

# Documentation

## **OpenScape Office V3 myPortal for Zimbra**

User Guide

A31003-P1030-U110-13-7619

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# 1 Introduction

This document is intended for myPortal for Zimbra users who are already familiar with myPortal for Desktop and describes its configuration and operation.

## 1.1 myPortal for Zimbra

myPortal for Zimbra is a web-based client for unified communications in the Web Client of the Zimbra Collaboration Suite (plug-in). Besides convenient dialing aids via phone directories and favorites and information on the presence status of subscribers, you can, for example, also access your voicemails.

myPortal for Zimbra offers the following features in addition to telephony:

- Directories
- Favorites List
- Journal
- Presence Status
- Status-based call forwarding
- Voicemail

Other features you can use with myPortal for Desktop.

## 1.2 Types of Topics

The types of topics include concepts and operating instructions.

Type of topic	Contents	Title
Concept	Explains the "What".	Usually without a verb, e.g.: <i>Call Functions</i> .
Operating instructions	Describe task-oriented application cases – i.e., the "How" – and assumes familiarity with the associated concepts.	Starts with "How to" followed by a verb, for example: <i>How to Dial a Call Number</i> .

---

### Related Topics

- [Display Conventions](#)

## 1.3 Display Conventions

This documentation uses a variety of methods to present different types of information.

Purpose	Appearance	Sample
User Interface Elements	Bold	Click <b>OK</b> .
Menu sequence	>	<b>File &gt; Exit</b>
Special emphasis	Bold	<b>Do not delete</b> Name.
Cross-reference text	Italics	You will find more information in the topic <i>Network</i> .
Output	Monospace font, e.g., Courier	Command not found.
Input	Monospace font, e.g., Courier	Enter LOCAL as the file name.
Key combination	Monospace font, e.g., Courier	<Ctrl>+<Alt>+<Esc>
Work Steps and Substeps	Numbered and alphabetical lists	<ul style="list-style-type: none"><li>• Configure the DSL telephony stations with the associated DID phone numbers.<ul style="list-style-type: none"><li>– Click <b>Add</b>.</li><li>– Enter the name of the Internet telephony station under <b>Internet Telephony Station</b>.</li></ul></li></ul>
Alternative Work Steps	Enumeration	<ul style="list-style-type: none"><li>• If you want to output amounts, enable the check box <b>Display amounts instead of units</b>.</li><li>• If you want to output units, clear the check box <b>Display amounts instead of units</b>.</li></ul>

---

### Related Topics

- [Types of Topics](#)

## 1.4 User Interface Elements

The user interface of myPortal for Zimbra consists of the myPortal for Zimbra tool bar integrated in the Zimbra web client and further windows, depending on the situation.

There are two ways to position the tool bar of myPortal for Zimbra:

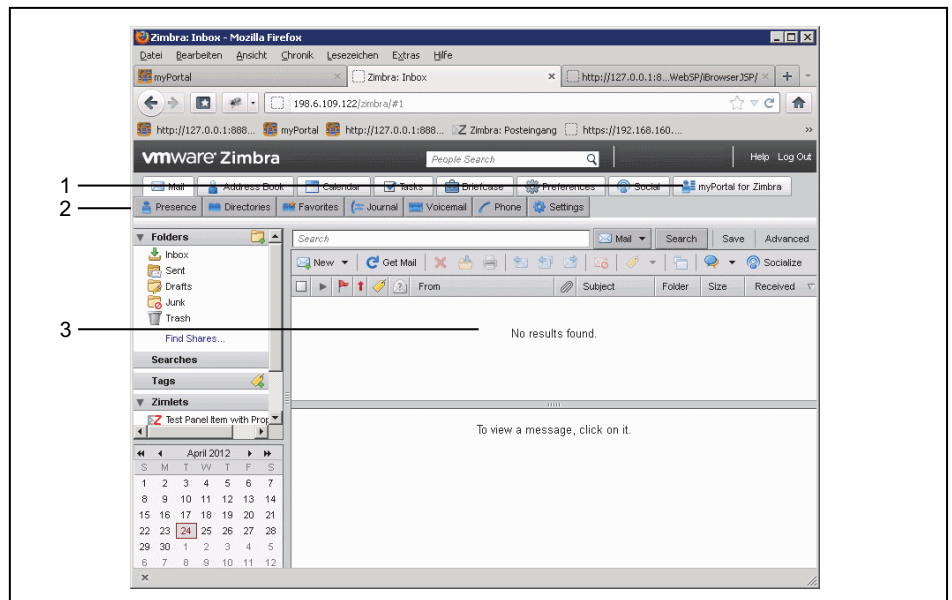
---

**INFO:** The recommended **Toolbar Position** is **On Top**, since the **Classic** option does not provide optimal support for call handling. Internet Explorer supports only the **Classic** option.

---

### Toolbar Position: On Top

The tool bar of myPortal for Zimbra is displayed directly below the tab of the myPortal for Zimbra zimlet:

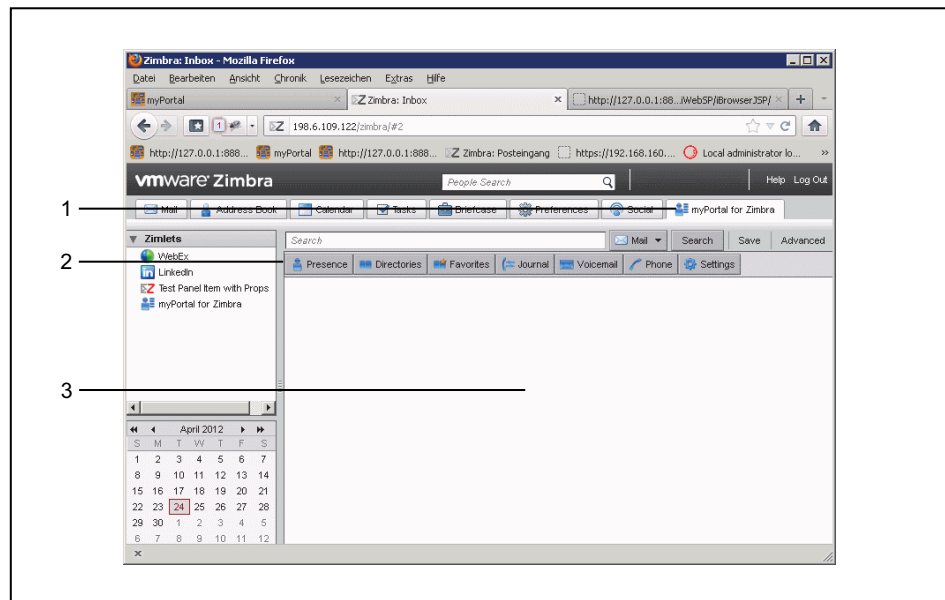


### Toolbar Position: Classic

The tool bar of myPortal for Zimbra is displayed in the workspace:

## Introduction

### User Interface Elements



The main window of the Zimbra web client contains the following elements:

- Tab of the **myPortal** zimlet (1)
- Tool bar of myPortal for Zimbra (2) with the following elements:

Symbol	Function
	<b>Presence</b>
	<b>Directories</b>
	<b>Favorites</b>
	<b>Journal</b>
	<b>Voicemail</b>
	<b>Make Call</b>
	<b>Settings</b>

- Workspace (3)

### Related Topics

- [Presence Status](#)
- [Directories](#)



- [Favorites List](#)
- [Journal](#)
- [Calls](#)
- [Voicemail](#)
- [Configuration](#)

## 2 Installing and Starting myPortal for Zimbra

The use of myPortal for Zimbra is subject to specific requirements.

### 2.1 Prerequisites for myPortal for Zimbra

In order to use myPortal for Zimbra, the client PC must be equipped with the appropriate hardware and software.

#### **Web Browsers**

myPortal for Desktop, myPortal for Outlook and Fax Printer can be used in combination with the following web browsers:

- Microsoft Internet Explorer Version 8 in compatibility mode
- Microsoft Internet Explorer Version 9
- Mozilla Firefox Version 3 or later
- Safari 4 or later
- Chrome

#### **Zimbra**

Access to the Zimbra Collaboration Suite is available via the Web Client.

#### **Web Services for Mobile Phones**

Web services for mobile phones must be enabled in the system. The ports configured in the system must be opened in the firewalls on the LAN and possibly the client PCs.

### 2.2 How to Install myPortal for Zimbra

#### ***Prerequisites***

- The administrator of your communication system has made the myPortal for Zimbra zimlet available on the Zimbra server.
- You are logged in at the Zimbra web client.
- Your web browser accepts cookies of the communication system. If possible, it is advisable to define an appropriate exception for this in your web browser, since the web browser would otherwise need to be set to accept cookies from all third parties.

### Step by Step

- 1) Click under **Zimlets** on **myPortal for Zimbra**.
- 2) In the **Server IP** field, enter the IP address of the communication system, including the port number: <IP address of communication system>:8801.
- 3) If you want to use myPortal for Zimbra with an automatic login in the future, select the **Automatic login** check box. The Login window will then no longer be displayed on starting myPortal for Zimbra. You can change this option at any time.

---

**NOTICE:** You should use the automatic login only if you are certain that no-one else has access to your user account. Otherwise, unauthorized users could, for example, potentially access your voicemails or redirect your station number to external toll-based destinations.

---

- 4) Enter your call number in the **User** field.

---

**INFO:** The user name is identical for myPortal for Desktop, myPortal for Outlook, myPortal for Mobile, myPortal for Zimbra, myAttendant and myAgent.

---

- 5) Enter your **Password**.

---

**INFO:** The password is identical for myPortal for Desktop, myPortal for Outlook, myPortal for Mobile, myPortal for Zimbra, myAttendant and myAgent.

---

---

**NOTICE:** If the wrong password is entered five times, your access will be locked temporarily. A login of this user will only be possible again after a period of 15 minutes.

---

- 6) Select one of the following options in the **Toolbar Position** drop-down list:
  - if you want the tool bar of myPortal for Zimbra to be displayed directly below the tab of the myPortal for Zimbra zimlet, select **On Top**.
  - if you want the tool bar of myPortal for Zimbra to be displayed in the workspace, select **Classic**.

---

**INFO:** The recommended **Toolbar Position** is **On Top**, since the **Classic** option does not provide optimal support for call handling. Internet Explorer supports only the **Classic** option.

---

- 7) Click **OK**.

---

#### Related Topics

- [How to Start myPortal for Zimbra](#)

## 2.3 How to Start myPortal for Zimbra

### Prerequisites

- You are logged in at the Zimbra web client.
- The myPortal for Zimbra zimlet is installed.
- You have changed your password in a UC PC client or at the phone menu of the voicemail box to at least 6 digits.

### Step by Step

- 1) Click in the Zimbra web client on the tab of the **myPortal for Zimbra** zimlet.
- 2) Click on any tab in the tool bar of myPortal for Zimbra.
- 3) If you have disabled the **Automatic Login**, enter your phone number in the **User** field.

---

**INFO:** The user name is identical for myPortal for Desktop, myPortal for Outlook, myPortal for Mobile, myPortal for Zimbra, myAttendant and myAgent.

---

- 4) If you have disabled the **Automatic Login**, enter your password in the **Password** field.

---

**INFO:** The password is identical for myPortal for Desktop, myPortal for Outlook, myPortal for Mobile, myPortal for Zimbra, myAttendant and myAgent.

---

---

**NOTICE:** If the wrong password is entered five times, your access will be locked temporarily. A login of this user will only be possible again after a period of 15 minutes.

---

- 5) Click **Login**.

---

#### Related Topics

- [How to Install myPortal for Zimbra](#)

## 3 First Steps

The First Steps describe the recommended actions to be taken right at the beginning.

### 3.1 How to Select the User Interface Language

#### *Step by Step*

- 1) Click on **Settings** in the tool bar.
- 2) Select the desired language in the **Language** drop-down list.
- 3) Click **Set**.

## 4 Unified Communications










Unified Communications offers various features such as presence status and voicemails with the myPortal for Desktop, myPortal for Outlook, myPortal for Zimbra und myPortal for Mobile clients.

### 4.1 Presence Status

The Presence status indicates the availability of internal subscribers (including Mobility Entry subscribers) in the Favorites list, the internal directory and via voicemail announcements.

You can change your Presence status in myPortal for Zimbra and also in the Phone menu of the voicemail box. For every change in the Presence status (except for **Office** and **CallMe**), you also define the scheduled time of your return to the **Office** or **CallMe** status.

The following symbols are available for the Presence status:

Symbol	Presence status	Availability
	<b>Office</b>	Available at the normal workplace
	<b>CallMe</b>	Available at an alternative workplace (only incoming calls are supported)
	<b>Meeting</b>	Absent
	<b>Sick</b>	Absent
	<b>Break</b>	Absent
	<b>Out of the Office</b>	Absent
	<b>Vacation</b>	Absent
	<b>Lunch</b>	Absent
	<b>At home</b>	Absent

The symbol of your current presence status is displayed in the tool bar, possibly with the scheduled time of your return or the CallMe destination.

#### Call Forwarding to the Voicemail Box

If your Presence status is not **Office** or **CallMe**, the communication system redirects calls to you to your voicemail box by default and notifies the callers via status-based announcements about the nature of your absence and the scheduled time for your return.

---

**Related Topics**

- [User Interface Elements](#)
- [Directories](#)
- [Favorites List](#)

## 4.1.1 How to Change the Presence Status to Absent

### *Step by Step*

- 1) Click on **Presence** or on the icon for your presence status.
- 2) Click on one of the following Presence statuses: **Meeting, Sick, Break, Out of the Office, Vacation, Lunch** or **At home**.
- 3) If you want to specify an info text for the Presence status, enter it in the text field.
- 4) Click on the + and - buttons for the scheduled **Return date and time**.
- 5) Click on **Set presence date/time**.

---

**Related Topics**

- [How to Change the Presence Status to Office](#)

## 4.1.2 How to Change the Presence Status to Office

---

**INFO:** You can also return to the **Office** presence status by deactivating the call forwarding at the telephone.

---

### *Step by Step*

- 1) Click on **Presence** or on the icon for your presence status.
- 2) Click on **Office**.
- 3) Click on **Office**.
- 4) If you want to specify an info text for the Presence status, enter it in the text field.
- 5) Click **Set**.

---

**Related Topics**

- [How to Change the Presence Status to Absent](#)






## 4.2 Directories and Journal

Directories, the Favorites List and the Journal organize contacts and calls.

### 4.2.1 Directories

Directories organize your contacts.

myPortal for Zimbra offers the following directories:

Symbol	Directory
	<b>Personal contacts</b> These are the contacts from the personal directory of myPortal for Desktop.
	<b>Internal Directory:</b> Contains internal subscribers in the same network node with their Presence and Connection statuses (only system telephones) and possibly their additional phone numbers, provided the subscriber has made these numbers visible to others.
	<b>External Directory:</b> Contains contacts from the external directory (corporate directory and possibly a public Exchange folder).
	<b>System directory:</b> Contains all speed-dial destinations of the communication system.
	<b>All directories:</b> Shows the entries from all directories.

---

**INFO:** Phone numbers in directories should always be entered in canonical format, if possible.




---

#### Contact Details

The List view of contacts shows the following details:

- Presence status (only for **Internal Directory**), possibly with planned time of return and info text
- Name
- Phone number(s):



Symbol	Phone number
	Phone No. Business
	Phone No. Mobile
	Phone No. Home

### Text search

You can search the directory by name or by portions of names. The directories are searched in the order shown in the table above.

### Index search

You can search the directories by name or by the initial letters in a name.

---

### Related Topics

- [User Interface Elements](#)
- [Presence Status](#)
- [Favorites List](#)
- [How to Make a Call from the Directory](#)
- [How to Make a Call from a Directory Search](#)
- [How to Redirect a Call](#)
- [How to Initiate a Consultation Hold](#)
- [How to Transfer a Call](#)

## 4.2.2 Favorites List

The Favorites List shows you all the contacts you have configured as favorites in myPortal for Desktop at a glance. These contacts can also be called very easily directly from the Favorites list. All internal subscribers with system telephones that are located in the same network node can be seen with their respective presence and connection statuses.

### Index search

You can search the Favorites list by name or by the initial letters in a name.

---

### Related Topics

- [User Interface Elements](#)
- [Presence Status](#)
- [Directories](#)
- [How to Make a Call from the Favorites List](#)
- [How to Redirect a Call](#)






- [How to Initiate a Consultation Hold](#)
- [How to Transfer a Call](#)

## 4.2.3 Journal

The Journal is the list of all your inbound and outbound calls. You can use it to quickly and easily call your contacts again or to respond to missed calls.

### Folder for Call Types

The calls are arranged on the following tabs:

Symbol	Folder
	All calls
	Missed
	Answered
	Inbound
	Outbound

### Grouped by time period

The calls in all folders are grouped by time periods (e.g., **Today**, **Yesterday**, etc.). The number of Journal entries is displayed on the right of the group designation in parentheses.

### Call Details

Every call is shown with the Date and Time and, if available, with the **Call Number**. If a directory contains further details on the call number such as the **Last Name** and **First Name**, then this information is also shown.

---

### Related Topics

- [User Interface Elements](#)
- [How to Make a Call from the Journal](#)

### 4.2.3.1 How to Display Details of a Journal Entry

You can view the following details about a journal entry:

- Own phone number
- Phone number of the caller, if present)
- First Name (if present)
- Last Name (if present)

- Start of the call
- End of the call
- Duration
- Information on whether or not the call was answered

#### ***Step by Step***

- 1) Click **Journal**.
- 2) Click on the desired folder.
- 3) Click on the entry for the desired time period.
- 4) Click on the desired journal entry.
- 5) Click on the **View Journal Entry Details** symbol.

## **4.3 Calls**

A number of convenient features such as calling from a directory, favorites list or journal are available for making calls.

---

#### **Related Topics**

- [User Interface Elements](#)

### **4.3.1 Call Number Formats**

Call numbers can be specified in different formats.

Format	Description	Example
Canonical	Begins with + and always includes the country code, area code and the full remaining station number. Blanks and the special characters + ( ) / - : ; are allowed.	+49 (89) 7007-98765
Dialable	Exactly as you would dial the call number on the phone, always with the trunk access code.	<ul style="list-style-type: none"><li>• 321 (internal)</li><li>• 0700798765 (own local network)</li><li>• 0089700798765 (external local network)</li><li>• 0004989700798765 (international)</li></ul>

---

**INFO:** If possible, you should always use the canonical call number format. This ensures that a phone number is always complete, unique and consistent in any situation, even in a network.

---

When dialing an external station (dialable format) manually, the CO access code must always be dialed as well. The CO access code must likewise also be specified when manually entering the destination number for the CallMe service in myPortal for Desktop and myPortal for Outlook.

When dialing an external phone number in dialable format from a directory and when using the Desktop Dialer and Clipboard Dialer, the communication system automatically adds the CO access code (route 1). The automatic addition of the CO access code also occurs when you select a phone number of your own personal data (**Mobile number**, **Private Number**, **External Number 1**, **External Number 2**, etc.) as a destination number for the CallMe service.

---

**INFO:** For calls within the USA via CSTA to a number in canonical format, phone numbers are converted to the dialable format.

---

---

#### Related Topics

- [How to Dial a Number Manually](#)

## 4.3.2 Call handling

You can configure how myPortal for Zimbra should respond to calls.

Call handling	Description
<b>Only change icon</b>	<ul style="list-style-type: none"> <li>The button for CTI call functions appears</li> </ul>
<b>Bring to foreground</b>	<p>Depends on the <b>Toolbar Position</b>:</p> <ul style="list-style-type: none"> <li><b>On Top:</b> The menu for CTI call functions opens automatically.</li> <li><b>Classic:</b> The menu for CTI call functions is opened automatically if possible. If the menu for CTI Call Functions cannot be opened automatically, e.g., because the E-mail tab is active, a window with a note to switch to the myPortal for Zimbra zimlet appears on receiving an incoming call.</li> </ul>
<b>Disabled</b>	<ul style="list-style-type: none"> <li>No action</li> </ul>

#### Related Topics


- [Call Functions](#)
- [How to Configure Call Handling](#)

### 4.3.3 Call Functions






You can control call functions with myPortal for Zimbra. You can also dial phone numbers directly from the Journal, the Favorites list or a directory.

#### CTI Call Functions

Using CTI call functions, you can access the features of your communication system. The following buttons for CTI call functions are available in the header line of all menus, provided **Only change icon** is configured in the call handling:

Symbol	Description
	<p><b>Call Functions</b></p> <p>Appears on the <b>Telephone</b> tab during</p> <ul style="list-style-type: none"> <li>an incoming call</li> <li>an ongoing call</li> </ul> <p>You can switch to the menu for CTI call functions by clicking on it.</p>

The menu for CTI call functions shows the communication partners and, depending on the situation, some of the following buttons:

Symbol	Description
	<b>Disconnect</b>
	<b>Consultation</b>
	<b>Alternate (Toggle/Connect)</b>
	<b>Redirect</b> (during an incoming call) <b>Transfer</b> (during a call)
	<b>Conference</b> (phone-controlled)

---

#### Related Topics

- [Call handling](#)

### 4.3.3.1 How to Initiate a Conference

#### *Prerequisites*

- Call handling has been activated.
- You are talking to one party, while the other party is on hold.

#### *Step by Step*

- 1) Click on the **Call Functions** icon (if required) to go to the CTI Call Functions menu.
- 2) Click **Conference**.

### 4.3.3.2 How to Redirect a Call

#### *Prerequisites*

- Call handling has been activated.

#### *Step by Step*

- 1) Click on the **Call Functions** icon (if required) to go to the CTI Call Functions menu.
- 2) Click **Redirect**.
- 3) Click **Dial**.

---

**INFO:** As an alternative to dialing manually, you can select the desired destination via the **Favorites** Directories **or** Redial list.

---

- 4) Enter the phone number in dialable format on the displayed dial pad.
- 5) Click on the green handset symbol in the displayed dial pad.

---

**Related Topics**

- [Directories](#)
- [Favorites List](#)

### 4.3.3.3 How to Dial a Number Manually

***Step by Step***

- 1) Click on **Manual dialing** or on the icon for manual dialing.
- 2) Enter the phone number in dialable format on the displayed dial pad.
- 3) Click on the green handset symbol in the displayed dial pad.

---

**Related Topics**

- [Call Number Formats](#)

### 4.3.3.4 How to Redial

***Step by Step***

- 1) Click on **Redial** or on the icon for redialing.
- 2) Select the desired phone number from the drop-down list of up to ten of the last dialed numbers.
- 3) Click **Dial**.

### 4.3.3.5 How to Delete a Phone Number from the Redialing List

***Step by Step***

- 1) Click on **Redial** or on the icon for redialing.
- 2) Select the desired phone number from the drop-down list of up to ten of the last dialed numbers.
- 3) Click on the **Delete** symbol.

### 4.3.3.6 How to Make a Call from the Directory

#### *Step by Step*

- 1) Click **Directories**.
- 2) Click on **Personal Contacts**, **Internal Directory**, **External Directory**, **System directory** or **All directories**.
- 3) Click on the desired contact.
- 4) Click on the desired phone number.

---

#### **Related Topics**

- [Directories](#)

### 4.3.3.7 How to Make a Call from a Directory Search

#### *Step by Step*

- 1) Click **Directories**.
- 2) If you want to search in only a specific directory, click on the appropriate directory. Otherwise, all directories are searched.
- 3) Select one of the following options:
  - For a text search, enter the search term in the **Name or first letter** field and click **Search**.
  - For an index search, click on the ABC button and then on the appropriate letter.
- 4) Click on the desired contact in the hit list.
- 5) Click on the desired phone number.

---

#### **Related Topics**

- [Directories](#)

### 4.3.3.8 How to Make a Call from the Favorites List

#### *Step by Step*

- 1) Click **Favorites**.
- 2) Click on the desired group in **Favorites**.
- 3) Click on the desired subscriber.
- 4) Click on the desired phone number.



---

**Related Topics**

- [Favorites List](#)

#### 4.3.3.9 How to Make a Call from the Journal

**Step by Step**

- 1) Click **Journal**.
- 2) Click on the desired folder.
- 3) Click on the entry for the desired time period.
- 4) Click on the desired journal entry.
- 5) Click on the handset symbol.

---

**Related Topics**

- [Journal](#)

#### 4.3.3.10 How to Call a Phone Number Marked in the Zimbra Web Client

**Step by Step**

- › Click on **Click to dial** in the context menu of the marked string.

---

**INFO:** For phone numbers of new contacts in Zimbra, the contact information for the phone number may, under some circumstances, only appear after closing and restarting myPortal for Zimbra.

---

#### 4.3.3.11 How to Initiate a Consultation Hold

**Prerequisites**

- Call handling has been activated.

**Step by Step**

- 1) Click on the **Call Functions** icon (if required) to go to the CTI Call Functions menu.
- 2) Click **Consultation**.

- 3) Click **Dial**.

---

**INFO:** As an alternative to dialing manually, you can select the desired destination via the **Favorites** Directories **or** Redial **list**.

---

- 4) Enter the phone number in dialable format on the displayed dial pad.
- 5) Click on the green handset symbol in the displayed dial pad.

---

#### Related Topics

- [Directories](#)
- [Favorites List](#)

### 4.3.3.12 How to Alternate between two Parties

#### *Prerequisites*

- Call handling has been activated.
- You are talking to one party while holding another party.

#### *Step by Step*

- 1) Click on the **Call Functions** icon (if required) to go to the CTI Call Functions menu.
- 2) Click **Alternate (Toggle/Connect)**.

### 4.3.3.13 How to Transfer a Call

#### *Prerequisites*

- Call handling has been activated.
- You are talking to one party, while the other party is on hold.

#### *Step by Step*

- 1) Click on the **Call Functions** icon (if required) to go to the CTI Call Functions menu.
- 2) Click **Transfer**.
- 3) Click **Dial**.

---

**INFO:** As an alternative to dialing manually, you can select the desired destination via the **Favorites** Directories **or** Redial **list**.

---

- 4) Enter the phone number in dialable format on the displayed dial pad.

- 5) Click on the green handset symbol in the displayed dial pad.

---

**Related Topics**

- [Directories](#)
- [Favorites List](#)

### 4.3.3.14 How to End a Call

**Prerequisites**

- Call handling has been activated.

**Step by Step**

- 1) Click on the **Call Functions** icon (if required) to go to the CTI Call Functions menu.
- 2) Click **Disconnect**.

## 4.3.4 Voicemail




You can listen to voicemails in the voicemail box of the communication system and call the respective senders.

**New Voicemail Indicator**

As soon as a new voicemail is received, this is indicated for **Voicemail** in the main menu with a red exclamation mark.

**Folders for Voicemail**





myPortal for Desktop organizes voice messages in the following folders:

Symbol	Folder
	<b>Inbox</b>
	<b>Played</b>
	<b>Saved</b>

The number of messages received is shown next to the folder name.

**Voicemail functions**

The following symbols identify voicemail functions:

Symbol	Function
	Show voicemail details
	How to Move a Voice Message
	Call sender
	Play back voicemail

### Listening to Voicemail

When a new voice message is listened to for the first time, the communication system moves it automatically from the **Inbox** folder to the **Played** folder.

---

#### Related Topics

- [User Interface Elements](#)

#### 4.3.4.1 How to Listen to a Voicemail

##### *Prerequisites*

- Your Presence status is **Office**.

##### *Step by Step*

- 1) Click **Voicemail**.
- 2) Click on the desired folder.
- 3) Click on the desired voicemail.
- 4) Click on the **Play Message** symbol.

##### *Next steps*

Accept the call from the voicemail box.

#### 4.3.4.2 How to Call the Sender of a Voice Message

##### *Prerequisites*

- The caller's phone number has been transmitted.

##### *Step by Step*

- 1) Click **Voicemail**.
- 2) Click on the desired folder.
- 3) Click on the desired voicemail.

- 4) Click on the **Call sender** symbol.

#### 4.3.4.3 How to Delete a Voicemail

##### *Step by Step*

- 1) Click **Voicemail**.
- 2) Click on the desired folder.
- 3) Click on the desired voicemail.
- 4) Click on the **Move Message** symbol.
- 5) Click **Delete voicemail**.

#### 4.3.4.4 How to Move a Voice Message

##### *Step by Step*

- 1) Click **Voicemail**.
- 2) Click on the desired folder.
- 3) Click on the desired voicemail.
- 4) Click on the **Move Message** symbol.
- 5) Click on the folder to which you want to move the voice message.

#### 4.3.4.5 How to Display Details of a Voicemail

You can view the following details about a voicemail:

- Date
- Time
- Length
- Priority
- Phone number of the sender (if available)

##### *Step by Step*

- 1) Click **Voicemail**.
- 2) Click on the desired folder.
- 3) Click on the desired voicemail.
- 4) Click on the **View Voicemail Details** symbol.

## 5 Configuration

You can configure myPortal for Zimbra in accordance with your requirements.

---

**INFO:** When you make multiple changes under **Settings**, it is sufficient to simply click **Set** just once at the end.

---

---

### Related Topics

- [User Interface Elements](#)

### 5.1 How to Configure Call Handling

#### *Step by Step*

- 1) Click **Settings**.
- 2) Select one of the following options in the **Call handling** drop-down list:
  - If you want to enable call handling, select either **Only change icon** or **Bring to foreground**.
  - If you want to disable call handling, select **Deactivate**.
- 3) Click **Set**.

---

### Related Topics

- [Call handling](#)

### 5.2 How to Configure the Number of List Entries per Screen

#### *Step by Step*

- 1) Click **Settings**.
- 2) Select the desired number in the **List entries per screen** drop-down list.
- 3) Click **Set**.

## 5.3 How to Configure the Refresh Interval for the Screen

This option enables the dynamic content in specific menus to be automatically refreshed.

---

**NOTICE:** This setting is only available when call handling is enabled.

---

### *Step by Step*

- 1) Click **Settings**.
- 2) Select the desired value in the **Auto Refresh** drop-down list.
- 3) Click **Set**.

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