

While You Were Out Index

The Index lists the Help topics available for While You Were Out. Use the scroll bar to see entries not currently visible in the Help window.

To learn how to use Help, press F1 or choose Using Help from the Help menu.

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While You Were Out Keys

Use the following keys in WYWO:

Key(s)	Function
Alt+C	Return To <u>Create Mode</u> . (Read mode)
Alt+C	Clear <u>WYWO Sheet</u> . (Create mode)
Alt+D	Delete Messages (Read Mode)
Alt+H	WYWO Help.
Alt+N	Read New Messages. (Read Mode)
Alt+O	Read Old Messages. (Read Mode)
Alt+O	Options. (Create Mode)
Alt+R	Read Messages.
Alt+S	Send Messages.(Create mode)
Alt+S	Save Messages.(Read mode)
Alt+U	Select User.(Read mode)
Alt+X	Exit WYWO.
Delete	Delete Messages (Read Mode)
Page Down	Moves to the next message (Read Mode)
Page Up	Moves to the previous message (Read Mode)

While You Were Out Mouse Functions

With the mouse, WYWO takes on added features. In addition to using the left mouse button for selecting functions and features of WYWO, the right mouse button can be used to invoke additional functions by using popup menus. These menus vary depending on where the right mouse button is clicked and whether you are in Read mode or Create mode.

Create Mode

In Create mode, clicking the right mouse button over the main WYWO sheet (not over a data entry field) will bring up a menu with all of the commands available with the side buttons with the exception of the Exit button. This gives you alternative access to these functions. The menu contains the following items:

- Help**
- Send**
- Read**
- Clear**
- Options**

Read Mode

In Read Mode, clicking the right mouse button over a data field will give the user special commands. If the button is pressed over the To field, then a menu will appear containing the **Forward Message** command. If the button is pressed over any other data field, then a menu will appear containing the **Search** and **Edit** commands.

In Read Mode, clicking the right mouse button over the main WYWO sheet (not over a data field) will bring up a menu with the following commands available:

- Help**
- Create**
- Print**

Other commands will be available depending on what function the user is performing. If the user is not in the middle of another command, then the menu will contain the **Delete** command. If the user is currently editing a field then the menu will contain the **Accept Changes** and **Cancel Edit** commands. If the user is currently searching a field then the menu will contain the **Begin Search** and **Cancel Search** commands. If the user is currently forwarding a message then the menu will contain the **Forward The Message** and **Cancel Forwarding** commands.

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Create Mode Commands

Send

Sends the telephone message currently being created to the selected user or group.

Related Topics

[Sending Phone Messages](#)

[Selecting A User](#)

[Selecting A Message Type](#)

[Forwarding Phone Messages](#)

Read

Reads telephone messages for the currently selected user.

Related Topics

[Reading Phone Messages](#)

[Selecting A User](#)

Clear

Clears the current telephone message and resets the current date and time.

Related Topics

[Clearing the WYWO sheet](#)

Options

Sets the current While You Were Out options.

Related Topics

[Setting WYWO Options](#)

Exit

Exits the While You Were Out display and minimizes the WYWO program.

Related Topics

[Exiting While You Were Out](#)

Read Mode Commands

Old

Reads old messages that were previously stored.

Related Topics

[Reading Old Messages](#)

New

Reads new messages.

Related Topics

[Reading New Messages](#)

Create

Returns to [Create mode](#)

Related Topics

[Returning to Create Mode](#)

User

Selects a user for reading messages.

Related Topics

[Select a user](#)

Save

Saves a message to an ASCII text file, the clipboard, or the printer.

Related Topics

[Saving a message](#)

[Printing a message](#)

Exit Wywo

Exits the While You Were Out display and minimizes WYWO. Exit also saves any new messages and physically deletes any messages that were flagged to be deleted.

Related Topics

[Returning to Create Mode](#)

Sending Phone Messages

To send a phone message:

- 1 Fill in all appropriate fields on the WYWO sheet.
- 2 Click on the Send button.

If no user has been selected to receive the phone message, the user list will drop down. Select a user or group and click on the Send button again.

If a group was selected instead of a user, then the message will be sent to every member of that group.

Related Topics

Selecting A User

Selecting A Message Type

Forwarding Phone Messages

Reading Phone Messages

To read Phone Messages:

- 1 While in Create mode, click on the Read button.
- 2 If no user is currently active, select a user whose messages are to be read.



- 3 Click on the message selector to select the message to be read. Clicking on the right side will move forward through the messages while clicking on the left side will move backward through the messages. Messages can also be selected by moving the center slider bar. If the text in the Message field extends beyond the field boundaries you can use the slider next to the message field to scroll the contents of the Message field.

Related Topics

[Reading New Phone Messages](#)

[Reading Old Phone Messages](#)

[Forwarding Phone Messages](#)

[Selecting A User](#)

[Using Read Passwords](#)

[Selecting A New Password](#)

[Returning to Create Mode](#)

Reading Old Phone Messages

To read old phone messages:

- 1 While reading new phone message, click on the Old button. The Old button will only be enabled if there are old message to be read.

Related Topics

[Reading New Phone Messages](#)

[Reading Phone Messages](#)

[Forwarding Phone Messages](#)

Reading New Phone Messages

To read new phone messages:

- 1 While reading old phone message, click on the New button. The New button will only be enabled if there are old message to be read.

Related Topics

[Reading Old Phone Messages](#)

[Reading Phone Messages](#)

[Forwarding Phone Messages](#)

Forwarding Phone Messages

To forward a phone message:

1. Enter Read mode to view new or old messages.
2. With the right mouse button, click on the To field.
3. Select the "Forward Message" menu item.
4. Select the user or group for forwarding the same way you would to send a message
5. Press the Enter Key or click the right mouse button over the main part of the WYWO sheet or over the To field to bring up a menu and select the "Forward the Message" menu item. To cancel message forwarding, select the "Cancel Forward" menu item.

Related Topics

Selecting A User

Sending A Message

Searching Old Phone Messages

To search old phone messages:

1. Enter [Read mode](#) to [read old messages](#).
2. With the right mouse button, click on the field to be searched (any field except the To field).
3. Select the "Search" menu item.
4. Enter the text to be searched.
5. Press the Enter Key or click the right mouse button over the main part of the [WYWO sheet](#) or over the search field to bring up a menu and select the "Begin Search" menu item. To cancel searching, select the "Cancel Search" menu item.

The results of the search will be reflected by the number of messages that matched the search text, for example "1 of 3". You may then continue to narrow the search based on these results or return to your original list of old messages by clicking on the Old button.

Related Topics

[Reading Phone Messages](#)

[Reading Old Phone Messages](#)

Editing Phone Messages

To edit phone messages:

1. Enter [Read mode](#) to [read messages](#).
2. With the right mouse button, click on the field to be edited (any field except the To field).
3. Select the "Edit" menu item.
4. Edit the selected field.
5. Press the Enter Key or click the right mouse button over the main part of the [WYWO sheet](#) or over the edit field to bring up a menu and select the "Accept Changes" menu item. To cancel editing a field, select the "Cancel Edit" menu item.
6. When you want the changes you have made to be saved permanently, click with the right mouse button over the main part of the [WYWO sheet](#) to bring up a menu and select the "Save Changes" menu item.

Related Topics

[Reading Phone Messages](#)

[Reading Old Phone Messages](#)

Selecting A Message Type

To select a message type:

- 1 Click on the down arrow in the message type field to reveal the message types.
- 2 Click on the desired message type. Use the scroll bar and up and down arrows to display message types that are not currently visible.

Related Topics

[Sending Phone Messages](#)

Selecting A User

To select a user:

- 1 Click on the down arrow in the To field to reveal the user names and group names. Group names are similar to user names except they are surrounded by brackets. Selecting a group name in effect selects all users belonging to that group.
- 2 Click on the desired user or group name. Use the scroll bar and up and down arrows to display other user or group names that are not currently visible.

Related Topics

[Reading Phone Messages](#)

[Sending Phone Messages](#)

[Forwarding Phone Messages](#)

Clearing The WYWO Sheet

To clear the WYWO sheet:

- 1 Click on the Clear button while in Create mode.

Using A Read Password

To use a read password:

- 1 If no read password has been established, then [select a new read password](#)
- 2 Enter your pre-selected read password in the Password field and click on the OK button.

If a read password has been pre-selected then the password must be entered in order to read any messages for the specified user.

Related Topics

[Reading Phone Messages](#)

[Selecting A User](#)

[Selecting A New Read Passwords](#)

Selecting A New Read Password

To select a new read password:

- 1 After selecting a user, and entering a read password click on the New button.
- 2 Enter a new read password and click on the OK button.

Related Topics

[Reading Phone Messages](#)

[Selecting A User](#)

[Using Read Passwords](#)

Returning To Create Mode

To return to Create mode:

1 Click on the Create button while in Read mode or click with the right mouse button on the background of the message to popup a menu and select the "Create" menu item.

Returning to Create mode will save all new messages and physically delete those message that were flagged to be deleted.

Related Topics

[Reading Phone Messages](#)

Saving A Message

Saving a message involves saving it to one of three devices...a text file, the clipboard, or the printer.

To save a message:

- 1 While reading a phone message, click on the Save button.
- 2 A device menu will pop up indicating on which device the message is to be saved. Select the desired device from the menu.

Related Topics

[Saving messages to a text file](#)

[Saving messages to the clipboard](#)

[Printing a message](#)

Saving A Message To A Text File

To save a message to a text file:

- 1 While reading a phone message, click on the Save button.
- 2 A device menu will pop up indicating on which device the message is to be saved. Select **To File** from the menu.
- 3 Enter the desired filename for the text file.

Related Topics

[Saving a message](#)

[Saving messages to the clipboard](#)

[Printing a message](#)

Saving A Message To The Clipboard

To save a message to the clipboard:

- 1 While reading a phone message, click on the Save button.
- 2 A device menu will pop up indicating on which device the message is to be saved. Select **To Clipboard** from the menu.

Related Topics

[Saving messages to a text file](#)

[Saving a message](#)

[Printing a message](#)

Printing A Message

To print a message:

- 1 While reading a phone message, click on the Save button.
- 2 A device menu will pop up indicating on which device the message is to be saved. Select **To Printer** from the menu.

You may also use the right mouse button to popup a menu and select the "Print" menu item.

You will then see a popup menu with up to three of the four possible menu items displayed. Click on the desired menu item.

Print Current Message

Print New Messages

Print Old Messages

Print Searched Messages

Related Topics

[Saving messages to a text file](#)

[Saving messages to the clipboard](#)

[Saving a message](#)

Printing The Current Message

To print the current message:

- 1 Click on the **Print Current Message** menu item from the print popup menu.
- 2 Select the print device from the Printer list.
- 3 Select the font for the message data.
- 4 Click on the Print button.

Related Topics

[Printing New Messages](#)

[Printing Old Messages](#)

[Printing Searched Messages](#)

Printing New Messages

To print new messages:

- 1 Click on the **Print New Messages** menu item from the print popup menu.
- 2 Select the print device from the Printer list.
- 3 Select the font for the message data.
- 4 The starting and ending new message numbers will be displayed. If you do not wish to print all new messages, enter the starting and ending message numbers to print.
- 5 Click on the Print button.

Related Topics

[Printing The Current Message](#)

[Printing Old Messages](#)

[Printing Searched Messages](#)

Printing Old Messages

To print old messages:

- 1 Click on the **Print Old Messages** menu item from the print popup menu.
- 2 Select the print device from the Printer list.
- 3 Select the font for the message data.
- 4 The starting and ending old message numbers will be displayed. If you do not wish to print all old messages, enter the starting and ending message numbers to print.
- 5 Click on the Print button.

Related Topics

[Printing The Current Message](#)

[Printing New Messages](#)

[Printing Searched Messages](#)

Printing Searched Messages

To print searched messages:

- 1 Perform a [search on old messages](#)
- 2 Click on the **Print Searched Messages** menu item from the print popup menu.
- 3 Select the print device from the Printer list.
- 4 Select the font for the message data.
- 5 The starting and ending searched message numbers will be displayed. If you do not wish to print all searched messages, enter the starting and ending message numbers to print.
- 6 Click on the Print button.

Related Topics

[Printing The Current Message](#)

[Printing New Messages](#)

[Printing Old Messages](#)

Deleting A Message

To Delete a message:

- 1 Click on the Delete checkbox or press the Delete key while reading either new or old messages.

You may also use the right mouse button to popup a menu and select the "Delete" menu item.

The message will be flagged for deletion and will be deleted when exiting WYWO or returning to Create mode

Related Topics

[Reading Phone Messages](#)

WYWO Options

The WYWO Options are available by clicking on the Options button in Create Mode.

Options available in WYWO:

Default User
Default Group
New Message Notification
CallerLookup
Log Messages Sent
Save Messages With Headings

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

WYWO Options - Default User

The WYWO Default User option will set the default user that WYWO will use when run without passing a name on the command line when WYWO is executed.

To select the WYWO Default User:

- 1 Click on the down arrow in the Default User field of the Options screen to reveal the user names.
- 2 Click on the desired user name. Use the scroll bar and up and down arrows to display other user names that are not currently visible.

WYWO Options - Default Group

The WYWO Default Group option will set the default group that WYWO will use when displaying available users for sending messages. It is particularly helpful if you have many users and only actually send messages to a small list of those users. If a group other than Everyone is selected, then only those users belonging to that group will be visible when sending messages.

To select the WYWO Default Group:

- 1 Click on the down arrow in the Default Group field of the Options screen to reveal the group names.
- 2 Click on the desired group name. Use the scroll bar and up and down arrows to display other group names that are not currently visible.

WYWO Options - New Message Notification

The New Message Notification option will alter the number of seconds that WYWO will wait before checking for new messages for the default user. This value can be any number between 0 and 3600 where 0 represents disabling of the new message alarm feature. The default alarm time is 30 seconds. There is also the ability to force the user to respond immediately to a new message notification before any other programs can be run in the system.

To select the New Message Notification Time:

- 1 Enter the number of seconds to wait between new message checks (0-3600).

Immediate Response Required

The **Immediate Response Required** option will force the user to answer the new message notification message box before returning to any other program running in the system. This can have the effect of having the message box appear even if a screen saver is running. This option will be in effect if the checkbox is selected.

Always On Top

The **Always On Top** option will cause the new message notification message box to appear on top of all other windows in the system even when another window is selected as the active window. This option will be in effect if the checkbox is selected.

WYWO Options - Caller Lookup

The **Caller Lookup** option will alter the way data is entered for specific users. When a user reads his/her new messages, the caller's name, company and phone number are stored for future reference when entering new messages. If **Caller Lookup** is enabled, then when entering the name of the caller in the **From** field, frequent caller data will be retrieved as the name is being entered filling out the rest of the caller's name, the caller's company, and the caller's phone number to reduce the time of entering information for frequent callers.

The Caller Lookup option is enabled if this option is checked.

WYWO Options - Log Messages Sent

The **Log Messages Sent** option will log every message that is sent to a file called WYWO.LOG in the users Windows directory. The messages are logged as ASCII text similar to the Save Messages To A Text File feature separated by a message divider line. By enabling message logging, an audit trail of messages can be kept for future reference.

Messages will be logged if this option is checked.

WYWO Options - Save Messages With Headings

The **Save Messages With Headings** option will alter the way the Save function writes out data. If messages are saved with headings, the message written out resembles the WYWO sheet with the field names and spacing in place. Without headings just the data itself from each field of the WYWO sheet is written out on separate lines.

Messages are saved with headings if this option is checked.

Exiting While You Were Out

To Exit the While You Were Out program:

- 1 Select the Close item on the WYWO System Menu or double-click on the WYWO closer box.

Group

A group is list of WYWO users. the **Everyone** group contains all users in WYWO and is the default group. A user can be a member in any number of groups.

WYWO Sheet

The WYWO sheet is the main WYWO screen containing all of the data fields. For example the To, From, and Message fields.

Create Mode

Create Mode is the WYWO mode where a telephone message is created with the intent of sending to another user or group.

Read Mode

Read Mode is the WYWO mode where new and old messages can be read, printed, searched, edited, and deleted.

Send

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

See Also

[Sending Phone Messages](#)

Read

Reads new or old messages for the currently selected user.

See Also

[Reading Phone Messages](#)

New

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

See Also

[Reading New Phone Messages](#)

Old

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

See Also

[Reading Old Phone Messages](#)

Clear

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

See Also

[Clearing the WYWO sheet](#)

Create

Exits Read Mode and returns WYWO to Create Mode

Note:

If new messages were being read they will be saved as old messages and any messages marked for deletion will at this point be removed.

See Also

Returning to Create Mode

User

Allows you to read messages for users other than just the default user. While selecting another user you can also change your user password.

See Also

[Selecting A User](#)

Save

Saves a message to one of three devices...a text file, the clipboard, or the printer.

See Also

[Saving a message](#)

Save To File

Saves a message being read to a text file.

See Also

[Saving messages to a text file](#)

Save To Clipboard

Saves a message being read to the clipboard.

See Also

[Saving messages to the clipboard](#)

Save To Printer

Saves a message being read to the printer.

See Also

[Printing a message](#)

Delete

Delete flags a new or old message for deletion. The **Delete** checkbox is enabled when a message has been flagged for deletion.

Note:

New or old messages that are flagged for deletion are not physically deleted until the user exits Read Mode by either selecting the **Exit** button or the **Create** button.

See Also

[Deleting a message](#)

Message Selector

Allows you to scroll through the new and old messages.

To select a new message to read:

Click on the right arrow to read the next message or click on the left arrow to read the previous message. The scrollbar can also be used to move quickly between all of the messages which are displayed as the scrollbar is moved. The messages can also be selected by using the **Page Down** key to read the next message or the **Page Up** key to read the previous message.

See Also

[Reading Phone Messages](#)

Message Field Scrollbar

Use the **Message Field Scrollbar** to scroll the message field when the message contains more text than can be currently displayed in the message field.

Options

Allows the options for WYWO to be set including the default user, default group, message notification time, caller lookup, message logging, and message saving options.

See Also

[Setting WYWO Options](#)

Exit

Returns WYWO to it's iconic form.

Note:

If new messages were being read they will be saved as old messages and any messages marked for deletion will at this point be removed.

WYWO To Field

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

To select a user or group:

Click on the down arrow and select a user or user group for which the message is to be sent. A user group is identified by brackets around it's name (for example, [Marketing]). If a group is selected the message will be sent to every user who is a member of that group when the sending a message

WYWO From Field

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

WYWO Of Field

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

WYWO Phone Field

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

WYWO Message Type Field

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

This message can be one of the seven standard message types that follow:

- Telephoned
- Called To See You
- Wants To See You
- Please Call
- Will Call Again
- Urgent
- Returned Your Call

or it can be one of the user defined message types that are created by the system administrator using the WSETUP program.

WYWO Message Field

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

WYWO Operator Field

The **Operator** field should contain the name of the person who is taking the message. By default, this field will contain the name of the default user.

<Username>, You have <count> new message(s)

The user <Username> has <count> new message(s) that have not been read yet.

To read the new messages:

Select the Read button.

If you do not wish to read the new messages right away and select the Cancel button, WYWO will remind you that you have not read your new messages by either blinking the title bar of the WYWO window or by flashing the WYWO icon if it is minimized. The icon will also identify the current number of new messages that have not been read yet.

