

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+W	Forward message. (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:

Print

Export

Delete

Change User

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 **Operator** field contains a valid user name, then the **Reply** menu item will be available.

While You Were Out Commands

Commands

Create Mode Commands

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While You Were Out Procedures

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- [Auto Dialing Phone Numbers](#)
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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](#)

Forward

Forwards the current message.

Related Topics

[Forwarding Phone Messages](#)

[Sending Phone Messages](#)

Delete

Deletes messages.

Related Topics

[Deleting 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](#)

[Auto Dialing Phone Numbers](#)

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](#)

[Auto Dialing Phone Numbers](#)

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](#)

[Auto Dialing Phone Numbers](#)

Forwarding Phone Messages

To forward a phone message:

1. Enter Read mode to view new or old messages.
3. Select the "Forward" button.
4. Select the user or group for forwarding the same way you would to send a message
5. Select the Send button to send the message.

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](#)

Copying Message To Clipboard

Messages can be copied to the clipboard as ASCII text and will be in the same format as messages that are exported as text.

To copy a message to the clipboard:

- 1 While in Read mode , click with the right mouse button on the background of the message to popup a menu and select the "Copy To Clipboard" menu item.

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
- Mail 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 Mail Options are available by clicking on the Display button in the Options screen

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.

WYWO Mail Options

The WYWO Mail Options are available by clicking on the Mail button in the Options screen. While you were out can currently send messages through either the Microsoft Mail or cc:Mail mail systems.

Mail Options available in WYWO:

Use Mail for Sending

Use Mail for Receiving

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

WYWO Mail Options - Use Mail for Sending

The **Use Mail for Sending** mail option will determine whether While You Were Out will attempt to send the current message by using the currently logged in mail system. If the user to whom the message is being sent is valid user in the mail system, WYWO will attempt to send the message using the mail system, otherwise if there is any problem sending by way of mail, WYWO will send the message through its standard sending mechanism. In order for this feature to be available, a valid user must be currently logged into the mail system.

WYWO will attempt to send outgoing While You Were Out messages through the mail system if this option is checked.

WYWO Mail Options - Use Mail for Receiving

The **Use Mail for Receiving** mail option attempt to receive incoming WYWO messages through the current mail system. WYWO will use the currently logged in mail user to scan for incoming While You Were Out messages in addition to its message checking location. WYWO will automatically remove any incoming While You Were Out messages from the mail system once they have been scanned and determined to be new messages.

The mail system will check for incoming While You Were Out messages if this option is checked.

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.

Import

Imports the Phone Book data from a file in ASCII Text, Comma Separated Value, Data Interchange Format, dBASE II, or dBASE III format.

Export

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

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.

Importing Phone Book Entries

Phone Book entries can be imported from a file in ASCII Text, Comma Separated Value, Data Interchange Format, dBASE II, or dBASE III format.

The Phone Book data to be imported contains three fields each with a maximum size of 32 bytes. The three fields should be labeled **From**, **Of**, and **Phone**.

ASCII Text

The format for an ASCII Text data record is three lines of data followed by one blank line separator. Each line should be no greater than 31 characters. The following is an ASCII Text example:

```
Bob Jones  
ABC Company  
(617) 555-1234
```

```
Sue Adams  
XYZ Company  
(203) 555-9876
```

Comma Separated Value

The Comma Separated Value data record is one line long including the three fields separated by commas with the data per field enclosed in quotes. Each field should be no greater than 31 characters. The following is an ASCII Text example:

```
Bob Jones,ABC Company,(617) 555-1234  
Sue Adams,XYZ Company,(203) 555-9876
```

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.

WYWO Auto Dialer

The Auto Dialer feature of WYWO will automatically dial the phone number of a message being read or a number in a Phone Book. You will need a Hayes or Hayes-compatible modem to use the Auto Dialer feature.

To auto dial a phone number:

- 1 Enter the phone number in the **Phone Number** field. This number should already be filled from either a message being read or the selected Phone Book entry. Phone numbers that contain characters as well as digits will be converted automatically to their corresponding digit when the number is actually dialed.
- 2 Enter a dialing prefix for the phone number. Typically this is left blank, but in many businesses a prefix of **9**, is entered which gives access to an outside line and then pauses before actually dialing the specified phone number.
- 3 Enter a dialing suffix for the phone number. Typically this is left blank, but this may be used to enter specific calling card information.
- 4 Select the **Dial** button to dial the phone. The phone number will be dialed and you will be asked to pick up the telephone. After picking up the phone, select the **OK** button after the number has been dialed.

To setup the communications options select the **Setup** button to display the current communications settings and select the appropriate modem options. If the **Auto Long Distance** checkbox is enabled, WYWO will determine whether the phone number in the message or in the Phone Book is a long distance number and automatically precede the number with a **1-** if it currently does not contain the leading one digit.

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.

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

Reads new or old messages for the currently selected user.

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

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

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

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.

Forwards the current message to another user.

Delete new, old, searched or marked messages.

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

Allows you to scroll through the new and old messages.

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.

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.

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.

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

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

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

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

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

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

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 4.4

For business offices who don't want a machine to answer their phone, yet want a fast and efficient way for people to handle phone calls and messages, While You Were Out(WYWO) provides an easy solution. The product utilizes the familiar pink While You Were Out sheet interface with a number of other attractive features that help minimize the stress in answering and recording phone messages.

What's New in WYWO 4.4

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		

How to contact Caliente International via the Internet:

Web Page: www.caliente.com

Email:

Sales:	jack@caliente.com
Tech Support:	pauline@caliente.com
President:	jerry@caliente.com

While You Were Out is distributed exclusively in Australia by

Hudson Software 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 4.4!

Message Create

Weve made creating new messages even more efficient. WYWO quickly finds the recipient of a new message as you type their name in the **To:** field.

Youll notice the same feature when choosing a message type.

Message Log

WYWO 4.4 no longer stores sent messages in a text based log file. Now you can manipulate logged messages just as you would New and Old messages. You will notice when reading messages that you can choose between the New, Old or Log message stacks.

Message Carousel

Find out who has new messages more efficiently. Carousel quickly finds any recipient of new messages as you type their name in the **Search:** field.

Message Modify

You no longer have to jump through hoops just to make changes to a message. Just select the message field you want to change and start typing.

Related Topics

[Existing WYWO Features](#)

Powerful Existing Features:

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.

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

Dynamic Data Exchange

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

Export

Save messages and caller databases to the following file formats: ASCII Text, Comma Separated Value, DIF, dBASE II, and dBASE III.

To select individual messages for export, click the **Mark** checkbox in the lower right of the WYWO sheet.

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.

Forward

After clicking the Forward button while reading a message, WYWO changes to Create mode and creates a duplicate of the message to forward. By default, it inserts the name of the operator from the message you were reading into the To: field and inserts your name in the Operator: field.

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. By default all users belong to the Everyone group. Contact your network administrator to define new or update existing groups.

Message Carousel

Displays a graphical overview as to who has new messages. New messages stay in the Carousel until read by the recipient. A powerful tool for any secretary or receptionist when people are out of the office!

To view another person's messages, double click their name. Although Carousel presents messages in read-only fashion, you can mark messages for printing or to archive as old messages, useful when you read messages to fellow WYWO users over the telephone.

To print one or more messages to a printer device, such as a fax modem, just click the right mouse button and select **Print** from the menu.

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.

NOTE: Your network administrator may limit access to this utility for security reasons. If you do not see a Message Carousel icon in your WYWO group on the Program Manager, please contact your administrator.

MS Mail, cc:Mail and Notes E-Mail Integration

WYWO provides seamless integration with most common e-mail systems. This means you can receive your phone messages anywhere in your organization, have access to all of your favorite WYWO features and import the names from your e-mail address database into the WYWO system.

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

For more details, go to the WYWO Program Group on your Windows desktop and double click the **Email Integration Icon**.

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 phone book.

With a simple click of the right mouse button anywhere on the WYWO sheet, you have instant access to your personal phone book and contacts.

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.

Print

Print messages to any Windows printer device such as a laser printer or fax modem. WYWO prints up to 4 traditional While You Were Out messages per page.

To select individual messages for printing, click the **Mark** checkbox in the lower right of the WYWO sheet.

To print new or old messages, click the right mouse button on the WYWO sheet background and select **Print** from the menu.

Reply

Allows you to respond quickly to the Operator of a new or old message. Click the right mouse button on the WYWO sheet background and select **Reply** from the menu. WYWO will automatically fill the appropriate To: and From: fields.

Right Mouse Button Menu Access

While You Were Out's user interface is unique in that it does not utilize a traditional menu bar found in Windows applications. We believe our design enables first time users to learn basic WYWO features while providing daily users with a fast, efficient and fun to use tool.

You access advanced WYWO features by clicking the right mouse button on the WYWO sheet background or individual fields. A pop-up menu will display features associated with manipulating the entire message or individual message components. The following feature descriptions indicate whether they are accessed from the right mouse button.

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 that matches the search criteria.

Total Recall

Whenever you send a message to another user, WYWO automatically stores a copy of its caller information to a phone book for that user. The next time that person

calls, WYWO automatically fills in the appropriate name, company and telephone number as you create the message.

Related Topics

[What's New in WYWO](#)

