

Overview

This section contains a quick overview of each application.

Calendar



Features

Quick Add: Enter an event into your Calendar by simply typing what it is and when, and you're done!

Easy rescheduling: Need to move an appointment? Simply drag-and-drop it to its new date on your calendar, and all attendees will be notified of the change.

My Day at a glance: View all of today's events, meetings, and appointments in your My Day page.

Free/Busy URL: This URL may be provided to users of Microsoft Outlook or other compatible calendar applications so that they may view your free / busy data when scheduling meetings from within their own calendar applications.

Need a reminder?: Never miss another meeting! You'll receive a pop-up or email notification in the time increment of your choice prior to the event.

Keep it Private: Schedule a private event, so other users with your Calendar will see that you are busy, but won't see the details.

Contacts and Tasks integration: Schedule an event with one of your Contacts groups, share your calendar with someone, or schedule a follow-up event in your Contact's history. You can also view a task on its due date in your Calendar.

Take attendance: View who has accepted your meeting so you know how many bagels to bring!

Shared Calendar: Give other users access to you schedule in Full, Read-Only, or Free/Busy Access levels.

First Available: Have an urgent meeting to schedule? Find the first available time common to all attendees without sifting through everyone's Calendar!

Q&A:

Can I customize how I view my Calendar?

Yes! The SMB MESSAGING calendar allows you to view your schedule by day, by week, or by month. Your scheduled appointments, meetings, and events will appear in each view of your calendar.

Does Calendar work with people in different time zones?

Yes. When you make an appointment and invite attendees, SMB MESSAGING automatically adjusts for the time zone settings of each individual user.

How many people can I share my Calendar with?

As many as you would like!

Contacts

Features:

Enterprise Contacts: Organize your company, or the network of people in your enterprise for fast and easy management of all users. This feature is available to your Enterprise Manager.

Shared Contacts: Share your personal contacts with another user, or view a coworker's contacts.

Currently Online: See who's online and send them an instant message. If a user is online in any of your contacts lists, their user icon will be highlighted.

Email and Calendar integration: Email or schedule an event with all contacts in a group.

vCards: Manage your personal and work information in your vCard and upload your photo. You may send your personal, work, or all contact information attached to an email.

Private Contacts: Mark someone as a private contact, which won't be accessible to anyone but you, regardless of sharing preferences.

Upload a photo to a contact: Forgetful? Upload a photo of your contact and never forget a name again.

Import/Export Contacts: You may upload or download your personal and enterprise Contacts into a Comma Separated Value (CSV) file, or vCard format.

Printer-friendly views: Print an individual contact or a group in an organized layout.

Contacts Search: Quickly find who you are looking for.

Drag-and-Drop capability: Organize your Personal contacts into groups with our drag-and-drop technology.

Contact History: Add notes to a contact and schedule a follow-up event. You may also search for the most recent email communication from a contact.

Facts:

Supported Contacts Formats:

- Comma-Separated Value (CSV file)
- vCard format (.vcf)

Photo Uploading accepted files:

- .jpg
- .jpeg
- .gif
- .png

Q&A:

Can I import my contacts from another program? What about exporting?

Yes. Convert your contacts file into either a .csv format, or .vcf file, upload, and you're off! You may export your SMB MESSAGING contacts in the same formats.

How do I email some of my contracts from a group, but not all of them?

Using SMB MESSAGING's patented SimpleClick™, you can easily pick and choose who to send to with one click of your mouse. Simply click the "To" button while composing the email, and select the contacts you wish to include.

Do I have to share all of my contacts with someone?

No. You may choose the groups you wish to share, or you can share all of your contacts. Access levels can also be assigned to Modify, Read-Only Access, or Full Access.

How do I add someone to Enterprise Contacts?

Contact your Enterprise Administrator for Enterprise Contact changes. This feature is available to the Enterprise Manager only.

I don't have the Instant Messaging feature. How do I get it?

SMB MESSAGING's IM client is offered along with many other features in our SMB MESSAGING Pro plan. If you are the Enterprise Manager, click the "Upgrade Now" button in the application to signup, or contact a SMB MESSAGING Sales Representative at 1-800-SMB MESSAGING. [Click here to begin the upgrade process!](#)

Direct Connect

Features:

Sync your data: Replicate your data in Outlook and SMB MESSAGING. Calendar, Contacts, Tasks, and Email data are all synched, providing you a copy of your data on the SMB MESSAGING servers, if your Outlook account ever becomes corrupted and provides instant recovery in case of disaster.

Customization: You may decide where data is to be copied (Outlook to SMB MESSAGING, SMB MESSAGING to Outlook, or two-way sync) and which applications to sync up. You may also set the replication schedule to a time interval, time of day, or manual sync.

Facts:

Supported Operating Systems:

- Windows 2000
- Windows XP

Supported Software Clients (Outlook):

- Outlook 2000
- Outlook XP
- Outlook 2003

Q&A:

Where can I download the DirectConnect Installer?

http://www.SMB MESSAGING.com/smb_content/support/downloads.php

I already have the Classic version of DirectConnect. Do I need to uninstall it before installing the new version?

No. You may install the new client on top of the old.

What's the difference between the new profile and existing?

If you would like to use your currently populated Outlook account, use the existing profile for the data replication. If you would like to create a new Outlook profile and populate it with your SMB MESSAGING information, it will look as if it were a new account, with only the new data from SMB MESSAGING.

How far back will my first sync go?

The default setting is for the previous 6 months, but you may specify the date from which to transfer.

I don't have access to DirectConnect. How can I upgrade?

DirectConnect is offered to users to on the SMB MESSAGING Pro plan. To learn more and upgrade your existing plan, click [here](#) or contact a SMB MESSAGING Sales Representative at 1-888-390-8333.

Email

Features:

Storage!: With 10 GB shared between your Email and File Cabinet, never worry about going over quota again!

Attach your vCard: Send your work, personal, or all of your information along with an email.

Anti-Spam: SMB MESSAGING's efforts to deter unsolicited email have proven to be effective in filtering out the bad emails from your inbox, and reducing false positives to your Junk Mail folder. You can also raise or lower your own Spam sensitivity.

Anti-Virus: We use the latest technology to keep your inbox clean. By blocking messages with viruses attached, you can feel confident that your system won't be compromised.

Email Forwarding: Send all incoming email to another address, and if you wish, save a copy on SMB MESSAGING.

Out of Office message: Let everyone know that you're on a tropical vacation, and won't be checking your email while you're on the beach.

Outlook integration: Access all you need in your Outlook account with our POP, SMTP, and IMAP services

Unlimited aliases: If you use multiple email aliases, you can receive them all in your SMB MESSAGING account! Mailing list management tools are also available to Enterprise managers.

Search: Quickly find what you are looking for! Enter a keyword, name, or email address to find an email, or search using our advanced options including date range and folders, just to name a few.

Message filters: Organize your email, even before it hits your inbox! Filter by email address, name, subject or keyword into a folder of your choice. The sky is the limit!

Drag-and-drop organization: Quickly move your emails from one folder to another.

Spell Check: Customize your spell check dictionary with your own lingo!

Facts:

Maximum attachment size: 25 MB

Security Measures:

- Password Hashing
- 128-bit SSL Encryption
- 168-bit Triple-DES
- Firewalls
- VPNs
- Terminal Security
- Strict Employee Data Privacy Policies and User-Level Access Controls.

Q&A:

Can all email in my enterprise be audited?

Yes! With the SMB MESSAGING Pro plan, you have the option of enabling Email Audit (additional charges may apply). With Email Audit enabled, all incoming and outgoing user emails will be stored and burned monthly onto a CD or DVD and shipped to your Administrator. You may also set the preference of whether or not your users are notified that they are being audited.

How does your Spam filtering and Virus Protection work?

Spam filtering subjects the emails to multiple layers of detection and criteria before it reaches the inbox. We scan for many definitions and commonly seen variations, with our definitions updating everyday.

Virus Protection scans email and when a virus is found, it will be blocked and you will receive a notification of the action we have taken to protect your data. Our virus definitions are updated hourly to provide you with the most secure system possible.

What is your SecureSend feature and how do I get it?

SecureSend is SMB MESSAGING's unique and secure file-sending feature that allows you to send files while having complete confidence that your information and confidential data will remain safe.

Enterprise Manager

Jump right in and take control. SMB MESSAGING's Enterprise Manager feature allows you to manage all of your employee's SMB MESSAGING accounts from one centralized location. From resetting passwords to adding and deleting accounts, you can do it all. Account management has never been so easy!

Features

Add & Delete Users: Create new users or delete accounts with just a few clicks. Make a mistake? Don't worry, cancelled accounts can be viewed and restored for 30 days from the time of cancellation.

Divisions: Time to branch out! Create subdivisions to help you distinguish between office locations or even departments. Move users into the appropriate sub-division and let the sub-divisional enterprise managers take charge of their employees.

Domain Management: With SMB MESSAGING you can manage your own domain directly through the application. You can request new domains, remove existing domains, and even add & remove aliases for all users.

Mailing Lists: Who gets what? By creating mailing lists through the enterprise preferences menu, you can allow multiple users to send and receive email coming from the same address. Add and delete users from a mailing list quickly and easily to accommodate your company's needs.

Global Preferences: Use the enterprise section of the preferences menu to set the defaults for your entire enterprise. Modify your enterprise junk mail settings, security settings, contacts sharing, and even billing information from one main menu.

User Preferences: Need to get more specific? No problem. By clicking on a username you can modify individual user settings including application access, passwords, junk mail settings, or even email aliases without making changes to the entire enterprise.

Facts

Enterprise Manager vs. Sub-Divisional Managers:

- The main Admin has rights to manage the entire enterprise while sub-divisional administrators only have access to modify users within their division and any sub-divisions below it.
- The main division can only have one Admin while all sub-divisions have multiple admin capabilities.

Enterprise Manager Access:

- All enterprise manager functions can be accessed directly through your SMB MESSAGING account. No separate login is needed.

Q & A

How do I access Enterprise Manager?

As the Admin, you can access Enterprise Manager by clicking on the Enterprise Icon at the top of the application. Enterprise preferences can be accessed through the main preferences menu of the application located at the top right hand corner of the application.

How do I create a user?

By selecting the 'create account' button you are instantly provided with a setup wizard to walk you through the creation process.

How do I delete a user?

Need to delete an account? No problem. Simply check the box next to the user you wish to delete and select the 'delete account' button. You can even select multiple users and delete them all at once.

How do I reset a user's password?

From the enterprise section of the application click on the 'View Accounts' button and then on the user you wish to edit. From the user profile screen, click on the 'Security Settings' button, enter the new password, and click 'Save'.

How do I add or remove email aliases for specific users?

To modify a user's email aliases simply click on the user from the View Accounts screen, and then on the 'Email Alias' button within the user profile screen. To add an alias, select 'new alias' and type in the desired alias. To set this as the default alias for the user simply check the 'Set As Default' button before saving. To remove an alias, click on the 'Remove alias' button and click save.

File Cabinet

Features:

Take it with you: By accessing your files in a secure location in the web interface, you can bring everything you need, wherever you go!

Easy distribution: Shared files will allow you to keep all of your important documents in one place, and share them with another user for fast distribution.

Team Effort: Are you managing a project? Share a file with your team, and everyone can access anything they need to get the job done.

Large Files and Storage: With 1GB of storage, you can save and share files without the hassle of large email attachments.

Access Rights: Shared Files may be assigned an access level of Read-Only or Full Access.

Share with everyone: Even non-members can benefit from SMB MESSAGING's features! Share a folder with a non-member, and attach a message to tell them that your File Cabinet is the best around!

Q&A:

What's the difference between sharing with a member, and a non-member?

When you share with someone in your enterprise, or any SMB MESSAGING user for that matter, enter their “username.enterprise” in the appropriate access level box. That user would then receive a notification on their My Day page, telling them that a file has been shared with them. When sharing with a non-member, you may enter their email address in either access-level box, and include a message about the file.

Can I revoke sharing abilities from someone?

Sure! Go to the folder that you want to revoke, and click Share. Users that have been shared with will be displayed there. Highlight the user and click Remove.

Where can I find more information about the File Cabinet?

Click [here](#) to go to the File Cabinet Guide.

Instant Messaging

Features:

Integration: You may view who is online in each of your Contacts lists, including Enterprise, Personal and Shared lists. You may also see a summary of users online in the Currently Online list.

SimpleClick™: From your Currently Online list, select the Contact you wish to send a message to.

IM Preferences: Set your preferences for Instant Message notifications. Need some peace and quiet? Set your status to “Hide” and you will not be seen as Online. You can also add users to your IM block list.

Instant Communication: Need to ask a chatty coworker a quick question? Shoot them an IM and if they continue to pester you, add them to your block list or hide.

Saved Conversations: If there's important information in an IM conversation, simply save it and refer to it later on when needed.

IM-style multitasking: Hold several conversations in one window. Select the user on the left side in order to continue your conversation.

Q&A:

I want all of my Enterprise Contacts to be in my Currently Online list. How do I do that?

Go to the Preferences menu and select the Currently Online Settings in the Instant Messaging category. Click Edit List under Currently Online, and check the box that says “Show all enterprise contacts in my currently online list”. This will add them all, in addition to the users you have already included in the list.

How do I switch between IM conversations with several users?

If you have multiple conversations at once, select the user on the right side that you wish to continue talking with. Just be careful you don’t send the wrong IM to the wrong user!

I’m done with a conversation. How can I clear it off my IM window?

Click on Message in your IM window and select End Conversation in the drop down menu. You can also do this with the keyboard shortcut, by hitting Ctrl and Delete simultaneously.

I don’t want the pop-up notification of a new IM. Can I turn them off?

Of course! Click on the IM icon, and select Options. Here, you may disable the audio notifications, and the pop-ups. If you receive a new IM, your IM icon will be flashing.

I don't have the IM feature, but I want it. How can I upgrade my account?

Click [here](#) to get instructions on how to upgrade to SMB MESSAGING Pro, and the advanced features offered!

Logging In

Various methods for logging into the web applications

SMB MESSAGING Lite Login

Logging into the the SMB MESSAGING Lite version of the application is ideal for those users with a dialup connection. The Lite application will allow access to your Email and Contacts.

The login information is the same as a Rich login, requiring your username (either in "username.enterprise" format, or any alias you have in place with your account) and a password to begin your session.

Mobile Login

To access your account with a mobile device, you must have WAP 2.0 enabled.

Point your mobile browser to <http://mobile.smbmessaging.com>, and enter your username (either "username.enterprise" format or any alias associated with your account) and password to access your email, calendar, contacts and tasks.

Rich Mode Login

The Rich mode of the application will display all features and functions available to your account.

The login information requires a username (either in "username.enterprise" format, or any alias associated with your account) and a password to login to your account and begin your session.

Secure Login (SSL)

While logging into your SMB MESSAGING account is always secure, the Secure login mode will provide ultimate security during your session.

The login information requires a username (either in "username.enterprise" format, or any alias associated with your account) and a password to login to your account and begin your session.

My Day

Features:

YOUR Day: My Day will show you all of your appointments, meeting invitations, new emails, daily tasks, and contacts in one central location! Welcome to today!

Daily management: Not only does My Day give you a snapshot of what is going on today, but you can manage each application from this page! Cross off completed tasks, accept event invitations, or create a new email, appointment, or contact.

Notifications: See who shared a folder with you, invited you to a lunch meeting, or shared their calendar with you! You will always be the first to know.

Q&A:

How does My Day make my day more productive?

See everything that is happening so you always know what is ahead. View your scheduled appointments, meeting requests, tasks to be completed, and important notifications of newly shared folders. Being productive was never so simple!

What can I do with My Day?

Your shortcuts to compose email, add a contact or create a new task or event is always available from My Day. Send an IM to someone from your currently online list, or view someone's contact information.

Tasks

Features:

Organized To-Do list: Keep all of your daily activities in one place and update priority, status and due dates. Check off your completed tasks as you go along.

Contacts Integration: Indicate a task or follow-up action for one of your contacts in the History section, to be included in your task list for the day or week.

Condense your day: With your task list on your My Day page, you'll always know what is due that day, or needs to be done soon. Start your day with your goals in mind!

Calendar integration: Review your tasks and appointments in one place to manage your day in the most time-efficient manner. Use our drag-and-drop technology to move a task from one day to another.

Q&A:

Where do I manage my Tasks?

Almost anywhere in your account! You can modify tasks in the shortcuts menu, on your My Day page, the Tasks icon, or in your Calendar.

How do I edit a task?

You can move a task's due date in your Calendar with the drag-and-drop feature, or double-click the task to edit details. You can also manage your tasks from My Day, Shortcuts, the Tasks application or in your Contacts in the History section.

How do I delete the Tasks that are completed?

After completing a task, you can check it off to indicate that it has been done. To clear the completed tasks, select the Tasks icon and click "Delete Completed".

