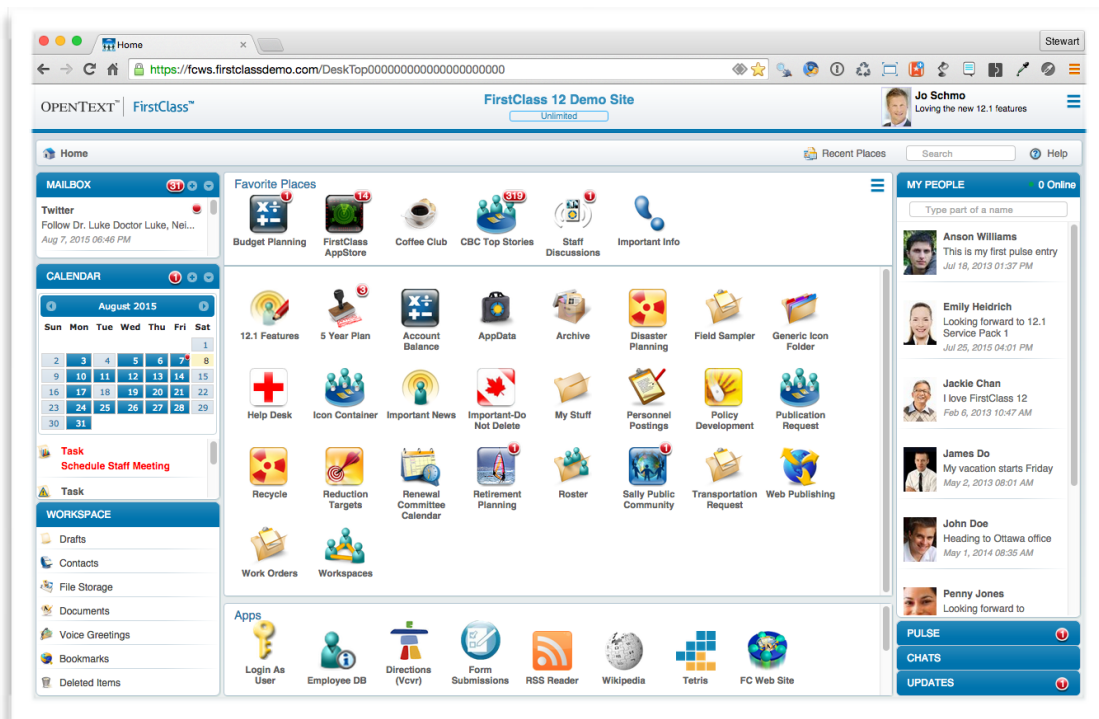


# What's New in FirstClass Web Services 12.1 Service Pack 1

OPENTEXT | FirstClass™



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August, 2015

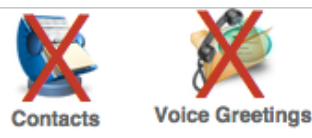




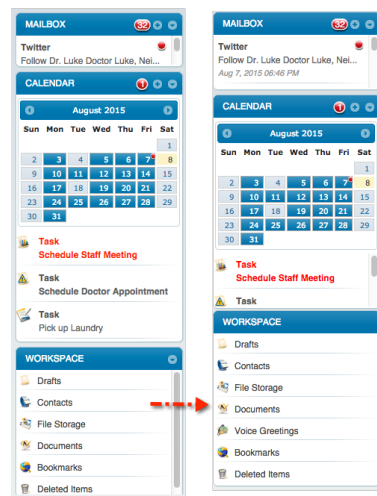
# What's New in FirstClass Web Services 12.1 - Service Pack 1

FirstClass Web Services 12.1 - Service Pack 1 has a large number of bug fixes that will not be discussed here. This document is intended to present visual and functional changes that have been implemented with this release.

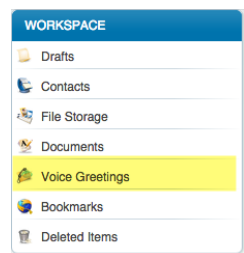
## Desktop Changes



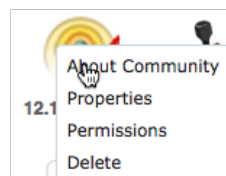
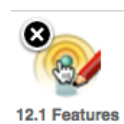
- The **Contacts** and **Voice Greetings** folders which were mistakenly displayed on the desktop have now been removed.



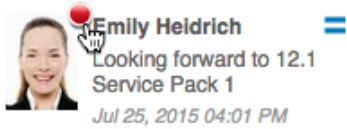
- Workspace sidebar header no longer has a zoom button as it is always full height. The Mailbox and Calendar sidebars are adjusted accordingly filling the entire height with content.



- **Voice Greetings** has been added as a new workspace item if voice services is installed. (See below for more information.)



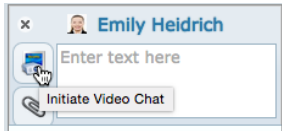
- Click and hold on a container on the desktop no longer reveals an 'X' for deletion. It now brings up a menu list for operating on iconic items



- Click/Touch hold on a my people unread blob icon will clear the flag like elsewhere.

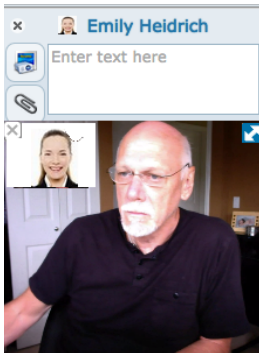
## Chats

- A new video chat option has been added for browsers that support video.



If your browser supports video, you can start a video chat with another person whose browser also supports video.

To start a video chat, open the person's chat pane just as you would if starting a text chat. Use the **Initiate Video Chat** button at the top of the chat pane to send a video chat invitation.

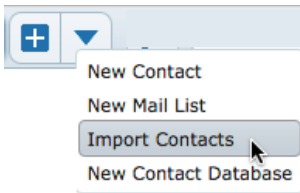


If the other person accepts, you will both be asked for permission to use your cameras and microphones. After you both accept, the video chat opens in the chat pane.

You can move the video chat to a resizable window in the center pane by using the **Zoom** icon in the top right corner. Closing this window stops the chat. To move the video chat back to the chat pane, use the **Zoom** icon again.

## Contacts

### Importing contacts



- You can import contact information to your FirstClass Contacts folder or a contact database. This information must be in vCard 3.0 format.

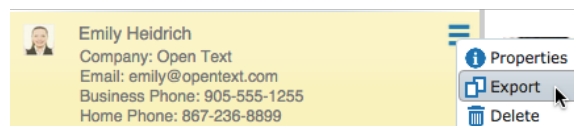
To import the contact information from a vCard (.vcf) file, open your Contacts folder or the contact database to which you want to import this information, choose **Import Contacts** from the **New** button's dropdown menu, then choose the file to import.

### Exporting contacts

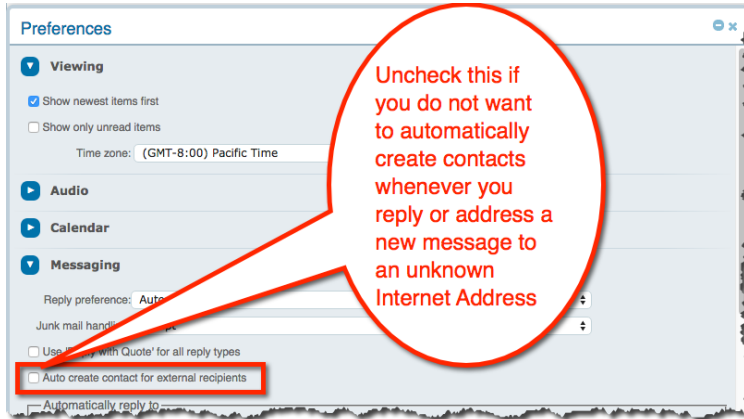
- You can also export FirstClass contact information. This information is exported in vCard 3.0 format. To export a contact, choose **Export** from its menu. You can select multiple contacts and export them in one file. You are given the opportunity to rename the export file.

#### Note

You can't export mail lists.



## Auto Contact Creation

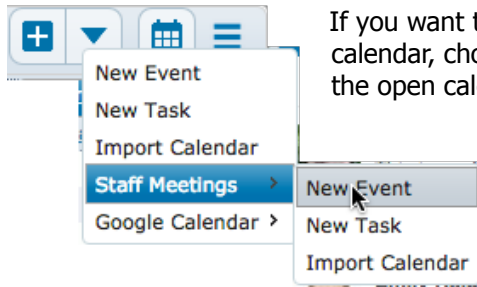


- Depending on your preferences, replying to someone who isn't in your organization will automatically create a contact representing that person in your Contacts folder. If you don't want this behavior, clear the **Auto create contact for external recipients** checkbox in your preferences.

## Calendars

### Creating events and tasks in Sub calendars

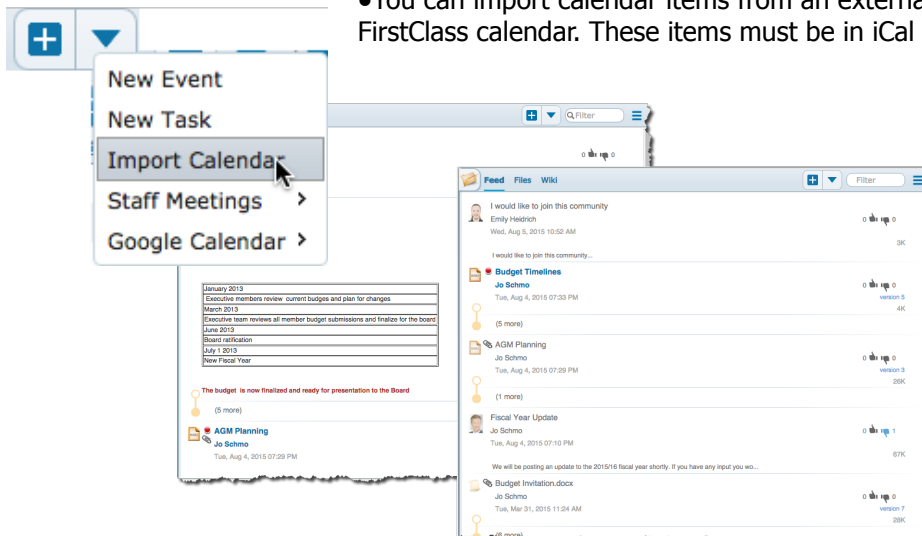
- You now have the ability to create events and tasks within sub calendars



If you want to create an event or task directly in a punchthrough calendar, choose that calendar from the **New** button's dropdown menu in the open calendar, then choose **New Event** or **New Task**.

### Importing calendar items

- You can import calendar items from an external electronic calendar to a FirstClass calendar. These items must be in iCal 2.0 format.



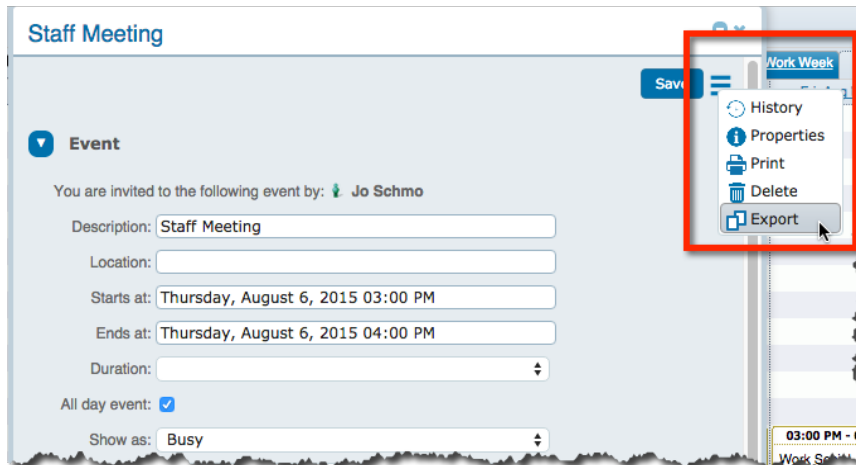
To import the calendar items from an iCal (.ics) file, open the calendar to which you want to import the calendar items, choose **Import Calendar** from the **New** button's dropdown menu, then choose the file to import.

Events are converted to FirstClass events and to-dos are converted to FirstClass tasks.

To import calendar items to a sub calendar, open a calendar that has the sub calendar available, choose the sub calendar from the **New** button's dropdown menu, then choose **Import Calendar**.

## Exporting calendar items

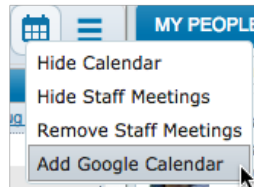
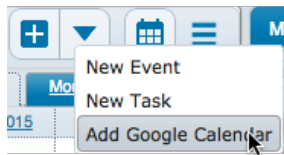
- You can also export events and tasks from a FirstClass calendar.



They are exported in iCal 2.0 format.

To export an event or task, open it, then choose **Export** from its menu. You are given the opportunity to rename the export file.

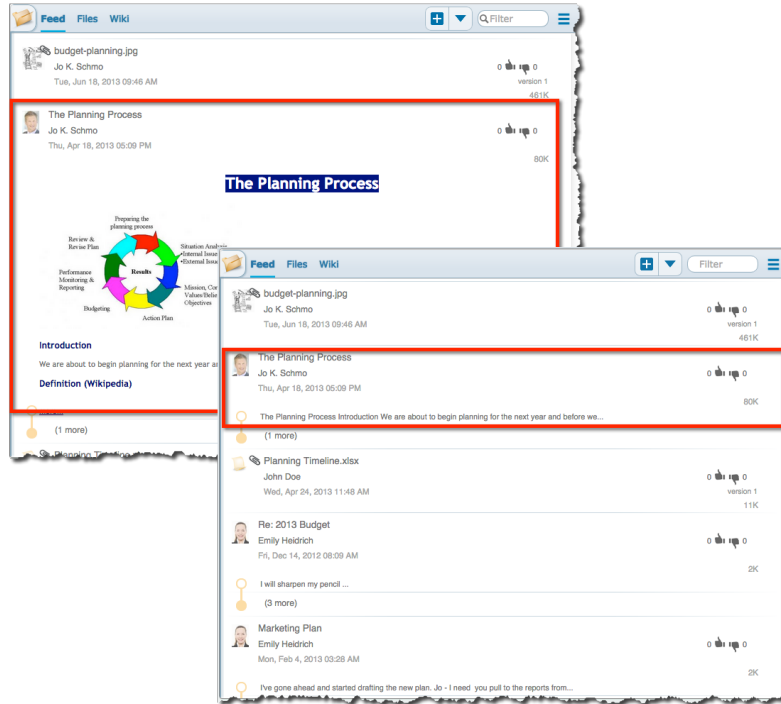
## Adding Google Calendar



- The menu location for adding a Google Calendar has changed from the New Event menu to the Filter Menu

## Community Layout

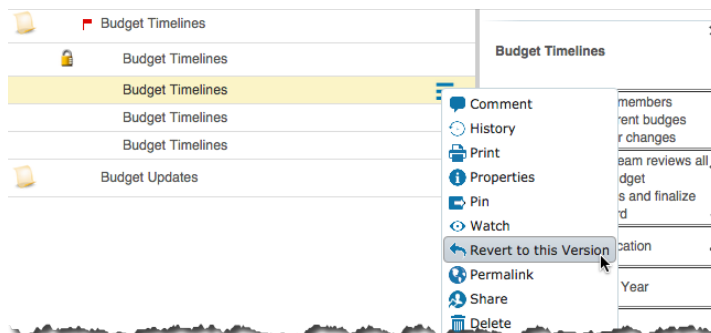
- The layout for communities has a few display changes
- Selecting a file or wiki from the feed flips to the corresponding tab and opens the selected item
- Preview text in feed shorter and text-only, now has more/less control to show full body



- Separate disclosures for Versions and comments

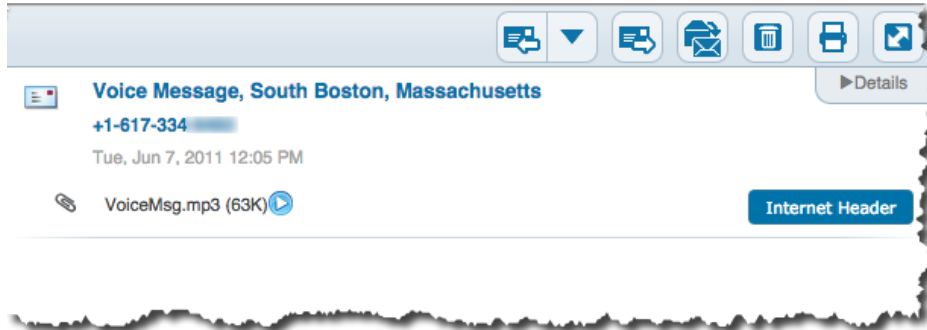
Name	Size	Ver	Uploaded by
2013 Budget Worksheet.xls	28K	0	Jo Schmo
Budget Invitation.docx	28K	7	Jo Schmo
budget-planning.jpg	461K	1	Jo K. Schmo
Planning Timeline.xlsx	11K	1	John Doe
README.pdf	36K	1	John Doe

- added 'revert to this version' to menu for non-current versions of wikis.



## Voice Services

Voice services, if installed is now supported You can access voice and fax messages in your mailbox as well as text messages, and create voice greetings for your phone, if you have a FirstClass mailbox, and your administrator has installed FirstClass Unified Communications.



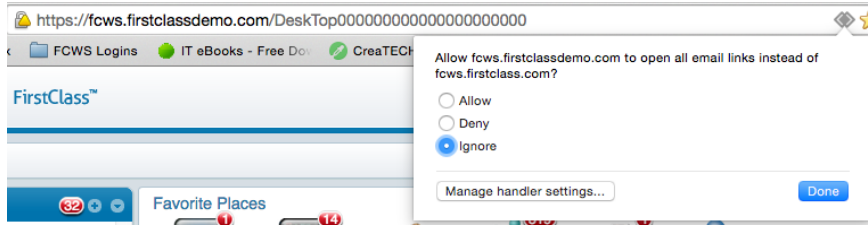
Filter	Name	Comments	Called Number	Caller Number	Start Date	End Time	Repeat Interval
	From Me	This is when I call my UM number from m...		604761E	-	-	None
	Standard Greeting	Standard Greeting			-	-	None
	From Emily	From Emily		604...3507	-	-	None
	From Kathryn	From Kathryn		604...604...1153	-	-	None
	From Al	From Al		604...449...	-	-	None
	Internal	Internal			-	-	None
	Away Extended - External	Away Extended - External			2012/6/23 07:00 PM	2012/7/3 10:00 AM	None
	Away Extended - Internal	Away Extended - Internal			2012/6/23 07:00 PM	2012/7/3 10:00 AM	None
	Internal Away	Internal Away			2009/7/21 08:00 AM	2009/7/25 10:00 AM	None
	One Day Away External	One Day Away			2008/10/1 08:00 AM	2008/10/1 09:00 PM	None
	One Day Away Internal	One Day Away			2008/10/1 08:00 AM	2008/10/1 09:00 PM	None
	Stat Holiday External	Stat Holiday External			2008/5/19 06:00 AM	2008/5/19 11:00 PM	None
	Stat Holiday Internal	Stat Holiday Internal			2008/5/19 06:00 AM	2008/5/19 11:00 PM	None



# Miscellaneous Enhancements

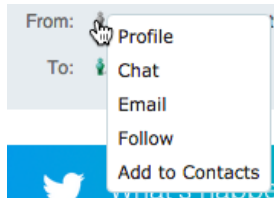
## Browser Mailto Registration

- fcws can now register for the mailto protocol if browser supports it



## “From” address menu options

- Clicking and holding on a “From” address on a message envelope reveals several menu options



## Inserting Voice

- A new Insert Voice menu option is available for new messages.

Selecting this option will reveal a **Record** or **Attach Voice Recording** option

