ProPhone for Macintosh

Troubleshooting

Introduction

Welcome to ProPhone for Macintosh! The newest member of the ProPhone family, ProPhone for Macintosh allows you to access the National Telephone Directory Databases on CD-ROM with your Mac. The software allows you to download the listings to your hard drive; import the listings into another application; print customized mailing labels or dial a highlighted number directly. The software for all databases allows for wildcard searching, enabling you to search for a word in a string of words. The listings for all databases are updated on a quarterly basis. Each quarter, about 25% of the listings are updated with information from new telephone directories.

The databases that are available with ProPhone for Macintosh are SelectPhone, DirectPhone, FreePhone and CanadaPhone. **SelectPhone** is a set of five CDs containing business and residential listings from United States telephone directories. Business listings are categorized using the Department of Labor's Standard Industrial Classification (SIC) index. Therefore, you are able to search listings by business classification. All of the SelectPhone fields are optimized for fast searching. The first of our global product line, **CanadaPhone**, is a single CD with both business and residential listings from Canadian telephone directories. The Canadian business listings are also categorized by SIC codes. **FreePhone** is a single CD composed of business listings from the AT&T 800 Telephone directory. The search software for FreePhone is the same as SelectPhone and CanadaPhone software. Business listings are also categorized by SIC codes. **DirectPhone** is a set of two CDs containing business and residential listings from United States telephone directories. The DirectPhone data is indexed only by name; you must initiate the search with a name, and then narrow the search using the other fields. The business listings in DirectPhone are not categorized by SIC codes.

If you have further questions regarding the databases available to use with either the Macintosh, Windows or DOS applications, please call the Pro CD, Inc. Customer Support Department Sales line at 508-750-0055, or Technical Support at 508-777-7766. You may also fax your questions to 508-750-0070, or journey down the Infobahn to our BBS, 508-750-0077. We would love to hear from you!

Product Information

SelectPhone

SelectPhone is a set of five regional CDs containing both business and residential listings. Listings may be retrieved by name, address (including portions of the address), city, state, zip code, telephone number or type of business. Highlighted listings may be sorted by name, address, telephone number, or ZIP+4. Updates are available in January, April, July, and October. Annual subscription available.

DirectPhone

DirectPhone is a set of two CDs containing both business and residential listings. Listings may be retrieved by name. You may then narrow the search using address, city, state, zip or telephone number. Updates available in January, April, July, and October. Annual subscription available.

FreePhone

AT&T's toll free listings on one CD. Listings may be retrieved by name, city, state, zip code, telephone number or type of business. Highlighted listings may be sorted by name, or telephone number. Updates available in January, April, July, and October. Annual subscription available.

CanadaPhone

National Canadian listings on one disc. Listings may be retrieved by name, address (including portions of the address), city, province, postal code, telephone number or type of business. Highlighted listings may be sorted by name, address, or telephone number. [See Select Phone, Free Phone for same retrieval capability.] Updates available in January, April, July, and October. Annual subscription available.

Other CD-ROM titles distributed by Pro CD, Inc. include EUROPAGES, a European business directory edited by Euredit S.A.

This list was updated in July 1994. More titles may be available at the time you read this.

Database Updates

All of the ProPhone databases are routinely updated with new directory listings in an effort to provide you with the most current listings possible. Database updates are released quarterly; each quarter, about 25% of the listings will be updated. Listings are taken straight from published telephone directories. As new directories are released, the new data will be incorporated into the following quarter. Special pricing and subscriptions

are available for all registered users. All of the ProPhone software has been designed to access the titles listed above.

If you have further questions regarding the databases available to use with either the Macintosh, Windows or DOS applications, or pricing information, please call the Pro CD, Inc. Sales Department at 508-750-0055. You may also call our Technical Support Department at 508-777-7766, or fax your questions to 508-750-0070, or journey down the Infobahn to our BBS, 508-750-0077. We would love to hear from you!

Software Upgrades

From time to time Pro CD, Inc releases software upgrades designed to improve the accessibility of the ProPhone discs you received with this package. Pro CD recognizes that customer needs change, and our mission is to adapt our product line to meet your needs. In accordance with that goal, we are currently introducing the long awaited ProPhone for Macintosh software.

ProPhone software updates may downloaded at no charge 24 hours a day from our BBS (508) 750-0077.

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matter. No amendment to or modification of this License will be binding unless in writing and signed by a duly authorized representative of ProCD.

Getting Started

Requirements

ProPhone for Macintosh requires System 7 and a color-capable computer. If your computer has less than eight megabytes of memory (RAM), we recommend that you use Virtual Memory. ProPhone will run fine on a Power Macintosh, and a PowerPC Native version is coming soon.

Installation

To install ProPhone, place any ProPhone CD in your CD-ROM drive. The CD's icon will appear on the desktop. (If the icon doesn't appear, see the troubleshooting section below.) Double-click on it and find the folder called "ProPhone4Mac." Simply drag this folder to your hard drive. This will install the ProPhone software on your computer. The database itself remains on the CD, however; the CD must be in your CD-ROM drive to access the data.

Windows

Database Selection Window
When you first enter the software, or when you click on the "New Disc" button, or when you select "Open Database" from the File menu, you will get a list of available databases. The software will search all available drives to find all of the ProPhone databases. Double-click on the database that you want to view to open it.

Open Database

Click the new disc button or select "Open Database" from the File menu, to search all available hard disks and CD ROM drives for all ProPhone databases. A window will display the available databases. Double-click on the database you wish to view.

Close Database
To close a database, choose Close Database from the File menu, or click the window's close box in the upper left hand corner.

Main Display Window

After choosing a database and opening it, you will see the Main Display Window. This is the principal work space in ProPhone, where all of the searches will be executed. The fields at the top used to enter data are called Data Entry Fields. Depending on the size of your screen, you may need to adjust the field sizes in order to see the SIC, Year, and # of employee fields. (See below on how to resize these fields.) You may also access these fields by scrolling left and right using the bottom scroll bar.

There are four Pop-Ups available in the Main Display window. These are located on the State field, the Telephone field, the SIC field, and the Business field. The purpose of the pop-up menu is to provide you with information that you may not have readily accessible; information such as State abbreviations, SIC codes and Area codes.

The lower portion of the screen is the Data Retrieval Field. Listings that meet your search criteria can be found here. To scroll through retrieved listings, use the page up/page down keys, the arrow keys, or the scroll bars.

Retrieve
Meet Max, our retriever. Type your search criteria, and click on Max with your mouse button. Max will retrieve all matching listings. For those of you non-dog-lovers out there, you may also press the return key to initiate the search.

Clear Search
Click the eraser button or select "Clear Search" from the Edit menu to clear the information you have entered into the Data Entry fields and the resulting listings from the Data Retrieval field. You can also hit the "Esc" key.

Cancel Search

To cancel a search before the search has been completed, press command-period. To do this, hold down the command key and press the period key (**.**).

Highlighting

To highlight a single listing, simply click on that listing. To highlight multiple contiguous listings, click on the first listing and drag the highlight bar over all of the listings you wish to highlight. To highlight a large group of contiguous listings, click on the first listing that you would like to highlight, press the shift key, then click on the last listing that you wish to highlight. The software will highlight all listings that fall between the first and last listing. Another way to do this is to highlight the first listing you would like to highlight. Hold the shift key down, and press either the up or the down arrow to move the highlight to the surrounding listings.

To highlight multiple non-contiguous listings, hold the command key down while clicking on each listing you would like to open. If you decide to add another listing to those that are highlighted once you have released the command key, make sure you press the command key before you click on the listing. Not doing so will de-select all previously highlighted listings.

Adjust Field Size

To adjust the size of a field, click in the title bar (the gray area above the field), and drag it to the left to make the field smaller, or to the right to make the field larger.

Hide a Field

To hide a field, click on the gray bar separating the field names. The field will then be hidden from view; only the gray bar will remain as a placeholder. To restore the field, simply click the gray bar and the field will once again be visible.

Locking/Unlocking

While holding the command button down, click on the field to alternately lock/unlock that field. A locked field will display a padlock icon.

A locked field will freeze any search criterion in the field. When you clear the current search, this information will be saved. This function is especially useful when conducting repetitive searches. People frequently ask, "How can I limit my search to only business listings? I do not need the residential listings." The easiest way to do this is to type a B in the

Business field. Then lock that field, and you need not continually re-enter that information.

Pop-Up Windows

There are four Pop-Ups available in the Main Display Window (available with SelectPhone, CanadaPhone and FreePhone). These are located in the State field, the Telephone field, the SIC field, and the Business field. The purpose of the Pop-Up window is to provide you with information that you may not have readily accessible; information such as State abbreviations, SIC codes and Area codes. You can access these windows by clicking on the arrow button in the corner of the State, Phone, SIC and Business fields.

SIC Pop-Up

If you do not know the SIC codes, use the SIC pop-up. Click the arrow in the lower right hand corner of the SIC field. Once in the pop-up window, type in a key word for the kind of business you would like to search. Do not press enter, the software will search automatically. A complete list of all SIC codes containing that word will appear in the window. Highlight the SIC code that best suits what you are searching by clicking on it.

Press OK, and the SIC code will automatically be inserted into the SIC code field. Double-clicking on the highlighted SIC code will serve the same function. If you do not find the SIC code from the key word you searched, try typing the root, or a different variation of the word.

If you prefer to not scroll through the SIC codes on the screen, you may print a complete list of all SIC codes used in the database instead. There is a file in the ProPhone folder called "SIC." You may access the file from any word processing program, and print it from there. Please note, the SIC file is about 45 pages!

Telephone Pop-Up

Click the arrow button in the lower right hand corner of the Phone field. Type the state name or part of the state name, or the state abbreviation at the prompt. Do not press enter, the software will search automatically. A complete list of all area codes in the state will appear in the lower window. Some states have multiple area codes. The area codes are identified by major city in that area code. Highlight the area code that you wish to search.

Press OK, or double-click the highlighted listing to return to the main Display window and automatically insert the area code into the Phone field.

States Pop-Up

Click the arrow button in the lower right hand corner of the field. Type the state name, or abbreviation, or part of the state name. Do not press enter, the software will search automatically. A complete list of all states that contain the letter sequence you entered will appear on the screen. Using your mouse, highlight the state that you want to search.

Press enter or double-click highlighted listing to return to the Main Display window and automatically insert into the state field.

Business Pop-Up

Use this field if you want to limit your search to only business listings (B), or only residential listings (R), or all possible matches (A). Select the record limit field using the mouse and enter the limiting criterion. If you are not sure what to enter as a limiter, click the arrow button found in the lower right hand portion of the field to get a listing of available inputs. Double-click the item to choose it.

Tag Manager Window

The Tag Manager shows a listing of all tagged items found in the Main Display Window; tagged items appear in red. This window looks identical to the Main Display Window with the exception that the fields are grayed out and can't be used to input information.

The purpose of the Tag Manager is to create a temporary file of listings that you will want to print, export, or dial once you have completed all of the searches.

When you tag a listing by using the Tag command from the Edit menu, (or by double-clicking a listing), the listing will automatically be stored in the Tag Manager. Tagged listings will remain in the Tag Manager until you untag them. Clearing listings from your search screen will not affect tagged listings in the Tag Manager. You can create any size file with any combination of listings, then print or download them all at once. Once you exit ProPhone, however, the listings will **not** be saved in the Tag Manager.

Tag

Create your own file with only the listings you want using the Tag Feature. Simply click this button or select "Tag" from the Edit menu to tag the currently highlighted item(s) in the Main Display Window. Tagged item(s) turn red showing that they have been tagged and will be transferred to the Tag Manager. Double-clicking on the listed item will also perform this function.

Untag

If you want to remove a name from the Tag Manager, don't despair! Names can easily be removed by clicking this button, or selecting "Untag" from the Edit menu to untag a tagged item (untagged items appear in black). Double clicking on the tagged item will also perform this function.

Putting ProPhone to Work

Searching
There are three types of searches: lookup, restrictive, and sorts. A lookup search is where you retrieve listings by entering information into a single field. A restrictive search is where you enter information into two or more fields. A sort (not available with DirectPhone) is where you wish to retrieve listings related to the highlighted listing, such as listings with adjacent telephone numbers or addresses.

Entering Search Criteria
When searching for a listing, it is very important to correctly enter the data that you are searching. The software will search for what you typed in. If you do not find the listing that you are searching for, try a different spelling. Keep in mind that misplaced spaces, misspelled names, and inaccurate punctuation marks will throw the search off. Be aware of abbreviations when searching. A city with a long name may be abbreviated in the database. You must enter the abbreviated name to search correctly.

Optimized Searching
When searching for a specific street address, it is preferable to include the city name, state, the area code or zip code if you know it as well as the street address for optimized searching. Entering in as much information as possible results in faster searching, as it is not necessary to search the entire disc for the information you are searching for. The name field, city, state, telephone and zip code fields have been optimized for fast searches. Where possible, information from at least one of these fields should be included in the search for optimal searching capabilities. (In DirectPhone, only the name field has been optimized this way.)

Sorting

Sort by Address

If you have just successfully completed a renovation, and would like to find the names and addresses of your customer as potential leads, then you will benefit from the neighbor search. Click this button or select "Address" from the Sort menu to sort the highlighted listing by address and display all of the neighbors.

Sort by Telephone Number
Click this button or select "Phone" from the Sort menu to sort the highlighted listing by telephone number and display listings that have the same or adjacent telephone numbers.

Sort by Name
Click this button or select "Name" from the Sort menu to sort the highlighted listing by name and display all listings with the same or alphabetically adjacent names. If you are making use of the neighbor or telephone search options, the simplest way to return to name search is to click this button.

Sort by ZIP+4
Click this button or select "ZIP+4" from the sort menu to sort the highlighted listing by ZIP+4 and display all listings with the same or numerically adjacent zip codes.

Search Specialties: Booleans and Wildcards
Boolean and wildcard operators enhance the search engine and allow you to either perform more defined searches, or to broaden the search scope. There are three types of Boolean searches that define a search: **Or** (|), **And** (+), and **Not** (!); and there are three wildcard operators that will broaden the search: (*, ? and $).
The maximum number of terms in a Boolean search is five. It is important to note that these searches can slow the search engine down, so use them wisely.

Defining a Search

Search More Than One Criterion In a Field
The most frequently used Boolean operator is the OR operator. OR is commonly used in SIC, ZIP, and phone fields to search multiple criteria. Using the OR operator will display all listings that match either the first criterion **OR** the second criterion. You can specify an OR search by using the word ".or.". You may also use the pipe key (|) located above the

return on your keyboard. This would be the operator to use if you are searching for everybody in more than one zip code, area code, or SIC code.

- For Example, if in the telephone field you type:
                508|617
The search will return a complete list of everyone who lives in either the 508 **or** the 617 area code.
- Another way of specifying this search is to enter:
                508 **.**OR**.** 617

Match Multiple Limiting Criteria in a Field
The AND operator is most commonly used in the SIC field. Using the AND operator, means listings must meet this criterion AND that criterion. You can specify and AND search by using the word ".and.". You may also use the plus key (+). Customers would use this field if they want to find listings that match two (or more) criteria in a given field.

- For example: If you are searching in the SIC field for everyone who is both a Dentist AND a Surgeon, you would enter:
                8021 **.**AND**.** 8011S
Your retrieval field will display all people who are listed as both Dentists AND Surgeons.

- You may also perform the search in the following way:
                8021+8011S

Do not confuse the AND operator with the OR operator. The only time you will use the AND operator is if you want to compile a list of people who meet two sets of criteria at the same time: someone who is both a doctor and a surgeon, for example. The OR operator is the most commonly used operator, often by people targeting all listings in more than one ZIP code or area code.

Weed Listings Out of Your Search
The NOT operator is used most often in the phone and zip code fields. Using the NOT search will provide a list of everybody who meets the search criterion except those you have indicated that you do not want to find. You may specify a NOT search by using the word ".not.". You may also use an exclamation point (!).

• For Example, you would like to retrieve all listings in California, except not those in the 707 and 916 area codes. In the state field enter CA, and in the phone field you would type:

> **.**NOT**.** 707 **.**NOT**.** 916

Your display will then show all the listings in California except not those in the 707 or the 916 area codes.

• Another way to do the same search is to enter:

> !707!916

Broadening a Search

If you are unsure how to spell a name, or if you want to search for part of a name, use a wildcard search. A wildcard is a symbol that can take the place of any letter or number.

An asterisk * matches zero or more characters. Using this operator indicates that you are not sure whether or not there are characters missing from a string.
   • For example, **St Paul** could also be spelled **Saint Paul**. You may not know which spelling to use for a complete list of everyone in St Paul. Rather than doing the search two times to retrieve all of the listings, you could type **S*t Paul** to retrieve all St Paul listings as well as the Saint Paul listings.

All search fields are considered to have an implicit wildcard on the end of it. For example, searching for "Rose" in the name field will turn up Rose, Rosen, Rosenbloom, etc. To prevent this, add a space at the end (e.g. "Rose ").
   Normally ProPhone searches only the beginning of each field. For example, a search for "Ann" would match "Ann," "Anne," and "Annie," but not "Mary Anne." To search anywhere in the field, place an asterisk in from of the text like this: "*Ann."

A question mark **?** matches zero or one characters. Using this operator indicates that you are unsure as to whether or not there should be a letter in a particular position.
   • For example, you do not know if Joe spells his last name Macdougal or McDougal. In the data entry field you would type: M?cdougal to retrieve a complete list of all the Macdougal and McDougal listings. The additional letter would be inserted where applicable, and omitted where not appropriate.

A dollar sign **$** matches exactly one character. When you insert a $, you are indicating that there should be a character in that position, but you're not sure what that letter is.

For example, you would type: Jeffers$n to display names spelled: Jeffers<u>o</u>n and Jeffers<u>e</u>n.

Please note, use of the wildcards may slow the search engine.

Jericho Search

If you have more than one CD-ROM drive, you can now search multiple databases at one time with the Jericho Search. A Jericho search combines several databases into one, as if you had one really big CD-ROM disk.

The key to performing a Jericho search is to open the databases at the same time. When you first enter the software, you will see a list of available databases. Highlight the first database you want, then hold the command key down and click on the other databases you would like to open. Make sure that you either hold the command key down until you have highlighted all of the databases that you want open, or press the command key BEFORE clicking any other databases. Not doing so will de-select the previously highlighted databases.

You will know whether or not you have opened the databases properly if the Jericho Search window appears on your screen in place of the Main Display window. You may carry out the same searches in the Jericho Search window as in the Main Display window, only now you will be searching across multiple databases for the listings. Please note, each additional database requires 2-3 megabytes of memory (RAM) to run.

Download Functions

You can copy, print or export ProPhone listings as easily as you found them. ProPhone is the only electronic phonebook that allows you to download unlimited listings at no additional charge.

You can download highlighted listings, tagged listings or all listings that match your search criteria. When you choose the Copy, Print or Export commands, an option window will ask you which listings you want. It will also ask you what format you want the listings to be in. These formats are explained below.

<u>ASCII</u> (comma-delimited)

Highlight "ASCII" from Format menu to format the information in ASCII text file format. ASCII format means that all fields are enclosed in quotes and then separated by a comma.

```
"TEST CORP","622 JOHN ST","PEABODY","MA","32803","555-555-5555"
"TEST & CAL CORP","652 MIDWAY","DANVERS","NH","56565","555-555-5555"
```

Database (DBF)

You can export listings in standard DBF format. This format is useful when importing the data into spreadsheets and databases. Highlight "Database" from the format window to export the information in DBF file format. Please refer to the table below for record layout

Field		Field Name	Type	Width
1	Last Name	Character	32	
2	First Name MI	Character	32	
3	Town	Character	20	
4	State	Character	2	
5	Zip	Character	10	
6	Address	Character	46	
7	Telephone	Character	10	
8	Year	Character	1	
9	Type	Character	1	
10	Bussize	Character	1	
11	SIC1	Character	5	
12	SIC2	Character	5	
13	SIC3	Character	5	
14	SIC4	Character	5	
		Total:	171	

For business listings, the company name will go in the Last Name field. For residential listings, the middle name is included in the First Name field.

The Bussize (employee count) and the Year fields have one character in the field that points to another number. Please refer to the two tables below for a description of what these two fields point to.

```
Publication Date:
1= 1991, 2= 1992, 3= 1993, 4=1994, etc...

Employee Size Code:
1= 1000+          6= 10-19
2= 500-999        7= 6-9
3= 100-499        8= 1-5
4= 50-99          Z= unknown
5= 20-49
```

Fixed

Highlight "Fixed" from the Format menu to use this format. This is the default format. When printing, a Fixed Format uses the field spacing that you set in your display window to print the data. Note that due to differences in printing, you may need to adjust the field spacing to get the correct output.

You may want to print in Landscape mode to fit more information on a page. In Landscape mode, the print-out is turned sideways. Before you print, choose "Page Setup" from the File menu. Click on the picture of the sideways piece of paper to enable Landscape mode.

<u>Galley</u>

Highlight "Galley" from the Format menu to format the information in Galley Format. Galley Format is when all items are separated by a comma and one space. The phone number is justified on the right-hand side. The following is an example:

```
TEST CORP, 622 JOHN ST, PEABODY, MA, 32803        555-555-5555
TEST & CAL CORP, 652 MIDWAY, DANVERS, NH, 56565  555-555-5555
```

This compact format is good for reading a whole list of addresses and phone numbers, especially if you view it in a monospace font like Monaco.

<u>Label</u>

This format resembles a standard envelope address label and can be used to print labels. Be sure to adjust the settings in the Label Editor.

```
TEST CORP
622 JOHN ST.
PEABODY, MA  32803
```

<u>Business Card</u>

Choosing the Business Card format will output the name, street address, city, state, zip and telephone number in a stacked format, resembling a standard business card.

```
TEST CORP
622 JOHN ST.
PEABODY, MA  32803
555-555-5555
```

Print

Click this button or select "Print" from the File menu to print the current listing that meets the search criterion. The list will be printed to the current default printer. If you have a ZIP+4 database, choosing the "ZIP+4 only" option will print only listings that contain ZIP+4 information.

Label Editor
To view the Label Editor, click on the Label Editor button in the lower right hand corner of the print dialog box, or choose Label Editor from File menu. The label editor will then be displayed. Use it to edit the label size and margins. If you are not sure what the parameters are for your type of label, review the package that they came in.

   • You must make sure you have set the following parameters in order for your labels to print properly.

   Vertical Number: How many labels down.
   Horizontal Number: How many labels across.
   Top Margin: How much space there is between the top of the sheet of labels and the first label.
   Left Margin: How much space is between the left edge of the sheet of labels and the start of the label.
   Vertical Spacing: How much space is between the columns of labels.
   Horizontal Spacing: How much space is between the rows of labels.

   • Adjust label parameters, then click OK.

Export
Click the export button or select "Export" from the File menu to export or download the listings to a file.   A pop up window will prompt you for a file name in which to place the data.

Copy
Choose Copy from the Edit menu. The Clipboard Options dialog window will appear on the screen. Set the appropriate parameters. You may copy either Highlighted Entries, Tagged Entries, or All Matching Entries. Once you have indicated what you want to copy, and chosen the format you want to copy the listings in, click the OK button.
   Because of a limit imposed by the Macintosh text clipboard, you can only copy 100 listings at a time. The Clipboard dialog box will indicate how many records were copied. If you need to download more than 100 listings, try using the Export command instead.

Show Clipboard
To view listings you have pasted to the clipboard, simply choose Show Clipboard from the Edit Menu.

Count

Click the counter button or select "Count" from the File menu to count the number of entries meeting the search criterion in the currently selected window (Tag, Main etc.). A pop up window showing the total number of entries found in the current list will be displayed.

Other Functions

Dial Setup
Before using the dial feature you must first configure the software to recognize your modem. Choose "Dial Setup" from the File menu. Specify the various parameters, then click OK. Also, make sure your modem is connected to the modem port on the back of your computer. (ProPhone does not support dialing through the printer port.)

You must set the following options before dialing.
• Local Area Code: Enter your local area code. This indicates to the software which dial string it should use.
• Local Prefixes: Enter the local prefixes for your area. Doing so indicates to the software which dialing string should be used.

You must verify that the following option has defaulted to the appropriate settings.
• Dial: The default is ATTD (tone dial). In most cases you will need only use the default ATTD. However, should you need to change to ATPD (pulse dial), make that change in this box.

The following options have defaults. You probably do not need to make any changes.
• Local Dial String: The default is #. Based on the information that you entered into the local area code and local prefix fields, this dial string will be used if the number you are dialing is within your area code and prefix.
• In Area Dial String: The default is: 1#. This string will be used if the number you are dialing is within your area code, but not in one of the local prefixes.
• Out Of Area Dial String: The default is 1A#. This string will be used if the number you are dialing is not within your area code (or prefix).

Dial
Once the modem has been configured, highlight the listing you want to dial and click on the dial button, or choose dial from the file menu to dial the currently highlighted item. ProPhone will instruct your modem to dial the number. When the modem is done dialing, click the "Talk" button to keep it from interfering with your call.

Mix Case

The Mix Case feature allows you to change listings from all capital letters to a combination of upper and lower case letters, and then back again. The software will automatically capitalize the first letter of each name, and change the remaining letters to lower case. When you choose Mix Case from the Edit menu, JOHN R MICHAELS becomes John R Michaels.

Swap Name

This is the ideal feature for those of you who are using ProPhone for mailing labels. Highlight Swap Name from the Edit menu to re-arrange first name and last name. You can view listings as Snyder, Phil or Phil Snyder.

Change Font/Size

Standard Macintosh feature that allows you to change the font and font size of the current window.

Toolbar

You can use the mouse to click on the various buttons found on the toolbar to perform the specified function. You can hide the Toolbar by clicking its close box. Also, choosing "Toolbar" from the Window menu will toggle the state of the Toolbar.

New Disc

Click the new disc button or select "Open Database" from the File menu, to search all available hard disks and CD ROM drives for all ProPhone databases. A window will display the available databases. Double-click on the database you wish to view.

Clear Search

Click the eraser button or select "Clear Search" from the Edit menu to clear the information you have entered into the Data Entry fields and the resulting listings from the Data Retrieval field.

Tag

Create your own file with only the listings you want using the Tag Feature. Simply click this button or select "Tag" from the Edit menu to tag the currently highlighted item(s) in the Main Display Window. Tagged item(s) turn red showing that they have been tagged and will be transferred to the Tag Manager. Double-clicking on the listed item will also perform this function.

Untag

If you want to remove a name from the Tag Manager, don't despair! Names can easily be removed by clicking this button, or selecting "Untag" from the Edit menu to untag a tagged item (untagged items appear in black). Double clicking on the tagged item will also perform this function.

Sort by Address

If you have just successfully completed a renovation for one of your customers, and would like to find the names and addresses of his neighbors as potential leads, then you will benefit from the neighbor search. Click the red door button or select "Address" from the Sort menu to sort the highlighted listing by address and display all of the neighbors.

Sort by Telephone Number

Click the telephone button or select "Phone" from the Sort menu to sort the highlighted listing by telephone number and display listings that have the same or adjacent telephone numbers.

Sort by Name

Click the face of your neighbor button or select "Name" from the Sort menu to sort the highlighted listing by name and display all listings with the same or alphabetically adjacent names. If you are making use of the neighbor or telephone search options, the simplest way to return to name search is to click this button.

Sort by ZIP+4

Click the mailbox button or select "ZIP+4" from the sort menu to sort the highlighted listing by ZIP+4 and display all listings with the same or numerically adjacent zip codes.

Print

Click the printer button or select "Print" from the File menu to print the current listing that meets the search criterion. The list will be printed to the current default printer.

Export

Click the export button or select "Export" from the File menu to export or download the listings you are examining.

Count

Click the counter button or select "Count" from the File menu to count the number of entries meeting the search criterion in the currently selected window (Tag, Main etc.). A pop up window showing the total number of entries found in the current list will be displayed.

Dial

Once the modem has been configured, click on the dial button, or choose dial from the file menu to dial the currently highlighted item. Whether you are in the Main Display window, or the Tag Manager, you must highlight listings to be dialed.

Retrieve

Meet Max, our retriever. Type your search criteria, and click on Max with your mouse button. Max will retrieve all matching listings. For those of you non dog lovers out there, you may also press the return key to initiate the search.

Troubleshooting

Memory considerations

You need to read this section if you get a message that there is not enough memory to run ProPhone, or if you see a message that ProPhone has encountered an Out of Memory error.

We recommend you allocate 5 megabytes of memory (RAM) to the ProPhone application.

If you do not have this much free RAM, you will get a message that there is not enough available memory when you try to start up ProPhone. To free up more memory, you can:

• Quit other applications. If your machine has 8 megabytes of RAM, you will now be able to run ProPhone.

• Turn on Virtual Memory. Select Control Panels from the Apple menu at the left of the menu bar. Find the control panel called "Memory" and double-click on it. In the panel labeled "Virtual Memory," click the On button, and adjust the up and down arrows to set the amount of memory you want. If you have a 4 megabyte machine, set this number to 8 megabytes. When you restart, you will have enough memory to run ProPhone.

The actual amount of RAM needed by ProPhone will vary with the database used — for example, DirectPhone databases require less memory than SelectPhone ones. You may be able to run ProPhone with as little as 3 megabytes of RAM allocated to it, but this is not recommended. If you have more than one CD-ROM drive and want to search multiple databases, you will need more memory. If ProPhone tells you that it has encountered an Out of Memory error, you will need to give it more memory.

To set the amount of memory allocated to ProPhone, click once on the ProPhone icon (not the folder). Select Get Info from the File menu. Adjust the memory settings in the lower right-hand corner of the Get Info window.

Why can't I access my CD?

• If you have an external CD-ROM drive, the drive must be on <u>before</u> you start up your Mac. Make sure the drive is on and reboot.

• Your Mac needs certain files in order to access a ProPhone disc. You must have the files "Foreign File Access" and "ISO 9660 File Access" in your Extensions folder.

If you're still having problems, call our Technical Support line at 508-777-7766.