	Description
Insert Date and Time...	Inserts the current date where the cursor (paste marker) is located in the style that you have selected in this window.  A window opens that displays a variety of date formats. With a mouse click you can select the desired format from the list and enabling **OK** copies the entry to your document.
 **Insert Attachment**	Encloses an attachment in the message. Here attachments are understood as files containing images or other specially formatted items. When you click on the icon shown on the left, a menu opens where you can select the file you wish to attach. This file is then displayed as icon in the smaller portion of the window below the larger message text entry field.
Text Format	Here you can simply change the text format. The following options are available: • **Plain Text Format**. • The **Rich Text Format**. • The **HTML Format**, which has already automatically been activated by selection of the **New HTML Message** menu option.

Table 48 The HTML Message Editing Functions in the “Text” Menu.

5.1.5 Sending a Fax Message

For sending a fax message you can select one of the send types **New Text Message**, **New Rich Text Message** or **New HTML Message**. Enter your message text as usual and format it if required (only possible if you have selected **New Rich Text Message** or **New HTML Message**). Via the send options you can pick fax stationery and enter an additional fax text if your administrator has performed the corresponding settings in the system. Sending the fax message is exclusively determined by its addressing.

Examples:

Peter Sample[FAXG3]

or

1234567[FAXG3]

5.1.6 New > New Voice mail

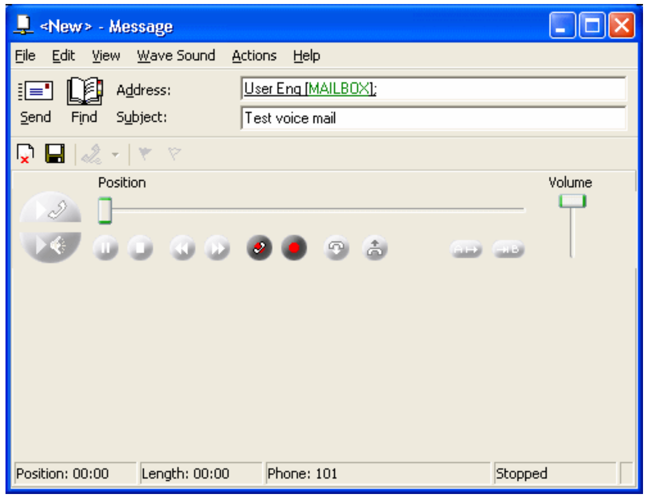
Apart from special recording and playback functions, this option corresponds to the **New Text Message** and **New Rich Text Message** dialog previously described.

NOTE: The unrestricted use of this message format requires your computer being equipped with a sound card, speakers and a microphone, or that the telephony functions are available to you so that you can listen to messages through your telephone.

After invoking **File > New > Voice mail** the message window opens as well but here the message field provides operating elements necessary for recording and playback of voice messages.

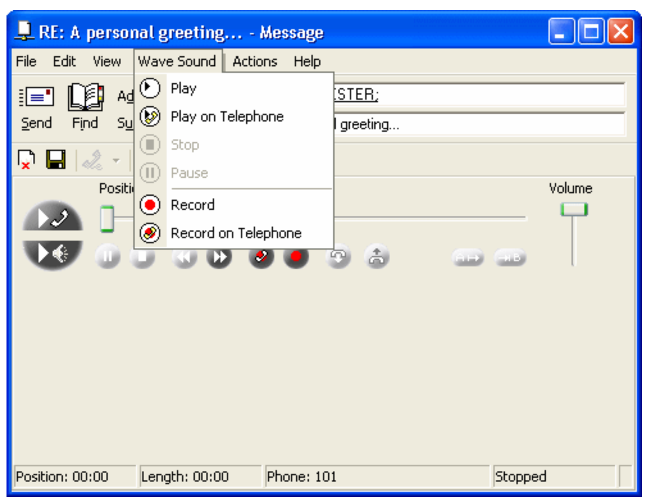
You can also access the **New Voice mail** dialog with a click on the arrow next to the document icon and selecting the corresponding menu option.

Text editing options are not available for a voice mail of course. What you can do in terms of such options is merely clicking **Reply** or **Forward** to attach a text annotation to the voice mail. Other functions serve for message recording or playback. All other commands are to be executed in the same manner as in the **New Text Message**, **New Rich Text Message** and **New HTML Message** dialogs. The following description therefore only deals with the special functions used in the message dialog for voice mails. Please refer to Section 5.1.2, “New > New Text Message”, on page 138 for information on options already explained.



The open message dialog features operating elements as found with tape recorders. The bottom margin of the dialog additionally displays status information, thus displays the current functional state of the recording/playback unit. The time indicated in the **Position** field marks the current position that you have reached in the tone document. **Length** displays the entire duration of the recording. Next to Length you can see the telephone number under which the recording can be performed (in most cases your own phone number). The right field represents the function state as text information.

The main functions for recording/playback are additionally available via the **Wave Sound** menu.



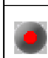
Menu function	Description
Recording a voice mail	
 **Record**	A click on this button starts voice mail recording via the microphone connected to the PC's sound card. You can also reach this function via the **Wave Sound > Record**.

Table 49 The Editing Functions for Voice Mail Recording.

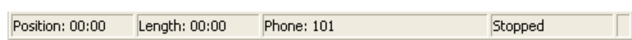
Menu function	Description
 **Record on Telephone**	Icon to start voice mail recording via telephone. When you enable this icon you are called on your telephone. After picking up the receiver you can then record your message. This function is only available if CTI functions have been implemented.
	When you select this feature after enabling the **Record on Telephone** button, picking up the receiver is simulated and your telephone switches to the hands-free mode. The voice mail can then directly be recorded in a loud voice or via a headset. **Note**: If you have switched the output to a local telephone, this feature is disabled.
 **Stop**	Stops message playback and skips back to the message start.
 **Pause**	Interrupts voice mail playback. To continue the playback procedure, push one of the two Play icons according to the output medium used.
	Finishes voice mail recording via telephone. This function corresponds to putting the phone down.
Voice mail playback for checking purposes:	
 **Play on Telephone**	Voice mail playback via telephone. The CTI features must have been installed for this purpose. When you enable this icon you are called on your telephone. After picking up the receiver you can play your message for checking purposes. No matter which medium you employ to play back the message, the **Position** bar displays the current position that you have reached in your tone document (in relation to the entire recording). The entire duration and the temporal position as well as the current playback status is given in the status section (under the operation area) of the window. In addition you find the number of the message output telephone indicated in the Phone field. 
	When you select this feature after enabling the **Play on Telephone** button, picking up the receiver is simulated and your telephone switches to the hands-free mode. The voice mail is directly and loudly played via telephone or headset. **Note**: If you have switched the output to a local telephone, this feature is disabled.
 **Play**	Voice mail playback via the PC sound card. This requires an installed sound card with connected speakers.
 **Volume**	Using a microphone you can adapt the recording volume to your speaking habits. **Note:** With recordings via telephone you cannot modify the volume.

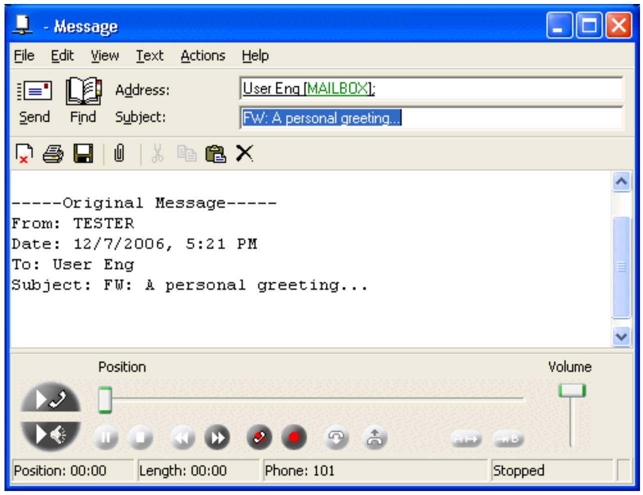
Table 49 The Editing Functions for Voice Mail Recording.

Menu function	Description
Position	By moving the **position** slide with the mouse you can head for an estimated position in the voice mail. Use the **Position** and **Length** status information as assisting indicators for this purpose.
Stop	Stops the message playback and skips to the message start.
Pause	Interrupts voice mail playback. To continue the playback procedure, push one of the two Play icons according to the output medium used.
Rewind	Via this icon you can rewind the voice mail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.
Fast forward	Via this icon you can fast-forward the voice mail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.
Start of A/B repeat **End of A/B repeat**	By means of these icons you can put out a clip of the voice mail. How to define a clip: – Place the position slider at the point from where the clip is to begin. – Enable the "Start of A/B repeat" icon. – Place the position slide at the point where the clip is to end. – Enable the "End of A/B repeat" icon. – Push one of the two playback icons. The clip you have defined is played.
	Finishes voice mail playback via telephone. This function corresponds to putting the phone down.
	Clicking this icon opens the **Options** dialog, in which some voicemail playback parameters can be changed. See Section 5.3.3.2, “The Settings dialog”, on page 198.

Table 49 The Editing Functions for Voice Mail Recording.

5.1.6.1 Attaching a Comment to a Voice Mail

You can attach a written and/or spoken comment to a received voice mail before forwarding it. The corresponding message dialog opens when you click the **Forward** function or select it from the menu.



The now open dialog has been extended with an area for text entries. Here you can enter the text annotation.

The likewise active recording functions enable adding a voice annotation. Use the recording functions described above for this purpose.

Using the or icon under the position slide you can either replace the original message with an annotation or attach the voice annotation to the original voice mail .

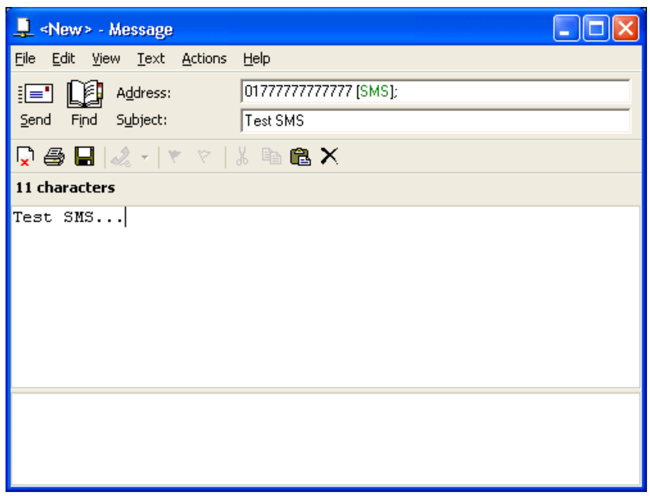
NOTE: When you reply to an incoming voice mail, you can only attach a text annotation.

5.1.7 New > New SMS Message

Via the **New SMS Message** function you can conveniently send short messages to a cell phone.

NOTE: You can also send a short message via the **New Text Message** function, but with reduced features. With the corresponding addressing (for example 123456[SMS]), the text entered in the text field is then sent to an SMS compatible terminal device. **Attention**: With an SMS message not more than 160 characters can be transmitted at once, and this is not checked here.

It is considered more useful to generate a short message by means of the **New SMS Message** menu option. You invoke the option via **File > New** or the **New Message** icon from the toolbar.



Here you can enter only digits as address (mobile phone number) and [SMS] is defaulted as service for the send mode. Above the text entry field the number of characters currently typed in is displayed so that you can always make sure that the maximum number of characters (160) is not exceeded. Via the **Text** menu only date and time can be inserted in an SMS message.

5.1.8 New > New Contact

This function serves to define a new global contact. Global contacts are address book entries that all OpenScape Xpressions users can access for addressing their messages.

NOTE: You can create global contacts only if you have the corresponding privileges in the system.

5.1.8.1 Creating a new global Contact

NOTE: You can use a contact entry with similar details as sample for the contact that you want to newly create. Depending on the number of entries to be made this may save a lot of work. Open the contact to serve as sample. Open the File menu of the **Contact: <contact name>** dialog and select the **Create Template** function. A copy of the opened contact will be generated. In this mask first enter the name and user ID of the new contact. Modify the data already entered accordingly.

To create a new contact entry, select from the menu **File > New > Contact**.

The **New contact** dialog opens so that you can enter the corresponding data. The **Addressing** and **Personal** tabs are identical with those for personal contacts.

Field name	Description
Entry lines in the upper portion of the dialog	
User ID	This information enables the unambiguous assignment of the contact in the system. Fill in a token of the real user name in the User ID field (maximum 26 characters). We strongly recommend to make an entry here since otherwise *Communications* will create this entry upon saving the contact data. This may lead to relatively cryptical user IDs.
Name (Mandatory)	Real name of the contact. This entry enables you to initiate the search for a real name by means of the search function.
Addressing tab	
Business fax G3	Calling number of this contact for the commercial Fax G3 connection.
Business fax G4	Phone number of this contact for the commercial Fax G4 connection.
Private fax	Calling number of this contact for the private fax connection.
Business phone	Telephone number of the contact's business telephone.
Mobile Phone	Cell phone number of the contact.
Voicemail	Voice mail number of the contact.
Private number	Telephone number of the contact's private telephone.
SMS Number	Cell phone number of the contact.
E-mail	E-mail address of this contact.
Deputy	Forwarding number for this contact.

Table 50 Database Fields for defining a new Contact.

Field name	Description
Preferred Address	Here you can determine the service to be used as default for contacting the subscriber. If e.g. a contact can only receive Fax G3 messages, then “FAXG3” should be selected from the pull-down menu. Thus the server need not run through the entire entry list to offer you a send mode and messages can be sent faster. Make sure that the database field referenced via the preferred address is filled in. Example: If you select “Business Fax G3” as preferred address, a fax number must be contained in the **Business Fax G3** field.
Personal tab	
All fields for postal addressing data	Here you can enter postal specifications on a contact as far as you know them.
Keyword	This field has been implemented on grounds of a customer request. Here you can enter a key word to be searched for. Apart from that this field has no significance.

Table 50 Database Fields for defining a new Contact.

5.1.8.2 Description of the Operating and Menu Function in the “New Contact” Dialog

Function	Description
File menu	
New	Here you can define a new private contact on the occasion of viewing the existing ones.
 **Save** [Ctrl] + [S]	Saves the data entered in the input fields.
 **Delete**	Removes the displayed or selected subscriber from the address book.
Close [Alt] + [F4]	Closes the entry dialog for the new contact. **Attention:** All entries already made will be lost if they are not previously saved.
User menu	
Send New Message to Contact	After a new contact has been defined, a message can be directly sent to this user via this menu option. Selection of the message format takes you immediately to the corresponding message window.
Call Contact at	After defining a new contact, a telephone connection can be directly set up to this subscriber using this function. Select the required calling number via the corresponding entries in the database fields for **Business Phone**, **Private Phone**, **Mobile Phone**, and **Voicemail Number**.

Table 51 Operating and Menu Functions for defining global Contacts.

Function	Description
Change Type	This menu option is only useful for the system administrator. Therefore it is meaningless with the creation of private contacts.

Table 51 Operating and Menu Functions for defining global Contacts.

5.1.9 New > New Private Contact

Via this function you can define an individual, private address directory that only you can access. Defining private contacts is identical to defining global contacts as far as possible. After invoking this function you can use the **Addressing** and **Personal** tab for entering the private contact data. The data fields are described in Section 5.1.8, “New > New Contact”, on page 165.

5.1.10 New > New User

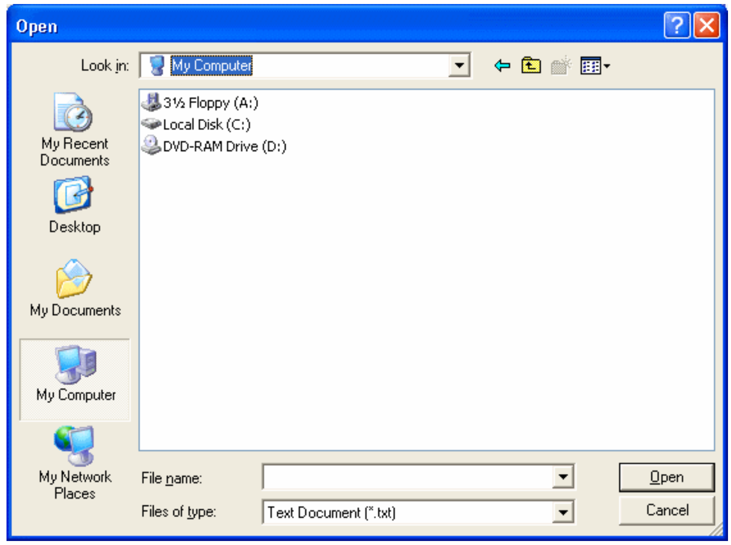
This function is required to define new users in the system. It can only be called if you have administrative privileges in the system. A description of this menu option is found in Section 4.2, “Users”, on page 87.

5.1.11 Open…

Via this menu option you reach a file selection dialog. By selecting a file, text or message files can be opened in a way that their contents is directly displayed in the text entry section of a message dialog.

NOTE: You can also reach the file selection window via the  icon in the toolbar or by key command [Ctrl] + [O].

Thus you can call, modify and resend e.g. all in and outbound messages locally saved or various sample texts stored in a specific folder.



The file formats that can be immediately opened in the message dialog are:

Text documents (`.TXT`, etc.),

Rich Text documents (`.RTF`),

HTML Text documents (`.HTM`),

Sound files (`.WAV`, etc.),

Fax documents (`.TIF, .FG3, .FG4`, etc.),

Communications messages (`.PMF`).

If you try to open a file deviating from the above via **Open**, the selected file is represented as file attachment in the open message window.

NOTE: If you open files locally saved from the inbox in the PMF format, all document information (originator address, attachments, subject etc.) is maintained. The opened message is thus in the state as before replying or forwarding. Thereby the complete message is available again after opening via the **File Open** function.

NOTE: You can also open the saved file via a double-click from the Windows Explorer in a *Communications* message dialog. The link-up of PMF file and application program that will start *Communications* then if required, is automatically established with the installation.

5.1.12 Exit and Logout

Closes *Communications* completely and finishes your XPR server session. Modifications performed, for example to the *Communications* layout or in the settings dialog, will be saved.

NOTE: So that *Communications* can be shut down properly, you always need to invoke this function for closing a session or before rebooting *Communications* after a configuration modification.

5.1.13 Exit

This function closes the *Communications* window, but the application remains active in the background. In this way the presence information is still transferred to the system. You can reactivate *Communications* by clicking the program icon in the task bar for the application running in the background and selecting **Open Communications**.

5.2 The Edit Menu

The availability of the functions listed in this *Communications* menu depends on the current window and on the currently useful editing options in this window. Where applicable, the following commands can be executed:

Menu function	Description
Undo [Ctrl] + [Z]	Cancels the entry previously made. This means the cancellation depth is one step.
Redo [Ctrl] + [Y]	Restores the state that was changed with **Undo**.
Cut [Ctrl] + [X]	Cuts out previously selected objects and copies them to the clipboard.
Copy [Ctrl] + [C]	Copies previously selected objects to the clipboard.
Paste [Ctrl] + [V]	Inserts the clipboard contents in the document where the cursor is currently positioned.
Delete [Del]	Deletes previously selected elements (e.g. journal entries).
Select All [Ctrl] + [A]	Selects all elements of the currently active window. You can use this feature to delete all journal entries at once or to copy the entire text of a message.
Browse [Ctrl] + [F]	Searches the text for a specific term.
Find Next [F3]	Continues looking for the current search item.
Replace [Ctrl] + [H]	Searches for a term and replaces it.

Table 52 The Functions of the Communications Menu “Edit”.

5.3 The View Menu

Using the options of the **View** menu you can execute the steps necessary for designing and administering a *Communications* layout.

5.3.1 Creating, editing and selecting a Layout

You can use the following features to create, edit and select a *Communications* layout:

NOTE: Make sure that the layout you want to edit is unlocked.

Menu function	Description
Layout > New	Creates a new, local *Communications* layout. Local layouts are exclusively available to the user who has created them. A maximum of four layouts can be defined. After activating this function, the below window opens:  Enter a name in this dialog's entry line for the *Communications* layout to be newly created. Under this name and indicated with the automatically added "local", this layout is displayed in the layout directory and can be selected in there at a later date (see **View > Switch to Layout**). Pressing the **OK** button automatically opens the just created *Communications* layout (with an empty work area), which now needs to be configured (see Section 5.3.2, "Implementing the Function Windows in Communications", on page 173). **Note:** Layouts locally created by the administrator can be "published" via the **Make Available To All Users** function, which turns them into global ones. See also Section 4.4.1, "Defining a global Communications Layout", on page 106.

Table 53 The Layout Functions in the Communications Menu "View".

Menu function	Description
Layout > Edit	The following options are available: • **Delete Current**: Deletes the currently active *Communications* layout. This is only possible with local layouts, i.e. with those created at your computer. **Note:** Global layouts (not indicated as local) created by the administrator and available to all users in the system cannot be deleted. • **Lock**: Locks the currently used layout so that it cannot be modified any more (for example by an inadvertent mouse action). • **Lock without Caption**: Locks a created layout (see also **Lock**) and hides in all windows (except the **Explorer List** window) the caption bar to extend the usable window portion. • **Unlock**: Unlocks the layout again so that modifications can be performed. • **Make Available To All Users**: Enables administrators to release a locally created layout for all users. This layout is centrally stored on the server by means of this function.
Layout > Load Again	Cancels layout modifications made during the current session. **Remark:** A restoration after a *Communications* restart is not possible via this function since all modifications are saved with the program shutdown.
Switch to Layout	Opens a list containing all *Communications* layouts available to you for selection. The list can contain up to four local layouts created by yourself and another maximum of four provided for all users by the system. Click on the desired layout to activate it. Via the hotkey [Shift] + (F1, F2, ...) you can quickly switch to another *Communications* layout.

Table 53 The Layout Functions in the Communications Menu "View".

5.3.2 Implementing the Function Windows in *Communications*

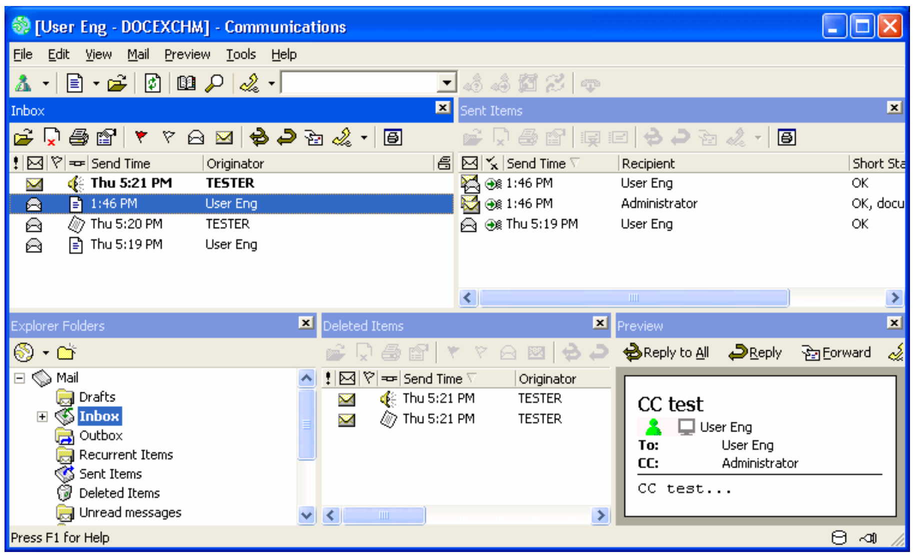
The menu options to be discussed in the following enable the installation of windows for your communication and to administer the remote server. How to position such windows in the *Communications* work area in a most useful manner has already been described in Section 3.1, "User Interface Layout", on page 66. When configuring the *Communications* interface make sure to only implement functions useful and available to you. It is pointless to install e.g. an Internet window when no Internet connection is provided.

We also recommend not to place windows in the *Communications* work area hardly ever required. The clarity of the user interface (GUI) would then decrease and operating *Communications* would become unnecessarily complicated. If needed, a missing window can be quickly opened and just as fast be removed again even without anchoring it in *Communications*.

Each function window you implement in *Communications* usually carries a caption bar.

NOTE: It is also possible to lock a defined layout with the header bar faded out, however, the bar is always represented with the initial installation of a window.

As soon as a window has been activated (simply click it somewhere), the header bar color changes from gray to blue. Thereunder you find an icon bar for fast and comfortable access to the most important functions. In the work area, elements (documents, subscribers, directories etc.) are displayed and can be selected for further editing. The windows for administering documents (journal windows) additionally have a column header bar that can be edited in many ways.



In the following we describe the functions of all possible client view windows in the sequence in which they appear in the *Communications* **View** menu.

5.3.2.1 Journal Display Editing Options

Before we describe the elements and operation of the first window, we need to point to a special feature – editing the column header bar in journals. With the options available here you can adjust the representation sequence and the representation of the information in the journals to the respective application purpose.

Each journal window, for example the Outgoing Mail window or the one for deleted items, has a table caption bar to describe the elements displayed in the respective column. Beyond that, it enables you to control the information display in the journal windows. Using this function you can determine the information sequence and the position of the various columns. Displaying items of information depends on whether or not they are appropriate in the respective journal. Therefore, depending on the currently active journal, only a selection of the information columns described below can be displayed.

Moving columns

You can simply change the position of the individual columns per drag&drop. Click on the caption of the column that you want to move with the left mouse button and keep the button pressed. Now move the caption to the right or to the left (within the column header bar) to the position where you want the column to appear. To help you position the caption, two red arrows are faded in whenever you have reached a possible insertion place. Release the mouse button when the thus indicated position suits you.

Adapting the column width

The mouse pointer converts into a horizontal double arrow crossed by a vertical line when you position it on one of the boundary lines in the journal caption bar. Click such a line with the left mouse button kept pressed to move it to the right or to the left. In this way you can also display relatively long entries that otherwise could not be seen completely.

A double-click on the boundary line automatically adapts the column width to the longest entry.

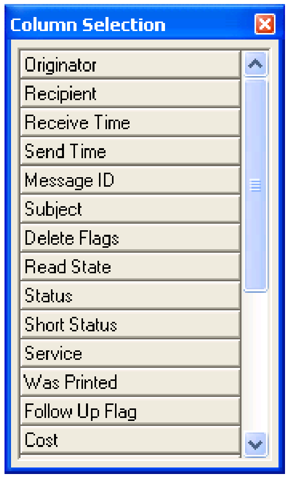
Changing the journal entry sequence

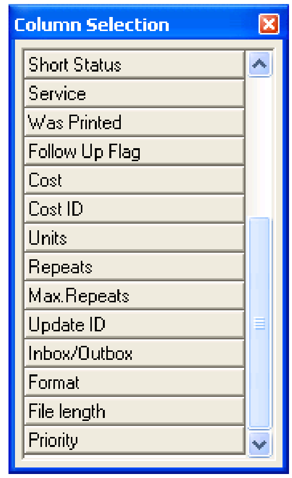
A single click on any caption field determines that sorting in the journal is to take place according to the entry sequence in the thus selected column. A small embossed triangle then appears in the respective caption field, signifying that the sorting sequence in the entire journal now corresponds to the entries of this column. Another click on this field reverses the sequence of the entries and the triangle is displayed upside down. Sorting is performed, depending on the column’s topic, according to the criteria: digits (ascending or descending), text (in ascending or descending alphabetic order) and temporal sequence (most recent or oldest event). If e.g. column entries consist of text only, they are displayed in ascending alphabetic order (the first character of the alphabet appears on top) if the triangle points upwards. With the triangle pointing downwards, the uppermost entry is the alphabetic last one in the list. Display of time data (send time etc.) features the most recent event on top of the column if the triangle points downwards.

Selecting the Information to be displayed

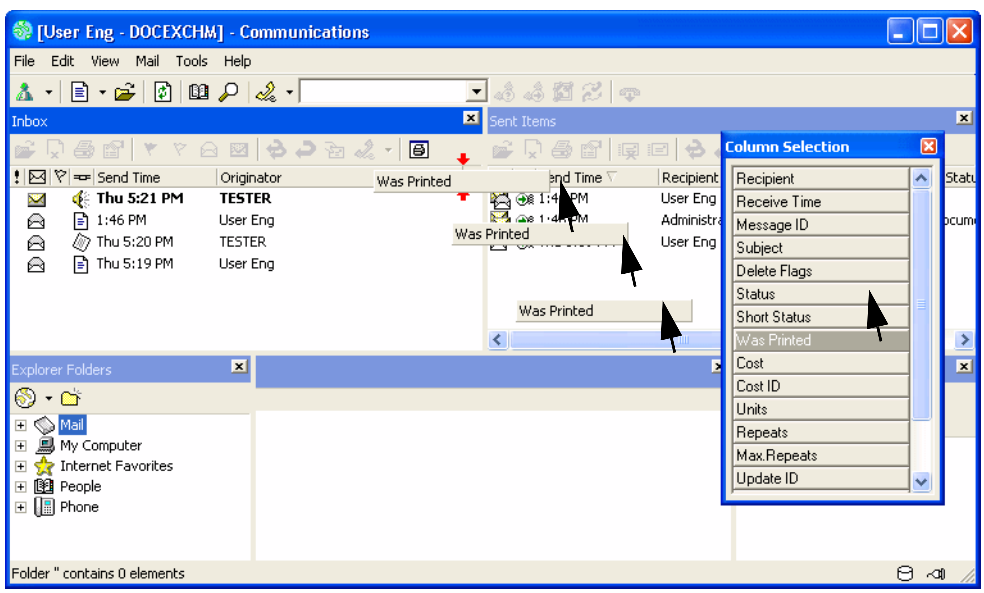
When you click an arbitrary spot in the column header bar with the right mouse button, a window opens with a list of further information which can be additionally displayed in the journal.

NOTE: These elements are the same as displayed in the document information as information units.





You can add or remove columns simply per drag&drop. To implement additional columns, “take” the panel with the caption that you want to have additionally displayed in the journal from the above window and move it to the desired place in the column header bar.



Example: You want to be informed about whether or not you have already printed a message. and this information is to be displayed in a column inserted to the right of the **Send Time** column. For this purpose seize the **Was Printed** panel in the options window with the mouse pointer (with a click and the mouse button kept pressed) and move the column caption to the place in the column header bar where it is to be implemented. Two red arrows assist you in positioning the new element. Release the mouse button so that the panel clicks into place.

Proceed conversely if a column is no longer to be displayed. First open the options window with the right mouse button and subsequently drag the corresponding caption from the column header bar. As soon as you release the mouse button, the caption is reintegrated in the options window.

Display in the message journals

In the following you find a description of all information columns that can be implemented in the message journals for incoming mail (**In**), outgoing mail (**Out**), deleted mail (**Del**) and the Correspondence window (**Cor**).

NOTE: An overview of the parameters that can appear in the **Explorer List** journal windows is given in the next section.

Journal column	Description	In	Out	Del	Cor
Originator	Originator alias (e-mail).	✓	✓	✓	✓
Recipient	Recipient alias or the number of the receiving device.	✓	✓	✓	✓
Receive Time	Time when the message was received.	✓	✗	✓	✓
Send time	Time when the message was sent.	✗	✓	✗	✓
Message ID	Identification of the message. This number code (MID) is assigned by the system.	✓	✓	✓	✓
Subject	The document's subject text.	✓	✓	✓	✓
“Deleted” Indication	This column displays in the clear text (“Recipient” or “Originator”) if and by whom the message has already been deleted, an information only useful for the **Deleted Messages** window.	✓	✓	✓	✓
“Read” Status	Displays a status icon for read respectively unread messages .	✓	✓	✓	✓
Status	Detailed message status as text entry.	✓	✓	✓	✓
Short Status	Short message status text entry.	✓	✓	✓	✓

Table 54 Possible Information Columns for the Journal Windows.

Journal column	Description	In	Out	Del	Cor
Service	The icons faded in indicate the service used for sending a message: Internal e-mail External e-mail Fax Voicemail Message with file attachment	✓	✓	✓	✓
Was Printed	Documents already printed are indicated in this column by a printer icon.	✓	✓	✓	✓
Follow Up Flag	Generates a column in which icons (red flags) appear when the documents have been thus indicated.	✓	✓	✓	✓
Cost	Display of costs incurred by message transmission.	✓	✓	✓	✓
Cost ID	Display of the cost center in charge of billing.	✓	✓	✓	✓
Units	Display of the accumulated charge units.	✓	✓	✓	✓
Repeats	Indication of the number of repeats required for transmission.	✓	✓	✓	✓
Max. Repeats	Displays the maximum number of delivery attempts that the OpenScape Xpressions server performs.	✓	✓	✓	✓
Update ID	Update ID display. **Notes:** The system assigns a unique message ID to each message. This MID always remains linked to the original message. If the message is altered in any way (for example, the message status is changed), it receives a new update ID.	✓	✓	✓	✓
Inbox/Outbox	Generates a column in which different icons indicate whether the message is a received or sent one . **Remark:** This display is only useful where both message types are represented in one journal, for example in the **Correspondence** window.	✓	✓	✓	✓

Table 54 Possible Information Columns for the Journal Windows.

Journal column	Description	In	Out	Del	Cor
Format	Displays the file format of the document concerned.	✓	✓	✓	✓
Filelength	Display of the document file size (in bytes).	✓	✓	✓	✓
Priority	Icon representation of the priority of a received or sent message if it has been assigned a priority attribute. A red exclamation mark ! corresponds to “highest” or “high” priority. Low priority and “overnight transmission” is indicated by a blue arrow pointing downward ↓. If no symbol has been assigned, the priority value is “normal”.	✓	✓	✓	✓

Table 54 Possible Information Columns for the Journal Windows.

Display in journals represented via the “Explorer List“ window

Since the representation in the **Explorer List** window always depends on the element selected in the **Explorer Folders** window, a multitude of options to display parameters in the table header bar is provided. Elements are displayed according to whether they are useful for the object selected in the **Explorer Folders** window. The available parameters described in the following (excluded from this description are message journal parameters explained above) can be selected for insertion in the journals of the current windows as information columns:

Journal column	Description
For telephone monitoring journals	
Callstate	An icon displays whether calls were in or outbound (an arrow points towards the user or in the opposite direction), and whether or not the calls were successful, thus a connection was established (green or red arrow).
Caller	Name of the caller, if a database field containing this name can be referenced via the transmitted calling number.
Called Party	Name of the callee, if it is present in the database.
Date/Time	Date and time when the call took place.
Duration	Call duration.
Telephone Number	Depending on the action, the telephone number of the caller or callee.
Telephone Type	Display of the database field via which the call was initiated (**Business Phone**, **Home Phone**, **Mobile Phone** or **Voicemail**).
For the entries in the user groups	

Table 55 Possible Information Columns for the Journals in the “Explorer List” Window.

Journal column	Description
Name	Names of the subscribers who are in the respective directories
Field	If you have sorted the journal view according to specific database criteria (for example FaxG3) when displaying users/recipients, the **Field** table caption column displays the value entered in this database, in our example the fax number.
For the entries in the group folders	
Field	If you have sorted the journal view according to specific database criteria (for example FaxG3) when displaying users/recipients, the **Field** table caption column displays the value entered in this database, in our example the fax number.
Name	Contact or user name.
Service	Representation of the set transmission service.
Full Address	Display of the address as used by the remote server. Example: *NVS:<service>/<address>*
For the entries in the group folders	
Service	Representation of the set transmission service.
Describe Contact...	Display of the address in standard representation.
Full Address	Display of the address as used by the remote server. Example: *NVS:<service>/<address>*
In the Internet Favorites	
File	Display of the saved URLs
In the directories under My Computer	
File	Filename, for example if the content of a folder in the “My Computer“ directory is to be displayed.
Size	Displays the file size with the filename.
Modified	Shows the date and time of the last document modification for the file view.
For the entries in the Objects directory	
Name	Names of authorized persons
Field	Without significance

Table 55 Possible Information Columns for the Journals in the “Explorer List” Window.

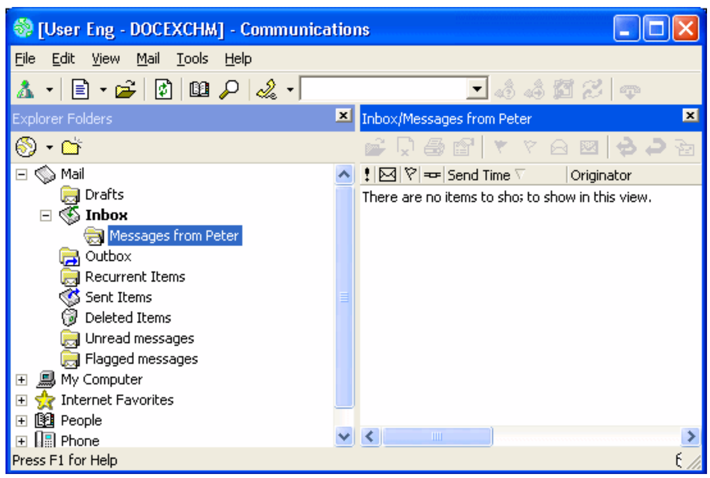
5.3.3 Mailboxes

Using the **View** menu and in there the **Mail** option you can insert the following windows in the *Communications* work area:

NOTE: Under **Mail** you can define further directories (mailboxes) for collecting messages via routing rules or copying by drag&drop. The windows for these mailboxes are installed according to the pattern described below.

- **Inbox >**

  Is used to insert windows for the inboxes that you have additionally defined as directories under “Inbox“. The messages displayed are those that were moved there per drag&drop or routed there via the inbox wizard.



- **Inbox**

  Generates a window displaying all messages arriving in your inbox.

NOTE: Under **Mail** you can define further mailboxes for collecting messages via routing rules or copying by drag&drop.

- **Unread messages**

  Generates a window that merely displays the unread messages from all folders under “Inbox”.

- **Flagged messages**

  Generates a window that merely displays the flagged messages from all folders under “Inbox”.

- **Deleted Items**

  Generates a window that exclusively displays messages already deleted.

NOTE: Messages deleted by the user are kept on the OpenScape Xpressions server for a period set by the administrator before being removed from the system. Therefore ask your administrator how long deleted messages will still be available.

- **Outbox**

  Generates a window that displays all messages currently being sent.

- **Sent Items**

  Generates a window that displays all sent messages.

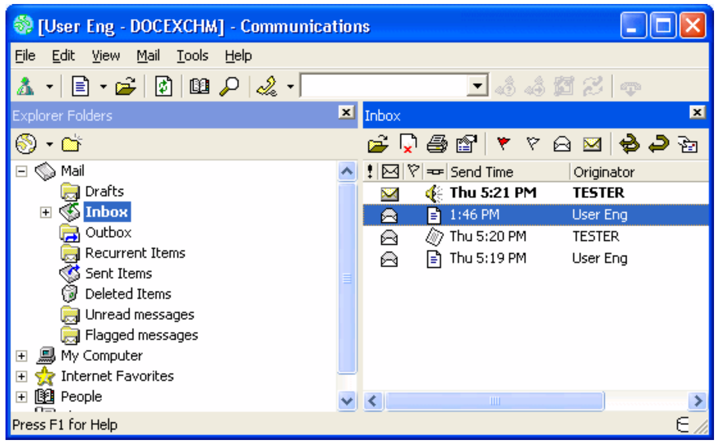
- **Drafts**

  Generates a window in which voice messages generated with *PhoneMail* and not sent are stored.

- **Recurrent Items**

  Generates a window in which voice messages generated with *PhoneMail* for periodical transmission are stored.

5.3.3.1 Inbox Window



The **Inbox** displays all messages that have arrived in your mailbox unless you have defined additional directories with the corresponding routing rules there.

Before a message can be edited it must be selected in the journal. This activates the available functions. You can edit incoming messages in different ways:

- Via the **Mail** menu.
- By a context menu with a structure identical to the **Mail** menu. This menu opens when you click the document to be edited with the right mouse button.
- By means of the toolbar in the **Inbox** window.
- Through key commands (only for functions often used).

The following functions are available:

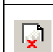
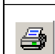
Menu function	Description
 **Open**	Opens the document selected in the Inbox window in a message dialog. You can also access the message’s contents through selection of the document and a subsequent click on the opposite icon or with a double-click on the journal entry.
 **Delete** [Del]	Removes the message selected in the journal and moves it to the “Deleted Messages” folder. It does not matter whether or not the message has been read.
 **Print**	Prints the selected message on the printer defined as default printer.
Save As	Saves a document, depending on the type of message, under an arbitrary name to a directory of your choice. When you enable this function, a window opens for entering the required information file name and file type and for specifying the target directory.

Table 56 Editing Options in the “Inbox” Window.

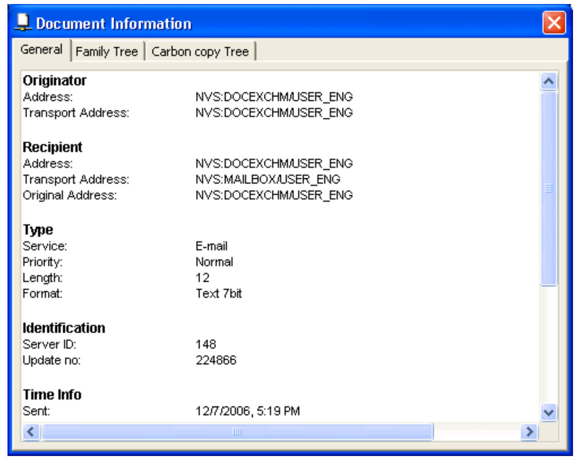
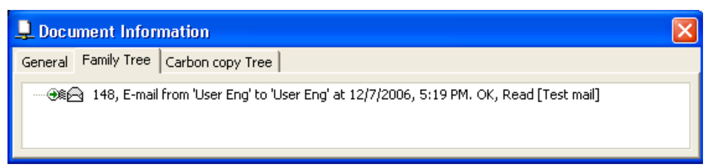
Menu function	Description
 **Information** [Ctrl] + [Enter]	Opens the Document Information window. The **General** tab contains a table of all system information that associate this message. If you want to have pieces of this information permanently displayed, implement them in the table header bar of the “Inbox” window. For more information see Section 5.3.2.1, “Journal Display Editing Options”, on page 174“.  A click on the remaining **Carbon copy Tree** and **Family Tree** tabs enables you to trace reply or transmission details of the selected journal entries. To the left of each line you find an indication of the document’s send status.  Icon significance:  the document was successfully transmitted, the document is being processed, success or failure remains to be seen,  the document transmission definitely failed owing to e.g. a wrong address or because the number of dial repeats was exceeded. Then follows a status icon (read, unread), the consecutive message number (MID) assigned by the server, and the most essential document data. The latter information comprises the transmission service, the originator and recipient address as well as send time, document status and possibly the message subject in square brackets.
 **Set Flag**	If you do not wish to lose sight of particularly important messages, you can mark them with a red flag. Select the corresponding message in the journal and click this icon. Another selection of this function deletes the indication.

Table 56 Editing Options in the “Inbox” Window.

Menu function	Description
Mark as read	Changes the status of an unread message to “read”. A message displayed as unread (closed envelope) is then indicated as read (open envelope).
Mark as unread	Changes the status of a read message to “unread”. A message displayed as read (open envelope) is then indicated as unread (closed envelope).
Importance	Via this option you can assign a priority to the message. This priority will then be displayed in the form of an icon that appears in the **Priority** column of the recipient's inbox. The following priorities can be set: • High, represented by the ! icon • Normal, without icon • Low, represented by the ↓ icon
Reply **Reply to All**	Opens the message dialog for entering a reply. The dialog automatically contains the correct recipient address taken from the previously read message, and “Re:” (Reply) appears before the subject. The text field displays the original message with a pointed bracket (>) before each line. If you have received the message as CC, you can use the **Reply to all** function to send your answer to all addressees of the received message (inclusive the initiator). **Note:** Several messages can be simultaneously answered as well. Select the desired messages in the journal (like in the Windows Explorer) and trigger the **Reply** feature.
Forward	If you want to forward a received message to another subscriber, you can do so selecting the **Forward** option. Subsequently the Forward window opens. The text of the previously received message is found in there as well though without pointed brackets. Only the recipient’s address needs to be entered. Furthermore you can assign a comment to the message. **Note:** Several messages can be simultaneously forwarded as well. Select the desired messages in the journal (like in the Windows Explorer) and trigger the **Forward** feature.
	Selecting this option immediately initiates a phone call to the originator of the message. The prerequisite is that telephony functions are supported by the system and that the subscriber’s telephone number is stored in the database.
	Invoking the list field next to the telephone icon opens a list for selecting the subscriber extension you want to call. This is only possible if the telephony feature has been installed and the corresponding database entries for this user exist.
Originator description	This menu option opens a database mask with the originator information associating the selected message. If you have the corresponding privileges, you can alter or supplement these data.
Journal printing	This function is used to generate a complete journal hardcopy, thus a list of all inbound messages.
Toolbar	Displays/hides the toolbar in the Inbox window.

Table 56 Editing Options in the “Inbox” Window.

5.3.3.2 Editing inbound Messages

The content(s) of a selected incoming message is immediately displayed in the installed Preview window. If the functions (**Reply**, **Forward**, **Call**, **Delete** and **Print**) are not sufficient for editing the message, open it in a separate dialog. Here all message editing functions are available.

You can open a message from the Inbox in several ways:

- Double-click the journal entry.
- Select the journal entry and click the **Open** function in the Inbox toolbar.
- Enable the **Reply** or **Forward** function in the Preview window.

When you open the document, the message type is automatically considered. In other words, an e-mail, a fax or a voice mail is displayed in a message window that, under the corresponding menu option (**Text**, **Fax**, **Sound**), provides all functions you need for reading, playing or editing the message.

The general editing options for an opened message are described in Section 5.1.1, “New”, on page 137. All functions deviating from these will be discussed in the following.

Editing incoming text messages

- **Saving incoming text messages**

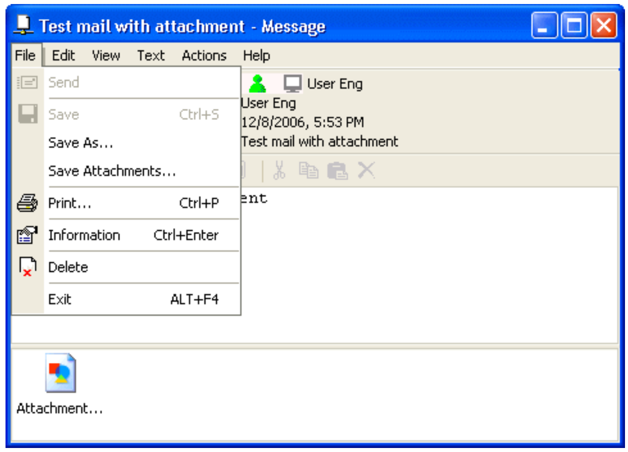
  If you want to locally save an opened text message (via **File > Save As**), you can choose from the following formats:

  - ***.TXT**, for pure text messages
  - ***.RTF**, for Rich Text messages
  - ***.PMF**, the *Communications* format

  The format you select here should depend on the later use of the saved message. If a message is saved for archiving, it will later only be opened in *Communications* and in this case it is advisable to use the PMF format. This saves the address information and file attachments as well. For a subsequent editing in other applications, the TXT or RTF format is surely more suitable. For text messages with file attachment, the PMF format is exclusively available as only with this format the entire message content (thus also Rich Text formattings and file attachments) are maintained. After opening a message saved in the PMF format you find it in the state as before sending a reply or forwarding this message.

- **Saving file attachments**

  When you open a text message that contains a file attachment, the **Save Attachments...** option of the **File** menu becomes automatically active. You can also edit an attachment (open or save it), when you click the attachment icon with the right mouse button.



Editing received fax documents

- **Saving received Fax Messages**

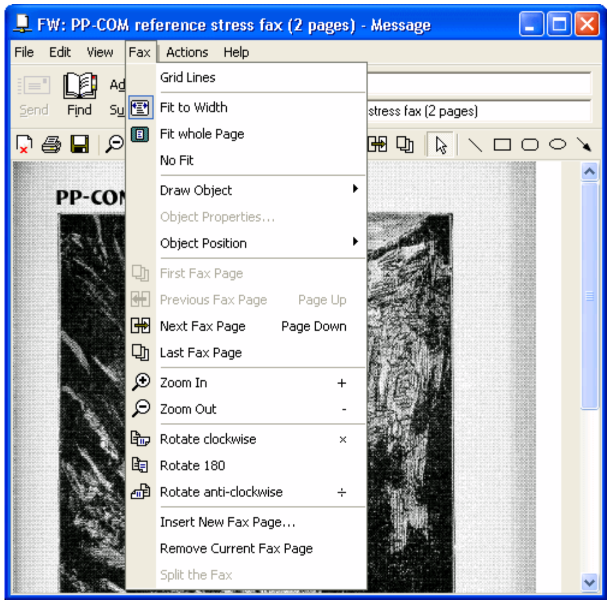
  If you want to locally save an opened fax message (via **File > Save As...**), you can choose from the fax format ***.TIF**, ***.TIFF** and ***.PMF**. The fax Tiff format cannot store the fax document with its address information. If you want to forward the fax message at a later date, the PMF format is therefore the best bet. The fax Tiff format merely saves the document as image file, which can be opened with a viewer or a similar editing program.

- **Editing in view mode**

  Please note that the fax document displayed in the Preview window or message dialog is then only in a view mode (Viewer). In this mode the fax can be rotated, enlarged and, with multipage documents, also be leafed through. The editing mode is not activated until you enable the **Reply** or **Forward** function.

  You can invoke the editing features via the toolbar (Preview window and message dialog) and the **Fax** menu of the message dialog (for example zoom in/zoom out, turn or drawing in additional objects).

- **Fax features in the view mode**



In view mode the **Fax** menu offers the following functions of which the most important can also be invoked via the toolbar. The toolbar is installed in the message dialog via the menu option **View >Toolbar**.

Function	Description
Reply **Reply** **(Reply to all)**	Opens the fax document in a dialog that enables fax message editing. Under **Address** the originator is already entered if his/her calling number has been transmitted. Otherwise an error message is issued, pointing out that before you enable **Send**, a subscriber number must be entered in the address field.
Forward **Forward**	Opens the fax document in an editing window as well. Here you must specify a recipient address.
Phone Contact **(Call Originator at)**	Initiates a call to the telephone connection of the fax originator. Prerequisite is that the fax number of the originator has been transmitted and that it is linked to the originator's phone number by database entry. A click on the triangle icon opens a list of the originator's phone connections for selection.
	Removes the fax message from the recipient journal.
	Prints the fax document. In the editing window the print function can also be started via the **File** menu.
Zoom In [**+**] Keyboard, Number Pad	Enlarges the fax display stepwise. Fax enlargement is performed in 8 % steps referred to the basic value (maximum 11 steps).

Table 57 The Fax Message Features in View Mode.

Function	Description
Zoom Out [-] Keyboard, Number Pad	Downsizes the fax display stepwise Fax minimizing is performed in 8 % steps referred to the basic value (maximum 11 steps).
Grid Lines (Via the **Fax** menu only)	Assigns a dot matrix to the representation page. This matrix assists you in positioning objects that you want to inserted. Once implemented, this function remains active until it is disabled again.
Fit to Width	Zooms the fax document to optimal width for maximum display in the message window.
Fit whole Page	Generates a fax view that allows the complete representation of the single fax page in the message window.
No fit (via preview or fax menu only)	Retains the selected display size even if the size of the message window is subsequently altered.
Rotate anti-clockwise (90°) [/] Keyboard or [÷] Number Pad	Rotates the fax by 90° anti-clockwise.
Turn over	Rotates the fax by 180°.
Rotate clockwise (90°) [*] Keyboard or [**x**] Number Pad	Rotates the fax by 90° clockwise.
First Fax Page	With a click on this icon you can immediately switch to the first page from any other fax page.
Previous Fax Page [Page Up Key]	Skips back to the previous page (only active with multipage fax messages).
Next Fax Page [Page Down Key]	Skips to the next page (only active with multipage fax messages).
Last Fax Page	With a click on this icon you can immediately switch to the last page from any other fax page.

Table 57 The Fax Message Features in View Mode.

- **Fax features in the editing mode**

To reach the editing mode select **Reply** or **Forward** in the Preview window or in a separately opened view dialog. In this way you switch from the view mode to the editing mode. In the editing mode you can insert additional graphical objects, text or fax pages in the document via the **Fax** menu. Furthermore, the most important functions can be called via the toolbar.

NOTE: The inserted objects can be edited until they have been converted into the image format required for fax transmission. This occurs automatically through the Send command or by browsing a multipage fax document.

Here you can use editing options to furnish the fax message with additional text or graphical objects. After editing you can forward the fax or save it on your computer.

Function	Description
Grid Lines (Via the **Fax** menu only)	Assigns a dot matrix to the representation page. This matrix assists you in positioning objects that you want to inserted. Once implemented, this function remains active until it is disabled again.
Draw Object > Select	Serves for selecting inserted objects. The tip of the mouse pointer then features a crossed double arrow when you move it on top of a selectable element. A click with the left mouse button completes the selection. To select objects for editing you can also draw a frame around them with the left mouse button kept pressed.
Draw Object > Line	Generates an arbitrary line in the fax document. Place the paste marker at the desired starting point of the line, and draw it with the left mouse button kept pressed. As long as the button is not released you can determine the line's direction, origin and length.
Draw Object > Rectangle	Inserts a rectangle in the document the same way as already described with Line. Through moving the editing points with the mouse (the mouse pointer changes its appearance depending on the activities performed), the shape of the rectangle as well as its position in the document can be adapted any way you like.
Draw Object > Round Rectangle	Inserts a round rectangle. Besides modifying its shape (stretching, compressing etc.) you can also alter the corners' radius by moving the markers. Seize the inner of the two markers (at the bottom right corner of the rectangle) and move it within the rectangle until the desired shape has been adopted.
Draw Object > Ellipse	Draws an ellipse or a circle in the fax document. The editing modes are the same as already described under Rectangle.

Table 58 Features for Editing a Fax Message.

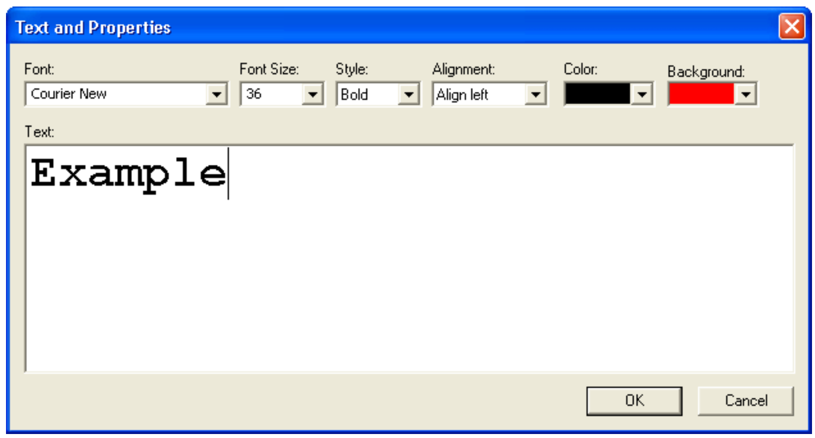
Function	Description
Draw Object > Arrow	This function for drawing an arrow is identical with the line function except for an arrow head being attached to the line end.
Draw Object > Polygon	With this function you can generate an arbitrary polygon.
Draw Object > Text	With this option you can add text objects to your fax. Enabling this function opens the **Text and properties** window. where you can enter the desired text in the editing field. Above this field, you also find several text formatting options. With these you can perform the following settings:
	
	• **Font**: offers a variety of fonts installed in Windows. • **Size**: Type size from 8 to 72 pt. • **Style**: Normal, Medium, Semi Bold and Bold. • **Text Alignment**: Left, Center, Right and Block. • **Color**: Opens a color chart from which you can select the desired color for your object. Note that for the time being it is not possible to transmit colored objects by fax. Therefore colored parts are converted into a black/white raster before the document is sent. Depending on the colors you have chosen, the object may then appear hardly visible on the fax document. • **Background**: When you invoke the color selection, a chart opens from which you can pick a color for the text background. **Note**: Please keep in mind the restrictions to colored objects in fax documents outlined under **Color**. After entering and formatting the text, click **OK**. Subsequently you can place the text within the fax page. For this purpose draw a frame with the mouse pointer in the desired place. You can then move or further edit the text. You can also insert the same text several times.

Table 58 Features for Editing a Fax Message.

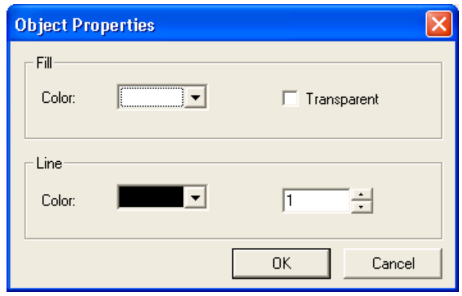
Function	Description
Object Properties (Via the **Fax** menu only)	Here you can define the object design. The corresponding **Properties** dialog opens according to whether you have selected text or a graphical object. The text properties dialog is described further above. The following design features are available for objects:  In the "Fill" section you can set the color to fill the object via the **Color** pull-down list. Setting the **Transparent** switch makes the object limpid. In the **Line** section you can specify the object's outline. Under **Color** a color can be default set, and the line width determined in the associating entry field.
Draw Object > Stamp	This icon provides a stamp function. On the one hand you can open a list via the selection icon to insert predefined stamps in the fax document, on the other hand it is possible to define individual stamps or to modify or delete existing ones. You find more information on this function beneath this table in Section 5.3.3.2, "Stamp feature for fax messages", on page 193.
Objectposition	Piles overlapping objects in the desired succession. For this purpose, four commands are available, which can also be triggered via the toolbar and the menu: **Move to Back** Places the selected object entirely in the background. **Move to Front** Places the selected object entirely in the foreground. **Move Forward** Moves the object to the next position in z-order. With several overlapping objects you can repeat this process until the selected object is entirely in the foreground. **Move Back** Moves the object to the previous position in z-order. With several overlapping objects you can repeat this process until the selected object is entirely in the background.

Table 58 Features for Editing a Fax Message.

Function	Description
Insert New Fax Page... (Via the **Fax** menu only)	Inserts an additional (empty) page in an arbitrary position of the fax document for enclosing further information. Enter a value to determine in which position the new page is to be integrated (with 1, the new page is implemented as page 1, thus before the current first page etc.).  The possible range of values is explicitly specified in this window (in the example range 1 to 2). The additional page can only be inserted as first or last page since the underlying document consists of only one fax page.
Remove Current Fax Page (Via the **Fax** menu only)	Deletes in a multipage fax document the page that is currently represented in the window.
Split the Fax (Via the **Fax** menu only)	Divides a multipage fax message into two documents from the currently displayed page. The two parts then appear in separate windows.

Table 58 Features for Editing a Fax Message.

- **Stamp feature for fax messages**

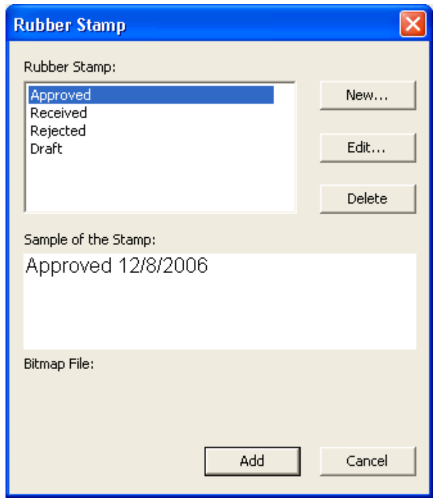
How to stamp a fax message:

1. Click the selection icon. A list with predefined stamps opens.
   Note: The stamps *Approved*, *Received*, *Rejected* and *Draft* are provided as system default with the installation.
2. Select the desired stamp.
   The stamp will be appear top left on the currently displayed fax page.
3. Position the stamp text in the desired place of the document.
4. Edit the stamp text via the **Properties** dialog of the context menu if required.
   In doing so you can use the same functions as are available for the text function (font, font size, style, alignment, color).

Defining a new stamp

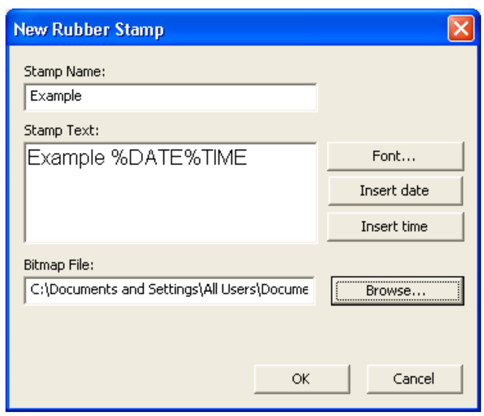
1. Push the  button.

   The **Rubber Stamp** dialog opens.



2. Press the **New** button.

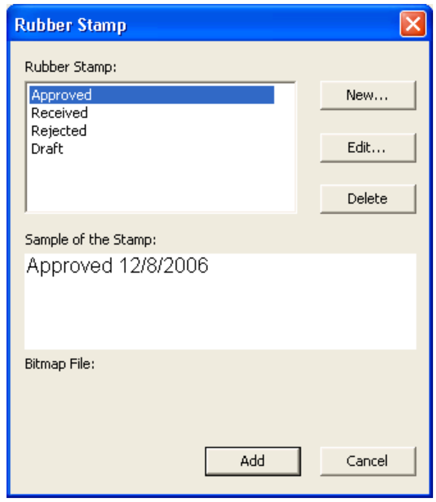
   The definition dialog **New Rubber Stamp** opens for the stamp text.



3. Enter the stamp text in the editing window and design it via the **Font** button.
   In addition, you can insert a wildcard for **Date** and **Time** so that the current date and time is displayed when using the stamp later on.
4. If desired, select an image (company logo, signature etc.) to be inserted with the stamp.
5. Accomplish your settings with **OK**.

Editing or deleting a stamp

1. Enable the  icon
   The **Rubber Stamp** dialog opens.



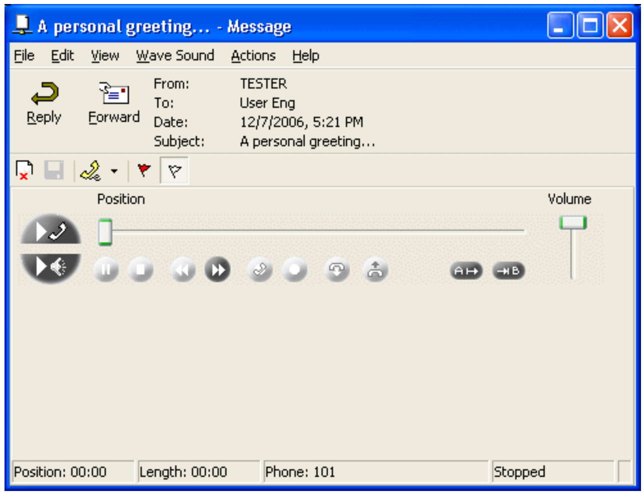
2. Select the name of the stamp the definition of which you want to edit or delete.
3. Push the **Edit...** or **Delete** button.
   a) Clicking the **Edit...** button opens the stamp definition dialog. Here you can modify all settings (font, parameters for date and time) for the selected stamp.
   b) Click **Delete** to remove the selected stamp definition from the list. **Note:** The stamps *Approved*, *Received*, *Rejected* and *Draft* provided by the system are only temporarily removed from the list. They cannot be deleted.

Editing received voice mails

- **Saving a voice mail**

  If you want to locally save opened voice messages (via **File > Save As...**), you can choose from the formats ***.WAV** and ***.PMF**. The WAV format cannot store the voice mail with its address information. If you want to forward the voice mail at a later date, the PMF format is therefore the best bet. The WAV format merely saves the document as sound file, which can be opened and played with a corresponding application program.

  You can play inbound voice mails via the Preview window or the message dialog. In both cases you are provided with the required functions. In case of a successful *voicemail-to-text conversion*, the voice mail is additionally displayed as text in the bottom section of the message window.



- **Playing a voice mail**

Playback via the preview window

- Select a voice mail in the **Inbox** journal by mouse click.

The voicemail playback functions are immediately available via the Preview window. The available features are identical with those described under **Playback via the message dialog**.

Playback via the message dialog

- Double-click the voice mail in the journal or select the message and enable the **Open** function via the Inbox toolbar.

Apart from the default functions **Reply** and **Forward** you can use the operating options for voice mail playback in these dialogs. The functions are available via icons or commands in the **Sound** menu.

You can put out the message either via the work station telephone or via PC loudspeakers/sound card. The below table describes the voice mail playback operating elements.

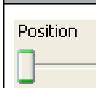
Function	Description
	No matter which medium you employ to play back the message, the **Position** bar displays the current position that you have reached in your tone document (in relation to the entire recording).

Table 59 Playback Functions for incoming Voicemails.

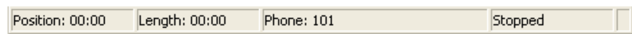
Function	Description
Playback via telephone	
 **Play on Telephone**	Voice mail playback via telephone. After you have enabled this icon you will be called by your telephone for playing the voice mail. Depending on your settings, playback occurs via your telephone or the local telephone you have specified. This requires the CTI features being implemented on the OpenScape Xpressions server. The entire duration and the temporal position as well as the current playback status is given in the status section (under the operation area) of the window. 
	When you select this feature after enabling the **Play on Telephone** button, picking up the receiver is simulated and your telephone switches to the hands-free mode. The voice mail is directly and loudly played via telephone or headset. **Note**: If you have switched the output to a local telephone, this feature is disabled.
Playback via PC loudspeakers	
 **Play**	Voice mail playback via the PC sound card. This requires an installed sound card with connected speakers.
During the playback process the following functions are available regardless of the playback medium you use.	
	Moving the **Position** slide with the mouse you can search for an estimated position in the voice mail. Use the **Position** and **Length** status information as assisting indicators for this purpose.
 **Stop**	Stops the message playback and skips back to the message start.
 **Pause**	Interrupts voice mail playback. The process is continued when you, depending on the output medium, press one of the two playback buttons.
 **Rewind**	Via this icon you can rewind the voice mail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.
 **Fast forward**	Via this icon you can fast-forward the voice mail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.

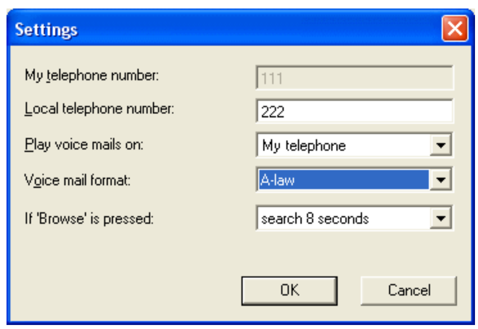
Table 59 Playback Functions for incoming Voicemails.

Function	Description
Start of A/B repeat **End of A/B repeat**	By means of these icons you can put out a clip of the voice mail. How to define a clip: – Place the position slider at the point from where the clip is to begin. – Enable the "Start of A/B repeat" icon. – Place the position slide at the point where the clip is to end. – Enable the "End of A/B repeat" icon. – Push one of the two playback icons. The clip you have defined is played.
	Finishes voice mail recording via telephone. This function corresponds to putting the phone down.
	Clicking this icon opens the **Options** dialog, in which some voicemail playback parameters can be changed. See Section 5.3.3.2, "The Settings dialog", on page 198.

Table 59 Playback Functions for incoming Voicemails.

The Settings dialog

Via you can open the following settings dialog, in which some voice mail playback parameters can be modified.



Option	Description
My telephone number	If you have a telephone at your workstation and telephony functions are installed, the corresponding telephone number is displayed in this entry line.
Local telephone number:	In this entry field you can specify the telephone number of a connection used only temporarily. By this option all incoming voice messages are routed to the previously defined connection so that you can play them there. Activate this setting via the **Play voice mails on** option.
Play voice mails on	This option allows switching to the telephone intended for voice message playback. You can either listen to the mail by means of your individual workstation telephone (**Telephone Number**) or you can put out the message via the device that you have specified under **Local Telephone**. **Note**: If you have switched the output to a local telephone, picking up the receiver cannot be simulated via the icon.

Table 60 Settings for Voice Mail Playback.

Option	Description
Voice mail format	Via the combo box of the voice format you can enter the coding for ISDN voice messages of your country. In Europe A-Law, in the U.S. mainly µ-Law is used.
If “Browse” is pressed	Here you can define the time span for a forward/backward skip in the voice message. Four steps are available (1, 2, 4 and 8 seconds).

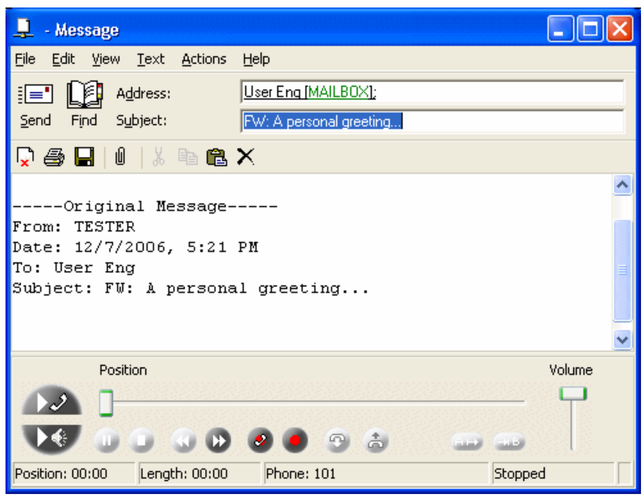
Table 60 Settings for Voice Mail Playback.

Adding a voice and/or text annotation before forwarding

You can attach a written and/or spoken comment to a received voice mail before forwarding it.

1. Select **Forward** in the Preview window or in the message dialog.

   The message dialog now open has been extended by a text entry section. In there you can enter the annotation.



2. Enter your annotation text and/or use the icons for recording a voice annotation. The following features are additionally available for this purpose:

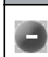
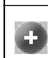
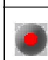
Function	Description
	Replaces the original voice mail with the annotation.
	Attaches the annotation to the original message.
	Icon to record a voice annotation via telephone. This function is only available if the CTI features have been implemented on the OpenScape Xpressions server.
	Recording the voice annotation via a microphone connected to the PC sound card.

Table 61 Voice Annotation Recording Functions

3. Enter the desired address.

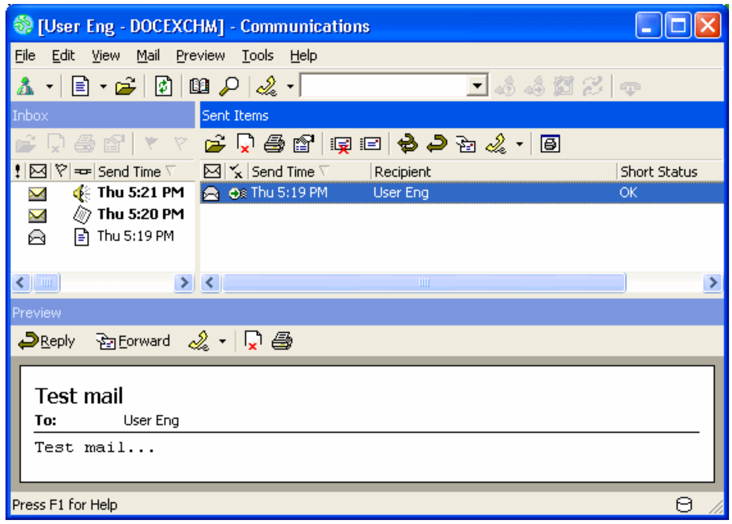
4. Click **Send** to transmit the voice mail.

5.3.3.3 The Outbox Window

This window displays all messages currently being sent.

5.3.3.4 The Sent-Items Window

This window displays all documents that you have generated and transmitted.



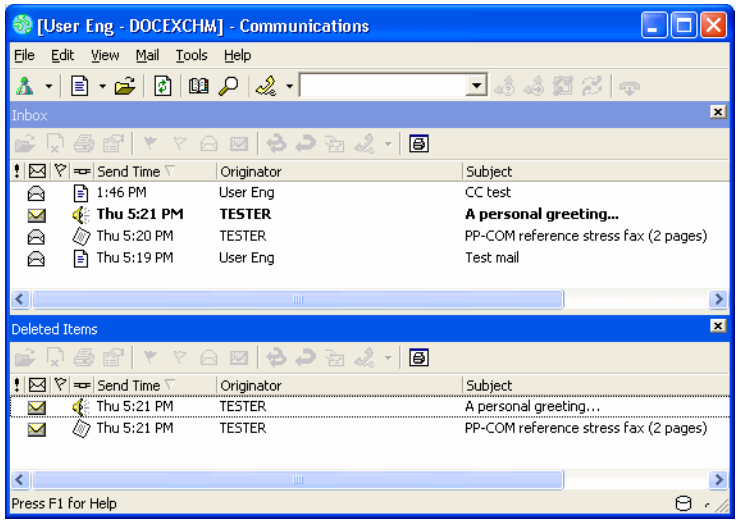
Apart from a few exceptions, the same message editing functions are available as introduced with the Inbox window (see Section 5.3.3.1, “Inbox Window”, on page 183). The functions: toggle flag marks, mark as read/unread are not available since they are pointless here. Instead you find additional functions, which are only applicable to sent messages. You can invoke these functions by opening the context menu (right mouse click on the message) or via the **Messages** menu from the *Communications* menu bar. You can also select a journal entry and subsequently click on one of the icons in the toolbar. The additionally available functions are:

Menu function	Description
 **Cancel Send Order**	Cancels the message transmission provided it has not yet been accomplished by the remote server.
 **Send Again**	Sends an already transmitted document anew to the same address.

Table 62 Additional Functions in the Outbox Window.

5.3.3.5 The Deleted-Items Window

The window for deleted items is also generated from the **Mail** submenu. The documents displayed here are those that you have previously deleted from the **Inbox** and **Sent Items** journals.



The **Deleted Items** window gives a review of deleted messages, which can be downloaded from the server for a while for resubmission.

The server configuration determines to what extent such messages are accessible again. Otherwise you can use all functions found in the Inbox window description, except deleting messages and setting flags.

5.3.3.6 Further Folders under “Mail”

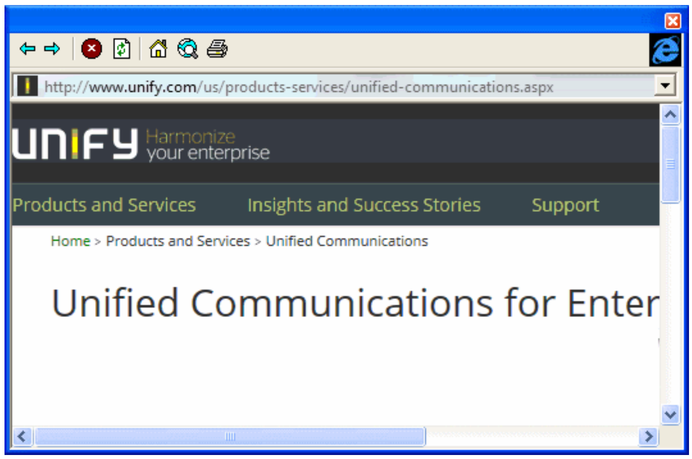
For further available folders (**Unread messages** and **Flagged messages**) and those you have additionally defined, you can implement display windows in the layout according to the same pattern. The operating functions for these windows are the same as for the standard inbox.

The **Drafts** and **Recurrent Items** folders can be used for viewing voice messages that were generated via *PhoneMail*.

- Voicemails created in *PhoneMail* but not sent are automatically moved to the **Drafts** folder.
- Messages created in *PhoneMail* for periodical transmission are stored in the **Recurrent Items** folder.

5.3.4 The Internet Favorites Window

Via the **Internet Favorites** menu feature you can directly integrate Internet windows of your favorites list in the *Communications* interface.



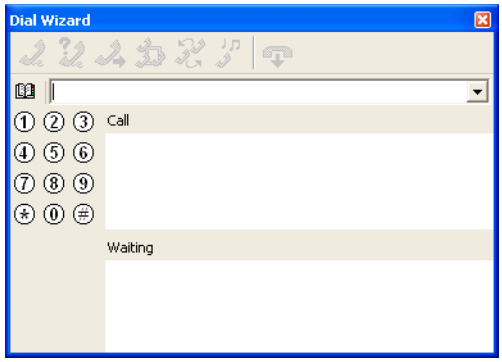
When you invoke this feature to insert such a window in the client, the associated submenu displays the list of your Internet favorites so that you can select an internet homepage. The operating options in this window correspond to those that you know from your Internet browser. They are either accessible via the toolbar of the Internet window, and/or via the **Favorites** menu.

Menu function	Description
Add to Favorites	Opens the dialog for adding the current Internet page to your favorites directory. In this process you can create a new directory for this Internet page.
Font Size	Serves to define the desired font size in the Internet browser. The size can be selected from **Largest** to **Smallest**.
Back	Browses back to the previously accessed Internet page.
Forward	After browsing back you can use this option to move forward in the history list again.
	Terminates loading an Internet page.
	Invokes the currently displayed Internet page anew to update the page content.
Start Page	Invokes the page that you have defined as start page in your Internet browser.
Search the Web	Invokes the Internet address that is default set in your browser as search page.
Print	Prints the contents of the displayed Internet page.

Table 63 Operating Features in the “Internet Favorites” Window.

5.3.5 The Dial Wizard Window

The **Dial Wizard** window offers you a number of comfortable telephony functions, if these are implemented in your system environment. On the one hand, various connection options can be defined, on the other hand, a graphic display via icons is delivered for the connection constellations you have initiated.



The list window serves to enter the desired calling number. You can also directly enter the subscriber name, if via the database the name is linked to the corresponding extension. With a click on the list field selection icon, you can additionally re-establish a connection to one of the 16 subscribers you phoned last. Select the subscriber from the list and click the receiver icon. Entries can be made via the number pad in the Dial Wizard window. You can also enter telephone numbers via the PC keyboard after placing the cursor in the address field.

The following functions are available either from the **Dial Wizard** menu or via icon(s):

Menu function	Description
Find Contact…	Opens the **Search for contact to dial** dialog. In there you can search for a subscriber number. So that the entire subscriber address can be found, it must be available in the system database. How to use the search function is described in detail in Section 2.10.2, “General Address Search”, on page 48.
Call	Initiates a call to the entered or selected subscriber address.
Consult	Calls another subscriber. All other current telephone conversations are set in a waiting loop. Consultation is terminated either by the callee hanging up or the caller clicking the hang-up icon .
Forward	Forwards the call to the subscriber that was previously consulted.

Table 64 Editing Options in the Dial Wizard Window.

Menu function	Description
 **Conference**	Sets up a conference circuit among the called subscribers.
 **Alternate**	If you receive a telephone call while talking to another subscriber, you can toggle between the two callers via this function.
 **Hang up**	Terminates the entire connection build-up. This function is identical with “putting the phone down”.

Table 64 Editing Options in the Dial Wizard Window.

5.3.6 The Correspondence Window

Via the **Correspondence** window you can generate two useful views:

- A display of the entire correspondence you have exchanged with the current callee or caller.

NOTE: This requires a link between the messages and the conversational partner via the corresponding database entries.

- A display for the entire correspondence you have exchanged with an arbitrary subscriber.

5.3.6.1 Correspondence Display during Telephone Calls

Each time you call a subscriber or someone calls you, the entire in and outbound correspondence with this subscriber is automatically listed in this window. In and outbound messages are indicated differently.

-  This icon indicates received messages.
-  This icon indicates sent messages.

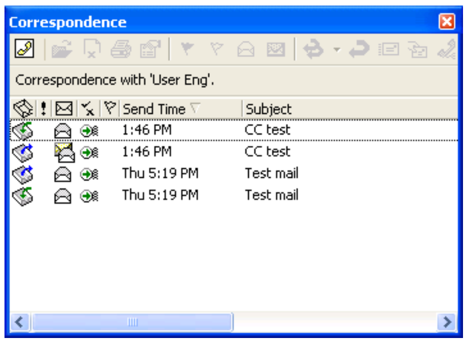
For the correspondence representation it is irrelevant in which way you call the subscriber (with a double-click in the telephone journal or using another method).

The above behavior can be activated/deactivated via the menu command **Show Correspondence on Call** from the **Correspondence** window.

As with all other journal windows, the caption bar entries above the displayed columns can be configured when you click the bar with the right mouse button. See Section 5.3.2.1, “Journal Display Editing Options”, on page 174.

5.3.6.2 Display of Correspondence with any Subscribers

Another feature is that you can selectively display all in and outbound messages to and from any subscriber in this window. The display of the entire correspondence exchanged with a particular subscriber is very useful for narrowing down large numbers of subscribers and messages. Drag a document from the Inbox or Outbox window into the Correspondence window and drop it there. All documents referring to this subscriber are listed then. You can also move a user entry from any group directory into this window to have the correspondence with this person displayed.



The editing options offered here are the same as introduced to you with the Inbox window. You can invoke the single actions via toolbar, context menu or the **Correspondence** menu.

The **Correspondence** menu and the toolbar contain an option for you to decide whether the correspondence is to be automatically displayed with in or outbound telephone calls:

Menu function	Description
 **Show Correspondence on Call**	When you push the opposite icon, all mails of the selected telephone contact are automatically displayed with a call. To disable the automatic mail representation, push this icon or invoke this menu option again.

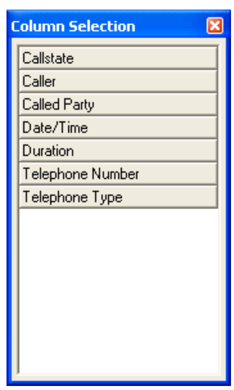
Table 65 Additional Function in the Correspondence Window.

5.3.7 Windows for Monitoring Telephone Traffic

Via the **My telephone number** menu option you can integrate various journal windows in the *Communications* interface to display your telephone activities, provided the telephony functions are available. Depending on the window you select, tabulated information on the corresponding connections is displayed. This is separately possible for:

- **All Phone Calls**.
- Calls that you have answered (**The calling party reached you**).
- Calls that arrived during your absence (**The calling party did not reach you**).
- Connections that you have successfully established (**Outgoing call successful**).
- Connections that you could not establish as the callee did not answer the phone (**Outgoing call failed**).

Here the entries in the journal caption bar do not correspond to those that we know already from the message journals. The items of information that you can display here refer to telephone activities.



NOTE: Some parameters can only be displayed when the corresponding database entries are available, or the caller allows his/her calling number to be transmitted.

The following information can be integrated in the journals:

Menu function	Description
Callstate	Icon display of the status after finishing a call. The following icons are displayed: Incoming call that you have accepted. Incoming call that has not reached you. Successful outgoing call. Unsuccessful outgoing call attempt.
Caller	Name of the caller.
Called Party	Name of the callee.
Date/Time	Date and time when the call took place.
Duration	Call duration.
Telephone Number	Depending on the action, the telephone number of the caller or callee is displayed.
Telephone Type	Displays the name of the database an entry of which was used to initiate the call (business phone, private phone, mobile phone or voice mail number).

Table 66 Parameters for the Caption Bar in the Telephone Monitoring Windows.

The following functions can be triggered in any of the implemented windows. You can use the **Call history** menu, the context menu or the toolbar:

Menu function	Description
Call	A click on this button immediately establishes a call connection to the entry selected in the journal. Prerequisite is that the fax number of the originator has been transmitted and that it is linked to the originator's phone number by database entry. A click on the triangle icon opens a list of the originator's phone connections for selection.
Hang up	Clears the telephone connection.
Delete Entry	Deletes the selected call entry.
Send New Message to Contact	Opens the message window to send a new message to the call originator. You can select from the *Communications* default formats (**Text Message**, **Rich Text Message**, **HTML Message**, **Voice mail** or **SMS Message**).

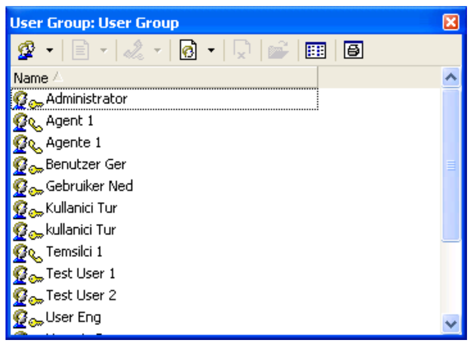
Table 67 Editing Functions for the Telephone Monitoring Windows.

5.3.8 The New Contacts List Window

Using this window you can display the contents of the directories **User groups**, **Groups**, and **My Private Groups** as address lists. When you select a user or contact, all address information concerning this subscriber is displayed in the preview window.

NOTE: As standard user you can edit the data of your private contacts in the Preview window. If you have administrative privileges, you can edit global contact and user data.

Select the desired group via the small icon next to the group icon  in the **New Contacts List** window.



NOTE: In this journal window you cannot modify the table caption entry.

For selected entries you can directly execute the actions explained in the following. The single functions can be called via the **Contacts** or **Users** menu. This depends on which group you have selected for display. The corresponding menu option is automatically faded in when the **New Contacts List** window is activated. In addition, the functions can be accessed via toolbar or context menu.

Menu function	Description
	Via the group icon you can select the group (**User Groups**, **Groups** and **My Private Groups**), whose members are to be displayed in the address list.
 **Send New Message to Contact**	Via this function you can immediately send a new message to the subscriber selected in the contacts list. Click on the small triangle to open a pull-down menu in which you can determine the format for your message composition (**Text Message**, **Rich Text Message**, **Voice mail** or **SMS Message**).

Table 68 Editing Options in the New Contacts List Window.

Menu function	Description
Call	Immediately initiates a telephone call to the selected subscriber. The calling number that appears first in the list of contact definitions is used in this process. A click on the arrow icon opens a menu displaying further numbers (**Business Telephone**, **Private Telephone**, **Mobile Phone** or **Voice-Mail Number**). This feature is only available with implemented telephony functions and the phone numbers of this subscriber existing in the database.
New	If you are logged in to the system with administrative privileges you can define new users, agents, global contacts respectively new private contacts. After you have invoked the function, a submenu opens that offers the following options: • **New User**: Defines a new user in the currently selected user group. This is only possible with administrative privileges. If you do not have these rights, the corresponding icon and menu command are inactive. • **New Contact**: Defines a new global contact. The contact is entered in the currently selected group folder as well as in the **All contacts** directory. Defining global contacts requires a special privilege as well. • **New Private Contact**: Generates a new entry in the currently selected folder under **My private Contacts** as well as in the **All private contacts** directory. The standard user does not need a special privilege here.
Open	Opens the database mask of the selected entry in a separate dialog. A double-click on the corresponding user entry has the same effect.
Remove from List	Deletes the selected entry from the chosen directory. Users, agents and global contacts can only be deleted with administrative privileges.
Show State	Displays the presence icons additionally in the new contacts list window. The meaning of these icons is explained in Section 5.8, “The Presence Function”, on page 267.
Icon View	Via this function the group members list can be displayed in two columns.

Table 68 Editing Options in the New Contacts List Window.

5.3.9 The Preview Window

The Preview window displays information depending on the currently activated window and the entry selected in there. Thus you can see e.g. the contents of documents (with attachments) marked in the journal windows, or the database entries associated to a selected contact, or users from the New Contacts List window or from the Explorer list.

The editing options available via the client’s main menu under **Preview** correspond to the functions useful and permitted in the windows where you make your selection. The menu option appears automatically in the menu, when the

Preview window has been integrated in the *Communications* GUI and an element has been selected that enables a preview. Some important functions can be directly enabled using the toolbar of the Preview window. In the following you find a description of all options depending on the active window and the entry selected in there:

- **Preview of a document selected in the “Inbox” window**

In the Inbox journal preview the following functions are available:

Menu function	Description
Reply **(Reply to all)**	Initiates a reply to the originator of the currently displayed message. For this purpose a message window is opened which already includes the originator’s address, the subject (with “Re:” for Reply) and the text of the selected document indicated with pointed brackets (>). Thus you only need to enter your reply text and send the message.
Forward	Routes the document, as the case may be with a comment, to an arbitrary subscriber. All you have to do is providing the message with the desired address.
Call	Initiates an immediate call to the originator of the selected document. The calling number that appears first in the list of contact definitions is used in this process. A click on the arrow icon opens a menu displaying further numbers (**Business Telephone**, **Private Telephone**, **Mobile Phone** or **Voice-Mail Number**). This feature is only available with implemented telephony functions and the phone numbers of this subscriber existing in the database.
Print	Prints the selected document.
Open	Opens the fax document in a separate message dialog. The available editing options are identical with those that can be used for opened documents in the Inbox or Outgoing Mail dialogs.
Delete	Deletes the selected document by moving it to the **Deleted Messages** window.

Table 69 Operation of the Preview Window for incoming Mail.

Menu function	Description
Save As	Opens a file selection dialog (**Save As**) via which the document can be locally stored in an arbitrary location. Depending on the message type, various file formats are possible.
Save All Attachments	Opens a file selection dialog (**Browse For Folder**), in which you define the directory to act as storage location for the attachments.

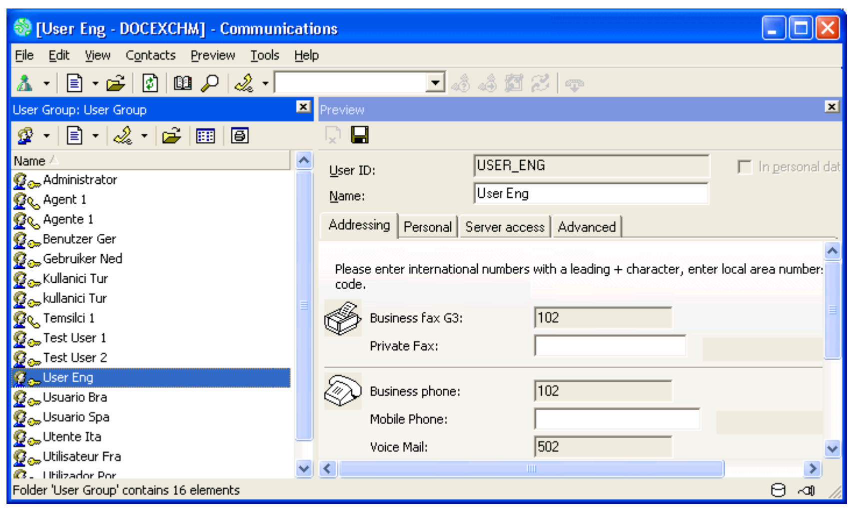
Table 69 Operation of the Preview Window for incoming Mail.

- **Preview of a document from the Outbox or Correspondence window**

  For journal entries from the Outbox and Correspondence window you can use all previously described editing options except for **Save All Attachments**.

- **Preview of a user entry or a contact included in the New Contacts List or the Explorer List window**

  When you select a user entry or a contact, a data mask appears in the Preview window that contains the data of the corresponding subscriber. These data can only be altered if your selection is a private contact, or if you have the required privileges in the system. The fields where modifications can be made are displayed in white. Those in gray are for viewing only.



You can perform the following actions via the **Preview** menu or the toolbar, and the Preview window's context menu:

Menu function	Description
Send New Message to Contact	Directly initiates a new message to the selected subscriber. A pull-down menu opens for you to determine the new message's format (**Text Message**, **Rich Text Message**, **HTML Message**, **Voice mail** or **SMS Message**).

Table 70 Preview Window Operation for Contacts and Users.

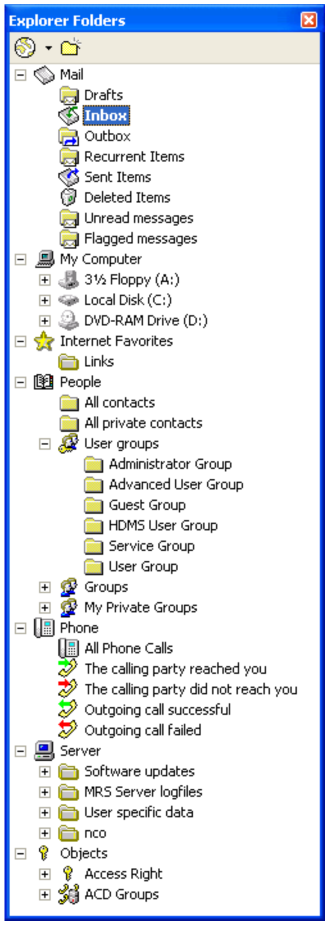
Menu function	Description
Call Contact at	Initiates a telephone call to the selected subscriber. This function opens a selection list containing the subscriber's telephone numbers (**Business Telephone**, **Private Telephone**, **Mobile Phone**, **Voice mail Number**).
Change Type	Is used to convert a user definition into a contact definition. This function can only be invoked by administrators.
 **Delete**	Deletes a selected private contact. User as well as global contact entries can only be deleted with administrative privileges.
 **Save**	Saves a new private contact in the database. Provided you have the corresponding privilege, a new contact can also be entered in the database via this option.

Table 70 Preview Window Operation for Contacts and Users.

5.3.10 The Explorer Folders Window

Using the **Explorer Folders** option from the **View** menu you can generate a window for navigating through the remote server structure. The window is structured like the left-hand side of the Windows Explorer.

NOTE: The file view, thus the section represented to the right of the directory tree in the Windows Explorer, requires the integration of the Explorer List window in the *Communications* layout.



You can define yourself which directory elements to display in the Explorer Folders window. To open the corresponding selection menu, rightclick an empty space in the window. You can also access the selection list via the menu **Folders > View**. The **Explorer Folders** window must be active for this purpose. The selection menu can also be invoked via the small triangle next to the globe icon of the toolbar. If the toolbar is not displayed, activate it via the function **Folders > View > Toolbar**. The folders are listed in the directory tree in the same order as you select them. In this way you can compile the tree according to your ideas and desires. You can see the content(s) of the single folders in the **Explorer List**. See Section 5.3.10, “The Explorer Folders Window”, on page 215. The following folders can be included in the Explorer Folders window and also be hidden again (in the sequence in which they appear in the context menu):

Menu function	Description
Mail	This directory contains the folders: • Drafts • Inbox • Outbox • Recurrent Items • Sent Items • Deleted Items • Unread messages • Flagged messages **Note:** The Inbox folder may contain further folders as subfolders, e.g. if you have these defined for automatic mail routing.
My Computer	This option integrates a folder indicated by a computer icon in the directory tree. Activating this icon displays the drive environment of your computer. The viewing options available here correspond to those known from the Windows Explorer as well.
Internet Favorites	Inserts the Internet addresses filed in your Internet Explorer in the directory tree.
People	Creates a directory containing all subscribers and groups.

Table 71 The Folder Elements in the Explorer Folders Window.

Menu function	Description
My telephone number	Attaches the **Phone** branch to the directory tree so that you can display your telephone activities in the **Explorer List** window. This is only useful with implemented telephony functions.
Communications server	Implements the **Remote Server** folder in the tree for accessing server data. This option is available to the administrator only. Settings possible via this folder should only be performed by users having the corresponding knowledge. Otherwise, editing (for example updating) should be left to the system administrator. See also Section 4.8, “Remote Server Directory”, on page 128.
Object Access	Via this directory you can perform modifications to the system settings. It enables specifying object access rights. See Section 4.7.1, “Access Types”, on page 120. This directory is only displayed if you are logged in at the system with administrative privileges.
Toolbar	Displays/hides the toolbar with the globe icon and the icon for creating new folders.

Table 71 The Folder Elements in the Explorer Folders Window.

If one of the subdirectories available here contains a representable content, it will be displayed in the **Explorerl List** window after the directory has been selected. You reach the subfolders by double-click or selecting the branch icon [+].

A click on a folder or subfolder with the right mouse button opens a pull-down menu providing additional editing options. They depend on whether the corresponding operation is useful for a folder, and whether you have the privilege to trigger the function. You can also invoke the context menu functions via the **Folders** menu.

The following options are available via this menu:

Menu function	Description
Delete Folder	Deletes a selected folder. This command only applies to directories you are permitted to access. These are usually the ones that you have defined yourself or that exist on your hard disk under “My Computer”.
 **New Folder**	Implements subdirectories in some folders with the restriction that you can only generate folders in directories where they are useful, and where the integration is permitted.
Rename Folder	Renames an already implemented subdirectory. This can also be achieved when you (slowly) click the directory name twice (no double-click).
Folder Properties	Can only be used by an administrator in connection with the folders under Remote Server (see also the information in Section 4.8.1.1, “Software Updates”, on page 130).
Add Users or Contacts	Using this option you can add users and contacts to an opened directory that allows this type of supplementation.

Table 72 File Functions in the Explorer Folders Window.

Menu function	Description
Change Access Rights	You need special privileges to edit the folders accessible under Remote Server. This function can be used to assign these privileges.
Remove Link	If you have copied a group to another group, the copied group will be referenced via a link. This function serves for removing this link, so that the copied group is deleted from the superordinate one. Select the linked group and call this function.
View	Via this option you can modify the structure of the directory tree in the **Explorer Folders** window.
Access Rights per Phone	See Section 4.7, "Object Administration", on page 120.

Table 72 File Functions in the Explorer Folders Window.

5.3.11 The Explorer List Window

As already mentioned in the previous section, the **Explorer Folders** window and the **Explorer List** window form a functional unit. Therefore the configuration of only one of these windows would make only little sense. Combined, the windows form an almost complete Windows Explorer extended by mailbox views, user and contact information displays, telephony as well as administrative functions.

NOTE: Some of the views can only be implemented and edited with administrative privileges on the system.

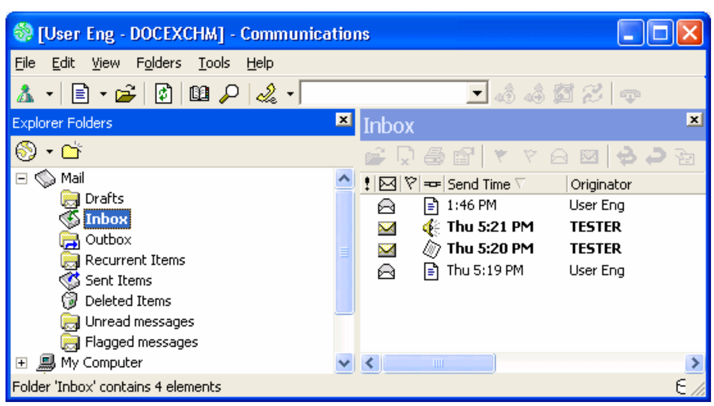
Selecting a folder in the **Explorer Folders** window enables you to display and, as the case may be, also edit the files or other entries in the **Explorer List** window. Depending on the element selected in the **Explorer Folders** window you can individually configure the table caption bar.

The **Explorer List** window is immediately recognized by its bigger header bar. You can still see the header bar even if the option **Lock without Caption** has been selected in the View menu of the currently active *Communications* layout.

In the following you find some examples of how the elements represented in the **Explorer List** window appear with reference to the objects selected in the **Explorer Folders** window. The description considers possible operation deviations:

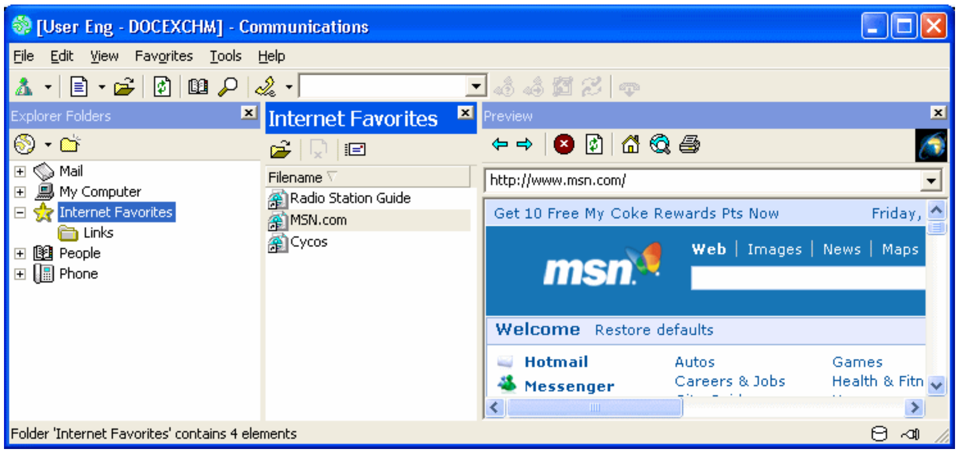
- **Mail**

  If you select one of the self-defined elements under **Inbox >**, the directory **Inbox**, **Unread messages**, **Flagged messages**, **Deleted Messages** or **Outgoing Mail** in the Explorer directory, the same journal appears in the **Explorer list** window like in the original window for these elements.



- **Internet Favorites**

  When you open the Internet Favorites directory, the **Explorer List** window provides access to all links that have been stored there or in further subdirectories. Selection of a link (Internet address) in the Explorer List window results in the direct display of the associated Internet page in the Preview window. This means, the page can be immediately represented without the installation of the **Internet Favorites** window specially conceived for this purpose.



- **People**

  When you open a folder under **People** (**All Contacts**, **All Private Contacts** or one of the folders installed under the various groups), the **Explorer List** window displays the user or contact entries. Selecting one of these entries displays the associating data mask in the Preview window and the entry can be edited there.

NOTE: Modifying user data and global contact information requires special privileges.

In addition, you can look for users or contacts in this window.

NOTE: This feature is not available for **Distribution Lists**.

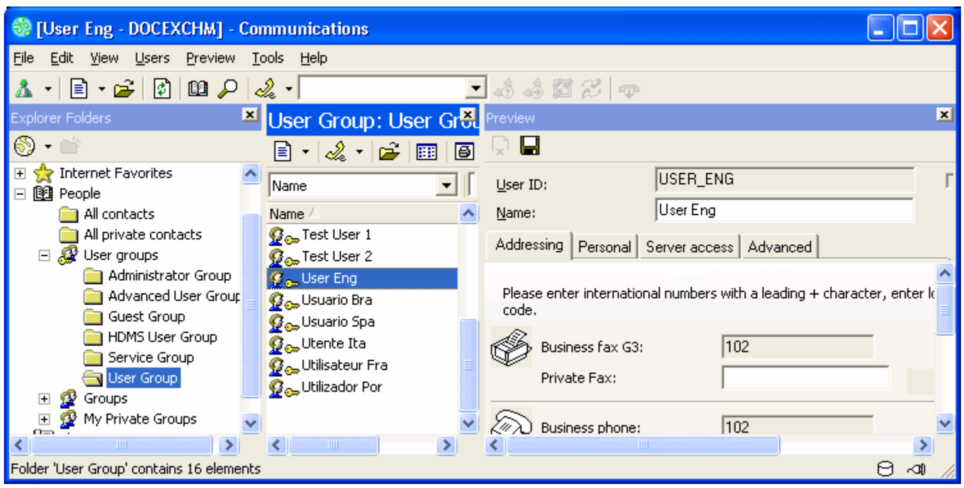
Via the combination field (under the toolbar of this window) you can select the database entry for filtering the data records. In the entry line next to the combination field you can enter a search term. Depending on the selected database field, this can be a letter or number combination.

How to look for contacts from e.g. a specific zip code range:

1. Select **Zip Code** as search criterion in the combination field.
2. Enter the zip code range in the opposite entry line as search term.

NOTE: The more precise you specify the search term, the more will hits be narrowed down.

The **Explorer List** window now lists all users and contacts to who the criterion applies.

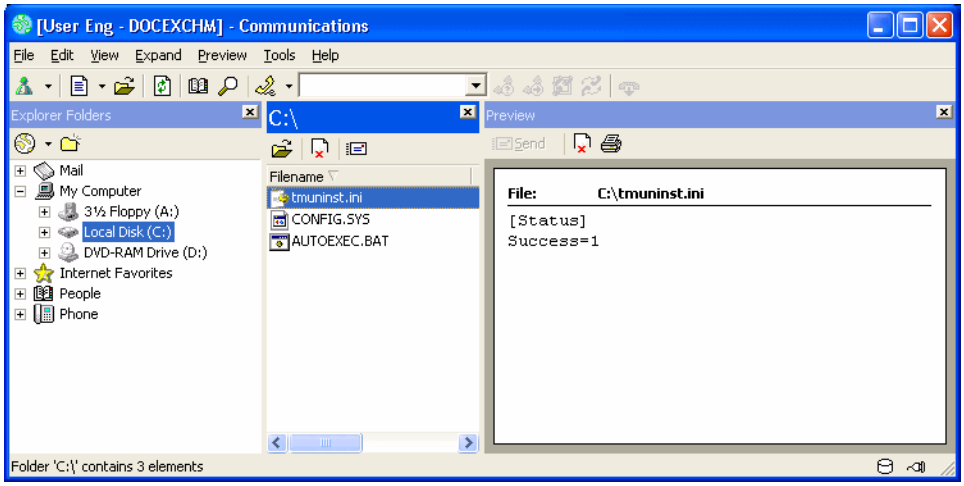


- **My Computer**

  When you select a drive letter in the open My Computer directory (or a folder on an arbitrary drive), the **Explorer List** window displays all files stored there.

  Furthermore, the contents of specific files can be represented in the Preview window after selecting a file in the **Explorer List** window. The contents of the following file types can be displayed:

  - Text files: *.TXT
  - Sound files *.WAV (sound files can be played and edited from the Preview window)
  - *Communications* files: *.PMF
  - Image and fax files *.JPF, *.GIF, *.FAX, *.FG3. and the FAX TIF formats: *.TIF, *.TIFF
  - Internet pages *.HTM



Files of type *.TXT, *.WAV, *.PMF and the fax formats *.FAX, *.FG3. as well as the FAX TIF formats*.TIF, *.TIFF can be additionally edited in a message window. Double-click the corresponding file in the **Explorer List** window for this purpose.

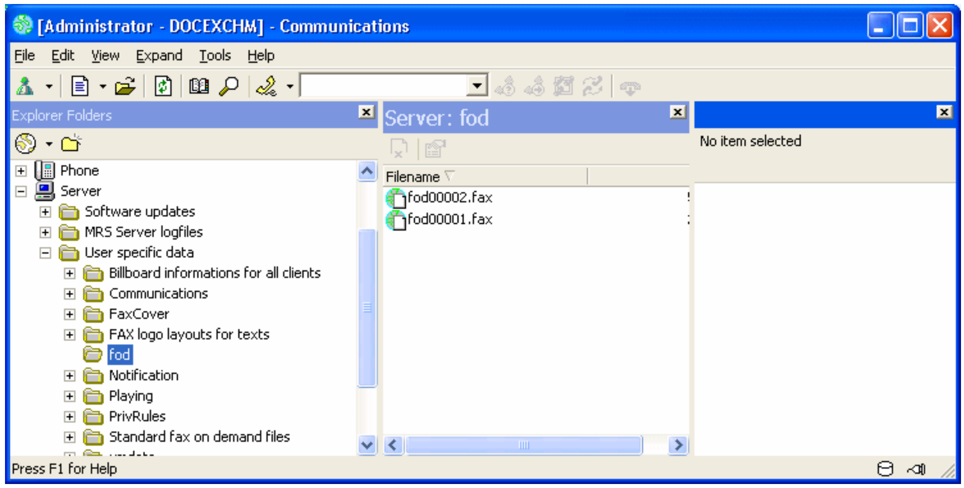
NOTE: For HTM and image files (*.BMP, *.JPG and *.GIF) this is only possible if you have a suitable application program locally installed, and file links to these application programs exist.

- **Remote Server** (representable with administrative privileges only)

  Viewing folders under **Remote Server** is similar to the **My Computer** directory. Here as well the files contained in the single folders are displayed. Depending on the privileges assigned, the accessible files can be edited by the administrator. This includes the following:

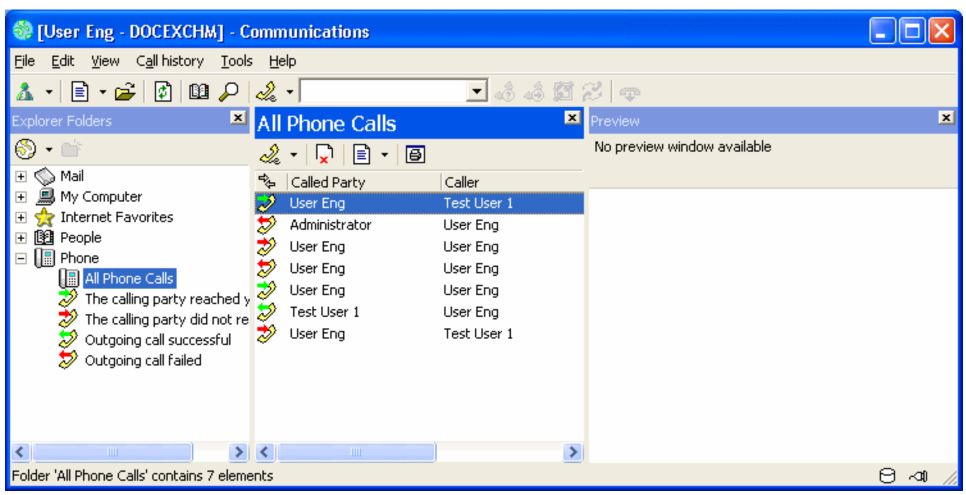
  - Deleting files.
  - Moving files to a directory under **My Computer** by drag&drop to edit them there.
  - Editing the directory properties.

  You cannot preview the file contents here, though.



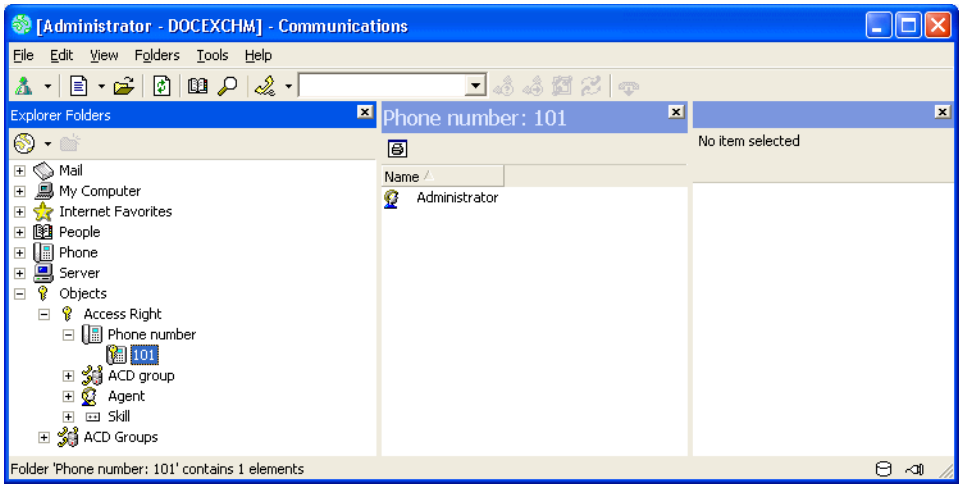
- **Phone**

  After selecting a folder under **Phone**, the **Explorer List** window lists the calls according to the folder chosen. Available are the folders **All Calls**, **Incoming call successful**, **Incoming call failed**, **Outgoing call successful** and **Outgoing call failed**.



- **Objects** (representable with administrative privileges only)

  With Objects the subscribers are displayed that may monitor a connection the telephone number of which has been selected under Phone Access Rights.



5.3.12 Refresh

When you invoke this function, either from the **View** menu or by pushing the **F5** function key, the databases of the OpenScape Xpressions server and your local *Communications* application are immediately replicated.

 The above process can also be initiated via the refresh icon in the toolbar.

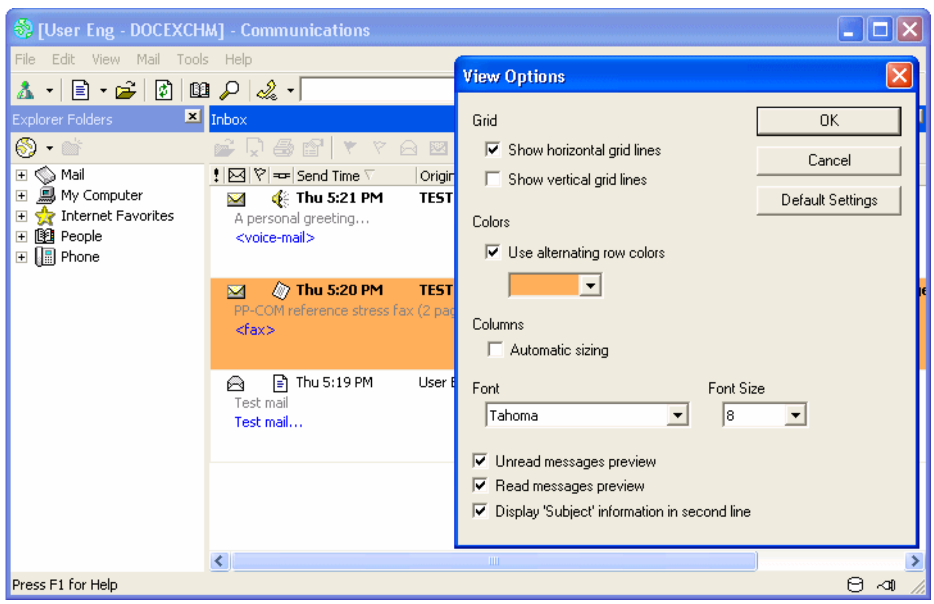
5.3.13 View Options

Via **View Options...** you can modify the appearance of the journal windows. Entries can thus be separated from each other by horizontal and/or vertical lines, and also color highlighted for more clarity. Furthermore, you can adapt the font and font size of the journal window entries to your individual requirements.

This function only refers to the currently activated journal window, so that an individual view can be set for each journal window. For all other *Communications* windows, this menu option is shaded gray and cannot be selected.

When you call the function, the **View Options** dialog opens and you can perform the corresponding settings. With the first call only the **Columns Automatic sizing** option is set. This corresponds to the basic configuration of the representation of journal windows after their installation.

The figure is an example of the view of the Inbox journal window after performance of the corresponding settings.



The following configurations are possible by checkbox activation:

Dialog function	Description
Grid	**Show horizontal gridlines** Activate this checkbox to insert horizontal dividing lines between the journal entries. **Show vertical gridlines** Inserts vertical lines to separate journal columns.

Table 73 Setting Options in the “View Options” Dialog.

Dialog function	Description
Colors	**Use alternating row colors** This checkbox has the effect that the single journal entries in the journal list are alternatingly represented in white and colored. Select the respective color from the palette folded out after a click on the combination field.
Columns	**Automatic sizing** When you checkmark this box, the journal column width is set automatically. It is, however, still possible to customize the width manually. See Section 5.3.2.1, "Adapting the column width", on page 175.
Font	In this combo box you can select an arbitrary font from the font pool of the computer on which *Communications* is installed.
Size	Via this combination field you can set the font size between 7 pt and 14 pt for the journal entries.
Unread messages preview	If this option is set, the first three lines of the unread messages' text is additionally displayed.
Read messages preview	If this option is set, the first three lines of the read messages' text is additionally displayed.
Display "Subject" information in second line	If this option is set, the messages' subject is additionally displayed as second line.

Table 73 Setting Options in the "View Options" Dialog.

A click on the **OK** button closes the configuration dialog and copies the new values for the currently active journal window. This means, the settings become immediately valid. **Cancel** closes the window and modifications previously performed will not be considered. Via the button **Default Settings** you can restore the system default settings.

5.4 The dynamic Menu

The forth *Communications* menu is adapted to actions useful in the currently **active** window (with blue-highlighted caption bar). Therefore, the menu name as well as the menu function changes accordingly. For example, the menu option is called **Mail** when you want to perform settings in one of the journal windows (**Inbox**, **Outbox** or **Deleted Items** etc.).

The various functions that can be initiated via this menu are identical with the window's context menu. The menus have already been described with the corresponding *Communications* windows. Please refer to the respective sections if you need further information.

In the following you find a tabular summary of possible menu names and the windows the menu accordingly belongs to:

Menu	Displayed with activated window:
Mail	• The self-defined inbox folders • **Drafts** • **Inbox** • **Outbox** • **Recurrent Items** • **Sent Items** • **Deleted Items** • **Unread messages** • **Flagged messages**
Favorite	In case of the active **Internet Favorites** window.
Dial Wizard	When actions are performed from the **Dial Wizard** window.
Correspondence	With a selected entry in the **Correspondence** window.
Call history	For the windows that can be installed under **My telephone number**.
User	• With selected user entries in the **Explorer List** window. For example, if in the **Explorer Folders** window a folder is selected under **User Groups**. • With selected user entries in the **New Contacts List** window.
Contacts	• With selected contact entries in the **Explorer List** window. For example, if in the **Explorer Folders** window a folder is selected under **Groups**, **My Private Groups** or **Distribution Lists**. • With selected contact entries in the **New Contacts List** window.
Persons	With selected entries in the **Explorer List** window, when in the **Explorer Folders** window the **All Contacts** or **All Private Contacts** folders are selected.
Folders	Becomes active when an arbitrary folder in the **Explorer Folders** window is selected.

Table 74 Possible Names for the dynamic CommunicationsMenu.

5.5 Preview

This menu contains Preview window functions. It is only displayed when the Preview window has been integrated in the window layout and an element has been selected that can be displayed in the Preview window. The actions offered here also depend on the item displayed in the Preview window (e.g. a document or a subscriber entry). For more information on this menu's functions please refer to the Preview window description in Section 5.3.9, "The Preview Window", on page 212.

5.6 Tools

This menu lets you access general *Communications* configuration options.

5.6.1 Login

When you start *Communications* or log on with *Communications* to the XPR server anew via this menu option (alternatively also via the **F12** function key), either the below dialog opens, or *Communications* starts directly. This depends on whether or not you checkmarked **Remember Password** or **Remember the password for this profile** last time you started the client. Enabling this option makes the logon process faster and more convenient, but it bears the risk that also unauthorized persons can use *Communications* at your workstation.

NOTE: Selecting the **Remember Password** or **Remember the password for this profile** option may lead to security problems. When *Communications* is started, unauthorized persons might then be enabled to access confidential or security-related data.

For reasons of data security we recommend not to activate these options and to log in per password entry.

Proceed as follows:

1. Start *Communications*.

   The logon dialog opens.

   NOTE: If *Communications* has been started already and you only want to log on at the remote server anew, select the **Login...** function from the **Tools** menu.

   ---

2. Select the user profile under which you want to log on from the **Profiles** combination field. This is only necessary if several profiles have been defined.

> ***NOTE:*** If you have defined several profiles, you can use the Service Provider to set a default one for *Communications* to start with automatically. When you then log on via the above dialog, only the password is queried.

3. Enter your password in the corresponding entry line and click **Login**.

   After a database replication between the remote server and the local application you can now use *Communications*.

5.6.2 Log out

With this function (or via the key combination [shift] + [F12]) you can log *Communications* out of the remote server. After you have logged out *Communications* it remains started but no entries or other specifications appear in the single windows. In the journal windows you find the comment: “There are no items to show in this view”. Other windows are displayed entirely empty. The client can be logged on anew via **Tools > Login...** or by pressing the **F12** key.

5.6.3 Find Contact

Via this function you can have the database searched for a specific **address entry**. As already described in Section 2.10.1, “Searching for Addresses for new Messages”, on page 47, the **Find Contact** dialog opens. The search mask has been slightly modified for this special search function. Thus the **Find Contact** window currently open here does not allow the fast compilation of an addressing list (temporal distribution list). The overall handling of the dialog has by and large remained unchanged though.

In the **Search For:** pull-down menu you can specify the user database field in which the search is to take place.

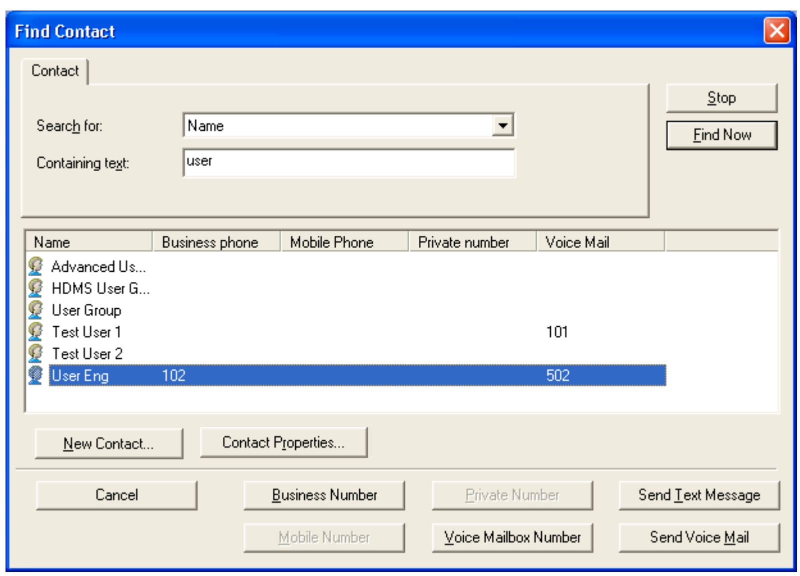
When you open this pull-down menu, all user data fields defined in the XPR database are offered for selection.

The following figure e.g. shows the search for a name entry (database field: **Full Name**). Enter the character combination you are looking for in the **Containing text:** field. This string can be a complete name or parts of it.

With the search being carried out in database fields containing a calling number (for example under business fax G3), the number or parts of it are used for identification.

A click on the **Find Now** button starts the search process.

NOTE: The more precisely you specify the search key, the faster will the search be completed.



All database entries containing the entered text string or digit combination are displayed in the window. With a click on **Stop** you can interrupt the process and continue again with another click on **Find Now**.

When you mark a found contact in the display window, the buttons below the window become active so that the subscriber can be immediately contacted. The availability of the buttons depends on the existing database entries.

Additionally a new subscriber entry can be generated in the database via the **New Contact...** button.

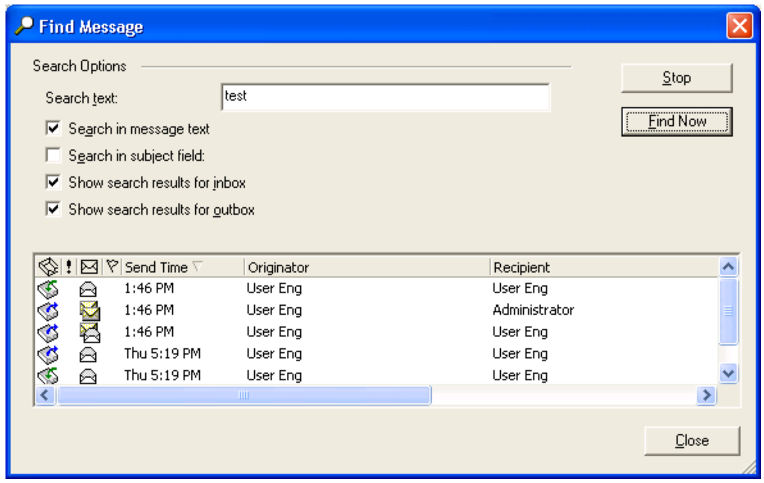
A user having administrative privileges can define global contacts as well as users (via **Change Type**). You find more information in Section 2.9, “Generating Contact Entries”, on page 42 and in Section 4.1, “Global Contacts”, on page 84. Via **Contact Properties** you can view the contact data mask for the selected list entry after opening it.

NOTE: The user can edit private-contact data here. An administrator is permitted to edit data of all global contacts and users.

To leave the **Find Contact** dialog click the **Cancel** button.

5.6.4 Find Message

This menu option makes it easy for you to find a specific message if you can still roughly remember the message's subject.



Enter the character or digit string to be searched for in the **Search in subject field** entry line. Then define whether the search is to take place in the subject, in the message text or in both. By means of the checkboxes **Show search results for inbox** or **Show search results for outbox** you can limit the message search to one of the journals for in or outgoing mail. The **Find Now** button initiates the search. The messages matching the search string are subsequently listed in the window's display. With a doubleclick on one of the journal entries found you can open this message immediately. As with all other journal windows, the table caption bar in this message list can be edited so that you can display all information on the found message. You find further information on editing the table caption bar in Section 5.3.2.1, “Journal Display Editing Options”, on page 174.

Click **Close** to leave the **Find Message** dialog.

5.6.5 Address Book

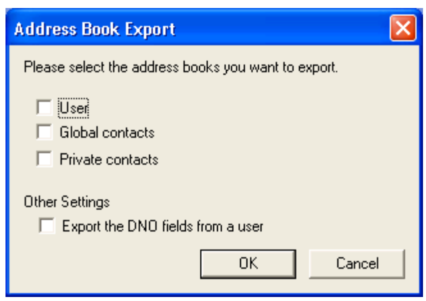
The **Address Book** function serves for ex or importing user and/or contact data. The standard user can only export his/her private address book data. In this way private address data can for example be transferred to another user's account. With administrative privileges global address book data as well as user data can be ex or imported.

5.6.5.1 Address Book Export

The Export function generates a text file which can be stored in any location. The column sequence corresponds to the various database fields in the XPR server. Each address book entry occupies a complete line which, depending on the available mask entries, may be more or less filled in.

How to export an address book.

1. In the **Tools** menu invoke the **Address Book > Export...** function. The following dialog opens.



2. Set the checkboxes of the address books that you want to export.

> ***NOTE:*** For the standard user the **Private contacts** checkbox has already been set. The other options are not available to him/her.

3. Under **Other settings** define whether also database fields are to be exported that contain the available calling numbers in normalized form.

> ***NOTE:*** If you do not set the **Export the DNO fields from a user** option, the data are exported as entered in the data mask. This is sufficient for transferring address book data to another user account, since the entries in the fields for the normalized format are automatically generated by the server.

4. Press the **OK** button.

A file selection dialog opens, in which you can specify the export file's name and its storage directory.

NOTE: As file format you can only use the (.TXT) text format.

The export process is thus accomplished. The text file can subsequently be opened and edited with any text editor.

NOTE: Since owing to the many file columns the exported text file is very unclear, we recommend to convert this file into an Excel file for editing.

5.6.5.2 Address Book Import

The import function is required to transfer the exported address books to the XPR server again. It can also be used to enter an additional data record in the XPR server user database. The file to be imported must be available as pure .TXT file and must have the same entry scheme as the export file. These requirements will be checked upon the import. Otherwise the data import will be rejected with an error message.

How to import an address book.

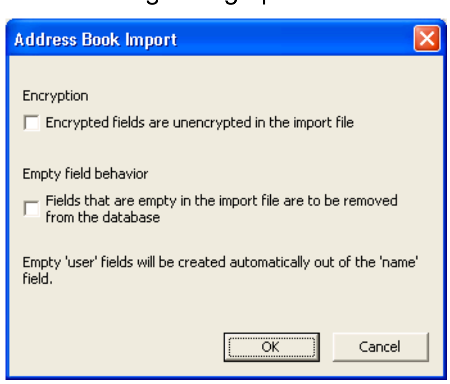
1. In the *Communications* **Tools** menu invoke the **Address Book > Import...** function.

   The file selection dialog opens.

2. Select the file to be imported, probably after calling the corresponding subfolders.

3. Click the **Open** button.

   The following dialog opens.

4. Set the import options via checkboxes.

Option	Description
Encryption	Via this option the password and PIN, contained in the file in the clear text, are automatically encoded upon the data record import.
Empty field behavior	This option determines that empty fields in the import file overwrite existing entries in the XPR database, thus delete them.

Table 75 Import Options for Address Books and User Data.

5. After specifying the import options click on the **OK** button.

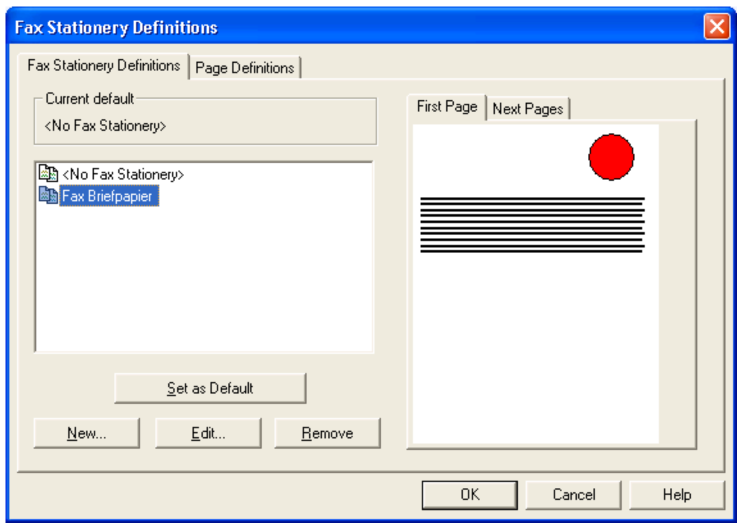
If you have selected a valid import file, the data of it will be transferred to the XPR server database and the options dialog closed. Subsequently you can check the import success under **People**.

5.6.6 Fax Stationery

Fax stationery can be used as templates for sending fax messages. In most cases the templates consist of a cover and the following pages. In *Communications* you can create an arbitrary number or fax sample pages (fax logos). These can be compiled to different fax stationery.

All fax stationery defined by the administrator can be selected by each user. Depending on the privileges with which the **Fax Stationery** dialog is invoked, the following settings can be performed:

- Definition of the default fax stationery for the invoking user
- Compilation of fax stationery by the administrator
- Creation of fax sample pages by the administrator.



- **Specification of the default fax stationery**

On the **Fax Stationery Definitions** tab a standard user can define the fax stationery to be offered in the fax message window by default. This tab indicates under **Current default** the fax stationery default set for the time being.

NOTE: You find this setting in the **Fax Stationery** combo box of the message window again. Independent from this setting the user can make a selection from the predefined fax stationery.

The display under the Current default section shows all fax stationery already compiled. The preview windows on the right give an impression of the fax stationery looks. To view fax stationery, select it in the left field. Via the **First Page** and **Next Pages** tab you can toggle between the cover page and the following pages.

Default fax stationery is selected by marking the corresponding entry and pushing the **Set as Default** button.

Setting modifications in this dialog are copied and saved through using the **OK** button. **Cancel** closes the window and modifications previously performed will not be considered.

- **Defining fax stationery**

Compiling fax stationery and creating the required single pages is reserved for the system administrator. On the **Fax Stationery Definitions** tab he/she can compile new fax stationery and design new sample pages on the **Page Definitions** tab. The **New...**, **Edit...** and **Remove** buttons are only active when an administrator accesses this function.

The following functions can be executed on the **Fax Stationery Definitions** tab:

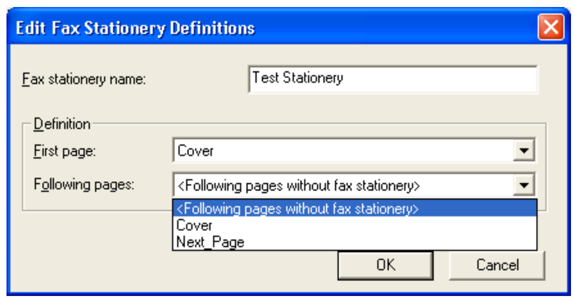
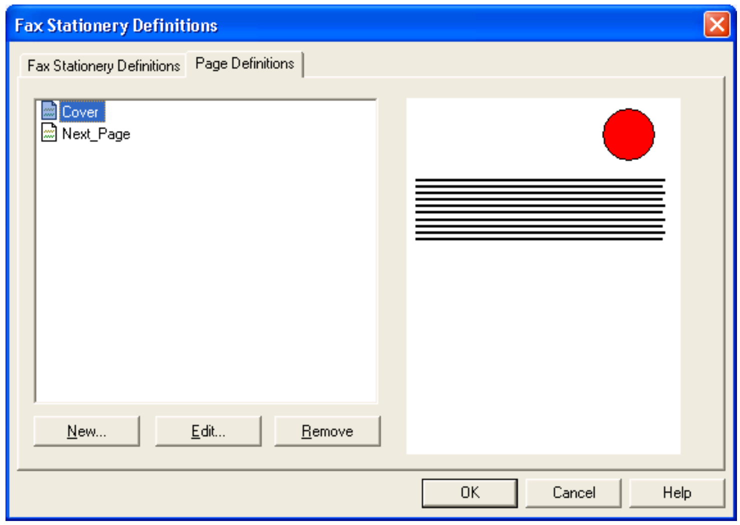
Dialog function	Description
New	When you press this button, the **Edit Fax Stationary Definition** window opens. Via this dialog you can compile new fax stationery.  Under **Fax stationery name** you need to enter a name for the new fax stationery. under which it will then be kept in the selection list. The name should be contents-related so that you can easily identify the stationery at a later date. By means of the two combo boxes in the **Definition** portion you can select the corresponding page names from the fax sample pages to compile the fax stationery. Selection is made for the first fax page and for the following pages separately. **Note:** If you do not want a cover page, select **<No Special First Page>** to prevent the integration of a cover page. If, however, the fax stationery is to consist of the first page only, set **Following pages without fax stationery** for **<Following pages:>**. It is also possible to specify the same fax page for both pages of a fax stationery definition. **OK** accomplishes the definition and saves the new stationery, **Cancel** closes this window and no new fax stationery is created then.
Edit	Opens the **Edit Fax Stationery Definitions** dialog for the selected stationery. The definition parameters can then be customized.
Remove	Deletes the selected fax stationery definition from the list.

Table 76 Operating Features for defining Fax Stationery.

The **Page Definitions** tab displays all predefined fax pages in a list and the preview window on the right hand side gives you an impression of what the page selected in the list looks like.



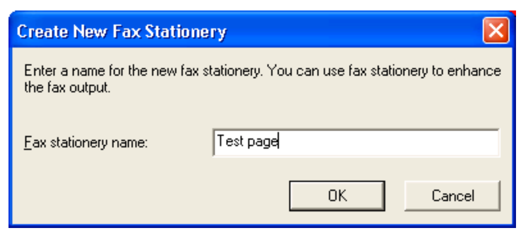
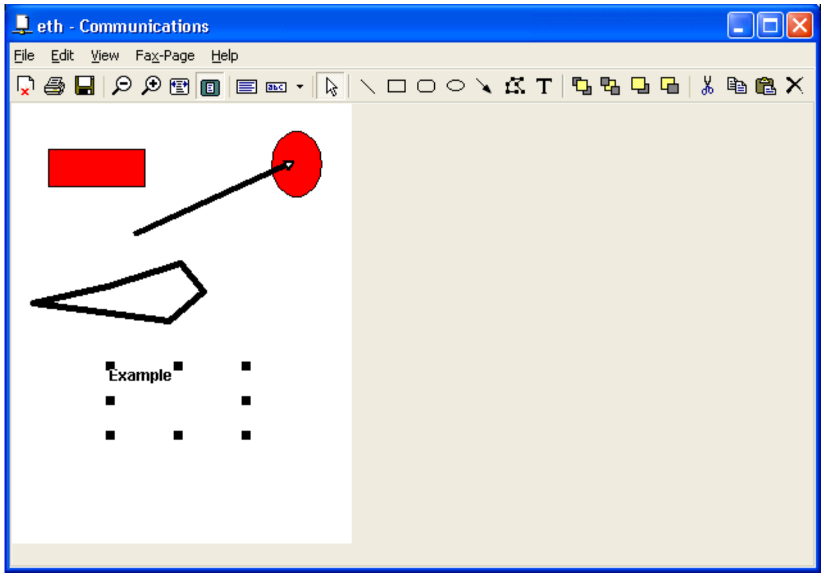
Dialog function	Description
New	Via **New...** you define another fax page and added to the list for selection.  When you have entered a name for this page and clicked **OK** for confirmation, the fax page editor starts. Its caption displays the name that you have defined for the fax page to be newly created. How to operate the fax page editor is described in Section 5.6.6.1, “The Fax Page Editor”, on page 240.
Edit	Opens a fax page selected from the list directly in the fax page editor. Subsequently all editing options are given for this fax page.
Remove	Deletes the selected fax page from the list.

Table 77 Operating Features for defining Fax Pages.

5.6.6.1 The Fax Page Editor



The fax page editor serves to create and edit single fax pages (also called fax sample pages or fax logos). These can be compiled to fax stationery late on. The editor basically includes fax message editing functions that we have already familiarized ourselves with. In addition to drawings and text you can integrate wildcards for originator, recipient and document information in a sample page, which are then dynamically filled in when the fax is sent.

The editor consists of three sections: a menu bar, a toolbar and a work area.

- The fax page editor menu bar contains all commands required for editing a fax page.
- Commands often selected in the menu bar can also be called via the toolbar, situated on top of the work area. In you want to obtain some information on an icon’s function, place the mouse pointer on it and within no time a small window opens, displaying the corresponding explanatory text (tool tip).
- The operation field is used like a drawing program’s. Here you can draw, move or edit objects.

Some functions of the toolbar or menu bar directly affect the selected object, others serve to draw new objects. To select objects, mark them with a click (choose the marking function first). A selected object features markers positioned about it. The mouse pointer changes when you move it onto an object or one of the markers. This indicates that the object can then be moved or its shape customized. For example, you can seize one of the object’s corners with the mouse pointer to alter the size. If you want to select several objects (e.g. for moving them simultaneously), keep the [Shift] button pressed and click successively all objects to be marked with the mouse. Another method is to click in an empty space of the operation field and draw a selection rectangle around the objects with the left mouse button kept pressed. When you release the mouse button, all objects within the rectangle are collectively selected.

The following functions are available in the menu of the fax page editor:

The File Menu

The **File** menu provides standard file functions. These are in detail:

Menu function	Description
Save [Ctrl] + [S]	Saves the performed modifications under the file name previously entered for fax page definition.
Print [Ctrl] + [P]	Prints the operation field content(s) for checking.
Exit	Closes the fax page editor. If the currently edited fax logo has not been saved yet, a pop-up window appears in which this can be done.

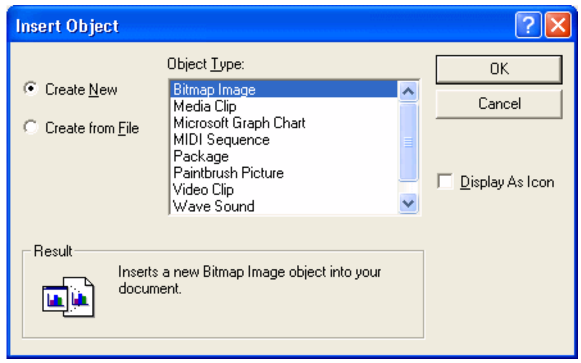
Table 78 The File Menu of the Fax Page Editor.

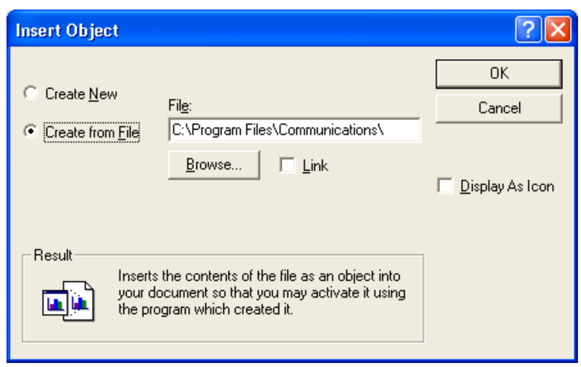
The Edit menu

The **Edit** menu provides functions for editing elements required for a fax page:

Menu function	Description
Undo [Ctrl] + [Z]	Cancels always only the last entry made. The cancellation depth is one step.
Redo [Ctrl] + [Y]	Restores the state that was changed with Undo.
Cut [Ctrl] + [X]	Cuts out the previously marked object and copies it to the clipboard from where it can be newly inserted.
Copy [Ctrl] + [C]	Copies the selected object to the clipboard.
Paste [Ctrl] + [V]	Inserts the clipboard contents into the currently open document.
Delete [Del]	Deletes the selected object.
Select All [Ctrl] + [A]	Selects all objects represented in the operation window.

Table 79 The Edit Menu of the Fax Page Editor.

<table>
<tr><th>Menu function</th><th>Description</th></tr>
<tr><td>Insert Object</td><td>Inserts an operating window of the selected object type in the current cursor position. A dialog opens for performing settings necessary for this purpose.
Create New: Inserts a new, empty object window in the document according to the selected object type. If the Display As Icon checkbox is activated, the object is inserted in the document as file icon.


</td></tr>
<tr><td></td><td>Create from File: Inserts a file as object in your document via a file selection menu. Additionally you can insert the object linked to the source file and select Display As Icon as display mode.


</td></tr>
</table>

Table 79 The Edit Menu of the Fax Page Editor.

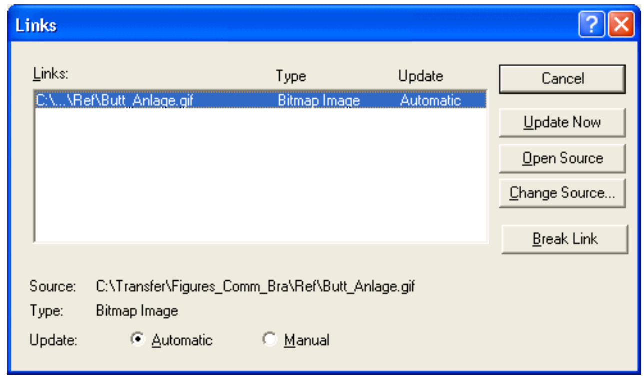
Menu function	Description
Links	With an OLE object linked to the source object, the path to the source is displayed in a new window. Beyond that further configurations are made available here.  Selection of the update mode: **Automatic** or **Manual**. When **Automatic** is set, each modification is copied to the source file immediately after the editing process has been finished. • **Open Source**: Opens the source file for editing with the original program. • **Change Source...**: Opens the source directory for source file modification. • **Break Link**: Releases the link between object and source file. When you select **Manual**, updating of the source file is initiated with a click on the **Update Now** button.
Object Properties [Alt] + [Enter]	Opens the **Object Properties** dialog for the linked object. Here you can activate different tabs to either display general information on the OLE object or to redefine the view and link options.
Object	This menu option serves to edit the OLE object which can be done in two different ways: • Via **Edit** you directly activate and edit the OLE object in the fax editor. • Select **Open** to open the OLE object with the application program in which it was created, provided this program is installed on your system.

Table 79 The Edit Menu of the Fax Page Editor.

The View menu

Via the **View** menu you can perform basic settings that influence the appearance and display mode of the editor window.

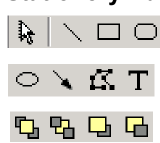
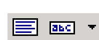
Menu function	Description
Status Bar	Displays or hides the status bar at the bottom window margin.
Toolbar	Via this option you can install various icons used for editing fax pages. The following blocks of icons are possible. The figure further above shows the fax page editor with all possible icons displayed.
	File actions  Displays the default file functions **Save**, **Print** and **Delete** as icon in the window.
	Edit  Inserts the functions **Cut**, **Copy**, **Paste**, and **Erase** as block in the toolbar. so that objects can be edited. However, before these tools can be used at least one object must have been selected.
	Zoom Fax Page  Displays icons to be used for magnifying/minimizing the operation field representation.
	Stationery Edit Tools  Displays the icons for creating and editing a fax page. You can access the same functions also via **Fax-Page > Select Paint Object** or **Fax-Page > Object Position**.
	Stationery Fields  Defines the area for the actual fax text to appear, thus acts as a wildcard for the message text (menu: **Fax-Page > Insert Stationery Text**). Furthermore, wildcards for all types of message information can be positioned (menu **Fax-Page > Insert Field**).
Line Break In Toolbar	Divides the toolbar into two lines. In a too narrow operation field, not all of the installed icons would otherwise be accessible.

Table 80 The View Menu of the Fax Page Editor.

Fax-Page menu

This menu includes the actual functions for editing a fax page. Here you find methods to draw various objects as well as for integrating originator-, recipient- or document-relevant information. The menu offers the following functions:

Menu function	Description
Insert Field	Selection of this option opens another submenu where you find a list of the fields that can be inserted in the fax page. These information fields are identical with the database fields defined in your system. Thus you can select e.g. data referring to a fax message's originator or recipient (address information etc.), or general document information (such as date etc.). If you use fax stationery including fax pages with such fields, the associated information is dynamically inserted in the corresponding places.
	The following general document parameters can be placed in the fax page via **Insert Field**: **Document length (bytes)** **Message-ID (MID)** **Originator's number** **Originator's service** **Originator (NVS address)** **Priority** **Recipient's number** **Recipient (NVS address)** **Recipient's service** **Subject** **Date** **Date (long)** **Send time** **Send Time (long)** **Number of pages** **Current page** **Additional Fax Text**
	The following originator-specific parameters can be placed in the fax page via the **Originator** Information submenu: **Originator's address line 1** **Originator's address line 2** **Originator's city** **Originator's company** **Originator's country** **Originator's department** **Originator's fax number** **Originator's keyword** **Originator's complete name** **Originator's phone number** **Originator's mail address (SMTP)** **Originator's ZIP**

Table 81 The Fax-Page Menu of the Fax Page Editor.

Menu function	Description
	The following recipient-specific parameters can be placed in the fax page via the **Recipient Information** submenu: **Recipient’s address line 1** **Recipient’s address line 2** **Recipient's city** **Recipient's company** **Recipient's country** **Recipient's department** **Recipient's keyword** **Recipient’s complete name** **Recipient's ZIP**
 **Insert Stationery Text**	Inserts the actual text field for the fax message. You can vary its size and position (like with any other object). This field integrates the text that you enter in the operation area of the message window. When you send fax messages from other Windows applications, it remains disregarded.
Grid Lines	Provides the (operation) drawing field with grid lines to assist you in positioning and aligning elements. If a check mark is represented next to this menu option, the function is activated. Calling it again removes the grid lines from the operation field.
 **Fit to Width**	Optimum adaptation of the current operation field’s view to the visible window width.
 **Fit whole Page**	Modifies the page size so that the entire fax logo fits in the current view.

Table 81 The Fax-Page Menu of the Fax Page Editor.

Menu function	Description
Select Paint Object	Calling this function opens a submenu that includes the following actions for creating and editing objects: **Select** Switches to the selection cursor. For example, if you have drawn something beforehand, you can use this option to return to the selection mode. **Line** Generates an arbitrary line in the fax document. Place the paste marker at the desired starting point of the line and draw it with the left mouse button kept pressed. As long as the button is not released you can determine the line’s direction, origin and length. **Rectangle** Inserts a rectangle in the document. Through moving the editing points with the mouse (the mouse pointer changes its appearance depending on the activities performed), you can adapt the shape of the rectangle as well as its position in the document at will. **Round Rectangle** Inserts a round rectangle. Besides modifying its shape (stretching, compressing) you can also alter the corners’ radius by moving the markers. Seize the inner of the two markers (which features a different color) at the bottom right corner of the round rectangle and move it within the rectangle until it adopts the desired shape. **Ellipse** Draws an ellipse or a circle in the fax document. The editing options are the same as already described under “Rectangle”. **Arrow** The function for drawing an arrow is identical with the line function except for an arrow head being attached to the line end. **Polygon** Draws an arbitrary polygon in the fax. From the starting point the figure is extended by another corner with each mouse click. A double-click terminates the drawing procedure. Further editing options are the same as described under “Rectangle”. **Text** Opens the **Text and properties** dialog. When you have entered the text and its format you can place it within the fax page. For this purpose draw a frame with the mouse pointer in the desired place. Thereafter you can move the text or further edit it. You can then move or further edit the text. **Remark**: The text can also be inserted several times.
Object Properties	Opens the **Object Properties** dialog for the selected object. You can also access the properties via an object’s context menu. Click the corresponding object with the right mouse button and select the **Properties** menu option.

Table 81 The Fax-Page Menu of the Fax Page Editor.

Menu function	Description
Objectposition	Contains a submenu to position a selected object. The following regrouping options are available: **Move to back** Places the selected object entirely in the background. **Move to front** Places the selected object entirely in the foreground. **Move Forward** Moves the object to the next position in z-order. **Move Back** Moves the object to the previous position in z-order.
Zoom In	Enlarges the fax display in 8 % steps with reference to the basic value (maximum 11 steps).
Zoom Out	Minimizes the fax display in 8 % steps with reference to the basic value (maximum 11 steps).

Table 81 The Fax-Page Menu of the Fax Page Editor.

5.6.7 Inbox Wizard

By means of this function you can set the following defaults for incoming messages:

- Incoming messages from specific originators can be automatically presorted (routed) for specific folders.

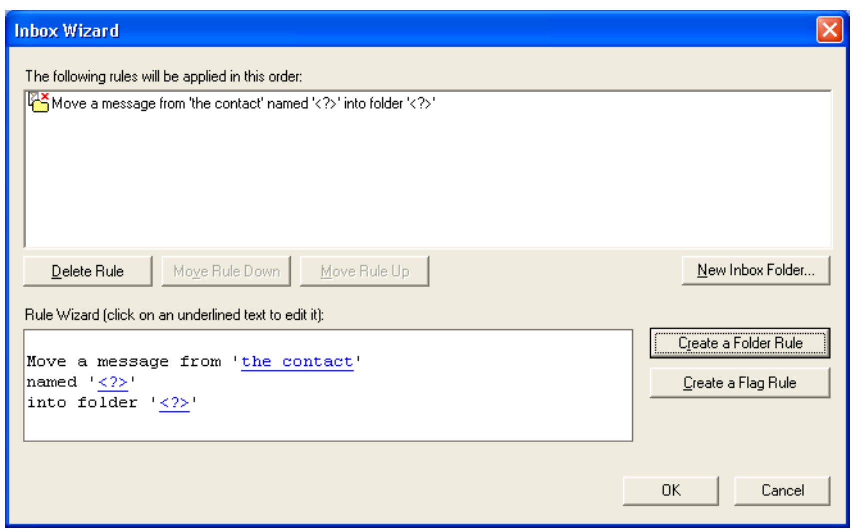
> ***NOTE:*** Incoming messages that have been moved to another folder by routing rule application are not signaled by MWI.

- Incoming messages from specific originators can be automatically flagged or marked as "read".

The decision which function to apply here is made through creating folder and flag rules.

For routing purposes, the **Inbox** folder must at least include another folder (titled e.g. **Mail from xyz**) where messages can be transferred to. How to create a new folder there is explained in Section 3.2, "Working with the Inbox Wizard", on page 71.

When you invoke the Inbox Wizard, a window of the same name opens:



5.6.7.1 Creating a Folder Rule

For the definition of a new folder rule click the **Create a Folder Rule** button. The window's top portion displays the rule structure then. For the time being it contains wildcards for the originator and the recipient folders. These parameters must now be defined in the "Rule Wizard" field.

How to define a folder rule:

1. Open the Inbox Wizard via the **Tools > Inbox Wizard**.
2. If you have not yet defined a new folder, do so now with a click on the **New Inbox Folder...** button.
3. Then push **Create a Folder Rule**.
4. In the bottom window click the underlined portion of the first line **Move a message from...**. A pull-down menu opens in which you can determine whether the messages of a whole group or of a single subscriber are to be routed to the target folder.
5. In the second line click the blue question mark <?>. An entry line opens in which you can specify the name of the group or subscriber whose messages are to be delivered to the special folder. The auto-completion function assists you here. On grounds of the character combination already entered, it makes a suggestion that you can accept per entry key.
6. In the third line click the blue question mark <?>.

   A pull-down menu opens for selecting the target folder.
7. Confirm your entries with **OK**.

   Defining a folder rule is thus accomplished. The definition is saved and active.

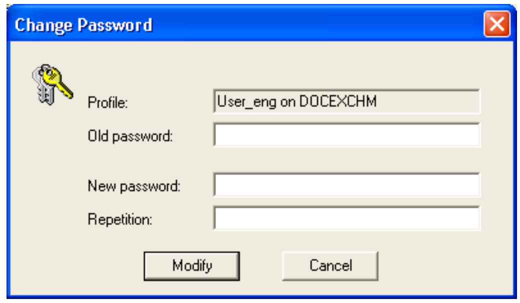
The entire rule is then displayed in the upper portion of the window and can be checked for correction. If you have defined several rules, forwarding of an incoming message is performed according to the entries in the rules list in descending order. This sequence can be altered when you press the buttons **Move Rule Down** or **Move Rule Up** depending on where you want to place a previously marked rule in the list. The **Delete Rule** button removes a selected rule from the list.

5.6.7.2 Creating a Flag Rule

Definition of a flag rule is performed analog to folder rule specification. Messages coming in from specific originators can be flagged as important or as read.

5.6.8 Changing a Password

This menu option under **Tools** allows you to alter your mailbox access password.

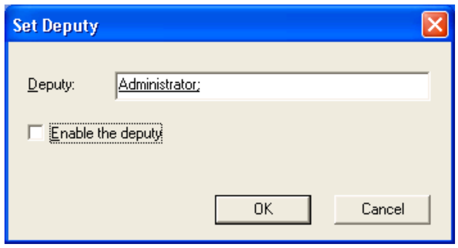


Enter your current password in the top entry line. Subsequently, enter the new one in the middle of the dialog and retype it in the entry field at the bottom for verification. With a click on the **OK** button the new password becomes valid. You are informed about the successful completion of this procedure by a small pop-up window saying: **Updating the password succeeded !**. Confirm this message with **OK** to close the window.

NOTE: When you verify the password in the system, upper and lower case possibly used with defining the password is not considered.

5.6.9 Set Deputy

Via the **Set Deputy...** menu option, messages addressed to you are automatically rerouted to another user. In this way messages are taken care of in your absence.



To activate this tool, place a tick in the **Enable the deputy** checkbox and enter the name of the user that is to receive the rerouted mail in the **Deputy:** entry line. Note that the user name corresponds to the name referenced in the **Name** database field.

5.6.10 Manage Accounts

Calling this function activates the Service Provider for switching to another user profile or defining a new one. The Service Provider serves as global substructure for all client applications using XPR server services. While several client applications can run on one computer simultaneously, only one instance of the Service Provider is available at a time.

For further information on the Service Provider and on profile definition refer to the *Server Administration* manual.

5.6.11 Calendar Profiles

Calendar profiles are global XPR server resources that can be used by different applications. The function is only active when you are logged in with administrative privileges. The setting options are described in detail in Section 4.6, “Calendar Profiles”, on page 113.

5.6.12 My Database Settings

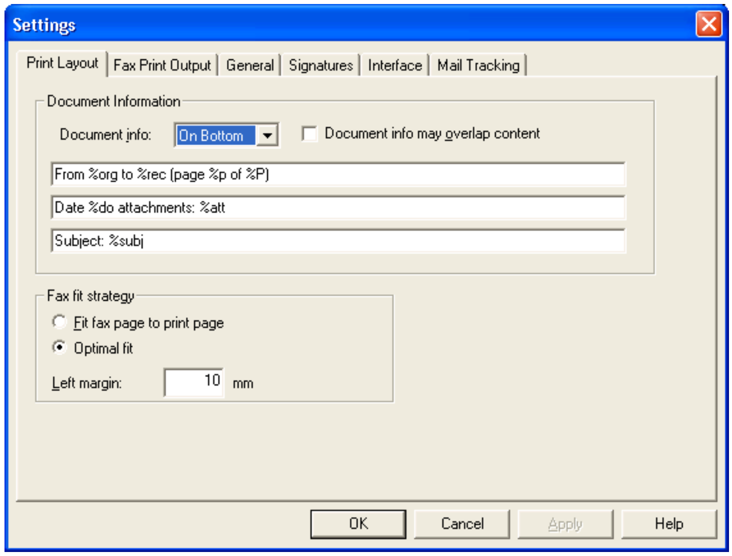
Invoke this function to have the user data of the logged-in subscriber displayed. Depending on the privileges, some of the data can then be edited.

5.6.13 Settings

Under this menu entry you can perform general *Communications* settings such as the incoming-message notification mode, the definition of signatures etc. in a window featuring several tabs.

The below window, opened when you click on this menu option, is designed like an index card box. You reach the individual settings by selecting the corresponding tab.

5.6.13.1 Print Layout



This tab serves for setting the print layout. This means that you have various options at your disposal to define the representation mode of the print image with documents put out from the journal windows (**Inbox**, **Outgoing Mail**, **Correspondence** and **Deleted Messages**).

Document information

In the **Document info** pull-down menu you decide where the additional information is to appear on the printout. The information can be printed **On Top** or **On Bottom** of the page. You can also select **None** to prevent the document information representation. Furthermore, you can activate the **Document info may overlap content** checkbox, if the information may be printed overlapping on document sections probably filled with text. With the odd fax document, these sections may already be used for the document.

You determine the type of the info text to appear on the hardcopy by entering the corresponding parameters (and possibly an explanatory text) in one of the three entry lines. Each line represents one line on the printout. An empty entry line (no matter which one) would reduce the info text printed on the hardcopy to two lines. This applies to more empty lines accordingly. The variables are automatically replaced with data available on the server when the document is printed. Before, between and after the variables you can enter an explanatory text, which also appears on the printout. You can use the following variables in the entry lines:

Variable	Generates an info entry for:
%att	File name(s) of attachments.
%cost	Costs incurred.
%costid	Cost center.

Table 82 List of Variables for possible Document Information.

Variable	Generates an info entry for:
%do	Date and time (receive or send time as registered by the server).
%frm	Message format (for example: telex, ASCII, Fax G3 etc.).
%len	Document size in bytes.
%mid	Message ID (consecutive identification number assigned to each message by the server).
%oid	Originator ID (with fax documents).
%oorg	Original originator of a rerouted message.
%orec	Original recipient of a rerouted message.
%org	Message originator.
%p (lower case p)	Current page number.
%P (upper case P)	Total number of pages.
%porg	Fax message originator.
%prec	Fax message recipient.
%rec	E-mail recipient.
%rid	Recipient ID (e.g. with fax documents).
%serv	Service used (fax, e-mail etc.).
%stat	Detailed message status.
%subj	Message subject.
%succ	Successful or failed transmission.
%units	Number of charge units.

Table 82 List of Variables for possible Document Information.

For example, the parameters entered in the above figure generate the following text on the message hardcopy:

E-mail, No: 111, by administrator to Testuser 1 (page 1 of 1)

Date: 02/12/2004, 16:17 - Attachment: none

Subject: Testmail

Under **Fax fit strategy** you find options that influence the representation of printed fax pages.

When you select **Fit fax page into print page**, an incoming fax is printed out on one page.

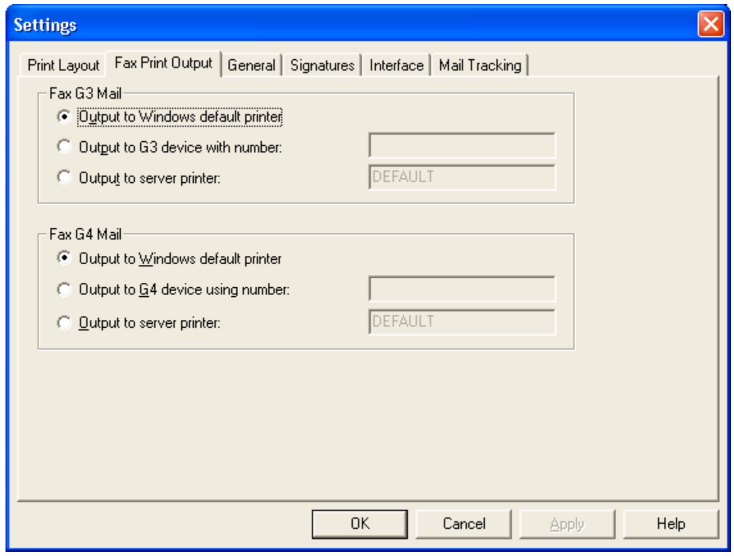
NOTE: In this case please consider that with extra long fax pages the representation may appear very small.

Optimal fit adapts a fax page that slightly deviates from DIN A4 to the print page.

Beyond that you can define a margin for your hardcopies, so that with filing the documents at a later time no text is lost due to perforation. For this purpose an indent can be specified in the **Left margin** field.

5.6.13.2 Fax Print Output

Via this configuration tab of the options menu you can select the printer to give out your fax hardcopies.



The following settings, divided in fax format G3 (analog fax) and G4 (digital fax), are available:

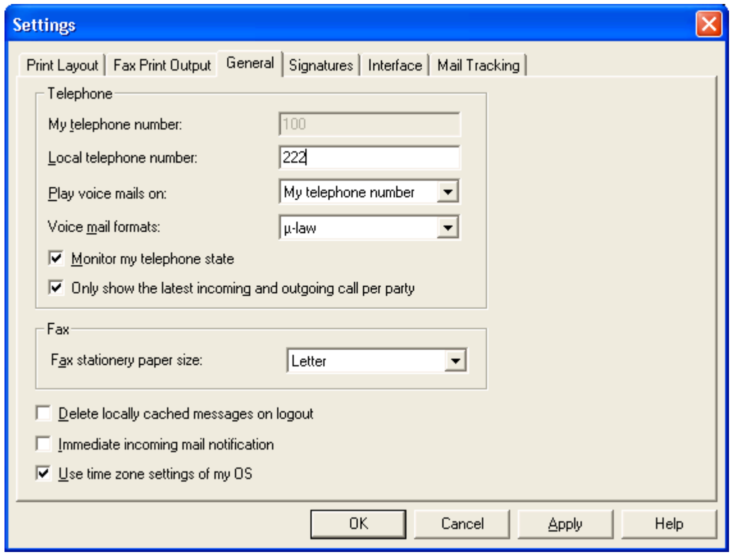
The following functions are available:

Dialog function	Description
Output to Windows default printer	Gives out the fax hardcopy (G3 or G4) on the printer configured as default printer at your workstation.
Output to G3 device with number	Transfers the printout job to a G3 (G4) fax device. You select this device by entering the number under which it is accessible.
Output to server printer	With this selection the fax will be printed out at a printer addressed via the server. This is usually a default set one, but it can also be any other printer operated at the server. Consult the system administrator for information about available options and under which address these printers are accessible.

Table 83 Options in the “Fax Print Output” Dialog.

5.6.13.3 General

The **General** tab serves for performing the basic *Communications* settings.



The following settings are accessible:

Telephone

Dialog function	Description
My telephone number	This window displays your telephone number provided you have a telephone at your workstation and telephony functions are installed.
Local telephone number:	If you are temporarily at another workstation and logged in to the remote server via *Communications*, you can redirect your incoming voice mails to the telephone of this workstation. Enter the corresponding number of this telephone connection.
Play voice mails on	Via this pull-down menu you can determine how voice mails are to be given out. • Computer speaker: With this option voicemails are played via computer soundcard. • Local telephone number: In this case voicemails are given out through your telephone.
Voice mail formats	This combo box is for selecting the ISDN voice mail code for your country. In Europe **A-Law**, in the U.S. mostly **µ-Law** is used.
Monitor my telephone state	Activates or deactivates the individual-telephone monitoring in the journal.
Only show the latest incoming and outgoing call per party	This checkbox can be set to improve the clarity in the journal representations. Several entries associated to a specific subscriber are then restricted to the latest one in the message journals.

Table 84 Setting Options for the Telephone in the “General” Dialog.

Fax

Dialog function	Description
Fax stationery paper size	Another country-specific setting. You can choose between the European A4 format and the letter format customary in the U.S.

Table 85 Setting Options for the Fax Stationery in the “General” Dialog.

Further options

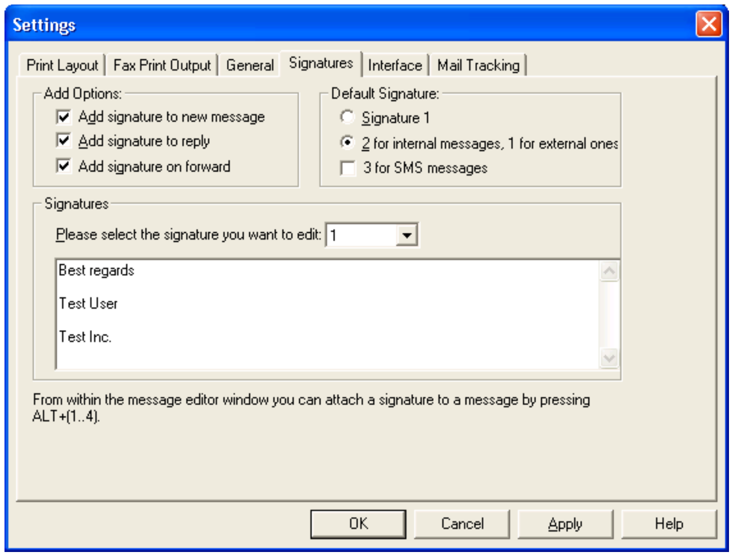
Dialog function	Description
Delete locally cached messages on logout	This function is particularly significant in the security context of Win9x, since here the security mechanisms offered by Windows NT, Windows 2000, Windows XP, Windows Vista or Windows 7 are not available. When you activate the Delete locally cached messages on logout check box, your data are deleted from the local computer after a finished session. Activating this check box prevents unauthorized persons from accessing your messages. Upon rebooting, the data are newly transferred from the server to the local computer.
Immediate incoming mail notification	Set this checkbox to be immediately notified about incoming messages. It normally takes some time until new incoming messages are displayed in *Communications*. This is for technical reasons and may take up to two minutes in the worst case. An inbound mail polling in two-minute intervals takes effect by default. In most cases this delay is of no significance. If you nevertheless want to be immediately notified when a message comes in, checkmark this option.
Use time zone settings of my OS	To indicate messages with date and time, the time zone settings set in your operating system are used by default. If the “Timezone Support” option has been configured on the XPR server, you can also use the time zone that the administrator has additionally defined in the user settings.

Table 86 Further Options in the “General” Dialog.

5.6.13.4 Signatures

Signatures are a comfortable tool for automatically implementing reoccurring greetings or other standardized text passages in a message. They are inserted in the document below the actual text.

A maximum of four default signatures can be prepared. Depending on the configuration, the first three can be automatically attached to the text document, or one of the four via hotkey ([**Alt**] + [**1...4**]).



If you want a signature to be automatically implemented, you can use the following setting options:

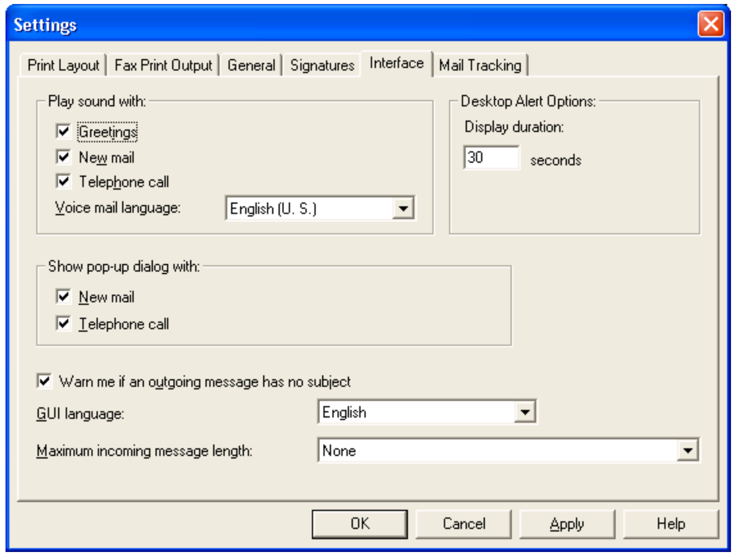
- Add signature to new message
- Add signature to reply
- Add signature on forward

Another option is to decide if signature 1 should be generally taken for all documents or, distinguished between external and internal messages, whether signature 1 is to be printed on external, and signature 2 on internal documents. The latter one may appear a bit more formal then. Thirdly you can prepare an SMS message signature. Checkmark the corresponding box and define a third signature.

To define a signature, select the corresponding ID number (**1...4**) for the respective signature from the **Please select the signature you want to edit:** pull-down menu. In the window below the pull-down menu you can, like in a text editor, subsequently create a signature or modify an existing one.

5.6.13.5 Interface

The **Interface** tab serves for setting the various inbox options as well as for configuring a user interface language.



Via the settings in this dialog you can customize the notification functions. You will be notified independently from the program that you currently have in use. For announcement text playback your local computer needs to be equipped with a sound card and attached loudspeakers.

Play sound with

Placing a tick in the corresponding checkbox you can specify in which event you wish to be acoustically notified:

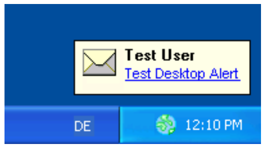
Dialog option	Description
Greetings	When this checkbox is activated, you are welcomed by a friendly voice each time you start *Communications*.
New mail	Alerts you to an incoming new message.
Telephone call	You are alerted to an incoming telephone call provided telephony functions are implemented.

Table 87 Acoustic Notification Options in the “Interface” Dialog.

In addition, you can select the language for system greetings via the **Voice mail language** pull-down menu.

Desktop Alert Options

This feature takes automatically effect if you have not activated any of the notifications under **Show pop-up dialog with**. The arrival of an incoming message is then indicated in the running application in the form of a little notification window like a tool tip. This display appears in the bottom right corner on top of the task bar.



In the **Display duration** field you can set how long this notification is faded in.

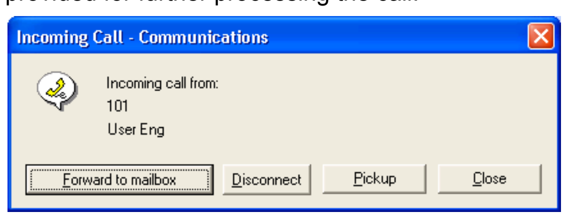
Show pop-up dialog with

The options under **Show pop-up dialog with** enable indicating the arrival of a new message in a pop-up dialog. The notification pops up in your running application. In addition to the acoustic notifications you can thus configure a visual notification.

NOTE: Selecting a feature under **Show pop-up dialog with** disables the desktop notification.

The following options are available:

<table>
<tr><th>Dialog option</th><th>Description</th></tr>
<tr><td>New mail</td><td>A pop-up dialog appears to inform you on the arrival of a new message.

</td></tr>
<tr><td>Telephone call</td><td>With activated telephony functions a pop-up dialog informs you that you are being called. Beyond that, several options are provided for further processing the call.


Through selection of the individual buttons you can rout the call to your voice box, clear the connection or answer the call. In the latter case you can freely communicate without picking up the receiver. (in this case you can freely communicate without picking up the receiver).</td></tr>
</table>

Table 88 Visual Notification Options in the “Interface” Dialog.

Further interface options

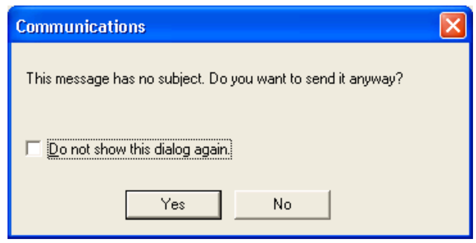
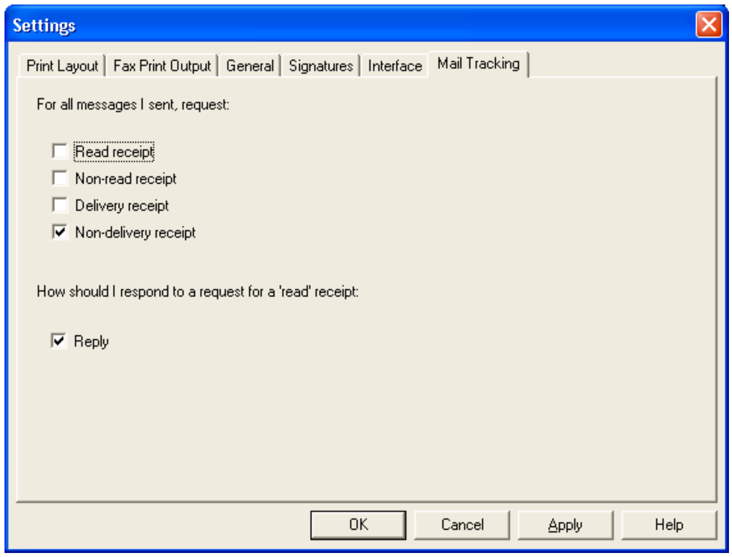
Dialog option	Description
Warn me if an outgoing message has no subject	This checkbox enables you to have a warning displayed when an outbound message is not yet provided with a subject. In other words, each time when you send a message the subject field of which has no entry, a pop-up window opens with the information that a subject is still missing, and you are asked whether you want to add it. So if you want to avoid sending mails without subject, checkmark this option.  **Yes** initiates the send process just the same. **No** takes you back to the message window where you can then fill in the subject line.
GUI language	This field is used to switch languages in the *Communications* menus. Presently available are: English, German, Dutch, Spanish, French, Italian, Portuguese, Brazilian, Russian, and Turkish. You can set a language independently from the selected operating system language. It does not become valid until you restart *Communications*. **Note:** If *Communications* is used on an English operating system, it may happen that switching to German is not possible until you have set the region and language options to German (Luxembourg) in the control panel.
Maximum incoming message length	Issues a warning when an incoming message has exceeded a specific size. Starting from “**None**” you can have warnings generated in steps of 100 kB, 250 kB, 500 kB and 1 Megabyte.

Table 89 Further Interface Options.

5.6.13.6 Mail Tracking

The user can so configure the system that for all sent messages specific message statuses are reported back to him/her per e-mail (mail notification). Checkmark the boxes under **For all messages I sent, request:** to define about which message statuses you want to be informed.



You can set a feedback request for the following statuses:

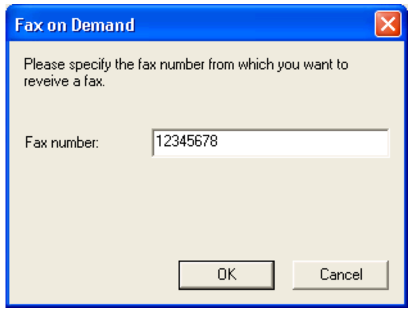
Dialog option	Description
Read receipt	Sends an e-mail when the message has been read by the recipient.
Non-read receipt	Sends an e-mail when the recipient has not read but deleted the message.
Delivery receipt	Sends an e-mail when the message has been delivered to the recipient, thus is available in his/her mailbox.
Non-delivery receipt	Sends an e-mail when the message has not been delivered to the recipient, for example owing to a system failure.

Table 90 Setting Options in the “Mail Tracking” Dialog.

Furthermore, each user can define whether or not he/she wants to allow the transmission of a read confirmation (**How should I respond to a request for a 'read' receipt:**). Activating the **Reply** checkbox releases the confirmation message for any other user.

5.6.14 Fax-on-Demand

You can use this function to poll fax pages provided by a fax polling service (Fax-on-Demand). After you have invoked this menu option, a window opens in the entry line of which you can enter the corresponding number of the service.



Pressing the **OK** button initiates the polling procedure. **Cancel** terminates the action and closes the window.

5.6.15 Next Window

After calling this function you can skip to the various client windows in succession. All configuration options relevant for the respective window are activated in this process. You can also use the Windows key combination [**Ctrl**] + [**TAB**].

5.7 Help

This *Communications* main menu option provides the following features:

- **Help Topics**

  Calls the help function. As customary under Windows, the entire documentation can be viewed or an enquiry be started, so that the help text found under a certain clue is accessible then.

- **Update Communications**

  Via this submenu you can poll and install client updates when they are available on the server for *Communications*.

- **About Communications**

  Displays the *Communications* version installed on your system. This information is required if problems should occur.

5.8 The Presence Function

The presence function informs you about the system, telephone and work state of your colleagues and you can let your colleagues know your work state. In this way it becomes immediately obvious whether you or your colleagues are logged in at the system, the telephone line is vacant, someone is having a break or is absent from the workstation altogether, to mention some of the states. In addition, you can directly configure a call diversion by profile setting.

5.8.1 Setting the individual Work Status

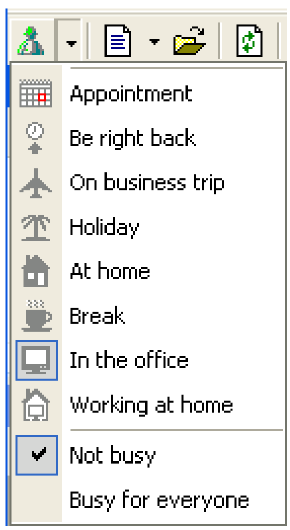
How to set your individual work status:

1. In the toolbar click the small triangle next to the icon

NOTE: The current setting is displayed when you place the mouse pointer on this icon for a short while.

---

2. A menu for selecting a state opens.



3. Select the option that corresponds to your current work state.
4. Define your accessibility status with a click on the following options:
   - **Not busy**
   - **Please do not disturb**

   Via such options you can let other users know whether you are ready to accept queries or do not want to be disturbed at the moment.

You can check your state settings by shortly placing the mouse pointer on the presence settings icon. A small window opens, displaying all settings you have performed.

NOTE: By means of the configuration wizard you can customize the presence function in detail and define further statuses. See Section 5.8.3, "Configuring the Presence Function", on page 270.

5.8.1.1 Presence Information in Messages

All opened messages inform about the originator's presence status, so that you can see whether he/she is available before you make a call.

In addition, this information is displayed in the Preview window.

5.8.2 Displaying the Colleague's Work Status

You can display the work status information of your colleagues (inclusive your own) in the *New Contacts List* window:

1. Activate the *New Contacts List* window in *Communications*.

   NOTE: If this window is not integrated in the *Communications* layout, open it via **View > New Contacts List**.

2. Select the group that contains the users whose status you want to display.
3. Open the dialog's context menu (right mouse click).
4. In there select **Show State**.

   All states are immediately represented by three icon columns to the left of the name entries:

   - First icon column: system state of the user
   - Second icon column: telephone state of the user
   - Third icon column: work state set by the user

   You receive additional state displays when you shortly place the mouse pointer on a name entry.

   Icons for the system state of a user

Icon	Description
	This icon indicates that the user is logged in at the system.
	User is logged in at the system. For five minutes the system has not registered any user activities.
	User is logged in at the system. For five minutes the system has not registered any user activities. Setting of the "do not disturb" work state.
	User is logged in at the system. For at least 15 minutes the system has not registered any user activities.
	User is logged in at the system. For at least 15 minutes the system has not registered any user activities. Setting of the "do not disturb" work state.
	User is logged in at the system. Setting of the "do not disturb" work state.
	User is logged off from the system.
	User is logged off from the system. Setting of the "do not disturb" work state.
	There is no system information on this user. This may be the case when the XPR server does not run or the presence function is inactive.
	No permission to display state information.

Table 91 Presence Function: Icons for the System State of a User.

Icons for the telephone state of a user

Icon	Description
	Telephone line of this user is vacant.
	Telephone line of this user is busy.
×	The telephone state cannot be displayed.

Table 92 Presence Function: Icons for the Telephone State of a User.

Icons for the work state of a user

NOTE: A work state added by the user is only displayed as descriptive text. An icon for this state cannot be defined.

Icon	Description
	Appointment
	Be right back

Table 93 Presence Function: Icons for the Work State of a User.

Icon	Description
	At business trip
	Holiday
	At home
	Pause
	At the office
	Working at home

Table 93 Presence Function: Icons for the Work State of a User.

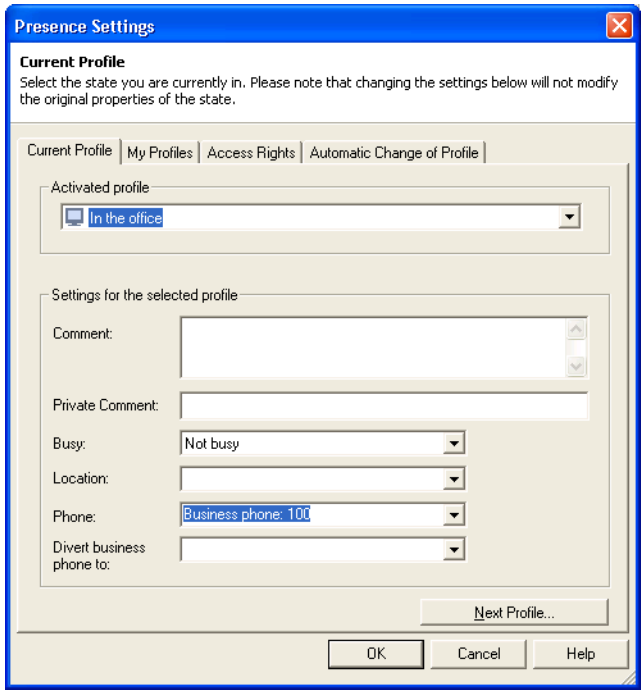
5.8.3 Configuring the Presence Function

In the presence function configuration dialog you can predefine you work statuses. You can add individual statuses and provide further information, such as comments, telephone numbers etc. on the respective status. A presetting of fixed statuses via a time profile is possible as well. You open the presence feature configuration dialog via the  icon.

5.8.3.1 Current Profile

This tab displays the currently active work status that you have predefined and its settings. You can temporarily modify the predefined statuses via the configuration and entry options available here. If the active-profile entries performed here differ from those predefined for this profile (**My Profiles** tab), the field descriptions appear in red after you have opened the settings dialog again. In addition, a warning message is displayed in the bottom section of the dialog.

In the dialog's top section, under **Activated profile**, you can see the current work status.



In the **Settings for the selected profile** portion you can temporarily modify the information displays. These settings refer to the status that you have selected in the **Activated profile** pull-down menu.

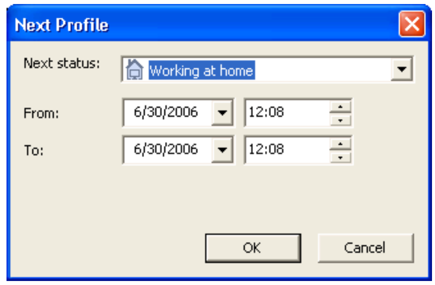
You can temporarily modify the following settings for the display that the other users see:

- **Comment:**
  Here you can enter any comment. This comment can be seen by everybody allowed to read your presence information.
- **Private Comment**
  Here you can enter an arbitrary comment as well. This comment is only displayed to you when you view your presence information.
- **Busy**
  Define whether or not you are available for the selected status. This setting serves the sole purpose to indicate that you do not want to be disturbed. It does not affect the telephone function.
- **Location**
  Here you can enter or select an information on your location for the respective status.
- **Phone**
  Via this field you can either select one of the telephone numbers stored for you in the XPR database or enter an arbitrary number under which you are available for the selected status.

- **Divert business phone to**
  After you have entered a phone number here you can divert your phone to another phone. This diversion becomes immediately active with entering the phone number and copying the setting. An additionnally configured phone diversion will be overridden. Furthermore, the diversion number is integrated in the display of the currently valid profile, so that other users can see this number.

NOTE: In case of a profile change (automatic or manual) and a possible diversion number change, the phone diversion is only updated if the diversion number on the **Current Profile** tab and the one for the activated profile previously match. This also means that if you have configured a diversion for your phone and this diversion differs from the one defaulted via the active profile, no modification takes place when the profile is changed.

The **Next Profile** opens a dialog in which you can define a profile that succeeds the activated one.



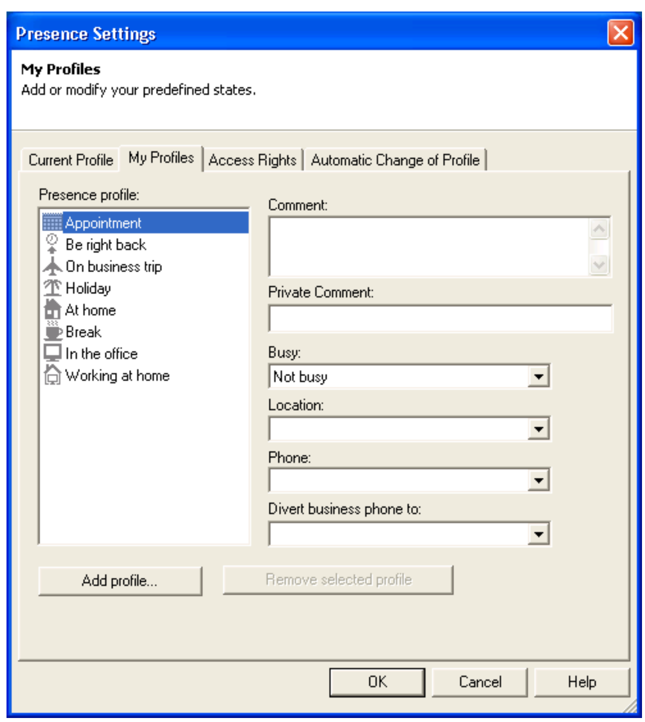
How to define the next profile:

1. Select the succeeding status for the desired period.
2. Enter the start time from which this status is to be valid.
3. Define the end time for this status.
4. Press the **OK** button.

This profile is automatically activated at the specified time and stays valid until the time set expires.

5.8.3.2 My Profiles

On this tab you specify for each status the information that you want to display for the other users.



Click the status for which you want to enter information. Enter your information in the respective entry line or make a selection from:

- **Comment:**
  Here you can enter any comment. This comment can be seen by everybody allowed to read your presence information.
- **Private Comment**
  Here you can enter an arbitrary comment as well. This comment is only displayed to you when you view your presence information.
- **Busy**
  Define whether or not you are available for the selected status. This setting serves the sole purpose to indicate that you do not want to be disturbed. It does not affect the telephone function.
- **Location**
  Here you can enter or select an information on your location for the respective status.
- **Phone**
  Via this field you can either select one of the telephone numbers stored for you in the XPR database or enter an arbitrary number under which you are available for the selected status.
- **Divert business phone to**
  After you have entered a phone number here you can divert your phone to another phone. This diversion becomes immediately active with entering the phone number and copying the setting. An additionnally configured phone diversion will be overridden. Furthermore, the diversion number is integrated in the display of the currently valid profile, so that other users can see this number.

NOTE: In case of a profile change (automatic or manual) and a possible diversion number change, the phone diversion is only updated if the diversion number on the **Current Profile** tab and the one for the activated profile previously match. This also means that if you have configured a diversion for your phone and this diversion differs from the one defaulted via the active profile, no modification takes place when the profile is changed.

With a click on the **Add State** button you can add arbitrary statuses to the defaulted list.

How to create an additional status:

1. Push the **Add State** button.
   The definition dialog for status generation opens.
2. Enter a name for the new status.
3. If desired, select one of the available symbols for the status.

The new state is thus configured and can be selected.

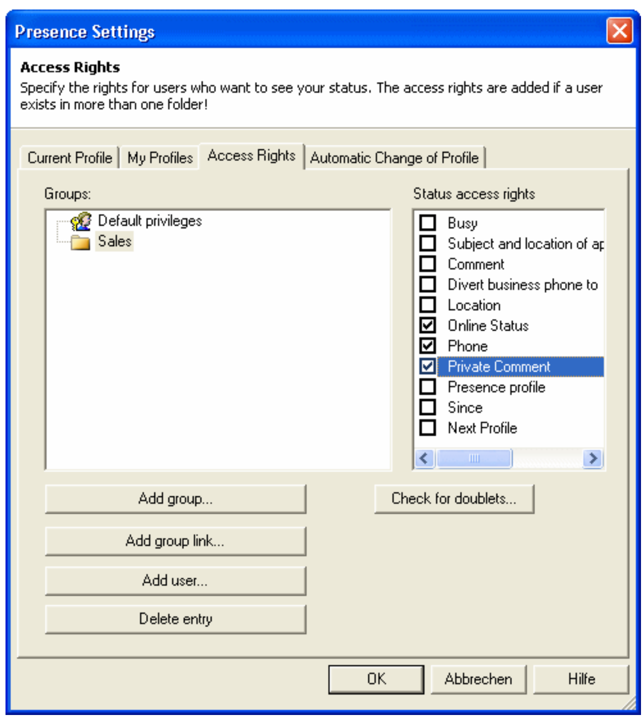
Click on the **Remove selected profile** button to remove self-defined statuses from the list.

5.8.3.3 Access Rights

All users may view your status by default. You can restrict the privilege to display your status to specific users. The privilege is realized via group privileges. First new groups are generated, then they receive their privileges and finally the corresponding users are added to the groups.

How to assign the status access privilege to specific users:

1. Switch to the **Access Rights** tab.



2. Push the **Add group** button.
   The **New Group** dialog opens. Select an existing group from the **Groups** or **My Private Groups** Explorer folders. Enter the group name in the entry line.

3. Confirm your input with **OK**.

NOTE: If no group exists under the entered name, it is stored under **My Private Groups**.

---

4. Select this group in the list.
5. Specify the information to be displayed to the members of this groups by checkmarking the corresponding box in the right window.
6. Click **Add user**.
   The user selection dialog opens. From the user list select those users that you want to allow to see your information.

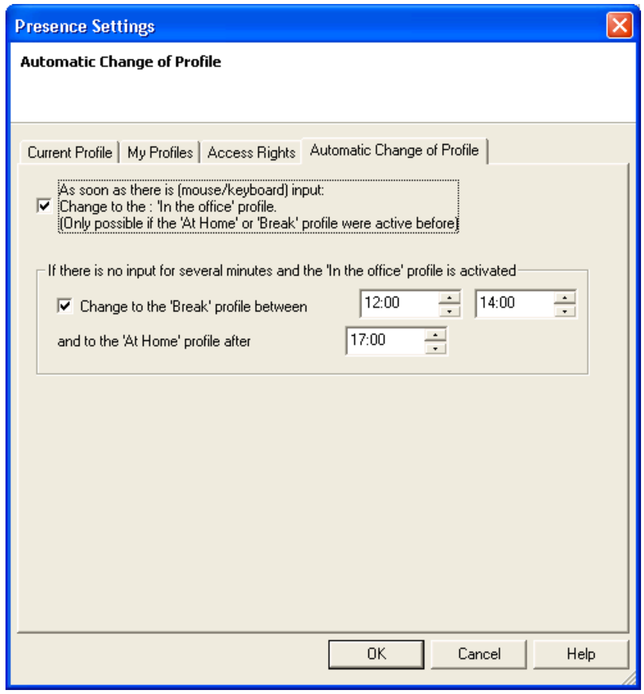
NOTE: If you want to add all members of a specific group, click the **Add Group Link** button. In the dialog then open, all groups are listed for selection that are already configured on the XPR server.

The **Delete entry** button removes privilege groups already defined. Only the group entries are removed from the list. The group is not deleted from the group directories.

Via the **Check for doublets** button you can look for users that have an access privilege several times since they belong to several groups. This is important if you want to withdraw the access privilege from a user at a later date. You can thus make sure not to overlook an entry for this user.

5.8.3.4 Automatic Change of Profile

Via the **Automatic Change of Profile** tab you can automate frequent switching between presence profiles.



The following automation options are available:

- **Automatic change to the *In the office*profile. (Only possible if the profile *At Home* or *Break* was activated before)**
  If this option is active, *Communications* will automatically switch to the **In the office** profile, if the **Break** or **At Home** profile was previously active.

  Additionally, the **In the office** profile is automatically switched to if *Communications* registers the user deploying the mouse or keyboard. This requires *Communications* having previously and automatically switched to the profiles **Break** or **At Home**. See the following option **Change to the *Break* profile between...**

- **Change to the *Break* profile between <...> <...> and to the *At Home* profile after <...>**
  If *Communications* does not notice any activity at the user computer for a longer period, the presence profiles **Break** and **At Home** will be automatically activated according to the times you have defined.

A Appendix

A.1 Troubleshooting

A.1.1 Storing User Data in self-defined Folders

If you install *Communications* on terminal server, the large amounts of data in the message files may have to be stored in an arbitrary, self-defined directory instead of the profile directories.

For this purpose generate the registry value **UserPath** in key

```
HKEY_LOCAL_MACHINE\Software\Cycos
AG\Communications\Internal
```

UserPath <*path*> [REG_SZ]

Default:	-
Possible values:	Path specification or environment variables
Remark:	The path specification **must not** end in a \. If the value does not exist, the path specified upon the *Communications* installation is still used: `X:\Documents and Settings\<Users>\Communications\...` You find further information on this in Section 4.9, “Communications Data Cache”, on page 134.

The content of value <*path*> must be the selected directory under which *Communications* is to save the user data. You can set a fixed path to a user-dependently mapped drive.

Example:

```
h:\Data\Communications
```

You can also use user-independent environment variables.

Example:

```
%HOMEDRIVE%%HOMEPATH%\Communications
```

A.1.2 Customizing Refresh Times for the Inbox and Outgoing Mail Journal

If several users access the same mailbox, e.g. for message distribution, problems may occur on representing elements in the inbox and outgoing-mail journal. Example: user A has already deleted messages that, with an adverse polling start time, are still displayed in the journals of user B.

NOTE: Several users can access the same mailbox in polling mode only. Switching to active delivery is not possible for technical reasons.

So that this behavior does not disrupt operation, the poll interval can be set via a registry key. This modification must be performed with each user having access to the (collective) mailbox. To change the interval (the refresh time), adjust the **ServerPollRate** registry value in the following key:

```
HKEY_CURRENT_USER\Software\Cycos AG\Communications\GUI
```

ServerPollRate<*0*, *1*, *2*, *3*, *4*> [REG_DWORD]

Default:	*3*
Possible values:	*0*--> 40 seconds refresh time for the inbox and outgoing mail. *1*--> 60 seconds for the inbox and outgoing mail. *2*--> 90 sec for the inbox, 120 seconds for the outgoing mail. *3* --> 2 minutes for the inbox and 10 minutes for the outgoing mail. *4* --> 4 minutes for the inbox and 10 minutes for the outgoing mail.

Poll Interval Settings for the Refresh of the Inbox and Outgoing Mail Journals.

A.1.3 Fax-Printing Problems

If the font representation on a fax hardcopy is too small, the registry keys **LeftFaxMargin** and **FaxPrintMode** can be customized to achieve a better result. For fax printing from an OCX component (fax viewer) these values are stored in the following registry key:

```
HKCU\Software\Cycos AG\COM\FaxViewer
```

For a fax hard copy from *Communications* the two registry values are found in the key:

```
HKCU\Software\Cycos AG\Communications\GUI
```

NOTE: To customize the page representation of a fax hard copy from *Communications* you need not edit the registry keys. You can perform the corresponding settings in *Communications* via the menu **Tools > Settings** on the **Print Layout** tab in the **Fax fit strategy** section.

LeftFaxMargin <*value*> [REG_DWORD]

Default:	*10*
Possible values:	*0...*

Serves to define the left margin of a fax hardcopy, the "filing margin“. The value entered represents the space, intended for perforation, in millimeter.

FaxPrintMode <*0 or 1*> [REG_DWORD]

Default:	*1*
Possible values:	*0* or *1*
Remark:	You can perform the corresponding settings in *Communications* via the menu **Tools > Settings** on the **Print Layout** tab in the **Fax fit strategy** section. *0*--> Fit fax page to print page. *1*--> Optimal fit.

By means of this key you can determine whether a fax document is always to be put out on one single page or, depending on the document size, the fax is to be distributed among several print pages.

A.1.4 Using several *Communications* Instances

Administrators may wish to start several *Communications* instances. This enables the first *Communications* instance to act as mail client and the second one, for example, as client to access a voice box or as administrative client. Depending on the configuration, a special layout can be defined for the second instance, which is tailored for the desired application case.

To start *Communications* in several instances, the following options are available:

- Activating the multiple-instance feature for *Communications* with using identical *Communications* layouts.
- Activating the multiple-instance feature for *Communications* with the option to use different *Communications* layouts.

A.1.4.1 Multiple-Instance with identical *Communications* Layouts

How to configure this multiple-instance version:

1. Close *Communications*.
2. Start the registry editor and set the registry key **EnableMultipleInstances** under `HKEY_CURRENT_USER\Software\Cycos AG\Communications\GUI` to *1* at the client where a multi-entity version is to run.

EnableMultipleInstances <*0 or 1*> [REG_DWORD]

Default:	*0*
Possible values:	*0* or *1*
Remark:	*0* - Multiple instance for *Communications* deactivated. *1* - Multiple instance for *Communications* activated.

Enables or disables the multiple-instance feature.

After this setting you can start *Communications* in several instances. Each time you start *Communications*, another *Communications* window with the same layout opens.

A.1.4.2 Multiple-Instance for different *Communications* Layouts

How to configure this multi-entity version:

1. Close *Communications*.
2. Start the registry editor and set the registry key **EnableMultipleInstances** under `HKEY_CURRENT_USER\Software\Cycos AG\Communications\GUI` to *1* at the client where a multi-entity version is to run.

EnableMultipleInstances <*0 or 1*> [REG_DWORD]

Default:	*0*
Possible values:	*0* or *1*
Remark:	*0* - Multiple instance for *Communications* deactivated. *1* - Multiple instance for *Communications* activated.

Enables or disables the multiple-instance feature.

3. Open the Explorer and switch to the directory in which the application file for *Communications* **`Aachen.exe`** is stored.
4. Copy the **`Aachen.exe`** application file.
5. Rename this application file.
   You can name it, for example, **`Aachen2.exe`** to mark it as second instance for *Communications*.
6. Start the newly created application **`Aachen2.exe`** with a doubleclick.
   Through this the registry entries for this application are initially written.
7. Switch to the registry editor.
8. In the newly created key, set **EnableMultipleInstances** under
   `HKEY_CURRENT_USER\Software\Cycos AG\Aachen2\GUI` to *1*.

You can now also start the second *Communications* instance. In both *Communications* applications you can create and use individual *Communications* layouts.

Glossary

A

Alternate
Enables alternating between two external conversational partners without the waiting one being able to overhear the conversation.

Appendix
See Attachment.

Attachment

Attachments are files enclosed in an e-mail. They can be binary files (e.g. images, documents, videos etc.) or ASCII files (text).

C

Client
PC networks are in most cases characterized by containing two types of terminal devices: clients and servers. Clients are workstation computers and use the services provided by the servers. They have a requester component to co-operate with the network operating system on the servers.
See also: Server.

Communications server
A communications server is either an independent computer of a collection of hard and software modules within a general system. It performs communication tasks for the connected clients as far as possible, from establishing simple connections to administering an electronic post office. Communications servers are functional units enabling the communication between LAN stations and subscribers outside the LAN. They are also found in the PC host coupling context. Here they realize the transition of LAN-specific protocols to protocols of the host world.

Computer telephony integration (CTI)
Computer Telephony Integration is the general technical term for connections between PBXs and computers. It is basically telephony service supported by computer technology. This means in most cases that operation and display of telephony functions at the most different PBXs can occur via an arbitrary client at the computer. To enable this, the XPR server must be able to map the different telephone operating states and to pass them on to the respective client.
Services from the most simple applications such as computer-aided dialing up to complete contact centers can be offered. Among these services are dialing, consulting, toggling, conference etc. as well as registering data for statistical purposes.

Consultation call
Subscriber A can initiate a consultation while talking to subscriber B. He/she sets the call to hold and calls a third subscriber C. After terminating his/her consultation, subscriber A is automatically connected to subscriber B again.

D

Database (DB)
A database is a store for filing data according to special rules.

F

Fax-on-demand (FOD)

Fax-on-demand is one option to provide special information round the clock. The interested party enters the fax-on-demand number of the information provider and the extension number of the desired page in a fax device and presses "Send". After receiving this request the XPR Server sends the desired information to the fax device. The advantage of this method is the high automation degree and the thus available 24 hour service.

H

Headset

A headset is a tool for telephone conversation professionals. It consists of headphones and a microphone.

Host systems

Hosts are large computers and servers connected to workstations (clients or terminals), for which special services are provided within a network: some hosts are e.g. news, FTP or name servers, others are router or HTTP servers providing the "Hypertext Transfer Protocol" upon which the World Wide Web is based.

I

Integrated services digital network (ISDN)

ISDN is an area-wide service integrating digital network which emerged from the analog telecommunication network. ISDN integrates various services in one transmission network. In the ISDN network, telephone, fax, teletex, Datex-J, viewphone and data transmission are combined. The user is provided at his/her connection with different services in digital format: voice, texts, graphics and other data. This service supply can also be used in the terminal device area.

Interactive voice response (IVR)

IVR is best imagined as “voice computer”. Instead via keyboard, entries are made via telephone tone dialing keys. As output, prepared voice recordings or synthesized greetings are played by means of Text-to-Speech instead of graphical elements made visible on a monitor. Examples of IVR applications are voicemail systems or an automated attendant.

L

Least cost routing (LCR)

Least Cost Routing is an added value service in the telecommunication area; directly linked to the liberalization of telecommunication performances. It enables the carrier to establish the most reasonable connection via communication networks of different carriers. Least Cost Routing is calculated for each single connection and switched correspondingly. The LCR mirrors the various charges of the single telecommunication providers: daytime, distance and transmission rate. A LCR system must thus be informed about current charges to select the most reasonable connection. Such a system is based on a database that always has the latest charge information to optimize connections.

Local area network (LAN)

Local networks are systems for high-performance information transfer which enables a number of equal users to exchange messages with a fast transmission medium within a spatially restricted area.

M

Mailbox

Mailbox is the term for the data directory in which all incoming messages, be it an e-mail, a fax or voicemail are stored for processing at a later date.

Message routing system (XPR)

The message routing system XPR expands a Windows server by many communication skills:
- Message routing for e-mail, fax, voice and SMS messages in store-and-forward mode
- realtime-switching device for dialog services, e.g. voice
- central information provider with access through Windows client, Internet, telephone or fax devices
- Windows application server: Extraneous software can be integrated in the XPR server: virus detector, OCR (Optical character recognition), Microsoft Office packs (for conversions), speech recognition, speech syntheses (text to speech), and much more.
- CTI applications

XPR can be operated in two different modes:
- XPR as stand-alone solution,
- XPR integrated in another communications server. The system can be integrated with Microsoft Exchange, Lotus Notes and SAP R/3.

Both operating modes have their specific advantages. In the first case, no extraneous software and no existing communications infrastructure is required, XPR forms here a complete solution for advanced electronic communication. In the second case the XPR is integrated into an existing infrastructure. From the perspective of the integrating communication server (Microsoft Exchange, Lotus Notes, SAP R/3), XPR acts as straightforward gateway and is accordingly administered by the integrating system after installation.
Because of the symmetrical architecture of the server, communication is possible in all cases between two heterogeneous networks. XPR operates, thus, as a switch between different network types and communication architectures. All needed conversions, document formats, and addresses are automatically processed by the server. The required routing times are measured in fractions of seconds. An incoming fax can, for example, be routed directly into an Exchange e-mail network or an Internet mail could be prepared for retrieval via fax. Users can poll information optionally via the XPR client *Communications*, the Internet, telephone and fax or via a third-party mail system.
XPR is implemented under *Microsoft Windows*. With its scalability and the large amount of application software, *Microsoft Windows* increases the XPR server application options. The XPR server is fully scalable. Several *Microsoft Windows* server can be combined to a cluster. From the outside, this system appears to be a single XPR server. On the next scalability level, multiple XPR Servers can be interconnected via remote system links to create a logical entity. Within a system configuration of this type, communication resources are at the disposition of all connected servers.

Message store

Generic term for the part of a mail system that contains the user mailboxes. For the XPR server this is the Infostor APL.

N

Notification, acoustic

Greeting played in *Communications* for various events. It can only be heard if a soundcard is implemented in your workstation computer. Greetings can be set for a successful log-in at the communication server, a message arriving at your mailbox and an incoming call.

R

Routing

Describes the ability of a communication system to directly rout incoming calls, e-mails or fax messages to the corresponding contact on the basis of specific information. Routing can be dynamically adapted if specific circumstances arise (e.g. overload, absence).

S

Server

PC networks are mostly organized in a two-level system hierarchy consisting of service suppliers (servers) and service users (clients). The servers realize functional and infrastructural network services, in other words, they do not only provide functions to the clients but also enable the network administration. Servers are usually the strongest and the most upgraded computers in the network. The have large harddisk capacities, a fast CPU and, if possible, different co-processors. Servers are mounted in expandable casings, which enable a later upgrading with e.g. new storage media. Besides the common external memories based on disks, servers can also have tape drives, Bernoulli boxes, removable disk units or CDE drives, to fulfill one of their most important functions, the automatic backup. Some server parts can be constructed failsave. Thus server operating systems support mirrored harddisks or a double version of disk subsystems as well as interruption-free power supplies (USV).
See also: Client.

Service Provider (MSP)

This provider serves as global substructure for all client applications using XPR server services. While several client applications can run on one computer simultaneously, only one instance of the Service Provider is available at a time.
The MSP provides the following services:
-Store & forward interface: Client applications can send documents to or receive them from an XPR server. This service is used for classic communication by e-mail, fax, voicemail etc.
- Transactions interface: This interface enables in particular the CTI functionality for client applications.

SMS (short message service)

Text transmission service per mobile phone. You can send a text message of maximal 160 characters to a cell phone.

SMTP (simple mail transfer protocol) server

The SMTP protocol is the Internet standard to distribute electronic mail. The protocol is text-oriented and is based on the TCP protocol. A message is composed of header and payload. The header contains among other things date, subject, recipient, originator, copy recipient; the user is addressed for each of these entries by a "prompt". The payload portion consists typically of free ASCII text. Messages with several recipients on one destination host are transmitted to the target only once and distributed there. SMTP does not define how a message is transmitted from or to an SMTP user. Furthermore, there is no definition as to the presentation or buffering of received messages
by the user. For the SMTP protocol these tasks are performed by other application programs.

Store-and-forward services

Transmission from store, such as the delayed e-mail routing. Messages are accepted, stored and not until then forwarded. Store-and-forward is contrary to the PBX, which establishes real-time connections.

T

Telephone user interface (TUI)
Describes the telephone as interface for entering voice and other data. Here the telephone does not only serve to transmit voicemails but can also be used as entry device (via the 12 keys of the keypad) and, depending on whether this function is currently supported, as display.

Transmission control protocol / Internet protocol (TCP/IP)
Combination of TCP and IP (transmission control protocol / Internet protocol). Was originally developed for the ARPA-Net and is today mostly used as communication protocol in local networks (LAN) and in the Internet.

U

User interface (UI)
User Interface is the entry and output medium that allows access to arbitrary system resources. This can be a client program (e.g. Microsoft Outlook or *Communications*), an administration program (e.g. XPR Monitor) or a telephone with its display and keypad in a voicemail system such as ERGO or Phonemail.

V

Voicemail
Transmission of voice recordings to a mailbox. Voice recordings can be, for example, incoming telephone calls forwarded to a mailbox via call rerouting (answering machine function). Recording or playback occurs either via telephone or a sound card implemented in the PC.

Acronyms

This list contains the acronyms used in this manual.

Acronyms	Definition
BCC	Blind Carbon Copy
CC	Carbon Copy
CIT	Computer Integrated Telephony
dpi	Dots per inch
E-Mail	Electronic Mail
Fax	Telefax or Facsimile
GSM	Global System Mobile
GUI	Graphical User Interface
HTML	Hypertext Markup Language
IVR	Interactive Voice Response
MID	Message Identifier
MWI	Message Waiting Indicator
NCO	Number Conversion Objects
NVS	Standard addressing type of the communication server
OLE	Object Linking and Embedding
PIN	Personal Identification Number
pt	Point, font size measurement
RTF	Rich Text Format, standard file exchange format
SGML	Standard Generalized Markup Language is an indication procedure for electronic texts by means of simple commands, which are subsequently transferred into the definite commands of HTML, LaTeX or similar by a program.
SMS	Short Message Service, text transmission via cellular phone
XPR	OpenScape Xpressions

Index