

NetTalk PLUS+ for Windows

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For technical assistance, please call your LAN Dealer.

NETTALK PLUS+ should be installed on a Novell Netware System Version 2.X or later (running 3.1 or greater IPX.com drivers), Personal Netware and most Netbios LANs (Moses, PowerLan, Workgroup for Windows, Lantastic and others). User names for installation and additional users are obtained from Netbios or Novell shell.

Installation

- 1) Login to your LAN. For the purposes of installing this software, the first user who is logged in will become the NETTALK PLUS+ Supervisor with user management privileges (add, edit, delete, and change hot keys).
- 2) **Start WINDOWS, place NETTALK PLUS+ disk in your disk drive. At the Windows Program Manager, pull down the FILE menu and select RUN. In the RUN box, type A: or B:\INSTALLW and press the Enter button.**
- 3) NETTALK PLUS+ will then scan the LAN for all disk drives and print a list of all fixed and network drives. NETTALK PLUS+ will then create a suggested drive and path based on the first available network drive, and present the following: **X:\NETPLUS** NETTALK PLUS+ picks a network drive but you should change this to a network drive where all users can execute applications (i.e., insert \PUBLIC in most cases - press INS to switch to insert mode). NOTE: Please ensure that all users have ALL RIGHTS to this directory as this is where the Call Log and Sticky Pad files are written. If you need help with RIGHTS, please read the file(s) on this disk called NOVELL.
- 4) NETTALK PLUS+ will copy the software and setup the NETTALK PLUS+ supervisor user account (who is the only person who can change the Hot key settings).

VERY IMPORTANT: Please type README file for important notices.

Adding Another User

The NETTALK PLUS+ supervisor has the capability to add, edit (change telephone numbers and other information in the NETTALK PLUS+ Telephone Directory), and delete users. **Each user MUST run X:\NETPLUS\INSTALLW.EXE (X being the drive where NETTALK PLUS+ was installed and NETPLUS is the directory, modify this if it is different, i.e., F:\HOMETOWN) to put the icons in their Windows screens.**

Starting NETTALK PLUS+ and Main Menu Options

Click on the NETTALK PLUS+ icon (or put the NETTALK PLUS+ icon in your Windows Startup). This loads NETTALK PLUS+ into Windows as a popup. To run NETTALK PLUS+ from within Windows applications, press any one of the following:

ALT CTRL I for the main menu

ALT CTRL P - Telephone Messaging

ALT CTRL Y - Yellow Sticky pads

ALT CTRL O - Ping Pong

ALT CTRL L - Call Log

ALT CTRL B - In/Outbox - "if" messages

ALT CTRL D - Telephone Directory

If you find conflicts with using ALT CTRL keys, please ask the NETTALK PLUS+ Supervisor (generally the person who installed NETTALK PLUS+) to change the hot keys in SETUP. *Click on the desired option with a mouse or press the indicated key. Note the ALT CTRL hot keys still work in Windows!*

Ping Pong

Press ALT CTRL O and type your note, **press Enter**, select the NETTALK user and press enter to send it off. Ping Pong allows any user to send and respond to messages from anyone else on the LAN. You go back to what you were working on. The person receiving the note types a response and it is sent back to you. You can send another, and continue ping ponging until the discussion is over.

Telephone Messaging

Press ALT CTRL P to enter the caller's name and any other necessary information such as company name, then **press Enter** to select an optional telephone line. Once this is done, **press Enter** and a box pops up with the names of the users. Use the arrow keys and/or the first letter of the desired name to highlight the name, **then press Enter**. If the user is known to be out of the office or not logged into the LAN, **Select Not In Choices** and take a message which will appear in their Call Log. You can also check any users In/Out box and status at this time.

Press Send Message - NETTALK PLUS+ will then send the message. The recipient will be presented with a list

of options, such as **I'll take it** and **Take a message**. The recipient clicks on a button or presses one of the menu option keys. For some of the responses, i.e., 'Have party call back' a field is available so a "call back time" can be typed. Then **press Enter**. NETTALK PLUS+ will hold for 15 seconds waiting for a response before automatically returning to the receptionist or person who sent you the call. If you do not know what to do with the call, you can "HOLD" the call indefinitely if you hit any button, i.e., the space bar, instead of the keys, then click on an option when you have made a decision. On the other hand, if no keyboard button or menu option key is selected (if no response is received), the sender will be presented with a list of options such as **Telephoned, Returned Your Call, etc.** which is saved in the Call Log.

Yellow Sticky Notepads

Press ALT CTRL Y will bring up Yellow Sticky Pad. A small menu will appear in the top left corner of the screen. The options are: **Click on Add, Edit, Delete, Print, and ESC to Quit**. Press F2 to enter the first note. While editing, press **F1 (Help) to see the list of keys** used to move around, insert and delete text. **Click on the Save button to save the message or the Send button to send this sticky to send a sticky pad to someone else on the LAN**. When the Edit, Print or Delete button is selected, each box will have a lettered button. Click the button or press the indicated letter key (i.e., A, B, H) to select the desired note. If you have selected Delete, you will be presented with a confirmation prompt.

In/Out Box and "IF" Messages

Press ALT CTRL B will bring up the In/Out box system in NETTALK PLUS+. The function of an In/Out box is to inform other people as to your status. That is, are you In, Out, In a Meeting, Do Not Disturb except for:, Other, i.e., on vacation, on travel, or at the library. Each user selects their In/Out box status but this can be viewed by anyone else on the LAN.

One of the other key features we have added is "if" messages. Each user can place up to 10 "if" messages that can be viewed by any one else on the LAN. "If" messages are particularly useful when communications gets critical. Typical "if" messages would be IF: the client calls tell him that the report is in the mail, IF: my wife calls tell her to meet me downtown tonight, IF: Fred comes to the office for the interview, please give him to Jane first, etc. We have found that many office communications functions can be processed much faster with "if" messages. Each user is the only person who can add, edit, or delete their own "if" messages, however, anyone can place text in the NOTES field. That is, when an "if" task is completed, the receptionist, for example, could make a note in the NOTES field. Only you can change your "if" messages, however, anyone can put notes in the Notes area.

Telephone Directory

Press ALT CTRL D brings up the telephone directory. We added this feature as most organizations need a telephone directory but few if, anyone, takes the time to create much less manage one. The Telephone Directory contains the full user name, mail station or department, telephone extension, and manager/other information. Only the NETTALK PLUS+ supervisor(s) can change any of the information in the Telephone Directory.

Call Log

Press ALT CTRL L to view and delete records from your call log. Records are added to the call log when someone sends you phone messages. The call log record contains the name of the caller and line, the date and time of the call, and the disposition. You can scroll through the file by using the arrow and page keys. The record at the top of the view box can be deleted by pressing the Delete button or you can Print (the top call record, all records, or a range of call records) or Edit the top record of the call log for reference or customer billing purposes. One of the new features in NETTALK PLUS+ is the ability to allow other people to review your call log. This is particularly useful when users are out of the office, when there is a need to have a shared call log, i.e., sales, support, records department, etc. Each user's call log is password protected, however, you can give this password to anyone else. Let's say you are on the road and call in for your telephone calls, you give the receptionist your password and they can tell you who called, print them out and FAX them to you, or print the call log for later use. You can change the password at anytime should you not want anyone to view your records. You will hear a beep-beep every five minutes if you have new calls in your Call Log.