

Virtual Office Webmail

This manual will guide you through on the settings and the feature for webmail. The covered topics are:

- Create folder for the mailbox
- Address book
- Rules
- Options
- Statistic
- Junk settings
- Mailbox settings
- Mail format options
- Mail threads

Tips

Follow the sequence below and you will be able to manipulate VO:



Create a new folder in your Mailbox

For create a new folder, please go to:
Virtual Office > Email

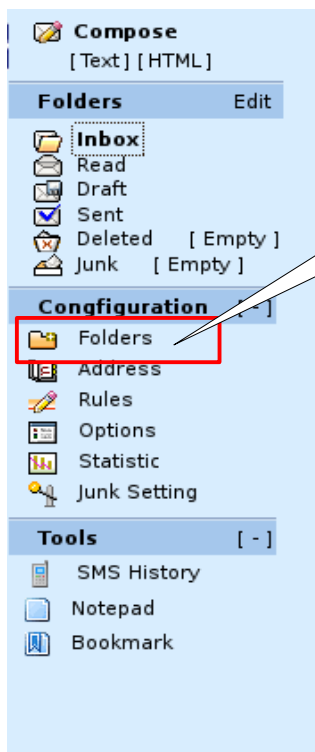


Figure 1a

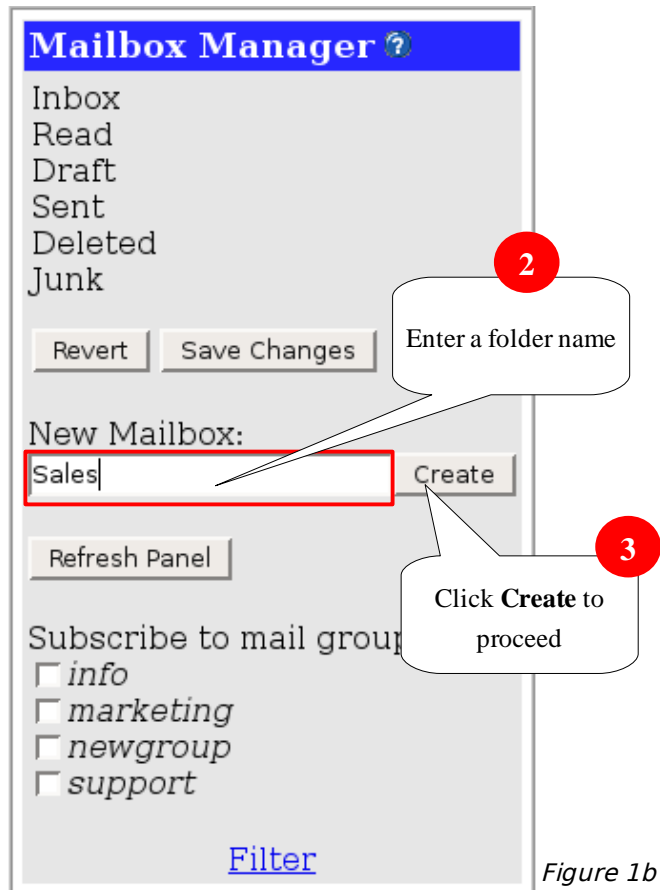


Figure 1b

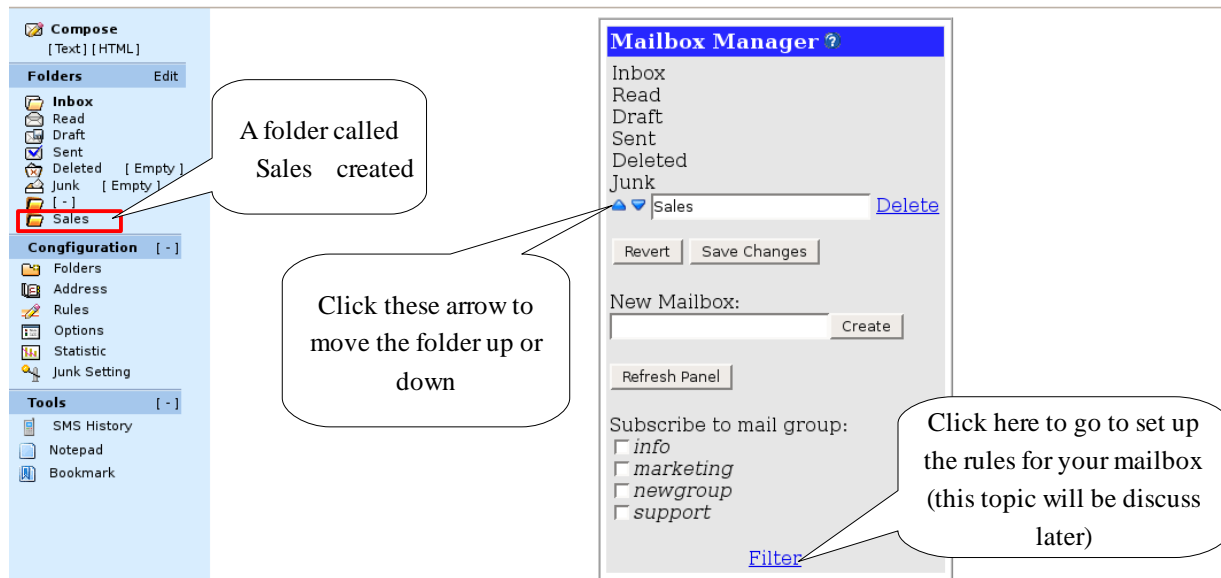


Figure 2

Figure 2 showed the screen after the folder created.

Address Book

Address book, as per its name which allowed you store all of your contact within it. Address Book work closely with Junk mail filter. Junk filter will detect the mail as a junk or not base on the existence of contact under the Address Book.

Click on Address on the left panel, and a page as below will be open up.

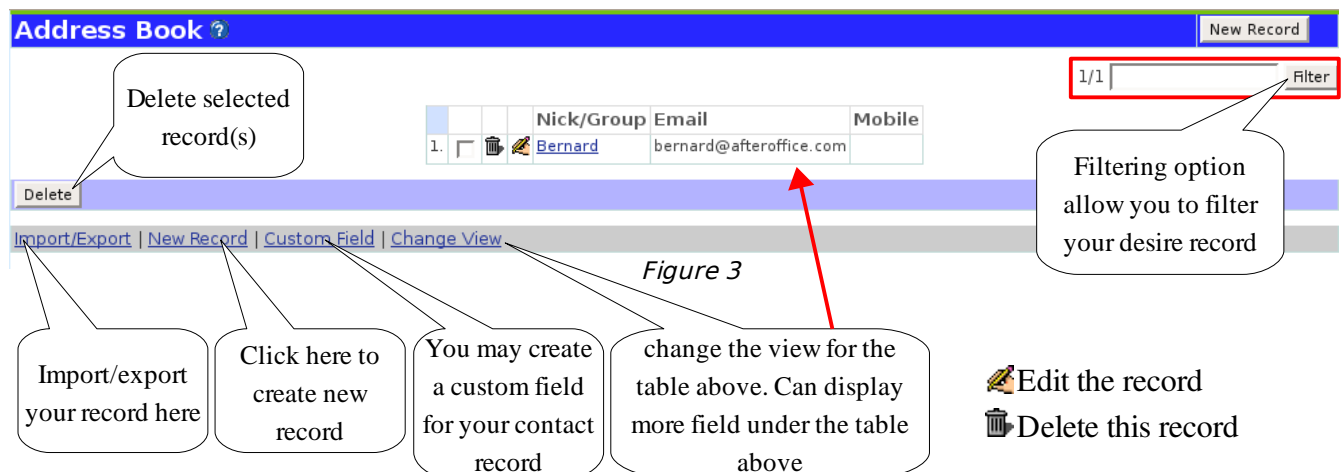


Figure 3

Import/Export Record

The embedded Address Book allow user to import records or import the records from Microsoft Outlook Express Address Book. User also can export out the record as a back up. The Address Book of VO support for CSV file format only.

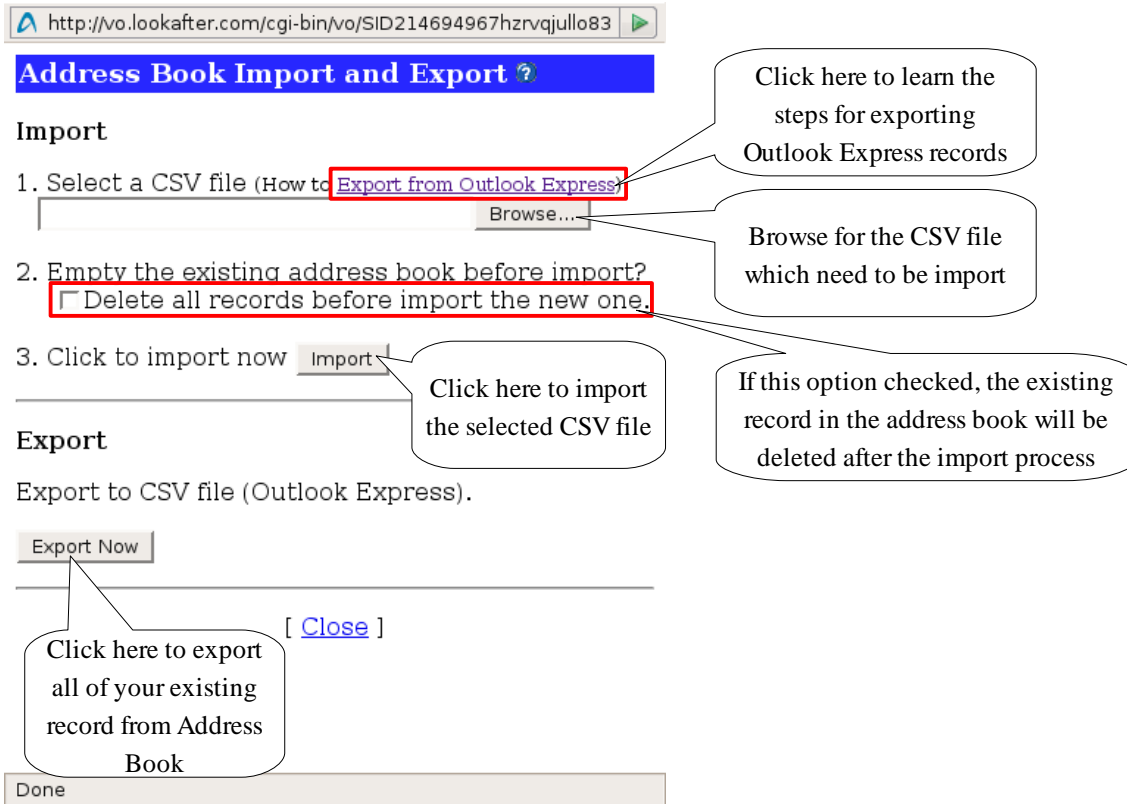


Figure 4

Add a new record to Address Book

For adding a new record to your address book, you may follow the steps below:

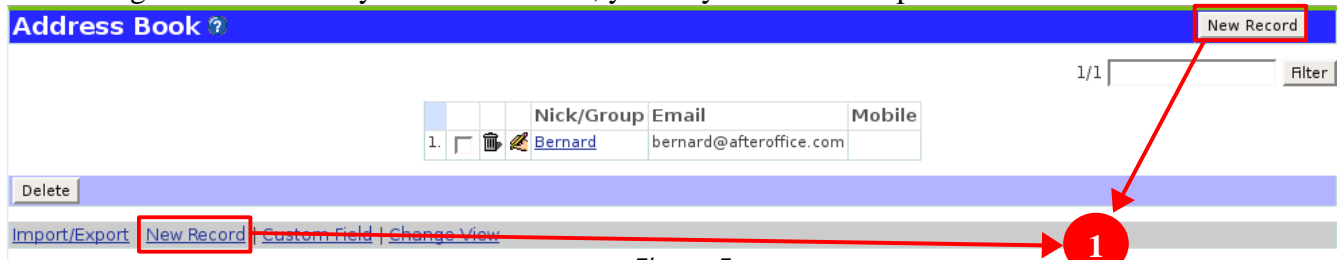


Figure 5

Click on **New Record**, and you will be lead to the page as below (figure 6):

Nick/Group	<input type="text" value="Bernard"/>
Name	<input type="text" value="Bernard Chong"/>
Email*	<input type="text" value="bernard@afteroffice.com"/>
Address	<input type="text" value="Unit 3A-66, Block A1, LCS
9 Jalan PJS 8/9,"/>
City	<input type="text" value="Petaling Jaya"/>
Zip	<input type="text" value="46150"/>
Country	<input type="text" value="Malaysia"/>
State	<input type="text" value="Selangor"/>
Company	<input type="text" value="AfterOffice.com"/>
Job Title	<input type="text" value="IT Support"/>
Dept	<input type="text" value="IT"/>
Office Tel	<input type="text" value="603-78774680"/>
Home Tel	<input type="text"/>
Office Fax	<input type="text" value="603-78774780"/>
Home Fax	<input type="text"/>
<i>Mobile</i>	<input type="text"/>
Pager	<input type="text"/>
Web URL	<input type="text" value="http://www.afteroffice.com/"/>
Remark	<input type="text" value="Any Remarks"/>
<input type="button" value="Update"/> 2	

Figure 6

Fill up the required field for this record, and click **Update** to proceed (figure 6).

Web URL	<input type="text" value="http://www.afteroffice.com/"/>
Remark	<input type="text" value="Any Remarks"/>
<i>Gender</i>	<input type="text" value="Male"/>
<input type="button" value="Update"/>	

Figure 7

Note: The field name in ***Italic*** which is the custom field set by user (figure 7).

Learn how to add a custom field to Address Book record on the next page (figure 8 & 9).

Custom Field

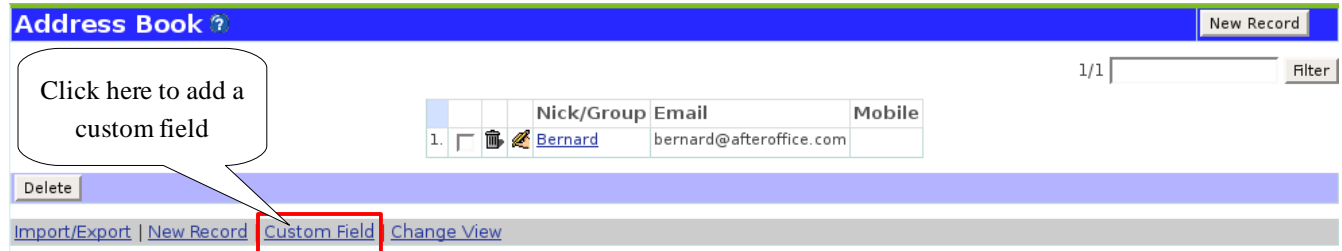
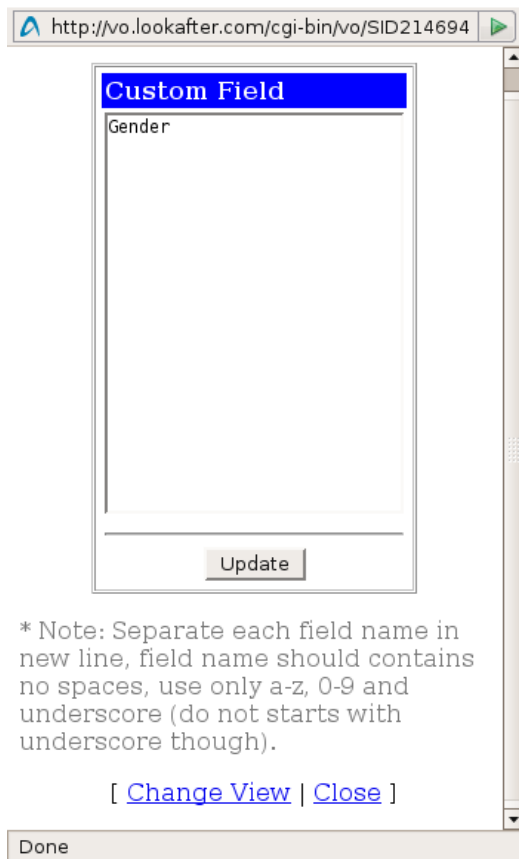


Figure 8



Click **Custom Field**, and a page as beside (figure 9) will be display. Enter the desire field name into the prepared column and click **Update** to proceed.

Figure 9

Change View

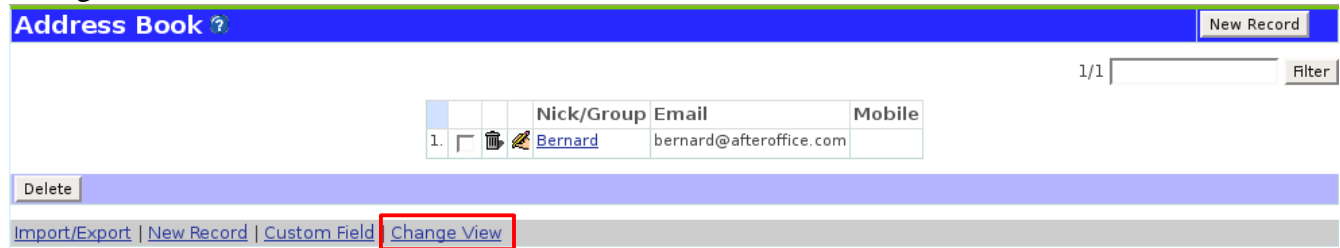


Figure 10

As on the figure 10, we can see the record only show Nick/Group, email and Mobile field under a table. User can add any desire field to the table, in order to display more necessary information. Click **Change View**, and a page as below will be display.

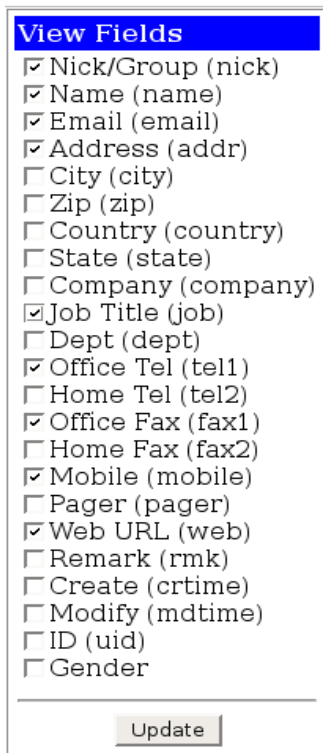


Figure 11

Select the field you wish to appear in the table, put a check on the check box. Let's pick **Name, Email, Address, Job Title, Office Tel, Office Fax, Mobile and Web URL** as the needed field. Figure 12 will be the result page after the view change.



Figure 12

Rules

User can set rules for all incoming email. The email which send to **Support**, this particular email will move to Support folder automatically, for instance. For setup Rules for your mailbox, please go to: Virtual Office > Webmail > Configuration > Rules

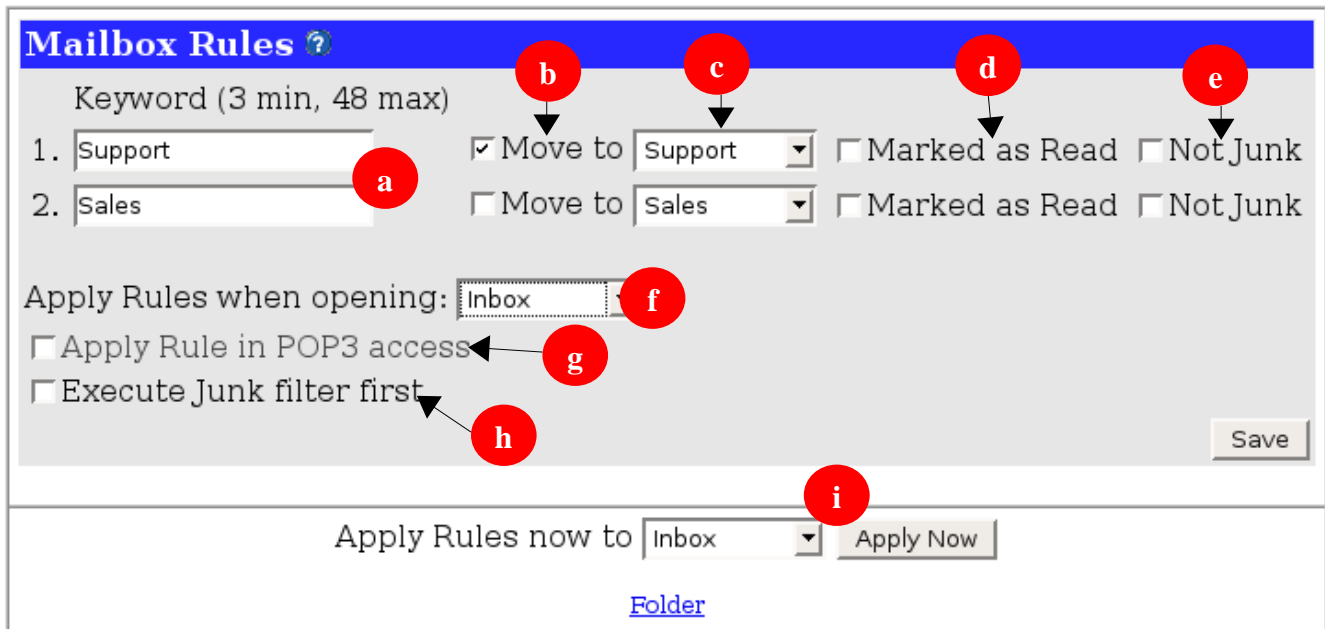


Figure 13

- a) Enter key word here to allow system recognize the pattern
- b) If this option checked, all the email contain key word which set a (a) will move to the folder which set at (c)
- c) The destination of the email
- d) If this option checked, the email will marked as read mail after move into the destination
- e) If this option checked, all email contain the keyword set at (a) will not detect as a junk
- f) While browse/navigate to the folder define here, the set rules will execute
- g) If this option checked, the set rules will apply to the POP3 access
- h) If this option checked, junk filter will execute first before the rules apply
- i) Select a folder here, and apply rules to it

Options

For setting up the mail options for your mailbox, please go to:
Virtual Office > Webmail > Configuration > Mail Options

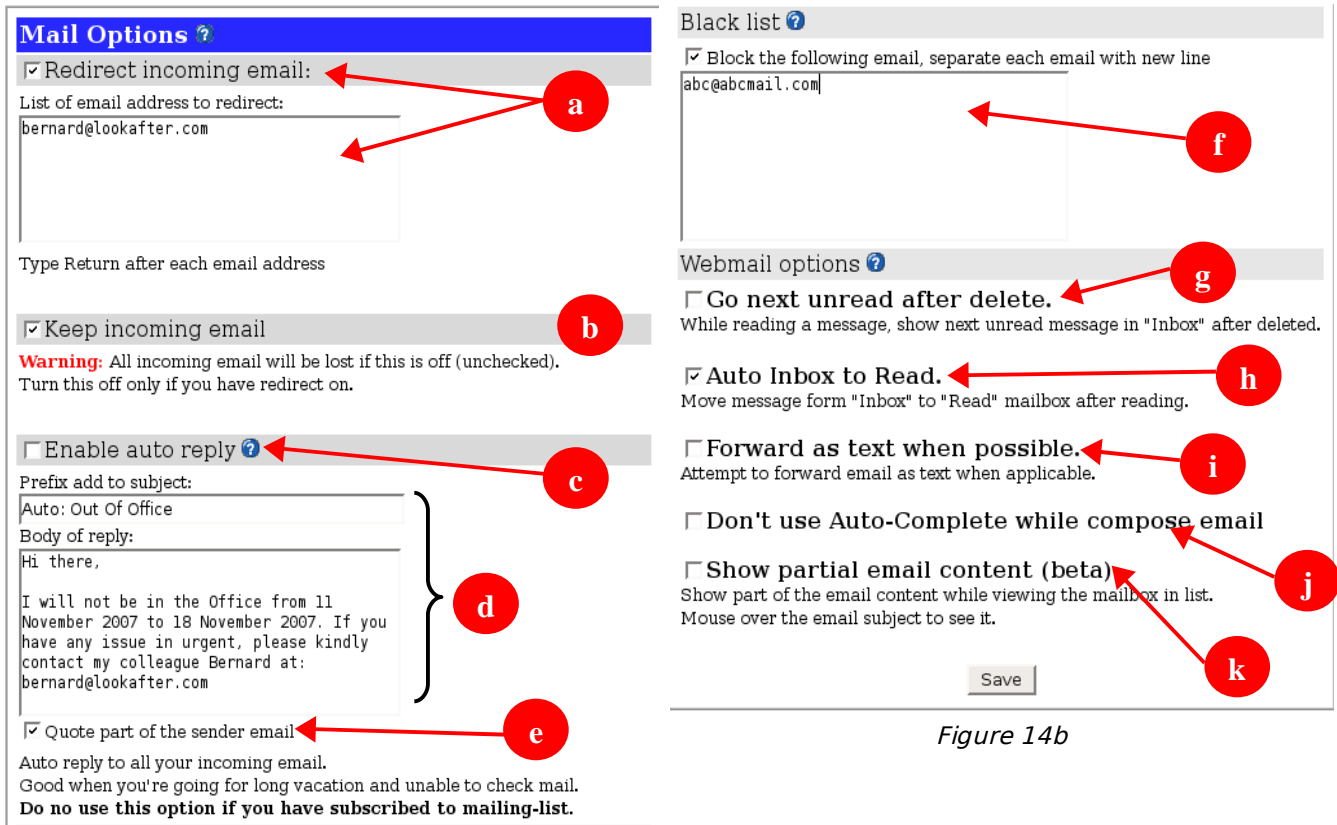


Figure 14b

Figure 14a

- Redirect incoming mail All of the incoming mail will be direct to the email address under the list
- All incoming email will be lost if this is off (unchecked). Turn this off only if you have redirect on
- Enable auto reply allow auto reply all incoming email when the user is not available (not around)
- The title and content of the auto reply message
- If this option checked, part of the sender's email content will be quote on the auto reply message
- The email address which have been black listed will list down here. All the black listed sender email will be blocke by the system
- If this option checked, once an email deleted, user will be direct to next unread email
- If this option checked, all read email will move to **Read** folder
- If this option checked, attempt to forward email as text when applicable

- j) If this option checked, auto-complete will not apply while fill up the recipient field
- k) Show partial email content While the cursor move over the subject of the email, partial of email will be display on a pop-up screen (refer to figure 15)

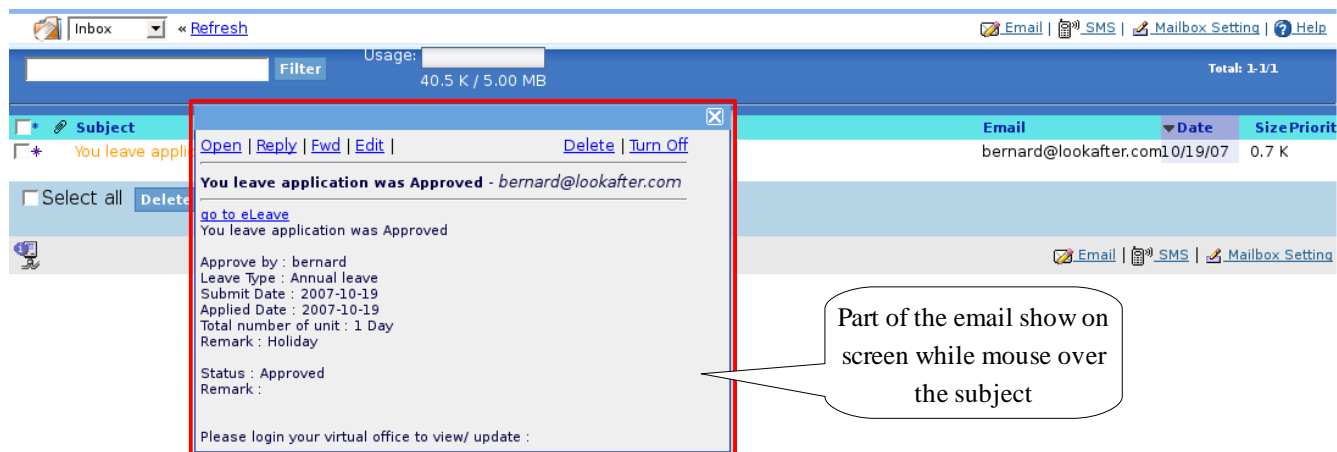


Figure 15

Statistic

Virtual Office webmail embedded a feature allow user to trace the statistic of the email for today, 10 days, and 30 dyas.

Go to: Virtual Office > Webmail > Configuration > Statistic

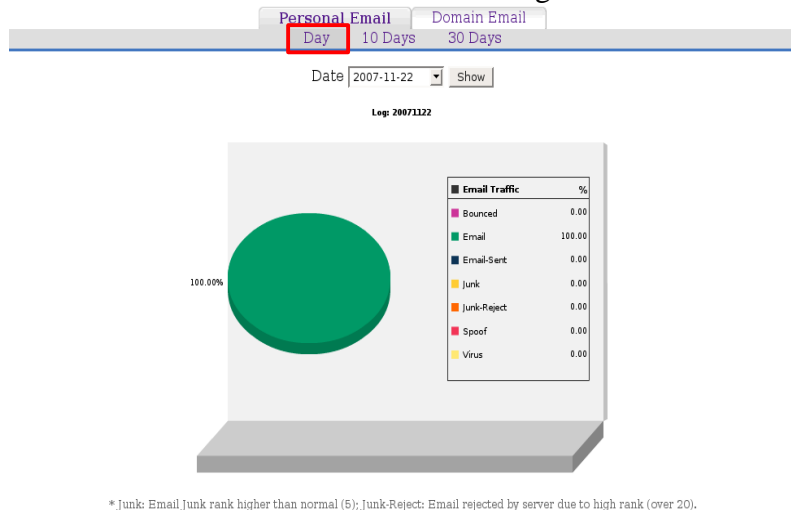


Figure 16a

Figure 16a showed the mail statistic for daily

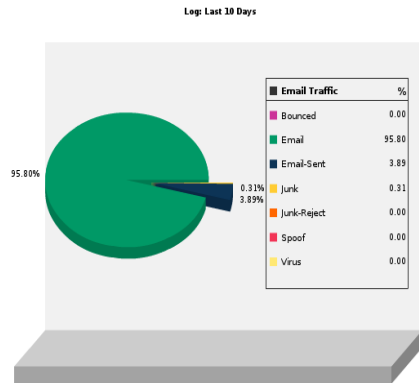


Figure 16b showed the mail statistic for 10 days

Figure 16b

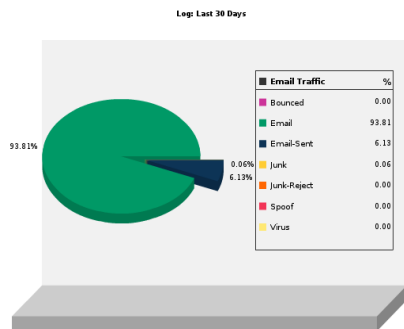
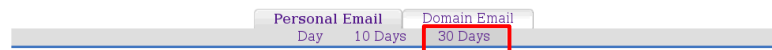


Figure 16c showed the mail statistic for 30 days

Figure 16c

* Junk: EmailJunk rank higher than normal (5); Junk-Reject: Email rejected by server due to high rank (over 20).

Junk Settings

Junk settings enable the Junk filter option for your mailbox. With the Junk filter running may reduce the amount of Junk mail you receive. Go to:

Virtual Office > Webmail > Configuration > Junk Settings

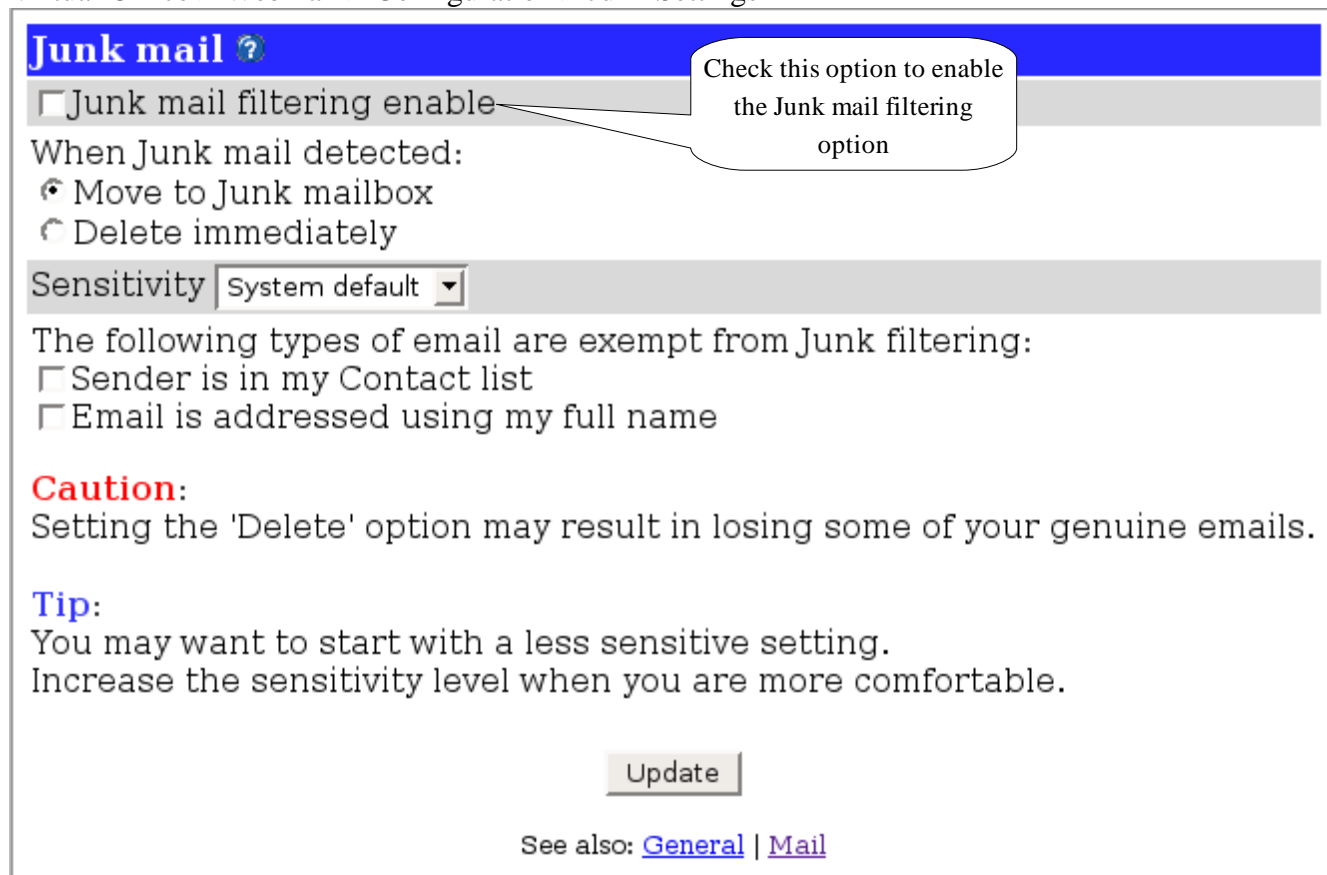


Figure 17

When Junk Detected	Move to user's Junk Mailbox All detected junk mail will move to Junk folder directly (recommended) Delete Immediately All detected Junk mail will be deleted automatically
Sensitivity	There are 11 levels of sensitivity 1(maximum), 2 (very high), 3 (high), 4 (aggressive), 5 (moderate), 6-10 (low) and system default The lower value of sensitivity, the highest filtering level its have
Junk Exemption	Sender is in user's contact list email from sender under contact list will not detect as a junk mail Email is addressed using user's full name sender able to address user's full name will not detect as Junk

Mailbox Settings

There are some settings can be done on your mailbox. Go to: Virtual Office > Webmail

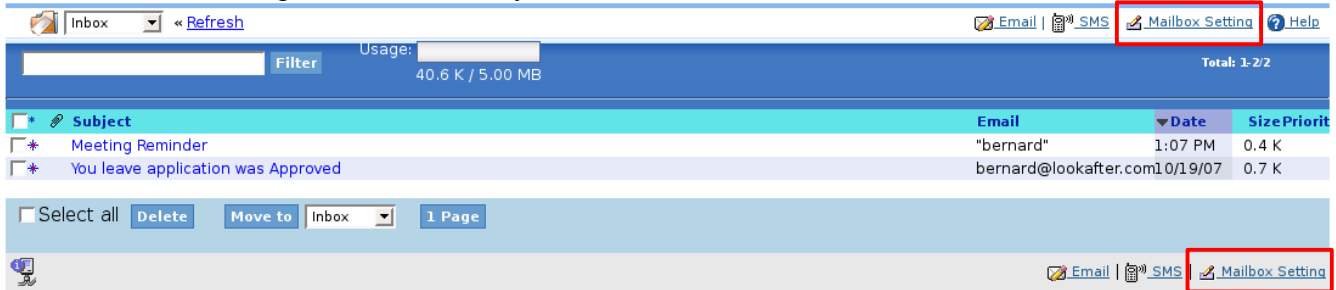


Figure 18

Click **Mailbox Setting** to enter the setting page.

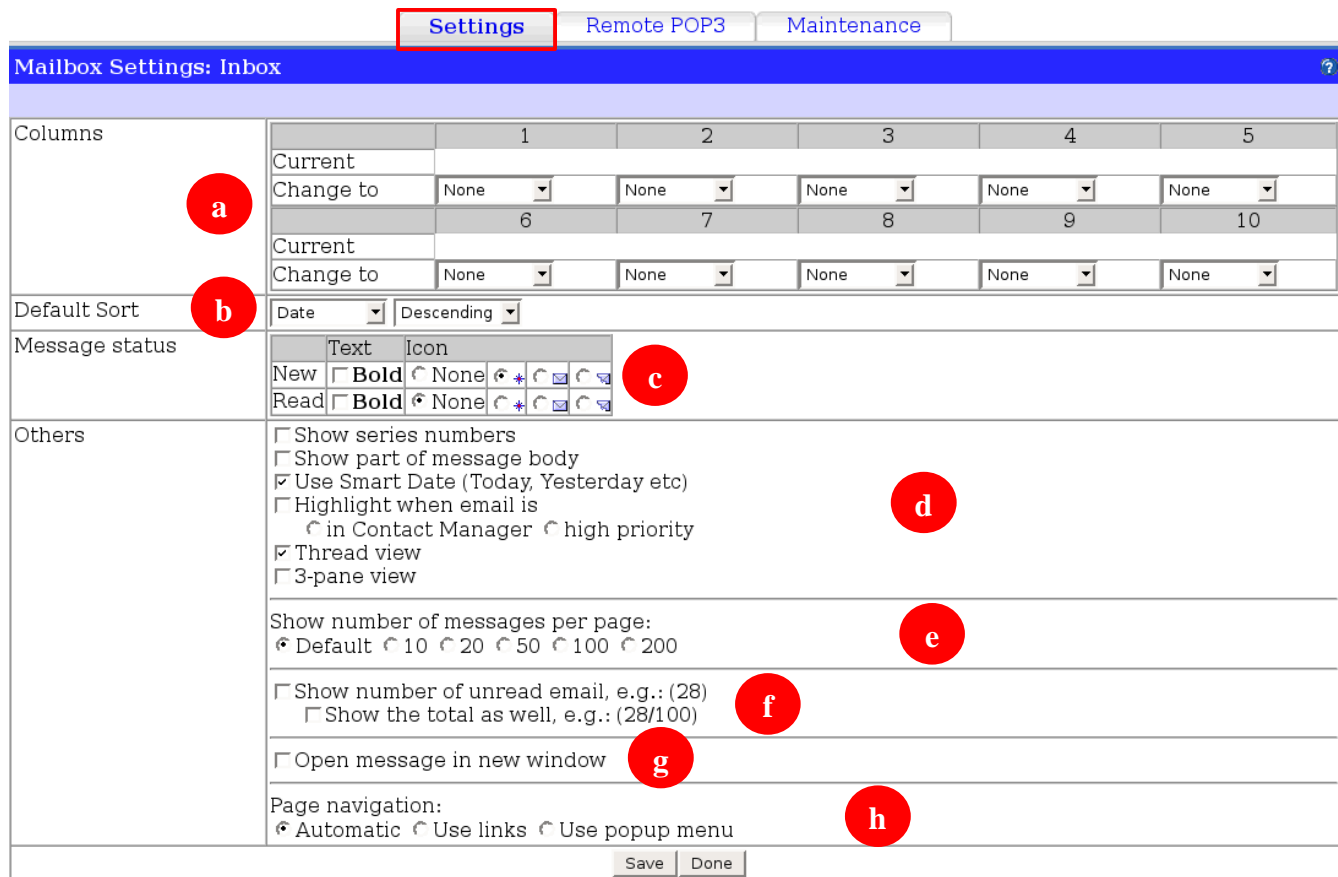


Figure 19a

Figure 19a showed the screen of Mailbox settings page.

- a) Columns The columns on mailbox. To set the sequence of the column
- b) Default sort Which column of information will as the default field to sort, in Ascending/Descending order
- c) To set the pattern for indicating mail status (Read and unread email)
- d) Show series number a series of number will be show at the front of the email
 Show part of message body show part of message on the subject column
 Use smart date if this option off, the date column display the date and time only
 Highlight Highlight the email while the email is in Contact Manager or high priority
 Thread view enable thread view or not
 3 pane view If this option enable, user can read the email directly at the bottom panel (Inbox only)
- e) Show how many email on one page (Apply to Inbox only)
- f) If this option check, Inbox will display the unread email amount only
- g) If this option checked, email will be open in a new window
- h) Page navigation
 Automatic System will automatic generic the either Link or Pop up menu as the navigation type for user to browse their email
 Use Link Link will be created for user to navigate to certain page easily (figure 19b)
 Use pop up menu a drop menu will display on the top of the page allow user to select a desire page to view (figure 19c)

Page navigation Link

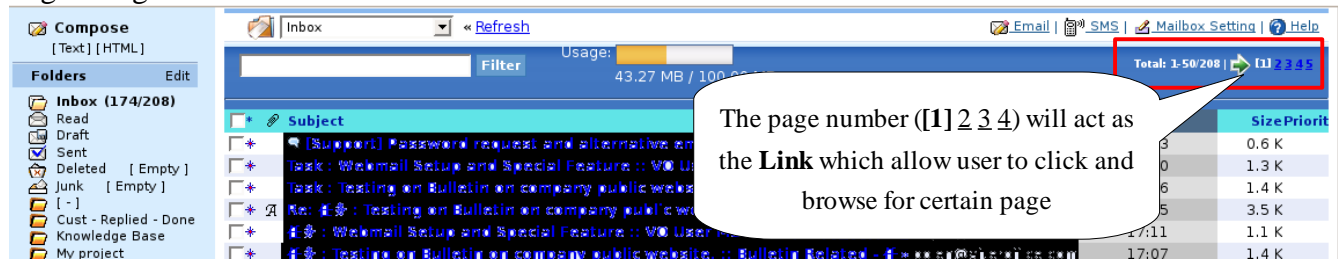


Figure 19b

Page navigation Pop up menu

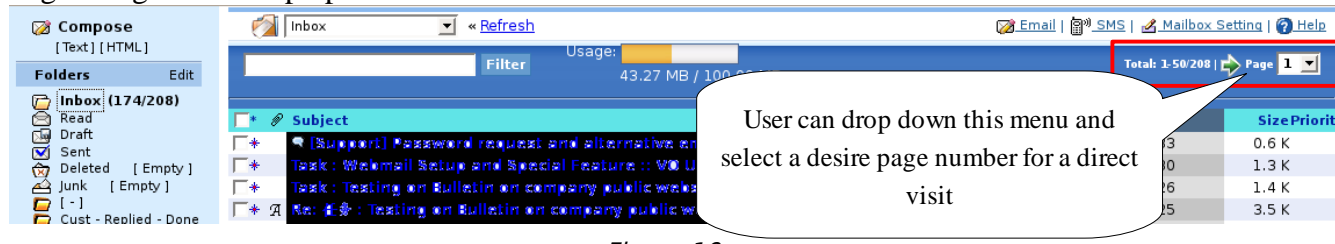


Figure 19c

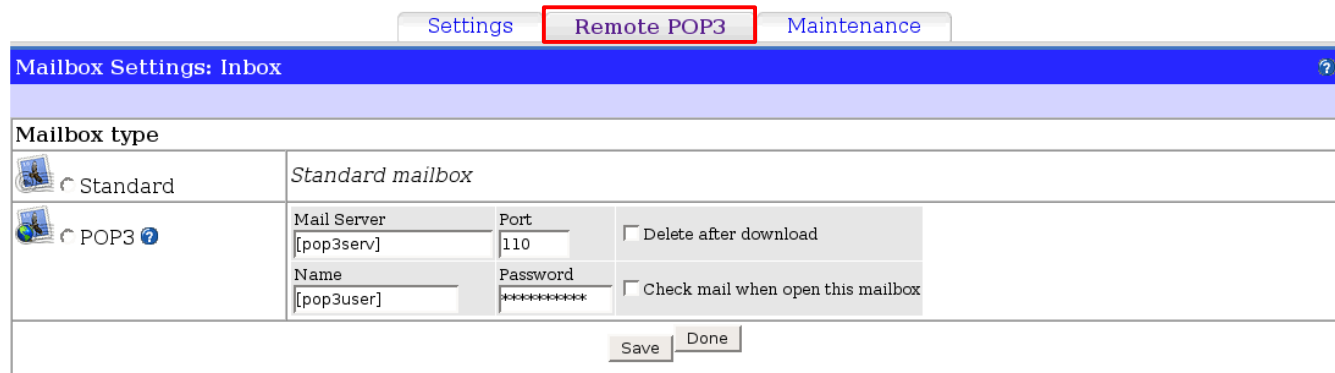


Figure 20

Figure 20 show the remote POP3 settings page.

- Standard As a standard mailbox
- POP3 Use VO as a mail client for download email from an account which is out of VO environment.
 - Mail server the mail server settings (for eg. mail.yourdomain.com)
 - Port default value for the port number is 110 (the port number of other provider might be differ)
 - Delete after download delete the email on the server after download
 - Name username of this email account
 - password password for this account
 - check mail when open this mailbox check whether there is any new email on the server

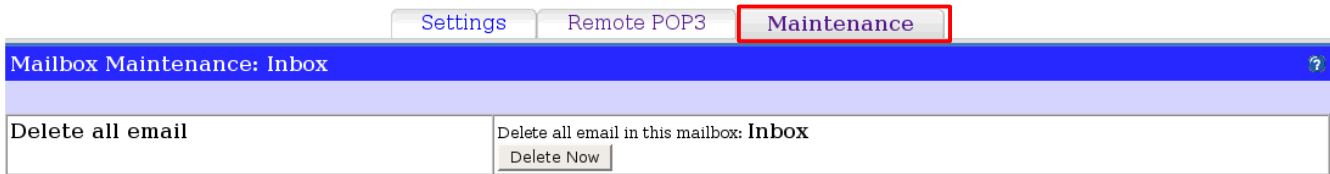
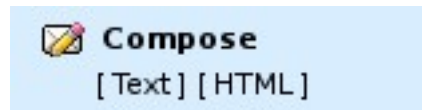


Figure 21

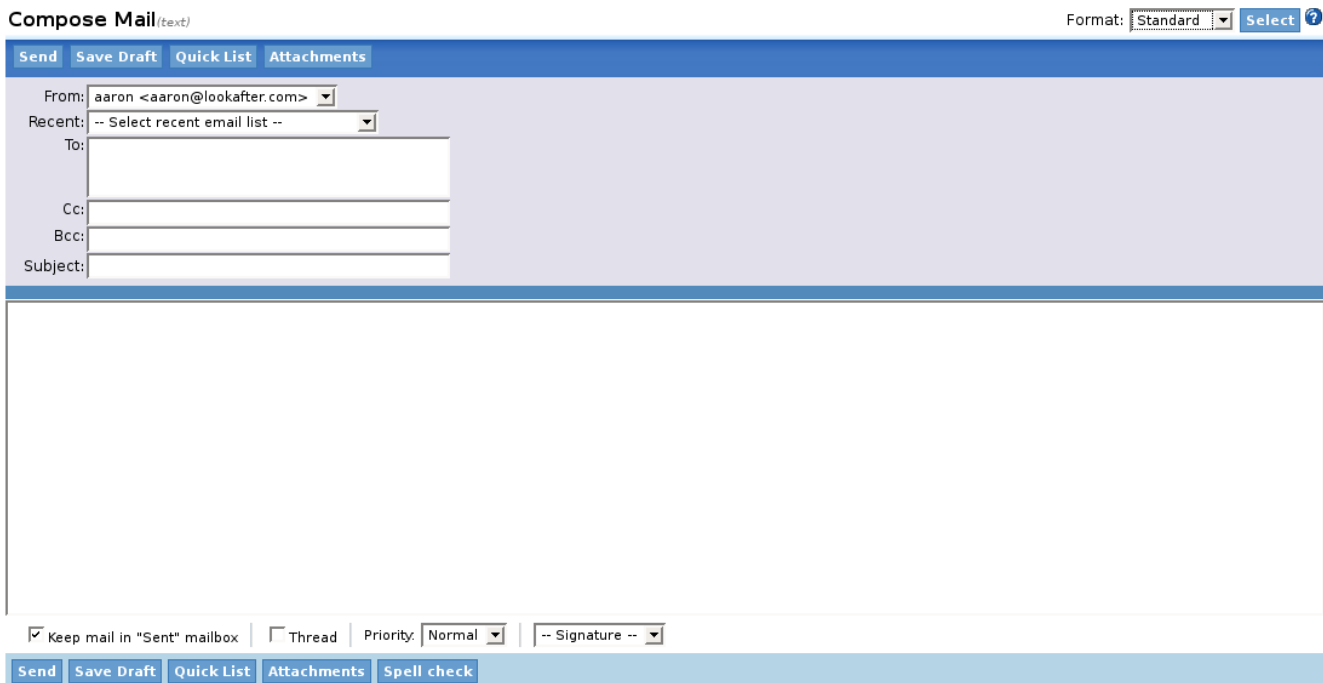
Figure 21 show the maintenance page for mailbox. Click **Delete Now** for empty the selected folder content.

Mail Format Options

When compose an email, you compose your email as a plain text message or you can use HTML editor to style up your message. Go to: Virtual Office > Webmail (find the compose icon on the top left)



For a plain text message, click on **[Text]**, an a page as below will be bring up:



[English Dictionary & Thesaurus](#) (Based on Merriam-Webster's Collegiate® Dictionary, Tenth Edition.)

Figure 21

For composing a message by HTML editor, click on **[HTML]**

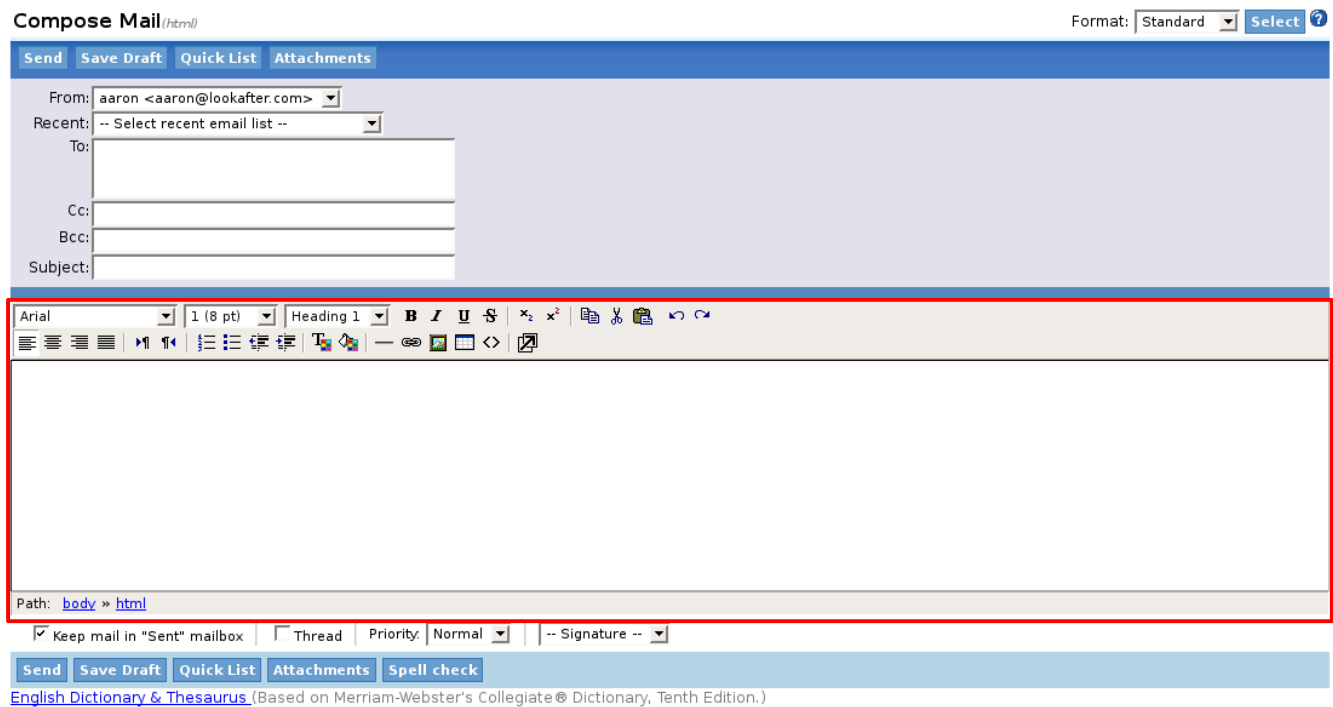


Figure 22

Figure 22 show the HTML editor of VO Webmail. The highlighted part enable user to style up the message.

Beside than HTML editor, VO Webmail allow user to compose message in four different formats. These formats are:

- Standard
- Phone
- Memo
- Bookmark

For switching the format, please locate the drop down menu on the top right of the page. Drop it down and select the desire format, then click **Select**.



Standard Format

For **Standard** format, please refer back to figure 21 & 22. This is the format for compose a standard email message.

Phone Format

Phone Message : (Edit) Format : Phone Select ?

Send Save Draft Quick List

Recent: -- Select recent email list --
To: bernard@lookafter.com
Cc:
Person: Mr. Ahmad
Company: Ahmad Trading
Phone No.: 03 23232323
Time Called: 4pm
Taken By: Aaron

Telephoned Please call back
 Wants to meet Will call again
 Return your called Urgent

Message :
Hi Bernard,
Mr Ahmad called at 4pm. Please ring him back!

Keep message Priority: Normal

Send Save Draft Quick List

Figure 23

With this phone format message, the assistance can send a message to his/her superior on the missed call(s) and provide the details of the call and caller by email.

Memo

Memo : (Edit) Format : Memo Select ?

Use this form to send memo to recipient. Recipient may save this form in the notepad later.

Send Save Draft Quick List

Recent: -- Select recent email list --
To: bernard@lookafter.com
Cc:
Subject: Reminder for Tomorrow Breakfast session

Note:
Hi Bernard,
I'll see you in the pantry of company at 7.30am on tomorrow morning!

Keep message Priority: Normal

Send Save Draft Quick List

Figure 24

Figure 24 show the memo format page of message composing. User can use this format to issue memo to the desired person by email.

Bookmark

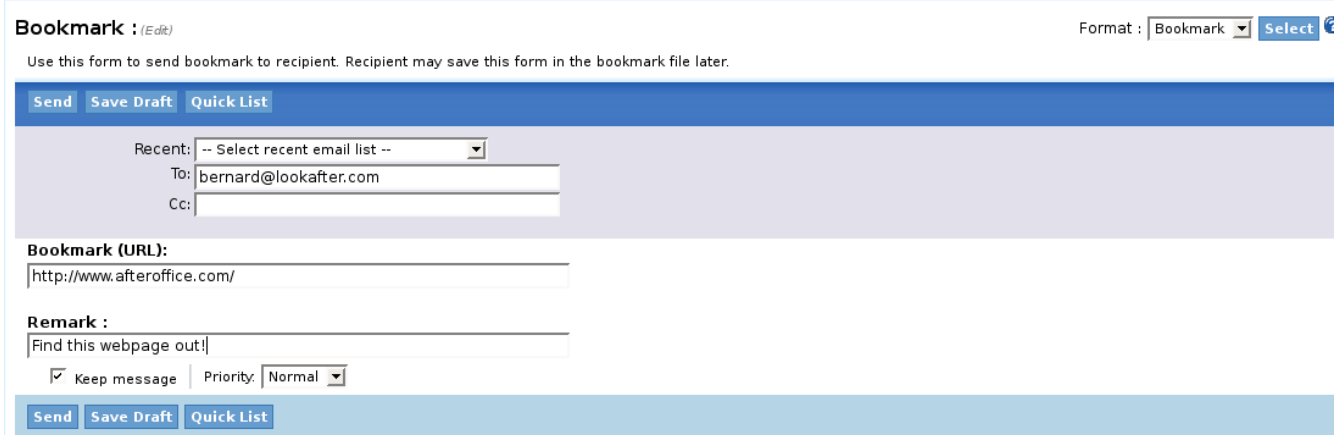


Figure 25

Figure 25 showed the page for compose a bookmark format message. User can use this message format to forward any web page link/address to a desire person by email.

Email Thread

With this feature, user can trace out the all of the conversation among the same topic.

- User will be able to find the similar icon on the subject of the email, click on it and VO Webmail will provide you with a complete conversation for the particular topic

Figure 26 showed the Inbox of a user.

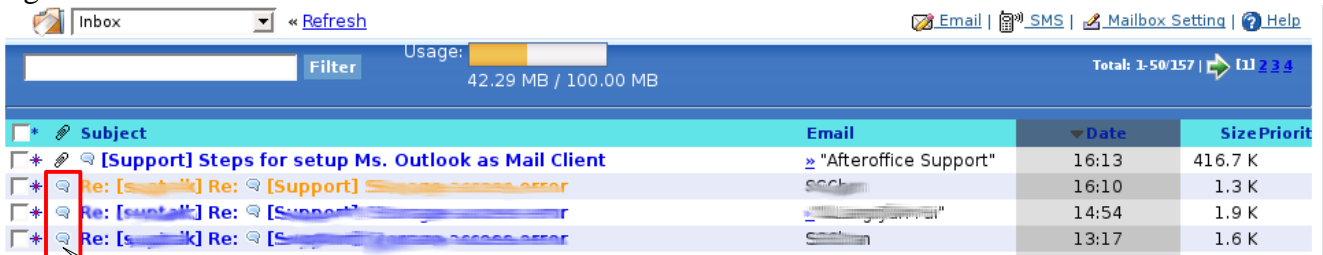


Figure 26

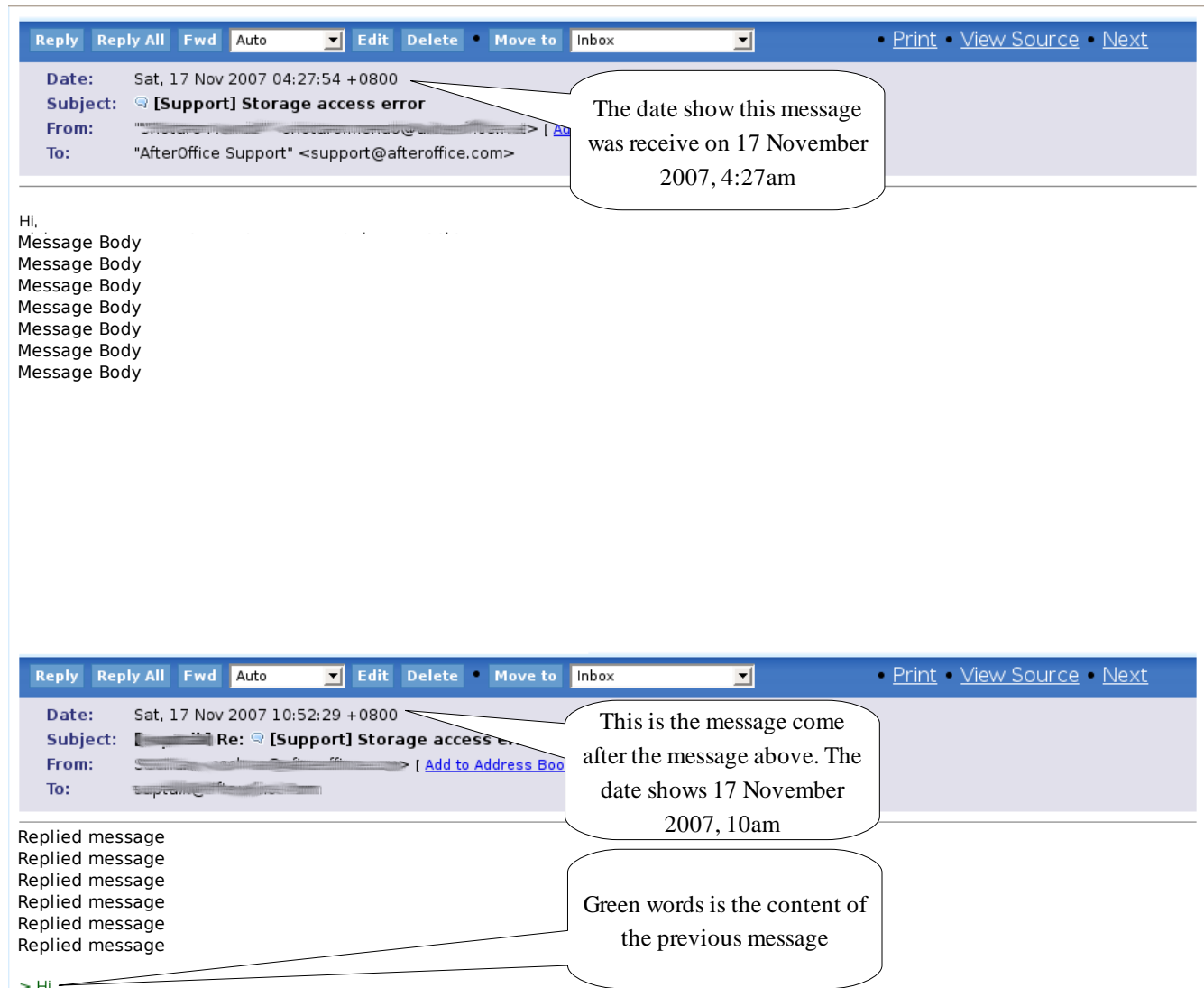


Figure 27

Figure 27 showed part of the conversation for topic called 'Storage access error'. All of the relevant message/conversation will display on the page, and allow user to trace back the conversation from the very beginning.