

**XPR5USER**

**HiPath Xpressions End User Training  
Course Content**

**Module 4: Mail Client**



## Module 4. Mail Client

### Lesson 1. Getting Started

#### Objectives

In this lesson, you will learn:

- The Mail Client benefits for the Xpressions voicemail-only user
- How to access and log on to the Mail Client
- The Mail Client page layout
- The Mail Client options

#### Introduction

The Mail Client is beneficial for voicemail-only users by providing them with a browser-based presentation of voice and e-mail messages. By using the Mail Client, they can:

- See their messages on their PCs, and select which one they want to access first
- Listen to voice messages over their PC speakers
- Search for messages by priority, date and time, Caller ID, message type, and other options
- Compose and send e-mail messages
- Attach files to e-mail messages
- Flag messages for follow-up
- Save messages to their hard drive
- Forward e-mail and voice messages to others



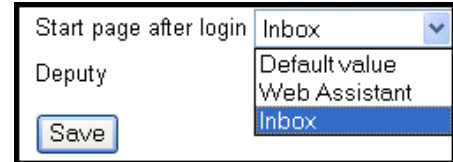
## Mail Client Access

There are two ways to access the Mail Client from your Web browser.

The first option is to log on to the Web Assistant and select the **Mail Client** hyperlink on the upper left side of the page.

The other option is to change the **Start page after login** to **Inbox**. You do this from the Web Assistant **User data** page. If you select **Inbox**, the next time you log in to the Web Assistant, it opens to the Mail Client **Inbox** page.

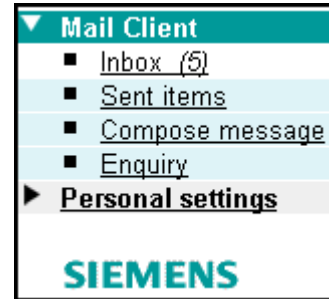
If you are logged on to the Mail Client, your mailbox may not be accessible from the TUI, depending on the HiPath Xpressions configuration. If more than one session is not configured, when you try to log on to the TUI while logged on to the Mail Client, Xpressions says, *Your mailbox is busy. Please try later.*



## Mail Client Options

The following options are available from the Mail Client:

- **Inbox** provides you an overview of all your received messages in a message list
- **Sent items** provides an overview of all messages you have sent
- **Compose message** allows you to compose different types of messages and attach documents to messages
- **Enquiry** offers various options to search for sent or received messages



## Mail Client Page Layout

After you log on, the first page you see is the **Inbox**. On the left side of the page is the **Mail Client** menu along with a link to go back to the **Personal settings** menu.

Your selection on the left determines what information appears in the main page area on the right. Your name is at the top of each page.

The screenshot displays the Mail Client interface. On the left is a sidebar menu with options: Address book, Mail Client (selected), Inbox (2), Sent items, Compose message, Enquiry, and Personal settings. Below the menu is the SIEMENS logo. The main content area has a header for 'Cole Glenn' with 'Logout' and 'Help' links. Below the header are controls for 'Message: 1 - 3 (count: 3)', 'Page: 1 (count: 1), 20 Messages/page', and 'Refresh: off'. A row of action buttons includes 'Delete', 'Read', 'Unread', 'Flag for follow-up', and 'Clear Flag'. A table lists messages with columns for checkboxes, Type, From, Subject, Date, Size, and Action. The messages are: 'Bennett Bob' with subject '4th quarter results', '6035, Binder Jeff' with subject 'Voice mail: 20 sec.', and '6037, Taylor Jill' with subject 'Voice mail: 15 sec.'. At the bottom are 'Top', 'Prev', 'Next', and 'Bottom' buttons, and a legend for 'E-mail', 'Voice mail', and 'Unread'.

| <input type="checkbox"/> | Type | From              | Subject             | Date ↓             | Size   | Action |
|--------------------------|------|-------------------|---------------------|--------------------|--------|--------|
| <input type="checkbox"/> |      | Bennett Bob       | 4th quarter results | 11/14/2006 3:36 PM | 45 kB  |        |
| <input type="checkbox"/> |      | 6035, Binder Jeff | Voice mail: 20 sec. | 11/14/2006 3:37 PM | 162 kB |        |
| <input type="checkbox"/> |      | 6037, Taylor Jill | Voice mail: 15 sec. | 11/14/2006 4:18 PM | 128 kB |        |

## Logout and Help

**Logout** is at the top right of each page. Select this when you want to close a Mail Client session. It is important to use this link when you want to exit the Mail Client. Failure to exit in this manner impacts your TUI access. If you log out improperly and then try to access your mailbox from the TUI, Xpressions responds with, *Your mailbox is busy. Please try later.* If you want access to the TUI immediately, log in to the Mail Client and log out properly by selecting **Logout**.

Next to **Logout**, is **Help**. This hyperlink provides help for the items that appear in the main page area.



## Lesson 2. Using the Inbox

### Objectives

In this lesson, you will learn:

- How to identify the **Inbox** message types
- The **Inbox** setting options and how to change them
- The options available to you from the menu bar
- How to sort messages
- How to open messages
- How to open messages with attachments
- The options available after opening a message

### Inbox

The Mail Client **Inbox** shows all your Xpressions messages presented in chronological order with the most recently received message at the top of the list. The message type is identified by the icon next to the message. Icon identification can be found at the bottom of the **Inbox** page.

The screenshot shows the Mail Client Inbox interface for user Cole Glenn. At the top right are links for [Logout](#) and [Help](#). Below the header, there are controls for message viewing: "Message: 1 - 3 (count: 3)", "Page: 1 (count: 1), 20 Messages/page.", and "Refresh: off". A "Save journal settings" button is also present. Below these are action buttons: "Delete", "Read", "Unread", "Flag for follow-up", and "Clear Flag".

| <input checked="" type="checkbox"/> | Type | From              | Subject                             | Date ↓             | Size   | Action |
|-------------------------------------|------|-------------------|-------------------------------------|--------------------|--------|--------|
| <input type="checkbox"/>            |      | Bennett Bob       | <a href="#">4th quarter results</a> | 11/14/2006 3:36 PM | 45 kB  |        |
| <input type="checkbox"/>            |      | 6035, Binder Jeff | <a href="#">Voice mail: 20 sec.</a> | 11/14/2006 3:37 PM | 162 kB |        |
| <input type="checkbox"/>            |      | 6037, Taylor Jill | <a href="#">Voice mail: 15 sec.</a> | 11/14/2006 4:18 PM | 128 kB |        |

At the bottom of the message list are navigation buttons: "Top", "Prev", "Next", and "Bottom". Below the navigation buttons is a legend: E-mail, Voice mail, and Unread.

## Inbox Settings

At the top of the **Inbox** page, you can configure different aspects of your **Inbox**. These include the following:

**Page** is used when there are more messages to view on other pages. It allows you to select the **Inbox** page you want to view.

**Messages/page** allows you to define the number of messages displayed on one **Inbox** page. The minimum is 5 messages and the maximum is 100.

**Refresh** defines the automatic update intervals for the **Inbox** page. The minimum is 5 seconds and the maximum is 5 minutes. Off deactivates the update.

**Save Journal Settings** allows you to save your changes. The next time you open the **Inbox** your changes will be the default.

The screenshot shows the 'Inbox Settings' interface for user 'Cole Glenn'. At the top, it says 'Message: 1 - 7 (count: 7)'. Below this, there are three settings: 'Page:' with a dropdown menu set to '1' and '(count: 1)', 'Messages/page:' with a dropdown menu set to '20', and 'Refresh:' with a dropdown menu set to 'off'. To the right of these settings is a 'Save journal settings' button.

## Menu Bar

From the menu bar above the message list, the following options can be performed for one or several selected messages:

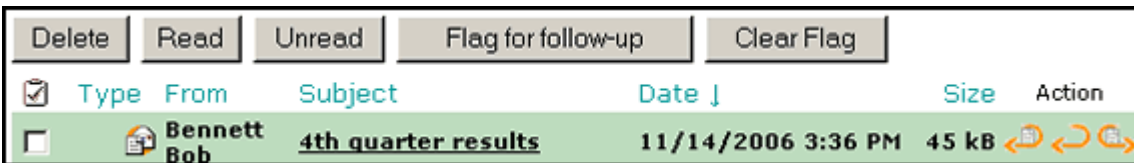
**Delete** is used when you want to delete a message from your **Inbox**.

**Read** is used when you want to mark a new message as read. Read messages do not appear in bold text. Messages are also marked read once you listen to or read them. When a message is marked read, the message is presented as an old message in the TUI.

**Unread** changes a read message to bold text which indicates that it is a new message. It is also presented in the TUI as a new message.

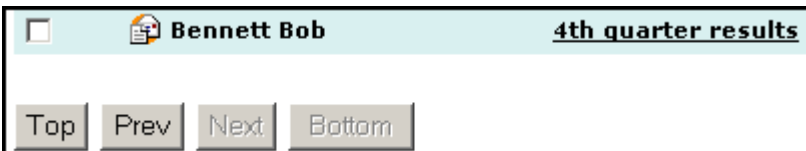
**Flag for follow-up** adds a flag to a message as a visual reminder to follow up on the message.

**Clear Flag** clears a flag on a selected flagged message.




## Message Browse Options

If you have more than one page of messages, you can browse your messages by selecting **Top**, **Prev**, **Next**, and **Bottom** navigation options found at the bottom of the **Inbox** page.



## Message List

The message list is divided into columns containing the following information:

**Check box**  allows you to select or deselect messages in the message list.

**Type** indicates the message type.

**From** shows you who sent the message.





**Subject** identifies the subject of the message if the sender typed one.

**Date** is the date the message was sent.

**Size** shows you the message size in kilobytes.

**Action** allows you to reply to or forward the selected message.

*Move your mouse over each column header to identify its use.*

| <input checked="" type="checkbox"/> | Type   | From           | Subject                    | Date ↓             | Size  | Action   |
|-------------------------------------|--|----------------|----------------------------|--------------------|-------|--|
| <input type="checkbox"/>            |  | Bennett<br>Bob | <u>4th quarter results</u> | 11/14/2006 3:36 PM | 45 kB |    |





## Sorting Messages

When your **Inbox** is opened for the first time, messages are sorted and displayed by the date the message was sent. To sort messages in descending order, click the **Date** column header. To reverse the order, click the column header again.

|                    |                    |
|--------------------|--------------------|
| Date ↑             | Date ↓             |
| 11/14/2006 4:18 PM | 11/14/2006 3:36 PM |
| 11/14/2006 3:37 PM | 11/14/2006 3:37 PM |
| 11/14/2006 3:36 PM | 11/14/2006 4:18 PM |

## Reading and Printing E-mail Messages

E-mail messages sent to your mailbox are converted into normal text. To read an e-mail message, click the message **Type** icon or the **Subject**.


| <input checked="" type="checkbox"/> | Type  | From        | Subject             | Date ↓             | Size  | Action  |
|-------------------------------------|---|-------------|---------------------|--------------------|-------|---|
| <input type="checkbox"/>            |  | Bennett Bob | 4th quarter results | 11/14/2006 3:36 PM | 45 kB |    |

Once the message opens, you can print it on a printer of your choice by clicking the **Print preview** hyperlink below the message.

Back to Inbox


Delete   Unread   Flag for follow-up

Reply with original message   Reply   Forward

From: Bennett Bob (BBENNETT)  
 To: GCOLE (GCOLE)  
 Date: 11/14/2006 3:36 PM  
 Subject: 4th quarter results  
 Type:  E-mail

Glenn,  
 Attached are the 4th quarter results for your review. Please be ready to discuss in our meeting on Friday at 2:00.

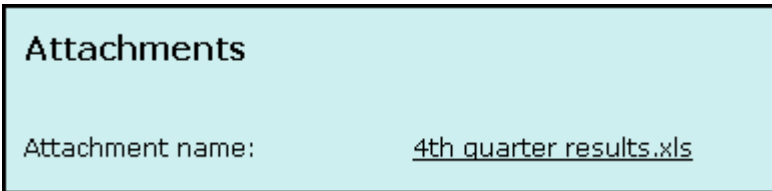
Regards,  
 Bob

 Print preview

## Opening Message Attachments

Messages sent to your mailbox can contain file attachments. The attachments can be various file formats, and your PC's configuration and installed programs determine how, or if, the attachments can be opened.

Once you open the message, you can open the attachment by clicking the file next to the **Attachment name**.



## Voice Message Playback


From the Mail Client **Inbox**, you can open and listen to voice messages left in your Xpressions mailbox. To open a voice message, click the message **Type** icon or the **Subject**.

| <input checked="" type="checkbox"/> | Type | From J               | Subject             | Date               | Size   | Action |
|-------------------------------------|------|----------------------|---------------------|--------------------|--------|--------|
| <input type="checkbox"/>            |      | 6035,<br>Binder Jeff | Voice mail: 20 sec. | 11/14/2006 3:37 PM | 162 kB |        |



Once you open a voice message, you can select to play it from a phone or from any media player installed on your PC.

## Voice Message Playback

When the message opens, click **Play** to open your media player. The voice message then plays over your PC speakers. Click **Play on phone** to play the message from your office telephone. Or, you can enter another extension number and Xpressions will ring that phone. Once you answer, the message plays.

|          |  |
|----------|--|
| From:    | 6035, Binder Jeff (+19727146035)   |
| To:      | 6032   |
| Date:    | 11/14/2006 3:37 PM   |
| Subject: | Voice mail: 20 sec.  |
| Type:    |  Voice mail |

This message contains audio data. You can listen to this data or save it by clicking on the icon below..

 [Play](#)  
 [Play on phone](#)

**Attachments**

Attachment name: [7514fd8088.0b30.wav](#) (157 kB)

## Message Options

Once you open any message, you have these options:

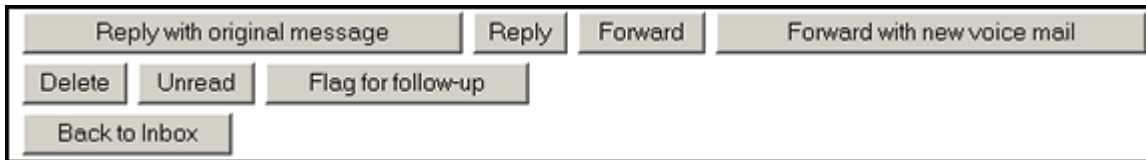
**Reply with original message** allows you to reply to the sender with the original message appearing in the message area. The **To:** and **Subject:** fields are already filled in.

**Reply** is exactly like **Reply with original message** except the message does not appear in the message area.

**Forward** allows you to forward the message to another person.

**Forward with new voice mail** allows you to forward the message and record a new voice mail message.

In addition, you can **Delete**, mark messages **Unread**, **Flag for follow-up**, or select **Back to Inbox**.



## Message Reply/Forward Options

If you reply or forward a message, you have the following options:

Change the **Priority** by selecting **high**, **normal**, or **low**. When **high** is selected, the message appears in red with an exclamation point in the **Type** column. If **normal** is selected, the message appears in black. If you select **low**, the message is in blue with a down arrow in the **Type** column.

Mark the message **Private**, which disallows the recipient of the message to forward it to another person.

Enter text in the **Message** box.

Send

**Reply to a message**

Multiple recipient addresses must be separated by a semicolon (;).

To: **+19727146035** (VOICE)

CC:  Phone number type: E-mail

Subject: RE: Voice mail: 20 sec. Priority: normal

private:

Message:



## **Lesson 3. Composing Messages**

### **Objectives**

In this lesson, you will learn:

- The types of messages you can compose and send from the Mail Client
- How to compose and send a message
- How to attach a file to a message

## Composing a New Messages

You compose messages by clicking the **Compose message** link in the **Mail Client** menu. The **Compose a new message** page appears allowing you to compose different types of messages. You can also attach a file to an e-mail message, determine the message priority, and mark the message private before sending it to the message recipient.

**Compose a new message**

Multiple recipient addresses must be separated by a semicolon (;).

To:  Phone number type: E-mail

CC:  Phone number type: E-mail

Subject:  Priority: normal

private:

Message:

**Attachments**

Step 1:  Browse...

Step 2:

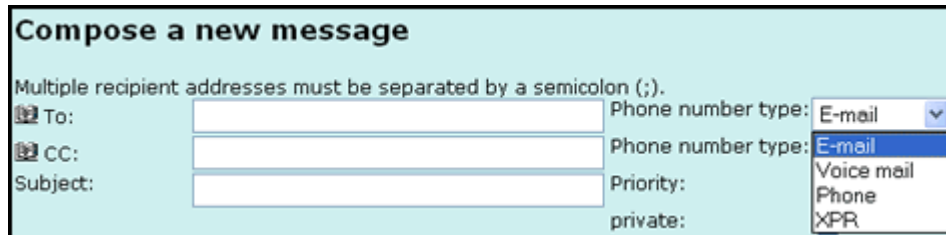
Repeat steps 1 & 2 to insert several files.

### Message Address Options

When addressing a message, select from one of the following address options next to **Phone number type**:

**E-mail** allows you to enter the e-mail address of the recipient in the **To:** field. E-mail messages are sent as normal, unformatted text. Voicemail-only users should use the e-mail system endorsed by their IT organization.

**Voice mail** allows you to enter the extension or telephone number of the recipient in the **To:** field.



The screenshot shows a 'Compose a new message' form with the following fields and options:

- To:** [Text input field]
- CC:** [Text input field]
- Subject:** [Text input field]
- Phone number type:** [Dropdown menu with options: E-mail, Voice mail, Phone, XPR]
- Priority:** [Text input field]
- private:** [Text input field]

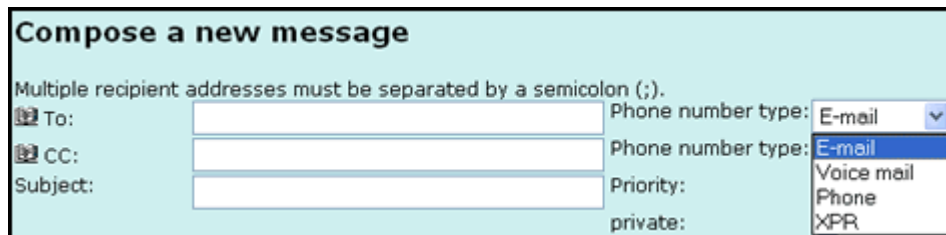
Multiple recipient addresses must be separated by a semicolon (;).

### Message Address Options

Additional address options include the following:

**Phone** allows you to send a voice mail message to any telephone.

**XPR** is the Xpressions proprietary message format and is used for Xpressions to Xpressions networking.



The screenshot shows a 'Compose a new message' form with the following fields and options:

- To:** [Text input field]
- CC:** [Text input field]
- Subject:** [Text input field]
- Phone number type:** [Dropdown menu with options: E-mail, Voice mail, Phone, XPR]
- Priority:** [Text input field]
- private:** [Text input field]

Multiple recipient addresses must be separated by a semicolon (;).

## Composing New Messages

To compose a new message, follow these steps:

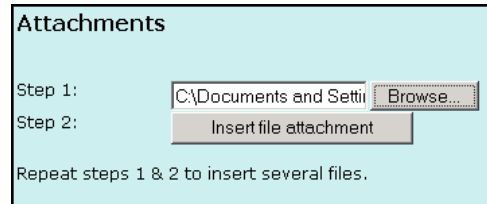
1. In the **To:** field, enter the recipient information based on the **Address type**.
2. If required, enter the recipient information in the **CC:** field.
3. In the **Subject:** field, enter a meaningful subject.
4. Select the required message type in the **Phone number type:** field.
5. If necessary, change the message priority.
6. If necessary, mark the message private.
7. Add text in the **Message:** box.
8. If required, attach a file to the message.
9. Click **Send** to start the message transmission.

Once you send a message, you are notified whether the transfer to the Xpressions server was successful.

## Adding Files as Attachments

If you need to attach a file to a message, do the following:

1. Scroll down to **Attachments** on the message page.
2. In the **Step 1:** field, enter the name and path of the file you want to attach. You can browse for the file by clicking the **Browse** button.
3. In the **Step 2:** field, click **Insert file attachment**.
4. If necessary, repeat the steps to insert another file.



## Deleting Attached Files

If you need to delete an attached file, select it and click **Delete**.

**Attachments**

Step 1:

Step 2:

Repeat steps 1 & 2 to insert several files.

Attachment name:  C:\Documents and Settings\Administrator\4th quarter results.XLS (39 kB)



## Lesson 4. Sent Items and Enquiry

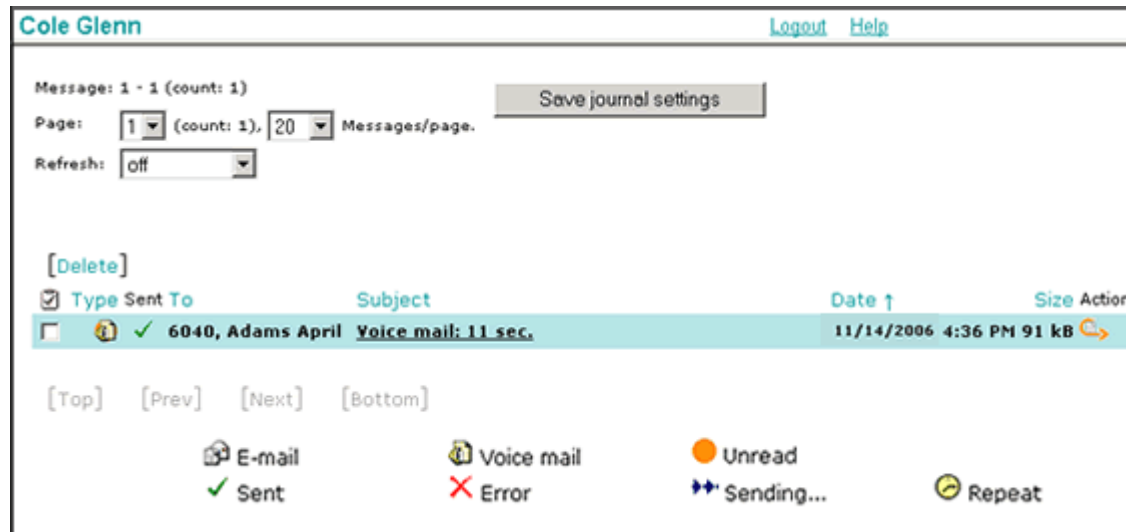
### Objectives

In this lesson, you will learn:

- The **Sent** items page options
- The **Enquiry** page search options
- How to search for Xpressions messages in the Mail Client

### Sent Items

The Mail Client **Sent items** shows all messages sent from your **Inbox**. The page options are similar to what you see from the **Inbox** page. There are additional message icons at the bottom of the page that show you the status of sent messages. Like the **Inbox**, you can sort messages in descending order by clicking the **Date** column. To conserve hard disk space on the Xpressions server, delete sent messages that are no longer needed. To delete all messages, click the check box icon . This selects all the messages and allows you delete them by clicking **Delete**.



## Enquiry

The **Enquiry** page offers various search options for messages sent and received through Xpressions. You select the search criteria, and click the **Search** button to start the search process. Xpressions searches messages based on the criteria you select, and then displays the messages on a new page.

**Cole Glenn**

**Search messages in following folder**

- Drafts
- Inbox
- Outbox
- Recurrent Items
- Sent Items
- Deleted Items

**Originator/recipient information**

\* You can use wildcards (\*) for originator/recipient

From\*  ...

To\*  ...

Type:  ▾

## Search Options

The search options on the **Enquiry** page include the following:

**Search messages in following folder** allows you to select the appropriate folder to search for messages.

**Search messages in following folder**

- Drafts
- Inbox
- Outbox
- Recurrent Items
- Sent Items
- Deleted Items

## Search Options

**Originator/recipient information** allows you to click the search button, next to the **From\*** and **To\*** fields to search for Xpressions users whose names you want entered in these fields. To search on all originator and recipient messages, enter an asterisk in the **From\*** and **To\*** fields. You can also search on the type of received message.

**Type:** allows you to look for messages according to their types (E-mail, Voice mail, SMS). Selecting ALL initiates the search for all message types.

The screenshot shows a search options form with the following elements:

- Originator/recipient information** (Section Header)
- \* You can use wild cards (\*) for originator/recipient
- From\*** text input field containing "BBENNET" with a search button (three dots in a square) to its right.
- To\*** text input field containing "GCOLE" with a search button (three dots in a square) to its right.
- Type:** dropdown menu with "All" selected. The dropdown list is open, showing options: "All", "E-mail", "Voice mail", and "SMS".
- Time range** (Section Header)
- In days:** text input field.

## Search Options

Additional search options include:

**Time range (days or date)** allows you to search for messages sent or received within a defined time period. You can select the time range in days or by date, or specify a **from** and **to** date.

**Time range (days or date)**

In days:

Date      from      to

**Priority** allows you to specify the search based on the message priority or select **All**, which searches on any priority within the search criteria.

**Priority**

All

All

Normal

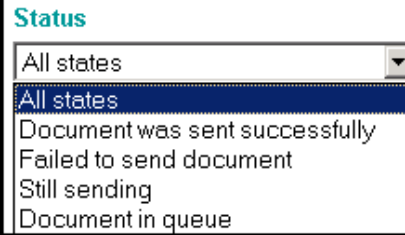
High

Low

## Search Options

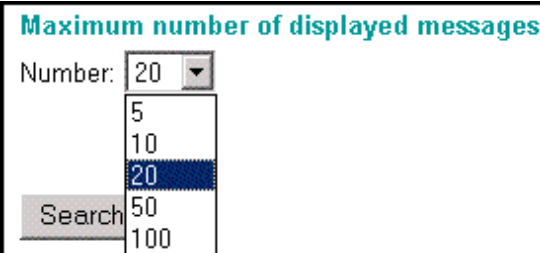
The final search options include the following:

**Status** allows you to search for messages that have a specific send status.



A screenshot of a dropdown menu titled "Status". The menu is open, showing a list of options: "All states", "Document was sent successfully", "Failed to send document", "Still sending", and "Document in queue". The "All states" option is currently selected and highlighted in blue.

**Maximum number of displayed messages** determines the number of messages that appear on the page after the search.



A screenshot of a dropdown menu titled "Maximum number of displayed messages". The menu is open, showing a list of options: "5", "10", "20", "50", and "100". The "20" option is currently selected and highlighted in blue. To the left of the dropdown is a "Search" button.



## **Lesson 5. URL Access to Voice Messages**

### **Objectives**

In this lesson, you will learn:

- URL access to voice message options
- How to access voice messages from a URL link
- Mail Client automatic log on requirements

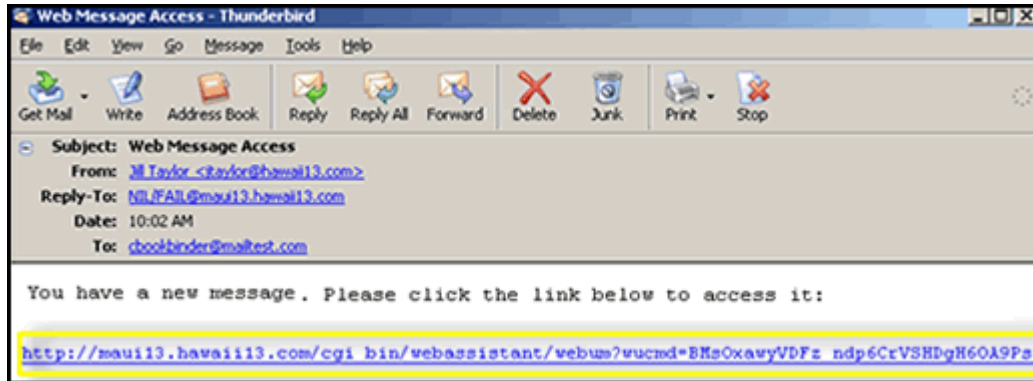
## URL Access to Voice Messages Introduction

If you are an Xpressions voicemail-only user and have an e-mail address, your Xpressions administrator can configure the system for URL access to Xpressions voice messages.

This provides a notification e-mail sent to you with a URL link to your message. When you click the URL, the message is provided as an attachment. You also have the option to open the Web Assistant Mail Client to process the message.

You can:

- Reply to or forward the e-mail notification with the URL so other recipients can play the message.
- Play the message on the phone or on a PC media player.
- Process the message in the Mail Client. Once you delete the message from the Mail Client, it updates the message waiting light on your phone.



## Accessing the Message

If URL access to Xpressions messages is configured and your Xpressions administrator provided you access, follow these steps to retrieve the message.

1. Click the message hyperlink in the e-mail message.

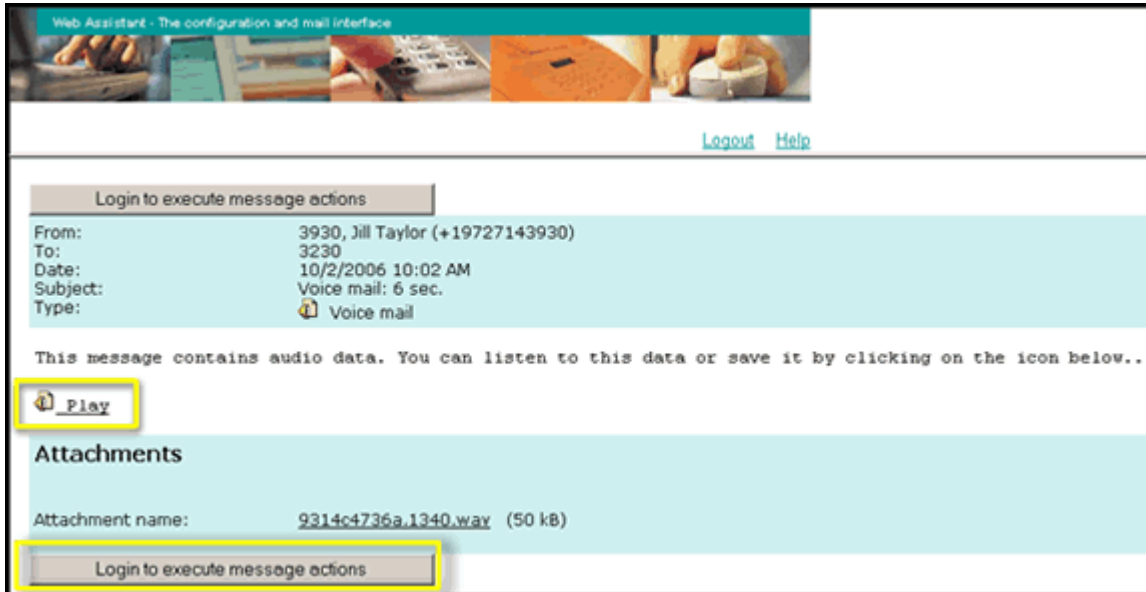
You have a new message . Please click the link below to access it:

<http://maui13.hawaii13.com/cgi-bin/webassistant/webum?wucmd=BMsOxavyVDFz-ndp6CrVSHDqH6OA9Psa>

Due to the security settings of some email clients, clicking the link in this message may not automatically start your internet browser. In this case please mark it and copy the URL manually into the address bar of your internet browser.

## Accessing the Message

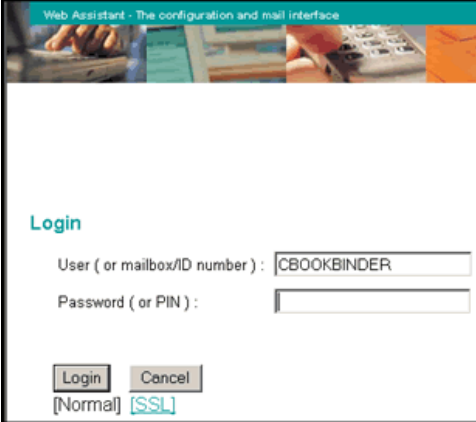
2. A special Web Assistant page for URL access opens. You can play the message on your PC speakers by clicking **Play**. You can also save the message to your PC hard drive by right-clicking the **Attachment name** and selecting **Save Target As**.



If you click **Login to execute message actions**, you can log on to the Mail Client and process the message.

## Accessing the Message

3. If you selected **Login to execute message actions**, you can log on to the Web Assistant.

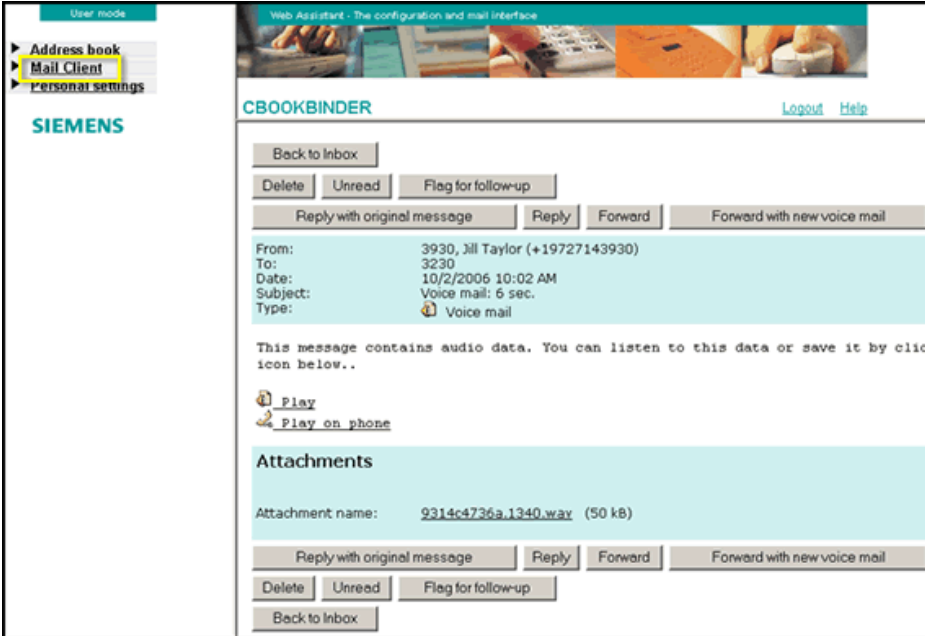


The screenshot shows a web browser window titled "Web Assistant - The configuration and mail interface". The main content area is titled "Login" and contains the following elements:

- A label "User ( or mailbox/ID number ):" followed by a text input field containing the text "CBOOKBINDER".
- A label "Password ( or PIN ):" followed by an empty text input field.
- Two buttons: "Login" and "Cancel".
- At the bottom left, there is a link "[Normal]" and a link "[SSL]" in blue text.

## Accessing the Message

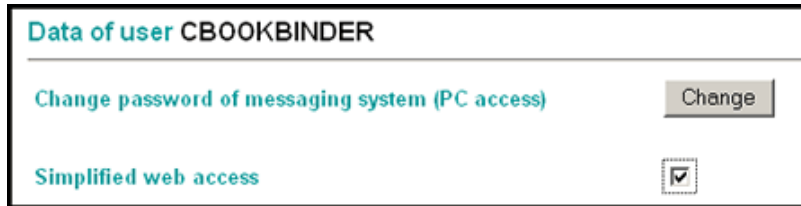
- Once you are logged on, the **Mail Client** screen launches and you can process the message by selecting - **Reply with original message, Forward, Flag for follow-up, Delete, Save,** and so forth.



## Auto Log On to Mail Client

If you use URL access to Xpressions voice messages, you might want to consider auto log on to the Mail Client. This allows you to automatically log on to the Mail Client after the first initial log on using your user name and password. This eliminates having to enter your user name and password each time you want to process Xpressions messages in the Mail Client. Your password is encrypted and saved as a cookie in your browser. There are a few configuration items required for this to work for you.

1. Your Xpressions administrator must enable **Allow simplified web access** in the Xpressions server.
2. You or the Xpressions administrator must enable **Simplified web access** in your user settings in the Web Assistant.
3. Your browser must be configured to accept 1st party cookies. To verify this with Internet Explorer, open the browser and select Tools, Internet Options, Privacy, Advanced. Verify that Accept 1st party cookies is enabled.



The screenshot shows a user settings window titled "Data of user CBOOKBINDER". It contains two main settings:

- "Change password of messaging system (PC access)" with a "Change" button to its right.
- "Simplified web access" with a checked checkbox to its right.



## **Lesson 6. Module Summary**

### **Getting Started**

The Mail Client is beneficial to voicemail-only Xpressions users by providing them with a browser-based presentation of their Xpressions messages. Any Xpressions user can access and use the Mail Client if provided access by the system administrator. The Mail Client is accessed by logging on to the Web Assistant.

From the Mail Client, users can access their voice and e-mail messages, view and delete messages that they have sent, compose messages, and search for sent or received Xpressions messages.

### **Using the Inbox**

The Mail Client **Inbox** allows you to see and open any Xpressions message you receive. You can customize how you want messages presented on the page by changing the **Inbox** settings. The message type is identified by the icon next to the message. You open messages by clicking the message icon or the subject. Once a message is opened, you can reply to the message and change the priority and mark it private.

## **Module Summary**

### **Composing Messages**

The Mail Client allows you to create and send various types of messages. On any message, you can change the priority and mark messages private. You can send attachments to composed e-mail messages.

### **Sent Items and Enquiry**

From the **Sent items** link in the Mail Client, you can view all sent messages and delete those you no longer need. **Enquiry** allows you to set specifics related to searching for Xpressions messages you have sent and received.

### **URL Access to Voice Messages**

This option allows you to receive an e-mail with a URL link to your Xpressions voice message. When you click the URL, the message appears as an attachment. You also have the option to open the Web Assistant Mail Client to process the message.