

## While You Were Out Installation Guide

# While You Were Out Release 4.4

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## Contents

## Introduction

### Welcome!

We know you are eager to begin using **While You Were Out (WYWO)**.

If you are like most people, you want to jump right in and start using your new program. We encourage you to at least skim through this Installation Guide first. This will ease you into **WYWO** and have you managing your phone calls and messages in no time!

One more thing before you start. If you bought your package from a dealer, send in your registration card. Without it, we cannot tell you new features, new products or promotions. If you bought **WYWO** directly from **Caliente**, you are already registered.

## Program Description

**While You Were Out (WYWO)** is a fast, convenient and fun to use tool that maximizes your productivity every time you use your telephone. Using the familiar telephone message note, **WYWO** routes phone messages directly, or through optional connections to e-mail and alphanumeric pagers. Ideal for offices that do not want a machine to answer their phone yet want an efficient way for people to handle phone calls and messages.

**WYWO** is a Windows based application for local area networks.

This package includes both 16 and 32 bit versions.

Basic **WYWO** supports up to 5 users.

Add-ons for additional **WYWO** users are available in increments of 5, 10 and 50 users.

## Features

### **WYWO Minimizes the amount of effort and stress associated with answering and recording phone messages:**

Remembers caller information every time you take a message.

Date, time and message taker are automatically recorded.

Recognizes previous callers and eliminates the need to enter repetitive caller information.

Unique carousel feature graphically displays who has new messages.

Message log keeps track of every message you send.

### **WYWO Eliminates a lot of worry and aggravation for receivers of phone messages:**

Builds and maintains a caller database for each user. Contacts are available for auto-dialing when a modem is present.

Organizes messages for users and notifies them when new messages arrive.

Archives old messages for retrieval at a later time.

Fun to use yet requires practically no instruction to install and operate.

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## Network Installation

### Windows 3.X

To install **WYWO** on your network server:

Start Microsoft Windows.

Choose File Run from Program Manager.

Enter A:\INSTALL.

Replace A:\ with a Drive and Path reference if installing from a location different from the A:\ drive.

Install will ask you to select the Shared Directory on your file server where to store the **WYWO** program and data files. If you are upgrading from a previous version of **WYWO**, just install to your current **WYWO** directory.

### Windows 95/NT

To install on your network server:

Start Microsoft Windows 95 or Windows NT.

Choose Run from the Start menu or File Run from Program Manager.

Enter A:\SETUP.

Replace A:\ with a Drive and Path reference installing from a location different from the A:\ drive.

Install will ask you to select the Shared Directory on your file server where to store the **WYWO** program and data files. If you are upgrading from a previous version of **WYWO**, just install to your current **WYWO** directory.



## WYWO Network Setup

### Novell Netware:

The **WYWO** directory and USER directories should have the following access rights for proper operation:

**WYWO** Directory:        Read Only for non-Supervisors.

User Directories:        Read/Write/Create/Erase/Modify.

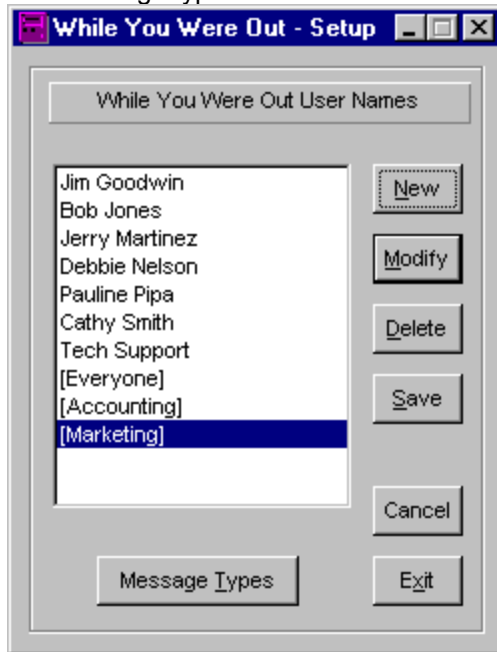
### Windows for Workgroups, Lantastic and Netbios LANs:

The **WYWO** directory and USER directories should be shared with Read/Write Access.

Set the attributes/properties for the EXE and DLL files found in the **WYWO** directory to Read-Only. These settings will prevent a Share Violation when two or more users try to access **WYWO** at the same time.

## User, Group and Message Type Definition

**WYWO** Setup is the administration program for **WYWO** and is used to set up user names, user groups and message types. It is also used for clearing user's passwords should they forget them.



To run the **WYWO** Setup program:

### Windows 3.x

From Program manager, maximize the **While You Were Out** program group.

Double click the **While You Were Out** Setup icon.

### Windows 95:

Click **Start**.

Select **Programs**.

Select **While You Were Out**.

Select **While You Were Out Setup**.

With **WYWO** Setup, you add, modify or delete users, groups and message types.

Click the **New** button to add a new **WYWO** user, group or message type.

Click the **Modify** button to clear forgotten user passwords or change the spelling of a user name or message type.

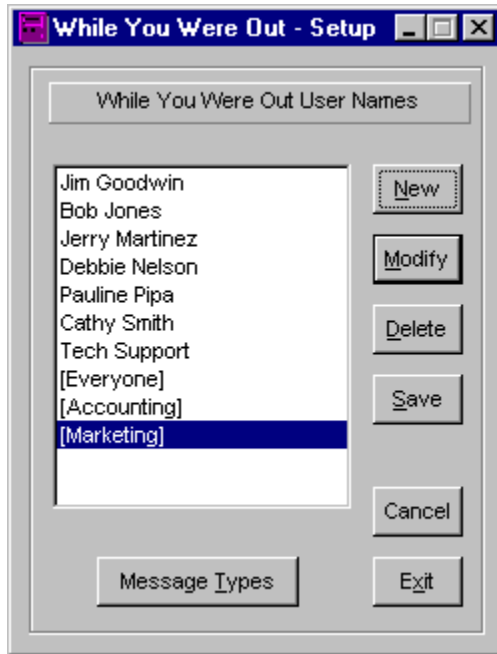
Click the **Delete** button to remove a user, group or message type.

Click the **Message Types/User Names** button to toggle between the User and Message Types lists.

Click the **Save** button to save any additions or changes.

## Add a New User

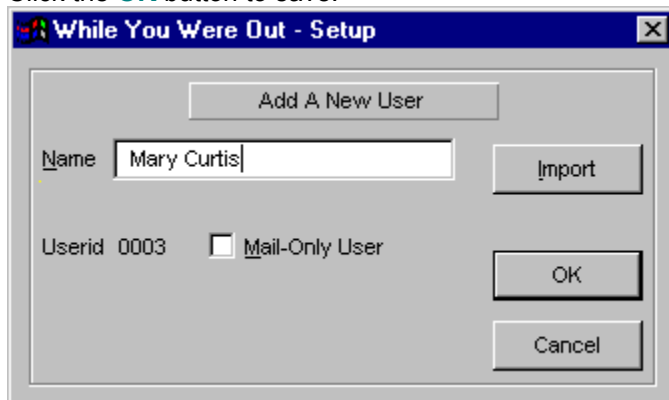
Click the **New** button.



Select **User** from the pop-up menu.

Type the name of the new user into the Name field.

Click the **OK** button to save.



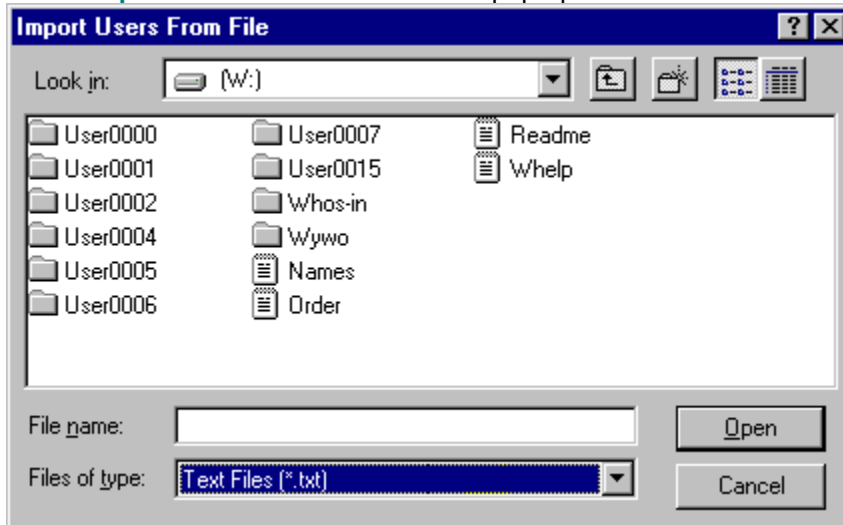
Normally, **WYWO** delivers phone messages to users without the aid of an e-mail system. There are times when messages need to be delivered by e-mail or the Internet.

**Mail-Only User** tells **WYWO** to always send messages to this user by e-mail.

## Import new WYWO users from a text file:

Instead of typing the name of a new **WYWO** user, click the **Import** button.

Select **Import Users From File** from the pop-up menu.



**WYWO** Setup expects to see the new **WYWO** user names as:

*firstname1 lastname1*

*firstname2 lastname2*

*firstnamen lastnamen*

## Import new WYWO users from e-mail:

Instead of typing the name of a new **WYWO** user, click the **Import** button.

Select **Import Users From Mail** from the pop-up menu.



Select one or more names from the mail address list.

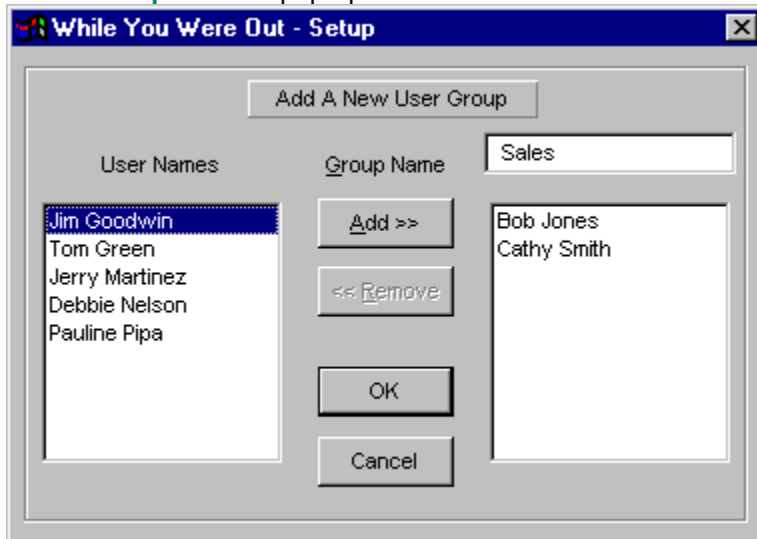
Click the **OK** button when done.

## Add a New Group

Run **WYWO** Setup.

Click the **New** button.

Select **Group** from the pop-up menu.



Enter the name of the new group.

Select the name of a user.

Click the **Add** button to assign that user to the new group.

Click the **Remove** button to delete users from the group.

Click the **OK** button to save the group.

Groups are identified in the user name list by square brackets, ex: [Everyone]. By default, all users belong to the Everyone Group. This allows users to immediately send and receive messages with anyone using **WYWO**. Users have the option to send and receive messages within a specified group. Users can belong to more than one group.

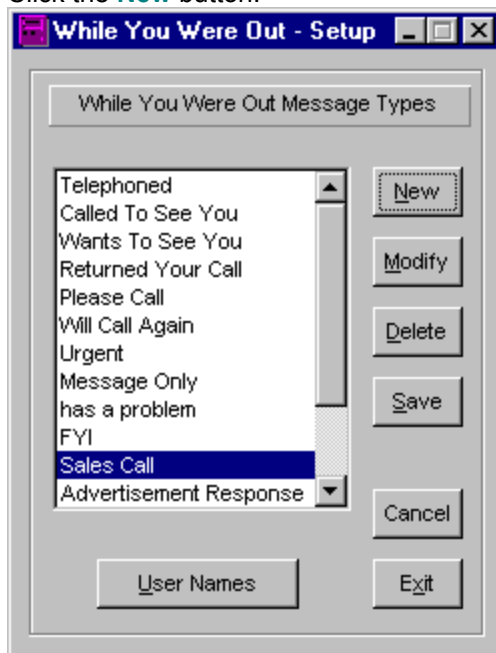
## Add a New Message Type

Run **WYWO** Setup.



Click the **Message Types** button.

Click the **New** button.



Type the new message type into the **Add A New Message Type** field.

Click the **OK** button to save.





## Upgrading from a previous WYWO installation

Before you upgrade from a previous installation of **While You Were Out**, make sure all users running **WYWO** permanently close **WYWO** and Message Carousel.

If you previously set the attributes/properties for the EXE and DLL files in the **WYWO** directory to Read-Only, you must first remove the Read\_Only attribute/property from those files.

From File Manager or Explorer, locate the .EXE and .DLL files found in the **WYWO** directory on your file server. Change the properties of these files to remove their READ-ONLY status.

**WYWO** will automatically configure itself to take advantage of any new features.

## Workstation Installation

### Windows 3.x

Start Microsoft Windows.

Choose **File Run** from Program Manager.

Type g:\WYWO\INSTALL.EXE

where g:\WYWO is the shared drive you where installed WYWO.

### Windows 95/NT

Start Microsoft Windows 95 or Windows NT.

Choose **Run** from the Start menu or File Run from Program Manager.

Enter g:\WYWO\SETUP

where g:\WYWO is the shared drive where you installed WYWO.

This configures each workstation to have access to WYWO, Carousel, user messages and phone books.

## WYWO Workstation Setup

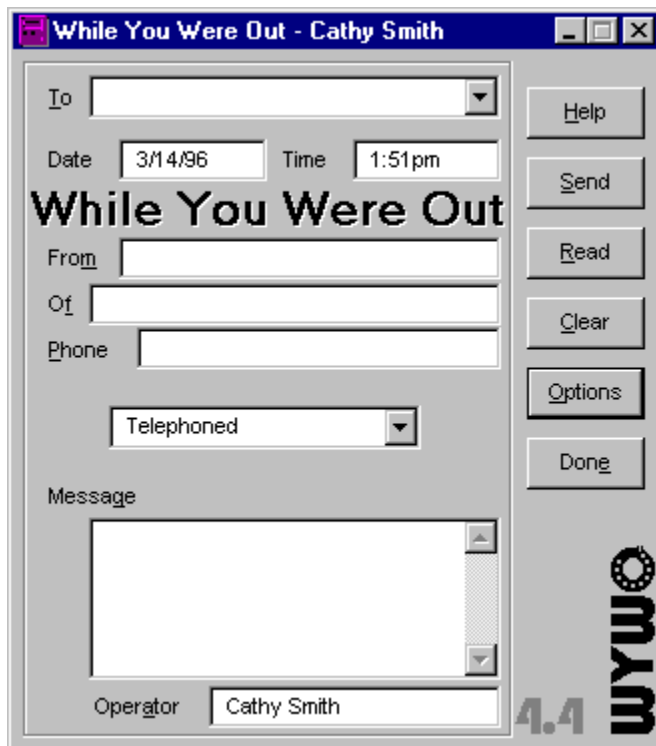
Before **WYWO** users send messages or access their phone books, users must:

Identify the default **WYWO** user for their workstation.

Set message notification parameters.

Set e-mail access if desired.

Enable/disable **WYWO** features.



Run **WYWO**:

### Windows 3.x

From Program manager, maximize the **While You Were Out** program group.

Double click the **While You Were Out** icon.

### Windows 95:

Click **Start**.

Select **Programs**.

Select **While You Were Out**.

When **WYWO** appears, click the Options button to configure **WYWO** for this workstation.

**Note:** Although this manual references the various **WYWO** options from a Win 95 perspective, they are identical for both 16 and 32 bit environments.

## General Settings



**Total Recall** previews previous caller information as you type in the **WYWO** From: field.

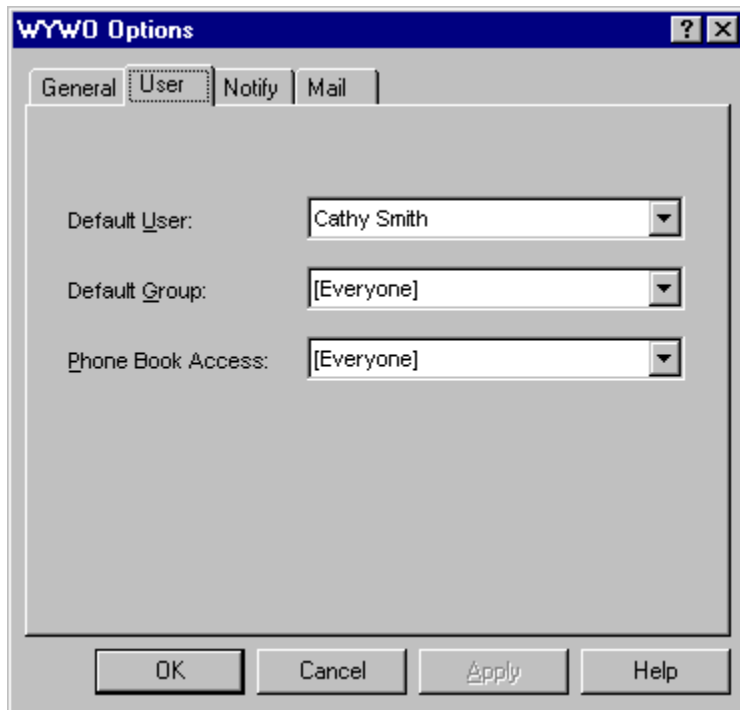
**Always On Top** tells **WYWO** to always be the front window whether maximized or minimized.

**Display Icon On Taskbar** is a Windows 95/NT feature that inserts a **WYWO** icon in the status section of the Taskbar for quick access to **WYWO** features.

**Log Message Sent** saves every message you send to another **WYWO** user. **WYWO** organizes messages into New, Old and Log message stacks.

**Save New Messages** tells **WYWO** to automatically archive viewed New messages into the Old message stack.

## User Settings



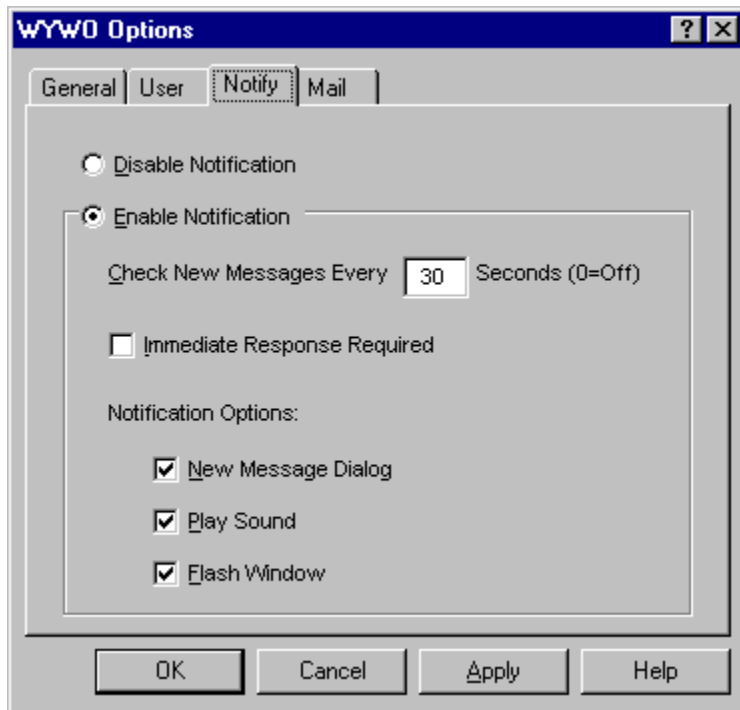
The screenshot shows a dialog box titled "WYWO Options" with a blue title bar containing a question mark and a close button. The dialog has four tabs: "General", "User", "Notify", and "Mail". The "User" tab is selected. Inside the dialog, there are three dropdown menus: "Default User:" with "Cathy Smith" selected, "Default Group:" with "[Everyone]" selected, and "Phone Book Access:" with "[Everyone]" selected. At the bottom of the dialog are four buttons: "OK", "Cancel", "Apply", and "Help".

**Default User** identifies which **WYWO** user is at this workstation. **WYWO** automatically inserts the Default User name in the Operator field of every message created on this workstation. **WYWO** also uses the Default User to locate that person's messages and phone book from the **WYWO** database.

**Default Group** identifies which group of **WYWO** users the Default user can send and receive messages to and from.

**Phone Book Access** identifies which **WYWO** user or group of users have access to your phone book of past callers.

## Notification Settings



**Disable Notification** tells **WYWO** not to notify this **WYWO** user when new messages arrive.

**Enable Notification** tells **WYWO** to notify this **WYWO** user when new messages arrive.

**Check New Messages Every xxx Seconds** tells **WYWO** how often to check for new messages. When 0, continuous checking is disabled.

**Immediate Response Required** forces **WYWO** users to respond to the New Message Dialog before any other Window function is allowed.

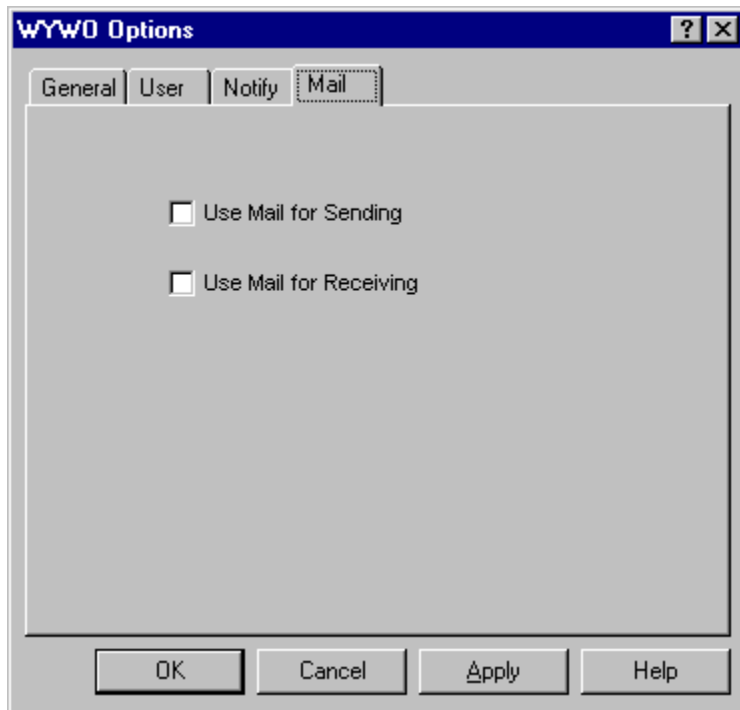
**New Message Dialog** tells **WYWO** to display the New Message Dialog when new messages arrive.

**Play Sound** tells **WYWO** to play a telephone ringing sound when new messages arrive. Located in the **WYWO** directory on your server, the **WYWO.WAV** can be customized with a sound other than the telephone ring.

**Flash Window** tells **WYWO** to blink the **WYWO** Title Bar when new messages arrive.



## Mail Settings



Use **Mail for Sending** to always send **WYWO** messages through e-mail.

Use **Mail for Receiving** to poll your mail box and retrieve waiting **WYWO** messages from e-mail.

**WYWO** automatically detects your mail system even if it is not already running on your desktop

Should **WYWO** fail to detect your e-mail system, make sure the [Mail] section of your WIN.INI has one of the following entries:

MAPI=1 or SMI=1 where MAPI represents Microsoft Mail and SMI represents Lotus cc:Mail/Notes.

The names in the **WYWO** user database must match the names in your e-mail address database. For cc:Mail users, **WYWO** will automatically recognize user names in the format: Nelson, Debbie

Name components must match for proper e-mail delivery.

**Note:** When receiving **WYWO** messages through e-mail, if **Use Mail for Receiving** is not checked, phone messages will remain in your mailbox as regular mail.



## WYWO Paging (Optional)

In addition to interfacing with popular e-mail systems, **WYWO** also works with Windows based paging systems such as PageMaster from Omnitrend.

Single user and e-mail based versions of PageMaster are available. Both are purchased directly from Omnitrend.

To obtain a shareware version of PageMaster call Omnitrend at (860) 678-7679 or download it from their internet web page, [www.omnitrend.com](http://www.omnitrend.com).

When purchasing PageMaster, tell Omnitrend that you plan to use PageMaster with **WYWO** and you will receive a discount off their list price.

## WYWO Page Setup

Install PageMaster on your workstation.

Make sure when adding pager names to PageMaster, they match the **WYWO** user names exactly.

Configure PageMaster to allow page sizes of 240 characters.

Run **WYWO Setup**.

Add a new Message Type: PageMaster

Click the **Save** button then **Exit** button.

## WYWO Page Operation

With both **WYWO** and PageMaster running on your workstation, create a **WYWO** message.

Select **PageMaster** for the type of message.

When you click the **Send** button, **WYWO** sends the message as it normally would. Then **WYWO** establishes a Dynamic Data Exchange (DDE) link with PageMaster and transfers the following **WYWO** message components: recipient, caller information and message. Once received, PageMaster automatically repackages the **WYWO** data into a page and dials the pager associated with the message recipient.

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Jerry Martinez  
President

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### While You Were Out 4.4

<b>5 User Base</b>	<b>US\$99.95</b>
<b>5 User Add-on</b>	<b>US\$99.95</b>
<b>10 User Add-on</b>	<b>US\$189.95</b>
<b>50 User Add-on</b>	<b>US\$749.95</b>

### Whos In? 2

<b>250 User Server</b>	<b>US\$199.95</b>
------------------------	-------------------

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**A-Z**

