

Key Differences Primer for Users Upgrading from GroupWise 4 to 5

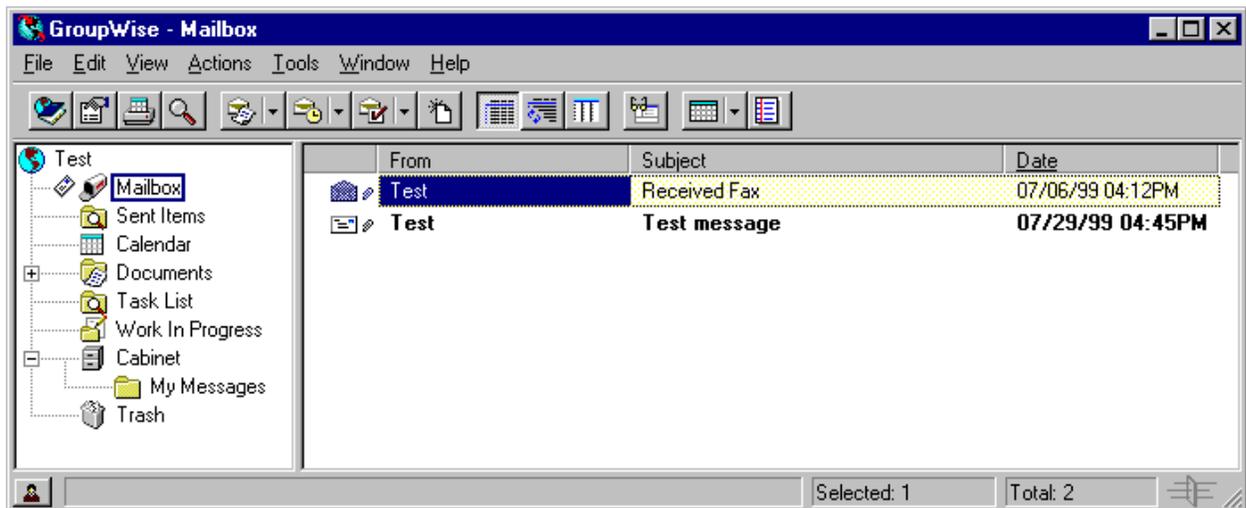
Terrific New Feature: Check Your Mail from the Web!

Our GroupWise 5 system is connected to the Web. You can read and send e-mail from a web browser anywhere in the world, whether you are at another H&A office, or at home, or at an Internet coffee shop in Vienna. Simply go to http://www.haleyaldrich.com/*****.htm, then enter your mailbox ID and password. (Web access requires a password on your mailbox. Go to **Tools|Options|Security** to set one.)

This is one of the best things ever to happen to e-mail. Now you can check your e-mail from almost anywhere, and you don't have to bring a laptop, or install and configure GroupWise Remote. It's incredibly easy to use. Try it!

A New Look

As you might expect, the new version looks somewhat different. The most noticeable change is that Explorer-style folders have replaced the buttons (In Box, Trash, My Calendar, etc.).



- **Mailbox:** This folder mostly replaces the In Box. (It actually contains both incoming and sent items; there is no longer a separate Out Box. However, by default the mailbox only displays incoming items, so it functions like the In Box.) The envelope image next to the mailbox in the diagram above indicates the presence of unread messages.
- **Sent Items:** This folder mostly replaces the Out Box. However, Sent Items is actually a special folder that searches your mailbox for all sent items. Even if you move a sent item into a folder you created, it will still show up under Sent Items, which can be confusing.
- **Calendar:** Displays your calendar.
- **Documents:** If we were using GroupWise's document management feature, document libraries would appear here.
- **Task List:** This is a separate view that only displays tasks. The old GroupWise showed these on the Calendar.
- **Work In Progress:** This folder stores messages in progress (started but not sent yet). More details about this new feature below!
- **Cabinet:** Here you can create your own folder structure for organizing your messages. Just right-click on a folder to create, rename, or delete.
- **Trash:** This folder is just like the old Trash.

Changes to Sending Messages

- **New way to specify recipients:** You don't have to memorize everyone's initials any more. Instead, you use their full name, but as you type, GroupWise will try to guess which person you mean and will complete the name for you. To accept the name GroupWise suggests, either press or . Then you can begin entering the next recipient. This can be a bit confusing at first, but you will quickly get used to it.
- **Save messages in progress:** How many times have you worked on a long message in GroupWise only to be interrupted, cancel unintentionally, and lose the whole thing? Now if you cancel a message, you will be asked whether to save it. Saved drafts are stored in the "Work In Progress" folder. When you're ready to work on it again, find it in the Work In Progress folder and pick up where you left off.
- **Automatic Spell Check:** Under **Tools|Options|Environment**, you can choose to spell check all messages before you send them.
- **Don't have to type "Internet:" any more:** Now you can type just an Internet address without prefixing "Internet:". The @ symbol in the address is enough for GroupWise 5 to understand that it's an Internet address.

Changes to Tracking Sent Messages

As before, you can check a message you have sent to see whether recipients have opened or deleted it, and when. However, to make this more convenient, the item's icon now indicates the item's status. An unopened message shows a closed envelope, while an opened message shows an open envelope (just like incoming messages). A deleted message shows a small X, like this: . Sent messages also show a small arrow  to distinguish them from incoming messages.

Changes to the Address Book

The new and improved Address Book is now three address books in one:

- **System Address Book:** This is the equivalent of the old Address Book; it contains the e-mail addresses of all internal staff. Users and public groups all appear together in this list, although you can filter the address book to display only one or the other.
- **Frequent Contacts:** Whenever you correspond with an Internet address, it is added to the Frequent Contacts list, so you automatically create an address book of Internet addresses you use. The really nice part is that the Frequent Contacts list is searched (just like the regular Address Book) for matching names as you type recipient names into new messages. So when you start typing an Internet address, GroupWise will try to complete the address for you, thus saving you from having to type the whole thing. We used to recommend creating a personal group for each of your favorite Internet addresses, but the Frequent Contacts list makes this unnecessary.
- **Your personal address book:** Here you can create your own rolodex. You can enter contact information for companies or individuals. Best of all, you can share your personal address book with other GroupWise users. You decide whether each user can edit entries or only view them. Conveniently, the new Address Book exists as a separate program, so you can run it to use the rolodex features without having to run GroupWise.

New Kinds of Folders

As before, you can create your own folders to organize your messages. But in addition to ordinary folders, you can now make two special kinds of folders:

- A **Find Results** folder is essentially a query. It searches your mailbox for messages that meet criteria you specify, which can include message dates, authors or recipients, subject text, or even message text. The search is performed each time you open the folder. For example, you could make a folder that displayed messages pertaining to a particular project.
- **Shared Folders** serve the same purpose Collabra did. When you create a shared folder, you specify who else has access to it, and what rights they have. Your new folder magically appears in the mailboxes of all the members (even if they are in different offices). When any member creates new messages in the shared folder, those messages automatically appear in the shared folder for all the other members.

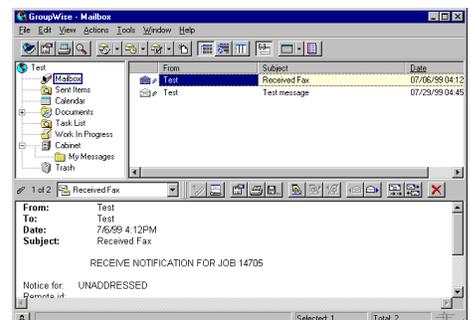
H&A Tools

The tools below can be found under **Tools|H&A**.

- **Conference Room Busy Search:** This tool performs a Busy Search on all the conference rooms in the office (if your office has been set up to schedule its conference rooms on-line using GroupWise). It displays the schedules of all the conference rooms, showing busy and free times. From this display, you can select a free conference room for your meeting.
- **Print Address Book:** This tool creates a file containing a listing of users in the Address Book. You can choose the entire Address Book or limit the list to certain groups. (GroupWise 5 does have a built-in command to print the Address Book, but it is very limited.)

Other Improvements

- **Notify works:** The old Notify broke with Windows NT. The new GroupWise understands NT, so Notify dings, and pops up in front of open applications. Its icon changes if you have new items waiting, so you can see just by looking at the icon whether any new items have arrived. The new Notify is also harder to close unintentionally.
- **Address Book search works:** In the old GroupWise, Windows NT broke the ability to find a user in the address book by typing the beginning of their name. This feature works again in the new GroupWise.
- **Interoperation with Word and Excel:** Word and Excel attachments can now be launched properly. Also, you can now cut and paste from Word into a GroupWise message.
- **QuickViewer:** This extra pane displays the contents of the selected message, without having to open it (see diagram). Choose **View|QuickViewer** to try it. (Note that viewing a message this way changes its status to Opened.)
- **Discussion Thread view:** Instead of showing messages in the order they were received, your mailbox can organize them by thread. If you've had a running conversation between several people and now you want to review the



whole conversation, **View|Display Settings|Discussion Threads** is your ticket. When you view Discussion Threads, both incoming and outgoing items are displayed, so you can follow the full discussion.

Note that this setting is made *per folder*—some folders could be organized by discussion thread while others remain sorted by item date.

- **Read Later:** After you open a message, you can un-open it. The envelope will close again and GroupWise will treat it as unopened. (However, the status reported to the sender will still show that it was opened.) This is convenient if you open a message but decide you want to deal with it later. Rather than getting lost among messages you've already read, it will still appear unread, thus calling your attention to it.
- **Desktop and Marquee utilities:** These two new utilities help you manage your mail without necessarily having to use GroupWise or Notify. The Marquee scrolls perpetually (like a newsreader), displaying new items as they arrive. If you point to a new item as it scrolls by, it pops open so you can read it without having to launch GroupWise. The Desktop utility combines a marquee with a quick view of your calendar.
- **Web and Mail addresses work:** If a message contains a Web address, you can click on it to go there. If a message contains an Internet e-mail address, you can click on it to start a message to that address.
- **Shortcut menus:** Try right-clicking on things. Just about every item has a shortcut menu that contains the actions you normally do to that item. For example, right-clicking on a message gives you many options, including Open, Reply, Forward, and Delete.

GroupWise Remote

If you have GroupWise Remote at home, you must decide whether you would like to install the remote client of GroupWise 5. If you already have Internet access at home, you are probably better off using Web Access instead; you don't have to install anything, and you get greater flexibility. We only recommend GroupWise Remote if you don't have access to the Internet or if you require the ability to download messages and work offline.

What's Missing?

- **Macros:** Unfortunately, GroupWise 5 has no macro capability. (Apparently, the macro language that GroupWise 4 shared with WordPerfect was sold to Corel along with WordPerfect.)
- **The Shelf:** The white area where custom icons could be created is gone, mostly replaced by the ability to create "Find Results" folders. You can still create Shelf-type icons, but they will appear on your Windows Desktop instead.

For More Information

If you want to learn more about the features of GroupWise 5, choose **Help|Guides**. This utility will walk you through some of the new features, especially as compared to GroupWise 4.