

THE FIRSTCLASS NEWSLETTER

A publication of the Information Development department

Vol 4, Issue 5
October 2004

Please maximize your browser window for ideal viewing.

Editors' message

In this issue, we feature a case study courtesy of Michael Reinke of Reinke Software Engineering in Germany. It focuses on a FirstClass site that uses the power of the FirstClass Rapid Application Developer (FCRAD) to create and manage a series of digital libraries.

We're also very excited to offer an article on the upcoming FirstClass telephone user interface (TUI) for FirstClass 8.0 Voice Services (VS).

A new addition

We've added a "Want to learn more?" section to the newsletter. This section directs you to additional sources of information for concepts discussed in our newsletter articles and regular features. We know you will find this to be an excellent resource.

Noteworthy

Due to popular demand, and since FirstClass Online (FCOL) users aren't allowed Internet email access, we now allow newsletter subscribers to send any questions directly to the TechNewsMail conference on FCOL.

Reminders

If you're reading this on our web site and wondering why your subscription didn't arrive (or if you know of someone who subscribed but isn't getting the newsletter), this is likely because the SMTP mail rules, which you may have enabled on your site, are set to reject bulk mail. To prevent this from happening in the future, we suggest that you add the "technewsletter@firstclass.com" address to your trusted filter document inside the Filters folder. For past newsletters, see the [archives](#) section of our company web site.

We would also like to take this time to reinforce that the conduit for answering technical questions is through the FirstClass Customer Support department support@firstclass.com. Please submit all support-related inquiries to this area, as they will be immediately viewed by our support technicians and answered accordingly.

Enjoy this issue.

Editors

Ann Schwartz
Annette Ferron

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Feature article

Case study: Digital libraries for medical professionals

courtesy of Michael Reinke, RSWE, Germany

Michael Reinke, founder of Reinke Software Engineering (RSWE), recently brought to our attention Kinderumwelt gGmbH, a FirstClass site that uses the FC MEMEX RAD application to create and manage a series of digital libraries. Here is their story.

The environment

Kinderumwelt gGmbH is a non-profit company with limited liability, fully owned by the German Academy of Pediatrics. It runs a large FirstClass site that provides services for German medical professionals and public health departments. The system, named UMINFO (see www.uminfo.de), hosts several specialized groups on a single FirstClass server.

This is the UMINFO website:

[UMINFO website](#)



This site includes the following major areas:

Uminfo/Allinfo offers environmental health information through conferences. It is used by medical doctors, pharmacists, engineers, scientists, and medical insurance organizations.

ÖGD Intranet, supported by the famous Robert-Koch Institute (RKI), Berlin, is targeted to members of the German public health departments and offers specialized information in this area.

Pädinform is an intranet for pediatricians. This section offers a large collection of FirstClass conferences that provide pediatric information and allow different types of communication, including telecommunications.

Today, UMINFO is used by approximately 4000 professionals.

The challenge

Recently, Kinderumwelt gGmbH decided to expand its services by adding advanced digital libraries and more knowledge management functions not currently available in the FirstClass product. In order to achieve medical breakthroughs, UMINFO's users must be aware of others' projects and publications and have full access to published papers, PowerPoint presentations, journals, and digital images. These documents exist mainly as attachments to conference messages or as documents inside the file systems of dedicated file servers.

Dr. Otto, administrator of the UMINFO system, summarized the required functionality in the following three areas:

- Pädinform users must be able to access single issues out of a digital archive of "Kinder- und Jugendarzt" magazines. These periodicals are stored as PDF files and should be fully text indexed for speedy retrieval. Advanced search algorithms should also be supported to narrow the search criteria.

- Many conferences exist within the pädinform intranet. These conferences contain many messages with attachments that provide useful information (for example, PDF, Powerpoint, and JPEG files containing valuable EXIF metainformation). Pädinform users must be able to search and retrieve information from these conferences, including attachments, by the same methods used in the periodical digital archive.

- The same requirements exist for a third application area: the Robert Koch Institute supports a special conference about bioterrorism called IBBS. Inside this conference and all of its subconferences, many documents are available only as attachments to FirstClass messages. Users of the IBBS conferences must have a straightforward full text search and retrieval system for these attachments.

A short system analysis of the above requirements resulted in the following list of functions that needed to be added to the existing FirstClass system:

- full text search and retrieval of text and multimedia documents outside the FirstClass network store
- full text search and retrieval of documents attached to conference messages
- fast and accurate search results
- advanced search capabilities like boolean, phrase, and property search
- minimal administration overhead
- an intelligible search user interface
- seamless integration with FirstClass, because all users already know how to use a FirstClass client.

The solution

FC MEMEX: An off-the-shelf FirstClass extension

FC MEMEX is an example of the robust features a FirstClass Rapid Application Developer (RAD) application can add to an existing FirstClass site. In this case, a combination of RAD applications and Windows-specific services supports the integration of multiple Windows PCs as document search and retrieval servers. To FirstClass administrators and users this system looks like one large digital library.

Let's review the major features required for the UMINFO system:

- fast document search and retrieval

Searching a digital library consisting of thousands of mixed media files must be done in fractions of a second.

- fully automatic operation
- support of standard file formats with the ability to be expanded to support other formats
- ability to search within existing documents that reside on file servers.

Getting documents into the libraries

After installing the FC MEMEX application on the FirstClass server, Dr. Otto was ready to configure the first digital library inside the UMINFO system: the "Kinder- und Jugendarzt" periodical library.

In this case, all documents (a collection of PDF files) had already been copied to a dedicated FC MEMEX document server (a Windows 2000 workstation attached to the FirstClass server by a LAN), so the setup consisted of the following tasks:

1 Define a new library (called a catalog) inside the FC MEMEX management console.

2 Configure the library's root directory.

Below this directory all file changes are observed by FC MEMEX.

3 Configure default new user rights.

Visiting users are added to the FC MEMEX user database automatically using this default set.

4 Define catalog-specific help text.

This text is displayed inside the search form to all visiting users and provides helpful information about how to search the catalog and what kinds of documents can be retrieved.

5 Install the associated FC MEMEX search application inside selected conferences.

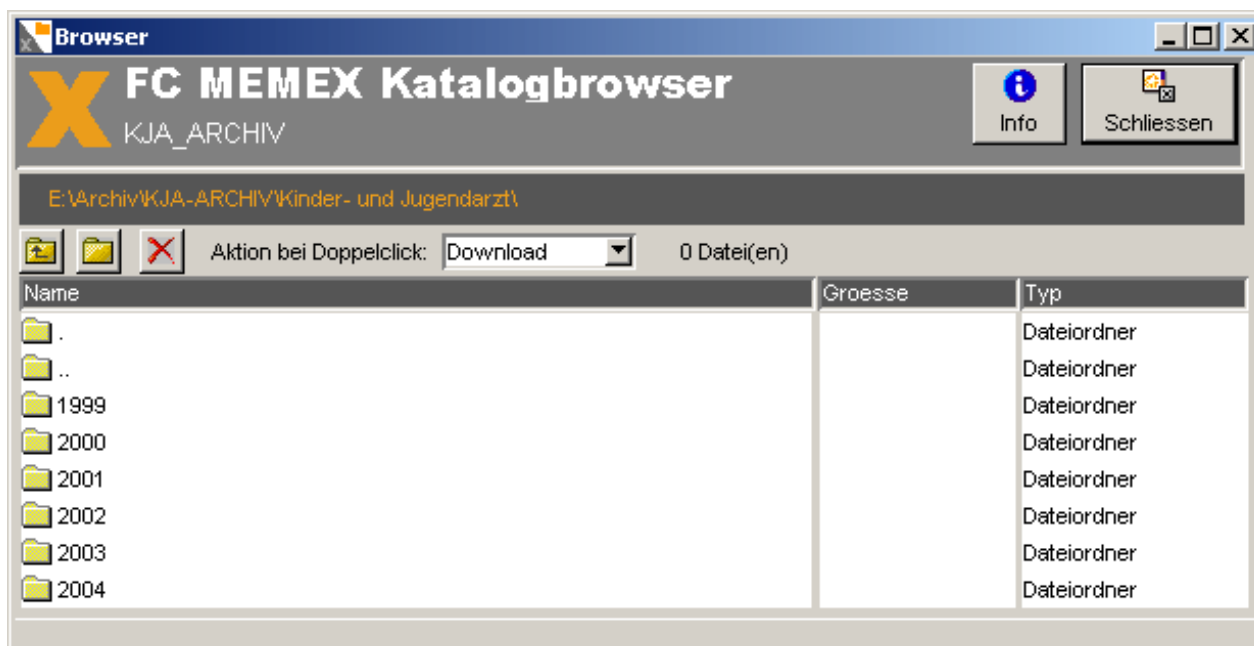
This is done through the standard RAD application installation procedure with a couple of mouse clicks.

That's it. FC MEMEX scans all documents inside this catalog, extracts full text and metadata, and updates a central index database. Now this catalog is ready for any search and retrieval operation.

A second way to add and organize documents inside the digital library is by using the provided FC MEMEX catalog browser. This application offers Windows Explorer-like remote access to the catalog server's file system and allows the addition of new documents using drag and drop onto the browser window. This tool also allows the deletion and creation of files and folders.

This is an FC MEMEX browser showing the PDF magazine catalog organized in annual folders:

[FC MEMEX browser](#)



Another way to get documents into a FirstClass MEMEX catalog is by monitoring existing FirstClass conferences with the archiving gateway FC ARCHIVE. The UMINFO team used this tool to set up the PaedArchiv catalog. The workflow used to populate this catalog was very simple:

1 Configure FC ARCHIVE to connect to the preselected conferences twice daily.

FC ARCHIVE runs on a dedicated FC MEMEX document server and connects to the remote FirstClass server using TCP/IP.

2 Move all conference content to an FC MEMEX observed catalog folder.

Body texts and all attachments are preserved and immediately fully text indexed.

3 Install a second FC MEMEX search application (PaedArchiv) in selected conferences for use by the medical professionals.

Through this search application all data fetched using FC ARCHIVE is available to PaedArchiv users.

How medical professionals use FC MEMEX

The following images show a conference with the two above mentioned search applications. Some help documents and an FC MEMEX reference card are available for new users in the lower pane of the conference, while the upper pane contains the customized RAD application icons. Since users were already familiar with FirstClass conferences and mail objects, and launching an FC MEMEX search application is like opening a conference, the system was adopted quickly.

New FC MEMEX users find the second tab inside the search application especially helpful. The "Suchtemplates" form presents a list of predefined search queries in a domain-specific language that is understandable to all participants. After selecting a search template and pressing the search button, a search process is triggered and launched against the actual (and possibly updated) library content.

This is the UMINFO library conference:

[UMINFO conference](#)



If a user clicks Archiv:Kinder- und Jugendarzt, they are presented with the customized, catalog-specific interface to the "Kinder- und Jugendarzt" library. The user can then input a free text query and execute a search.

The advantage of this method is that highly complicated queries can be defined by search professionals and presented to all participants in a clear and easy-to-understand language.



This concept is very similar to the new "smart folders" concept that will be introduced by Mac

OS X Tiger (coming next year), but FirstClass offered this feature first with FC MEMEX -- and in a real client/server environment.

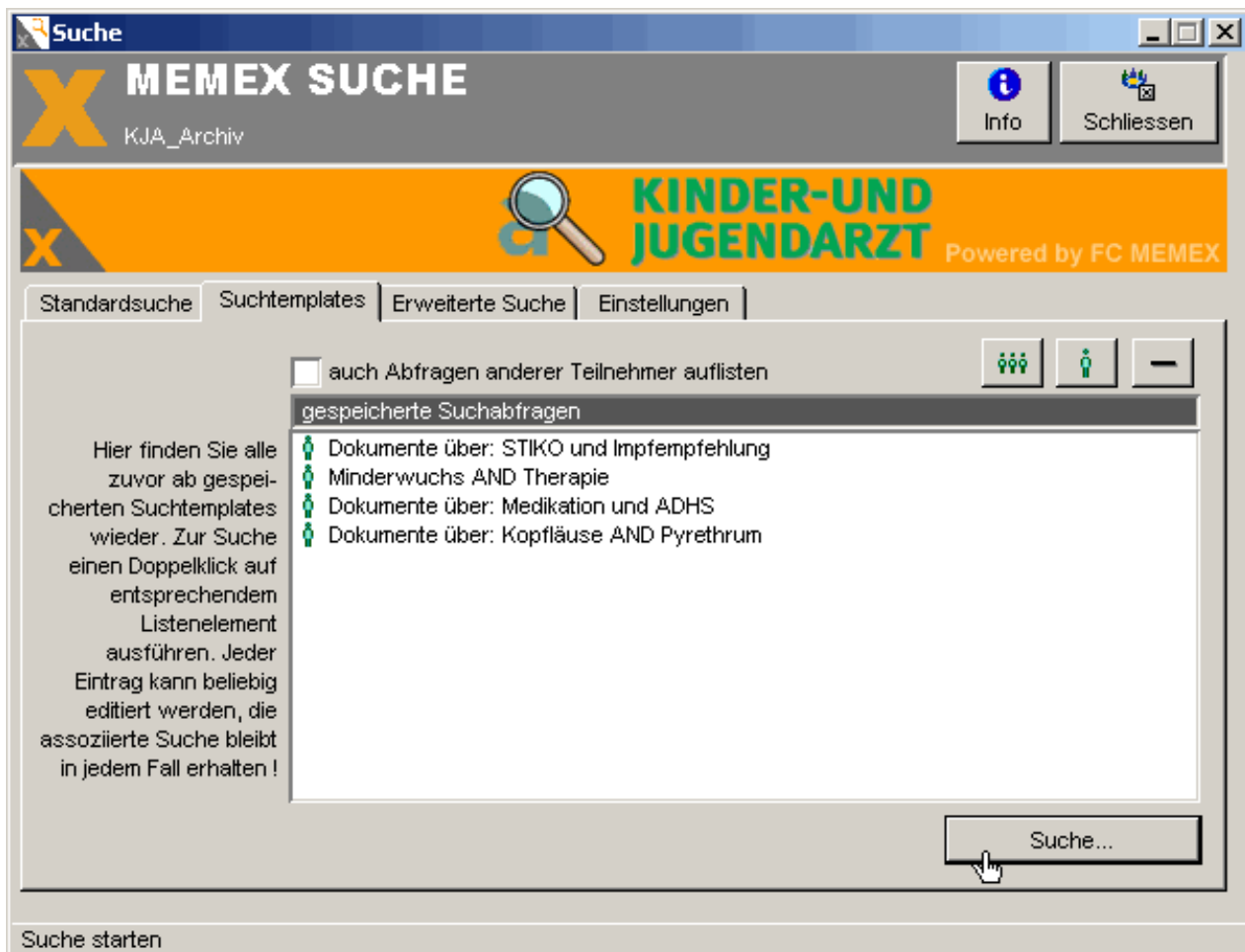
This is a standard search form with a single free text query input field on which Dr. Otto modified the leading text "Archiv: Kinder- und Jugendarzt" and the help text in the middle of the form using the FC MEMEX catalog editor:

[Search form](#)

The screenshot shows a web-based search interface titled "Suche" (Search) in the top left corner. The main header features a large orange "X" logo followed by "MEMEX SUCHE" and "KJA_Archiv" below it. To the right of the header are two buttons: "Info" (with an information icon) and "Schliessen" (with a close icon). Below the header is a navigation bar with four tabs: "Standardsuche" (selected), "Suchtemplates", "Erweiterte Suche", and "Einstellungen". The main content area has a search input field at the top. Below it, the text reads: "Geben Sie bitte in diesem Feld Ihre Freitextsuche ein". Further down, there is a paragraph: "In dieser Datenbank sind die Jahrgänge 1999 - 2003 sowie die verfügbaren Ausgaben 2004 der Zeitschrift 'Kinder- und Jugendarzt' archiviert." Below that, another paragraph states: "Der Zugang zum KJA-Archiv ist nur in Verbindung mit einer Freischaltung für PädInform möglich." A third paragraph provides a search tip: "Suchtip: Die Trefferzahl kann eingegrenzt werden, indem die Suchbegriffe mit AND verknüpft werden. Beispiel: Impfung AND Hyposensibilisierung". At the bottom left of the main area is a button: "+ Diese Suche zu den Templates hinzufügen". At the bottom right is a button: "Suche...". A mouse cursor is pointing at the "Suche..." button. The footer of the interface contains the text "Suche starten".

This is a search templates form presenting a list of predefined queries in a domain-specific language:

[Search templates form](#)



A search produces a result list. The above form produced a ranked list of documents with the following options and information:

- a document-specific icon
- file name and date of last change
- automatically generated abstract text

This is extracted from all FC MEMEX supported document types (nearly every format, for example, Microsoft Office documents, Adobe Acrobat PDF, XML, TXT).

- the ranking value (1-1000) and optionally, the number of direct query term hits
- a selection of possible commands:
 - document preview
 - document download
 - document annotations

This is an FC MEMEX search result page:

[Search results](#)

Suchergebnis

MEMEX
Katalog: KJA_Archiv

Schliessen

Ihre Suche hat 6 Treffer erzielt

Typ	Dokumenteninfo	Ranking	Optionen
	seite438.pdf 02.05.03 13.50.19 PHARMA-INFO 438 KINDER-UND JUGENDARZT 34. Jg. (2003) Nr. 5 ADHS – aktuelle Prävalenzerhebungen zur Aufmerksamkeits-Defizit-Hyperaktivitäts-Störung gehen von zwei bis sechs Prozent betroffenen Kindern und Jugendlichen aus. Konsens herrscht über den Einsatz von Methylphenidat als empirisch gesichertes	105 1 Hits	  
	seite591.pdf 02.07.03 17.04.38 Prof. Dr. Aribert Rothenberger, Göttingen, fasste die unterschiedlichen pharmakologischen Therapieansätze bei ADHS zusammen. Zur Beurteilung einer erfolgreichen Therapie sind folgende Zielbereiche wichtig: • Kernsymptome wie Aufmerksamkeit, Motorik und Impulsivität • Assoziierte Symptome wie Störung	105 1 Hits	  
	s0810_0813.pdf 14.01.04 17.41.50 810 KINDER-UND JUGENDARZT 32. Jg. (2001) Nr. 10 FORUM Wie konnte dies geschehen? Zur Vorgeschichte: Seit April dieses Jahres tagt in Hamburg regelmäßig eine Arbeitsgruppe von 12 Personen, die sich mit der Verbesserung der Diagnostik und Behandlung des ADS/ADHS befasst. Auslöser waren die extrem lang	33 1 Hits	  
	seite370_373.pdf 02.05.03 13.26.40 370 KINDER-UND JUGENDARZT 34. Jg. (2003) Nr. 5 FORUM Einmal im Jahr, nämlich kurz vor den Versetzungszeugnissen, meldet sich über die Medien der schulpsychologische Dienst zu Wort. Eltern mögen doch bitte ihre Kinder nicht wegen schlechter Noten bestrafen. Was tut der schulpsychologische Dienst den	19 1 Hits	  
	s1082_1086.pdf 14.01.04 19.30.08 1082 KINDER-UND JUGENDARZT 32. Jg. (2001) Nr. 12 BERUFSFRAGEN Mitgliederbewegung Die Statistik des BVKJ weist zum 31.12.2000 einen Mitgliederbestand von 10.300 Mitgliedern aus; von diesen sind 5402 weiblich und 4889 männlich (9 außerordentliche Mitglieder) Bei 203 Austritten und 205 Eintritten blieb	16 1 Hits	  
	seite199_206.pdf 24.02.03 13.57.44 199 KINDER-UND JUGENDARZT 34. Jg. (2003) Nr. 3 AKTUELL Hierzu erklärt die Drogenbeauftragte der Bundesregierung und Parlamentarische Staatssekretärin im Bundesministerium für Gesundheit und Soziale Sicherung, Marion Caspers-Merk: „Ich begrüße es sehr, dass die unterschiedlichen Berufs- und Fachgruppe	10 1 Hits	  

In addition to the information provided in the search result list, FC MEMEX adds another layer of preview information. A document property form allows the user to extract as much information from the the selected document as possible, for example:

- a more detailed text summary retrieved directly from the document

The length of this summary can be modified on the user preference form. Users can decide if this is the document they are looking for before downloading a potentially large document.

- automatically generated thumbnails of any image documents (JPG, PNG, GIF, TIFF, etc.)
- document attributes (metainformation) such as author, file size, date of last change, title, keywords, comments, subject, etc. (all properties that are editable within the Microsoft Office properties dialogs, as these properties are also searchable)
- EXIF metainformation, if it exists, for image documents

This allows queries like: “give me all images made with a digital CANON Ixus camera”.

- document rating

A user can rate this preview document or see all ratings already done.

- document-related commands:

- download original file

This starts the FirstClass download process.

- open the document annotation form

You can enter or retrieve annotations and links to other references belonging to this document.

- open the document notification form.

This form lists events that occur with the document, such as annotations and downloads.



Note

Notice that to this point no download action has been triggered; all information about any document in nearly any file format has been presented in a secure way through the FirstClass client. Not a single byte of information has been saved on the local hard disk.

This is an FC MEMEX document preview of a PDF document:

[MEMEX preview](#)

Eigenschaften: seite438.pdf

Katalog: KJA_Archiv

e:\archiv\kja-archiv\kinder- und jugendarzt\2003\pdfdateien_kja_05_03\bogen6\seite438.pdf

Schliessen

Original Download Anmerkungen... Benachrichtigungen...

Voransicht Dokumentattribute Bewertungen

Dokumententext

PHARMA-INFO 438 KINDER-UND JUGENDARZT 34. Jg. (2003) Nr. 5 <<ADHS>> – aktuelle Prävalenzerhebungen zur Aufmerksamkeits-Defizit-Hyperaktivitäts-Störung gehen von zwei bis sechs Prozent betroffenen Kindern und Jugendlichen aus. Konsens herrscht über den Einsatz von Methylphenidat als empirisch gesichertes Medikament zur Behandlung der <<ADHS>>. Das zur Zulassung eingereichte mittellangwirksame Methylphenidat-Präparat der Firma Medice (Medikinet® Retard) ist dank einer Wirkdauer von ca. 8 Stunden optimal an deutsche Schulverhältnisse angepasst: Die zweistufige Freisetzungsdynamik erlaubt eine praxistaugliche morgendliche Einmalgabe, durch das Nachlassen der Wirkung in den Nachmittagsstunden sind Probleme wie Appetitlosigkeit oder Schlafstörungen nicht zu erwarten. Plazebokontrollierte multizentrische Studien belegen eine sichere Wirkung bei sehr guter Verträglichkeit. Die Zulassung von Medikinet Retard wurde kürzlich eingereicht. In Berlin fand im Oktober 2002 eine Konsensuskonferenz zur „Verbesserung der Versorgung von Kindern, Jugendlichen und Erwachsenen mit <<ADHS>>“ statt, an der neben dem einladenden Bundesministerium für Gesundheit und Soziale Sicherung auch alle betroffenen Arztgruppen sowie Lehrer- und Elternverbände teilnahmen. Das Fazit der Konferenz: Die Behandlung mit Methylphenidat gilt demnach als gesicherte empirische Therapie, die – eingebunden in ein multimodales Konzept – für die Betroffenen größtmögliche Therapieerfolge bringt. Bisher wurde Methylphenidat in Deutschland meist zweimal täglich eingenommen, wobei die zweite Einnahme mittags in der Schule oftmals vergessen wurde. Neue galenische Zubereitungen erlauben es, langzeitwirksame Methylphenidatpräparate durch die zweistufige Freisetzungsdynamik nur noch einmal am Tag zu geben. Eine Kapsel enthält 5 bzw. 10 mg schnell freisetzendes und 5 bzw. 10 mg langsam freisetzendes Methylphenidat in magensaftresistenten Pellets. Diese praxistaugliche morgendliche Einmalgabe fördert die Compliance der Patienten und betroffenen Eltern. Erfolgreiche Symptom-Reduktion, gute Verträglichkeit Das in zwei Dosierungen – 10 mg bzw. 20 mg

Hitnavigation

◀ Reset 335 ▶ zum nächsten Treffer springen

Downloadindikator

Dieser Indikator zeigt Ihnen den zu erwartenden Downloadaufwand beim herunterladen des Originaldokumentes an

1000 kB

The form tabs lead to different preview sections:

- "Voransicht" displays the automatically retrieved text from the original document.
- "Dokumentattribute" displays a form with many file-specific properties.
- "Bewertungen" displays the rating of this document.

End result

Several hundred medical professionals are now using this digital library. The system enables users to easily find periodical articles or similar information using a broad range of search capabilities. Attachment files and content outside the FirstClass network store are no longer

"black boxes" of hidden information. These items are now within reach of any FirstClass client, which was one of the most important UMINFO digital library requirements.

Administration overhead to keep the digital libraries running has been very low. Dr. Otto pointed out that most FC MEMEX administrative tasks were completed right after publishing the search applications inside the selected conferences. All new catalog users receive their default permission set automatically the first time they search these catalogs. All document changes (for example, the addition of new files into the catalog file system), are monitored by FC MEMEX and the text index database is updated without manual intervention.

The UMINFO team's experience with FC MEMEX has encouraged them to broaden their services to other areas. Dr. Otto started the creation of additional digital libraries inside the UMINFO system very soon after the initial periodical library. Now members of the Robert Koch Institut (RKI) bioterrorism conference can search and retrieve every attached document (mostly PDF and PowerPoint files) published in this area.

In comparison to other available digital library applications (for example, the complete range of Microsoft servers like Sharepoint Portal Server), the advantages of using the RAD-based FC MEMEX with FirstClass are:

- no "rip and replace" solution

FirstClass is still fully operable and does not require any replacement software. This is very important because the investment to get the new functionality is only focused on the new features.

- no client changes

All FC MEMEX applications running on the UMINFO system are accessible with the FirstClass client. Most of the 4000 users use the FirstClass client, so no effort is wasted to set up an application-specific client infrastructure.

- scalability of FC MEMEX digital libraries is very compelling

It's like building libraries with LEGO blocks: new document servers can easily be attached to a FirstClass server as needed. If future library requirements force more search-and-retrieval power, new document servers can be added anytime. Theoretically, a cluster consisting of hundreds of document servers can work inside a single FC MEMEX system.

- compatibility to common document formats covers most library applications

FC MEMEX is compatible with many file formats (.doc, .wri, .rtf, .xls, .txt, .html, .xml, .vsd, .pdf, .mp3, .jpg, .tif, .png, and so on). New file formats can be added using plugin architecture.

- query language is very powerful.

FC MEMEX supports a complete range of searches, from simple text searches to advanced property searches and metasearches. New users get instant results, just like doing a search using the well-known Google service. More advanced users can step ahead and use highly advanced query definitions.

After several months of working with the FC MEMEX system, Dr. Otto concluded, "The introduction of FC MEMEX brought a great added value to our UMINFO system. It extends the FirstClass base functionality with very compelling digital library and knowledge management functions without the need to increase the administration staff".

Finally, the integration of the FC MEMEX application underlines the suitability of FirstClass as a powerful and extendable communications platform.

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Feature article

FirstClass 8.0 Voice Services

courtesy of the Information Development department

With the Voice Services release for FirstClass 8.0, we are expanding the scope of unified communications to much more than just voicemail messages in your Mailbox.

The FirstClass telephone user interface (TUI), which is at the core of the upcoming FirstClass 8.0 VS release, gives users access to more FirstClass features than ever before:

- Desktop access: your Desktop summary is read to you at login, and gives you access to your Mailbox, calendar, memos, and contacts.
- Async events: you hear your regular FirstClass sounds when logged in by phone. The familiar "ping" for messages and the calendar event sound alert you to new items immediately.
- Call user: instead of looking up a user's phone number and then calling, simply right-click (Windows) or click and hold (Mac OS) the user's name and choose "Call User" from the shortcut menu.

These new features are part of a continuing effort to enhance the FirstClass Unified Communications experience. This release is a response to customer requests for a cost-efficient communications solution that does not require a strictly phone-based environment (for example, a school where teachers and students do not have phones).

How is FirstClass 8.0 VS better?

Adding access to your calendar, contacts, and memos folders adds value to the product you're buying. Instead of being a limited Unified Communications system that just links your phone to your Mailbox, FirstClass is a true unified system that gives you easier access to more of your FirstClass content. The new FirstClass TUI is conceptually a Voice PDA that never needs to be synchronized, and is accessible from any touchtone phone. The ability to create memos also makes it a personal recorder. The call user functionality turns your contact database into an autodialer from the phone, the client, or the web, and voice menus continue to add depth to incoming call handling.

Do we have to give a phone to everyone?

The FirstClass TUI is specifically designed to work in environments where not every person has a telephone. The issue of not having a phone-based environment is resolved when customers learn how to make FirstClass Unified Communications fit their needs.

Let's consider a typical school environment:

- Teachers have a teachers' lounge, not individual offices.
- The school switchboard or main receptionist is too busy to field hundreds of calls for teachers from parents and students.
- Setting up voicemail for every teacher is impractical, since there is probably only one phone in the teachers' lounge, and there wouldn't be enough time for each teacher to phone in for messages at lunch or between classes.
- It is impractical for students to have voicemail accounts set up on the school's phone system. After all, the more voicemail accounts you have, the larger voicemail system you need.

Limiting voicemail services can make it difficult for parents and students to get in touch with teachers. Over the years, our customers have found that giving teachers and students online access to FirstClass can solve many communications challenges. Let's take a look at how the FirstClass TUI can be used to make communication in this environment easier.

Using phantom phone numbers

FirstClass 8.0 VS can be set up without switch integration; this means that you can run VS and use all its features without giving every user a phone, or even a phone number on the phone switch. All you need is one dedicated phone line that will reach all teachers and students.



Note

FirstClass 8.0 VS requires hardware, software, and user licenses that must be installed before beginning this process.

To set up your system:

1 In the "Voice DN" field of the User Information form, simply enter a unique number for each user (teachers and students). This becomes the user's virtual DN (a unique phone number that exists only on your system).

2 Dedicate an incoming phone line just for FirstClass. This is done on the Dedicate Ports tab of the Voice Services Admin form — the form help explains all the details.

3 Create a voice menu for the dedicated phone number that allows callers to dial users by name or number to leave a message. This same voice menu can also serve out essential information like school news of the day, a message from the principal, or inclement weather notices. Also, teachers can add their own personal voice menus to post homework assignments or due date schedules, or to simply allow callers to leave a message.

Messages left by callers go directly into your FirstClass Mailbox. If your personal greeting asks callers to include their email address in the message, you can then email the caller back. In this way, communication between teachers and students becomes easier and more accessible, all without bothering a school receptionist or switchboard operator.

Consider the student who does not have easy access to a computer outside of school. This student does not need to be left out of project planning discussions and scheduling; he just has to log in using a phone. He can then access his personal Mailbox, calendar, memos, and contacts just as easily as if he were logging in from his personal laptop. Taking this even further, if a teacher knows a student has difficulty accessing a computer, the teacher can set up mail rules in a project conference so all messages posted to the conference are also routed directly to the student's Mailbox. This ensures that the student has access to the same project resources as everyone else.

Do I need to replace my existing voicemail system?

Concerns over having an existing voicemail system or an incompatible phone switch are really one issue — you can't or don't want to use FirstClass as your voice messaging system. FirstClass Unified Communications is not a voicemail system; it does more than allow you to access and manage your voice messages. The FirstClass TUI lets you access your calendar, memos, contacts, and Mailbox easily by phone.

Because we're not used to thinking about phone communication in this way, the why and how of this communication can be a little cryptic at first. Let's consider some of the opportunities these improvements provide for teachers:

- You're late for school and are scheduled to coach your team in an important soccer tournament. You know you won't have time to go to the school to check the location of the first game. While stuck in a traffic jam, you log into your Desktop by phone, check your calendar for the game schedule, and then check your contacts for the assistant coach's cell phone number. You call and reassure her that you will be there as soon as possible — all without ever having to hang up and fumble with a pen and paper.
- After a successful meeting with the board superintendent, a principal is heading back to her school, bursting with ideas. Since she has a staff meeting booked as soon as she returns, she won't have time to sit down and write out her ideas while they're fresh. Before leaving the parking lot, she logs in using her phone, creates a new memo, and records her thoughts.
- As a dedicated special needs teacher, you have set up your preferences so that you will be paged when you receive an urgent voice or text message. Your pager goes off. You log in by phone to listen to the message, but the return number the parent left isn't being answered. You look up the family in your contacts folder and get all their phone numbers so you can reply to the parent's urgent email.
- In the parking lot, you run into the board superintendent whom you've been trying to make an appointment with. You want to decide on an appointment time, but you don't have access

to your schedule. You think you might be giving an exam on the day she has suggested, but you have to book the appointment if at all possible. Log in by phone, access your calendar, enter the date, and listen to details of that day. In less than a minute you know if you are available and can confirm immediately.

Only one of these examples mentioned voice messaging. The FirstClass TUI can be used without switch integration and without replacing your existing voice messaging system. It allows you to unify your communications and it makes communicating easier.

The FirstClass TUI in FirstClass 8.0 Voice Services is the latest in our continuing efforts to make communications more accessible and relevant for everyone. It can be used effectively in an education environment to better connect teachers, students, and parents.

A future newsletter will detail the technical aspects of new FirstClass 8.0 VS features, as well as how to configure VS without switch integration.

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Ideas for end users

Bookmarking your favorite web sites

Audience: All users

Experience:



Features we use:

- bookmarks

Summary

Do you find yourself wracking your brain for that great web site you found last week, but forgot to add to your Favorites list? Did you have to reformat your computer and now you've lost your Internet Favorites? Use FirstClass bookmarks to mark your favorite sites. You'll never lose them again.

Example

John Smith is a teacher at Avalon Academy. He is always searching the web for new information. When he finds a site he likes, he bookmarks it in FirstClass.

To create a bookmark, John chooses File > New > New Bookmark, then enters the full path to the object at "URL" on the Advanced tab. If needed, he also assigns a name to the bookmark entry by editing the name field.



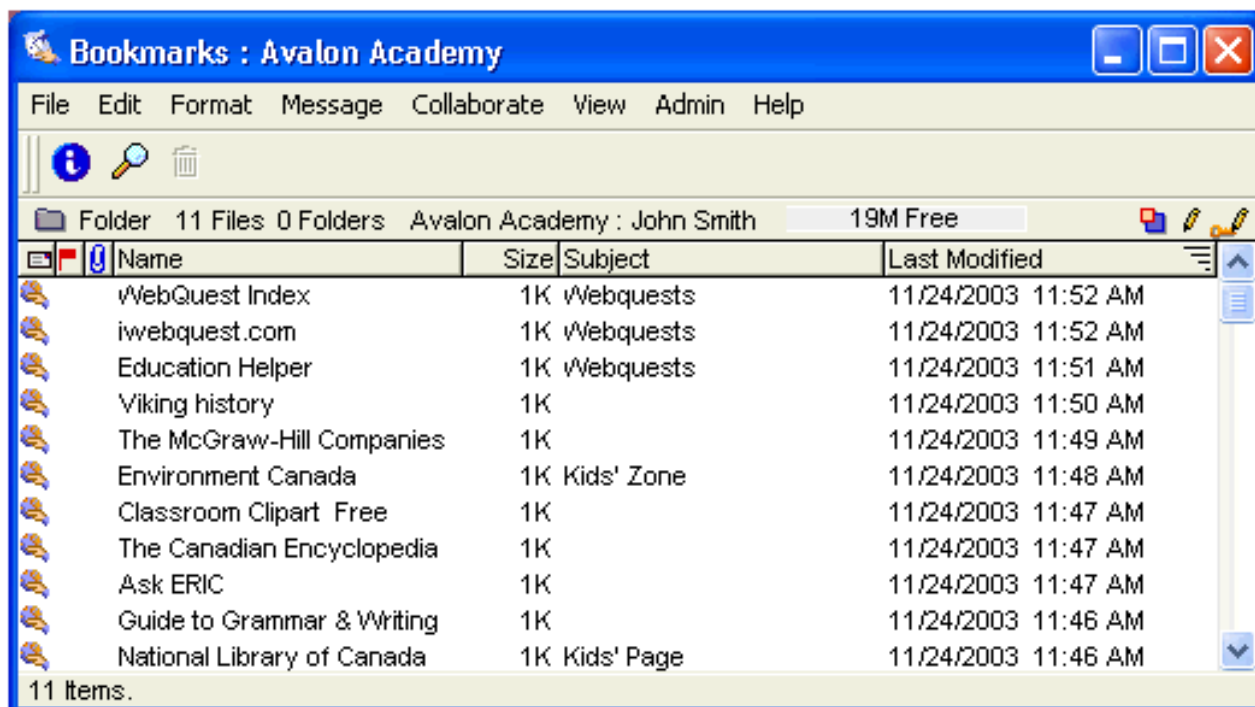
Shortcut

John can also drag the website's address icon to the URL field or directly into the Bookmarks folder on his Desktop.

To access the web site later, John simply goes into his Bookmarks folder and double-clicks the link. He can rename the link for easy reference by either clicking the name to make it editable, or by opening the shortcut menu from the link and choosing Rename.

This is what John's Bookmarks folder looks like:

[Bookmarks](#)



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Frequently asked questions

Q When I look at my web page, I see default toolbars at the left and top. Can I remove them?

A Yes. The process involves little more than creating a new Personal Web Page:

- 1 Open your Home Page Folder (called My Web Site in FirstClass 8.0).
- 2 Select File > New > New Document Special > Personal Web Page. This will create a new file called Personal Web Page.
- 3 Copy and paste your home page information into the new Personal Web Page.
- 4 Delete the old page.
- 5 Rename the Personal Web Page as Home Page.

When you reload your webpage, you should no longer see the default toolbars.

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Frequently asked questions

Q Why is the POP3 client indicator light on my Internet Monitor amber?

A None of your users have set up their POP3 import accounts. As a result, there are no POP3 import accounts configured on your server to monitor.

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Frequently asked questions

 **My users often receive mail labeled as "Junk". I would like this mail to be labeled "Bulk" instead. How can I do this?**

 In the rules.MailRules file, replace the line

```
:IF ($MedSpamMax < $spamlevel) SPAM
#The SPAM action sets $Priority = "JUNK" and $MachineGenerated = 1...
```

with

```
:IF ($MedSpamMax < $spamlevel) SET $Priority = "BULK" and $MachineGenerated = 1
```

Once you make this change, flush the HTTP cache on the Control tab of the Internet Monitor form in the Internet Services folder, then click Reload Config.

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Tech tip

A look at unpublished conferences

With FirstClass 8.0, you can give users the "Publish Directory names" privilege. This privilege works in conjunction with the Create conferences and Create calendars privileges. If this is not enabled for a user, conferences and calendars created by the user will not be listed in the Directory, including the admin Directory. This provides an advantage over unlisted conferences, which can be seen by the administrator and users with the "View unlisted" privilege. If a user has both the "Create conferences" and "Publish Directory names" privileges, any conference that the user creates will appear in the Directory. Unpublished conferences are useful for administrators who do not want to restrict users from creating conferences, but at the same time do not want large numbers of user-created conferences cluttering up the Directory.

Because they never appear in the Directory, unpublished conferences provide an added level of security. Only subscribers to the conference are able to post to it, by creating a new message directly from the conference window. No other mail can be received, either locally or over the Internet.

How can these features be put to use? The exclusive nature of an unpublished conference, combined with its storage capabilities, allows for the creation of shared workspaces within smaller, private groups. Similar to the My Shared Documents folder on the Windows desktop, users can send files to the conference to share with other users, and access files that other users have sent. Unlike the My Shared Documents folder, users don't have to worry about unwanted input from unwelcome users registered on the same server. Shared knowledge repositories are also possible with unpublished conferences, perfect for small learning environments such as the classroom.

An added benefit to unpublished conferences is that the conference name doesn't have to be unique. Since none of the conferences show up in the Directory, you can give multiple conferences the same name (useful for multiple classes).

Here are some examples of unpublished conferences at work:

Example 1

A group of employees are assigned to work on a confidential company project. One of them creates an unpublished conference with the others as subscribers, so they can share resources, questions, progress reports, and completed work amongst themselves without the chance of others or the administrator stumbling upon the conference in the Directory.

Example 2

A high school art teacher creates an unpublished conference for her class, putting in notes about different painting techniques, art periods throughout history, and so on. Students in the

class, each given an assignment on the life and works of a particular artist, post their work in the conference for each other to look at and study from for the final exam. The teacher has three different classes, so she creates a conference for each one. She names them all "Miss Morelli's Art Class" without worrying about duplicate names, as none of them will be in the Directory.

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Tech tip

FirstClass keyboard shortcuts

If you are a longtime FirstClass user, you are probably familiar with many of the keyboard shortcuts. Most of the shortcuts available are shown next to their corresponding commands in the menus, but others are not as obvious. Here are some convenient shortcuts that you may not be aware of:

Connect/Disconnect

Windows/Linux: Ctrl K

Mac OS/Mac OS X: Cmd K

Cycle through Filter views (all, incoming, unread, outgoing, and unsent items)

Windows: Insert

Delete the next word

Windows/Linux: Ctrl Delete

Mac OS/Mac OS X: Option Forward Del

Delete the previous word

Windows/Linux: Ctrl Backspace

Mac OS/Mac OS X: Option Delete

Find Previous

Windows: Shift F3

Mac OS/Mac OS X: Shift Cmd G

Find Next

Windows: F3 or Ctrl G

Linux: Ctrl G

Mac OS/Mac OS X: Cmd G



Note

You can use the Find Next shortcut to search through more than just documents. If you type a person's name (or any word or number stored in the columns) within a container or your Mailbox, you will jump to its first instance. Pressing F3, Ctrl G, or Cmd G will take you to each subsequent instance of that name. You can even continue to do this in another container.

Move between panes

Windows/Linux: Ctrl up or down arrow, Ctrl Tab, or F6

Mac OS/Mac OS X: Cmd up or down arrow

Open link in editable content

Windows: Ctrl-click

Mac OS/Mac OS X: Option-click

Scroll one screen at a time (one page at a time in presentation view)

Page Up/Page Down

Select all items with a common value

Windows/Linux: Ctrl Shift-click

Mac OS/Mac OS X: Shift Cmd-click

Stop activities

Windows/Linux: Ctrl Enter
Mac OS/Mac OS X: Cmd .

Zoom In (viewer window)

Shift up arrow

Zoom Out (viewer window)

Shift down arrow

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Want to learn more?

This section suggests documents from our help and web sites that will give you more information about the topics covered in this issue.



Digital library

For more information on the FC MEMEX RAD application, visit the Reinke Software Engineering product web site at www.en.rswe.com/FC%20MEMEX.



Voice Services

For more information on the current version of FirstClass Voice Services (version 7.1), read **About Voice Services** in the Voice Services online help conference and **UC User Guide** in the Client Help conference located in our online help.



Bookmarks

For more information on FirstClass bookmarks, read the **Linking to objects** document in the Client Help conference located in our online help.



Creating web pages

For more information on creating your own personal web pages in FirstClass, read the **Sharing information on the web** document in the Client Help conference located in our online help.



Managing incoming mail

For more information on FirstClass mail rules, read the **Using rule.MailRules** document in the Internet Services conference located in our online help.



FirstClass keyboard shortcuts

For more information on FirstClass keyboard shortcuts, read the **FirstClass commands** document in the Client Help conference located in our online help.

How to find information in the online help

To search FirstClass online help:

- 1** Choose Help > Contents.
- 2** Open the appropriate conference (for example, Client Help).
- 3** Choose Edit > Find.
- 4** Type the words you want to find at "Find", select your preferred search options, then click Find.

This will produce a list of documents that contain the words you specified.

Each conference contains a **What's in this help** table of contents. You can search these contents to quickly find documents that match your search criteria. Using this method also lets you refine your search. For example, you can just search for words that match the capitalization of your search words.

The **About this help** document is a useful source for finding information in our help system.

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In future issues

Certain features mentioned here may not yet be released, and may not be currently available in all geographic regions. Open Text Corporation reserves the right to modify or cancel any features mentioned here.

Here are some of the topics we plan to feature in upcoming issues:

- **Branksome Hall Case study**

Read about how this private school has used FirstClass RAD forms, conferences, and messaging to greatly enhance their learning environment.

- **Using your Blackberry device with FirstClass**

Learn how to integrate your Blackberry with FirstClass to ensure you will get your messages instantly, no matter where you are.

- **FirstClass language resources in schools**

Learn how FirstClass can be used efficiently and effectively in a multilanguage school setting.

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Contact us

Share your thoughts and ideas

Do you have additional knowledge to share? New information or handy tricks to reveal? Please send them to us. In addition, send us questions you want answered by developers and technical staff, suggestions for articles and content, queries about how to perform tasks that may make your job easier, and general comments about our newsletter.

Site visits

The Information Development team conducts site visits to gain feedback from administrators and users of FirstClass. Previous visits have proved successful, and were found to be mutually beneficial. If you would like to schedule a site visit at your company, send us an email (currently in the Greater Toronto area only*).

*If you are outside of the Greater Toronto Area, we can organize a teleconference so you can still take advantage of the benefits these meetings provide.

Please send all correspondence to the TechNewsMail conference
TechNewsMail@firstclass.com.

Resources

Documentation

Looking for new documentation? Existing documentation? Check out [Documentation](#) on our web site.

On your own server, check online help for copies of the documentation that correspond to your

server version.

Training

The Richmond Hill office holds customized training courses throughout the year. For a training schedule or course descriptions, including prerequisites, see [Training](#) on our web site. If you have any questions, please address them to [FirstClass Training](#) or training@firstclass.com.

Archives

Previous newsletters can be found in the [archives](#) on our web site.

Subscribing or unsubscribing

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If you would like to unsubscribe from this newsletter, send us an email with the subject line UNSUBSCRIBE.

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