

While You Were Out Index

The Index lists the Help topics available for While You Were Out. Use the scroll bar to see entries not currently visible in the Help window.

To learn how to use Help, press F1 or choose Using Help from the Help menu.

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While You Were Out Keys

Use the following keys in WYWO:

Key(s)	Function
Alt+C	Return To <u>Create Mode</u> . (When in Read mode)
Alt+C	Clear <u>WYWO Sheet</u> . (When in Create mode)
Alt+D	Delete Messages (When in Read Mode)
Alt+E	Minimize WYWO and return to Create mode
Alt+H	WYWO Help.
Alt+N	Read New Messages. (When in Read Mode)
Alt+O	Read Old Messages. (When in Read Mode)
Alt+O	Options. (When in Create Mode)
Alt+R	Read Messages.
Alt+S	Send Messages.(When in Create mode)
Alt+U	Select User.(When in Read mode)
Page Down	Moves to the next message (When in Read Mode)
Page Up	Moves to the previous message (When in Read Mode)

While You Were Out Mouse Functions

With the mouse, WYWO takes on added features. In addition to using the left mouse button for selecting functions and features of WYWO, the right mouse button can be used to invoke additional functions by using popup menus. These menus vary depending on where the right mouse button is when clicked and whether you are in Read mode or Create mode.

Create Mode

In Create mode, clicking the right mouse button over the main WYWO sheet (not over a data entry field) will bring up a menu to access the default user's **Phone Book**. If the default user has operator assist access to the phone book of the user selected in the **To** field, then an additional menu item will be available for accessing the selected user's phone book

Read Mode

In Read Mode, clicking the right mouse button over a data field will give the user special commands. If the button is pressed over any data field other than the **To** field, then a menu will appear containing the **Search** and **Edit** commands.

In Read Mode, clicking the right mouse button over the main WYWO sheet (not over a data field) will bring up a menu with the following commands available:

Print

Export

Delete

Forward

Other commands will be available depending on what function the user is performing. If the user is currently editing a field then the menu will contain the **Accept Changes** and **Cancel Edit** commands. If the user is currently searching a field then the menu will contain the **Begin Search** and **Cancel Search** commands. If the user is currently forwarding a message then the menu will contain the **Forward The Message** and **Cancel Forwarding** commands. If the **Operator** field contains a valid user name, then the **Reply** menu item will be available.

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Create Mode Commands

Send

Sends the telephone message currently being created to the selected user or group.

Related Topics

[Sending Phone Messages](#)

[Selecting A User](#)

[Selecting A Message Type](#)

[Forwarding Phone Messages](#)

Read

Reads telephone messages for the currently selected user.

Related Topics

[Reading Phone Messages](#)

[Selecting A User](#)

Clear

Clears the current telephone message and resets the current date and time.

Related Topics

[Clearing the WYWO sheet](#)

Options

Sets the current While You Were Out options.

Related Topics

[Setting WYWO Options](#)

Done

Minimizes the WYWO program.

Related Topics

[Exiting While You Were Out](#)

Read Mode Commands

Old

Reads old messages that were previously stored.

Related Topics

[Reading Old Messages](#)

New

Reads new messages.

Related Topics

[Reading New Messages](#)

Create

Returns to [Create mode](#)

Related Topics

[Returning to Create Mode](#)

User

Selects a user for reading messages.

Related Topics

[Select a user](#)

Delete

Deletes messages.

Related Topics

[Deleteing messages](#)

Done

Done exits the While You Were Out display and minimizes WYWO. Done also saves any new messages and physically deletes any messages that were flagged to be deleted.

Related Topics

[Returning to Create Mode](#)

Sending Phone Messages

To send a phone message:

1 Fill in all appropriate fields on the WYWO sheet.

2 Click on the Send button.

If no user has been selected to receive the phone message, the user list will drop down. Select a user or group and click on the Send button again.

If a group was selected instead of a user, then the message will be sent to every member of that group.

3 A message bar will be displayed confirming the send command.

Related Topics

Selecting A User

Selecting A Message Type


Forwarding Phone Messages

Reading Phone Messages

To read Phone Messages:

- 1 While in Create mode, click on the Read button.
- 2 If no user is currently active, select a user whose messages are to be read.



- 3 Click on the message selector  to select the message to be read. Clicking on the right arrow will move forward through the messages while clicking on the left arrow will move backward through the messages. Messages can also be selected by moving the center slider bar. If the text in the Message field extends beyond the field boundaries you can use the slider next to the message field to scroll the contents of the Message field.

Related Topics

[Reading New Phone Messages](#)

[Reading Old Phone Messages](#)

[Forwarding Phone Messages](#)

[Replying To A Phone Message](#)

[Selecting A User](#)

[Using Read Passwords](#)

[Selecting A New Password](#)

[Returning to Create Mode](#)

Reading Old Phone Messages

To read old phone messages:

- 1 While [reading new phone message](#), click on the Old button. The Old button will only be enabled if there are old message to be read.

Related Topics

[Reading New Phone Messages](#)

[Reading Phone Messages](#)

[Forwarding Phone Messages](#)

[Replying To A Phone Message](#)

Reading New Phone Messages

To read new phone messages:

- 1 While [reading old phone message](#), click on the New button. The New button will only be enabled if there are old messages to be read and you have a new message.

Related Topics

[Reading Old Phone Messages](#)

[Reading Phone Messages](#)

[Forwarding Phone Messages](#)

[Replying To A Phone Message](#)

Forwarding Phone Messages

To forward a phone message:

- 1 Enter Read mode to view new or old messages.
- 2 Click the right mouse button to bring up the menu.
- 3 Select the "Forward Message" menu item.
- 4 Select the user or group for forwarding the same way you would to send a message
- 5 Press the Enter Key or click the right mouse button over the main part of the WYWO sheet or over the To field to bring up a menu and select the "Forward the Message" menu item. (A message bar will be displayed confirming the forward message command.) To cancel message forwarding, select the "Cancel Forward" menu item.

Related Topics

Selecting A User

Sending A Message

Searching Old Phone Messages

To search old phone messages:

- 1 Enter [Read mode to read old messages](#).
- 2 With the right mouse button, click on the field to be searched (any field except the To field).
3. Select the "Search" menu item.
4. Enter the text to be searched.
5. Press the Enter Key or click the right mouse button over the main part of the [WYWO sheet](#) or over the search field to bring up a menu and select the "Begin Search" menu item. To cancel searching, select the "Cancel Search" menu item.

The results of the search will be reflected by the number of messages that matched the search text, for example "1 of 3". You may then continue to narrow the search based on these results or return to your original list of old messages by clicking on the Old button.

Related Topics

[Reading Phone Messages](#)

[Reading Old Phone Messages](#)

Editing Phone Messages

To edit phone messages:

- 1 Enter Read mode to read messages.
- 2 With the right mouse button, click on the field to be edited (any field except the To field).
3. Select the "Edit" menu item.
4. Edit the selected field.
5. Press the Enter Key or click the right mouse button over the main part of the WYWO sheet or over the edit field to bring up a menu and select the "Accept Changes" menu item. To cancel editing a field, select the "Cancel Edit" menu item.
6. When you want the changes you have made to be saved permanently, click with the right mouse button over the main part of the WYWO sheet to bring up a menu and select the "Save Changes" menu item.

Related Topics

[Reading Phone Messages](#)

[Reading Old Phone Messages](#)

Selecting A Message Type

To select a message type:

- 1 Click on the down arrow in the message type field to reveal the message types.
- 2 Click on the desired message type. Use the scroll bar and up and down arrows to display message types that are not currently visible.

Related Topics

[Sending Phone Messages](#)

Selecting A User

To select a user:

- 1 Click on the down arrow in the To field to reveal the user names and group names. Group names are similar to user names except they are surrounded by brackets. Selecting a group name in effect selects all users belonging to that group.
- 2 Click on the desired user or group name. Use the scroll bar and up and down arrows to display other user or group names that are not currently visible.
- 3 When the user named List in brackets is selected, one is allowed to send a message to select users within that List. After the message is taken, select Send as usual, a list of the users in List will be displayed. Either click the left mouse button on the first user name whom you want to send the message to and hold down as you scroll down the list, or if the users you wish to send the message to are dispersed throughout the list, click the control key simultaneously with the left mouse button over each name desired. The names selected will be highlighted.

Related Topics

[Reading Phone Messages](#)

[Sending Phone Messages](#)

[Forwarding Phone Messages](#)

Clearing The WYWO Sheet

To clear the WYWO sheet:

- 1 Click on the Clear button while in Create mode.

Using A Read Password

To use a read password:

- 1 If no read password has been established, then select a new read password by first clicking on user while in the Read mode.
- 2 Enter your pre-selected read password in the Password field and click on the OK button.

If a read password has been pre-selected then the password must be entered in order to read any messages for the specified user and in order to select a new read password.

Related Topics

[Reading Phone Messages](#)

[Selecting A User](#)

[Selecting A New Read Passwords](#)

Selecting A New Read Password

To select a new read password:

- 1 After selecting a user, and entering a read password click on the New button.
- 2 Enter a new read password and click on the OK button.

Related Topics

[Reading Phone Messages](#)

[Selecting A User](#)

[Using Read Passwords](#)

Returning To Create Mode

To return to Create mode:

1 Click on the Create button while in Read mode or click with the right mouse button on the background of the message to popup a menu and select the "Create" menu item.

Returning to Create mode will save all new messages and physically delete those message that were flagged to be deleted if the Save New Messages option is enabled.

Related Topics

[Reading Phone Messages](#)

Exporting Messages

Exporting a message involves writing out messages to a file in a format other than that used by WYWO. You can export new messages, old messages, messages from a search, or messages that are marked. Messages can be exported in the following formats:

- ASCII Text
- Comma Separated Value
- Data Interchange Format
- dBASE II
- dBASE III

To export a message:

- 1 While reading a phone message, click the right mouse button and select Export from the menu.
- 2 A dialog box will pop up whereby clicking on the arrow will indicate which messages can be exported. Select the desired messages to export specifying a range of message numbers where necessary and select the OK button.
- 3 When the file selector dialog box appears, select the file name to export to and select the desired file format from the File Type combo box.

Printing Messages

WYWO lets you print up to four messages per page. You can print new messages, old messages, messages from a search, or messages that are marked.

To print a message:

- 1 While reading a phone message, click the right mouse button and select Print from the menu.
- 2 A dialog box will pop up whereby clicking on the arrow will indicate which messages can be printed. Select the desired messages to print specifying a range of message numbers where necessary and select the OK button.
- 3 When the print selection dialog box appears, select the desired printer with the Setup button and select the desired font with the Font button then select OK to print the messages.

Deleting Messages

When deleting messages, messages are physically removed from the WYWO system. You can delete new messages, old messages, messages from a search, or messages that are marked.

To delete a message:

- 1 While reading a phone message, click the right mouse button and select Delete from the menu.
- 2 A dialog box will pop up whereby clicking on the arrow will indicate which messages can be deleted. Select the desired messages to delete specifying a range of message numbers where necessary and select the OK button. The specified messages will then be deleted.

Marking Messages

New and old messages can be marked for future actions. When messages are marked you can then delete, export or print the marked messages.

To Mark a message:

- 1 Click on the Mark checkbox while reading either new or old messages.

When new messages are marked and the [Save New Messages](#) option is enabled, you will be asked if you wish to delete the messages that are marked when exiting or returning to [Create Mode](#)

Related Topics

[Reading Phone Messages](#)

WYWO Options

The WYWO Options are available by clicking on the Options button in Create Mode.

Options available in WYWO:

- Default User
- Default Group
- Phone Book Access
- New Message Notification
- Total Recall
- Log Messages Sent
- Always On Top
- Save New Messages
- Display Options

For any of the options to take effect, click on the Save button or click on Cancel to ignore any options changes.

WYWO Options - Default User

The WYWO Default User option will set the default user that WYWO will use when run without passing a name on the command line when WYWO is executed.

To select the WYWO Default User:

- 1 Click on the down arrow in the Default User field of the Options screen to reveal the user names.
- 2 Click on the desired user name. Use the scroll bar and up and down arrows to display other user names that are not currently visible.
- 3 Click on Save.

WYWO Options - Default Group

The WYWO Default Group option will set the default group that WYWO will use when displaying available users for sending messages. It is particularly helpful if you have many users and only actually send messages to a small list of those users. If a group other than Everyone is selected, then only those users belonging to that group will be visible when sending messages.

To select the WYWO Default Group:

- 1 Click on the down arrow in the Default Group field of the Options screen to reveal the group names.
- 2 Click on the desired group name. Use the scroll bar and up and down arrows to display other group names that are not currently visible.
- 3 Click on Save.

WYWO Options - Phone Book Access

The WYWO **Phone Book Access** option will determine which users will gain access to the Operator Assist and Total Recall information for the default user when they have the Total Recall Option enabled. If the **Phone Book Access** refers to a group, then all users who are members of that group will have access to the Operator Assist and Total Recall information, otherwise only the selected user will have access to the information.

To select the WYWO Phone Book Access user or group:

- 1 Click on the down arrow in the **Phone Book Access** field of the Options screen to reveal the names.
- 2 Click on the desired user or group name. Use the scroll bar and up and down arrows to display other user or group names that are not currently visible.
- 3 Click on Save.

Related Topics

Total Recall Option

WYWO Options - New Message Notification

The New Message Notification option will alter the number of seconds that WYWO will wait before checking for new messages for the default user. This value can be any number between 0 and 3600 where 0 represents disabling of the new message alarm feature. The default alarm time is 30 seconds. There is also the ability to force the user to respond immediately to a new message notification before any other programs can be run in the system.

To select the New Message Notification Time:

- 1 Enter the number of seconds to wait between new message checks (0-3600).

Immediate Response Required

The **Immediate Response Required** option will force the user to answer the new message notification message box before returning to any other program running in the system. This can have the effect of having the message box appear even if a screen saver is running. This option will be in effect if the checkbox is selected.

Disable Notification

The **Disable Notification** option will disable the new message notification message box from appearing when new messages arrive. If notification is disabled and a new messages comes in, the WYWO icon will still flash and display the number of new messages waiting. This option will be in effect if the checkbox is selected.

WYWO Options - Total Recall

The **Total Recall** option will alter the way data is entered for specific users. When a user reads his/her new messages, the caller's name, company and phone number are stored for future reference when entering new messages. If **Total Recall** is enabled, then when entering the name of the caller in the **From** field, frequent caller data will be retrieved as the name is being entered filling out the rest of the caller's name, the caller's company, and the caller's phone number to reduce the time of entering information for frequent callers.

The Total Recall option is enabled if this option is checked.

Related Topics

[Phone Book Access Option](#)

WYWO Options - Log Messages Sent

The **Log Messages Sent** option will log every message that is **sent** to a file called WYWO.LOG in the users Windows directory. The messages are logged as ASCII text separated by a message divider line. By enabling message logging, an audit trail of messages can be kept for future reference.

Messages will be logged if this option is checked.

WYWO Options - Always On Top

The **Always On Top** option keep the WYWO icon or program window on top of other windows on the screen for easy access. In addition, when new messages arrive the notification message box will also be on top of other windows.

WYWO will always be on top if this option is checked.

WYWO Options - Save New Messages

The **Save New Messages** option will save all new messages that have been read as old messages when the user returns to Create Mode or exits Read Mode.

New Messages are saved as Old Messages if this option is checked.

WYWO Display Options

The WYWO Display Options are available by clicking on the Options button in Create Mode

Display Options available in WYWO:

3D Text
Thin Font
Highlight Color

For any of the options to take effect, click on the OK button or click on Cancel to ignore any options changes.

WYWO Display Options - 3D Text

The **3D Text** display option will add a three dimensional look to the text that is displayed in listboxes, combo boxes, menus, and phone book entries. The sample listbox shows the results of checking or unchecking this item.

3D Text will be used if this option is checked.

WYWO Display Options - Thin Font

The **Thin Font** display option will determine whether text displayed in listboxes, combo boxes, menus, Operator Assist results, and phone book entries will use the thick or thin font. The sample listbox shows the results of checking or unchecking this item.

The thin text font will be used if this option is checked.

WYWO Display Options - Highlight Color

The **Highlight Color** display option will determine the text highlight color displayed in listboxes, combo boxes, menus, and phone book entries. The sample listbox shows the results of the selected highlight color.

Operator Assist

Operator Assist is used to maintain caller information used by the Total Recall feature of WYWO. Operator Assist can be accessed by clicking the right mouse button over the WYWO sheet when in Create Mode. A menu item for the Phone Book of the Default User will be available. If the right mouse button is clicked over the **From** field, a menu item for the Phone Book of the currently selected user in the **To** field will be available if the Total Recall feature is enabled.

Search

Allows quick access to a specific Phone Book entry by performing a search based on the first name.

Add

Adds new Phone Book entries.

Modify

Modifies existing Phone Book entries.

Delete

Deletes existing Phone Book entries.

Export

Exports the entire Phone Book to a file in ASCII Text, Comma Separated Value, Data Interchange Format, dBASE II, and dBASE III formats.

Select

Selects a specific Phone Book entry. The information will be transferred to the **From**, **Of**, and **Phone** fields in the WYWO sheet.

Close

Closes the current Phone Book display and returns to the WYWO sheet.

Sort On

Sorts the current Phone Book display by either the **From**, **Of**, or **Phone** fields of the phone book.

Adding or Modifying a Phone Book Entry

To add or modify a Phone Book entry simply enter the corresponding data into the **From**, **Of**, and **Phone** fields of the Add Caller or Modify Caller dialog box and select the OK button to save the changes. A valid Phone Book entry must contain data in at least the **From** and **Phone** fields.

Replying To A Message

While reading messages, you can reply to a message if the name in the **Operator** field is a valid user name.

To reply to a message:

- 1 Click the right mouse button over the message. If the **Operator** is a valid user, then a **Reply** menu item will be available on the popup menu.
- 2 Select the **Reply** menu item. You will then be returned to Create Mode and the **To** and **From** fields will be automatically filled in and the cursor will be placed in the **Message** field.

Selecting Messages

While reading messages, you can select a message or a group of messages for Printing, Exporting, and Deleting.

Selecting messages is accomplished by selecting one of the entries displayed in the combo box after clicking on the arrow. There are different ways of selecting messages depending on what messages are available at a specific time. The first entry in the list will be for selecting the **Current Message**. If any new messages exist then the next entry will be for selecting **New Messages**. If any old messages exist then the next entry will be for selecting **Old Messages**. If any messages exist as a result of a search, then the next entry will be for selecting **Searched Messages**. If any messages have been marked, then the next entry will be for selecting **Marked Messages**.

When selecting from **New Messages**, **Old Messages**, or **Searched Messages**, you can enter a range of messages to select from.

Removing While You Were Out from the desktop

To Exit the While You Were Out program:

- 1 Select the Close item on the WYWO System Menu, double-click on the WYWO closer box in the upper left corner of the WYWO screen or press Alt + F4 keys.

Group

A group is list of WYWO users. The **Everyone** group contains all users in WYWO and is the default group. A user can be a member in any number of groups.

WYWO Sheet

The WYWO sheet is the main WYWO screen containing all of the data fields. For example the To, From, and Message fields.

Create Mode

Create Mode is the WYWO mode where a telephone message is created with the intent of sending to another user or group.

Read Mode

Read Mode is the WYWO mode where new and old messages can be read, printed, searched, edited, and deleted.

Send

Sends the current message to the selected user or group. If no current user or group is selected the user list will drop down.

See Also

[Sending Phone Messages](#)

Read

Reads new or old messages for the currently selected user.

See Also

[Reading Phone Messages](#)

New

Switches the reading mode to read new messages if they exist.

See Also

[Reading New Phone Messages](#)

Old

Switches the reading mode to read old messages if they exist.

See Also

[Reading Old Phone Messages](#)

Clear

Clears all of the input fields while creating a new message.

See Also

[Clearing the WYWO sheet](#)

Create

Exits [Read Mode](#) and returns WYWO to [Create Mode](#)

Note:

If new messages were being read they will be saved as old messages and any messages marked for deletion will at this point be removed.

See Also

[Returning to Create Mode](#)

User

Allows you to read messages for users other than just the default user. While selecting another user you can also change your user password.

See Also

[Selecting A User](#)

Delete

Delete new, old, searched or marked messages.

See Also

[Deleting a message](#)

Mark

Mark flags a new or old message for either deleting, exporting, or printing.

See Also

[Deleting messages](#)

[Exporting messages](#)

[Printing messages](#)

Message Selector

Allows you to scroll through the new and old messages.

To select a new message to read:

Click on the right arrow to read the next message or click on the left arrow to read the previous message. The scrollbar can also be used to move quickly between all of the messages which are displayed as the scrollbar is moved. The messages can also be selected by using the **Page Down** key to read the next message or the **Page Up** key to read the previous message.

See Also

[Reading Phone Messages](#)

Message Field Scrollbar

Use the **Message Field Scrollbar** to scroll the message field when the message contains more text than can be currently displayed in the message field.

Options

Allows the options for WYWO to be set including the default user, default group, message notification time, caller lookup, message logging, and message saving options.

See Also

[Setting WYWO Options](#)

Done

Returns WYWO to it's iconic form.

Note:

If new messages were being read they will be saved as old messages and any messages marked for deletion will at this point be removed.

WYWO To Field

The **To** field is where the user or group is selected for sending a message.

To select a user or group:

Click on the down arrow and select a user or user group for which the message is to be sent. A user group is identified by brackets around it's name (for example, [Marketing]). If a group is selected the message will be sent to every user who is a member of that group when the sending a message

WYWO From Field

The **From** field should contain the name of the person who is calling or is leaving the message.

WYWO Of Field

The **Of** field should contain the name of the company of the person who is calling or is leaving the message.

WYWO Phone Field

The **Phone** field should contain the phone number of the person who is calling or is leaving the message.

WYWO Message Type Field

The **Message Type** field is where the type of message is selected.

This message can be one of the seven standard message types that follow:

- Telephoned
- Called To See You
- Wants To See You
- Please Call
- Will Call Again
- Urgent
- Returned Your Call

or it can be one of the user defined message types that are created by the system administrator using the WSETUP program.

WYWO Message Field

The **To** field is where the user or group is selected for sending a message.

WYWO Operator Field

The **Operator** field should contain the name of the person who is taking the message. By default, this field will contain the name of the default user.

<Username>, You have <count> new message(s)

The user <Username> has <count> new message(s) that have not been read yet.

To read the new messages:

Select the Read button.

If you do not wish to read the new messages right away and select the Cancel button, WYWO will remind you that you have not read your new messages by either blinking the title bar of the WYWO window or by flashing the WYWO icon if it is minimized. The icon will also identify the current number of new messages that have not been read yet.

The caller data differs from the caller lookup data. Do you wish to save the new caller data?

The caller data in the **Of** field and/or the **Phone** field differs from the caller lookup data in those fields for the name entered in the **From** field for the selected user. If you want the data you entered to replace the data that appeared as a result of the caller lookup feature select the **Yes** button. Select the **No** button to leave the original data from the caller lookup intact the next time that data is requested via caller lookup.

Answering **Yes** to this message is usually the result of a change in company or telephone number so the next time a message needs to be sent, the updated data will be represented.

WYWO DDE Interface

While You Were Out has a DDE interface that allows you to control it's functions from another application. The DDE interface to WYWO consists of a command-string interface and data request and poke functions.

To use any of WYWO's DDE command or data interface, an application must first initiate a conversation with the WYWO application. The application and topic names used for the DDE conversation are both WYWO. Once a conversation has been initiated, applications can then send DDE Execute, Request, and Poke commands. Once the conversation has completed, the application should then terminate the conversation with WYWO.

WYWO's DDE interface is divided into three main features:

[Requesting Data](#)

[Poking Data](#)

[Executing Commands](#)

[DDE Examples](#)

Requesting Data through DDE

Data can be obtained from WYWO using the DDE Request function from an application. All data requested is returned in TEXT format. The application requests data by using the following item names:

UserCount	Returns the number of users in the system.
GroupCount	Returns the number of groups in the system.
NewCount	Returns the number of new messages for the current user.
OldCount	Returns the number of old messages for the current user.
SearchCount	Returns the number of messages resulting from last Search operation.
Users	Returns a list of users in the default user group with one username per line.
DefaultUser	Returns the default user that was set by the WYWO options screen.
CurrentUser	Returns the current user for which messages are being read (read mode) or the default user(create mode).
To	Returns the data in the <i>To</i> field (read mode).
Date	Returns the data in the <i>Date</i> field (read mode).
Time	Returns the data in the <i>Time</i> field (read mode).
From	Returns the data in the <i>From</i> field (read mode).
Of	Returns the data in the <i>Of</i> field (read mode).
Phone	Returns the data in the <i>Phone</i> field (read mode).
Type	Returns the data in the <i>Type</i> field (read mode).
Message	Returns the data in the <i>Message</i> field (read mode).
Operator	Returns the data in the <i>Operator</i> field (read mode).

Poking Data through DDE

Data in the WYWO sheet can be filled or set using the DDE Poke function from an application. The application pokes data by using the following item names:

To	Sets data in the WYWO <i>To</i> field.
From	Sets data in the WYWO <i>From</i> field.
Of	Sets data in the WYWO <i>Of</i> field.
Phone	Sets data in the WYWO <i>Phone</i> field.
Type	Sets data in the WYWO <i>Type</i> field.
Message	Sets data in the WYWO <i>Message</i> field.
Operator	Sets data in the WYWO <i>Operator</i> field.

Executing Commands Through DDE

WYWO's DDE command interface can be used by an application to control WYWO. A command string consists of one or more commands with each command contained in square brackets. If commands have parameters, they are contained within parentheses and are separated by commas. The following is a list of DDE commands:

- Send**
Sends the current message to the selected user.
- Create**
Exits Read mode and returns to Create mode
- Clear**
Clears the current message in Create Mode
- Dial(Number)**
Dials the specified telephone number.
- Done**
Iconizes the WYWO screen and saves new message if in Read mode.
- Mark**
Marks the message that is currently being read.
- Read(New,num{,user{,password}})**
Reads a new message for a specific user where *num* represents the new message number to be read. The optional *user* parameter lets a user other than the default user be selected and if necessary the optional *password* parameter may be needed if the specified user has a password.
- Read(Old,num{,user{,password}})**
Reads an old message for a specific user where *num* represents the old message number to be read. The optional *user* parameter lets a user other than the default user be selected and if necessary the optional *password* parameter may be needed if the specified user has a password.
- Read(Search,num)**
Reads an old message for a specific user where *num* represents the old message number to be read.
- Search(Field,Text{,user{,password}})**
Searches for an old message for a specific user where *Text* represents the text to search for and *Field* represents the field in the WYWO sheet to use for the search. The optional *user* parameter lets a user other than the default user be selected and if necessary the optional *password* parameter may be needed if the specified user has a password.

DDE Examples

An example of sending a message:

```
Channel = Initiate("WYWO","WYWO")
Execute(Channel,[Clear])
Poke(Channel,To,Joe Smith)
Poke(Channel,From,Pete Jones)
Poke(Channel,Type,Please Call)
Poke(Channel,Message,This is how to send a message using DDE!!!)
Execute(Channel,[Send])
Execute(Channel,[Done])
Terminate(Channel)
```

An example of reading a new message:

```
Channel = Initiate("WYWO","WYWO")
Count = Request(Channel,NewCount)
for i = 1 to Count
begin
    Execute(Channel,[Read(New,i)])
    From = Request(Channel,From)
    Message = Request(Channel,Message)
end
Execute(Channel,[Done])
Terminate(Channel)
```

An example of looking up a phone number:

```
Channel = Initiate("WYWO","WYWO")
Execute(Channel,[Search(From,Pete Jones)])
Count = Request(Channel,SearchCount);
if Count > 0
    Phone = Request(Channel,Phone)
Execute(Channel,[Done])
Terminate(Channel)
```

While You Were Out 4.2

A fast, efficient and fun to use tool that allows you to record, store, retrieve and automate your entire telephone answering process.

While You Were Out takes the mundane task of telephone messaging and turns it into something of value for your organization.

What's New in WYWO 4.2

Existing WYWO Features

How to contact Caliente International:

Feel free to call, fax or write if you have a question, comment or idea concerning While You Were Out.

Caliente International	Order:	(800) 334-7202
51 Market Square	Support:	(203) 667-2159
Newington, CT 06111	Fax:	(203) 665-8335
United States of America	BBS:	(203) 667-2768
	Compuserve:	70324,2055

While You Were Out is distributed exclusively in Australia by

Windows Support Pty LTD	Phone:	+61 (3) 889-0572
62 Martin Road	Fax:	+61 (3) 889-2831
Glen Iris, Victoria 3146	Phone:	+61 (3) 889-0572
Australia	BBS:	+61 (3) 889-0710

What's New in WYWO 4.2!

Total Recall

This popular WYWO feature now previews frequent caller information before entered into a WYWO Sheet, further minimizing data entry problems.

Message Carousel

In addition to printing messages displayed in the Carousel, operators can now tag the waiting new messages as old. This is useful when fellow WYWO users are having their messages read over the telephone.

For each message you read, click the **Mark** check box in the lower right corner of the WYWO screen. When you leave that user's WYWO messages by clicking the **Done** button, Message Carousel will ask you if marked messages should be saved as old messages. If you click **Yes**, those messages will become old messages and removed from the Message Carousel as if that person had read them from their workstation.

WYWO Display

You now have greater control over Display properties:

WYWO Sheet fonts can be toggled either thin or **thick**.

Right mouse pop-up menus now have user definable color for displayed items.

3-D text effects can be toggled either on or off for right mouse menus.

Simply click the **Options** button then **Display** to configure WYWO.

Printer Problems

Corrected incompatibilities with new Hewlett Packard Laserjet 3 and 4 series printer drivers.

WYWO Setup

The Setup utility now automatically verifies the user database for accuracy. This corrects an anomaly in version 4.0 that allowed for one or more users to be outside the [Everyone] group.

Network administrators can no longer create multiple [Everyone] groups.

Group names are now alphabetically sorted.

Auto Dialer

With a modem attached to a workstation running WYWO, you can automatically dial the telephone number on a WYWO sheet. Simply click your right mouse button anywhere on the WYWO screen and select **Dial** from the pop-up menu.

You can also dial a telephone directly from your Operator Assist phone book. Simply click the **Dial** button.

A setup facility is provided to define modem and dialing parameters. Click the Setup button when using the Auto Dialer. Should your telephone system require additional codes, please enter them in the **Prefix** and/or **Suffix** fields.

Related Topics

[Existing WYWO Features](#)

Powerful WYWO 4.0 Features:

Operator Assist

Just as if calling your local telephone company for phone numbers you don't know, Operator Assist provides quick access to the name and number of anyone who has left you a message. Each time someone sends you a phone message, WYWO automatically records the name, company and telephone information into a separate caller database.

Though introduced in version 3.2, access to individual caller databases was limited to automated data entry when creating messages. Total Recall, formally Caller Lookup, anticipated caller information as you typed. Operator Assist is the next evolutionary step.

With a simple click of the right mouse button anywhere on the WYWO sheet, you have instant access to all your contacts:

- Sort** View the caller database by name, company or telephone number. Just select the combo box in the lower right of the Operator Assist window.
- Search** Based on your sort criteria, WYWO quickly finds a match whether you're looking for a name, company or telephone number.
- Modify** Sometimes operators type incorrect caller information when creating messages. Click the Modify button to change a name, company or telephone number.
- Add** You can add your own caller information to your personal phone book. Simply click the "Add" button.
- Delete** Removes the names of people you no longer want to track in your caller database.

Operator Assist also allows you to access the phone books of other users within your group. Simply select the name of the person in the "To" field of the WYWO sheet and click the right mouse button to access their caller database.

Mail Enabled

WYWO now provides access to MAPI and VIM based electronic mail systems such as Microsoft Mail, Lotus CCMail and Lotus Notes. In its current configuration you can only send WYWO messages to your e-mail system. Though you create messages using the familiar WYWO interface, others receive them as traditional e-mail messages.

Fill in the WYWO sheet as you normally would but, before you send it, select "Mail" as the recipient in the "To" field. Once you click the "Send" button, WYWO will put you into the appropriate e-mail system.

Common Dialogs

Provide greater flexibility in processing messages. Whether Printing, Exporting or Deleting messages, WYWO presents you with a similar dialog window to process the current message, all messages or a range of messages. To access Print, Export and Delete features, simply click the WYWO sheet background with the right mouse button.

Interface Changes

As a result of Common Dialogs, the "Delete" check box has changed to "Mark". Simply mark the message(s) you want to Print, Export or Delete as you read new or old messages.

The "Save" button has been replaced by a "Delete" button when reading new or old messages.

WYWO list boxes, combo boxes and pop-up menus render selected items in a turquoise color for better readability.

Export

Messages and caller databases can be saved to the following file formats: ASCII Text, Comma Separated Value, DIF, dBASE II, and dBASE III.

To export new or old messages, click the right mouse button on the WYWO sheet background and select "Export" from the menu.

To export caller information, just click the Export button when using Operator Assist.

Message Reply

Quick response to the Operator of a new or old message.

New Message Save

Specifies whether new messages are automatically saved as old messages or deleted after they are read. Click the "Options" button when creating a WYWO message to set this option.

WYWO 3.X Features:

Total Recall

Whenever you send a message another user, WYWO automatically stores a copy of its caller information to a separate database. The next time that person calls, WYWO automatically fills in the appropriate name, company and telephone number as you create the message.

Message Carousel

Displays a graphical overview as to who has new messages. A powerful tool for any secretary or receptionist when people are out of the office!

Groups

Your user license can be subdivided into logical groups. For example: If a user was assigned to the Accounting group, he or she would only be able to send and receive messages with other users in that group.

Message Search

Find one or more old messages quickly and efficiently. Define the search criteria by any of the WYWO fields...From, Company, Date, Time, etc. With the right mouse button, select the field you want. A pop-up menu will appear. Select **Search**. Then enter the text you wish to match. Click the right mouse button again to begin the search. WYWO will display a message subset matches the search criteria.

Message Forward

Click the right mouse button in the "To" field when reading a new or old message. Select the user or group to receive the message. Click the right mouse button again to forward the message.

Message Modify

Click the right mouse button in the message field you wish to change. A pop-up menu will appear. Select **Edit**. Then modify the entry as need and click the right mouse button again to save.

[Dynamic Data Exchange](#)

Lets other Windows applications remotely control WYWO to access message and caller databases. Access the WYWO Help System for details.

Related Topics

[What's New in WYWO](#)

