Mail.be
User guide

Version: 3.5

Note
If you printed this document, please check from time to time if a new version is available on our website.

Note
Some features:
- are not available for all subscriptions,
- require SMS or fax credit,
- require group membership.

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My account

Preferences

1. **Language [top]**
   Choose a language and your country. Click on **Save**. Log off and log back in so that the change is fully taken into account.

2. **SMS [top]**
   When using Messages to send SMS, this setting allows you to limit the number of SMS sent per message to each recipient.

Changes

1. **Mark all recently modified objects [top]**
   To identify data that have been recently added or edited, define how long (in days) data must be considered as new. The default value is 5 days.

   To disable this function, set the value to 0.

   New data is indicated by '**»**'.

Statistics

1. **Account status [top]**
   This feature displays the available and used capacities for each environment: Private and each group. You can switch environments using the selector on top.

Session

1. **Session timeout [top]**
   In order to protect your data, the virtual office session automatically closes after X minutes of idle time. You can set the number of minutes (between 1 and 480 minutes, 8 hours). Besides, you can end your session at any time by clicking on **Quit**.

Back-up

1. **Export all data [top]**
   You can export all data from your private environment only in a single operation. All data will be placed in a single .zip file that you can download or store in your Documents.

   Formats are displayed next to each tool. For Messages, you can choose between .eml (compatible with Outlook) and MBOX (compatible with Mozilla Mail, Thunderbird, Netscape and some email servers).

   Tick the boxes to select the tools and click on **Export**.

   This operation does not delete data in your private environment.

Delete

1. **Empty the address book [top]**
   You can delete all contacts in your private addressbook in a single operation. Be aware that this cannot be undone.

   To delete all contacts, go to **Preferences**, **Delete** section, and click on **Empty the addressbook**.

Groups

General

1. **Definition [top]**
   Information sharing (calendars, addresses, etc.) can only be done within a group. Therefore, you have to be member of at least one group to share your own data or to have access to the data of other users.

   Every member of the group has a personal login and a personal subscription. In the context of a group, the subscription types of the members do not matter: all subscription types enable you to join a group and all members of a group can have different subscription types. The fact that a person belongs to a group has no influence on the subscription type: it remains unchanged.

2. **Tips for creating a group [top]**
   It is important to create groups efficiently, including the people with who you wish to share information. It is better to create several small groups with a simple sharing pattern (access rights identical for all group members) than a single large group with a complex access rights pattern (each group member has different access rights).

3. **Group types [top]**
   There are three types of groups:

   Open Group
      - Membership: Free (every user can join the group)
      - Members directory: The members listing is public
      - Group directory: The group is listed in the public group directory

   Closed group
      - Membership: apply by sending an email to the group administrator
      - Members directory : The members listing is public
      - Group directory: The group is listed in the public group directory

   Private Group
      - Membership: only the group's administrator invites people to become members of the group
      - Members directory: The members listing doesn't appear in any directory
      - Group directory: The group does not appear in any directory.

Members

1. **Conditions to join a group [top]**
   You can belong to up to 20 groups, unless your subscription allows more groups.

2. **Search for a group [top]**
   Click on **Find a Group** in the menu bar. Use at least 2 criteria amongst the following:
      - Group name: enter at least 3 consecutive letters which must appear.
      - Activity: determine if it's a business group or not.
      - Sector: if it's a business group, specify the economical sector.
      - Language

   Note: The private groups never appear in the search result.

3. **Join a group [top]**
   The procedure is specific to each type of group:
      - Open groups
        They are listed in the group directory. Make a search and click on **Click here to join**.

- Closed Groups
  They are also listed in the group directory. Make a search and send an email to the group administrator whose email address appears in the group description
- Private Groups
  These groups cannot be searched: you must be invited by the administrator to join one.

4. **Quit a group** [**top**]
   Click on **Manage my groups** and then on **Quit this group**.

Administrator

1. **Definition** [**top**]
   The administrator of a group is the person who manages the group. When you create a group, you are automatically the administrator of this group.

   The administrator is the only one able to add, edit or delete content in the group tools (calendar, documents, etc.), but he may give these rights to certain or all members of the group.

   The administrator of the group it not authorized to leave the group, unless he has chosen a new administrator.

2. **Conditions to create a group** [**top**]
   The maximum number of groups you may create is determined by your subscription type.

3. **Maximum number of members** [**top**]
   Every group has a maximum number of members. It is set by the subscription type of its administrator.

4. **Group capacities** [**top**]
   Just like a private environment, a group environment has capacities (MB for documents, for instance). These capacities are set by the subscription type of the group administrator. Therefore, the group administrator will generally have the highest subscription type.

   Example: a subscription type has a capacity of 100 MB for Documents.

   - The administrator has 100 MB for his own private documents.
   - Every group created by this administrator has a capacity of 100 MB for Documents. In other words, the documents placed within the group by all members (including the administrator) cannot exceed 100 MB.
   - If the subscription type allows the creation of 3 groups, the total capacity for the Documents is 400 MB: 100 MB for every group and 100 MB for private documents of the administrator.

   The capacities for the private environments of the members of the group are set by their own subscription type.

5. **Create a group** [**top**]
   In the group tool, click on **Create a new group**. Then enter the following parameters:
   - **Group Name:** Group short name (max. 12 characters), this is the name that will appear in the group directory. E.g.: IAB.
   - **Group long name:** The entire name of the group. E.g.: Internet Advertising Bureau
   - **Description:** A description of the group.
   - **Group main activity:** select the group type: Business or Non-Business.
   - **Group sector:** Select the group sector.
     Be precise because this will be a determining search criterion!
   - **Group language:** select the language of the group.
   - **Group Directory:** decide if your group is private or public.

A public group will appear in the group directory, while a private group will not.
  - **Member Directory:** decide if the group members list is public or private.
    A public members list appears in the member directory, while a private list will not.
  - **Access:** choose the access type for your group:
    Open: If it's an open group, anyone can join the group by making a search and clicking on **Click here to join**.
    Closed: If the group type is closed the group administrator has to invite people in the group by sending them an email.

6. **Modify a group [top]**
   The administrator can modify the groups parameters to change it into an open, closed or private group. All other parameters (group long name, description, language,...) can also be modified, except for the group name.

   If you are the administrator, click on **Manage my groups** and then on **Change group settings** and carry out the necessary changes.

7. **Add members [top]**
   Click on **Manage my groups** and then on **Invite members** next to the group name.
   - If the person you want to invite is in your address book
     Click on **Send an invitation to a new member via Address book** and tick the boxes to select one or more persons.
   - If the person you want to invite is not in your address book
     Click on **Send an invitation to a new member via e-mail**, enter a name and an email address and select a language. You can invite several persons by entering e-mail addresses separated by ";" (ex: paul@domain.com;peter@domain.com). In this case, leave the Name field blank. All invitations will be sent in the selected language.

   . Each person you invited will then receive a standard email in the chosen language; it will contain the administrator name and the group name, as well as an introduction to the virtual office. The procedure to join the group will also be explained.

   If someone has not answered an invitation, you can resend it by clicking on **Resend the invitation** or delete it by clicking on the Trash icon.

8. **Remove members [top]**
   Click on **Manage my groups** and then on **View members** next to the group name. Then click on the Trash opposite a member to remove him from the group.

9. **Number of administrators [top]**
   A group has only one administrator (at a time).

10. **Change the administrator [top]**
    The current administrator can resign by choosing a new administrator among the members of the groups. To do so, display the list of group members and click on **Becomes administrator**.

    As the capacities of the group (number of groups, number of members and capacities for the objects of the group) are set by the subscription type of its administrator, ensure that the new administrator has a subscription type with sufficient capacities.

Group data

1. **Access to the group data [top]**
   Go to a tool and click on **View** in the menu bar and then on the group name you wish. You can also select the group in the second pull-down menu.

2. **The "All group members" tickbox [top]**
   If you select the box: "All members of (group name)" (after you have clicked on **Access**), the members who may join the group later on will have the same rights as the current members.

Calendar

Personal calendar

1. **Add an event [top]**
   Click on **Add** in the menu bar or on the **+** in the upper left corner of the appropriate time zone.

   

2. **Add an "all day" event [top]**
   Click on **+** in the upper left corner of the **(day)** zone (above the first line of calendar grid).

   An "day" event acts just like a normal event: editing, deletion, reminders, etc.

3. **Set an event colour [top]**
   Different event background colours are available. When creating or editing an event, select a colour next to **Colour**.

   Colours are only displayed to yourself: you can set a colour for a meeting, but it will only be displayed in your calendar.

4. **Repeat an event [top]**
   When adding or editing an event, click on **yes** in front of **Repeat**. Choose the frequency (all x days, weeks, months or years).

5. **Edit an event [top]**
   Click on the event subject and make all necessary changes.

Personal calendar sharing

1. **Default access rights [top]**
   - View events: all group members may always view busy time zones in your calendar (cannot be changed). However, you can hide an event completely by setting it private.
   - View events details: yourself (can be changed).
   - Add events: yourself (can be changed).
   - Delete events: yourself (can be changed).

2. **Allow someone to view a single event details [top]**
   Display the event details, click on **Access rights** and tick the boxes in the **View details** column.

3. **Allow someone to view the details of all your events [top]**
   Click on **Access** in the menu bar and tick the boxes in the **View details** column.

4. **Allow someone to edit a single events [top]**
   Display the event details, click on **Access rights** and tick the boxes in the **Edit event** column.

5. **Allow someone to edit all your events [top]**
   Click on **Access** in the menu bar and tick the boxes in the **Edit events** column.

6. **Allow someone to add events [top]**
   Click on **Access** in the menu bar and tick the boxes in the **Add events** column.

7. **Allow someone to delete events [top]**
   Click on **Access** in the menu bar and tick the boxes in the **Delete events** column.

Group member's calendar

1. **Access to a group member's calendar [top]**
   Click on **View** in the menu bar and then on the name of a group member (if the name does not appear immediately, click on **Next** to display the rest of the list).

   The events of the group member are displayed as busy time zones: you can view the details (event subject and description) only if the owner of the calendar has authorized you.

   The calendar owner name always appear on top of it (between the **Previous** and **Next** buttons).

   To go back to your private calendar, click again on **View** and select your name in the list.

2. **Edit a group member's calendar [top]**
   The calendars of other members function just like your own. However, in order to add, edit or delete events, you must have been given rights by the calendar owner.

   The possibility to add events is indicated by the "**+**" in each time zone.

   When you use repeat and reminder features in another member's calendar, the reminders are sent to the calendar owner (and not to yourself). Likewise, you can create meetings in another member's calendar (and invite yourself, or not).

Group calendar

1. **Access group calendar [top]**
   Select the group name in the second pull-down menu (the default value is "Private") or click on **View** in the menu bar and then on "Group Nameofthegroup".

2. **Default access rights [top]**
   - View events details: all group members (cannot be changed).
   - Edit an event: the event creator (can be changed).
   - Add events: group administrator (can be changed).
   - Delete events: group administrator (can be changed).

3. **Add a group event [top]**
   Go to the group calendar and check that you have the right to add events (**+** must appear in every

time zone). If this is the case, add an event as you would do it in your private calendar.

You may edit all the events you have created but you may not delete them.

4. **Allow someone to edit a group event** [top]
   Display the event details and click on **Access rights**. Tick the boxes in the **Edit event** column.

5. **Reminders in group calendar** [top]
   You can create reminders in the group calendar. These reminders will be sent only to yourself and not to all group members.

6. **Administrators: allow members to add events** [top]
   Click on **Access** in the menu bar and tick the boxes in the **Add events** column.

7. **Administrators: allow members to edit all events** [top]
   Click on **Access** in the menu bar and tick the boxes in the **Edit events** column.

8. **Administrators: allow members to delete events** [top]
   Note: this right concerns all events in the group calendar; don't give it to anyone.

   Click on **Access** in the menu bar and tick the boxes in the **Delete events** column.

Delete events

1. **Delete a single event** [top]
   Click on the event subject and then on **Delete**.

   In case of a repeated event, you can delete this instance only by clicking on **Delete** or delete all instances by clicking on **Delete all instances**.

2. **Delete old events** [top]
   Click on **Delete** in the menu bar. Enter a date to delete all events prior to this date.

Layering

1. **Features** [top]
   You can layer calendars, whether they are managed by the virtual office (internal calendars) or available on the Web in the .ics (vCal/iCal) format (external calendars).

   Access rights apply for layered events:

   - Internal calendars
     The actions you can perform (view details, edit, delete) depend on the access rights the calendar owner has given to you.
   - External calendars
     These calendars are always read-only: you cannot therefore edit them.

   Besides, layered events are not in your personal calendar: you cannot therefore share them, add a reminder, etc.

Note: Your subscription sets the maximum number of calendars you may layer.

To configure the layering, click on **Layer** in the menu bar.

2. **Activate layering [top]**
   Add at least one calendar et tick the**Activate layering** box.

   The layering is permanent: it is active until deactivation.

   In layering mode, each event appears with the initials of its owner (person or group). The legend of initials appears on top of the calendar.

3. **Deactivate layering [top]**
   Untick the **Activate layering** box. You can reactivate the layering anytime without having to add calendars again.

4. **Add an internal calendar [top]**
   Click on **Add a person or group calendar**. Tick the appropriate boxes and click on **Save**. The new calendar appears in the list. Click on **Save** to display the new layering.

5. **Add an external calendar [top]**
   An external calendar contains public events (bank holidays, school holidays, sports events, etc.) and is available on the Web (see for instance **iCalShare**).

   Click on **Add an external vCalendar**. Enter a name for this calendar, its URL (it must begin with http://). You can also enter a description and choose a color for all events of this calendar. Click on **URL check** and, if the URL is accepted, click on **Save**. The new calendar appears in the list. Click on **Save** to display the new layering.

6. **Delete a calendar [top]**
   A calendar can be suppressed temporarily or permanently.
   - Temporarily
     Untick the box next to the calendar name in the **View /** column: the calendar is not layered anymore. You can have it layered anytime by re-ticking the box.
   - Permanently
     Click on the Trash icon next to the calendar name.

Meetings

1. **Definition [top]**
   A meeting is a particular event which allows you to invite participants and to do the follow-up online. The participants must be members of the groups you belong to, or their email address must be in your address book (private or group).

2. **Accept or decline a meeting [top]**
   The invitation to a meeting is signaled by the pictogram . Click on its subject to display the details. You can view the list of invited persons and their answer to the meeting invitation by clicking on **View** next to **Participants**
   - To accept the meeting, click on **Accept** and the pictogram becomes . Once the invitation is accepted, you can always decline it later on.
   - To refuse the meeting, click on **Decline**. You can enter the reason why you decline. An email notification is sent to the meeting creator. Once the invitation is declined, the meeting disappears automatically from your calendar.

   The pictogram which signals a reunion in the calendar can change:

- : At least one person has declined the meeting .
- : Everyone has accepted the meeting.

3. **Create a meeting [top]**

   When creating an event, click on the **Meeting** tab. Choose a schedule, enter a subject and a description (optional). Then click on **Invite and manage participants** and on **Add participants** to access your addressbook (private and group). Select the boxes to invite the participants. You can easily invite all group members by ticking the first box (All members).
   - Participants who use the virtual office: the meeting proposal appears directly in their calendar with a flickering question mark. By clicking on the meeting subject, they accept or decline the meeting with a single click. In case they decline, you get an email notification (with a reason for declining if provided) and the meeting disappears from their calendar.
   - Participants who do not use the virtual office: an email will be sent to them with the details of the meeting. They can accept or decline it with a single click. In case they decline, you get an email notification.

   After clicking on **Save**, you can send a notification to each participant.

4. **Invitations follow-up [top]**

   The meeting creator can at any time view the answer of each participant by clicking on the meeting subject and then on **Invite and manage participants**. The possible status are: Invited (but no answer), Accept or Decline. Please note that a participant who has first accepted a meeting may decline it later.

   The pictogram which signals a reunion in the calendar can change:

   - : At least one person has declined the meeting .
   - : Everyone has accepted the meeting.

5. **Edit a meeting [top]**

   Only the creator of a meeting may edit it.

   Details (schedule, subject, description and/or location) or participants can be edited. To make the changes, first click on the meeting subject.

   - When the details are edited, the status of the invitations is reset: the participants must accept or refuse the edited meeting. An email notification is sent. You can disable this notification for each meeting.
   - To remove a participant, click on **Remove participant** next to this person. The meeting disappears from his calendar but no notification is sent.

6. **Cancel a meeting [top]**

   The meeting creator may at any time cancel the meeting by deleting it in his own calendar. Delete the meeting as you would delete a regular event. The meeting disappears from the calendar of the participants and an email notification is sent. You can disable this notification for each meeting.

Reminders

1. **About reminders [top]**

   Reminders that have a sending time in the past won't be sent. Example: if you create an event starting in an hour from now and ask to be reminded 2 hours before, no reminder will be sent.

2. **Create an email reminder [top]**

   Click on the event subject and select **yes** in front of **Reminder**. Decide at what time the reminder should be sent.

Reminders are sent to your default sender address.

3. **Create an SMS reminder [top]**
   Click on the event subject and select **yes** in front of **Reminder**. Decide at what time the reminder should be sent.

   Reminders are sent to the cell phone number in your personal data.

4. **Edit a reminder [top]**
   Click on the event subject and select **Yes** in front of **Reminder**. Edit the schedule and/or the channel (email and/or SMS).

5. **Cancel a reminder [top]**
   Click on the event subject and select **No** in front of **Reminder**.

6. **Reminders overview [top]**
   Select **Reminders** in the first pull-down menu.

7. **Agenda by SMS [top]**
   Click on **SMS** in the menu bar and choose the days as well as the day of reception (the same day or the next day).

   Note: If your agenda is empty for one day, you will receive no SMS.

   You can edit the settings at any time or cancel the calendar by SMS feature by selecting off all boxes in the "Send my calendar for" section.

   You can also make a copy of your calendar on your cell phone by clicking on **Now!**:

   - If you chose to receive your agenda the same day, the agenda of the current day will be sent to you
   - If you chose to receive the agenda the next day, the agenda of next day will be sent to you.

RSS access

1. **Features [top]**
   RSS allows to gather several Websites (newspapers, blogs, etc.) in a single interface. You subscribe with an RSS reader (a software or a special Website) to an RSS feed, that is a special Web page published by each Website allowing RSS access. This RSS feed usually contains the title and summary of the last 10 published articles, with an hyperlink for each of them leading to the full story on the Website. As the RSS reader automatically refreshes all feeds, you are easily and quickly notified about new stories on all selected Websites.

   In this context, the virtual office offers several feeds: private (your inbox, your agenda, your documents, your bookmarks, etc.) and group (group agenda, group documents, group bookmarks, etc.). These feeds are protected by your usual login and password.

2. **Available feeds [top]**
   Each (private or group) calendar has 4 RSS feeds:
   - Today
   - This week
   - This month
   - 30 days (from today)

3. **Compatible software [top]**
   All RSS readers that manage authentication (feeds with login and password): **Feedreader** (Windows), for instance.

4. **Software settings [top]**
   1. Go to a calendar and move the pointer to one of the RSS images.
   2. Right click on the image and select **Copy this link location**.
   3. Go to the RSS reader, create a new feed and paste the address.
   4. Enter the virtual office login and password in the RSS reader, and give the feed a name.
   5. Set up the automatic refresh rate in the RSS reader.

Access with iCal compliant software

1. **Features [top]**
   Third-party software can connect to the virtual office, which is a calendar server.

   You cannot add or edit events using these software. The calendars are protected by your usual login and password.

   In your virtual drive, you will notice in the main folders (private + one folder per group) some "calendar.ics" files used for this feature: their size is 0 Kb. These files cannot be deleted.

2. **Compatible software [top]**
   Mozilla Calendar or Sunbird, **Apple iCal**, **Microsoft Works**, etc.

3. **Software settings [top]**
   For your private calendar, use the address:
   http://www.mail.be/docs/YOUR_LOGIN/private/calendar.ics

   For a group calendar, use the address:
   http://www.mail.be/docs/YOUR_LOGIN/GROUP_NAME/calendar.ics

Import - Export

1. **Import [top]**
   Before importing, select a private or group calendar. To import one or more events in vCal/iCal format, click on **Import** in the menu bar and select the vCal/iCal file on your computer.

2. **Export [top]**
   Before exporting, select a private or group calendar.

   You can export one, several or all the events from a calendar in vCal/iCal format to reimport them in a software compatible with this format:

   - Export only one event: click on the event subject and then on **Export**.
   - Export several events: select a view (day, week or month) and click on **Export** in the menu bar and then on **Export the events of this page only**.
   - Export the entire calendar: click on **Export** in the menu bar and then on **Export all events of this calendar**.

Personalization

1. **Preferences [top]**
   By clicking on **Prefs** in the menu bar, you can edit several settings:
   - Starting and ending hours
   - Time zone
   - Default calendar page: day, week or month
   - First day of the week
   - Default time duration for events (several choices between 0 and 480 minutes)
   - Calendar grid resolution: durations of the time zones (choices between 10 and 60 minutes)
   - Time format: 12 or 24h.

Contacts

Personal contacts

1. **Add a contact [top]**
   Click on **Add** in the menu bar. You can use the following fields:
   - Title: salutation
   - Language: this field is important because the system will communicate in this language with the contact (invitation to join a group, contact data check, etc.). If no language is selected, English will be used.
   - Last Name
   - First Name
   - Company
   - Division
   - Job Title
   - Adresses: select the address type (Business, Home, Other, Undefined) and enter the address. Select a country in the list or type the country name.
   - Phone numbers: select the type and enter the number in international format (use the 3 provided fields).
   - email addresses: enter up to 3 addresses.
   - Categories: click on **Edit** to associate a category to the contact
   - URL: the contact or company Website
   - Comment: free text. If you wish more space click on **Zoom**.

2. **View contact details [top]**
   Click on the contact name on the magnifying glass ( ) in the upper right corner to view contact details.

3. **Map [top]**
   Display contact details and click on **Access map**. This feature is available provided a postal address (private or professional) has been entered for this contact. The access map opens in a separate window operated by Google Maps.

4. **Picture [top]**
   Once the contact has been created, you can add a picture. Most formats are accepted: GIF, JPEG, BMP, PNG, TIFF et RAW. The picture is automatically resized.

   Edit the contact and click on **Upload** under the empty picture.

5. **Edit a contact [top]**
   Display contact details and then click on **Edit**.

6. **Check a contact [top]**
   This function is only available for your own contacts.

   It allows you to automatically check contact data: the system sends an email to the contact asking him/her to review his/her data (except for the "Comments" field and the Categories). The email contains links to approve or edit data. You will be notified by email if contacts approve or edit data.

   Note: please note that this function allows the contact to delete data in his contact details.

Personal contacts sharing

1. **Default access rights [top]**
   - View contacts: yourself (can be changed).
   - Edit contacts: yourself (can be changed).
   - Add contacts: yourself (can be changed).
   - Delete contacts: yourself (can be changed).

2. **Allow someone to view all your contacts [top]**
   Click on **Access** under the menu bar and tick the boxes in the **View list** column. The selected persons will be able to view all you won't be able to hide a given contact to them.

3. **Allow someone to edit all your contacts [top]**
   This authorization applies to all your private contacts and to all contacts you would create in a group.

   Click on **Access** under the menu bar and tick the boxes in the column **Edit contacts**.

4. **Allow someone to add contacts [top]**
   You must first allow the person to view all your contacts. Then, click on **Access** under the menu bar and tick the boxes in the **Add contacts** column. The selected person will be able to edit the contacts he adds, but he won't be able to delete them.

5. **Allow someone to delete contacts [top]**
   NB: This right extends to all your personal contacts; don't give it to anyone.

   You must first allow the person to view all your contacts. Then click on **Access** under the menu bar and tick the boxes in the **Delete contacts**column.

Group addressbook

1. **Access to group contacts [top]**
   Select the group name in the second pull-down menu (the default value is "Private") or click on **View** in the menu bar and then on "Group Nameofthegroup".

2. **Default access rights [top]**
   - View contacts: all group members (cannot be changed).
   - Edit contacts: contact creator (can be changed).
   - Add contacts: group administrator (can be changed)
   - Delete contacts: group administrator (can be changed).

3. **Add a group contact [top]**
   Note: You can add content only if the group administrator has allowed you to.

   Add a new contact as you usually do it in your private environment.

4. **Share a private contact with the group [top]**
   Note: You can add content only if the group administrator has allowed you to.

   If the contact is already in your private addressbook, you can share it with the group. Go to your private contacts, display the contact details and click on **Share with groups**. Tick the group.

5. **Allow someone to edit a group contact [top]**
   Display contact details, click on **Access** and tick the boxes in the **Edit contact** column.

6. **Administrators: allow members to add contacts [top]**
   Click on **Access** under the menubar and tick the boxes in the **Add contacts** column.

7. **Administrators: allow members to delete contacts [top]**
   NB: This right applies to all group contacts: don't give it to anyone.

   Click on **Access** under the menu bar and tick the boxes in the **Delete** column.

Delete contacts

1. **Delete a contact [top]**
   Click on the Trash next to the contact.

2. **Delete a selection of contacts [top]**
   Tick the boxes next to the contacts and then click on **Delete** in the menubar. You can also select all contacts from a page by clicking on **Select all** in the menubar.

3. **Empty the address book [top]**
   You can delete all contacts in your private addressbook in a single operation. Be aware that this cannot be undone.

   To delete all contacts, go to **Preferences**, **Delete** section, and click on **Empty the addressbook**.

Messaging

1. **Send an email [top]**
   Click on one of the contact email addresses.

2. **Send a SMS [top]**
   Click on the contact cell phone number.

   You can send the same message to several recipients by clicking on **Add** in the field **To**. Select then the boxes within your personal or group addressbook.

   Note: We advise you to sign your SMS messages so that the recipients know who they are coming from.

3. **Send a fax [top]**
   Click on the contact fax number.

   If you cannot click the number, check that it was encoded in the international format (using the three fields). Check also that the number was entered in a fax field. Edit the pull-down menu and set it to 'fax' if necessary.

Sort and search

1. **Categories [top]**
   Each contact can be associated to one or more personal categories. Categories belong to persons and not to groups: there are no groups categories.

   To add a category, go to 'Preferences > Categories'. Enter a category name and click on **Add**.

   To associate a contact to a category, display contact details by clicking on its name, and then click on **Edit**. In the categories section, click on **Edit**. Select the appropriate category using the pull-down menu and click on **Add**. A same contact can be associated to many categories.

   To display all contacts associated to a given category, select it in the search engine above the contacts and click on **Search**.

2. **Sort contacts [top]**
   On top of the contacts is an alphabet. Click on a letter to display all contacts with a last name that matches this letter. Click on **All** to display all contacts.

3. **Search a contact [top]**
   The search engine is located in the upper right corner of the screen.

   Decide whether the search must be done in your private addressbook or in the groups addressbooks. Choose a criteria (first name, last name, company) with the pull-down menu, enter a keyword and click on **Search**.

Import - Export

1. **Import [top]**
   Before you import, select an environment (private or group). Click on **Import** in the menu bar and choose a file format: Outlook, vCard LDIF or .csv.

   The import window displays how much contacts you can import.

2. **Export [top]**
   Go to an address book (Private or groups), click on **Export** and choose a format: vCard or CSV.

   To export to PDF, click on the PDF icon ( ) at the top.

   To export a single contact, display contact details and click on **Export vCard**.

Note: if you wish to export your addressbook (using the .vcf - vCard format) to reimport it in Outlook/Outlook Express, you will face the following problems, caused by this third-party software and not by the virtual office:

- Outlook Express
  Select Addressbook in the Tools menu. In the addressbook File menu, select "Import/ Business cards". You will have to accept each contact one by one by clicking on "OK".
- Outlook
  The virtual office exports all your contacts in a single .vcf file. Outlook, however, doesn't handle .vcf files containing multiple contacts: it will import only the first one. Outlook doesn't handle the importation of a .vcf files folder either. The only quick solution is to import the contacts in Outlook Express and then to import them into Outlook. To do so, go to Contacts in Outlook, and select "Import and export" in the File menu. Choose "Import messages and Internet contacts" and then "Outlook Express". Tick only "Import the addressbook".

Personalization

1. **Preferences [top]**
   By clicking on **Prefs** in the menu bar, you can set the number of contacts per page (between 5 and 50).

Messages

Account

1. **Create an email account [top]**
   If no e-mail address was set for your account, you have to choose one the first time you use Messages.

   You can choose among different proposals based on your first name and last name. If these are incorrect, edit them before you create your email account. Go to **'My account > Update my personal data'**). You can create the email address you want, unless it was already chosen by another user.

2. **Edit your email address [top]**
   Once your have chosen your email address, you can not change it.

   If you really want to change your address, you should create a new account with this other email address. If you can't create a new account by yourself, contact the technical support.

3. **Alias [top]**
   An alias is a second email address for one and only account. In the virtual office, one account can only be linked to one and only email address.

   Therefore, if you wish a second address, create a second account (linked to the second email address you wish) and forward all incoming messages to your first account.

   Steps:

   - Create a second account (account2) and create an email address (email2) within it.
   - Then, activate the automatic forwarding (go to 'Preferences') for all incoming messages on

the email2 address to your current email address. All messages will then be transferred to your current account. Note: Check that account2 subscription allows automatic forwarding.
- If you want to send messages from your email2 address in your current account, you can add the email address in your personal data or, when writing a message, you can click on **From**.

Send messages

1. **Create a message [top]**
   Click on **Compose** in the menu bar. Enter the following parameters in the new window:
   - **To**: email address of the main recipient
   - **Cc** (optional): one or several recipients in Carbon copy
   - **Bcc** (optional): one or several recipients in Blind Carbon copy
   - **Subject** (optional): the subject of your message
   - **Message** (optional): the message

   Note: The addresses in the Cc field are visible to every recipient, while the addresses in the Bcc field are invisible to every recipient.

2. **Create a draft [top]**
   While writing a message, click on **Save** to save the message as a draft. It is not sent and is placed automatically in the **Drafts** folder.

   To resume the writing and/or send the message, go to **Drafts** and click on the message.

3. **Channels [top]**
   Every message can be sent by one, several or all of the following channels. The three recipient fields (To, Cc and Bcc) can also be used.
   - For email, simply indicate the email address.
   - For SMS, enter the complete number in international format (Country + zone + number) followed by @SMS (eg: 32475123456@SMS). Attachments are not sent to these recipients.
     Note: We advise you to sign your SMS so that the recipients know from who they are coming from. Besides, if you wish an answer by SMS, write your own number in the message.
   - For fax, enter the complete number in international format (Country + zone + number) followed by @fax (eg:322123456@FAX). The body of the message is sent on the first page, while attachments are sent on following pages.
     NB: We advise you to sign your faxes so that the recipients know from who they are coming from. Besides, if you wish an answer by fax, write your own number in the message.

4. **HTML for sent messages [top]**
   An email can be sent in text (default format) or in HTML. This second format allows text formatting (font, alignment, colors, etc.), images, etc.

   To send an HTML email, click on **Compose** and then on the <Rich text> tab. A button bar (similar to a word processing button bar) appears above the body of the message. Move the mouse over each button to get its legend.

   If you wish to use HTML directly, click on the last button, named <>.

   When replying to an HTML email, the format used (text or HTML) is defined by the setting in Preferences (**Format when replying to a HTML email**).

5. **Send a message to all group members [top]**
   Click on **To**. Then click on the **Groups** tab and select the checkbox labeled **All members of (group name)**.

Please note that all email addresses are public to all recipients if you choose the **To** or **Cc** columns. To hide email addresses, use the **Bcc** column and enter your own email address in the **To** field.

6. **Reply [top]**
   Open the message and click on **Reply**. The answer message appears, the original message being quoted. You can delete all unnecessary lines.

   To reply to all recipients (To and Cc fields) in one operation, click on **To all** after **Reply**.

   Messages which have been replied to are signaled by pictogram .

7. **Automatic reply [top]**
   When away for a while, activate an automatic reply in the filters.

   To do so, first create a Template which will contain the text of the automatic reply. Save it by clicking on **Save template**. Then click on **Filters** and then on **Add**. In the description field, enter an explicit name such as "auto reply". Under **Conditions**, select **For all emails**. Under **Actions**, select **Automatic reply** and then click on **Choose template**. Choose the appropriate template in the list.

   Don't forget to deactivate the automatic reply when you come back! To so so, click on **Filters** to display the filters list and then on the "auto reply" filter. Unselect the **Active** checkbox and click on **Save** to confirm. You can reactivate the filter later without having to create it again.

8. **Forward [top]**
   Open the message and click on **Forward**. A new message will appear, the original message being entirely quoted. You can delete all unnecessary lines.

   Messages which have been forwarded are signaled by pictogram .

9. **Sender addresses [top]**
   You can have several sender email addresses. These addresses have to be entered in your personal data.

   When writing a message, click on **from** to edit your personal data and add (or edit) an email address.

   When writing a message, select a sender address in the pull-down menu next to **from**. You can set the default sender address by clicking on **Preferences**.

Attachments

1. **Incoming attachments [top]**
   Attachments are signaled by a paper clip icon () next to the message subject field. When you open the message, attachments are displayed at the bottom of the window. You have 3 options:
2. View (click on "View");
3. Save attachments on your PC (click on "Download");
4. Save attachments directly in your personal documents area (click on "Save in documents"). A new window will display all your personal document folders.

5. **Outgoing attachments [top]**
   You can add attachments to a message:
   - To send a file stored on your computer, click on **Attachment** when writing the message. In the window that will appear, click on **Browse** to select a file to upload from your computer.

- To send a document stored in the Documents tool, go to that tool and select **Send by mail** in the "Actions" menu associated to this document.

To send several attachments repeat this operation.

6. **Limits [top]**

   An incoming message may not exceed the available space in your mailbox (see "Messages reception" in the Help topics).

   The maximum size of attachments you can send is set by your subscription.

7. **Potential problems [top]**

   <u>Unable to add attachments</u>
   Solution: You probably use pop-up blocking software (Norton Personal Firewall, Norton Antivirus or Google's Toolbar). The problem is that this website must display pop-ups to function properly. Please configure your software to accept pop-ups from the virtual office.

Spell checker

1. **Features [top]**

   Spellchecker can check text or HTML outgoing emails.

   It currently supports English, French and Dutch. It also supports regional differences (UK, USA and Canada for English, France and Switzerland for French).

2. **Check an email [top]**

   Click on **SpellCheck** in the menubar.

   If there are no errors in the text, a warning message appears and the spellchecker is automatically closed.

   If there is at least one error in the text, the spellchecker window remains open and the first error is underlined by red strokes.

   - Select a proposal or enter a word in the **Replace with** field.
   - Click on **Replace** to replace this instance only or on **Replace all** to replace all instances.
   - You can also ignore this or all instances by clicking respectively on **Ignore** or **Ignore all**.
   - Click on **OK** in the bottom of the window to finish and keep the edits, or on **Cancel** to cancel all the edits.

3. **Choose a dictionary [top]**

   The spellchecker automatically detects the language to use with a given text. If it fails to detect the right language, you can pick it up in the pull-down menu named **Dictionary**. Click on **Re-check** after selecting a language.

Signature

1. **Create a signature [top]**

   Click on **Preferences** in the menu bar and then on **Signature**. Enter your signature (which can be of any length).

   You can only have one signature.

2. **Sign a message [top]**
   The signature is never automatically included in a message: when writing a message, click on **Signature** to add it after the cursor.

   Another way to sign your messages is to include a vCard (electronic business card, which contains the information stored in your personal data). To do so, click on **vCard** when writing a message. All data in your personal data will be used in the vCard (except for the Comment field and Categories).

3. **Mandatory signature [top]**
   For some subscriptions, all outgoing emails have a common signature (marketing for the virtual office, disclaimer, etc.). This mandatory signature cannot be disabled but you can still use your personal signature.

Templates

1. **Definition [top]**
   A template is an already drafted email ready to be sent which allows you to deal with recurrent messages: requests for information, questions, etc.

   As with all emails, the template may have several addressees and attachments.

   Once the template is called (as a new message or as an answer to a received message), its message can be customized without the template itself being altered.

2. **Create a template [top]**
   Click on **Templates** in the menu bar and then on **Add a new template**. Give the new template a name by entering it in the "Subject" field. Click on **Save as template** when you are done.

   You may also click on **Compose** and click on **Save as template**.

3. **Using a template [top]**
   To answer to a message with a template, click on **With template** after **Reply**, choose the appropriate template, make the necessary changes to the message (the template will not be altered) and click on **Send**.

   To send a new message from a template, click on **Templates**, choose the appropriate template and make the necessary changes to the message (the template will not be altered) and finally click on **Send**.

4. **Edit a template [top]**
   Click on **Templates**, choose the appropriate template, make the changes and click on **Save as template**.

5. **Delete a template [top]**
   Click on **Templates** and then on the trash ( ) next to the template.

Address books

1. **Using the Address Book [top]**
   When writing a message, you can fill the To, Cc and Bcc fields using the Address Book tool: click on **To**, **Cc** or **Bcc**. Just select the boxes next to the chosen contacts and fields will be filled in

accordingly.

2. **Send a message to all group members [top]**
   After clicking on **To**, **Cc** or **Bcc**, select the **Groups** tab. Tick the first box (All members of...) in the **To**, **Cc** or **Bcc** column.

3. **Add addresses to addressbook [top]**
   When an email is open, click on the email address to add it to the address book.

   If the message you receive contains a vCard (electronic business card with a .vcf extension), click on **Add to my address book** next to it.

Contacts lists

1. **Definition [top]**
   The lists allows you to group several contacts from the different address books so that you can send the same message to all these contacts in a single operation.

   You can group several addresses and combine different sending methods (To, Cc or Bcc) as well as different communication channels (email, SMS, fax) if your virtual office allows it.

   The number of lists you can create and the number of recipients they may contain depend on your subscription.

   Although they can be bidirectional (if you place all addresses in Cc: and yours in to), lists are rather unidirectional.

   Note: lists cannot be used from outside the virtual office.

2. **Create a private list [top]**
   Click on **Lists** in the menu bar and, in the next window, select **Private** in the pull-down menu.

   Click on **Add a list**. Then, click on **Edit** next to the new list and give the list a name (instead of "undefined"). This name must not contain spaces or quotes. Finally, create your list by selecting appropriate addresses in the address books (private or group).

3. **Create a group list [top]**
   All group members may always send a message to a group list. Only the group administrator may create group lists and edit them.

   If you are the group administrator, click on **Lists**, select the group in the pull-down menu and then create the group list just like you would create a private one. To allow members to edit a group list, click on **Access** next to the list name and select the appropriate boxes.

4. **Using a list [top]**
   To view the content of a list, click on its name.

   To send a message to a list, create a new message and click on **To** and select the "Lists" tab. Select the box of a list.

   You may also click on **Lists**, select "Private" or a group name and then click on **Send a message to this list** next to the list name.

The list sets the position of each address it contains in the different fields (To, Cc and Bcc). Entering "namefromthelist@LIST" in To, Cc or Bcc will have the same result.

5. **Edit a list [top]**
   Click on **Lists** and then on **Edit** next to the list and make all necessary changes.

6. **Delete a list [top]**
   Click on **Lists** and then on the trash next to the list name.

7. **Export a list [top]**
   To export a list to a CSV (comma separated values) file, click on **Export** next to it.

Folders management

1. **Create a folder [top]**
   Every message has to be stored in a folder. The number of messages contained in a folder is displayed between brackets.

   Some folders are created automatically and cannot be renamed nor be moved: Inbox (received messages), Sent (messages sent), Trash, Drafts, Templates and Spam?.

   You can create additional folders to store your messages in. You can also use filters to automatically place incoming messages in the appropriate folder.

   To create a new folder, click on **Mailbox** in the left part of the screen and then choose **New folder** in the **Actions** menu associated to the folder. Enter an explicit name and click on **Save**. The new folder appears in the left side of your screen.

   The personal folders appear in alphabetical order below the standard folders.

2. **Move a folder [top]**
   Moving a folder allows changing a folder into a subfolder (or reversely) or moving a subfolder.

   Go to a folder and then choose **Move** in the **Actions** menu associated to the folder. Then click on the destination folder.

3. **Rename a folder [top]**
   Go to a folder and then choose **Rename** in the **Actions** menu associated to the folder.

4. **Delete a folder [top]**
   Go to a folder and then on **Delete** in the right part. Then choose **This folder and its subfolders** to erase the folder and all its content.

5. **Subfolders [top]**
   You can create subfolders in all folders except "Inbox", "Sent" and "Spam?".

   To create a subfolder, click on the main folder in the left part of the screen and then choose **New folder** in the **Actions** menu associated to the folder.

6. **Move a message to a folder [top]**
   - To move a message when it's open, click on **To folder**. The window that appears contains

the hierarchy of your folders and subfolders. Click on one of them to move the message to it.
- To move one or several messages: select one, several or all boxes left to the messages (click on **Select all** to select all messages of the page) and then click on **To folder**. The window that appears contains the hierarchy of your folders and subfolders. Click on one of them to move the message(s) in it.

Delete messages

1. **Delete one message [top]**
   Click on the Trash next to the message. To delete a message when it is open, click on **To trash**. The next message is automatically opened.

   The message is not deleted but just moved to the Trash, so that you can get it back in case you made a mistake. To delete the message, empty the Trash.

2. **Delete a selection of messages [top]**
   Tick the boxes next to the messages and click on **To trash**.

   The messages are not deleted but just moved to the Trash, so that you can get them back in case you made a mistake. To delete the messages, empty the Trash.

3. **Delete all messages in a folder [top]**
   Click on **Delete** and select **All messages in this folder**. Then click on **Delete**.

   The messages are not deleted but just moved to the Trash, so that you can get them back in case you made a mistake. To delete the messages, empty the Trash.

4. **Delete old messages [top]**
   Click on **Delete** and select **All messages in this folder older than**.Enter a date and then click on **Delete**.

   The messages are not deleted but just moved to the Trash, so that you can get them back in case you made a mistake. To delete the messages, empty the Trash.

5. **Empty the Trash [top]**
   Go to the Trash, click on **Delete**, select **All messages in this folder** and click on **Delete**. Messages are deleted and there is no way to get them back.

6. **Automatic Trash emptying [top]**
   Each time you log in, messages that are in the Trash since more than 7 days are automatically deleted.

   Besides, the Trash is emptied automatically (even if you don't log in) if new incoming messages need the storage used by the Trash.

Receiving messages

1. **Check internal email address [top]**
   The internal mailbox is constantly checked and new messages will be displayed when the page is reloaded.

To reload the page, simply click on the **Inbox** folder.

The messages that are not read are displayed with their subject and sender in bold.

To read a message, click on its subject or sender. When a message is open, click on or on to open the previous or the following message in the same window.

2. **HTML display [top]**
   If an email has an HTML version, HTML will be displayed in filtered mode (without images and scripts). You can switch between display modes by selecting "Text only", "Filtered HTML with images" or "Original HTML".

   We advise you to never display images in spam messages because this might inform the spammer that your e-mail address is active. HTML filtering protects you from scripts (Javascript, etc.).

3. **Automatic transfer [top]**
   Click on **Preferences** in the menu bar. Next to **Automatic forwarding of all your incoming mails to**, enter an email address. The forwarded messages are automatically deleted.

   To cancel the automatic forwarding, erase the address you typed in.

   Check that you do not create a loop! If the address you enter for automatic forwarding forwards to the first email address, this will create a loop and will end up in an unbridled multiplication of messages. If you check an external POP3 address and forward all incoming messages to that same address, this will create a loop as well.

4. **Size limits [top]**
   Whatever your subscription, an incoming message may not exceed 50 MB.

   The maximum size for an incoming message (text and attachments) is also set by the available space in your mailbox, depending on both the available disk space for your subscription and on the space you have already used. A gauge appears below the folders list.

   To increase the available space, archive or delete old messages or get a a higher subscription level.

5. **Email address suffixes [top]**
   You can give to someone or enter in a Web form a suffixed email address, so that you are aware if your email address has been transmitted to a third party. If your e-mail address has the form firstname.lastname@domain, a suffixed address has the form firstname.lastname+suffix@domain. Example: with john.smith@domain, you can use john.smith+google@domain.

Check external email addresses

1. **Features [top]**
   The virtual office can check most of external e-mail addresses: POP3 (ISP), Google, Yahoo, etc. You can therefore gather all your email addresses in a single interface that you can use everywhere.

   If your subscription allows these features, you can set filters to organize your messages and benefit from the antispam.

2. **Add a POP3 account [top]**
   In order to read emails from an external address, you must first configure this feature. Click on

"POP3" in the menubar. In the new window, click on **Add a POP3 account**. Fill in the following fields:

- **Account name**: Enter whatever you want, but we advise you to enter something meaningful
- **Server Name**: Type the name of the relevant POP3 server - not to be confused with the SMTP (outgoing mail) server. A POP3 server has generally the form pop3.provider.com or mail.provider.com, while a STMP server often appears as smtp.provider.com or relay. provider.com.
- **User Name**: Type your account login on the POP3 server. Please note that this is not always the first part of your email address! A POP3 login might look like bs123456 or user123456.
- **POP3 account password**: Enter your password. Please note that certain servers differentiate between upper and lower case.
- **Server port**: POP3 ports are almost always set at 110 (default value). Only change this setting if you are sure that another port is being used.
- **Leave messages on the server**: Select "Yes" to leave a copy of the messages on the server.
- **Download new messages only?**: If you select "Yes" (recommended) only new messages will be retrieved from the server. If you select no, all messages stored on the server will be downloaded each time you check your inbox.
- **Automatically check POP3**: Select "Yes" for automatic check (more or less every 5 minutes)
- Finally, click on **Save**.

3. **Add a G-Mail or POP3-S account** [top]

   Add a new POP3 account and use 995 as server port. Port 995 is for POP3-S, the secured version of POP3, used by Google among others. All communications between the servers are encrypted when using POP3-S.

4. **Edit a POP3 account** [top]

   Editing may be necessary if a setting is wrong or if your password has changed.

   Display the POP3 accounts list by clicking on **POP3** and click on **Edit** next to the account.

5. **Delete a POP3 account** [top]

   Display the POP3 accounts list by clicking on **POP3** and click on the trash next to the account. The messages already checked are not affected by the destruction of the account.

6. **Manual check** [top]

   Click on **Download this account only** or on **Download all accounts**. A progress bar is displayed. You can cancel the download at any time by clicking on **Cancel**.

   Use automatic check to avoid the hassle of manual checks.

7. **Automatic check** [top]

   Edit the POP3 account and select **Yes** in front of **Automatically check POP3**. Automatic checks take place at intervals from 5 up to 10 minutes (depending on the server load).

   You can use manual and automatic checks in combination.

8. **Sender address for replies** [top]

   If you check external addresses with POP3, add these addresses in your personal data (see **My account** > **Update my personal data**). The right address will automatically be selected when you reply to a message.

9. **Messages are downloaded more than once** [top]

   If you decided to leave the messages on the server, the same messages could be downloaded more than once: in order to determine which messages are new, the virtual office stores the list of messages. This list contains up to 1024 messages. If there are more than 1024 messages on the server, out of bound messages will be downloaded each time the mailbox is checked.

10. **Antispam [top]**
    To activate the antispam, go to Messages preferences and select **Yes** next to **Enable antispam for POP3 accounts**.

11. **Antivirus [top]**
    Incoming emails are scanned by an antivirus. This scan cannot be disabled.

Access with POP3 software

1. **Features [top]**
   If your subscription allows it, you can check your virtual office mailbox with traditional software.

2. **Compatible software [top]**
   All POP3 software: Microsoft Outlook, Outlook Express, Eudora, Apple Mail, Netscape Mail, Thunderbird, etc.

3. **Software settings [top]**
   Create a new account in the email software using the following settings:
   - POP3 account: **YOUR_LOGIN%mailbe**
   - POP3 account password: your Mail.be password
   - POP3 server: pop.mail.be
   - SMTP server: use the server of your internet provider or LAN.

   To get help about creating an account in your software, see your software documentation.

4. **POP3 access and Web interface [top]**
   If you configure the email software to leave the messages on the server, you will be able to access them anytime using the Web interface. Don't let your mailbox get full; otherwise incoming messages will be rejected.

   If you configure your software to delete the messages from the server, these will be moved to the Trash when you download them. You don't have to use the Web interface from time to time to empy the Trash: it will be automatically emptied if new incoming messages need the disk space occupied by the Trash.

   If you use filters that move messages to another folder, you won't be able to download these messages with your POP3 software. Messages in the "Spam?" folder won't be downloaded either: you have to connect to the Web interface from time to time to check if a valid message is stored in this folder. IMAP4 has not these limitations.

Access with IMAP4 software

1. **Features [top]**
   If your subscription allows it, you can check your virtual office mailbox with traditional software.

   Advantages of IMAP over POP3

- IMAP allows you to access to all your messages (personal folders and sent messages included), while you can only get new messages in the Inbox with POP3. In others words, IMAP allows for a synchronization between Mail.be and a mail software. The synchronization can be limited to the folders you frequently use. Besides, if you set up your software to download the complete message (not just headers), you can use your messaging offline.
- IMAP always keeps the messages on the server. Depending on the circumstances, you access all your messages using Mail.be Web interface or your mail software, without the risk of loosing any message.
- IMAP is faster because it downloads only the headers (sender, subject, etc.). When you want to read the message, the remaining content (message body and attachments) is downloaded. Your computer has therefore to be connected to the Internet if you want to read messages (except for the messages that have already been fully downloaded).

2. **Compatible software [top]**

   All IMAP4 software: Microsoft Outlook, Outlook Express, Eudora, Apple Mail, Netscape Mail, Thunderbird, etc.

3. **Software settings [top]**

   Create a new account in the email software using the following settings:

   - IMAP4 account: **YOUR_LOGIN%mailbe**

   - IMAP4 account password: your Mail.be password

   - IMAP4 server: pop.mail.be

   - SMTP server: use the server of your internet provider or LAN.

   To get help about creating an account in your software, see your software documentation.

   Tips

   - Because folder names are not standard, the software might detect only the Inbox and the Trash. Other special folders (Sent and Drafts) could fail to be detected and the software will create its own special folders. You can force the software to use the virtual office folders by changing the folder names settings to "Sent Items" (not "Sent") and "Drafts". In Outlook, display the IMAP account properties, select the IMAP tab and edit the folder name.
   - When Outlook first connects, only the Inbox is ticked for synchronization. Tick other folders if you want them to be synchronized as well.
   - When you answer an email using the software, the answer is stored in a folder name "Sent items". You can drag and drop this message to the Mail.be "Sent" folder or edit your software settings to use the latter automatically.

4. **IMAP access and Web interface [top]**

   Using IMAP4 has no effect on the Web interface.

   When you delete a message in your software, its title appears crossed out in the Mail.be Web interface. That means that the message has been deleted in the software but not on the server. To delete them on the server, use a special command in your software ("Empty deleted messages" in Outlook Edit menu).

5. **Import and export messages [top]**

   Using IMAP4, you can easily import in the virtual office emails that have already been receveid or sent using email software or, conversely, export virtual office received or sent emails to traditional software.

   In your software, messages are linked to an existing account; we'll call it usual account. Create another account (an IMAP4 account connecting to the virtual office) and then move folders or messages from one account to the other using drag & drop. When you're done, delete the IMAP4 account.

- Import messages in the virtual office: move the folders or messages from the usual account to the IMAP4 account.
- Export messages to your software: move the folders or messages from the IMAP4 account to your usual account.

RSS access

1. **Features [top]**
   RSS allows to gather several Websites (newspapers, blogs, etc.) in a single interface. You subscribe with an RSS reader (a software or a special Website) to an RSS feed, that is a special Web page published by each Website allowing RSS access. This RSS feed usually contains the title and summary of the last 10 published articles, with an hyperlink for each of them leading to the full story on the Website. As the RSS reader automatically refreshes all feeds, you are easily and quickly notified about new stories on all selected Websites.

   In this context, the virtual office offers several feeds: private (your inbox, your agenda, your documents, your bookmarks, etc.) and group (group agenda, group documents, group bookmarks, etc.). These feeds are protected by your usual login and password.

2. **Available feeds [top]**
   Each folder is available as an RSS feed.

3. **Compatible software [top]**
   All RSS readers that manage authentication (feeds with login and password): **Feedreader** (Windows), for instance.

4. **Software settings [top]**
   1. Go to a folder and move the pointer to the RSS image.
   2. Right click on the image and select **Copy this link location**.
   3. Go to the RSS reader, create a new feed and paste the address.
   4. Enter the virtual office login and password in the RSS reader, and give the feed a name.
   5. Set up the automatic refresh rate in the RSS reader.

   Note: If you wish to use an RSS reader that can access secured feeds but does not hide the password (Firefox for instance), use the following syntax for the feed URL: "http://login:password@feed_url".

Notifications

1. **Email notification [top]**
   Click on **Preferences** in the menu bar. Tick the box next to your email address. You can be notified when the first message arrives or each time a new message arrives since your last session on the site.

   The notification is sent to your default address. To update or edit your personal data, go to 'Preferences > Account > Update my personal data'.

   If you want conditional notifications (example: the mails sent by person x or with this subject, etc.), you should create a filter (see the corresponding help section).

2. **SMS notification [top]**

Click on **Preferences** in the menu bar. Tick the box next to your cell phone number. You can be notified when the first message arrives or each time a new message arrives since your last session on the site.

To edit your cell phone number, edit your personal data: go to 'Preferences > Account > Update my personal data'.

If you want conditional notifications (example: the mails sent by person x or with this subject, etc.), create a filter (see the corresponding help section).

Filters

1. **Definition [top]**
   The filters perform actions on incoming emails (including external POP3 accounts) matching certain conditions.

   Conditions can be defined on the email subject, sender, recipient, body text, priority and weight.

   The possible actions are: do nothing, move message to folder, forward a copy to, send a SMS notification, send a mail notification, move to Trash, delete (without moving to the Trash), auto reply with template, send a message to, or do not process next filters.

2. **Create a filter [top]**
   Click on **Filters** in the menu bar and then on **Add**. Enter the following parameters:
   - Description: give an explicit name to the filter to be able to manage it easily.
   - Conditions: use at least one condition. To add another one, click on **Add a condition**. To delete a condition, click on **Cancel** next to the condition. If you enter several conditions, decide if they must all be true (logical AND) or if at least one has to be true (logical OR).
   - Actions: enter at least one action using the pull-down menu. To add one, click on **Add an action**. To delete an action, click on **Cancel** next to that action. According to the action you choose, you might be asked to enter some additional information (folder wherein the message has to be moved to, etc.).

3. **Edit a filter [top]**
   You can edit a filter at any time by clicking on its name.

4. **Filter order [top]**
   The filters are executed in the order of appearance in the filters overview (the filter on top of the page is executed first). This means that a different order of appearance will give a different result.

   To raise a filter in the list, click on . To lower a filter in the list, click on .

5. **Deactivate a filter [top]**
   In the filters overview, click on the filter name and unselect the box next to "Active". The filter is then deactivated but not destroyed. You can reactivate it when necessary.

6. **Delete a filter [top]**
   In the filters overview, click on the trash next to the filter.

Sort and search

1. **Sort messages [top]**
   Messages are automatically sorted out in reverse chronological order (the most recent messages appear first).

   You can sort on one of the following criteria: read or unread, message subject, sender's name, message size and date. For each one, you can choose the normal order (alphabetical or ascending) or the reverse order (descending).

   To activate the sorting, click on the corresponding arrow at the top of the messages list (▲ or ▼). To sort by read/unread, click on one of the two first arrows (on top of the envelopes).

   The sorting remains active as long as you remain in the current folder: if you go to another folder, the default sorting will be reactivated when you go back to the current folder.

   To go back to the default sorting immediately, click on the last arrow of the line.

2. **Search for messages [top]**
   Click on **Search** in the menu bar.

Receipts

1. **Definition [top]**
   A receipt confirms that the message has been opened by the recipient, but it does not guarantee that the message was read. Besides, the recipient is not obliged to send a receipt, even if he has read the message. His email software could also lack this feature.

   The receipt is an email; its content changes according to the email software. Usually, its subject quotes the subject of the original message.

2. **Ask a receipt [top]**
   When writing a message, select the box **Ask receipt**.

   If you wish to ask a receipt for each message you send, click on **Preferences** and next to **Request receipt for sent emails**, select the box **Always**.

3. **Send a receipt [top]**
   When a message you receive asks for a receipt, the following text appears: "The sender of this message has asked to be notified when you read this message. Do you wish to notify the sender ?". Click on **Yes** or **No**.

   You can automate this: in the Preferences, choose an option next to **Send receipt for received emails** (when a receipt is asked by the sender):

   - Always: the receipt is sent automatically and transparently
   - Never: no receipt is send
   - Ask me: the window appears, asking you what to do (send or do not send).

Priorities

1. **Definition [top]**
   The priority of an email informs the recipient about the urgency of the message. It has no effect on the electronic mail servers: a message with high priority will not be sent faster.

2. **Set the priority [top]**
   When writing a message, select its priority in the pull-down menu next to **Priority**. The default value is "normal".

Antivirus

1. **Definition [top]**
   The antivirus acts at an email server level and scans every incoming message to automatically delete any virus.

2. **Activation [top]**
   If this feature is included in your subscription, it is automatically activated.

3. **Deactivation [top]**
   If this feature is included in your subscription, you cannot deactivate it.

4. **Notifications [top]**
   If a message contains a virus, the message is refused and you don't get it. The sender is notified that his message has been refused.

Antispam

1. **Definition [top]**
   The antispam acts at an email server level and scans every incoming message to automatically delete spam (non solicited commercial emails).

   If you benefit from the antispam feature, messages considered as spam are automatically placed in the "Spam?" folder. It might occur that the system places a valid email in this folder and we advise you to check from time to time that a valid email was not considered as spam.

   Filters are run after antispam: automatic reply (which is a special filter) won't answer to spam email.

2. **Activation [top]**
   If this feature is included in your subscription, it is automatically activated.

3. **Deactivation [top]**
   If this feature is included in your subscription, you cannot deactivate it.

4. **Notifications [top]**
   Messages considered as spam are automatically placed in the **Spam?** folder. Check from time to time that a valid message has not been considered as spam.

Archiving

1. **Definition [top]**
   Archiving allows you to export messages in order to free disk space without deleting old messages.

   The messages are archived in a file with the .eml extension (Outlook format), compressed in a .zip file and placed in the Documents tool (provided enough space is available).

2. **Create an archive [top]**
   - Go to the folder (or subfolder) you want to archive the messages from.
   - If you only want to archive some messages, select them by selecting all appropriate boxes.
   - Then click on **Archive** and decide whether to archive only selected messages, all messages, or all messages in the folder older than a given date. An option allows you to delete all messages after archiving.
   - The archive is created automatically and is placed in the Documents tool, provided enough free space is available. The name of the archive file is its creation date but you can rename it.

3. **Use an archive [top]**
   You may store your archive in the Documents tool and/or download it to your computer.

   To read an archive, download it and open it with a double click. The list of all archived messages appears; they are in the .eml format (Outlook and Outlook Express compatible). Open a message with a double click.

Import

1. **Import files [top]**
   You can import e-mails in the .eml format (Outlook Express).
   1. Store the .eml files in a folder named "mail"
   2. If you wish, store the .eml files in subfolders whose names match the virtual office folders names: "Inbox", "Sent", etc. If the subfolder does not existe in the virtual office, it will be automatically created.
   3. Zip the mail folder
   4. Click on **Import** and select the zip file.

Print

1. **Print messages [top]**
   Open the message and click on **Print**.

Sharing

1. **Sharing messages [top]**
   There is no sharing in the Messages tool : the messages are always personal.

   There is no common group email address as well, but you can create another account with a generic email and give the login and password to all group members or create a filter that sends all incoming messages to several email addresses.

Personalization

1. **Preferences [top]**
   Click on **Preferences** in the menu bar to change several settings:
   - Number of messages per page
   - Signature
   - Keep a copy of sent mails
   - Notifications
   - Automatic forwarding of all your incoming mails to
   - Enable antispam for POP3 accounts

Documents

Personal documents

1. **Add a document (upload) [top]**
   Select a level in the folders hierarchy and click on **File upload** in the right part of the screen. Click on **Browse** to select the file on your computer.

   You can send several documents (up to 5) in a single operation. There is a progress bar for the upload.

   The upload time of a file depends on the file size and on your connection speed. Don't close the pop-up window; it will automatically close when uploading is done.

2. **Description [top]**
   Each document can have its own description. Click on **Actions**, enter a description and click on **Save**.

3. **Edit a document [top]**
   To edit a document, you must first download it on your computer, make the necessary changes, delete or rename the current document on the Web and replace it with the new version by uploading it.

   You can simplify all this by using a virtual drive.

4. **Download a document [top]**
   Click on the document name or select **Download** in the **Actions** menu of the document.

   Each time the document is downloaded (using the Web interface or the virtual drive), the download counter is updated. You can view it by clicking on **Actions**.

5. **Rename a document [top]**
   Select **Rename** in the **Actions** menu of the document.

6. **Move a document [top]**
   Select **Move** in the **Actions** menu of the document. Then select the destination folder. The document will be moved and disappear from the current folder.

7. **Copy a document [top]**
   Select **Copy** in the **Actions** menu of the document. Then select the destination folder. The document will be copied to this other folder and the original file will remain in the current folder.

Personal documents sharing

1. **Default access rights [top]**
    - View documents: yourself (can be changed).
    - Edit documents: yourself (can be changed).
    - Add documents: yourself (can be changed).
    - Delete documents: yourself (can be changed).

2. **Allow someone to view a single document [top]**
   You must first allow the person to view the folder containing the document: to do so, click on **Access** next to the folder name (the root folder name is your own name) and tick the boxes in the **View folder** column. Note: if the folder is contained into other folders (root folder included), these folders have to be visible as well! At this point, only the folder is visible: no content inside it is visible.

   Then click on **Actions** next to the document and choose **Access**. Tick the boxes in the **Download document** column.

3. **Allow someone to edit a single document [top]**
   Editing a document means editing the document data (name and path) but not the file contents.

   In the **Actions** menu of the document, click on **Access** and tick the boxes in the **Edit document** column.

4. **Allow someone to add documents [top]**
   Click on **Access** next to the folder name and tick the boxes in the **Add documents** column.

   Note: Ticked persons are also allowed to create subfolders and upload documents in these.

   Note: Each folder has its own access rights. You can easily apply the same rights to all subfolders by ticking **Apply this setting to all subfolders of**. Be aware that if you edit the main folder rights later on, you'll have to apply to all subfolders again.

5. **Allow someone to delete documents [top]**
   Note: This right applies to all visible documents and subfolders in the current folder: don't give it to anyone.

   Click on **Access** next to the folder name and tick the boxes in the **Delete documents** column.

   Note: Each folder has its own access rights. You can easily apply the same rights to all subfolders by ticking **Apply this setting to all subfolders of**. Be aware that if you edit the main folder rights later on, you'll have to apply to all subfolders again.

Group documents

1. **Access to group documents [top]**
   Select the group name in the second pull-down menu (the default value is "Private") or click on **View** in the menu bar and then on "Group Nameofthegroup".

2. **Default access rights [top]**
    - View documents: all group members (can be changed).

- Edit a document: document creator (can be changed).
- Add documents: group administrator (can be changed).
- Delete documents: group administrator (can be changed).

Note: in the group environment, all folders can always be viewed by all members (cannot be changed). This does not mean that all documents can always be viewed by all members: each document has its own access rights.

3. **Add a group document [top]**

   Note: You can add content in the current folder only if the group administrator has allowed you to.

   Upload a new document as you usually do it in your private environment. You can also create a subfolder and upload documents within.

4. **Share a private document with a group [top]**

   Note: To use this feature, the group administrator must have allowed you to add documents in the group documents root folder (first level folder).

   If the document is already in your private documents, you can share it with the group. Go to your private documents and select **Share with groups** in the **Actions** menu of the document. Then tick the group name. If the box cannot be ticked, that means that the group administrator has not allowed you to add documents in the group documents root folder.

   The document appears in the group documents root folder. You can then move it to another folder (provided you are allowed to add documents in the destination folder).

5. **Hide a document to a member [top]**

   When a document is added in the group documents, it can be viewed by all members. To hide it to one or more members, click on **Access** in the **Actions** menu, untick the box labelled **All members of** and then untick the group member(s) in the **View document** column.

6. **Notify group members [top]**

   When creating or editing a group document, you can send an email notification to all group members (except yourself) to let them know that a new document (or a new version of a document) is available. This standard notification can be personalized with your own comments. Note : Only the document creator may send a notification.

   To send a notification, select **Notification** in the **Actions** menu of the document.

7. **Allow someone to edit a group document [top]**

   Editing a document means editing the document information (name, location in the folders tree), not the document contents.

   Select **Access** in the **Actions** menu of the document and tick the boxes in the **edit document** column.

8. **Administrators: allow members to add documents [top]**

   Click on **Access** next to the folder name and tick the boxes in the **Add documents** column.

   Note: Ticked persons are also allowed to create subfolders and upload documents in these.

   Note: Each folder has its own access rights. You can easily apply the same rights to all subfolders by ticking **Apply this setting to all subfolders of**. Be aware that if you edit the main folder rights later on, you'll have to apply to all subfolders again.

9. **Administrators: allow members to delete documents [top]**
   Note: This right applies to all documents and subfolders in the current folder: don't give it to anyone.

   Click on **Access** next to the folder name and tick the boxes in the **Delete documents** column.

   Note: Each folder has its own access rights. You can easily apply the same rights to all subfolders by ticking **Apply this setting to all subfolders of**. Be aware that if you edit the main folder rights later on, you'll have to apply to all subfolders again.

Folders and subfolders

1. **Create a folder or a subfolder [top]**
   Select a level in the folders hierarchy and click on **New folder** in the right part of your screen.

2. **Rename a folder [top]**
   Go to the folder (by clicking on its name in the left part of the screen) and then click on **Rename** in the right part of the screen.

3. **Delete a folder [top]**
   Go to the folder (by clicking on its name in the left part of the screen) and then click on **Delete** in the right part of the screen.

Drop box

1. **Definition [top]**
   The dropbox is a special folder in your private Documents, where the members of the groups you belong to may drop Documents. The dropbox is like a postbox: when someone drops a document, it becomes invisible to him.

   This feature enables you to receive files directly in the Documents tool rather than by e-mail: reports, homeworks, etc.

   Note: All the members of the groups you belong to may always use your dropbox.

2. **Drop a document [top]**
   To drop a document in someone else's dropbox, first create it in your private Documents. Then, choose **Send to a dropbox** in the **Actions** menu of this document. In the group list, click on the recipient's name.

3. **Manage the dropped documents [top]**
   Usual features (sharing with groups included) apply to Documents dropped in your dropbox. You can also move them to other folders or delete them.

Search

1. **Features [top]**
   The search engine searches all your private Documents as well as all group Documents you may access. It searches the content of the following file formats: Microsoft Word, Excel and PowerPoint,

PDF, HTML, RTF and Text.

NB: The search engine ignores password protected files.

2. **Simple search [top]**
    - The default criterion is "Any text field": file name, content, description and author name. Enter a text in the field.
      You can use the * wildcard (* stands for 0 or more letters). Example: "Name contains vir*" will match documents such as "Virtual office.doc", "Virtual drive.xls". Note: * cannot be used at the beginning of an expression.
    - Add one or more criteria by clicking on **Add**. Click on the Trash next to a criteria to remove it.
    - If there are several criteria, decide if they all must be true (logical AND) or if at least one criterion must be true (logical OR).
    - Eventually, choose to search the current environment only or all environments.

3. **Advanced search [top]**
   Advanced search allows you to enter your own query, just like in search engines such as Google. You must however use the virtual office search syntax.

4. **Search results [top]**
   Each Document is displayed with its relevancy score. Click on the magnifying glass to display its details: author, path and relevant excerpt. The excerpt is displayed only if the content was a search criterion.

   By default, search results are sorted by relevancy score, but you can sort them by file name, weight and date using the arrows on top of the list.

   As long as you remain connected to the virtual office, you can display the results of the last search by clicking on **Search results** in the left part of the screen. They are again sorted by relevancy score.

Delete documents

1. **Delete a document [top]**
   Click on the Trash next to the document.

   The document is not deleted but just moved to the Trash, so that you can get it back in case you made a mistake. To delete the document, empty the Trash.

2. **Delete a selection of documents [top]**
   Tick the boxes next to the documents and click on **To trash**.

   The documents are not deleted but just moved to the Trash, so that you can get them back in case you made a mistake. To delete the documents, empty the Trash.

3. **Manual Trash emptying [top]**
   Go to the Trash, click on **Select all** and then on **Delete**. Documents are deleted and there is no way to get them back.

Virtual drive

1. **Definition [top]**

   The virtual drive allows you to access your documents directly (without a Web browser): documents are in a special folder on your computer, protected with a login and a password.

   This folder acts as a standard folder: you can add, delete and/or rename files and subfolders. You can also open a file from the folder or from an application on your computer. The virtual drive is also an easy way to back-up the files stored on your personal computer.

2. **Create a virtual drive [top]**

   The procedure depends your operating system. Click on **Virtual drive** to view the procedure.

   You will notice that the virtual drive consists of different folders:

   - A 'private' folder: it contains your private folders and documents
   - A folder for each group: each folder contains group folders and documents

   Note: All documents must be stored in one of these folders: you may not place documents or create new folders on the top level.

3. **Potential problems [top]**

   For optimal use, note the following:
   - Avoid accents in folder names
   - Configure your personal or network firewall to allow the connection to your virtual drive (WebDAV protocol on port 80: your computer must be allowed to send data).
   - According to the subscription type, levels in your folders and subfolders vary between 4 and 6. If you try to place more levels in your virtual folders, you will get an error

RSS access

1. **Features [top]**

   RSS allows to gather several Websites (newspapers, blogs, etc.) in a single interface. You subscribe with an RSS reader (a software or a special Website) to an RSS feed, that is a special Web page published by each Website allowing RSS access. This RSS feed usually contains the title and summary of the last 10 published articles, with an hyperlink for each of them leading to the full story on the Website. As the RSS reader automatically refreshes all feeds, you are easily and quickly notified about new stories on all selected Websites.

   In this context, the virtual office offers several feeds: private (your inbox, your agenda, your documents, your bookmarks, etc.) and group (group agenda, group documents, group bookmarks, etc.). These feeds are protected by your usual login and password.

2. **Available feeds [top]**

   Each folder has its own RSS feed. It contains all Documents of the folder sorted by creation date (recent documents first). Modification dates are not taken into account.

   The feed contents depend on your access rights. For example, if you have access to some documents in the group A, they will also appear in the RSS feed of their folders. If you can't access any Documents in a given folder, the corresponding RSS feed will be empty.

3. **Compatible software [top]**

   All RSS readers that manage authentication (feeds with login and password): **Feedreader** (Windows), for instance.

4. **Software settings [top]**

1. Go to a calendar and move the pointer to one of the RSS images.
2. Right click on the image and select **Copy this link location**.
3. Go to the RSS reader, create a new feed and paste the address.
4. Enter the virtual office login and password in the RSS reader, and give the feed a name.
5. Set up the automatic refresh rate in the RSS reader.

Remote servers

1. **Definition [top]**
   A remote server is a document server that allows WebDAV (usually on port 80) or SMB/CIFS connections . By configuring a remote server in your virtual office, you can gather all your documents in a single interface.

   Note: the remote server sets the access rights (read, write) for its folders and documents. It also sets the available disk space.

2. **Add a remote server [top]**
   Click on **Remote servers** in the menu bar. Fill in the connection settings:
   - Name: this name will identify the server. This name is limited to the virtual office and has no link with the remote server actual name.
   - URL: remote server address
   - Login: your login on the remote server
   - Password: your password on the remote server.

   Then click on **Save**. This will automatically validate the settings and create the remote server if the settings are valid. If the settings are invalid, edit them. If they are correct but not validated, contact the remote server technical support.

3. **Edit a remote server [top]**
   Click on **Remote servers** to display the remote servers list. Click on **Edit** next to the remote server, edit the settings and click on **Save**.

   Note: if you edit the remote server name, the change will be taken into account the next time you log into the virtual office.

4. **Deactivate a remote server [top]**
   You can deactivate a remote server without deleting it. Display the remote servers list and untik the box next to the remote server name.

5. **Delete a remote server [top]**
   Click on **Remote servers** to display the remote servers list. Click on the Trash next to the remote server.

6. **Operations on remote servers folders and files [top]**
   A remote server folder is similar to a virtual office folder for basic operations: add, delete, rename a document, etc. You can copy or move folders and documents from the remote server to the virtual office and conversely.

Links between a document and a contact

1. **Definition [top]**
   It is possible to link a document to a contact in your addressbook. This allows you to link a résumé

to a person, for example.

2. **Link a document to a contact [top]**
   Select **Copy to clipboard** in the **Actions** menu associated to the document. In the addressbook, edit the contact and click on **Paste Doc** at the bottom of the window. The document now appears in the contact details.

   Note: A document can be linked to several contacts.

   Note: As long as a document is linked to a contact, the document cannot be deleted. To delete it, you must first break the link between the document and the contact(s).

3. **Break the link between a document and a contact [top]**
   In the addressbook, edit the contact and select **Delete** next to this document.

Forum

Participation in forums

1. **Access to the forums [top]**
   The forums are for groups only: you cannot create personal forums.

   Select the group name in the second pull-down menu (the default value is "Private").

2. **Read a message [top]**
   Choose a subject in the left column. The right column contains the titles of the messages as well as their beginning. To read an entire message, click on its title.

   If there is no subject yet, only the group administrator may create one, unless he allowed other group members to do it as well.

3. **Answer to a message [top]**
   Click on the message title and then on **Answer**. The title of the message is changed and includes the prefix "RE:" but you can edit it if you want. The answer appears below the message.

4. **Post a message [top]**
   Click on **Add a new message** in the left part the screen. Enter a message.

Administration

1. **Forum rights [top]**
   - View messages: all group members (cannot be changed).
   - Add a message: all group members (cannot be changed).
   - Edit a message: messages cannot be edited.
   - Delete a message: group administrator (cannot be changed).
   - Add a subject: group administrator (can be changed).
   - Edit subjects: subjects cannot be edited.
   - Delete a subject: group administrator (cannot be changed).

2. **Create a subject [top]**
   Click on **New subject** in the left part of the screen. Enter a short title and a description. It will then appear at the top of the forum, in the right part of the screen.

3. **Allow someone to create subjects [top]**
   Click on **Access**under **Subjects**. Tick the boxes in the **Add subjects** column.

4. **Delete a message [top]**
   Click on the message title and then on **Delete**. You can also click on the trash next to the message. The message and all the answers that are linked to it will then be destroyed.

5. **Delete a subject [top]**
   Click on the subject and then on **Delete** in the left part of the screen. All messages contained in the subject are permanently deleted.

Export

1. **XML export [top]**
   All subjects (and related messages) from a group forum can be exported in a single .xml file.

   Click on **Export** in the menubar.

Chat

General

1. **Features [top]**
   The Chat allows you to have real time textual conversations with members of the groups you are a member of. Chat is thus only possible within a group and with the members who are present simultaneously on the chat.

   Opposed to forums, the conversations are not archived.

   The Chat tool is a simple tool to use and therefore has no advanced functions such as creating public rooms, ejecting participants, etc.

2. **Access to group chat [top]**
   To access the group chat, select the **Chat** tool in the first pull-down menu. Then click on **Chat with members** under the desired group name.

   The chat opens in a separate window: this allows you to use other tools while chatting.

   The chat window is divided in three different zones: messages, people connected and textline. The people connected zone gives the list of all members connected to the chat.

   Although the chat is based on IRC protocol, you cannot connect to the chat with IRC software.

3. **Technical requirements [top]**
   To use the chat, your computer must be able to deal with Java applets. In other words, it must have

a JVM (Java Virtual Machine) accessible by your web navigator. If the chat does not appear, download a JVM such as **Sun's**.

If you or your enterprise have a personal firewall, port 7000 should be opened.

Messages

1. **Write a public message [top]**
   Click on the white line under the chat to activate it. Then enter your message and press the return key to send it.

2. **Write a private message [top]**
   Double-click on a nickname to start a private conversation. A new window will open right above the groups window. You can also separate the two windows by clicking on the expansion button, in the upper right corner (next to the closing button).

   Click on the white line at the bottom of the private window to activate it. Enter your message and press the Return key to send it.

Tasks

Received tasks

1. **Definition [top]**
   Your received tasks are these tasks you have assigned yourself or that someone else has assigned to you. Click on **Personal** in the left part of your screen to display them.

2. **Add a personal task [top]**
   Click on **Add** under your name in the right part of the screen.

3. **Edit a personal task [top]**
   Click on the task title to display its details. Then make all the changes.

   Note: If someone else has assigned you a task, you can only edit its status.

4. **Delete a personal task [top]**
   Click on the trash ( ) next to the task title.

Received tasks sharing

1. **Default access rights [top]**
   - Add tasks: yourself and all members of the groups you belong to (cannot be changed).
   - View tasks: yourself (can be changed).
   - Edit a task: the task creator (yourself or someone else) can fully edit it. The task recipient can edit the status (cannot be changed).
   - Delete tasks: the task creator (yourself or someone else) and the task recipient (yourself or someone else) (can be changed)

2. **Allow someone to view your received tasks [top]**
   This right applies to all your received tasks. Click on **Access** and tick the boxes in the **View this folder** column.

3. **Allow someone to delete tasks [top]**
   This right applies to all your received tasks (created by yourself or someone else). Click on **Access** and tick the boxes in column **Delete tasks**.

Given tasks

1. **Definition [top]**
   The given tasks are these tasks you have assigned to another person. Click on **Assigned** in the left part of your screen to display them. This screen allows you to follow up the tasks using the "status" field.

2. **Assign a task [top]**
   Go to the assigned tasks and click on **Add** in the left part of the screen. Then, below **To do by**, click on **Select another** and choose a person. Then proceed as for a personal task.

3. **Send an email notification [top]**
   When creating a task, you can send an email notification. Tick the e-mail box next to **Notification**.

4. **Send an SMS notification [top]**
   When creating a task, you can send an SMS notification. Tick the SMS box next to **Notification**.

   Note: The notification will only be sent if the person has entered his cell phone number correctly in his personal data and if you have enough SMS credit.

5. **Edit an assigned task [top]**
   Click on the task title to display all its details. The make the necessary changes.

6. **Delete an assigned task [top]**
   Click on the trash () next to task title.

Given tasks sharing

1. **Default access rights [top]**
   - View tasks: yourself (can be changed).
   - Edit tasks: yourself (cannot be changed).
   - Add tasks: yourself (cannot be changed).
   - Delete tasks: yourself and the task recipient (cannot be changed).

   You can allow someone to cancel the tasks you have assigned: the tasks will not be deleted and their status will be changed to "cancelled".

2. **Allow someone to view your given tasks [top]**
   This right applies to all your given tasks. Click on **Access** and tick the boxes in the **View this folder** column.

3. **Allow someone to cancel your given tasks [top]**

This right applies to all your given tasks. The tasks will not be deleted but their status will be changed to "cancelled".

Click on **Access** and tick the boxes in the **Delete tasks** column.

Group tasks

1. **Access to the group tasks [top]**
   Select the group name in the second pull-down menu (the default value is "Private") or click on **View** in the menu bar and then on "Group Nameofthegroup".

2. **Default access rights [top]**
   These rights apply to received and given tasks.
   - View tasks: all group members (cannot be changed).
   - Edit tasks: all group members (cannot be changed).
   - Add tasks: all group members (cannot be changed).
   - Delete tasks: the task creator, the task recipient and the group administrator.

3. **Add a group task [top]**
   Create a new task and assign it to the group by clicking on **Select another** and by choosing **Group name (common)**.

Personalization

1. **Preferences [top]**
   Click on **Preferences** in the menu bar to change the number of tasks per page.

Bookmarks

Personal bookmarks

1. **Add a bookmark [top]**
   Go to a folder and click on **Add a bookmark** in the left part of the screen. Enter a name, an URL (Web, FTP, etc.) and a description (optional).

   For web addresses your may enter "www.site.com", the system will automatically add http://.

   Once created, click on the address of the bookmark (and not on its name) to open its destination in another window.

2. **Edit a bookmark [top]**
   Click on the bookmark name and then on **Edit**. You can also select **Edit** in the **Actions** menu associated to the bookmark.

3. **Delete a bookmark [top]**
   Click on the trash ( ) next to the bookmark you want to delete.

Personal bookmarks sharing

1. **Default access rights [top]**
    - View bookmarks: yourself (can be changed).
    - Edit bookmarks: yourself (can be changed).
    - Add bookmarks: yourself (can be changed).
    - Delete bookmarks: yourself (can be changed).

2. **Allow someone to view a bookmark [top]**
   You must first allow the person to view the folder containing the bookmark: to do so, click on **Access** next to the folder name (the root folder name is your own name) and tick the boxes in the **View folder** column. Note: if the folder is contained into other folders (root folder included), these folders have to be visible as well! At this point, only the folder is visible: no content inside it is visible.

   Then click on **Actions** next to the bookmark and choose **Access**. Tick the boxes in the **View bookmark** column.

3. **Allow someone to edit a bookmark [top]**
   In the **Actions** menu of the bookmark, click on **Access** and tick the boxes in the **Edit bookmark** column.

4. **Allow someone to add bookmarks [top]**
   Click on **Access** next to the folder name and tick the boxes in the **Add bookmarks** column.

   Note: Ticked persons are also allowed to create subfolders and add bookmarks in these.

   Note: Each folder has its own access rights. You can easily apply the same rights to all subfolders by ticking **Apply this setting to all subfolders of**. Be aware that if you edit the main folder rights later on, you'll have to apply to all subfolders again.

5. **Allow someone to delete bookmarks [top]**
   Note: This right applies to all visible bookmarks and subfolders in the current folder: don't give it to anyone.

   Click on **Access** next to the folder name and tick the boxes in the **Delete bookmarks** column.

   Note: Each folder has its own access rights. You can easily apply the same rights to all subfolders by ticking **Apply this setting to all subfolders of**. Be aware that if you edit the main folder rights later on, you'll have to apply to all subfolders again.

Group bookmarks

1. **Access to the group bookmarks [top]**
   Select the group name in the second pull-down menu (the default value is "Private") or click on **View** in the menu bar and then on "Group Nameofthegroup".

2. **Default access rights [top]**
    - View bookmarks: all group members (can be changed).
    - Edit a bookmark: notes creator (can be changed).
    - Add bookmarks: group administrator (can be changed).
    - Delete bookmarks: group administrator (can be changed).

Note: in the group environment, all folders can always be viewed by all members (cannot be changed). This does not mean that all bookmarks can always be viewed by all members: each bookmark has its own access rights.

3. **Add a group bookmark [top]**

   You can:

   - Add a new bookmark directly into the group
     Go to the group bookmarks and create a new bookmark (as you usually do in your private environment). If you leave the group, you will not be able to access this data anymore.
   - Share one of your private bookmarks with the group
     Select **Share with groups** in the **Actions** menu of the bookmark. Then select the groups you want to share the bookmarks with.
     This action creates a copy of the bookmark in the group: if you leave the group, you and group members will still be able to access this data.

4. **Share a private bookmark with a group [top]**

   Note: To use this feature, the group administrator must have allowed you to add bookmarks in the group bookmarks root folder (first level folder).

   If the bookmark is already in your private bookmarks, you can share it with the group. Go to your private bookmarks and select **Share with groups** in the **Actions** menu of the bookmark. Then tick the group name. If the box cannot be ticked, that means that the group administrator has not allowed you to add bookmarks in the group bookmarks root folder.

   The bookmark appears in the group bookmarks root folder. You can then move it to another folder (provided you are allowed to add bookmarks in the destination folder).

5. **Hide a bookmark to a member [top]**

   When a bookmark is added in the group bookmarks, it can be viewed by all members. To hide it to one or more members, click on **Access** in the **Actions** menu, untick the box labelled **All members of** and then untick the group member(s) in the **View bookmark** column.

6. **Allow someone to edit a group bookmark [top]**

   In the **Actions** menu of the bookmark, click on **Access** and tick the boxes in the **Edit bookmark** column.

7. **Administrators: allow members to add bookmarks [top]**

   Click on **Access** next to the folder name and tick the boxes in the **Add bookmarks** column.

   Note: Ticked persons are also allowed to create subfolders and add bookmarks in these.

   Note: Each folder has its own access rights. You can easily apply the same rights to all subfolders by ticking **Apply this setting to all subfolders of**. Be aware that if you edit the main folder rights later on, you'll have to apply to all subfolders again.

8. **Administrators: allow members to delete bookmarks [top]**

   Note: This right applies to all bookmarks and subfolders in the current folder: don't give it to anyone.

   Click on **Access** next to the folder name and tick the boxes in the **Delete bookmarks** column.

   Note: Each folder has its own access rights. You can easily apply the same rights to all subfolders by ticking **Apply this setting to all subfolders of**. Be aware that if you edit the main folder rights later on, you'll have to apply to all subfolders again.

Folders and subfolders

1. **Create a folder or a subfolder [top]**
   Select a level in the folders hierarchy and click on **New folder** in the right part of your screen.

2. **Rename a folder [top]**
   Go to the folder (by clicking on its name in the left part of the screen) and then click on **Rename** in the right part of the screen.

3. **Delete a folder [top]**
   Go to the folder (by clicking on its name in the left part of the screen) and then click on **Delete** in the right part of the screen.

RSS access

1. **Features [top]**
   RSS allows to gather several Websites (newspapers, blogs, etc.) in a single interface. You subscribe with an RSS reader (a software or a special Website) to an RSS feed, that is a special Web page published by each Website allowing RSS access. This RSS feed usually contains the title and summary of the last 10 published articles, with an hyperlink for each of them leading to the full story on the Website. As the RSS reader automatically refreshes all feeds, you are easily and quickly notified about new stories on all selected Websites.

   In this context, the virtual office offers several feeds: private (your inbox, your agenda, your documents, your bookmarks, etc.) and group (group agenda, group documents, group bookmarks, etc.). These feeds are protected by your usual login and password.

2. **Available feeds [top]**
   Each folder in the private and group bookmarks is available as a RSS feed.

3. **Compatible software [top]**
   All RSS readers that manage authentication (feeds with login and password): **Feedreader** (Windows), for instance.

4. **Software settings [top]**
   1. Go to a folder in your private bookmarks or in a group bookmarks and move the pointer to the RSS image.
   2. Right click on the image and select **Copy this link location**.
   3. Go to the RSS reader, create a new feed and paste the address.
   4. Enter the virtual office login and password in the RSS reader, and give the feed a name.
   5. Set up the automatic refresh rate in the RSS reader.

Import - Export

1. **Import [top]**
   Before you import bookmarks you must first export them from your web browser

   Internet Explorer

- In Internet Explorer, choose "Import and export..." in the "File" menu. The import/export wizard opens.
- Click on "Next".
- Select "Export bookmarks" and click on "Next".
- Select the "Bookmarks" folder to export all your bookmarks, or a subfolder to export only the bookmarks stored in this subfolder. Click on "Next".
- Click on "Browse" to select a location on your hard drive (default value is "My documents" and the default name is "bookmarks.htm"). Click on "Next" and then on "Finish".
- In the form below, select the "bookmarks.htm" file on your computer.

Firefox / Mozilla / Netscape

- In Firefox/Mozilla/Netscape, choose "Manage bookmarks" in the "Bookmarks" menu. A new window pops up.
- In the "Tools" menu of this new window, select "Export".
- Choose a filename (we suggest "bookmarks.htm") and a location on your hard drive.
- In the form below, select the "bookmarks.htm" file on your computer.

Notes

Personal notes

1. **Add a note [top]**
   Go to the desired level in your folders hierarchy and click on **Add a note** in the right part of the screen.

2. **Edit a note [top]**
   Click on the note subject and then on **Edit**. You can also select **Edit** in the **Actions** menu associated to the note.

3. **Rename a note [top]**
   Click on the note subject and then on **Edit**. Edit the subject. You can also select **Edit** in the **Actions** menu associated to the note.

4. **Delete a note [top]**
   Click on the trash ( ) next to the note you want to delete.

Personal notes sharing

1. **Default access rights [top]**
   - View notes: yourself (can be changed).
   - Edit notes: yourself (can be changed).
   - Add notes: yourself (can be changed).
   - Delete notes: yourself (can be changed).

2. **Allow someone to view a note [top]**
   You must first allow the person to view the folder containing the note: to do so, click on **Access** next to the folder name (the root folder name is your own name) and tick the boxes in the **View folder** column. Note: if the folder is contained into other folders (root folder included), these folders have to be visible as well! At this point, only the folder is visible: no content inside it is visible.

Then click on **Actions** next to the note and choose **Access**. Tick the boxes in the **View note** column.

3. **Allow someone to edit a note [top]**
   In the **Actions** menu of the note, click on **Access** and tick the boxes in the **Edit note** column.

4. **Allow someone to add notes [top]**
   Click on **Access** next to the folder name and tick the boxes in the **Add notes** column.

   Note: Ticked persons are also allowed to create subfolders and add notes in these.

   Note: Each folder has its own access rights. You can easily apply the same rights to all subfolders by ticking **Apply this setting to all subfolders of**. Be aware that if you edit the main folder rights later on, you'll have to apply to all subfolders again.

5. **Allow someone to delete notes [top]**
   Note: This right applies to all visible notes and subfolders in the current folder: don't give it to anyone.

   Click on **Access** next to the folder name and tick the boxes in the **Delete notes** column.

   Note: Each folder has its own access rights. You can easily apply the same rights to all subfolders by ticking **Apply this setting to all subfolders of**. Be aware that if you edit the main folder rights later on, you'll have to apply to all subfolders again.

Group notes

1. **Access to group notes [top]**
   Select the group name in the second pull-down menu (the default value is "Private") or click on **View** in the menu bar and then on "Group Nameofthegroup".

2. **Default access rights [top]**
   - View notes: all group members (can be changed).
   - Edit a note: notes creator (can be changed).
   - Add notes: group administrator (can be changed).
   - Delete notes: group administrator (can be changed).

   Note: in the group environment, all folders can always be viewed by all members (cannot be changed). This does not mean that all notes can always be viewed by all members: each note has its own access rights.

3. **Add a group note [top]**
   Note: You can add content in the current folder only if the group administrator has allowed you to.

   Create a new note as you usually do in your private environment. You can also create a subfolder and add notes within.

4. **Share a private note with a group [top]**
   Note: To use this feature, the group administrator must have allowed you to add notes in the group notes root folder (first level folder).

   If the note is already in your private notes, you can share it with the group. Go to your private notes and select **Share with groups** in the **Actions** menu of the note. Then tick the group name. If the box cannot be ticked, that means that the group administrator has not allowed you to add notes in the group notes root folder.

The note appears in the group notes root folder. You can then move it to another folder (provided you are allowed to add notes in the destination folder).

5. **Hide a note to a member [top]**
   When a note is added in the group notes, it can be viewed by all members. To hide it to one or more members, click on **Access** in the **Actions** menu, untick the box labelled **All members of** and then untick the group member(s) in the **View note** column.

6. **Allow someone to edit a group note [top]**
   In the **Actions** menu of the note, click on **Access** and tick the boxes in the **Edit note** column.

7. **Administrators: allow members to add notes [top]**
   Click on **Access** next to the folder name and tick the boxes in the **Add notes** column.

   Note: Ticked persons are also allowed to create subfolders and add notes in these.

   Note: Each folder has its own access rights. You can easily apply the same rights to all subfolders by ticking **Apply this setting to all subfolders of**. Be aware that if you edit the main folder rights later on, you'll have to apply to all subfolders again.

8. **Administrators: allow members to delete notes [top]**
   Note: This right applies to all notes and subfolders in the current folder: don't give it to anyone.

   Click on **Access** next to the folder name and tick the boxes in the **Delete notes** column.

   Note: Each folder has its own access rights. You can easily apply the same rights to all subfolders by ticking **Apply this setting to all subfolders of**. Be aware that if you edit the main folder rights later on, you'll have to apply to all subfolders again.

Folders and subfolders

1. **Create a folder or a subfolder [top]**
   Select a level in the folders hierarchy and click on **New folder** in the right part of your screen.

2. **Rename a folder [top]**
   Go to the folder (by clicking on its name in the left part of the screen) and then click on **Rename** in the right part of the screen.

3. **Delete a folder [top]**
   Go to the folder (by clicking on its name in the left part of the screen) and then click on **Delete** in the right part of the screen.

Phone Calls

Calls received

1. **Access to received calls [top]**
   Received calls are telephone messages that group members leave you while you are away.

   To access them, click on **Calls received** in the left part of the screen.

2. **Right to add received calls [top]**
   All members of the groups you belong to may always create received calls.

3. **Add a received call [top]**
   You can create a received call for yourself, as a recall or for follow-up purposes.

   Click on **Add**, don't change the recipient (it's automatically set at yourself) and enter the name of the person who called, his number and a message (optional). Finally choose an action in the pull-down menu.

4. **Edit a received call [top]**
   Click on the name of the person who called and make the necessary changes.

5. **Delete a received call [top]**
   Click on the trash ( ) next to the received call.

Calls transmitted

1. **Access to transmitted calls [top]**
   Transmitted calls are telephone messages that you transmit to group members while they are away.

   To display them, click on **Calls transmitted** in the left part of the screen.

2. **Right to add transmitted calls [top]**
   You can always transmit calls to all the members of the groups you belong to.

3. **Transmit a call [top]**
   Click on **Add** and then on **Select another** to choose the recipient within the group. Enter the name of the person who called, his number and a message (optional). Finally, choose an action in the pull-down menu.

4. **Edit a transmitted call [top]**
   You can edit a transmitted call at any moment. To do so, click on the name of the person who called and make the necessary changes. These changes appear automatically to the creator of the transmitted call.

5. **Delete a transmitted call [top]**
   You may always delete a transmitted call. To do so, click on the trash ( ) next to the call. It is also automatically deleted in the transmitted call creator account.

Group calls

1. **Received group calls [top]**
   The group can receive calls. At call creation, choose "Name of the group (Common)" as recipient.

To access group received calls, select the group name in the second pull-down menu (the default value is "Private") or click on **View** in the menu bar and then on "Group Nameofthegroup".

SMS

General

1. **Features [top]**
   SMSs are used for several features:
   - Event reminders at the chosen time
   - Calendar sent by SMS at the chosen time
   - Send a message to one recipient (free number)
   - Send a message to one recipient (number coming from your address book)
   - Send a message to several recipients (the numbers coming from your address books or by using the Messages tool and the Lists)
   - Send a same message by email/SMS/fax (in the Messages tool)
   - Notification when a new email has arrived
   - Notify the arrival of a new email matching some criteria (using the filters in the Messages tool)
   - Notification that someone has assigned you a task.

   Go to the different tools to read the corresponding help.

2. **Coverage [top]**
   The coverage comprises almost all world operators.

3. **Reception of SMS in Mail.be [top]**
   This feature is not yet available.

4. **Conditions to send and get SMS [top]**
   An SMS credit must be included in your monthly subscription. If you have reached the allocated SMS limit of your subscription or if you don't have SMS credit in your subscription, you can buy additional SMS credit (provision).

Credit

1. **Add credit [top]**
   Go to Preferences and click on "Credit" under "Subscription".

2. **Status of credit [top]**
   Go to "Preferences", choose "My account". Under "Statistics", choose "Show my account info". The graph shows you the status of your SMS credit, how much you have used, and how much remains (SMS credit included in your subscription and additional SMS credit).

3. **Credit validity [top]**
   Unsent SMS included in your monthly subscription are lost. They cannot be sent the following month.

   However, additional SMS credit (provision) is never lost.

Sending

1. **Sending to a free number [top]**
   On the homepage, click on **SMS - Send SMS messages** and then on **Send to only one recipient**. Enter the recipient's number in international format (and without zero before the country code or the zone code).

   Note: We advise you to sign your SMS's so that the recipient knows whom it's coming from.

2. **Sending to several recipients [top]**
   On the homepage click on **SMS - Send SMS messages** and then on **Send to one or several recipients**. Click on **Add** under the **To** box. Select the appropriate numbers in your personal address book or in the groups address book.

   Note: We advise you to sign your SMSs so that the recipient knows whom it's coming from.

Potential problems regarding sending

1. **The cell phone number cannot be clicked [top]**
   If you cannot click the number, check that it's encoded in the international format using the 3 provided boxes. Do not place zero's before a country code or a zone code.

   Check that the number is labeled as a mobile phone. If necessary, you can change the number type using the pull-down menu.

2. **Guarantee that SMS was sent [top]**
   We guarantee that it was sent to the SMS centre of the mobile operator and naturally, make no guarantees regarding the mobile phone of the recipient of the SMS, which could be incompatible with SMS, be offline, have a flat battery, a full memory, etc.

Potential problems regarding reception

1. **No SMS from Mail.be [top]**
   Possible causes:
   - Your mobile number is not entered (properly) in your personal data: go to your personal data and enter your mobile number in international format. For example: 32 475 123456.
   - SMS credits are not included in your subscription: buy SMS credit.
   - Your subscription includes SMS credit but it is already depleted: buy additional SMS credit.
   - The internal memory of your mobile phone is full: delete some messages.

2. **No response from recipients [top]**
   Sign your SMSs with your own name so that the recipient knows who sent the message because it is our number (+32477200161) that appears as the sender of the SMS. If your recipients answer to this number, you will never receive their messages: they have to answer to your own cell phone number.

Fax

General

1. **Features [top]**
   The Messages tool allows you to send a fax: the body of the message appears on the first page and attachments are sent in the following pages.

2. **Coverage [top]**
   You can send a fax to every fax number in the world.

3. **Fax reception in Mail.be [top]**
   This feature is not yet available.

   Therefore, if you wish to receive an answer by fax, write your own fax number in all the Fax messages you send. Otherwise the recipient's answers will be sent to our fax number and will never reach you.

4. **Conditions for sending faxes [top]**
   You must have a credit of at least 10 EUR (or equivalent) in your provision.

Credit

1. **Provision your account [top]**
   Go to **'My account > Preferences'** and click on **Credit**. Choose the amount you want to add. Payment is possible only with a credit card. The price of a fax varies according to the country of destination and the duration of the transmission.

2. **Credit balance [top]**
   Go to **Preferences**, then choose **My account**. Under **Statistics**, choose **Show my account info** to display your credit balance.

3. **Credit validity [top]**
   The fax credit has no time limit.

Sending

1. **Sending to a free number [top]**
   Go to the messages tool and enter the fax number in the **To** field. Use international format: <322123456@fax> (without zero's before the country code or the zone code).

2. **Sending to many recipients [top]**
   Use the different fields **To**, **Cc** and **Bcc** and separate the numbers with comma's. You can use your address book by clicking on the 3 fields.

Potential problems regarding sending

1. **The fax number cannot be clicked [top]**
   If you cannot click the fax number in the address book, check that it's encoded in the international format using the 3 provided boxes. Do not place zero's before a country code or a zone code.

Check that the number is labeled as a fax number. If necessary, you can change the number type using the pull-down menu.

2. **Sending guarantee [top]**
   We guarantee that our systems will try to send the fax. However, we cannot guarantee that the recipient will get it: his fax machine may be off or out of paper. The memory could also be full. After 3 unsuccessful attempts by our systems, you will receive a failure notification.

Synchro

Introduction

1. **Features [top]**
   Synchronize your personal calendar, address book, tasks and notes with your Pocket PC, Palm, Outlook, etc.

   Install this software on your desktop and synchronize your data both ways : all new records or modifications to existing records in your organizer will be updated on your organizer and vice versa. SynchroExpress helps you avoid omissions and endless inputs. Your organizer becomes your backup copy and allows you to be more mobile than ever!

   Synchronization does not change the data access rights, provided the name of the item is not changed.

   You don't have to synchronize both ways: you can have a one-way synchronization from the virtual office, or from your software or PDA.

   If your software or PDA has categories for your contacts or notes, these will be synchronized (in the virtual office, categories for notes are turned into folders for notes).

2. **Usage types [top]**
   Synchronization allows different uses:
   - Two-way synchronization between Mail.be and a single PC: data are transferred both ways. If data are already present in both systems before the first synchronization, they will be kept but Synchro Express won't be able to detect duplicate entries.
   - One-way synchronization between Mail.be and a single PC: you define the master (Mail.be or your PC) and data are transferred one way.
   - One-way synchronization between Mail.be and several PC's: you define Mail.be as master and you can then synchronize it one way to as much as PC's you want. For instance, you synchronize with your PC at the office and with your PC at home and then you synchronize them with your PDA.
   - Data import: Synchro Express allows easy data import from Outlook and easy data import into Mail.be. You synchronize just once.
   - Data export: Synchro Express allows easy data export from Mail.be and esay data import into Outlook. You synchronize just once.

   If you are looking for an online access to Mail.be from your PDA, see "Online access from a PDA" in the online help.

3. **Technical requirements [top]**
   You need the Synchro Express software to synchronize. This software is available for Windows only. Unfortunately, there are no plans to provide if for Mac or Linux users.

4. **Compatible software and PDA [top]**
   - Microsoft Outlook

- Windows Mobile via Outlook
- Apple iPhone (via Outlook)
- BlackBerry (via BlackBerry Desktop Manager)
- Palm via Palm Desktop

Installation

1. **Backup of your data [top]**
   To back up data from Microsoft Outlook
   1. Start Microsoft Outlook.
   2. Choose Export from the File menu.
   3. Select Export to a File and click Next.
   4. Select the folders you want to back up (Calendar, Contacts, Tasks, and/or Notes).
   5. Save the file in a directory that does not contain data to be be synchronized.

   To back up data from Palm devices
   1. Start Palm Desktop.
   2. Go to each application you use on the Palm (Date Book, Address Book, To Do list, and/or Memos).
   3. Select Export from the File menu.
   4. Save the file in a directory that does not contain data to be synchronized.

   For instructions on backing up other desktop/handheld organizers, refer to the Help menu of the corresponding application.

2. **Before you install [top]**
   It is essential that you back up your data before installing or upgrading Synchro Express.

   Before installing and configuring SynchroExpress and your PDA organizer, make sure that you have installed the "Desktop" software that came with your handheld organizer and established communication between both components.

   Uninstall any previous version of SynchroExpress before installing this version.

3. **Download and install [top]**
   1. Read the "Before you install" section
   2. Download the SynchroExpress software.
   3. Once downloaded, double click on the .zip file to uncompress it. If your computer can't uncompress .zip files, download **WinZip**.
   4. When the file is uncompressed, double click on the .exe file to start the installation.
   5. Follow instructions on screen to install SynchroExpress.
   6. After installation is completed, two SynchroExpress icons will be added to the Start menu and to your Desktop.
   7. Before using the software, please read the "Configuration" and "Limitations" sections.
   8. SynchroExpress must be set up before you can synchronize your files. To do this, select "SynchroExpress Setup" from your Desktop or from the Start menu, then click "Setup" to launch the setup wizard. Follow the instructions on the screen and enter the settings.
   9. Eventually, click on the "Synchronize" button.

4. **Software settings [top]**
   Web settings
   - Enter your login.
   - Enter your password.
   - Click "Next" to move to the next screen.

   Contact Manager Settings
   - Select the contact manager program or handheld organizer which you would like to synchronize with Mail.be.
   - Click on the down arrow to the right of the field to display a drop down list of contact managers or handheld organizers.
   - Click on the contact manager/handheld organizer you would like to use.
   - Don't click on "Next" now.

Configuration

- Click the "Configure" button. You will find different tabs depending on the chosen contact manager/handheld organizer. Click each tab and select the appropriate options.
- User ID tab
  Contact manager programs and handheld organizers often allow multiple users. The User ID tab allows you to select which user name you would like to synchronize.
- Transfer Method tab
  The Transfer Method tab allows you to choose the way you would like your data to be synchronized.
  There are four options:
  1. Synchronize changes both ways
     Both your contact manager/handheld organizer and Mail.be will be updated. New records from your contact manager/handheld organizer will be transferred to Mail.be. New records created in Mail.be will be transferred to your contact manager/handheld organizer.
  2. Add PC info to the site
     Information is transferred from your contact manager/handheld organizer to Mail.be. No records are transferred from Mail.be to your contact manager/handheld organizer. Records in your contact manager/handheld organizer will not be modified. However, existing records in Mail.be will be deleted if they are not in the current record set of your contact manager/handheld organizer.
  3. Add site info to the PC
     Information from Mail.be will be transferred to your contact manager/handheld organizer. No information from your contact manager/handheld organizer will be transferred to Mail.be. This option will NOT overwrite the contact manager/handheld organizer database. It will only add the Mail.be record set to your contact manager/handheld organizer database.
  4. Do not change or read web PIM data
     No records will be read or transferred to Mail.be or to the contact manager/handheld organizer.
- Date Range tab
  This tab allows you to customize the date range for scheduled items. The number of days forward and the number of days backward may be modified.SynchroExpress will only include the calendar items that are within the selected date range.The wider the range of dates, the slower the processing speeds.
- Purge and Reload tab
  NOTE: Use these options with care. Please read the following information and always perform a back-up before using these options!
  If you are converting from another synchronization system or need to eliminate duplicate records, you can do so by selecting "Purge and Reload". This function will eliminate records on Mail.be and reload them from your contact manager/handheld organizer.
  If you choose to Purge and Reload an application, such as "Contacts", those records that would normally be included in a synchronization will be eliminated from Mail.be and replaced by the records from your contact manager/handheld organizer (use with care!).

Completion

- After selecting all appropriate tabs, click OK. This takes you back to the "Contact Manager Settings" screen.
- Click "Next" and then "Finish." SynchroExpress has been configured and is now ready to synchronize.
- If you have chosen a Palm handheld organizer, check that "HotSync" is on (look for the icon in the bottom right hand corner of your screen) and start the sync process by pushing the "HotSync" button on the Palm cradle.
- Click on "synchronize" to start the sync.

Note: don't edit data in Mail.be while synchronizing.

Limitations

1. **General [top]**
   - You can only synchronize date in your private environment. You can't synchronize data in your group environments.
   - The virtual office subcription packages come with various capacities in terms of number of

- items that can be stored using the service. Make sure your subscription covers the capacity required to import all items stored on your Contact Manager or PDA.
- Two ways synchronization will work only with one computer: if you wish to synchronize with more than one computer, you have to configure a one-way synchronization for each of them (from the virtual office to the software)
- You can't synchronize with Outlook and Palm at the same time. If you wish to synchronize all three, first sync with either one, then go back to SynchroExpress setup and select the other under "Contact Manager Settings."
- You can't synchronize without using Synchro Express and the desktop software delivered with the PDA.

2. **Microsoft Outlook [top]**
   - Tasks: "Low" priority will be changed to "Normal" by Synchro Express after synchronizing.

3. **Palm [top]**
   - Currently, Palm does not support events that span midnight.
   - Palm uses a "free format" to store phone numbers while the virtual office uses a "structured format": International code, national code and phone number. To make sure SynchroExpress correctly parses all free format phone numbers, please make sure your free format is similar to that of the virtual office (example: + 32 (02) 3403232 or + 32 (02) 340 32 32).

Potential problems

1. **General [top]**
   - **Synchro Express can't connect to the server**
     You probably use a personal or network firewall, that prevents sending data on port 80. Open this port for Synchro Express.
     If you are using Norton Internet Security, you have to disable this software completely while synchronizing: allowing Synchro Express to access the Web is not enough. Each time you synchronize:
     1. Right-click on the Norton Internet Security icon in the task bar (worldmap).
     2. Choose "Disable" and confirm.
     3. Synchronize with Synchro Express
     4. Right-click on the Norton Internet Security icon in the task bar (worldmap).
     5. Choose "Enable".

2. **Calendar [top]**
   - **An event added to the virtual office calendar does not appear on my Palm after synchronizing.**
     Check the date range in SynchroExpress to make sure it covers the date of the new event. You can reach the Date Range option by clicking on "Settings", then "Next" and then "Configure".

Uninstall

1. **Software uninstallation and data suppression [top]**
   1. Open the Start menu, choose Settings, then choose Control Panel.
   2. Choose Add/Remove Programs.
   3. Choose SynchroExpress.
   4. Delete the SynchroExpress folder from your Programs folder.
   5. Restart your computer.