Sahalie Software's
MAPI MESSAGE PAD

VERSION 4.0

Overview

MAPI Message Pad is a telephone message system that supplements or replaces the traditional "While You Were Out" message pad.

Message Pad utilizes the E-Mail services (MAPI) provided by Microsoft Windows® and Microsoft Mail ™. It requires a post office and user accounts created with either Microsoft Mail 3.x or the Mail application provided with Windows 95, Windows NT or Windows for Workgroups.   Because of its ability to access the accounts on your existing E-Mail system, Message Pad is very easy to install, use and maintain.

Message Pad is tightly integrated with Windows E-Mail.   Messages sent with Message Pad appear in the Windows 95 and MS Mail Inbox and can be viewed either there or in Message Pad.   One advantage of this close integration is that you do not need to run Message Pad all of the time in order to be notified of new Message Pad messages.   If MS Mail or the Windows 95 InBox are active, they will trigger a dialog box which will notify you that you have received a new phone message. (Note: This feature is currently not enabled in Windows NT.   See Note to Windows NT Users below.)

A demo version of Message Pad is available as Shareware.   You can try it free for 30 days.   If you continue to use it, you must purchase it.   When you purchase Message Pad, you will receive disks with the registered version and a copy of the manual.   Message Pad is reasonably priced to provide value and to encourage registration.   Purchase information can be found at the end of this manual, and an order form (ORDER.RTF) is also included.

Please note that features requiring database functions, including caller search and message logging, are not enabled in the shareware version.   The additional database files required for these features would greatly increase the download size of the shareware version.   Message Pad uses the industry standard Microsoft Jet database engine, the same database that powers Microsoft Access™.   This means that the caller search and message log databases used by Message Pad can be accessed through Microsoft Access for advanced searching, sorting and reporting.

New Features in Message Pad 4.0

• **32 Bit power for Windows 95 and Windows NT**

• **Improved message logging, with easy access to logged messages (registered version)**

• **Return receipts (registered version)**

• **Print list of all pending messages**

• **Windows 95 FaceLift**

Other Great Features

• **Recipient Lookup and PickList**

• **Message Forwarding**

• **Message Management with Follow-Up Checkboxes**

- **Caller Search, which uses a database of previous callers to automatically fill in the caller's name, company and phone number.   Caller Search looks up matches as you type the caller's name. (registered version)**

Installation

System Requirements

Message Pad requires a post office and user accounts created with MS Mail 3.x or the Mail application provided with Windows 95, Windows NT 3.51 or Windows for Workgroups. When you start Message Pad, it will automatically log on to your regular Exchange or MS Mail account.

MAPI Message Pad is available in 16 bit and 32 bit versions.   The 16 bit version is designed for Windows for Workgroups and Microsoft Mail 3.x.   The 32 bit version is designed for Windows 95 and Windows NT 3.51.   It is recommended that you have at least a 486 with 16 megs of ram if you are using Windows 95 or Windows NT.

To install Message Pad using the Setup program

In Windows 95:

- Insert Message Pad Disk 1 into drive A: or B:

- Click the Start button

- Select the Run… command

- In the Run dialog, type **a:\setup.exe.**   If the setup files are in another drive or directory, substitute that drive or directory for a:\.

- Click OK and follow the on-screen instructions

In Windows for Workgroups or Windows NT 3.51:

- Insert Message Pad Disk 1 into drive A: or B:

- From Program Manager's File menu, choose Run.

- In the Command Line box, type **a:\Setup**.

- Click OK and follow the on-screen instructions

Starting Message Pad

You can start Message Pad from its Program Manager icon or from Microsoft Mail.   There are two ways to start Message Pad from Microsoft Mail:

- *Select "Message Pad" from the "Compose" menu in the Windows 95 Inbox or the "Mail" menu in MS Mail*.   This will start Message Pad or activate the current session if it is already running.   This menu item is added to MS Mail by Message Pad.

- *Open a Message Pad message from MS Mail's InBox*.   Message Pad messages can be identified in the Mail Inbox by the word "PHONE:" at the beginning of the subject line.   By default, Message Pad messages that are opened from Mail will be displayed in Message Pad.   This can be changed by selecting "Preferences" from the Options menu, and unchecking the check box labeled: "Launch Message Pad when message opened in Mail."

     Note: You cannot start Message Pad from Microsoft Mail in Windows NT.   Instead, Message Pad must be started from its Program Manager Icon in Windows NT.   See Note to Windows NT Users below.

Sending Messages from Message Pad

To send a message

- *Click the "Compose" button* or choose "Compose Message" from the File menu.   This clears Message Pad and enters the current date and time.

- *Enter the name of the recipient of the message in the "To" box* .

- *Enter the name and phone number of the caller and other pertinent information*.   Press TAB to move the insertion point to the next box.   Press SHIFT-TAB to move to the previous text box.

- *Click the "Send" button*, choose "Send Message" from the File menu, or press CTL-S.

Recipient Pick List

Message Pad lets you create a pick list of people who are frequent message recipients.   Names can be selected from the pick list by clicking the down arrow button next to the "To" box or by pressing the Down Arrow key on your keyboard when the cursor is in the "To" box.

The pick list is also used to autofill the "To" box.   As you type the recipient's name, Message Pad will check for matching names in the pick list and will automatically fill in the rest of the name for you.

To modify the the pick list, select "Recipient Pick List" from the "Options" menu.   This will display the "Recipient List" dialog box, which allows you to add or remove names from the recipient pick list.   You can add names directly from your Mail Address Book by clicking the Address Book button in the "Recipient List" dialog.

The recipient pick list is maintained in a text file named RECIPS.LST in your Message Pad directory.

Verifying Recipient Mail Addresses

When you send a message, Message Pad automatically verifies the recipient's name.   If the name does not match a valid user account, the message will not be sent.   If you entered a partial name, for instance the first name only, Message Pad will attempt to match that name with an existing account.   If the partial name matches more than one user account, you are presented with a list of matching names from which to choose.

Caller Search

Caller Search uses a database of previous callers to help you fill in the name, company and phone number of callers.   Caller Search is activated when you click the Compose button (or select New Message from the File menu), and it searches for matches as you type in the caller's name.   When the message is sent, Caller Search automatically updates its database.

Caller Search can be turned on or off by double clicking the "Caller Search" panel on the status bar.   In addition you can enable or disable Caller Search and select the Caller Search database by selecting "Data Options..." from the Tools menu

Caller Search is only available in the registered version of Message Pad.   Caller Search uses the Microsoft Jet 3.0 database engine, which is provided in the registered version of Message Pad.

Working With Messages You've Received

Message Pad checks your Mail account for new phone messages at the time interval specified in the Preferences dialog.   You can also direct Message Pad to check for new messages by clicking the "Get New" button or selecting "Get New Messages" from the File menu.

When new messages are received, they are listed in the Pending Messages listbox.   Unread messages have a pink message slip icon.   Messages that have been read have a white message slip icon.   Urgent messages are also preceded by an exclamation mark icon.

You can perform the following actions on received messages:

- *Display the message* - Select the message in the Pending Messages listbox

- *Print the message* - Display the message and click the "Print" button or choose "Print Message" from the File menu.

- *Print the Pending Messages list* - To print all messages in the Pending Messages list, select "Print Pending Messages" from the File menu.

- *Forward the message to another person* - Display the message and click the "Forward" button.   Then enter the mailbox name of the person to receive the message in the displayed dialog box.   Message Pad adds the text "Message Forwarded by [Your Name]" to the Note text box and sends the message.   It adds the text "Message Forwarded to [new recipient's name]" to your copy of the message.

- *Delete the message from the Pending Messages listbox* - Select the message in the "Pending Messages" listbox and click the "Delete" button or choose "Delete Message" from the File menu.   Deleting a message also clears the message pad.

- *Save changes to the message* - Display the message and make the desired changes.   Choose "Save Message" from the File menu or click the "Save" button.

- *Record Followup Activities*   - Diplay the message and select the appropriate check marks under the "Follow-Up" heading, e.g. Returned Call, Left Message, etc.   The message is automatically saved whenever a Follow-Up checkmark is selected or unselected.

Notification of New Messages

Message Pad checks your Mail account for new phone messages at the time interval specified in the Preferences dialog.   If   a new message is received while Message Pad is minimized, a dialog box pops up over your current application to notify you that you have received a new message.

If MS Mail is running, but Message Pad is not, you will be notified by a popup dialog box when new Message Pad messages are received by MS Mail.

Message Logging

Message Pad automatically logs all incoming and outgoing messages to a message log database.   You can disable message logging or change the name and directory of the message log database file by selecting "Data Options..." from the Tools menu, and clicking the "Message Logging" tab.

You can also disable or enable message logging by double clicking the "Message Log" panel on the status bar.

Messages that you receive are logged when the message is first read in Message Pad.   Note that the message must be initially opened in Message Pad and not in MS Mail in order for the message to be added to the log file.

To view messages that have been logged by Message Pad, click the Message Log tab on the main screen.   All logged messages are displayed in reverse chronological order.   To view a particular message, click on that message.

Return Receipt

Message Pad provides return receipt capabilities when message logging is enabled.   To send a message with return receipt requested, check the Return Receipt Requested checkbox at the bottom of the message screen before sending the message.   When the message recipient opens the message, a return receipt message will be sent to your system.   Message Pad automatically processes the return receipt message.

To view all messages awaiting a return receipt message, click the Return Receipt tab on the main screen.   To display a message in the Return Receipt list, simply select the message.   To remove a message from the Return Receipt list, display the message and click the Ignore button next to the Return Receipt Requested checkbox.

Phone Dialer

If you have a modem with a phone connected to it, Message Pad can automatically dial the caller's number for you.   To dial a phone number, click the button with the telephone icon or select "Dialer" from the Options menu.

Setting Message Pad Preferences

New Message preferences, default Action settings and Login/Delivery options can be changed in the Preferences dialog box.   The Preferences dialog box is displayed by selecting "Preferences" from the Tools menu.

Composing New Messages Tab

The default action settings are the Action checkboxes (i.e., Returned your call, Please Call, etc.) that are automatically checked when you select Compose from the toolbar or the File menu.   The default Action settings can be changed in the Preferences dialog by selecting new actions and clicking OK.

Messages Tab

- In the "Check for new messages" box, type how often you want Message Pad to look for new phone messages.

- If you want Message Pad to notify you audibly when you receive a new phone message, select the "Sound chime" check box.

- If your system has a sound card, you can enter a sound file to be played when a new message arrives.   A sample sound file called "newmsg.wav" is provided.

- If you want Message Pad to display a popup dialog box when you receive a new phone message, select the "Popup" check box.

- *"Confirm before deleting messages"* - If this box is checked, Message Pad will warn you before deleting a message.

- *"Launch Message Pad when message opened in Mail"* - Message Pad phone messages are listed in Microsoft Mail's Inbox.   If you want phone messages to be displayed by Message Pad when they are opened in MS Mail, select this checkbox.   If this box is not checked, phone messages will be displayed in Mail like any other message.

    IMPORTANT   If the Windows 95 Inbox or Microsoft Mail is running, changes to the "Launch Message Pad" setting do not take effect until you Exit and Restart MS Mail.

Logon/Delivery Tab

- *Create New MAPI Session When Message Pad is Started*

By default, Message Pad will use an existing MAPI session at startup.   If you have already opened the Windows 95 Inbox or MS Mail, Message Pad will not prompt you to re-enter your user name or password. However,in Windows 95 you have the option of creating multiple Exchange profiles using different E-Mail services.   If this checkbox is selected, Message Pad will always start a new MAPI session and will allow you to select which Profile to use.

This feature is helpful if you have, for example, an Internet service provider that is accessed through the Windows 95 Inbox. When you select "Get Messages" from Message Pad's File menu, it will attempt to logon to your Internet provider to force the download of messages, which is usually not desired.   One solution to this problem is to create an Exchange Profile that only includes the Microsoft Mail information service and does not include Internet services.   When you open Message Pad and are prompted to logon to Microsoft Exchange, select this Exchange profile.

To create a new profile using only the Microsoft Mail information service:

1.   Click the Start button and select Settings/Control Panel
2.   Double click on the Mail and Fax icon in Control Panel
3.   In the MS Exchange Settings Properties dialog, click the Show Profiles button
4.   In the MS Exchange Profiles dialog, click the Add button
5.   This will open the Inbox Setup Wizard, which will prompt you to select the
         information services to use.   Make sure that the only service that is checked is
         the Microsoft Mail service.   Then click the Next button.
6.   Enter a name for the new profile.   Then click the Next button.
7.   The Wizard will then take you through several additional steps, including
         asking you to locate the workgroup post office and identify yourself in the
         list of users.   Follow the onscreen instructions.

- *Force Delivery of Messages*

If this checkbox is selected, Message Pad will force delivery of new messages from your Mail server when Message Pad is started and when the Get Messages button is clicked.   As discussed above, when Message Pad requests delivery of new messages from the MAPI mail system, it will attempt to get messages from all information service providers in the current Exchange profile.   If you do not want this

to occur and do not want to create a new Exchange Profile as discussed above, then uncheck this checkbox and Message Pad will not force delivery of new messages from your Mail server.

Notes to Windows NT Users

This version of MAPI Message Pad requires Windows NT 3.51.   All of the regular features of MAPI Message Pad are enabled in Windows NT, except for the following:

1. The Phone Dialer is not enabled in Windows NT.   Message Pad uses the phone dialer services provided by TAPI, Microsoft's Telephony API.   Microsoft has not yet released TAPI libraries for Windows NT.   When those libraries are available, Message Pad will be able to utilize them.

2. Message Pad cannot communicate directly with the Mail client in Windows NT.   Therefore, we recommend that you leave Message Pad running all of the time in order to receive popup notification of new phone messages.   As a consequence of this limitation, there is no Message Pad item on the Compose menu.   In addition, when you open a phone message in the Windows NT Mail InBox, it does not launch Message Pad.   In addition, the Windows NT Mail client will not notify Message Pad of new phone messages when Message Pad is not running.   It is anticipated that this limitation will be resolved in a forthcoming interim release of Message Pad.

Technical Support

Technical support is provided via CompuServe or Internet E-Mail.   Questions should be sent to CompuServe ID 73617,323 or via the Internet to sahalie@cyber-dyne.com.

Ordering Message Pad

A demo version of Message Pad is available as shareware.   You are licensed to use the shareware version for 30 days without charge.   If you continue to use it, you must purchase it.

Orders for Message Pad can be placed by completing the Order form (ORDER.RTF in your MSGPAD directory) and mailing it with payment or purchase order to:

> Sahalie Software
> 3320 Harris Street
> Eugene, OR   97405

The license fee for Message Pad is based on the number of users, as follow:

> 5 users $60
> 10 users $100

For more than 10 users, the license fee is $45 per every 5 users.   For licenses exceeding 25 users, please E-Mail a request for a corporate fee schedule to CompuServe ID 73617,323 or to sahalie@cyber-dyne.com.

CREDIT CARD ORDERS can be placed through the Public Software Library by calling 800-242-4775 or 713-524-6394 or by CIS EMail to 71355,470.   THESE NUMBERS ARE FOR ORDERS ONLY.   Any questions about the status of the shipment of the order, refunds, registration options, product details, technical support, volume discounts, dealer pricing, site licences, etc must be directed to Sahalie Software at the address listed above or by CIS E-Mail to 73617,323 or Internet E-Mail to sahalie@cyber-dyne.com.

5 User and 10 User Licenses for Message Pad can also be ordered through CompuServe's Software Registration Database (GO SWREG).   5 User License - ID 1541, 10 User License - ID 1544.

Registered sites receive the registered version on disk and a printed manual.   Registered Users recieve free upgrades for one year following registration.   Many thanks to those who have supported Message Pad by registering!