

## Commonly Asked Questions & Answers About *Announce*

### **Q: What is *Announce*?**

A: A simple Macintosh utility for sending instant text and audio messages to one or more users on an AppleTalk network. *Announce* is basically two programs: An application program, *Announce User*, for sending messages and a system control panel, *Announcer*, for receiving messages.

### **Q: What do I get for registering *Announce* ?**

### **Q: How much does it cost?**

### **Q: How do I order?**

Q: Non-registered users are allowed to evaluate the *Announce* software for 30 days. After this time they must stop using the software or purchase a license to continue using it. (However, *Announce* does not physically stop working after 30 days; we rely mostly on the honor system.)

When you register, you get a disk containing the latest version of the *Announce User*, *Announce Admin*, and *Announcer* software. In the registered version, the “welcome” screen does not appear each time you open *Announce User*. The *Announce Admin* software gives administrators the ability to set clocks, restart, and shut down Macs remotely.

The cost is \$39.00 per unlimited users for a single organization in a single building. Contact T&T Software for situations where you have a small number of users spread over many buildings, or other situations that do not easily meet the standard license agreement.

Order by mail to: T&T Software, P.O. Box 1210, Salem, VA 24153

Order by fax (24 hours): 540/389-0764

Order by phone (10AM to 5PM EST and as someone is available): 540/389-0889

Order by e-mail: TadWoods on America Online, 70312,3552 on InterNet,  
tandtsw@roanoke.infi.net on InterNet

Payment must be in U.S. dollars and checks must be drawn on U.S. banks. Payment is accepted by check, cash, money order, international postal money order, Visa or MasterCard. Company purchase order are also accepted.

### **Q: What is the latest version?**

A: The current version of the *Announce User* application, *Announce Admin* application, and *Announcer* control panel is 1.2.7. At this time there is no planned date for a major upgrade, although there are many features I would like to program into a major upgrade. If a registered user requests a simple enhancement, I will consider a minor update at this time.

**Q: As a registered user, will I receive upgrades?**

A: If there is a major upgrade, or any upgrade for some reason that is important, registered users with either receive a notice or disk in the mail. Otherwise the latest minor releases can be obtained over the InterNet by anonymous ftp to site *ftp.infi.net* in directory */pub/customer/roanoke/tandtsw*. Both the demo and full versions are available there. Demo versions are also be uploaded to America Online and CompuServe. You may also call or send e-mail to request the latest full release on disk.

**Q: Can you add a *Reply* button to the received message window?**

**Q: Can you increase the length of the text message?**

**Q: Can you make the received message window modeless?**

A: The ability to enhance the received message window is very limited in the current release. I will consider these enhancements in a future major upgrade but it will require time and research to implement these features safely.

**Why?**

The features of the received message window, including the message size, is limited by the Macintosh's Notification Manager, a part of the operating system software. When the Announcer receives a message, it does not display the message itself, but "passes" it to the Notification Manager. Then the Notification Manager decides when it is "safe" to display the message. This guarantees Announcer is compatible and reliable no matter what program(s) are running when a message comes in. Unfortunately, Apple did not provide many ways to customize the Notification Manager.

**Q: Are you planning to support TCP/IP networks?**

**Q: Are you planning a Microsoft Windows version?**

A: Ideally, both of these capabilities would be developed into a cross-platform product in a future major upgrade. Adding TCP/IP support to the current Macintosh product would be relatively easy. A Windows version will require more research and development.

**Q: Can I save incoming messages?**

A: Yes. In the recent versions of the Announcer control panel you can check an option to save incoming messages to a text file. This text file, *Announcer Log*, is created in the *Preferences* folder, inside the *System Folder*. In System 7.x you can make an alias to *Announcer Log* and move the alias somewhere convenient, like the *Desktop* or *Apple Menu Items*.

**Q: Can I save common outgoing messages?**

A: Yes. In the *Announce User* or *Announce Admin* program, Select *New Announcement* from the *File* menu. Type your message, then select *Save* from the *File* menu. Next time you want to send

this message, open the file you just saved.

**Q: Can I make the alert sound default *on*?**

A: Yes. Use Apple's *ResEdit* program to edit the 'STNG' resource in *Announce User*. Change the "Default Play Alert Sound" setting to *true*.

**Q: I don't want users sending audio messages on the network. Can the ability to Add Audio be disabled?**

A: Yes. Use Apple's *ResEdit* program to edit the 'STNG' resource in *Announce User*. Change the *Audio Quality* setting to *four blank spaces*, then *Announce User* will not display an *Add Audio* button.

**Q: We use At Ease and need Announcer to use a different network name?**

A: Recent versions of the *Announcer* control panel will let you select *Announce's* network name to be either the *Owner Name* or *Macintosh Name*. By default *Announcer* selects the *Owner Name*. *At Ease* users will want to go to the *Announcer* control panel and change the *Network Name* option to *Macintosh* and then Restart. See the *Sharing Setup* control panel to define specific names.

**Q: When Announcer installs I get an "error -1027" message.**

**Q: In the user list I see some names more than once, but the last letter in each name is different?**

A: Make sure you have only one copy of the *Announcer* control panel installed. Remove any old copies of *Announcer* from the *Extensions* folder. Also make sure your Macintoshes have unique Owner or Macintosh names in the *Sharing Setup* control panel.

**Q: Announcer works on most of our Macs, but one or two Macs do not appear in the user list?**

A: Select *Poll Zone for More Users* from the *Announce* menu. If a Mac still does not appear, rename the *Announcer* control panel on the Mac that will not appear to ZAnnouncer and Restart. This changes the order that *Announcer* loads during start-up and can resolve conflicts with other network software that needs to load before *Announcer*.

**Q: Announce User works on all our Mac except the PowerMac 9500?**

A: The PowerMac 9500 originally shipped with Open Transport 1.0. Apple fixed some bugs in this system software and you should upgrade to Open Transport 1.06 or later.

**Q: Can I invest in your company to speed the development of future releases?**

A: I frequently receive complements and enhancement requests for this product. I am interested in talking with any developer or investor interested in helping Announce mature into a commercial product for both Macintosh and Windows, and TCP/IP networks. I currently do contract programming and need financial support to work full time on such an effort.

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