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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 messaging services (MAPI) provided by Microsoft Windows and Microsoft Mail 3.0.   It requires a post office and user accounts created with either Microsoft Mail 3.x or the Mail application provided with Windows 95 or Windows for Workgroups.   Because of its ability to access the accounts on your existing 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 is running, it 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 <u>Windows NT</u>.)

A demo version of Message Pad is available as Shareware.   You can try it for free for 30 days.   If you continue to use it, you must **<u>purchase</u>** it.   Message Pad is reasonably priced to provide value and to encourage registration.

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 opened in Microsoft Access for advanced searching, sorting and reporting.

Sending Messages

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   or use the **recipient pick list**.

- *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 textbox.

- *Click the "Send" button* or choose "Send Message" from the File menu.

When you Send a message, Message Pad checks to see if the recipient is a valid Mail account.   If you enter 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 account, you will be given the opportunity to select from among the matching names.

Recipient Pick List

Message Pad lets you create a pick list of people you frequently send messages to.   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 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.   You can change the directory where this file is stored by selecting the Data Directory button in the "Recipient List" dialog.

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 displayed in the Pending Messages listbox with the following markers:

 Messages that have not been read

 Messages that have been read

 Urgent messages

You can perform the following actions on received messages:

- **Display** the message
- **Print** the message
- **Forward** the message to another person
- **Delete** the message from the Pending Messages listbox
- **Save** changes to the message
- Record **Followup** activities

- Print all Pending Messages

Displaying Messages

To display a message shown in the Pending Messages listbox

- Select the message in the listbox using the arrow keys or single-click on the message with the mouse

Printing a Message

To print a message

- **Display** the message in the message pad

- Click the "Print" button or choose "Print Message" from the File menu.

If your printer is capable of printing True Type fonts, the message will be printed with the Arial font.   Otherwise, it will be printed using the default font on your printer.

Deleting a Message

To delete a message

- Select the message in the "Pending Messages" listbox.

- Click the "Delete" button or choose "Delete Message" from the File menu.

Deleting a message also clears the message pad.

Forwarding a message

Any message that you have received can be forwarded to another user.

To forward a message

- **Display** the message in the message pad

- Click the "Forward" button.

- Enter the mailbox name of the person to receive the message in the displayed dialog box.   When you click OK, the message will be sent.

- Before sending the message, Message Pad adds the text "Message Forwarded by [Your Name]" to the Note box.   It adds the text "Message Forwarded to [New Recipients Name]" to your copy of the message.

You may alter the contents of the message before forwarding it.

Setting Message Pad Preferences

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

Messages Tab

Composing New Messages Tab

Logon/Delivery Tab

Preferences: Messages Tab

The Messages Tab Provides these Options

- Check for new messages every 10 minutes (0 = Never)

☒ Beep or play sound file when new message arrives

- SoundFile: c:\msgpad\newmsg.wav

☒ Display Pop-Up Dialog for new messages

☒ Confirm before deleting messages

☒ Launch Message Pad when message opened in Inbox

Preferences: Composing New Messages Tab

The Composing New Messages Tab Allows You to Select Default Action Settings

The default action settings are the <u>message checkboxes</u> 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.

Preferences: Logon/Delivery Tab

The Logon/Delivery Tab contains these options:

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

☒ **Force Delivery of Messages**

Installation

To install Message Pad using the Setup program

- In Windows 95 Click the Start Menu button and choose the Run Command.   In Windows 3.x,   from Program Managers File menu, choose Run

- In the Command Line box, type **X:\SourcePath\Setup,** where X:\SourcePath is the drive and directory where the Message Pad files are located.

You also must have a post office and user accounts created with MS Mail.   You do not need to set up any additional accounts or tell Message Pad who you are.   When you start up Message Pad, it will automatically log on to your regular MS Mail account.

Ordering Message Pad

A demo version of Message Pad is available as shareware. You are licensed to use this software 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 follows:

> 5 users $60.00
> 10 user $100.00

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 Internet address bstine@efn.org.

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 EMail to 73617,323.

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 users receive a non-shareware version on disk and a printed manual. Registered Users are entitled to free upgrades for one year following registration.

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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 Microsoft Mail is running, but Message Pad is not, you will be notified by a popup dialog box when new phone messages are received by MS Mail.   (Note: Message Pad must be running in <u>Windows NT</u> in order for you to receive the popup notice of new messages.)

Technical Support

Technical support is provided via CompuServe or Internet E-Mail.   Questions should be sent to CompuServe ID No. 73617,323 or via Internet to bstine@efn.org.   Questions will usually be answered on the same day theyre posted.

Phone Dialer

If you have a modem with a phone connected to it, Message Pad will automatically dial the callers number for you.

To dial a phone number, click the <u>telephone button</u> or select "Dialer" from the Options menu.   You can set the Com port and modem dial strings by selecting "Setup" from the Dialer dialog box.

Saving Messages

To save changes to a message select "Save Message" from the File menu or click the "Save" button.   This menu item is enabled only when a message is selected in the "Pending Messages" listbox.

Verifying Mailbox Names

When you send a message, Message Pad automatically verifies the recipients mailbox 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 a first name only, and the name matches more than one user account, you are presented with a list of matching names to choose from.

If you are unsure of the correct   name you can type the first few characters of the users name and click the <u>checkmark button</u> next to the "To" box.   Message Pad fills in the rest of the name if it is valid or lets you select from among any matching names.

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 press CTL-N), and it searches for matches as you type in the callers name.   The first time that you select the Compose button in a Message Pad session, you will notice a slight delay while the Caller Search database engine is loaded.   When the message is sent, Caller Search automatically updates its database.   Multiple users can share the same Caller Search database.

Caller Search is only available in the registered version of Message Pad.

Caller Search uses the industry standard Microsoft Jet 3.0 data engine, which is used by Microsoft Access 7 for Windows 95.   The Caller Search database (usually msgpad.mdb) can be opened in Access 7 for advanced sorting, searching and reporting.

Recording Follow-Up Activities

To record Follow-Up actions

- Display the message

- 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.

New Features in Message Pad 4.0

MAPI Message Pad 4.0 Includes these New Features

- **32 Bit Version for Windows 95**

- **Improved Message Logging**

- **Return Receipt Notification**

- **Print List of Pending Messages**

- **FaceLift   for Windows 95**

Other Great Features

- **Recipient Lookup and Pick List**

- **Message Forwarding** improvements

- **Follow-Up Checkboxes** for better message management

- **Caller Search** - available in Registered Version

Starting Message Pad

You can start Message Pad from Program Manager by double clicking the Message Pad icon.

You can also start Message Pad from Microsoft Mail.   There are two ways to start Message Pad from Microsoft Mail:

- *Select* "*Message Pad*" *from 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 when Message Pad is first run for the first time.   If MS Mail was running at that time, you need to quit MS Mail and restart it in order for this change to take effect.

- *Open a Message Pad message from Mails InBox or any other Mail folder.*

  Message Pad messages can be identified in the InBox or other Mail folders 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 by changed by selecting "Preferences" from the Option menu and unchecking the check box labeled: "Launch Message Pad when message opened in Mail."

Message Logging

Message Pad automatically logs all incoming and outgoing messages to a database file. By default, the messages are logged to a file named "MSGLOG.MDB" in your Message Pad directory.   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.   Note that the message must be opened initially 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.

The Message Log database (usually msglog.mdb) can be opened in Microsoft Access for Windows 95 for advanced sorting, searching and reporting.

- Checkmark Button
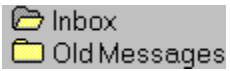
- Rolodex Button

- Telephone Button

- Unread Messages

- Read Messages

❗

- Urgent Messages

Messages in Mail Folders

Message Pad messages appear in MS Mail's InBox and can be opened directly from MS Mail. By default, Message Pad messages that are opened from Mail will be displayed in Message Pad.   However, Message Pad messages can also be displayed in Mail, like regular Mail messages.   This setting is changed from the **preferences dialog**.

At times, Message Pad messages are also placed in other Mail folders.   For instance, in MS Mail you can choose to save copies of all deleted messages to a Deleted Mail folder.   If you have selected this option, Message Pad messages that are deleted from Mail will also be copied to the Deleted Mail folder.   You may also choose to manually move or copy Message Pad messages to other Mail folders for archiving or message management.

Messages that have been moved to other folders do not appear in Message Pad's pending messages listbox and cannot be viewed in Message Pad.

- ☒ **T**elephoned
- ☐ **R**eturned Call
- ☒ **Ple**ase Call
- ☐ **W**ill Call Back
- ☐ **S**topped By
- ☐ **U**rgent

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, check this 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 when you receive a new phone message, check this box.

If this box is checked, Message Pad will prompt you to confirm before deleting a message.

Message Pad phone messages are listed in Exchanges and 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.

Preferences: Force New MAPI Session

☒ **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 Pads File menu when Force Delivery of Messages is enabled, 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.

Preferences: Force Delivery

☒ **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. When Message Pad forces 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 <u>Force a New MAPI Session</u> with a new Exchange Profile, then uncheck this checkbox and Message Pad will not force delivery of new messages from your Mail server.

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.

NOTE: The Return Receipt feature requires that Message Logging be enabled.

Order Form

(To Print this Order Form, Select "Print Topic" from Help's "File" menu)

MAPI MESSAGE PAD 4.0 ORDER FORM

NAME

COMPANY

ADDRESS

CITY

STATE/ZIP

PHONE

E-Mail

LICENSE FEES

5 user license $60
10 user license $100
More than 10 users $45 per 5 users or contact author for site license

ORDER

_____ Users $_____

SEND ORDER FORM AND PAYMENT TO

Sahalie Software
3320 Harris St.
Eugene, OR   97405

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THESE PHONE 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 bstine@efn.org.

Troubleshooting

How can I force delivery of messages from the Mail server?

When I select Get Messages, Message Pad tries to logon to my Internet provider

Why isn't Message Pad launched when opening a message in Mail under Windows NT?

My phone dialer doesn't work in Windows NT

Print Pending Messages

To print a list of all of your pending messages, select "Print Pending Messages" from the File menu.

Note 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.   We are working on correcting these limitations, and updates will be posted as available.

1. The Phone Dialer is not enabled in Windows NT.   Message Pad uses the phone dialer services provided by TAPI, Microsofts 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.