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# TELSTRA BUSINESS MAIL

## ADMINISTRATOR'S GUIDE

### INTRODUCTION

#### Business Online POP Mail

Business Online POP Mailboxes must not be selected unless the Business Online Extra or Standalone offer has been activated against the domain name (e.g. *companyname.com.au*) being used for Business Mail mailboxes.

Creating one of these mailboxes will activate a Business Online Account if you do not have one, and additional charges maybe incurred.

Use of Business Online POP Mailboxes is governed by the terms and conditions for Business Online as outlined in Telstra's Our Customer Terms.

All Telstra Business Broadband faults should be directed to the Telstra Business Technical Helpdesk on **132 999**. Do Not use the Mission Control Add a Job page for faults.

#### 1.1 ABOUT THIS GUIDE

[1.1.1 What is Mission Control](#)

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[1.1.3 What's in This Guide](#)

[1.1.4 Terms used in This Guide](#)

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#### 1.1.1 What is Mission Control

Mission Control is web interface for the administration of your Business Mail and Business Online account.

#### 1.1.2 Who this Guide is For

This guide is for those who are responsible for the administration of Business Mail accounts. It contains the information required to access Mission Control, how to create and manage user mailboxes, and how to configure your email client software.

The guide assumes the reader is familiar with Microsoft Windows and has a basic knowledge of email terms and concepts.

#### 1.1.3 What's in This Guide

Using *Mission Control* describes the requirements on how to login and how to navigate within Mission Control.

*Creating and Editing Mailboxes* describes how to create and manage user mailboxes within Mission Control, including:

- Create user mailboxes, (see *Creating and Editing Mailboxes*).
- Change mailbox details (name, password, email addresses, password etc). (see *Creating and Editing Mailboxes*).

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### INTRODUCTION

- Delete (Purge) all mail from an unused mailbox (see *Purging Mailboxes*).
- View Mailbox usage Records (see *Reports for Business Mail Standard and Advanced*).

*Distribution Lists* describes the creation of Distribution Lists.

*Public Folders* describes the creation and maintenance of Business Mail Public Folders.

*Spam Filtering* (Business Mail Standard and Business Mail Advanced Only) describes how to enable Business Mail's the SPAM filtering feature.

*Supported Protocols* describes the email protocols supported by the Telstra Business Mailbox Types.

#### 1.1.4 Terms used in This Guide

Once accounts have been created, users can change their passwords with **DeskControl**, which they can access from the same web page as Outlook Web Access.

The **Global Address List** (GAL) is the address list of all users and groups in your organisation that are represented on Business Mail Standard and Advanced.

**Distribution Lists** or **Lists** are groups of users and other groups with a common address. Messages sent to that address go to all members of the group.

Full functionality of Microsoft Outlook is available only when used as a **MAPI** (Messaging Application Programming Interface) client (only available with Business Mail Advanced service).

Your Business Mail **Account Number** identifies your account and is also used as the login **User Name**. The password to your Mission Control login is referred to as your **Master Password**. These details are provided in your **Welcome to your new hosting service** email for Business Mail/Online.

#### 1.1.5 Syntax used in this Guide

Throughout this guide, the following conventions are used:

**Boldface** type is used to

- emphasise words or phrases as appropriate
- describe the names of screens, windows, dialog boxes, and controls (menus, buttons, checkboxes etc) within the description of the procedures in this guide.

*Italic* type is used for cross references (other sections, figures, tables) in this guide.

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### USING MISSION CONTROL

#### 2.1 ACCESSING THE USER MAILBOX SCREENS

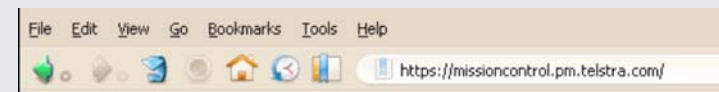
##### [2.1.1 Logging In to Mission Control](#)

##### [2.1.2 Selecting Business Mail](#)

##### 2.1.1 Logging In to Mission Control

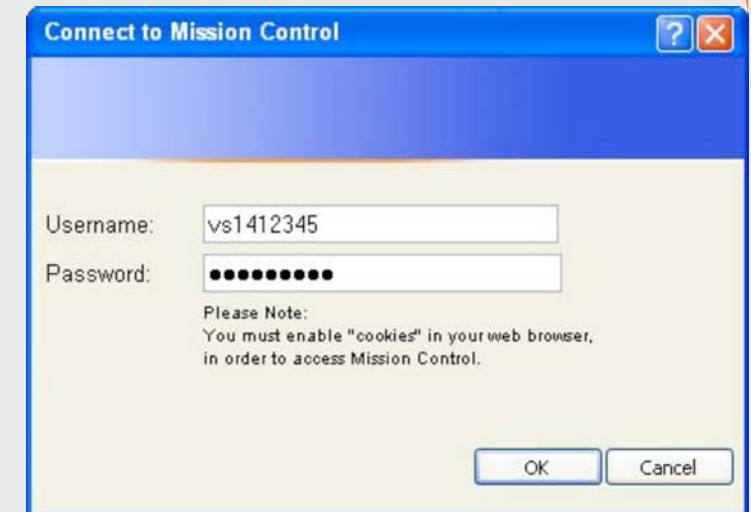
- Type the URL **https://missioncontrol.pm.telstra.com** into the address field of your browser:

**Figure 1 Mission Control URL**



- When prompted, enter your account number and password.

**Figure 2 Logging on to Mission Control**



After authentication, Mission Control starts. By default, Mission Control opens at the Mission Control Screen.

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### USING MISSION CONTROL

#### 2.1.2 Selecting Business Mail

- To go to the User Mailbox screens, select **Business Mail** from the Mission Control screen. (Figure 3 Selecting Business Mail from the Mission Control Screen).

**Figure 3 Selecting Business Mail from the Mission Control Screen**



- From the Business Mail screen, select **Edit/Create** (Figure 4 Selecting Edit/Create Mail from the Business Mail Screen)

**Figure 4 Selecting Edit/Create Mail from the Business Mail Screen**



- The Mission Control Edit/Create screen will open.

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## ADMINISTRATOR'S GUIDE

### CREATING AND EDITING MAILBOXES

#### 3.1 THE EDIT/CREATE MAILBOX SCREENS

##### [3.1.1 Mailbox Functions](#)

##### 3.1.1 Mailbox Functions

From the Edit/Create screens you will be able to create and maintain your user's mailboxes. There are five Edit/Create screens, which can be selected from the tabs at the top of the page in the **Business Mail** section of Mission Control.

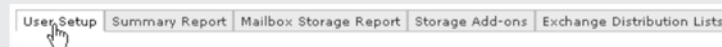
**User Setup.** From this screen you can create new mailboxes, modify mailbox details, and purge mailboxes. You can also search for users in your domain from this page.

**Summary Report.** This page shows a summary of your mailboxes. You can also search for users in your domain from this page.

**Mailbox Storage Report.** Your users' storage details can be viewed from this page.

**Exchange Distribution Lists.** From this page you can create new Distribution Lists and assign ownership of these groups.

**Figure 5 Use the tabs to select a Mailbox screen**



#### 3.2 USER SEARCHES

##### [3.2.1 Searching for a User](#)

##### [3.2.2 Search Results](#)

##### 3.2.1 Searching for a User

If you are editing user mailboxes, the Mission Control search function allows you to quickly locate the individual mailboxes. To search for a mailbox, select the **User Setup** tab



The search options available are:

- View all mailboxes – Click on the **Show All** button.
- Search for a mailbox using a string of characters. Enter a string of characters from the Mailbox Full Name, Mailbox Number, Email Address, or one of the Extra Email addresses and click on **Search**.

**Figure 6 Mailbox Search**



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### CREATING AND EDITING MAILBOXES

#### 3.2.2 Search Results

After a search, the results are displayed in a table. The Full Name, (Mailbox) Number, Mailbox Type and (Mailbox) Status are described in *User Attributes*

The **Export Status** field has two states, **Operational** and **Pending Update**. A mailbox which has been created or changed will have a Pending Update until the change becomes effective. Once a change or creation is effective, the status will change to Operational.

The search result can be sorted on any of the underlined columns by clicking on the heading of the column (e.g. Fullname, number, mailbox type etc)

Figure 7 Search Results

| <u>Fullname</u> | <u>Number</u> | <u>Mailbox Type</u>    | <u>Status</u> | <u>Export Status</u> | <u>Action</u>        |
|-----------------|---------------|------------------------|---------------|----------------------|----------------------|
| John Sample     | mb263596b     | Business Mail Standard | On            | Operational          | <a href="#">Edit</a> |
| Sam Davies      | mb263596d     | Business Mail Advanced | On            | Operational          | <a href="#">Edit</a> |
| Test            | mb263596a     | Business Mail Advanced | On            | Operational          | <a href="#">Edit</a> |
| Wanda Goldfish  | mb263596c     | Business Mail Advanced | Off           | Operational          | <a href="#">Edit</a> |

The **Fullname** is the name the administrator assigned to the user when creating the mailbox.

The **Number** is the user's **Mailbox Number** automatically assigned by Business Mail mailbox creation.

The **Mailbox Type** describes the user's mailbox:

- **POP Mailbox:** Business Mail POP or Business Mail Online POP mailbox
- **Business Mail Standard:** Business Mail Standard mailbox
- **Business Mail Advanced:** Business Mail Advanced mailbox

The mailbox **Status** field indicates whether the mailbox is On or Off

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### CREATING AND EDITING MAILBOXES

#### 3.3 MAILBOX & USER ATTRIBUTES

- [3.3.1 Mailbox Types](#)
- [3.3.2 Mailbox Storage](#)
- [3.3.3 User Attributes](#)

#### 3.3.1 Mailbox Types

You may select one of four mailbox types for users

**Table 1 Mailbox Types**

| MAILBOX TYPES                                                                                           | USE THESE MAILBOXES FOR ...                                                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Business Mail Standard</b>                                                                           | <ul style="list-style-type: none"> <li>Web Mail (Outlook Web Access or OWA) access to Business Mail.</li> <li>Collaborative features such as calendar free-busy information to schedule meetings etc.</li> </ul>                                      |
| <b>Business Mail Advanced</b>                                                                           | <p>The same features as Business Mail Standard plus:</p> <ul style="list-style-type: none"> <li>License to use Microsoft Outlook 2003 with Business Mail (Conditions apply)</li> <li>MAPI access to Business Mail using Microsoft Outlook.</li> </ul> |
| <b>Business Mail POP</b>                                                                                | <ul style="list-style-type: none"> <li>Business Mail POP is a basic email system with POP 3 and WebMail access</li> </ul>                                                                                                                             |
| <b>Business Online POP</b><br>These mailboxes should only be used if you have a Business Online Account | <ul style="list-style-type: none"> <li>Business Online POP is a basic email system with POP 3 and WebMail access</li> </ul>                                                                                                                           |

**Note:** Each of these mailbox types is charged differently. You should ensure you select the required type to avoid unwanted charges.

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### CREATING AND EDITING MAILBOXES

#### 3.3.2 Mailbox Storage

The capacity of Telstra Business Mailboxes is unlimited, however the storage charges vary depending on the mailbox type chosen or hosting plan you have subscribed to.

The charges for the different mailbox types are outlined in Our Customer Terms.

#### 3.3.3 User Attributes

When you create new users, each one can have a number of unique attributes. These are:

**Table 2 User Attributes**

| ATTRIBUTE                                                       | DETAILS                                                                                                                                                                              |
|-----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mailbox Type or Managed Mail Type                               | You may create four types of mailboxes: See Table 1 Mailbox Types                                                                                                                    |
| Mailbox Status                                                  | Mailboxes with an <b>On</b> status can be accessed by the user. Mailboxes with an <b>Off</b> status cannot be accessed by the user                                                   |
| Public Folder Access (Business Mail Advanced and Standard only) | This option changes a user's public folder privileges. See <i>Public Folders</i>                                                                                                     |
| Full Name                                                       | The user's full name. This name will appear in your Global Address List                                                                                                              |
| Main Email Address                                              | The user's email address. The user will also use this to log in to their email account.                                                                                              |
| Extra Email (up to four addresses)                              | The user can have up to four additional email addresses. Each email address is an alias for the Main Email address and mail addressed to these addresses goes to the user's mailbox. |



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### CREATING AND EDITING MAILBOXES

| ATTRIBUTE                                                                         | DETAILS                                                                                                                                                                   |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mailbox Quotas (Business Mail Advanced and Standard only)                         | You can use the quotas to restrict the amount of email a user can store in their mailbox. They are set to a default value of no limit, indicated by a zero in this field. |
| <i>Warning Quota</i> (Business Mail Advanced and Standard only)                   | When a user's mailbox reaches their <b>Warning Quota</b> they will get a message warning that their mail is approaching full.                                             |
| <i>Prohibit Send Quota</i> (Business Mail Advanced and Standard only)             | When the user's mailbox reaches the level set as the <b>Prohibit Send Quota</b> , they will no longer be able to send messages until email is deleted from their mailbox. |
| <i>Prohibit Send and Receive Quota</i> (Business Mail Advanced and Standard only) | At the <b>Prohibit Send Quota and Receive Quota</b> , the user must delete email from their mailbox before they can send or receive any further email.                    |
| User Password                                                                     | The password must be at least eight characters long and cannot contain spaces or the characters @ # % ; ?   /.                                                            |

| ATTRIBUTE                                         | DETAILS                                                                                                                                                                            |
|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Stray Mail account                                | One of the mailboxes in your domain can be set up as a Stray Mail account. This means any email addressed to a user who does not exist within your domain will go to that mailbox. |
| Auto-Responder                                    | The Auto-Responder automatically answers emails sent to the mailbox.                                                                                                               |
| Auto-Forwarder (Business Mail POP mailboxes only) | The Auto-Forwarder will automatically forward incoming emails to another email address                                                                                             |

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### CREATING AND EDITING MAILBOXES

#### 3.4 CREATING USERS

[3.4.1 Mail Client Configuration Requirements](#)

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[3.4.3 Mailbox Activation Time](#)

[3.4.4 Selecting a Mailbox Type](#)

[3.4.5 Configuring Mailbox Attributes](#)

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[3.4.7 User Password](#)

[3.4.8 Saving User Details](#)

[3.4.9 How Long Do Changes Take?](#)

#### 3.4.1 Mail Client Configuration Requirements

To configure an email client for Business Mail, a user's mailbox must be created.

When you configure a user's email client, you will need to know:

**Table 3 Configuration Attributes**

| ATTRIBUTE NAME                                                | DESCRIPTION                                                           |
|---------------------------------------------------------------|-----------------------------------------------------------------------|
| Mailbox Type                                                  | The Mailbox type determines the type of access available to the user. |
| Login Username                                                | Main Email Address                                                    |
| Login Password                                                | User Password                                                         |
| Mailbox Name or User Name for Microsoft Outlook Configuration | Full Name or Mailbox Number                                           |
| Business Mail Domain Name                                     | me1                                                                   |

Refer to Table 2 *User Attributes* for further details.

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### CREATING AND EDITING MAILBOXES

#### 3.4.2 User Login Details

To log in to their Business Mail account, the user will require the following information relating to their account:

**Table 4 User Login Details**

| ATTRIBUTE NAME            | DESCRIPTION        |
|---------------------------|--------------------|
| Login Username            | Main Email Address |
| Login Password            | User Password      |
| Business Mail Domain Name | me1                |

Refer to Table 2 *User Attributes* for further details.

#### 3.4.3 Mailbox Activation Time

Activation of a new mailbox will take up to two hours after the details for the new user are entered and submitted.

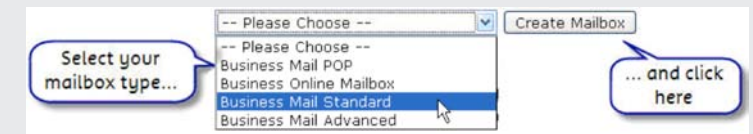
#### 3.4.4 Selecting a Mailbox Type

- Select User Setup tab



- In the User Setup page, click on the arrow next to the **New Mailbox** dropdown box. This will give you a choice of mailbox types. (see Table 1 *Mailbox Types* for more details). As these mailbox types are charged differently, ensure you select the correct one.

**Figure 8 New Mailbox Type Selection**



Click on the **Create Mailbox** button. This will open a new page to be completed with the new user's details.

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### CREATING AND EDITING MAILBOXES

#### 3.4.5 Configuring Mailbox Attributes

- Set the Mailbox Status to **On**.
- The Mailbox Type will default to the value you chose on creating the mailbox. You may change it if you wish to use the Exchange Type control.
- Select the Public Folder Access type for the user (see *Working with Public Folders*).
- Enter the user's Full Name
- Enter the user's **Main Email Address** and any required **Extra Email** addresses.

**Figure 9 Mailbox Types and Name Information (Business Mail Standard and Advanced example)**

The screenshot shows the 'General Settings' tab of a mailbox configuration form. Callouts point to specific fields: 'Select the Mailbox Status to On' points to the 'Mailbox Status' field (set to 'On'); 'Select Public Folder requirements' points to the 'Public Folder Access' field (set to 'This account is a public folder author'); 'Enter your name' points to the 'Full Name' field (containing 'John Sample'); and 'Enter your email address(es)' points to the 'Main Email Address' and 'Extra Email' fields.

#### 3.4.6 Mailbox Quotas (Business Mail Advanced and Standard only)

Configure the users mailbox quotas – Warning, Prohibit Send, Prohibit Send and Receive Quotas – as required

**Figure 10 Mailbox Quotas**

The screenshot shows the 'Mailbox Quotas' form with three sections: 'Warning Quota' (0 MB), 'Prohibit Send Quota' (0 MB), and 'Prohibit Send and Receive Quota' (0 MB). Each section has a text box for the quota value and a description: 'You will receive a warning email when you reach this limit (0 means there is no limit).', 'You will be prevented from sending email when you reach this limit (0 means there is no limit).', and 'You will be prevented from sending and receiving email when you reach this limit (0 means there is no limit).'

#### 3.4.7 User Password

Enter a password for the user in the **New Password Field** and the **Confirm New Password Field** – as per the section below (Figure 11)

**Figure 11 Password fields**

The screenshot shows the 'Password fields' form with two text boxes: 'New Password:' and 'Confirm New Password:'. A note above the fields states: 'Leave the following password fields blank if you are not updating the mailbox password. Passwords must be 8 or more characters in length and cannot contain spaces or the following special characters: @ # % : ? \ /'.

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### CREATING AND EDITING MAILBOXES

#### 3.4.8 Saving User Details

Click on **Save** to complete the user creation process.



**Note:** If you have made an error in creating or editing a mailbox, an error message is displayed. This is displayed at the top of the screen and you may have to scroll up to view it.

#### Figure 12 Password error warning

Either the password you entered is less than 8 characters, or the "New Password" and "Confirm New Password" fields do not match, or the password contains one of the following illegal characters: @ # % & ' ? \ /

#### 3.4.9 How Long Do Changes Take?

Changes to user email addresses may take up to 2 hours to be effective. Changes to other user attributes, such as passwords and permissions, may take up to 20 minutes to take effect.

### 3.5 CONFIGURING ADDITIONAL ATTRIBUTES

#### [3.5.1 Overview](#)

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#### 3.5.1 Overview

These attributes can be configured either when the mailbox is created or at a later time when editing a user's configuration.

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### CREATING AND EDITING MAILBOXES

#### 3.5.2 Stray Mail

If you select the Stray Mail option on a mailbox, any mail addressed to a user who does not exist in your domain will go to that mailbox. Only one mailbox can be configured for Stray Mail. To select the Stray Mail Option:

- While creating or editing a mailbox
- Select the **Extra Settings** tab for that mailbox
- Select **Stray Mail On** radio button.



- Click on the **Save** button to confirm your change.

#### 3.5.3 Auto-Responders

Auto-Responders are used to automatically send replies to incoming messages. They are particularly useful as to reply to incoming email when the user is out of the office.

You may have a default reply and up to three additional reply messages which are dependent on the text in the Subject line of the received message.

To configure Auto-Responders:

- Click on the **Auto-Responder** tab
- Select the **Auto-Responder On** radio button
- Enter your default reply message in the **Default Reply** field. This message will be sent as a reply to every message when the Auto-Responder is set to On.

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Figure 13 Auto-Responder

The screenshot shows the 'AutoResponder Settings' window with the 'Auto-Responder' tab selected. The interface includes fields for Mailbox Name, Full Name, and Auto-Responder status (Off/On). A 'Default Reply' text area is present. Below this, there are sections for adding alternative replies, each with an 'if' condition (appears in the subject) and a 'reply with' text area. Callouts provide instructions: 'From the Auto Responder tab ...', '... select Auto Responder On', '... enter your default reply here ...', '... add the condition for the first alternative reply here ...', '... enter the first alternative reply here ...', '... add alternative replies as required ...', and '...and click on Save.'.

- Enter any alternative replies you wish to use.
- Click on the **Save** button.

#### 3.5.4 Auto-Forwarding

##### (Business Mail POP mailboxes only)

The Business Mail POP **Auto-Forwarding** feature allows you to automatically forward email addressed to your mailbox to another nominated mailbox.

To configure Auto-Forwarder:

- Click on the **Auto-Forwarder** tab
- Select the radio button for the Auto-Forwarder option you require.
- In the **Forward Mail to:** field, enter the address you wish to have the email forwarded to.
- Click on the **Save** button.

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Figure 14 Auto-forwarding

The screenshot shows the 'Auto-Forwarder' tab in the configuration interface. It includes fields for 'Mailbox Name' (mb350215q), 'Full Name' (John Smith), and 'Auto-Forwarder' status (set to 'off'). There are radio button options for 'forward all email to the email address below' and 'forward all email to the email address below and store a copy in my mailbox'. The 'Forward Mail to' field contains 'manager@bizmail.com'. A 'Save' button is at the bottom. Callouts provide instructions on navigating to this tab, selecting an option, entering the email address, and clicking save.

#### 3.5.5 Editing a User

- From the Maintain User Account Menu, Select **User Setup**.



- Use the **Mailbox Search** to find the user you wish to modify.
- Edit the user details as required.

#### 3.5.6 How long do Changes Take?

Changes to user email addresses may take up to 2 hours minutes to be effective. Changes to other user attributes, such as passwords and permissions, may take up to 20 minutes to take effect.

### 3.6 PURGING MAILBOXES BUSINESS MAIL STANDARD AND ADVANCED MAILBOXES

#### [3.6.1 Introduction](#)

#### [3.6.2 Turning Off a Mailbox](#)

#### [3.6.3 Cooling Off Period](#)

#### [3.6.4 Purging a Mailbox](#)

#### [3.6.5 Cancelling a Purge Operation](#)

#### 3.6.1 Introduction

The **Purge** function deletes all data from a mailbox. You should use the purge function to delete all messages from a mailbox before re-using it.

Purging a mailbox is a two step process. The first step is to switch the mail box off. In this state the mailbox is inactive, cannot be accessed by the user and cannot send or receive messages.



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The second step is to invoke the Purge function.

As all data is removed from the mailbox, you do have the opportunity to reverse the process during a cooling off period (see *Cooling Off Period*, section 3.6.3)

#### 3.6.2 Turning Off a Mailbox

To turn off a mailbox:

- From the Maintain User Account Menu, Select **User Setup**.



- Use the **Mailbox Search** to find and the mailbox you wish to purge.
- Click on the **Off** button.
- At the bottom of the page, click on the **Save** button.
- On the dialog box, click **OK**

The Mailbox is off and ready to be purged.

#### 3.6.3 Cooling Off Period

After commencing a purge operation you will have a cooling off period of 24 hours. If the purge is cancelled within this time the mailbox contents will not be deleted.

#### 3.6.4 Purging a Mailbox

The Purge function deletes all mail from a deactivated mailbox

- From the Maintain User Account Menu, Select **User Setup**.
- Use the **Mailbox Search** to find the mailbox you wish to purge.
- Click on the **Purge** button.

**Figure 15 Purging a Mailbox**



- You will receive a warning that the mailbox contents will be deleted after a cooling off period of 24 hours.
- Click on **Purge Mailbox** to continue. The user's mailbox details will now have a **Cancel Purge** in place of the **Purge** button. All mail in the mailbox will be deleted after the cooling off period.

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### CREATING AND EDITING MAILBOXES

**Figure 16 Mailbox Purge Warning**



#### 3.6.5 Cancelling a Purge Operation

If you have commenced the mailbox purged process, you can cancel the purge within the cooling off period. To cancel a purged mailbox:

- From the Maintain User Account Menu, Select **User Setup**.



- Use the **Mailbox Search** to find the user you wish to modify.
- Click on the **Cancel Purge** Button.

**Figure 17 Cancelling a Purged Mailbox**



- You will be given the opportunity to cancel the mailbox purge. If you wish to cancel the purge, click on the **Cancel Purge** button.

**Figure 18 Cancel a Purged Mailbox Confirmation**



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### CREATING AND EDITING MAILBOXES

#### 3.7 REPORTS FOR BUSINESS MAIL STANDARD AND ADVANCED

##### [3.7.1 Mailbox Summary Reports](#)

##### [3.7.2 Mailbox Usage Reports](#)

##### 3.7.1 Mailbox Summary Reports

Mailbox summary Reports give a brief report of the number of mailboxes you are using and their status. To view your mailbox report, select the **Mailbox Summary Reports** tab.



You receive a brief report of the mailboxes you are using.

Figure 19 Mailbox Summary Report

### Edit/Create Mailboxes

User Setup
Summary Report
Mailbox Storage Report
Storage Add-ons
Exchange Distribution Lists

#### Account Quota & Account Storage

Public folder Quota: 0 MB  
Total Mailbox Quota: 0 MB  
Total Storage Add-on Quota: 0 MB  
**Total Account Quota: 0 MB**

Public Folder Consumption: 0 MB  
Total Mailbox Consumption: 0 MB  
**Total Account Consumption: 0 MB**

[Buy More Storage Quota](#)

There are no available Storage Add-On products for you to buy.

#### Mailbox Summary Report

Number of Mailboxes: 34  
Total Mailboxes Allowed: 40  
Total Active Mailboxes: 20  
Duplicate Mailboxes: No duplicate email addresses  
Stray Mail Enabled Mailboxes:  
Id 17  
Name jsmith  
Owner John Smith  
Email mb350215q  
Status 

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### CREATING AND EDITING MAILBOXES

#### 3.7.2 Mailbox Usage Reports

(Business Mail Advanced and Standard only)

The mailbox usage report details the mail traffic and mailbox storage for each user. To view your mailbox usage report, select the **Mailbox Usage Report** tab.



Details for each user are displayed in the Usage Report:

**Figure 20 Mailbox Storage Report**

| User Setup   Summary Report   <b>Mailbox Storage Report</b>   Storage Add-ons   Exchange Distribution Lists             |             |               |                     |                |               |                     |                             |
|-------------------------------------------------------------------------------------------------------------------------|-------------|---------------|---------------------|----------------|---------------|---------------------|-----------------------------|
| <b>Mailbox Report</b>                                                                                                   |             |               |                     |                |               |                     |                             |
| Search for: <input type="text"/> <input type="button" value="Search"/>                                                  |             |               |                     |                |               |                     |                             |
| <b>Totals</b>                                                                                                           |             |               |                     |                |               |                     |                             |
| Total Mailbox Quota: 0 MB                                                                                               |             |               |                     |                |               |                     |                             |
| Total Mailbox Consumption: 0 MB                                                                                         |             |               |                     |                |               |                     |                             |
| Total Mailbox Excess: 0 MB                                                                                              |             |               |                     |                |               |                     |                             |
| <b>Mailboxes</b>                                                                                                        |             |               |                     |                |               |                     |                             |
| 6 items   10 items per page   page 1 of 1   First   Previous   Next   Last   Show All   <a href="#">CSV Export</a>      |             |               |                     |                |               |                     |                             |
| Jump to Page: <b>1</b>                                                                                                  |             |               |                     |                |               |                     |                             |
| Mailbox Number                                                                                                          | Fullname    | Mailbox Quota | Mailbox Consumption | Mailbox Excess | Warning Quota | Prohibit Send Quota | Prohibit Send/Receive Quota |
| mb350215r                                                                                                               | admin       | 100           | 0                   | 0              | 0             | 0                   | 0                           |
| mb350215z                                                                                                               | C Winston   | 100           |                     |                | 0             | 0                   | 0                           |
| mb350215u                                                                                                               |             | 100           | 0                   | 0              | 0             | 0                   | 0                           |
| mb350215p                                                                                                               | John Sample | 100           | 0                   | 0              | 0             | 0                   | 0                           |
| mb350215s                                                                                                               | Dave Hall   | 100           | 0                   | 0              | 0             | 0                   | 0                           |
| mb350215t                                                                                                               |             | 100           | 0                   | 0              | 0             | 0                   | 0                           |
| Note: All values are in megabytes. Report data is produced once daily. It is not a real-time reflection of mailbox size |             |               |                     |                |               |                     |                             |

The fields displayed in the report are:

**Table 5 Mailbox Usage Reports**

| DISPLAYED             | DESCRIPTION                             |
|-----------------------|-----------------------------------------|
| Mailbox Number        | Mailbox Number                          |
| Fullname              | User's full name                        |
| Mailbox Quota         | User's quota in Mb                      |
| Mailbox Consumption   | User's current storage in Mb            |
| Mailbox Excess        | Storage in excess of user's quota       |
| Warning Quota         | User's Warning Quota in percent         |
| No Send Quota         | User's No Send Quota in percent         |
| No Send/Receive Quota | User's No Send/Receive Quota in percent |

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### DISTRIBUTION LISTS

This section is only applicable to Business Mail Standard and Business Mail Advanced

#### 4.1 ABOUT DISTRIBUTION LISTS

- [4.1.1 Introduction](#)
- [4.1.2 The Distribution List Screen](#)
- [4.1.3 Creating a Distribution List](#)
- [4.1.4 Adding Administrators to a Distribution List](#)
- [4.1.5 Editing Distribution List Names](#)
- [4.1.6 Deleting Distribution Lists](#)

##### 4.1.1 Introduction

As an administrator, you can create **Distribution Lists** and assign **Administrators** for the lists. You can also modify the **Distribution List Names** and Administrators. Users and other lists must be added using Microsoft Outlook.

After creation, the distribution lists appear in the users **Global Address List**.

When you are using Microsoft Outlook, they appear in a bold font in the Address Book (Figure 21).

Figure 21 Address Lists in the Outlook Address Book



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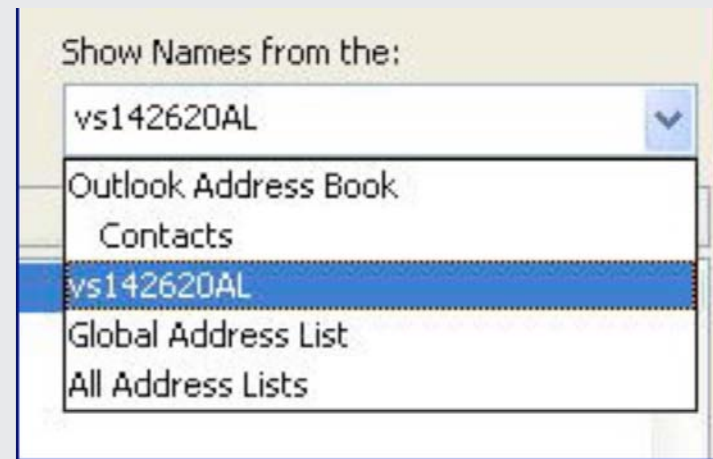
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## ADMINISTRATOR'S GUIDE

### DISTRIBUTION LISTS

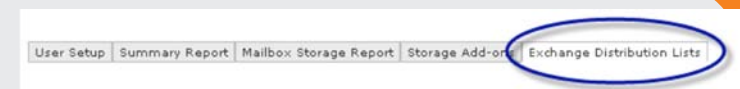
Address Lists will appear both under the Global Address List and the Address List with the name of your Business Mail account number (i.e. vs xxxxxx) (Figure 22).

**Figure 22 Outlook Address Books**



#### 4.1.2 The Distribution List Screen

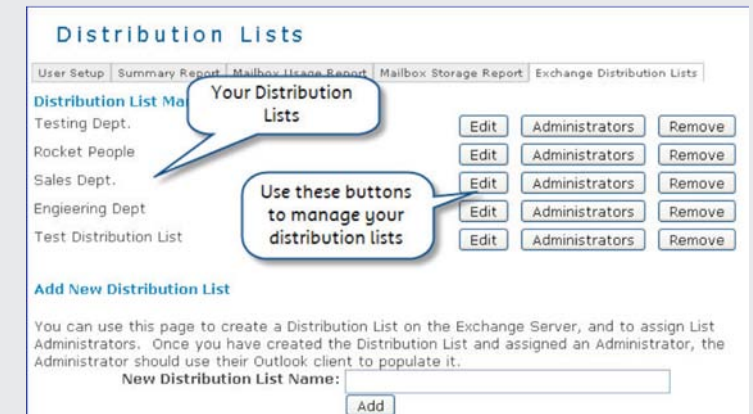
Select **Exchange Distribution Lists** from the Maintain User Account Menu to view **Distribution List Management** and **Add New Distribution List** (Figure 23).



The **Distribution List Management Section** displays any existing lists, controls to edit or remove the lists, and a control to edit the List Administrators.

New Lists are created from the Add Distribution List Section.

**Figure 23 Distribution List Management & New Distribution Lists**



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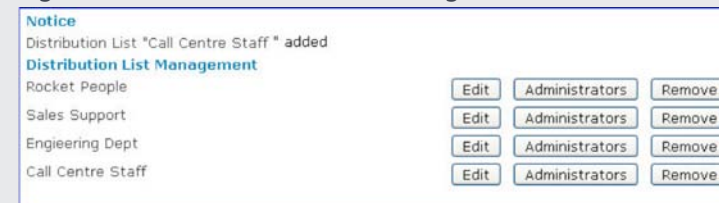
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### DISTRIBUTION LISTS

#### 4.1.3 Creating a Distribution List

- To create a new distribution list, enter the name of the list in the **New Distribution List** field and click on the **Add** button.
- A **Notice** at the top of the page confirms the addition of the new list, and the list appears in the **Distribution List Management Section** (Figure 24).

Figure 24 New Distribution List management



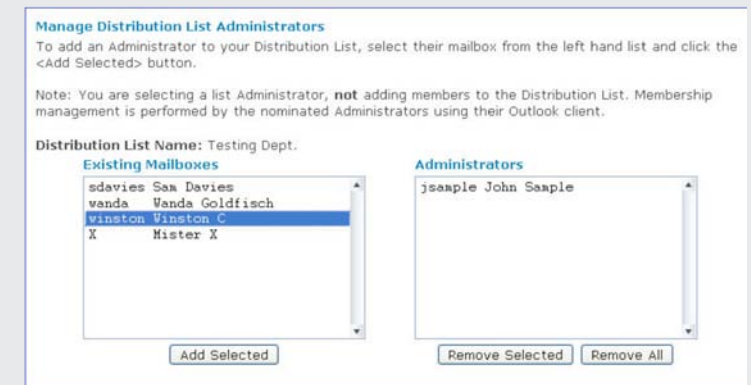
#### 4.1.4 Adding Administrators to a Distribution List

Distribution List members must be edited by Distribution List Administrators using Microsoft Outlook. Distribution Lists may have multiple Administrators. To add Distribution List Administrators:

- Click on the **Administrators** button adjacent to the required list to open **Manage Distribution List Administrators**.

- Select one or more mailbox names from the **Existing Mailboxes** list. Click on **Add Selected** to add the selected mailboxes as Administrators
- Return to Distribution List Management by selecting **Exchange Distribution Lists** from the Maintain User Account Menu

Figure 25 Selecting Administrators



#### 4.1.5 Editing Distribution List Names

You can change the names of Distribution Lists you have created.

- Click on the **Edit** button adjacent to the required list to open **Manage Distribution Lists** (Figure 25).



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### DISTRIBUTION LISTS

**Figure 26 Edit Distribution List Details**

**Edit Distribution List Details**

Current Distribution List Name: Sales Dept.

New Distribution List Name: Sales Support

- Change the list name in the **New Distribution List Name** field.
- Click on the **Update** button.

#### 4.1.6 Deleting Distribution Lists

You can remove a Distribution List.

This deletes the list, but not the mailboxes in the list. After a Distribution list has been deleted, it cannot be restored.

To delete a Distribution List:

- Select **Exchange Distribution Lists**.
- Click on the **Remove** button adjacent to the list you wish to delete. You will be asked to confirm that you wish to remove the list (*Figure 27*).
- Click on **OK** to remove the list. After deletion the lists cannot be restored.

**Figure 27 Confirming the Deletion of a Distribution List**

**Edit/Create Mailboxes**

The page at <https://missioncontrol.pm.telstra...>

Are you sure you want to remove "Testing Dept."?

**Distribution List**

|                        |                                       |
|------------------------|---------------------------------------|
| Testing Dept.          | <input type="button" value="Remove"/> |
| Rocket People          | <input type="button" value="Remove"/> |
| Sales Support          | <input type="button" value="Remove"/> |
| Engineering Dept       | <input type="button" value="Remove"/> |
| Test Distribution List | <input type="button" value="Remove"/> |

**Add New Distribution List**

You can use this page to create a Distribution List on the Exchange Server, and to assign List Administrators. Once you have created the Distribution List and assigned an Administrator, the Administrator should use their Outlook client to populate it.

New Distribution List Name:

- A **Notice** at the top of the page confirms the deletion of the list (*Figure 28*), and the list is no longer displayed in the **Distribution List Management Section**.

**Figure 28 Removal of Distribution List**

**Notice**

Distribution List "Testing Dept." removed.

**Distribution List Management**

|                        |                                     |                                               |                                       |
|------------------------|-------------------------------------|-----------------------------------------------|---------------------------------------|
| Rocket People          | <input type="button" value="Edit"/> | <input type="button" value="Administrators"/> | <input type="button" value="Remove"/> |
| Sales Support          | <input type="button" value="Edit"/> | <input type="button" value="Administrators"/> | <input type="button" value="Remove"/> |
| Engineering Dept       | <input type="button" value="Edit"/> | <input type="button" value="Administrators"/> | <input type="button" value="Remove"/> |
| Test Distribution List | <input type="button" value="Edit"/> | <input type="button" value="Administrators"/> | <input type="button" value="Remove"/> |



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### DISTRIBUTION LISTS

#### 4.2 MAILING LISTS

##### [4.2.1 Overview of Mailing Lists](#)

##### [4.2.2 Further Information](#)

##### 4.2.1 Overview of Mailing Lists

Mailing lists can be created for use with Business Mail/Online POP mail boxes. There are a number of different types of mailing list available, namely:

**Open** – This is an open email discussion group; anyone can join the list and can then post a message to the list.

**Closed** – This is a closed email discussion group, the moderator must approve new members to the list and any member can post messages to the list.

**Closed and Moderated** – This is a moderated email discussion group. The moderator must approve new members and must approve any message which is posted to the list.

**Newsletter** – This is a Newsletter group, anyone can join, but only the moderator can post messages to the list.

**Public** – This is a public mailing list. Anyone can join the list, and anyone can post mail to the list, even without being a member of the list.

##### 4.2.2 Further Information

The Mailing Lists for Telstra Business POP Mail uses the EZMLM/IDX Mailing List. For instructions refer to:

<http://www.ezmlm.org/manual/> and <http://www.ezmlm.org/faq/>

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### PUBLIC FOLDERS

**This section is only applicable to Business Mail Standard and Business Mail Advanced**

#### 5.1 WORKING WITH PUBLIC FOLDERS

##### [5.1.1 Introduction](#)

##### [5.1.2 Configuring Public Folders](#)

##### [5.1.3 Public Folders in Outlook 2003 and Outlook Web Access](#)

##### 5.1.1 Introduction

Public Folders are folders that are visible to specific groups within your organisation, and can be used for storing items such as public email folders, contacts, etc. The users who have rights to read, write or edit items and folders within your organisation's public folders is set using Mission Control and Outlook 2003.

##### 5.1.2 Configuring Public Folders

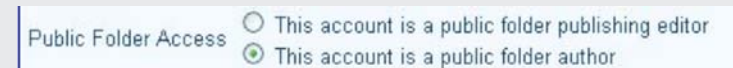
A user's public folder rights are configured using Mission Control. For a new user the public folder rights should be configured on creation of the mailbox (see *Creating Users*, section 3.4). For an existing user, edit the user's details as described in *Editing a User*, section 3.5.5.

A user can be configured as either a **Publishing Editor** or an **Author**.

By default, all users are configured as **Authors** and have visibility of your organisations root level Public Folder. They can Create and Read, items in this folder. They can delete or edit any of the items they create.

A user designated as a **Publishing Editor** has the ability to assign privileges to other users and has read/write/create/delete privileges in all public folders. Once a user has been assigned as a publishing editor, Outlook 2003 is used to create Additional Public folders and assign rights for other users to access the folders.

**Figure 29 Public Folder Access Rights**



##### 5.1.3 Public Folders in Outlook 2003 and Outlook Web Access

To access Public Folders from Outlook Web Access, Select **Public Folders** in the navigation pane. Your Public Folders will be displayed. Your root level Public Folder has the same name as the Business Mail Master Username, in the format **vsxxxxxx**.

To access Public Folders from Outlook 2003, Select **Public Folders** from the Folders List. Your Public Folders will be displayed. Your root level Public Folder has the same name as the Business Mail Master Username, in the format **vsxxxxxx**.

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### SPAM FILTERING

#### This section is only applicable to Business Mail Standard and Business Mail Advanced

Business Mail uses Microsoft Intelligent Mail Filtering (IMF) to filter spam.

Outlook 2003 also incorporates spam filtering independent of IMF. See the section **Outlook 2003 SPAM Filtering** for more information.

Email designated as spam is automatically forwarded to your **Junk Mail** folder. You should check your Junk Mail folder periodically, to ensure real email has not been marked as spam

#### 6.1 ENABLING SPAM FILTERING

[6.1.1 Enabling Spam Filtering \(Outlook 2003\)](#)

[6.1.2 Enabling Spam Filtering \(Outlook Web Access\)](#)

[6.1.3 Configuring Junk Mail Settings](#)

[6.1.4 Outlook 2003 SPAM filtering](#)

[6.1.5 Configuring Outlook 2003 SPAM filtering](#)

#### 6.1.1 Enabling Spam Filtering (Outlook 2003)

If you are using Outlook 2003, you should select "**Cached Mode**" during configuration to enable Spam Filtering.

#### 6.1.2 Enabling Spam Filtering (Outlook Web Access)

To enable Spam Filtering with Outlook Web Access (OWA):

- Log into OWA
- Select **Options** from the Navigation Bar

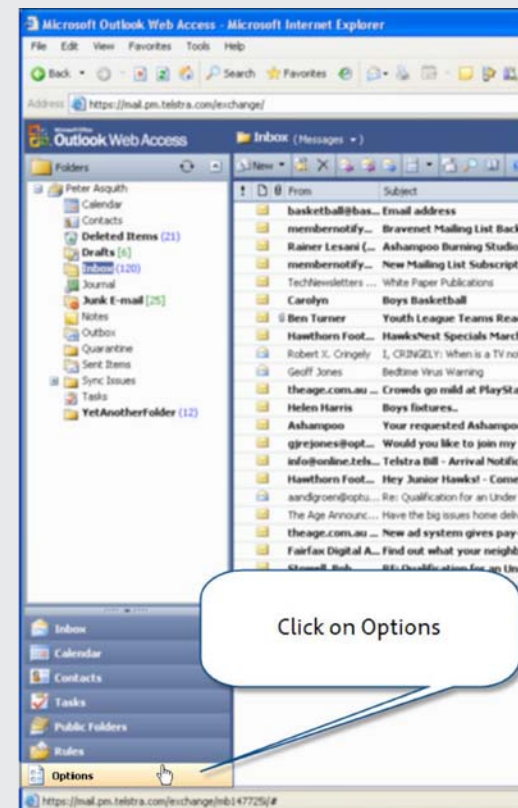
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### SPAM FILTERING

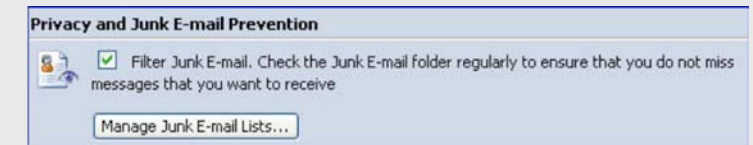
Figure 30 Outlook Web Access SPAM Filtering



#### 6.1.3 Configuring Junk Mail Settings

- Scroll down the Options page to the **Privacy and Junk E-mail Prevention** section

Figure 31 Outlook Web Access SPAM Filtering



- Check the **Select Filter Junk Email** box.
- Click on **Save and Close** at the top of the screen to save your setting.

#### 6.1.4 Outlook 2003 SPAM filtering

Outlook 2003 also incorporates spam filtering independent of IMF. To configure this:

- From Outlook 2003 **Actions** Menu, select **Junk E-mail** and **Junk E-mail Options**.

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### SPAM FILTERING

Figure 32 Selecting SPAM Filtering

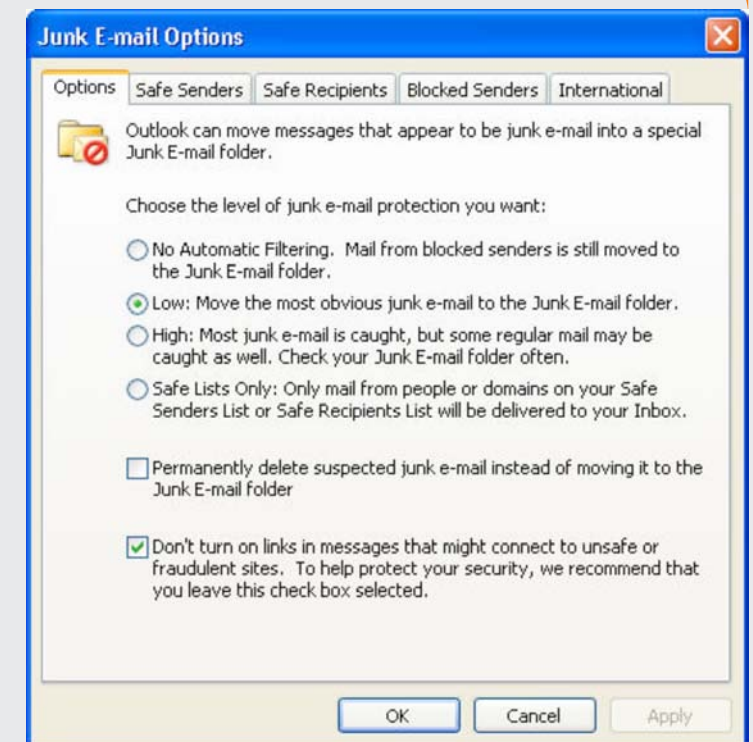


#### 6.1.5 Configuring Outlook 2003 SPAM filtering

In The Junk E-mail Option dialog you can configure your Junk E-mail options.

- To enable e-mail filtering, select one of the options under **Choose the level of junk email protection you want:**

Figure 33 Outlook 2003 SPAM Filtering



- You may also choose other options from this dialog.
- When you have completed, click on **OK to close** the Dialog box

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#### 7.1 SUPPORTED PROTOCOLS

[7.1.1 Business Mail Standard](#)

[7.1.2 Business Mail Advanced](#)

[7.1.3 Business Mail POP](#)

##### 7.1.1 Business Mail Standard

Business Mail Standard supports the following protocols:

###### Mail Retrieval

- POP3 (Post Office Protocol 3)
- IMAP4 (Internet Message Access Protocol)

These protocols are used by **Microsoft Outlook Express**. (Outlook Express) **Microsoft Outlook 2003** (Outlook 2003) and **Microsoft Outlook 2007** (Outlook 2007) can also be configured to use POP3 and IMAP4

###### Mail Transmission

- SMTP (Simple Mail Transmission Protocol)

**Microsoft Outlook Express** uses SMTP for mail transmission. **Microsoft Outlook 2003** and **Microsoft Outlook 2007** can also be configured to use SMTP.

###### Mail Retrieval & Transmission

- HTTP Hypertext Transfer Protocol as Outlook Web Access. The recommended application for OWA is Internet Explorer 5.01 or greater

###### For Windows based Portable Devices:

- ActiveSync
- Outlook Mobile Access

##### 7.1.2 Business Mail Advanced

Business Mail Advanced supports all protocols supported by Business Mail Standard. In addition, Business Mail Advanced also supports MAPI (Microsoft Application Programming Interface) for Mail Retrieval & Transmission.

**Microsoft Outlook 2003** or **Microsoft Outlook 2007** are required for MAPI.

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#### 7.1.3 Business Mail POP

##### Mail Retrieval

- POP3 (Post Office Protocol 3)

These protocols are used by **Microsoft Outlook Express**. (Outlook Express) **Microsoft Outlook 2003** (Outlook 2003) and **Microsoft Outlook 2007** (Outlook 2007) can also be configured to use POP3 and IMAP4

##### Mail Transmission

- SMTP (Simple Mail Transmission Protocol)

**Microsoft Outlook Express** uses SMTP for mail transmission. **Microsoft Outlook 2003** and **Microsoft Outlook 2007** can also be configured to use SMTP.

Two SMTP options are available:

Default SMTP – Restricted message volume, Maximum message size 20Mb

Mass Email SMTP – No volume limited, Maximum message size 20Mb

##### Mail Retrieval & Transmission

- HTTP Hypertext Transfer Protocol as Outlook Web Access.

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