

Introduction

The Work Status program facilitates interoffice communications and optimizes everyone's time by eliminating needless walking about the office in an attempt to contact an associate, deliver phone messages (or picking them up), and using sticky notes for messages.

Some of the features and benefits of Work Status are:

Allows people on the network to indicate their current availability status to all other users of the network (Available, Out of Office, In Meeting, In Car, etc.).

A complete eMail system so users may send messages to each other. They can send the same message to multiple users or groups, forward messages, or reply to messages from others.

A public bulletin board allows users to post global messages for everyone else to see.

Certain users (referred to as "Receptionist") can send other network users electronic phone messages or alert them that they have a new fax.

The receptionist may also change a person's status if the person forgot to change it themselves.

The user list can also be used as a network user directory and phone number or extension list.

Indicates which network users are currently using Work Status on their work stations.

Multimedia event driven sound built in (licensed version only)

[User Guide](#)

[Reception Guide](#)

User Guide

The Work Status program is very easy to use. If your computer was configured to automatically start Work Status when you start Windows, the program loads automatically. If not, just double click the Work Status icon in the program manager. By default it is located in the WSTATUS group (although the icon may have been moved).

If Windows does not know your Network User ID you will be prompted for it. Enter the same ID you used to log onto the network. If Windows knows your ID this step is skipped.

The Work Status window displays. Note: If this is a licensed version, the .multimedia WAV files are loaded on the network, and you have sound support, you will receive a verbal greeting.

You may not resize the window but you may use the Minimize button in the upper right hand corner of the window to make it an icon while you are not using it. It is STRONGLY recommended that you leave the program running as an icon all day. Only if the program is running will it check for new messages, fax, or mail about every 2 minutes.

Note: A pull down menu system is provided for those who do not want to use a mouse. You can use this menu to accomplish all functions which would otherwise be done with the mouse. These instructions assume you are using a mouse. If you are not using a mouse please refer to the pull down menu options as necessary.

Viewing the Status and Details of Other Users

The left side of the window contains the user list. This is the list of all users who are able to use the Work Status program. If you need to know the status, phone, return time, brief message, etc. of a specific user, you simply find their name in the list, click on the name, and click on the Detail button (or just double click on the name). The detail window displays. You can view (but not change) this information. You can use this information as a real-time phone book, network directory, etc. The brief message can give details about the user's status.

Changing your own Status and Details

You are responsible for maintaining your own status information. This information will be available to all other Work Status users on the network. The right side of the screen contains your current information. You can change your status, phone, return time, and brief message. After you make any changes you must click the "Update" button to update the network and allow other users to see your changes.

The status field is a free form text box. You may type your status directly in the box. You may also click on the down arrow directly to the right of the box to display a list of common status types. You can then select from the list. This can save you some typing. The Work Status Administrator can change this list of status types. Please contact the administrator if you have some suggestions for new status types.

Sending Mail Messages

You may quickly send a mail message to any user. In the user list, click on the user you want to send the message to and click on the Mail icon at the top center of the window. A message window appears prompting you for the subject and message text. You may also indicate additional items about the message by clicking on the options on the right side of the window.

To send this message to only one user (the user you selected on the Work Status window) click Send. If you want to send this message to other users (or change the addressee) click Copy. A list of all users and groups displays in the left column. The right column list all users who will receive this message. Click on each user in the left column to add them to the distribution list.

Click on the user in the right column to remove them from the list. If you click on a group (ID's which begin with an asterisk) all members of that group are added to the right column. Click OK when done and then click send. If the recipients are currently running Work Status they will be notified of the new message in about 2 minutes.

Posting Bulletins

You may quickly post a global bulletin for other users to see. Unlike eMail messages you don't send a bulletin to a specific user. All users who have access to Work Status can see the bulletin. Think of these bulletins as items you would post on your company's cork board. Anyone can post but a user can only delete their own bulletins. Note: The receptionist can delete any bulletin. Also, bulletins (once posted) can not be changed. You can, however, use Copy (Ctrl-C) and Paste (Ctrl-V) functions to create a new bulletin from the text of an old one and optionally delete the old bulletin.

To post a bulletin click on the paper icon at the top center of the window. A message window appears prompting you for the subject and message text. To post this bulletin to all users click Send.

Note: Posting of a new bulletin does not send an alert to users. It is the users responsibility to check the bulletin board (just like they would check the cork board in the office).

Receiving Alerts

Alerts tell you that you have a new phone message, mail message, or fax. The Work Status system checks for alerts every 2 minutes. If any alerts are detected, a Work Status Alert window displays and the computer beeps. The icon(s) for the alerts display in the window.

You have several options at this time. You can click on OK to remove the alert window. Two minutes from now the window re-displays. You can click Clear Alerts to clear all alerts and remove the window. You will not get alerted again unless someone send you new alert. You can click Work Status which displays the Work Status window. You can then check your messages or change your status.

Up to three icons will also display indicating the type of alerts you have. You may click on the icon to immediately display the messages (or in the case of a Fax alert, clear the alert). This can save you some time. Instead of going to Work Status and clicking on the message icon, you can click on it here.

IMPORTANT :If Windows is not the primary application (i.e. you are running DOS full screen exclusively), the Work Status program is not running even though it may be loaded. You won't receive alerts until you are in Windows for about 2 minutes or click the Work Status Update button.

Reading and Processing Mail Messages

To view your mail messages click on the mailbox icon at the bottom of the Work Status window. A list of all current messages displays.

You may highlight the desired message and click View (or just double click on the message) to see the detail. When you are done you should click Cancel to return to the mail list.

In addition to viewing messages you may make changes and then send the changed message to any number of users. Click Copy and highlight the users you want to send the message to. Click OK and then click Send to send the message.

You may also quickly reply to a message. Display the message in the detail window and click Reply. The Replying flag is checked and the address of the message is automatically set to the

network ID that posted the message. You can change the message any way you want. If necessary you may also add additional users to the distribution list by clicking Copy. Click Send when you are ready to send the message.

You can delete a mail message by clicking the Delete button on the detail window or by returning to the message list, highlighting the desired message, and clicking Delete. You are prompted to confirm the deletion.

Reading and Deleting Phone Messages

To view your phone messages click on the phone icon at the bottom of the Work Status window. A list of all current messages displays.

You may highlight the desired message and click View (or just double click on the message) to see the detail. When you are done you should click Cancel to return to the mail list.

You can delete a phone message by returning to the message list, highlighting the desired message, and clicking Delete. You are prompted to confirm the deletion.

Processing Fax Alerts

Fax alerts do not have details. If the receptionist notifies you about a new fax, you will receive the alert just like messages and the Fax icon will appear at the bottom of your window. This is a reminder that you have a fax waiting. When you pick up your fax you should click on the icon to remove it from the window. This stops the system from repeatedly alerting you about the same fax.

Reading Bulletins

To view all bulletins click on the paper icon at the bottom of the Work Status window. A list of all current bulletins displays. You may highlight the desired bulletin and click View (or just double click on the bulletin) to see the detail. When you are done you should click Cancel to return to the bulletin list.

You can only delete a bulletin message that you originally posted. Click the Delete button while viewing the detail of the bulletin you want to delete. You are prompted to confirm the deletion.

Setting your own Automatic Update Refresh Interval

You may change your automatic update refresh interval from 1-9999 minutes. This interval controls how often Work Status will check for new alerts and update the status information in the user list.

Exiting Work Status

You may exit the work status program at any time. It is recommended that you leave it running as an icon so that you are promptly alerted to new messages, fax, and mail.

When you exit the program a message box displays asking if you want to tell others that you are "Out". If you click Yes, your status is changed to "Out". If you click No, your status is not changed. If you click Cancel, the program does not exit. It is recommended that at the end of the business day you indicate you are Out. Don't forget to change your status to "Available" when you next return to work.

Note: If Work Status is running and you exit Windows, you will also receive this message box. The cancel button, however, will not stop Windows for exiting.

Receptionist Guide

The standard Work Status program works the same for all users. You should review the instructions "User's Guide" before reading these instructions. Those Work Status users designated as "Receptionist" have additional features. These features include:

- Ability to notify a user of a new Phone Message or Fax
- Ability to change the status, phone number, return time, and brief message of any user
- Ability to delete any user's posted bulletin

Like all other Work Status users, the receptionist can see the status of anyone. This can help the receptionist know when to take messages, what extension to transfer calls to, or what outside phone number (car, home, hotel, etc.) to give the caller.

The receptionist's Work Status window looks very similar to those of non-receptionist. The only difference is the two additional icons at the top of the screen, one for sending phone messages and the other for sending Fax alerts.

Notifying a User

To send a user a phone message, select the user from the list by clicking on the user name, and then click on the phone icon. You are prompted for additional information about the phone message.

For example, if you want to send Judy a phone message, you simply locate Judy's name in the list, click on her name, and click on the Phone icon at the top of the screen. You can enter the phone message in the detail window and click OK. Less than 2 minutes later Judy's computer will beep and she will be told she has a new phone message.

Faxes are handled a little differently. You are not prompted for Fax details. The user will be alerted, but must pick up the fax themselves.

Changing a User's Status

As the receptionist you have the additional responsibility to maintain a user's status if they forget to (or can not) update it themselves. It is always preferable for the user to maintain their own list, but this may not always be possible.

By clicking on the user's name and then clicking the detail button (or just double clicking on the name) the detail window displays. This window contains additional details about the user's status. Unlike the detail window for non-receptionist, you may change the user's status, phone, return time, and brief message. Similar to changing your own status you may type in the status or select from the list provided.

For example, a group of people are heading out to lunch. As each one leaves, you can check their status. If they forgot to change their status to "At Lunch" you can change it for them. The same is true when they return. Remember, you are not only updating your own list, but the list of every computer in the office. This service can be invaluable.

Deleting a User's Bulletin

You have the ability to delete any user's bulletin as easily as your own. Please see the section "User's Guide to Work Status" for instructions.

