

GroupEase Phone Messenger Help

GroupEase Phone Messenger allows users to send and read phone messages to and from other GroupEase users. The Phone Messenger also allows users to page other GroupEase users in real time and receive a response from the paged user. Note that pressing the F1 key will provide help information on the function you are currently using. Additional information on the Phone Messenger functions follows:



Read Phone Message(s)



Send Phone Message



Delete Message(s)



Page User

Messages Available status

Selecting the In-Box and Out-Box



Read Phone Message(s)

To read phone message(s), press the button pictured above, select the Phone Messenger *File* menu followed by *Read Messages*, or press the ALT and R keys simultaneously. An information box will be displayed if the user has not selected any messages. The *Read Messages* dialog box will display when the message was sent, the person who called, where they are from, their phone number, a status indicator, a message, and who took the message. To save a message and read the next available message press the *Next* button. The currently selected phone message may be printed by pressing the *Print* button. If the font and/or character size are incorrect, you may change them by pressing *File* from the main Phone Messenger menu followed by *Print Font*. If you need to change the current printer setup press *File* from the main Phone Messenger menu followed by *Print Setup*. *Done* exits the user from the *Read Messages* dialog box immediately.



Send Phone Message

To send a phone message, press the button pictured above, select the Phone Messenger *File* menu followed by *Send Message*, or press the ALT and S keys simultaneously. The Send Phone Message dialog box will be displayed allowing the user to select who to send the message to, the name of the person calling, where they are from, their phone number, a status indicator, and a message. The current date and time will be displayed along with your user name as the person taking the message. The message is sent by pressing the *Send* button. *Cancel* exits the user from the *Send Phone Message* dialog box.



Page User

Users of Phone Messenger can page other users when calls are received to determine whether or not to take a phone message or have the caller hold, etc. To page a user, press the button pictured above, select the Phone Messenger *File* menu followed by *Page User*, or press the ALT and P keys simultaneously. Before paging the user, fill in the *Call From* field then press the *Page* button. When the user is paged, the Paging User dialog box will appear on their system allowing for a simple response to be generated. This response will be retrieved and entered into the *Response* field of the Page User dialog box.



Delete Message(s)

To delete message(s), select the message(s) to be deleted, then press the button pictured above, select the Phone Messenger *File* menu followed by *Delete Messages*, or press the ALT and D keys simultaneously. An information box will be displayed if the user has not selected any messages. A dialog box will be displayed requesting confirmation on deletion of selected messages.

Paging User

When a user gets paged, the Paging User dialog box will appear on their screen if the Phone Messenger window is displayed. If the Phone Messenger window is minimized or not on the screen, the GroupEase Toolbar button representing the Phone Messenger will indicate that a phone page is being placed. By pressing the GroupEase Toolbar Phone Messenger button, the dialog box for Paging User will be displayed. Note that if the user being paged has the Do Not Disturb toolbar mode selected you cannot interrupt them and will receive a *do not disturb* response.

Once the Paging User dialog box is displayed, you have a choice of selecting various responses that meet your current situation. If *Transfer Call To* or *Special Response* is selected you may enter text in the text entry field. Once the selection is done, press the OK button to send the response to the Pager.

Total: 1	Unread: 0	Ready...
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Messages Available status

When there are messages available for you to read, Phone Messenger indicates this using the *Phone Messenger Status* fields pictured above. If there are messages available, the total number of messages along with the number of unread messages will be shown. When the Out-Box is selected, only the total number of messages sent that are currently unread will be displayed. If there are any unread messages available the GroupEase Toolbar indicates this as indicated below:



GroupEase Toolbar indicator for unread messages available (picture form)

Phone Msgs *

GroupEase Toolbar indicator for unread messages available (text form)

Do Not Disturb mode

To stop Phone Messenger users from interrupting you with a Page, you can set the GroupEase Toolbar **Do Not Disturb** mode using the GroupEase **Settings...** options. Select the GroupEase Toolbar system menu (upper left corner) followed by the **Settings...** entry. The **Do Not Disturb** option can be toggled from GroupEase Settings dialog box.

Printing Messages

While using the Read Message(s) function, users can print the Message currently entered by using the *Print* button on the associated dialog box. The entire contents of the current message will be printed to the default printer. To change the default printer select *File* from the main Phone Messenger menu followed by *Print Setup* and follow the dialog box instructions. To change the current print font select *File* from the main Phone Messenger menu followed by *Print Font* and follow the dialog box instructions.

Selecting the In and Out Box

GroupEase Phone Messenger uses an In Box for all messages that are currently available to be read and an Out Box for messages that have been sent but not yet read. Users can read and delete all In Box messages. All Out Box messages may be read/modified and deleted. By default, the In Box is always selected when GroupEase Phone Messenger is started. To switch between the In Box and the Out Box, select *Window* followed by *In Box* or *Out Box*. Alternatively, you may select the In Box by pressing the ALT and I keys simultaneously and the Out Box by pressing the ALT and O keys simultaneously.

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