ZyLAB Web Client for Users Manual

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For support visit the ZyLAB support website - support.zylab.com.

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Introduction to ZyLAB Web Client for Users

The ZyLAB Web Client uses ZyLAB scanning and full-text retrieval technology to provide transparent Internet or intranet access to scanned and indexed information. You can access the ZyLAB Web Client with any Internet browser and search for documents that contain the information you are looking for.

In ZyLAB Web Client you can organize, group, print, upload and download documents from multiple indexes using all the features that make ZyFIND so powerful.

Using the ZyLAB Web Client, you can easily share information throughout your company even if you have offices in different locations. All you have to do is start your Internet browser and access the URL of your archive. The intuitive and fully customizable interface allows you and your colleagues to find what you are looking for.

This manual contains information about searching for information and viewing and organizing the results using the Web Client in an internet browser. For configuration instructions refer to the manual ZyLAB Web Client for System Administrators.

Log In

When you visit a web site that uses ZyLAB Web Client, the first action you have to perform as a user is to log in. For every site a customized page layout can be designed, with the exception that the Username and Password boxes and the Login button are fixed properties.

The Register page asks for your name and password. If you are not registered yet, you can use the anonymous settings (if allowed for the site):

Username: anonymous

Password: anonymous

Click the Login button to proceed. **Note**: Pressing the Enter key will NOT work.

If you cannot get access, contact the ZyLAB Web Client administrator or the site's organization, and ask for a name and password.

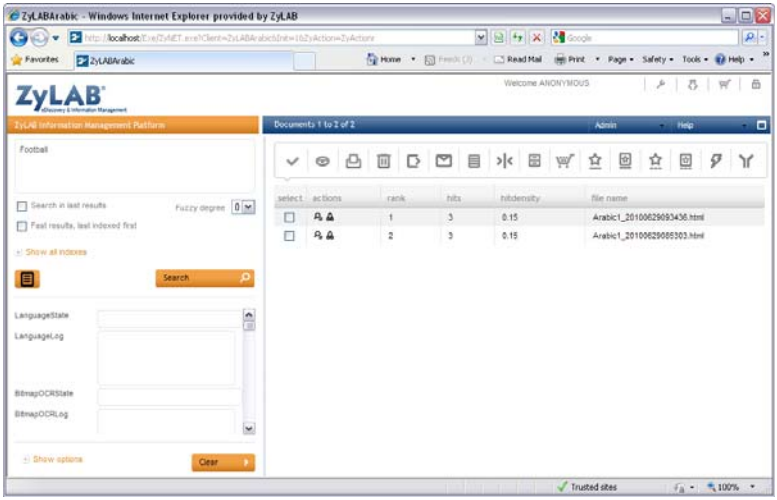
When you have logged in the **ZyLAB Web Client Homepage** (page 3) is displayed.

ZyLAB Web Client Homepage

The home page appears after you have logged-in. It consists of three panels:

- The Search panel (see **Starting a Simple Search** (page 5)).
- The Tools panel (see **Search Tools** (page 31)).
- The Results panel. The Results panel can show both the results list (see **The Search Results Page** (page 7)) and the document opened from the results list (see **View (and Search) a Document** (page 9)).

The appearance of the home page depends on the template chosen in ZyINDEX for the web client. The buttons that are visible depend on the type/configuration of the index, the web client option settings, and whether the results panel shows a results list or an open document.



The home page Menu Options at the top of the page comprise the following buttons:

Options
Define how results and documents are presented. See **Web Client Options** (page 60).

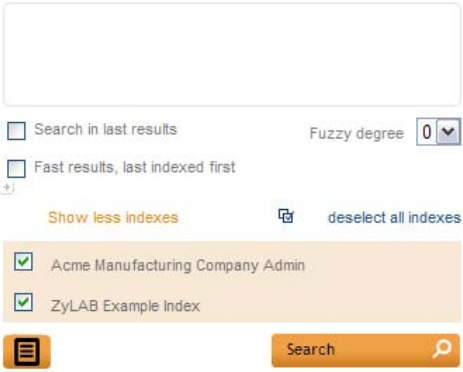
Upload
Uploads a new document to an index. See **Upload** (page 70).

Document Basket
Collect documents from several result pages. See **Document Basket** (page 69).

Log out user '..'
Log out, and be redirected to the Login page. See **Log In** (page 2).

Starting a Simple Search

As soon as you have successfully logged in you will see the home page containing the search panel where you can enter your search query.



1 Enter your search query in the search text box. You can use the full range of search techniques (see **Search techniques** (page 13)).

2 Define the Fuzzy degree to find all occurrences of a word, including the ones that were not recognized correctly by the OCR engine. Choose from 4 fuzzy degrees (the degree of closeness to your query). Fuzzy degree 2 is recommended for normal text searches, and accommodates mistakes such as broken and joined characters. Set Fuzzy degree 3 or 4 when you search for long words. For more information, see ZyFIND > **Fuzzy searches** (page 15).

3 To search in the results of your last query, select the checkbox Search in last results.

4 To search the recently-added files first, select the checkbox Fast results, last indexed first. The results list displayed the most recently added files, while continuing to search for more in the background.

If the ZyINDEX Web Client option "Disable total hit count for Fast Results" is selected you will only see the first 15 found items in the results list. The following 15 results are searched for when the "next" link (above the results list) is clicked.

See the Web Client for System Administrators manual > General options for more details.

5 To view all available indexes, click *Show all indexes*. Indexes to which you do not have access permission will not appear in the list.

6 To deselect all indexes, click *deselect all indexes.* You can also deselect indexes individually.

7 If you are finished with defining your search query, click Search.
ZyLAB Web Client will execute the search statement and show you a results list.

For details about the Results page see **The Search Results Page** (page 7).

Search Tools (page 31) are advanced features that allow you to store, reuse and expand searches. They can be used in support of your search or instead of your search. Depending on the template used, the icons are either always visible in a ribbon on the screen or are accessed using the Tools icon .

The Search Results Page

The results page shows you a list of files that contain the words you entered as a search statement. Clicking on any entry in a cell opens the associated document in the same panel, replacing the results list. You can easily return to the results list by clicking the list button (**View (and Search) a Document** (page 9)).

Extra information is also shown for each document, for example available actions, the rank, the searched index, the hits and hit density, and the fields (if present). Searches giving many results are shown on extra pages which are listed at the top of the results screen.

Some columns can be sorted by clicking the column header.

The tool buttons have the following functions:

- Toggle between selecting and deselecting all documents shown.
- Hide all fields in the results list.
- Delete selected documents. The documents will be permanently deleted from your index.
- Export selected documents. Documents are exported as XML/Multipage TIFF, XML/PDF or Original/Single page TIFF.
- Edit document field values of selected documents.
- Merge selected documents.
- Add selected documents to the table of contents. See **Contents** (page 32).
- Put selected documents in your basket. See **Document Basket** (page 69).
- Open in Fast Key Fielding Mode. See **Web Client: Fast Key Fielding** (page 28).

- Print selected documents. Enabled by the Show print button option on the **Global Options** (page 67) page.
- Send selected documents. Documents are saved as a ZyMAILER document (ZYOUTPUT.ZDX). Enabled by the Show mail button option on the **Global Options** (page 67) page.
- Refine your results using the contents of fields. See **Refine Your Results** (page 26). Enabled by the Show refine results option on the **Results Options** (page 63) page.

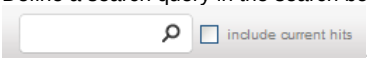
Note: The following Star Tree and Tree Map buttons are enabled by the Show visualization buttons option on the **Global Options** (page 67) page. See **Using the Visualization Module** (page 50).

- Show Star Tree by group.
- Show Tree Map by group.
- Show Star Tree by order.
- Show Tree Map by order.

View (and Search) a Document

Click on an entry in the results list to open the associated document. The open document replaces the results list. Depending on the type of document, the position in the document, and the Web Client configuration, some or all of the following navigation tools and actions become available to help you navigate through the results, documents, hits and pages:

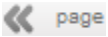
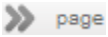
- **Thumbnail view**
  - Enable thumbnail display for scanned documents on the **File Options** (page 65) page.
  - Define the number of thumbnails per page, and the size of the thumbnails.
  - Click Save. A row of thumbnails of pages in the document is shown. Note that Thumbnail view is only available for documents processed by ZySCAN.

- **Search in document**
  - First, select 'Show more document actions' .
  - Define a search query in the search box 

.
  - To include the hits of the former search query, select the checkbox Include

current hits.

- Click the magnifying glass. The search hits are highlighted in the current document.

- **View and navigate through the document**
  - Go to the previous page with a hit.
  -  Go to the previous page.
  - Go to the previous file.
  - Shows all the pages as one scroll. Clicking a page or hit icon returns the view to a single page.
  - Show the results list (closes the document).
  - Go to the next file.
  -  Go to the next page.
  - Go to the next page with a hit or go to the first hit.
  - Zoom in.
  - Zoom out.
  - Rotate document left.
  - Rotate document right.
- **Use or edit the document**
  - Show/hide more document actions. This displays the document toolbar. Click the icon again to hide the toolbar.
  - Show the open document's key fields and properties in a pop-up panel. Click the icon again to hide the panel.
  - Add document to the Table of Contents. This lets you add the document to an index's TOC. A dialog box appears to allow you to select an index and the TOC (sub-)folder (see **Contents** (page 32)).

- Put this document in your basket (see **Document Basket** (page 69)).
- Download this document. Downloads the currently-open document and gives you the option to save the file or open it using the program associated with the file-type.
- Print this document (enabled on the **Global Options** (page 67) page).
- Delete the currently open document. The document is permanently deleted from your index.
- View as TIFF. Prints the currently-open document to a TIFF file (a multi-page TIFF is created for documents of more than one page). You have the option to open or save the file. (Note: some picture viewers will only show the first page of a multi-page TIFF.)
- View as PDF. Prints the currently-open document to a PDF file.
- Splits the document before the current page. When the index is built again the two parts appear as separate documents with an incremental number appended to the file name.
- Delete current page from a multi-page document.
- Edit Fields. The field editor is opened to let you change the document's field values. You will not be able to search on those new values until you have built the index using ZyINDEX.

- **Additional functions**

The TIFF buttons will only appear on Redaction indexes. You cannot redact in ZyLAB Web Client. You must redact in ZyVIEW.

- Convert this document to TIFF. This uses the ZyLAB TIFF Export printer to create TIFF files which can then be edited (for example, redacted) (**Convert to TIFF for Redaction** (page 47)).
- Delete the converted TIFF file (the original document remains in the index).
- Switch between the TIFF file and the original document.

The View Translations button is only visible when the document was translated using ZyLAB Analytics Server.

-

View translations. A new window opens showing the translation either on its own or side-by-side with the original (this is set when the translation was created).

Search Techniques

Use Search techniques to reduce the number of results that must be reviewed. Almost any kind of search can be carried out, from exploring (to get a sense of the available information) to very precise searches.

The search options can be adjusted on the **Search Options** (page 61) page.

The search techniques are:

- **Content Words and Phrases** (page 14)
- **Fuzzy Searches** (page 15)
- **Wild Card Searches: ?, *** (page 16)
- **Boolean Operators: AND, OR, NOT** (page 17)
- **Positional Operators: Context Related** (page 18)
- **Precedence and Parentheses** (page 20)
- **Combined Search** (page 22)
- **Number Range Operator** (page 23)
- **Quorum Operator** (page 24)
- **Separators** (page 25)
- **Refine Your Results** (page 26)
- **Keyword in Context (KWIC) View on the Web Client** (page 27)
- Search in document (**View (and Search) a Document** (page 9))
- **Web Client: Fast Key Fielding** (page 28)
- **Search for All Items** (page 29)
- **Search Rules and Conventions** (page 30)

Content Words and Phrases

Search statement	Example of query	Results
Content word	chicago	chicago
Content phrase	chicago cubs	chicago cubs
Content phrase (with one or more noise words)	Billy the Kid	Billy the Kid
Two words	cleveland OR detroit	cleveland detroit cleveland, detroit
Two words	cleveland AND detroit	cleveland, detroit

Fuzzy Searches

Use Fuzzy search to find all occurrences of a word, including the ones that were not recognized correctly by the OCR engine. You can choose from 4 fuzzy degrees (the degree of closeness to your query). Fuzzy degree 2 is recommended for normal text searches and allows for mistakes such as broken and joined characters. Use Fuzzy degree 3 or 4 if you are searching for long words.

Example query	Fuzzy degree	Results
computer	0	computer
computer	1	computer, commuter, compute, computter
computer	2	computer, commuter, compute, computter, computw, cumpoter, comput
computer	3	computer, commuter, compute, computter, computw, cumpoter, ounputer, cumpotor, ocnputter, compu
computer	4	computer, commuter, compute, computter, computw, cumpoter, ounputer, cumpotor, ocnputter, ccnpoter, oompotor, cunnputcr, comp

Note

- The retrieval of irrelevant shorter words is prevented. For example, if the Fuzzy Degree is 4 and the search term is six characters long, the actual Degree of Fuzzy will be 0.5 X 6 = 3 and not 4.
- Go to ZyFIND > Options > ZyFIND, to adjust the percentage of fuzzy incorrectness for a match. By default this percentage is set at 50. The O*pen the results in a new window* option opens new search results in a new window.

Wild Card Searches: ?, *

? replaces one character.

* replaces zero or more characters.

Example of query	Results
b?rn	born, barn, burn
?andy	candy, dandy, sandy
sh??e	shore, shade
60?	600, 601, 602, 603, 604, 605, 606, 607, 608, 609
*most	most, almost
auto*	auto, automobile, automotive, autobiography, autocracy, autograph
auto AND automo*	auto, automobile, automotive

Boolean Operators: AND, OR, NOT

Boolean operator	Recommended use	Example of query	Results
OR	Broaden your search and look for terms that have similar meaning, or refer to similar subjects.	car OR transportation	car transportation car, transportation
AND	Narrow your search and look for terms that have different meanings.	new england AND north dakota	new england, north dakota
NOT	Narrow your search and look for documents that do **not** contain the word after NOT.	NOT cars	bikes boats anything but
AND NOT	Narrow your search and exclude terms often connected to your search.	leaf AND NOT tree	leaf
AND NOT		used cars AND NOT cars	**No results**
AND NOT		(cars) AND NOT used cars	cars
OR NOT		used cars OR NOT cars	**No results**
OR NOT		(cars) OR NOT used cars	cars And all documents that do **not** contain the phrase "used cars".

Positional Operators: Context Related

Use Positional operators to ensure that your search terms are contextually related. This is especially useful when searching long documents.

Positional operator	Recommended use	Example of query	Results
WITHIN: W/n	Limit your search to words that appear within a defined range (n (max. 16382)) in either direction.	client W/6 complaint	"The **client** was determined to file a **complaint**." "A **complaint** was filed by his **client**."
		blue sky w/10 green grass w/10 clear water	"From high in the **blue sky**, he could see the **green grass** and the sparkling **clear water** of the sea."
W/n/EOS (sentence)		Minnesota W/3/EOS (Maine)	Minnesota appears within 3 sentences of Maine, and vice versa.
W/n/ EOP (paragraph)		Minnesota W/3/EOP (Maine)	Minnesota appears within 3 paragraphs of Maine, and vice versa.
W/n/EOG (page)		Minnesota W/3/EOG (Maine)	Minnesota appears within 3 pages of Maine, and vice versa
Precedence: P/n	Find terms in a specific order.	education P/100 fitness	Education precedes fitness within 100 words.
TO	Search for	blue TO green	"Blue and red and

	occurrences of a term falling between two other terms.	{red}	green." Only red is highlighted, blue and green function as start and end delimiters.

Precedence and Parentheses

When you use two or more operators, the order in which these operators are executed is determined by operator precedence. You can override this order by using parentheses (grouped terms). Content within parentheses is interpreted as one unit. Always use parentheses in complex search statements (more than two operators).

The following operator precedence is applied:

1 NOT

2 OR

3 W/n, P/n (these operators are of equal precedence)

4 AND

5 TO

Examples	Results
(cars AND sales) OR car dealer	Files with cars and sales are retrieved. From that group, files with car dealer are selected.
(disk drive AND printer AND modem) OR (sales AND revenue AND profit)	Files with all terms from at least one set of parentheses are retrieved: ▪ disk drive, printer, modem ▪ disk drive, printer, modem, sales, revenue, profit ▪ sales, revenue, profit
((cars AND trucks) OR trains) AND (ships OR submarines)	Only files with terms from both sides are retrieved: ▪ cars, trucks, ships, submarines ▪ cars, trucks, ships ▪ cars, trucks, submarines

	▪ cars, trucks, trains, ships, submarines ▪ cars, trucks, trains, ships ▪ cars, trucks, trains, submarines
chicago OR los angeles AND new york equals (chicago OR los angeles) AND new york	Remember: OR precedes AND. ▪ chicago, new york ▪ los angeles, new york ▪ chicago, los angeles, new york
chicago OR (los angeles AND new york)	Parentheses override precedence. ▪ chicago ▪ los angeles, new york ▪ chicago, los angeles, new york

Combined Search

A combined search is a search for a word and a field value at the same time. You can use Boolean operators AND, OR and NOT.

Example of query	Results
car AND (IN <fieldname> {rental})	Files containing "car" and a specified field with the value "rental" are selected.

You can achieve the same results using a **Fields** (page 39) search.

Number Range Operator

You can use these math operators in number range searches:

- **<** less than
- **< =** less than or equal to
- **=** equal to
- **< >** not equal to
- **>** greater than
- **> =** greater than or equal to

Example of query	Results
"60615"	60615
60615	60615, 606154, 060615, etc.
>=65 w/10 social security	Number 65 or higher within 10 words from social security.
> 21 AND high school graduate	22, high school graduate 23, high school graduate etc.
>1 : <10	All values between 1 and 10. ▪ 1.000000000001 ▪ 2 ▪ 3.333333 ▪ 9.9999999999999 Note: Searches of this type take time to execute. A lack of system resources may cause the search to error out.
<> 5 is identical to NOT 5	Documents without value 5 are retrieved.

Quorum Operator

Use Quorum operators to search for a specified number of terms within a search statement.

- n of {term, term, ...}

Example of query	Results
2 of {history, english, social studies, french, dutch, german}	▪ history, social studies ▪ dutch, german ▪ etc.
1 of {blue, green, red} equals blue OR green OR red	▪ blue ▪ green ▪ red
3 of {blue, green, red} equals blue AND green AND red	blue, green, red

Separators

Use Separators to limit a search to a physically defined range of a text file. Separators are very useful when combined with the TO operator.

You can use these separators:

- **EOP** end of paragraph
- **EOG** end of page
- **EOS** end of sentence
- **EOL** end of line
- **EOG** end of page

Example of query	Results
experience TO EOP {(driver or chauffeur) and >= 3}	Locates resumes of persons with a minimum of three years' experience as a driver.
EOP TO EOP {economic and policy}	Locates a single paragraph that includes both economic and policy.
"EOG"	EOG
EOG	Retrieves all files with an End Of Page marker, which is, of course, every file.

Refine Your Results

Using the Refine your results button you can refine your results by filtering on fields that have content. On the **Results Options** (page 63) screen the 'Show refine results' option must be enabled (the default setting is "enabled"). The button shows a list of the fields with content (metadata or a value). Selecting a field or fields filters the results list on those fields. You can filter down to a single document.

Only fields that have the option 'Use for visualization' selected will be displayed in the Refine your results section. For more information, see the ZyINDEX manual > Field Definition Option: Use for Visualization.

Keyword in Context (KWIC) View on the Web Client

In KWIC (keyword in context) view, the (first) hit is shown in a part of its surrounding text to give an idea of its applicability. The hit is highlighted.

Enable KWIC on the **Results Options** (page 63) screen.

Web Client: Fast Key Fielding

If you want to change the field values of a set of documents in the web client, using **different field values for each document**, use the Fast Key Fielding mode to walk through your documents:

1. Search index(es) using the web client.
2. Select the Open In Fast Key Fielding Mode button .
3. Change the field values of the first document.
4. Use the Next and Previous arrow buttons (or Ctrl < and Ctrl >) to quickly walk through all the documents, changing field values as required.

You can also use this feature in ZyVIEW, where it is called Batch Field Editing. For more information, see ZyFIND Manual > Editing Field Values.

Search for All Items

To search for all items in your index except for TIFF files that have been created in ZySCAN enter @@**docs(0)** in the search panel.

Search Rules and Conventions

- Operators are placed only between search terms, except NOT.
- NOT can be placed at the beginning of a search statement, but never at the end.
- Two operators cannot appear in sequence, except NOT (AND NOT, OR NOT).
- Operators are noise words, therefore, you cannot use them as content words. For example, the search statement **and OR or** will not be accepted.
- Uppercase and lowercase letters are considered identical. We show operators in upper case for emphasis and clarity.
- An operator can appear more than once in a search statement.
- The **W/n** operator must include an integer in the range 1 to 16382, followed by a space and a content word.
- You can use one term to retrieve both the hyphenated and non-hyphenated spellings of a term; for example, the search term:

  - database retrieves database and data-base, but not data base

  - data-base retrieves data-base, but not database and data base

  - data base retrieves data-base and data base, but not database.
- Searches with duplicate words in series also find single occurrences of that word; for example, the search statement, **sing sing**, would find single occurrences of *sing* as well as the phrase, *sing sing.*
- Words that are normally hyphenated are recognized, for example, Winston-Salem.
- All printable characters in the ASCII character set are recognized.
- A sentence-ending period and other trailing punctuation marks are ignored, when a space or a carriage return follows. Periods are recognized when followed by a character, as in I.B.M. or in 292.004. Apostrophes are treated as null characters, and ignored.

Search Tools

To enhance your searches, use one or more Search tools. Almost any kind of search can be carried out, from exploring to get a sense of the available information to very precise searches targeting exact information.

The search tools are:

- **Contents** (page 32)
- **Search Folders: Add, Edit or Delete** (page 33)
- **History** (page 35)
- **Vocabulary** (page 36)
- **Thesaurus** (page 37)
- **Concepts** (page 38)
- **Fields** (page 39)
- **Subscriptions** (page 40)
- **Taxonomy** (page 44)

Contents

Contents allows you to structure your relevant documents in a Table of Contents and TOC sub-folders.

When you have searched for and found documents you can either add one or more selected documents in the results list to a TOC using the Add selected documents button , or you can add an open document to a TOC using the Add document to the table of contents button .

The Contents button shows the table of contents, and its sub-folders if they have been made. You can create new sub-folders by right-clicking on the index or a sub-folder.

You can delete a sub-folder by right-clicking on a sub-folder and selecting 'Delete folder'.

If you want to search on a selected folder (and sub-folders), select 'Search selected branch only'. The contents of a folder appear in the results panel, from where documents can be viewed.

Search Folders: Add, Edit or Delete

Search Folders are pre-set search queries that automatically group the documents found by the search settings in a dynamic table of contents (TOC). There are two types:

- Index-specific search folders which only find documents in the related index
- Global search folders which find documents in all the indexes in the Web Client. A global search folder can only be created and added using ZyFIND.

Search Folders can also be created in ZyFIND, which has more options available. Search Folders created in one program are usable in the other program.

Conditions

You want to create, edit or delete Search Folders in Web Client. A Web Client is created, and one or more indexes are added. An optional Global Search Folder can be present.

Instructions

1 Open your web client and select the Search Folders icon .

2 Right click on the folder you want to edit to display these four options:

- Edit query
- Delete query
- Add folder
- Delete folder

3 If you selected Edit query, the Edit search folder query dialog appears. You can adjust all settings which are available in ZyFIND too:

a) In the 'Search for' box define a full text query.

b) Select a search method from the dropdown listbox.
- ZyLAB query (ZyINDEX will look for search operators, wildcards, brackets, etc., in your query)
- All Words (automatically AND operators are inserted between the words)
- Any Word (automatically OR operators are inserted between the words)
- Exact Phrase (automatically all words are quoted)

c) Select Yes or No for Progressive search. A progressive search searches in the last results.

d) Define the search values of fields you want to include in the search.

e) Combine the selected fields with AND or OR.

f) Combine the fields and full-text query with AND or OR.

g) Click OK.

h) Refresh the browser window to implement the changes.

4 If you selected Delete query, the query defined for the folder is deleted immediately in both the Web Client and ZyFIND (reopen the index(es) in ZyFIND to see the changes).

5 If you selected Add folder, define the name of the new subfolder, and click OK. The folder is added to the Search Folder Table of Contents in both the Web Client and ZyFIND (reopen the index(es) in ZyFIND to see the changes). Edit the folder's query so it returns a results list - see step 3 above.

6 If you selected Delete folder, the folder is deleted immediately in both the Web Client and ZyFIND (reopen the index(es) in ZyFIND to see the changes).

Result

You have edited Search Folders (in ZyFIND) through the web client.

History

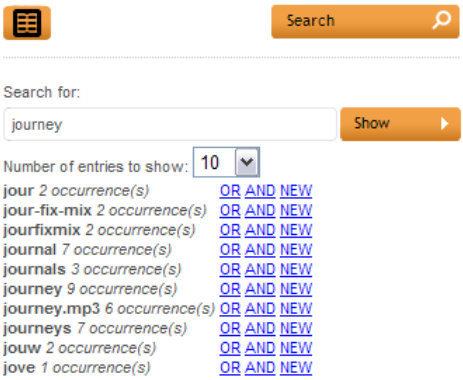
View and re-execute the queries you have made in the past. Click the history button to show your search history. Click on a search entry to re-execute it.

If you want to use this search tool, go to Options > Search > "Remember query history" and select either "Only when something is found" or "Always" (**Search Options** (page 61)).

Vocabulary

The vocabulary tool lists similarly-spelled words found in the index. The number of similar words listed is set in the 'Number of entries to show' box.

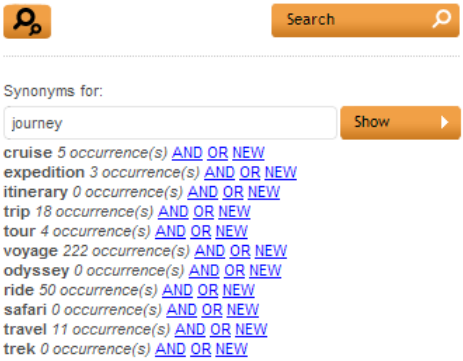
Define the word you want to find, and define the total number of vocabulary entries you want returned. Click Show. A list of words and the number of their occurrences appears, with the defined word in or near the middle of the list. Click the AND, OR and NEW options to add the word to a search query. The results list immediately shows the documents found using the query.



Thesaurus

Broaden the scope of your search statement by including synonyms.

Click the Thesaurus button . Define the word you want to find synonyms for. Click Show. A list of synonyms and the number of occurrences in the selected indexes appears. Click the AND, OR and NEW options to add the word to a search query. The results list immediately shows the documents found using the query.



Concepts

The Concepts button displays all available Concepts (predefined queries) that have been defined in the chosen index using ZyFIND.

Concepts are search statements. Define often repeated searches as concepts in ZyFIND and save them for later use (see the ZyFIND manual > Search tools > Concepts: Predefined complex queries).

Searching on a concept

1 Select a concept.
All concepts that are defined in the chosen index are displayed.

2 Click Search.

Searching on two or more concepts

1 Select a concept.

2 Click OR or AND of the next concept you want to search on.

3 Repeat step 3 until finished.

4 Click Close.

5 Click Search.

Fields

The Fields tool allows you to search in your index's fields; this can be done as fields only, or in combination with a text search.

The Fields tab displays all available fields that have been defined in the chosen index. Note that fields must be defined in ZyFIND or ZyINDEX before they appear in the fields page. The Fields tab has the same function as in ZyFIND: Search on the meta data that is added to the documents during data processing.

Instructions

1. Select the fields you want to search in and enter your query.
   All fields that are defined in the chosen index are displayed.
2. Combine the selected fields using AND or OR.
3. Combine the fields with full-text query using AND or OR.

   First specify a full-text query.
4. Click Search.

Result

All files that contain a search term within the area defined as the field are retrieved.

Subscriptions

The Subscription tool allows people who receive alerts to edit their alerts. The search queries can be adapted so the information sent to the users will be the information that matches their search query. It is also possible to subscribe to new alerts and configure them. See **Subscriptions to Alerts** (page 41).

Subscriptions to Alerts (create / edit / delete)

To determine what kind of information will be sent to you, use the register pages from ZyALERT. These pages allow people who receive alerts to edit their alerts. The search queries can be adapted so the information sent to the users will be the information they long for at the moment. It is also possible to subscribe to new alerts and configure them via the web client.

Conditions

A Web Client is created. You are logged in as a user with an account in ZyALERT. **Attention**: Without an account in ZyAlert you cannot create new subscriptions! For more information on creating an account in ZyALERT, seethe ZyAlert user manual > Add, Edit or Delete Users.

Instructions

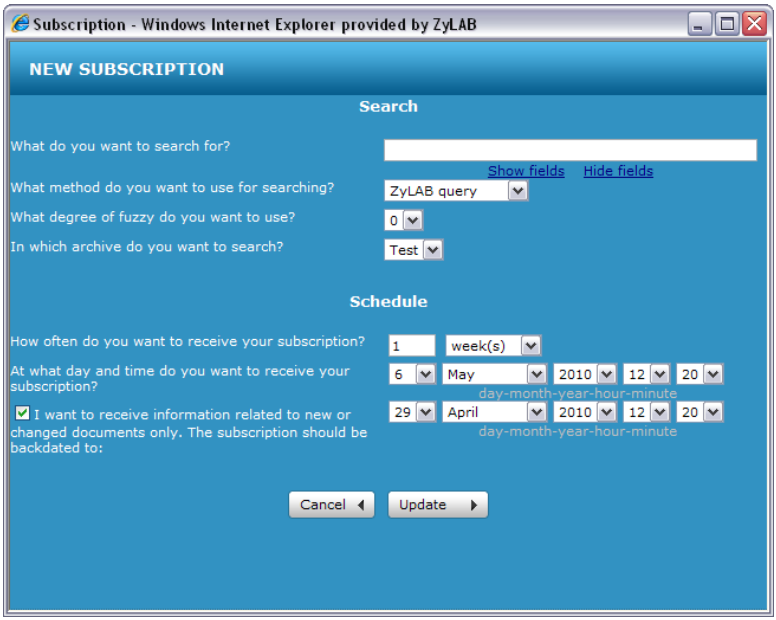
1 Open the correct Web Client.

2 Select Subscriptions from the menu.

3 To delete a subscription, click .

4 To edit a subscription, click .

5 To create a new subscription (for a specific index), select the index and click New Subscription.



6 Define the Search and Schedule options.

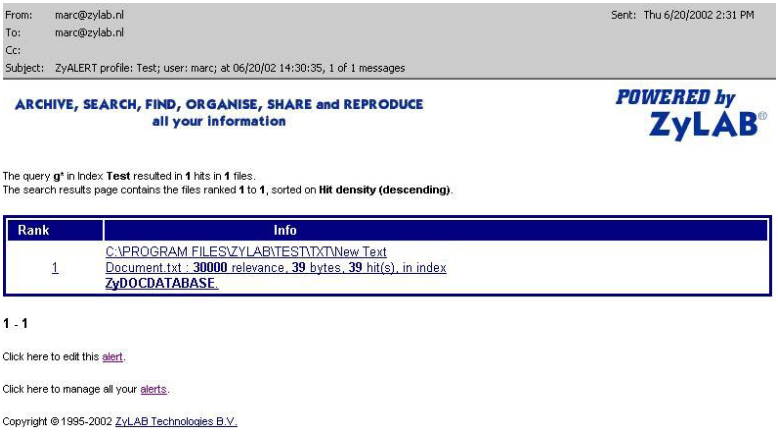
7 Click Update.

Result

You have created a new subscription (or edited/deleted one).

Note

The email below is based on the template "mailing" and contains not only links to the information you subscribed to, but it also contains links to the web pages "subscriptions" and "subscriptionedit". The web page "subscriptions" gives the user the possibility to maintain all subscriptions in his or her name.



From: marc@zylab.nl Sent: Thu 6/20/2002 2:31 PM
To: marc@zylab.nl
Cc:
Subject: ZyALERT profile: Test; user: marc; at 06/20/02 14:30:35, 1 of 1 messages

ARCHIVE, SEARCH, FIND, ORGANISE, SHARE and REPRODUCE all your information

POWERED by ZyLAB®

The query **g*** in Index **Test** resulted in **1** hits in **1** files.
The search results page contains the files ranked **1** to **1**, sorted on **Hit density (descending)**.

Rank	Info
1	C:\PROGRAM FILES\ZYLAB\TEST\TXT\New Text Document.txt : **30000** relevance, **39** bytes, **39** hit(s), in index **ZyDOCDATABASE**.

1 - 1

Click here to edit this alert.

Click here to manage all your alerts.

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Taxonomy

A taxonomy enables you to classify and manage your documents, based on hierarchical structures. An existing taxonomy may be linked to a ZyLAB index, ensuring faster and more precise access to relevant information. The classification values will be part of the document, stored as field values belonging to the field Taxonomy. This enables dynamic structuring of information, which saves storage space and enhances search capabilities.

Conditions

A taxonomy index must exist and be attached to a taxonomy value file (see the ZyINDEX manual > Taxonomy Field Index). A Web Client must exist with the taxonomy index attached (see the ZyLAB Web Client for System Administrators manual > Create and Edit a Web Client).

Instructions

1 Open the Web Client.

Make sure the Taxonomy index is either the only selected index or is displayed on top of the index list.

2 Select the Taxonomy tab.

3 Double click on a folder to display the results list.

4 Add (taxonomy) field values via Edit document field values of selected documents. Select the Taxonomy field and use the Taxonomy Browser (displayed below the Taxonomy field) to make a selection. To make multiple selections, press Alt and select as many selections as you like. Click Save Multiple Selections.

5 Go to ZyINDEX and build the index.

Result

You created a Taxonomy index, added documents and (taxonomy) field values. Now, you can search the index using either ZyFIND > Fields, or in the Web Client using the Taxonomy button to display the Taxonomy Browser. Use the ALT key to make multiple selections and click the Search button to display the results list.

Additional Viewing Functions

ZyLAB Web Client has some extra features to make viewing and working with documents easier. These are:

- **View Hit Highlighting in Adobe PDF Files** (page 46)
- **Convert to TIFF** (page 47)

View Hit Highlighting in Adobe PDF Files

To be able to see hit highlighting in Adobe PDF files you must change a setting in Adobe Acrobat or Acrobat Reader. You must do this on each work station or PC used to access the ZyLAB Web Client. (Make sure Adobe Acrobat or the free Acrobat Reader is installed. Visit www.adobe.com for more information.)

You cannot see PDF hit highlighting on the host server.

Instructions

1. On the work station open Adobe Acrobat or Acrobat Reader (v8.0 or higher).
2. Go to Edit > Preferences > Search. Check the *Enable search highlights from external highlight server* checkbox. Click OK.
3. If the ZyLAB Web Client is open, press key F5 to refresh the screen, then do the search again.

Convert to TIFF for Redaction

Conditions

In a Redaction index (see the ZyFIND manual > **Create Redaction index** (page 56)) You want to convert a document to TIFF format so you can redact it in ZyVIEW. You have installed the ZyLAB TIFF Export printer driver (this appears in your printer list as "ZyLAB Tiff Export" printer). You have defined the TIFF conversion settings (see the ZyINDEX manual > ZyINDEX Options > TIFF Conversions Settings).

Note: Documents already in a TIFF format (for example, those created in ZySCAN) can be directly redacted (see the ZyFIND manual > Create Redaction).

Instructions

1 The Web Client is showing a non-TIFF document.

2 Click the "Convert this document to TIFF" button . A TIFF image is created from your document and is displayed on the screen.

Note that the TIFF buttons only appear when the index is a Redaction index.

3 To change between the original document and the TIFF image click the "Switch between TIFF and Original" button .

4 To delete the TIFF image, click the "Delete Converted TIFF" button .

Note: This will delete all TIFF versions, including redactions, of the original document.

5 If you want the TIFF version of a document to be opened in preference to the original document, click the Options button on the File tab check the "View TIFF Converted documents first" checkbox (**File Options** (page 65)).

Result

A TIFF version of your document has been created, and it can now be redacted.

The TIFF file is saved in the index's Data >> TIFF folder. The TIFF file can be redacted in ZyVIEW.

Visualization

The ZyLAB Visualization Module provides two ways for users to quickly and easily assess the full palette of file information available to them. The foundation of this module is a hyperbolic tree, which allows users to view and present their information on an easy-to-use, interactive, multi-dimensional tree, with additional visual navigation features such as location, color, size and spatial orientation. The Visualization Module also offers a tree map for quick comparative analysis of large hierarchical structures.

Visualization comprises:

Star Tree
Presents each file as a node that can be clicked on to access the file or grabbed and pulled for better viewing of subfolders. See **Using the Visualization Module** (page 50).

Tree Map
Enables users to compare nodes and sub-trees even at varying depth in the tree, helping users spot general patterns and exceptions. See **Using the Visualization Module** (page 50).

Using the Visualization Module

Instructions

1 Open and log-in to a Web Client with an added Visualization index. For more information, see the ZyINDEX manual >Advanced indexing > Field Definition Option: Use for visualization.

2 In the Contents tab, you can click the Star Tree or Tree Map button , to view all documents in the Table of Contents.

3 Alternatively, you can search the index and use the Show Star Tree by group /order and Show Tree Map by group /order buttons to view the result list.

4 To search and analyze the Star Tree use position, color, size and focus.

- To centralize the Root node, select the Center icon.
- To reduce the distance between nodes, select the Shrink Tree icon.
- To enlarge the distance between nodes, select the Expand Tree icon.
- To change the layout of the nodes, select the Change Orientation icon.
- To change the text size, use the Increase and Decrease Font Size icons.
- Select nodes and drag them around for a better view using the mouse.

5 Treemap is a space-filling visualization for hierarchical structures. It is particularly effective in revealing attributes of leaf nodes using size and color coding. Treemaps enable users to compare sizes of nodes and of sub-trees, and can reveal patterns and exceptions.

See **Choose algorithm, font size, and borders** (page 51).
See **Choose size, color, and label attributes** (page 52).
See **Filter your data** (page 53).
See **Create (Flexible) Hierarchies** (page 54).

Choose algorithm, font size, and borders

To choose algorithm, font size, and borders use the Main tab.

- *Treemap implements three Layout Algorithms*
  Slice And Dice - Stable and ordered, but poor aspect ratio. It can generate long skinny rectangles, but is very good to compare sets of items side by side. Note the "flip slice and dice option".
  Squarified - Best aspect ratios, unordered, medium stability. The nodes will move when the size changes.
  Strip - Ordered, moderately good aspect ratios with some exceptions, medium stability. The nodes move, but not as often as in Squarified Algorithm.

  You will find that the best choice of algorithm depends largely on your data and task, so try all three versions using the menu in the "Main" tab.

  Note that in all the cases, nodes that have a size of zero will not appear on the screen, and that subtrees that have too many nodes to be drawn will appear black because the 1 pixel border drawn to separate nodes are black.
- *Label font size*
  Making the size = 0, hides the labels but their values remain visible on the cursor activated popup window.
- *Border padding*
  This padding helps see the grouping of nodes in subtrees, but pixels are "lost" with this padding. So reducing the size of the padding may reveal more nodes. Reducing the font size also helps regain pixels.

Hide borders: will remove ALL borders and padding so that every pixel is dedicated to the painting of nodes. But watch out that adjacent nodes of the same color will appear to be merged. Turning this control on and off several times is helpful to gain an understanding of the structure of the tree and see details as well.

Restore default settings in Treemap: simply reloads the file you last opened.

Choose size, color, and label attributes

To choose size, color, and label attributes use the Legend tab.

- *Label attribute*
  By selecting "None" all labels will be removed, but you might prefer to set the font size to zero so that the pop-up still displays some information about the node.
- *Size attribute*
  Only numerical attributes will appear in this option box. If the attribute has negative values they will be handled as zero, i.e. the node will not be visible.
- *Color attribute*
  If you choose a numerical attribute, a color legend and color binning panel will appear.

Filter your data

Nodes
You can choose to automatically hide filtered nodes.

- Hide Filtered Nodes.
  Hiding filtered nodes is particularly useful to reclaim the pixels of the filtered out nodes to show more details on the remaining nodes. Note that the layout will most likely change drastically.
- Hide Individually Selected Nodes
  - To select nodes, click on the nodes or subtree border while holding the CTRL key down.
  - The nodes' border will become dark blue.
  - The nodes are removed when you click on Hide Selected button.
- Show All Nodes.

Filter by Maximum Depth
By filtering by depth, you can aggregate the lower levels of the tree.
The size is (by definition) aggregated using a "sum" function.

Filter on Name, Value and Link
Select Show all, or one or more fields/values/links.

Create (Flexible) Hierarchies

Some data is best presented with a fixed hierarchy. For example, census data falls nicely in a hierarchy of country, states, counties, and blocks which could not be rearranged. Some other data could be rearranged using various hierarchies based on the attributes available. For example, if you have health data provided for the 2 sexes, 3 races and 5 age groups, you could present the data in a variety of ways. One example would be by separating men and women at the 1st level, then splitting by race at the second level and then by age. Another hierarchy could be to split by age first, then sex, then race. Flexible hierarchies let you specify the order you want those attributes to be used when creating the hierarchy.

- If the (xml) data file you are using has a default hierarchy, you can first remove the default hierarchy. All nodes will appear together on the treemap without any hierarchy. Now you can create your own hierarchy.
- Choose from the list of available attributes (at the bottom), then click on the "Add" button and the attribute will be added in the Hierarchy List.
- Attributes that have only a few values (for example, sex or race) make good hierarchy attributes. Others like "age" need to have their values grouped in bins to split the tree nicely, e.g. you can split between young and old people by binning the age attribute into 2 bins. To BIN an ATTRIBUTE, click on the right most cell of the corresponding hierarchy attribute table.
- To remove an attribute, select the attribute and click the "Remove" button.
- You will find that it is better to use the last/bottom attribute as the label attribute and remove it from the hierarchy definition.
- You can create different permutations of the attributes in the Hierarchy List by using "Up" and "Down", or "auto", to permute automatically and review the many options. Treemap redraws the tree as you change the hierarchy.
- Once you are happy with a hierarchy you can give it a name (by typing a new name where it says "hierarchy: 1") and you can use the "New" button to create another hierarchy. Remember to save the settings as well!

Redactions

Redaction is the careful editing of a document to remove confidential information. Sensitive government documents, confidential legal documents, insurance contracts, and other sensitive documents are often redacted before being made available to the public.

Redactions makes it easy for you to mark sections of a document. You can then redact the document so that the sections you specified are blacked out or replaced with something else. You can either print the redacted document or use it electronically. In the redacted version of the document, the redacted text cannot be converted back to text or retrieved.

Documents produced as XML/TIFF and TXT/TIFF files in ZySCAN can be directly redacted. Electronic documents built directly into an index must first be converted to the TIFF format using the TIFF Conversion feature in ZyVIEW or Tiff-on-the-fly in the Web Client.

Create Redaction index

Conditions

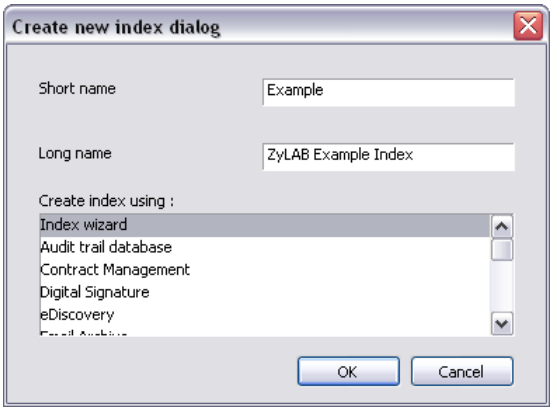
ZyINDEX is open.

Instructions

1 Click the BUILD icon:

.

2 Go to File > New.



3 Enter a Short name (max. 8 characters).

4 Enter a descriptive Long name (max. 80 characters). Use the name to describe the contents of the index.

5 Select Redaction.

6 Click OK.

Result

You have created a Redaction index (with XML Wrapper and Redaction field). Now, add ZySCAN and/or electronic documents to this index and redact the documents via ZyFIND > ZyVIEW *or* add the Redaction index to a Web Client and redact files via the

Redactions icon .

Using Redaction

Conditions

You have executed a search, and opened a document. You want to add a redaction.

Instructions

1 Select the Redactions icon .
This icon is only available when a Redaction index is added to the Web Client.

2 Select the checkbox Redaction Editor.
The Redaction Editor dialog appears.

3 In the Display tab, define the text that must replace a section.

4 Define the font, style, size, color and background of the redaction. Also, you can select the possibility to strikethrough and/or underline your redaction.

5 Select the Fields tab.

6 Define a description for the redaction.

7 Select exemption code(s).

8 Select the Properties tab.

9 Define if the redaction should be private. In other words, only shown to the person who created the redaction.

10 Define the Author, Source and Creation date of the redaction.

11 Drag the new redaction onto the document.

To resize a redaction, select the Shift key, select the redaction and drag the mouse to resize your redaction.
To copy a redaction, select the Ctrl key and click on the redaction once. Drag and drop the copy of the redaction with the mouse.

Result

You have created a Redaction.

Note

- To define where you want to show the Exemption Codes, go to Redactions > Show Exemptions and choose from:
  - Left Aligned
    Displays exemption codes left-aligned.
  - Track Redaction
    Displays exemption codes on the redaction itself.
  - Off
    No redaction codes are displayed.
- Via the Redaction Editor you are able to:

  - Select all redactions on page
  - Redact all hits
  - Unredact all hits
  - Delete selected Redaction
  - Reload redactions
  - Save redactions

Web Client Options

The Web Template options let you adjust the way the results and documents are presented and displayed. Click the Options button to display the Advanced Search Options page. The page has the following tabs:

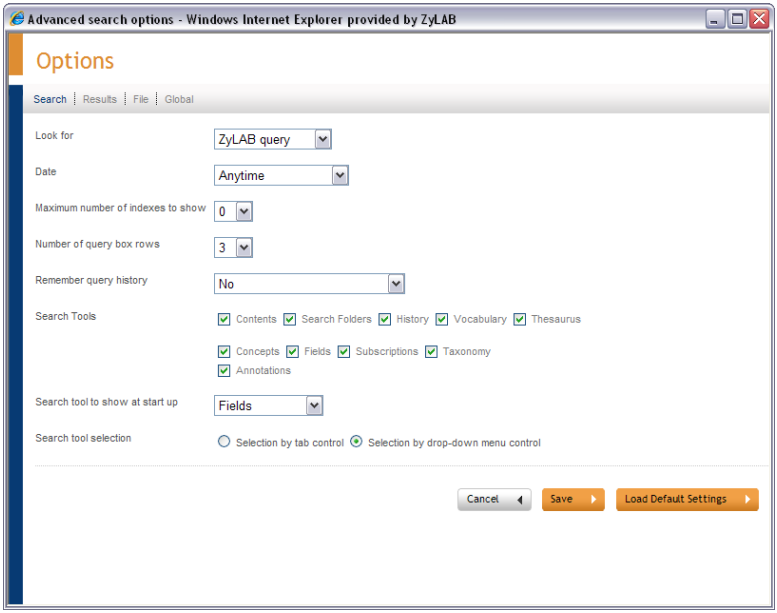
- **Search Options** (page 61)
- **Results Options** (page 63)
- **File Options** (page 65)
- **Global Options** (page 67)

You can find information about editing web templates in the ZyLAB Web Client for System Administrators manual > Templates and Styles.

Click Save to save any changes you made. To return to the default settings click Load Default Settings.

Search Options

The Search options page defines how searches are made.



- **Look for**
  Choose from the listbox to search the ZyINDEX query, all words, any of the words or exact phrase.
- **Date**
  Select a date to define the period to search in.
- Define the **Maximum number of indexes to show** and the **Number of query box rows**.
- **Remember query history**
  Choose from 'No', 'Only when something is found' and 'Always'.
- **Search Tools**
  Select the Search Tools you want to be available for the Web Client.

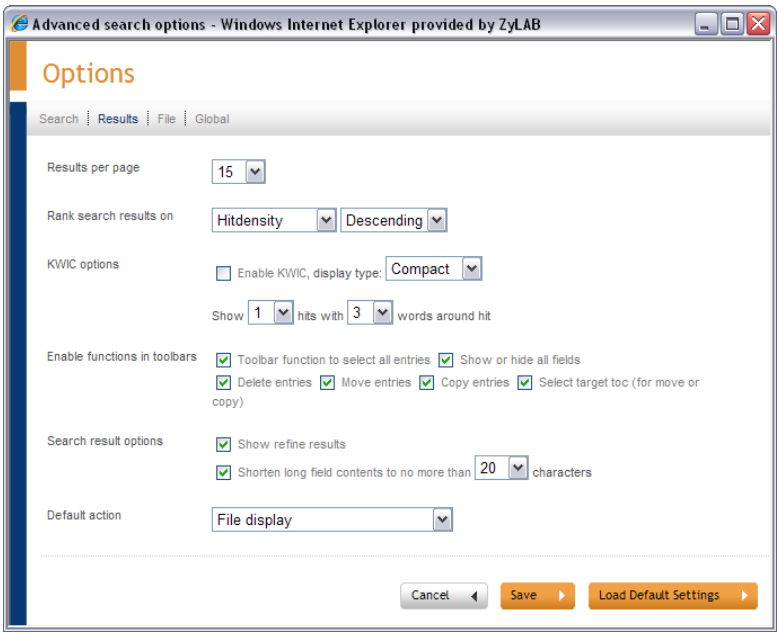
  - Contents (locate documents via Table of Contents)
  - Search Folders

- History (reuse previous searches)
- Vocabulary (find related documents)
- Thesaurus (broaden the scope of your search statement and include synonyms)
- Concepts (use (complex) search statements with a name)
- Fields (meta information: Search for information **about** your documents)
- Subscriptions (determine what kind of information will be sent to you via alerts)
- Taxonomy (classify and manage your documents, based on hierarchical structures)
- Annotations (create annotations on documents).

- **Search tool to show at start up**
  Select a search tool to open the Web Client with at start up. You can choose from Contents, History, Vocabulary, Thesaurus, Concepts, Fields, Subscriptions, Taxonomy, and Annotations.
- **Search tool selection**
  Define how you want to select search tools, via tabs or a dropdown menu.

Results Options

The Results Options page defines how results are displayed.



- **Results per page**
  Select the maximum number of files you want to display in the View Page.
- **Rank Search results on**
  Define the way files are ranked. You can choose between Number of hits, Hitdensity, File size, File date, Comment, File Name and File path.
  Choose between Ascending and Descending.
- **KWIC options**
  The options are:

  - Enable KWIC
  - Display type: Compact or Separated. Compact displays all contexts one after the other, Separated displays all contexts on a separate line
  - Show *n* hits with *n* words around hit: Defines the maximum number of hits shown per result, and the number of words (maximum 50) around the hit.

- **Enable functions in toolbars**

  - Toolbar function to select all entries
  - Show or hide all fields
  - Delete entries
  - Move entries
  - Copy entries
  - Select target toc (for move or copy)

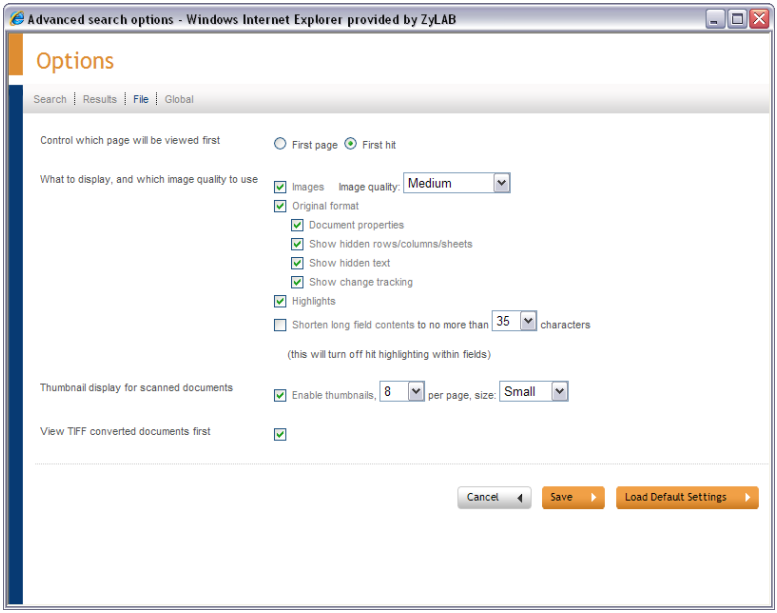
- **Search result options**
  Select Show refine results if you want to further filter your search results.
  Shorten long field contents to no more than *nn* characters displays only the first part of a field's contents to decrease the width of the search results screen.

- **Default action**

  - File display
  - Launch file in original application
  - View as PDF
  - View as multi-page TIFF

File Options

The File Options page controls what you will see when a item is opened.



- **Control which page will be viewed first**
  Choose whether you want to view the first page of a file, or the first hit within a file.
- **What to display, and which image quality to use**
  Images displays the image format. Choose the **Image quality**: low, medium, high, 200% enlarged, 280% enlarged, 400% enlarged and TIFF.
  Specify whether the **Original format** must be displayed. If it is not displayed then an ASCII file is displayed containing the text of the original file. With the original format you can also view the following:

  - **Document properties**. These are the document properties stored by the original program.
  - **Show hidden rows/columns/sheets**. These are rows/columns/sheets normally hidden by the program used to create the file (for example Excel).
  - **Show hidden text**. This is text normally hidden and comprises reference

codes and text marked as hidden by the program used to create the file (for example Word).
- **Show change tracking**. Will show change tracking marked as hidden by the program used to create the file (for example Word).

Note that these four options are disabled if **Original format** is not selected.

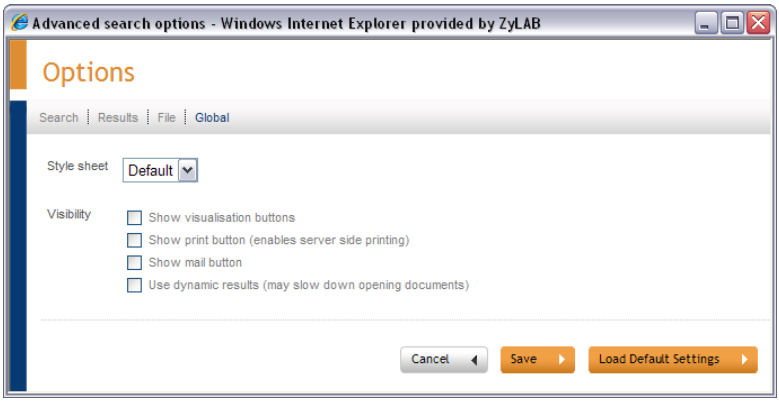
Specify whether the **Highlights** (these are the hit highlights) are shown.

Shorten long field contents to no more than nn characters reduces the length of a field's contents to the first *nn* characters, but will also disable the hit-highlighting in fields.

- **Thumbnail display for scanned documents**
  To view a small image of a page in advance, select the checkbox Enable thumbnails. Select the maximum number of thumbnails per page, and the size of the thumbnails. Choose from default, small or large. Thumbnail view is only available for ZySCAN documents.
- **View TIFF converted documents first**
  Views the TIFF version of a file first.

Global Options

The Global Options page controls the web client style and the visibility of some buttons..



- **Style sheet**
  To change the appearance of the web client, choose another Style sheet. The style sheet is applied when you click the Save button.
- **Visibility**
  To use the Visualization Module (refer to the ZyINDEX Modules Manual), select the checkbox Show visualization buttons.
  To show the print button, select the checkbox Show print button.
  To show the mail button, select the checkbox Show mail button.
  The Use dynamic results option reloads search results each time a document is selected. This ensures that the latest documents and the field data are always shown. This is useful for indexes that are constantly being updated but you may notice that for large results lists documents open more slowly.

Document Basket

The document basket lets you collect documents from results lists so you can do various batch processes on them. The option buttons have the following actions:

- Toggle between selecting and deselecting all documents shown. You can also select individual documents by clicking the selection box.
- Download the selected documents. First define the Download format at the bottom of the dialog. Choose from:
  - - Default (..)
  - - XML/Multipage TIFF
  - - XML/PDF
  - - Original/Single Page TIFF
- Hide/Show all fields in the results list. Only the basic columns are displayed for clarity.
- Print selected documents. Enabled by the Show print button option on the **Global Options** (page 67) page.
- Edit document field values of selected documents. Note that you cannot search on the changes until the index has been rebuilt in ZyINDEX.
- Remove all documents from the basket.
- Remove the selected documents from the basket.
- Add selected documents to the table of contents.

To use Document Basket refer to **Using Document Basket** (page 69).

Using Document Basket

Conditions

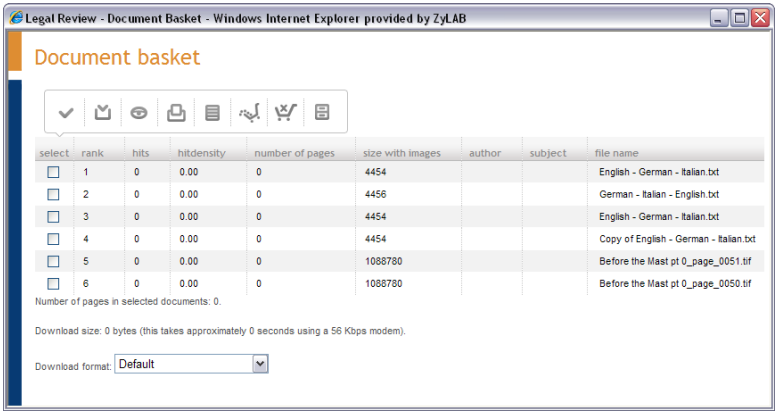
You have searched one or more indexes and the found documents are displayed in the results list.

Instructions

1 Select one or more documents in the results list.

2 Click the "Put selected documents in your basket" button .

3 The documents you added to the basket are shown in a separate window. You can either close this window and continue searching and adding documents, or you can select one or more documents and do a document basket action (**Document Basket** (page 69)).



Result

You have collected documents from several results pages and performed some actions on them.

Note

To view all collected documents again (once you have closed the dialog), click Document Basket: .

Upload

Upload allows you to add a file to an index. When your web client has more than one index selected the file is added to the first selected index. You can use Upload from two situations:

- Directly to the selected index using the Upload button .
- When the Contents tab is selected, directly to the Table of Contents in the selected index using the Upload button .

However, the functionality of the two buttons are the same: both upload to an index, and both can place the document in a Table of Contents. Note that you cannot search the document until you build the index again, but if the document is placed in a Table of Contents you can open it from that Table of Contents.

Hash Codes

When hash codes have been generated (see the ZyFIND manual > ZyResult/ZyView - Export Settings - Generate hash code on output), the ZIP file will also contain the hash code summary text file. This ZIP file may be uploaded to any ZyLAB Web Client which will process the contents of the zip file whenever the "Process ZIP file contents" option is checked.

ZyLAB Web Client will process the ZIP file contents and will also calculate hash codes for each file that is imported into the index, including any XML wrapper files that are present in the ZIP file. ZyLAB Web Client will scan the ZIP archive for the hash code summary text file and will match the filename of this file against the filename of the hash code summary file of the imported files. When these filenames match, this indicates that all uploaded files are authentic. The uploaded hash code summary text file will also be stored as a retrievable file in the index so that, at any time, this file can be used for authenticity verification.

Upload a Document to an Index

Conditions

You want to add a document to an index, with the option to place the document in a Table of Contents.

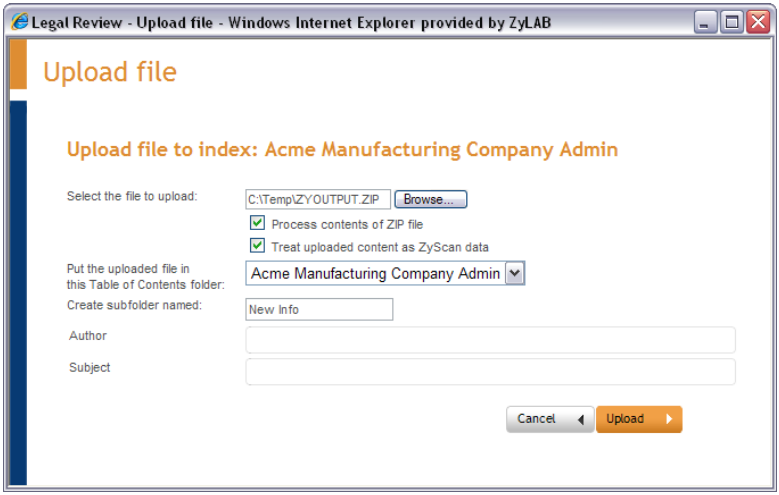
Instructions

1 Select the index you want to upload a document to. If more than one index is selected, the index at the top of the index list will be automatically selected.

2 To upload a file directly to an index click the Upload button .

3 To upload a file from the Contents tab , select a folder in a table of contents and click the using the Upload button .

4 On the Upload file window, click Browse to locate the file.



5 If you are uploading a ZIP file, select 'Process contents of ZIP file'.

6 If you want electronic documents to be saved in the electronic folder, and ZySCAN data to be saved in the appropriate tiff, xml (fields) and txt folders, select the option 'Treat uploaded contents as ZySCAN data'.

If this option is not selected, all contents are placed in the electronic folder.

7 Select a Table of Contents folder in which to store the documents, or create a new subfolder (for example, you could use the date (yyyymmdd) for the folder name).

8 If necessary, enter data in the field(s).

9 Click Upload.

10 When the file has uploaded the Uploaded files report screen appears. Click OK to close the screen, or use the download link to save a hash values file (refer to **Save hash codes** (page 73)).

Result

You have uploaded a document or ZIP file to an index. Hash codes have been generated for the uploaded file(s). If you uploaded a ZIP file, it is extracted, and hash codes are also generated for the set of documents.

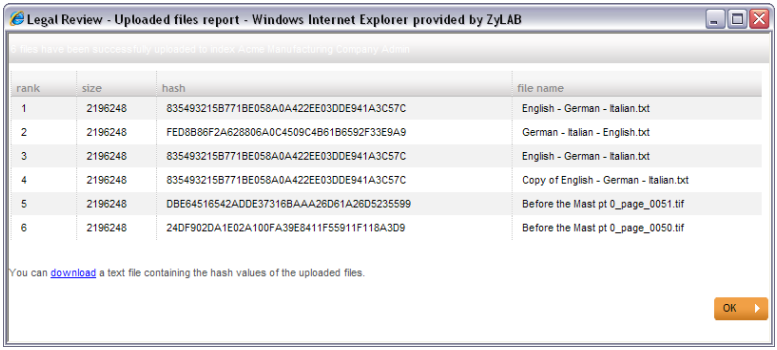
You must build the index before you can search in uploaded files. Documents added to a Table of Contents folder can be opened immediately from the Table of Contents file list. If ZyALERT is installed, emails will be sent to other (members of) user groups added to the Web Client, notifying them of updates.

Save hash codes

Hash codes can be downloaded in a text file and used to prove the authenticity of document(s).

Conditions

You have successfully uploaded a file or ZIP file and the 'Uploaded files report' window is displayed showing information about the uploaded file(s).



Instructions

1 To view the hash number and file path click on 'download'. The information appears in a new window.

2 To download a text file containing the hash information Click with the right mouse button on 'download' and select Save Target As. Browse for the correct location to save the .txt file with the hash codes. Click Save.

Result

You have viewed or downloaded the hash codes.

Printing from the Web Client

Conditions

You want to print a document you have just found. You can either print it by selecting it from the found documents list, or when you have already opened it. The ZyLAB TIFF Export Printer is installed and the ZyLAB Print Service is running.

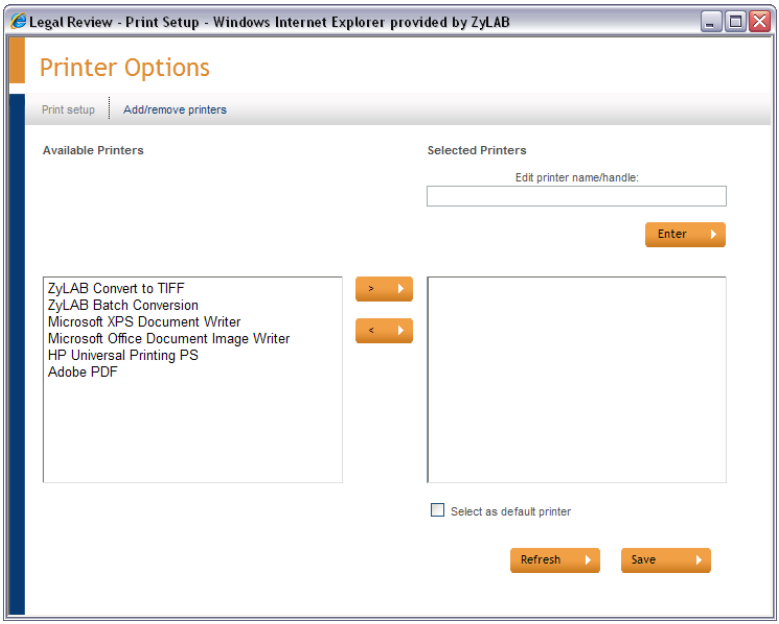
Instructions

1 If you cannot see the print icon click the *Show print button (enable server side printing)* on the **Global Options** (page 67) page.

2 To print click on the print icon . The *Print Setup* window appears.

3 If necessary, set-up the printer:

a) Click on the *Add/remove printers* tab.



b) From the list of printers select the printers you want to use for printing. Transfer them to the Selected Printers panel using the > button.

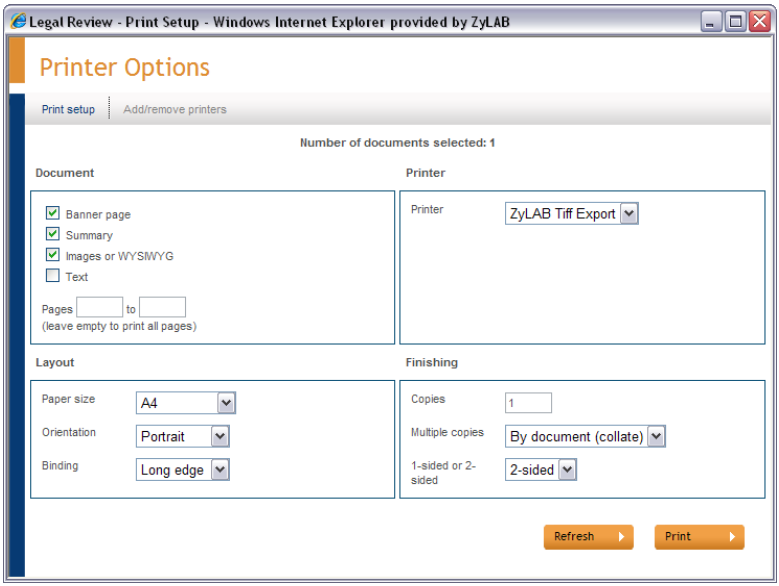
c) If you want to give the printer a user-friendly name, select the printer and type the name in the *Edit printer name/handle* box. Click *Enter* to change the printer's name.

d) Choose a printer to select as the default printer.

e) Press *Refresh* to see your changes.

f) Press Save

4 Click the *Print setup* tab to show the print window.



5 Press the *Refresh* button to show all changes you have made to printers.

6 In the *Printer* box, select a printer.

7 In the Document, Layout and Finishing boxes choose the required settings.

8 Click *Print* to print the document.

Result

You have printed the (selected) document.

Help Menu

The Help menu access the following:

- **Help Contents**
  Opens the ZyLAB Web Client for Users Manual.
- **Guides and Manuals**
  Links to the Manuals and Review Guides in PDF format. Adobe Acrobat Reader must be installed to open these guides.
- **Support by ZyLAB**
  Opens the ZyLAB support page containing information about how to contact ZyLAB.
- **Contact Us**
  Opens the ZyLAB.com website on the Offices page showing the contact details for all the ZyLAB offices.
- **ZyLAB on the Web**
  Opens the ZyLAB homepage.

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