

The Message Center for Windows

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File Information Window:

Accessed from the "File" menu, the file information screen provides the Master Access User with specific information on each employee in the file, how many messages that employee has, and what the status of those messages is. In addition, the file information window gives, at the top portion of the window, overall statistics of the file contents.

Edit On-Screen Message:

The Message Center for Windows maintains a time limit during which a message may be edited or modified. This limit is set in the "System Defaults" dialog box accessed from the "Settings" menu. To edit and on-screen message, YOU MUST CHOOSE "Edit On-Screen Message" menu choice from the "File" menu.

When editing the on-screen message, you are in editing mode, and "EDITING MODE" will appear at the top center of the message pad. You can only modify the call criteria and the message itself. The employee name, date, time, caller, caller's company, telephone, and extension become permanent once a message is saved.

When you are finished editing the message, click on the "Save" button to store your changes. If you are not satisfied with the changes you have made, click the "Cancel."

Frequent Caller Maintenance...

The Message Center for Windows maintains a list of Frequent Callers for each employee. At times, you may need to revise, or purge this information. These modifications are done from the Frequent Caller Maintenance dialog box which is selected from the "File" menu.

Employee:

This combobox contains a list of the employees stored in the system. You must select an employee to work with first. This action will load a list of all of the Frequent Callers for the selected employee into the Caller combobox below.

Caller:

This is the place where the Frequent Callers for the selected employee are listed. Choose the appropriate Frequent Caller from the list, and the rest of the edit boxes will be filled with the corresponding information.

Company:

The name of the Frequent Caller's organization. If the Frequent Caller is not with an organization or company, this editbox can be left blank. Remember that this information is what appears on a new message in the "Of:" box, when the message is saved.

Phone Numbers:

The program allows for three phone numbers for each frequent caller. A work or office number is first, a home number is second, and any other number is third. Only the work or office number has a corresponding extension.

These numbers are loaded into the "Tel:" combobox when this Frequent Caller is selected during the creation of a new message, and are listed in that control as "W: " + work phone number, "H: " + home phone number, and "O: " + the other number.

If password protection is turned on, this information may be changed only by those to whom the frequent caller belongs, or by a Master Access user. If password protection is turned off, anyone can modify this information.

The Message Pad

The Message Center for Windows message pad is very easy to use. The following speed topics elaborate on different areas of the pad:

Who Was Called, and When
Unread/Received Button
Now Active/Deleted Button
Employee Status Button
Scan Backward/Forward Buttons
Caller Information
Call Criteria
Note Marker
Message Left By Caller

Attaching a Note to a Message:

The Message Center for Windows allows all users to attach notes to existing telephone messages. If there is no note attached to the on-screen message, the background color of the marker is the same as the background color of the message pad itself (transparent). Once a note is attached to a message, a musical note marker appears to the right of the message pad editbox. This process is initiated by double clicking on the note marker, or by choosing the "Add a Note to the On-Screen Message" menu choice from the "File" menu. Once this button is chosen, a dialog box appears in the left hand panel of the screen.

The Message Notes dialog box has several items which describe the actions associated with the on-screen message:

Call Return Status:

This is a set of radio buttons which allow the user to mark whether the on-screen messages has not yet been returned, the caller's line was busy, the caller was out of the office, or you left a message.

History:

In this area, you keep track of the history of your callbacks. Change the attempt count by either entering the number manually in the editbox, or clicking on the "Up" or "Dn" buttons to the right of the editbox. You can also mark the date and time of your message note revision by clicking on the Date/Time Now button in the History frame.

Message Note:

This is your actual notation. There are several ways to input information here. You can add a dated line to the notation by clicking on the "Add a Dated Line" button under the notation editbox, or you can just type the information into the notation box. The only limitation is that this message can only contain 400 characters, spaces, punctuation marks, etc.

Delete Note Button:

This button is only enabled if there is an existing note for the corresponding message. Should you decide to delete the existing notation, click on this button, and then confirm the note deletion. Just remember that once it's gone, it's gone forever.

OK & Cancel Buttons:

OK saves the changes you have made, and Cancel cancels all changes, if this is an existing notation. Otherwise, OK saves the note, and resets the on-message note marker to the color selected from the Personal Preferences area.

ONLY THE RECIPIENT OR A MASTER ACCESS USER CAN ADD OR DELETE NOTES FROM HIS/HER MESSAGES! ONCE A MESSAGE IS DELETED, IT'S NOTE IS DELETED TOO!

Save Button

When a new message is being created, or an old message is being edited, the "Add a Message" button on the right below the message pad disappears, and is replaced by the "Save" and "Cancel" buttons.

The "Save" button is used to save a new message to the file, or save the edits you have made to the existing message.

Cancel Button

When a new message is being created, or an old message is being edited, the "Add a Message" button on the right below the message pad disappears, and is replaced by the "Save" and "Cancel" buttons.

The "Cancel" button is used to cancel the entry of a new message, or to discard the edits you have made to the existing message.

Employee Maintenance

The Message Center for Windows allows the Master Access user to add, delete, and modify existing employee information, as well as current status. The first step is to choose the "File" menu from the main screen, then choose "Employee Info..." The Limited Access user can only change any employee's status, but not add, delete, or modify any existing employee. These tasks are reserved for the Master Access user. Those items marked with an asterisk (*) are items which cannot be accessed, or allow only limited access, to a Limited Access user.

Employee ComboBox:

The employee ComboBox is the main focus point of employee maintenance.. When an employee's name is chosen from the list, a search is initiated which retrieves the selected employee's current status and Locator, and loads the name, title, department, extension, and initial editboxes for viewing or modification.

Changing Employee Data:*

Employee data can be changed after selecting the appropriate employee from the ComboBox. The employee name, title and department can be up to 40 characters each. Once you have made the appropriate changes, click on "OK" and the data will be saved. ***IF YOU CHANGE THE NAME OF AN EXISTING EMPLOYEE, TMC FW WILL AUTOMATICALLY UPDATE THE EMPLOYEE NAME ON ANY CORRESPONDING MESSAGE ALREADY IN THE MESSAGE FILE.***

A Limited Access user can only change the Present Status and locator.

PLEASE NOTE: The employee entry named "Non-Employees, Visitors" cannot be changed in any way.

Deleting Employees:*

To delete an employee, select the employee to be deleted from the employee ComboBox, click on the "Delete" button. You will then be presented with a confirmation dialog box which gives you one last opportunity to "Cancel" if you are not happy with your choice. **IMPORTANT: If you delete an employee, all related information such as telephone messages, passwords, and frequent callers, is deleted as well.**

Also note that the first record, which is a Master Access employee and the second record, "Non-Employees, Visitors", which is a Limited Access user, cannot be deleted, nor can their access capabilities be changed.

Adding New Employees:*

When you click on the "New" button, all of the editboxes are blanked and readied for your input. Fill in all of the appropriate information. Set the status and edit the Locator, then click the "OK" button to save the employee, or the "Cancel" button to deactivate the new entry mode.

Employee's Present Status & Locator:

To change the status of an employee, simply click on the appropriate radiobutton . (with the keyboard, tabbing goes through each of the available radio buttons). Present Status and the Locator are used to provide information about that employee when someone else is taking a message. These items are not necessary but are helpful. This information is retrieved not only from the Employee Maintenance screen, but also from the Employee Status Button

under the main message pad.

Employee Status Button:

This button, located underneath the left half of the message pad, activates a message box with pertinent stats about the selected employee. When in Normal Mode the message box will display the employee's status and location (both set or modified within the Employee Maintenance screen), the total number of messages in the file for that employee, as well as dates and times of the oldest and most recent messages for that particular employee.

In New Mode, the message box will only display the status and locator information about the selected employee.

This button is DISABLED when the selected employee is "Non-Employees, Visitors."

Scan Backward/Forward Buttons:

These buttons are located at the bottom of the Message Pad, flanking the Employee Status and Add a Message buttons.

The "<" button scans backward one message for the selected employee.

The ">" button scans forward one message for the selected employee.

The "<<" button places the oldest message for the selected employee on the pad.

The ">>" button puts the most recent message for the selected employee on the pad.

Now Active/Deleted Button:

This button (in the upper right hand portion of the message pad) tells the operator whether or not the onscreen message has been marked for deletion. If marked for deletion, the message will be disposed of during the next quick deletion session, or massive deletion session.

The button is a standard gray button with "Now Active" as it's caption if the message is active, or "Deleted" if it is marked for deletion.

Note Marker:

The Note Marker is located to the right of the message editbox. This marker is the color of the message pad background when no note for the on-screen message exists, and when a notation is attached to the on-screen message, this marker's color is that chosen from the screen color selection module, which can be accessed by choosing the main menu item "Settings, then "Screen Colors." The Note Marker signifies, by color, that a note has been attached to the on-screen message.

Unread/Received Button:

This button (in the upper left hand portion of the message pad) tells the operator whether or not the onscreen message has been received by the recipient, or is it presently unread.

The button is a standard Windows button with "Unread" as the caption if the message is unread, or "Received" if the message has been dispatched to the recipient.

Caller Information:

This section tells the recipient who called, what company the caller is from, and at what number the caller can be reached. If password protection is enabled, only a Master Access user can store this information at the end of the message entry session as a Frequent Caller for the selected employee. If, on the other hand, password protection is turned off, anyone can enter a frequent caller. After the first input to the frequent caller list, entering this information later into a new message is as easy as a click in the frequent caller box.

The Message:

The message area itself, which is located at the bottom of the message pad, is a multiline editbox in which you type the message for the recipient. This message is limited to 300 characters, including spaces and punctuation.

WHO was called, and WHEN:

This section of the message pad, above the PhoneGram heading, includes the message recipient's name, as well as the date and time the call came in.

Call Criteria:

This section is comprised of seven checkboxes, which describe the nature of the call, and the action requested by the caller. You can use the Tab or Shift+Tab keys to jump through the criteria checkboxes, and the space bar toggles them on and off.

The seven checkboxes show what the caller did, will do or wants the recipient to do:

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

General Information

The Message Center for Windows is a comprehensive telephone messaging system. The program is provided as a multi-user network version, with two types of access: Master Access and Limited Access.

If password protection is enabled, those users granted Master Access can use ALL of program's capabilities. A user granted only Limited Access can view and print his/her messages, as well as view his/her frequent caller information. The Limited Access user cannot access other peoples' messages or frequent callers, nor can he physically delete any messages from the file. They can, however, mark his/her own messages for deletion.

The Message Center for Windows ("TMCFW") provides many nice features and conveniences. Among these are:

TMCFW's message pad has a familiar look.

TMCFW alerts you when you have a new message waiting.

TMCFW maintains a telephone extension directory which displays from the Employee Status Button and in the Employee Maintenance screen.

TMCFW has extensive password protection which isolates messages and message notations for individuals, and keeps others from seeing your frequent caller lists. Password protection may be disabled, for smaller offices where security is not key.

TMCFW tracks whether a message has been dispatched to the recipient by means of a tracking button on the message pad called the Unread/Received Button. In addition, TMCFW offers the user the option of displaying only those messages that have not been read, or all messages. The startup default is Show All Messages.

TMCFW allows the recipient of a message to attach hidden message notes to the on-screen message.

TMCFW provides easy ways for users to maintain their messages.

TMCFW allows users to modify, delete, or add to their own frequent caller lists.

TMCFW prints beautiful graphical message slips on plain paper. It can also print straight lists, although we feel that the slips are very elegant!

TMCFW maintains preferences by user, if password protection is turned on, so that it performs the way you like to work. Minor alert messages can be disabled, so that more proficient users can speed along at a faster clip. Notification sounds can be disabled, too.

TMCFW has hundreds of other protections and features that you will discover as you go along.

Menus:

Most of the functions in The Message Center for Windows are carried out in the main window. There are only three menus because the main window is so comprehensive. The menus lead you primarily to maintenance functions...

File

This menu provides the user with file related choices such as File Info, Deleting Messages, Print Messages, etc.

Settings

This menu provides the user with the ability to change certain Message Center for Windows system defaults.

Help

The Help menu allows the user to choose between this help file or an "About" box.

Keeping the Message Center Fast:

As in any database application, the bigger the files get, the slower searches for specific data become. The Message Center for Windows is no exception.

Since the employee database is scanned infrequently within the workings of the program, the database's physical size only affects operation at limited points in the application.

The message database, on the other hand, grows daily, so purging the messages often will make a vast difference in search speed. This is due to the fact that each time an employee is selected from the Employee ComboBox, a search is made through all messages to isolate specific messages for that employee. There more messages there are, the more time it will take. The same applies to Frequent Callers. It doesn't make sense to have everyone's mother on the list, nor callers who have not called for a while. Occasional purging of the Frequent Callers will add speed to all searches.

Finding Existing Messages:

In The Message Center for Windows finding an existing telephone message is easy. Simply select the correct employee from the "To:" ComboBox on the main message pad. The message files are then searched and loaded into the "Who:" ComboBox by date, time, and caller. The most recent message for the selected employee will be displayed on the pad. If "Unread Messages Only" in the "Settings" menu is checked, ONLY those MESSAGES which have NOT been DISPATCHED to the recipient will appear on the screen.

At the lower right hand corner of the pad is a message counter which displays which message, out of how many messages, is displayed on the screen at the time.

You can use the Scan Backwards/Forward Buttons to skip through the messages for the selected employee, or you can choose a specific message from the "Who:" ComboBox directly.

When you are scanning forwards or backwards, if minor notifications, set from the Settings - Personal Preferences menu choice are set on, you will be notified when you reach the last and first messages respectively.

File Menu:

The Message Center for Windows has several files which it maintains for normal operations. There is only one set of files which are constantly updated and purged. File information and maintenance is handled from this menu. Those menu items marked by an asterisk (*) are only available to those employees with Master Access privileges, but only if, the password protection system is enabled.

If the password protection system is not enabled, all users are considered Master Access users, and have access to all parts of the system.

File Info *

Provides general statistics and information about the system files.

Employee Info... (* with exceptions)

Master Access users have complete control over the addition, deletion, and modification of employees in the file. Although Limited Access users can choose this menu item, they can only modify an employee's present status. They have no access to the manipulation capabilities.

From here, the Master Access user can add new personnel, delete existing personnel, and change an employee's listed status.

Add a Note to the On-Screen Message...

Each message can have a corresponding notation attached. This note describes the actions taken regarding the call, and remains with the message until either the note, or the message is deleted.

Edit the On-Screen Message...

After a message is created, there is a certain time period in which that message may be modified. This limit was set during the Message Center Setup, and can be modified from the "Settings" menu item, then the "System Defaults" menu choice.

Only the call criteria and the message itself may be modified. Once the proper changes have been made, choose the "Save" button to store the edits into the file.

Frequent Caller Maintenance...

Frequent Caller information is maintained for all of the employees entered into the system. This information makes entering a message from someone who calls often, a snap. This module allows the user to modify his/her frequent caller information. A Master Access user can modify any frequent caller information, while a Limited Access user can only manipulate the information specifically on their own frequent callers.

Delete Messages... *

The user will be presented with a dialog box where the type of message deletion is determined.

Quick Delete*

This choice deletes all of the existing messages which have been marked by users for deletion. You will not be presented with any choices other than "OK" or "Cancel." All messages marked will be deleted, as well as their corresponding notes.

Print Messages...

You are presented with the Print Messages dialog box where either all or selected messages can be printed.

Printer Setup...

This menu item invokes the printer setup driver for the selected Windows printer.

Exit

From here, the user can close down all of the active files, and end the Message Center for Windows session.

Help Menu:

The Message Center for Windows has three choices in the Help Menu, Help, Help on Help, and About

Help

This menu choice brings you to this interactive Windows help file.

Using Help

This menu choice brings you to the interactive Help on Windows Help file (information and instructions on using the Winhelp program).

About...

Displays the Message Center for Windows logo, version, copyright notice, current user information, and general system information.

Settings Menu:

The Message Center for Windows has several defaults which can be set. These defaults are used throughout the program.

Show All Messages...

This menu item works in tandem with the menu item below it called "**Show Only Unread Messages.**" If this menu item is checked and disabled, all messages ARE being shown on the screen. There is no permanency to this choice. . . it is simply a toggle for viewing purposes only.

Show Only Unread Messages...

This menu item, which works in tandem with the menu item above it, "**Show All Messages,**" allows a user to filter out the "Received" messages on the display.

When ALL messages are being shown on the screen, this menu item will be active and unchecked. Clicking on it invokes the filter, as well as causing this menu item to become checked but disabled under the "Settings" menu. There is no permanency to this choice. . . it is simply a toggle for viewing purposes only.

System Defaults...

These settings are global, regardless of whether password protection is turned on or not! They affect everyone using the Message Center.

Personal Preferences...

These are preferences which apply to each specific user, if, and only if, password protection is turned on.

Passwords...

The Passwords section allows the user to maintain or modify his/her password. The Master Access user, if password protection is turned on, can change anyone's password, but the Limited Access user can only modify his/her own entry key word.

Screen Colors...

Screen Colors are maintained for each user, only when password protection is turned on. This menu choice allows you to change those colors. If password protection is turned off, the changes made in this section apply to everyone on the system.

Screen Colors...

Screen colors are maintained for each user, but only when password protection is turned on. This dialog box initializes with your current message pad color settings. First select a screen to modify by clicking on the desired screen region in the Application Windows listbox. Then select the appropriate color, and the demonstration window will reflect your changes.

If you are changing the colors of the Main Message Window, choose the region of the window which you want to change from the Regions listbox. The titlebar of the demonstration window will reflect which region you are modifying.

Once you are satisfied with your choices, click on the "OK" button. If you decide not to make the changes after all, click on the "Cancel" button. The changes you have made will be reflected in the system immediately.

If password protection is turned off, whatever changes you make in this dialog box affects everyone's color schemes.

Passwords...

If password protection is turned off from the "System Defaults" dialog box, this section of the program will not initialize, and you will be notified that it is disabled.

Passwords are an important feature of the Message Center for Windows. They control how and who can have access to messages within the system. Users with Master Access capabilities can utilize and manipulate all aspects of the program. Limited Access users have access to some, but not all of the Message Center's features.

A Limited Access user, for example, cannot enter a frequent caller during the entry of a new message. Master Access users, on the other hand, are prompted that the "new" frequent caller is not on the employee's frequent caller list, and asked whether the new caller should be added.

To change your password, choose "Passwords..." from the "Settings" menu. You will be prompted to enter your existing password. If you have entered your password correctly, you will be prompted to enter your new password.

PLEASE NOTE! PASSWORDS ARE CASE SENSITIVE! In other words, if your password is "BoB", you will get an error message if you enter "Bob," and will not be granted access to the system. Passwords are limited to 7 characters, numbers and spaces. If password protection is enabled, passwords cannot be left blank.

Show Only Unread Messages

This menu item, the second in the "Settings" menu, allows the user to "filter out" all of the messages that have been marked as received with the Unread/Received Button.

When the Message Center initially loads, this menu item is active and not checked, signifying that no filter is in force and that all messages are being displayed.

If this menu item is enabled, as soon as it's clicked upon, it becomes disabled and checked, while the "Show All Messages" menu choice becomes active but not checked.

Show All Messages

This menu item, the first in the "Settings" menu, allows the user to "filter out" all of the messages that have been marked as received with the Unread/Received Button.

When the Message Center initially loads, this menu item is checked but disabled, signifying that no filter is in force and that all messages will be displayed.

If this menu item is enabled, as soon as it's clicked upon, it becomes disabled and checked, while the "Show Only Unread Messages" menu choice becomes enabled but not checked.

System Defaults...

System Defaults apply to everyone on the system, regardless of whether password protection is turned on or off. There are three components to the System Wide Defaults dialog box. These are:

Message Editing Time:

This section controls the amount of time in which a message may be changed after initial input.

The minimum is 0 (zero) minutes. If the editing time is set to zero, messages are permanent *as soon as they are saved*. The maximum number for this setting is 720 (seven hundred twenty) minutes, or 12 hours. If you try to set this number higher, you will get an error message.

Company Name:

The name stored in this box, is the name which will appear on all printouts, and on the on-screen message pad as the heading, and is limited to 30 characters. It is, therefore, up to the user as to how the pad heading will appear.

Telephone Message Retention:

Normally, telephone messages are discarded after deletion. Some companies, however, wish to retain these discarded messages for future reference, should the need arise. The Message Center can save these deleted messages in a permanent file. The viewer for these messages, however, is available separately. If you want messages retained, mark the checkbox in this area.

Personal Preferences...

The following defaults can be set in the Personal Preferences dialog box. If password protection is turned on, each person's preferences are saved, and then loaded every time that user logs on. If password protection is off, these preferences become global to everyone on the system, so when you change the settings with password protection off, you change it for everyone. In turn, they can change these settings system wide too. Possible settings are:

Date Range:

The default date range is used when deleting or printing messages. Each choice is based on the number of days prior to today's date, and you can choose from 30, 60 or 90 days.

Printer Modes:

Either choose "Print Slips" or "Print Lists". Slips printed in full from the computer are the slowest to print, due to the time involved outputting the graphics, but they look nice. If you need info in a hurry, print lists instead.

General Settings:

There are three checkboxes located in this frame:

System Notification Warning Sound On:

Applies to warning sounds set within Windows to correspond to the icons in the message box on the screen. If no sound device is attached to the system, the system will sound a regular Windows beep through the speaker. If this item is set off, no sound will be played, unless the situation requires a critical choice.

Display Minor Alert Messages:

Toggles minor messages on or off. Minor messages are notifications that help the new user out. For instance, when one tries to scan further than the first or last message for a selected employee, there is a notification. If this checkbox is turned off, these minor messages will be suppressed. Major notifications can not be suppressed.

Print Message Info in Italics:

When messages are printed, they are printed in normal Helvetica type. If you turn this item on, info that's printed on the slips will be in italics (the item identifiers on the printouts say as normal type, and only the changeable information is affected).

New Message Waiting Alert Tone:

When you have a new message waiting, the Message Center for Windows has to let you know, even while TMCFW is iconized. This listbox has seven alert sounds, or [none] if no tone is desired. A "Test" button is provided to demo all of the sounds, but is disabled when "None" is chosen.

After you have made your choices, choose "OK" to save the changes you made, or "Cancel" to quit and return to the main window without saving your

changes.

Operating the Main Window:

"To:" ComboBox (Employees)

The employee combobox, located at the "To:" prompt on the message pad, is the main focus point of the Message Center for Windows. In Normal Mode, when an employee's name is chosen, a search is initiated which retrieves all message and status information about that employee.

During message scans, a click on an employee in this combobox loads markers for all messages for that employee into the "Who:" combobox on the pad. Each line in the "Who:" list shows the date and time of the call, as well as the caller's name. If the user clicks on the "Non-Employees, Visitors" item in this combobox, the "Who:" combobox is filled with the date and time of the call, as well as the person called, since they all fall under the category of the same employee name, Non-Employees, Visitors.

When in New Mode and a new message is being created, a click here fills the "Who:" combobox with a sorted list of frequent callers for the selected employee, and automatically drops the list down so you can make a choice.

"Who:" ComboBox (Message & Frequent Caller Listings):

The "Who:" combobox serves two purposes. In normal mode, existing messages for the selected employee are listed here, by date, time, and caller name. In new mode, this reflects the frequent callers for the selected employee.

When a selection is made from this control in Normal Mode, the selected item, and indicator for a telephone message, that chosen message is displayed on the pad.

In New Mode, a selection here yields the appropriate information for the selected frequent caller. The caller's name is inserted into the "Who:" editbox, the caller's company is inserted into the "Of:" box, and the telephone numbers are stored into the "Tel:" combobox list.

"Tel:" ComboBox (Phone Numbers):

The "Tel:" combobox shows only one phone number while in Normal Mode, the phone number that corresponds to the on-screen message.

When a new message is being created, once an employee is chosen from the list, and a frequent caller is also chosen, the "Tel:" combobox is filled with three phone numbers. These are "W: " for the work number, "H: " for the home number, and "O: " for an other number. The frequent caller information can be edited from the "Frequent Caller Maintenance" menu choice from the "File" menu.

"Add a Message" Button:

This button is used to initiate the creation of a new telephone message. Once pressed, the user is presented with a clear pad on which to record the new message. After activation, this button disappears, replaced by the "Save" and "Cancel" buttons. When "Add A Message" is pressed, the employee dropdown combobox drops down, ready for you to make your choice.

Call Criteria Checkboxes:

These checkboxes, located in the middle of the message pad, allow the user to

input specific criteria for the call. They may be chosen during the entry of a new message, and can only be changed for the amount of time set in the "System Defaults" menu choice from the "Settings" menu.

Message Editbox:

Located in the lower portion of the message pad, the message editbox is where the message rhetoric is placed. The message is limited to 300 characters, numbers, or punctuation marks, including spaces..

Normal Mode:

Normal Mode is the standard state of The Message Center for Windows when it initiates. TMCFW is always in Normal Mode, unless a message is being entered or edited. In Normal Mode, the "Who:" combobox is filled with message listings for the selected employee.

"NORMAL MODE" shows at the top center of the message pad.

New Mode:

New Mode is only in effect when a new telephone message is being created, or an old message is being edited. During New Mode, the "Who:" combobox, is filled with the names of frequent callers for the selected employee.

"NEW MODE" appears at the top center of the message pad when a new message is being created.

Editing Mode:

When an on-screen message is being edited, you are in editing mode. You can only modify the call criteria and the messageitself. The employee name, date, time, caller, caller's company, telephone, and extension become permanent once a message is saved.

"EDITING MODE" appears at the top center of the message pad when editing mode is active.

Frequent Callers:

Frequent Callers are people who call a specific employee on a frequent basis. What determines "frequent" is up to the user. Generally, someone who calls for a specific person once or twice a day can be considered a frequent caller.

Deleting Messages:

Telephone messages can be marked or unmarked for deletion by all users by clicking in the "**Now Active/Deleted**" toggle button on the main message pad, but this only MARKS the message for deletion. Actual removal may only be carried out by a Master Access user.

Deleting and permanently removing existing telephone messages is easy for the Master Access user. Choose the "Delete Messages" choice from the File Menu. A Deletion dialog window will then open. It is in this dialog window that you choose the Deletion Criteria listed below:

All Messages for 1 Employee:

Click on the "All messages for 1 employee" radio button, then select an employee from the Employee listbox. You will be presented with a confirmation dialog box. If you choose OK... **ALL MESSAGES FOR THE SELECTED EMPLOYEE WILL BE DELETED**. If this is not what you want to do, choose Cancel.

Date Range of Messages for 1 Employee:

Click on the "Date Range of Messages for 1 Employee" radio button, then select an employee from the Employee listbox. The default date range will be entered automatically for you in the appropriate boxes. If the deletion setup is satisfactory, click on "OK," and you will be asked to confirm the deletion. Choose "OK" if the selection is correct. **ALL MESSAGES FOR THE SELECTED EMPLOYEE DURING THE DATE RANGE SPECIFIED WILL BE DELETED**. If this is not what you want to do, choose Cancel.

All Messages in File:

Simply speaking, this is complete and final. If you click the "All messages in file" radio button, then OK, you will be given one last opportunity to Cancel if you wish. However, if you proceed straight through, **ALL MESSAGES IN THE MESSAGE FILE WILL BE DELETED! THIS OPERATION IS PERMANENT!** If this is not what you want to do, choose Cancel.

Date Range of Messages:

Click on the "Date range of messages" radio button. The default date range for the deletion will be loaded into the appropriate editboxes for you. Choose OK, and a confirmation box will come up. If you choose OK in the confirmation dialog box, **ALL MESSAGES FALLING WITHIN THE DATE RANGE WILL BE DELETED!** If this is not what you want to do, choose Cancel.

Printing Messages:

Telephone messages can be printed two ways in The Message Center for Windows. The first method produces graphic telephone message slips, four up on a page in portrait mode. The second method produces a straightforward text list of messages. One employee's messages can be printed, as well as all messages in the file, or a date range of messages, etc. Most of the items in the dialog box have been entered for you. Simply choose an employee. In most cases, the loaded defaults, which may be changed in the "Personal Preferences" choice from the "Settings" menu, will be fine for your printout.

The first step in printing telephone messages is to choose the "Print..." menu choice from the "File" menu. You will be presented with the Print Messages dialog box.

The second step is to make all of the appropriate selections in the "Print Messages" dialog box. Choose the group of messages to be printed, i.e. All Messages for One Employee, Date Range of Messages for 1 Employee, All Messages in the File, or simply, A Date Range of Messages. If you select Messages for One Employee choose the employee for whom you want printed messages by clicking in the employee ComboBox. If you select A Date Range of Messages, enter the starting and ending dates where provided. (Defaults will be entered for you based upon the choices you made in the 'Personal Preferences' dialog box.

Next, select whether you want to "Print Slips" or "Print Lists" by choosing the corresponding radio button. Message Slips are printed on 8.5" x 11" plain or pre-printed forms in portrait mode. When you are satisfied with your choices, choose the "OK" button to continue, or the "Cancel" button to abandon the operation.

PLEASE NOTE: The printed Message Slips look nice, but take a while to produce, especially on dot matrix printers.

Adding a New Message:

Any user can add a new telephone message. The steps are as follows:

Initiate New Mode with the "Add a Message" button

It all starts by clicking or tabbing to and selecting the "Add a Message" button, located under the message pad on the right side of the main screen. This activates New Mode.

The time and date are automatic!

The date and time of the call are entered into the message pad automatically, as soon as "Add a Message" button is pressed..

Enter the employee called...

If the person being called is an employee, he or she should already be on the Employee List, so selecting that person's name is as simple as making your choice from the "To:" dropdown combobox. This action will load all of that employee's frequent callers and their respective information into the "Who:" dropdown combobox.

If, on the other hand, the person being called is a Visitor, enter that person's name in the edit box portion of the "To:" combobox directly. When the message is saved, the system will notify you that it is about to append "NE: " to the beginning of this visitor's name, for easy retrieval later.

Enter caller information or choose a frequent caller...

Enter caller information in the "Who:" dropdown combobox on the message pad. Enter the company name of the caller, if this applies. Enter the phone number and extension of the caller in the extension editbox.

*Or...*if the caller is a frequent caller of the selected employee, simply click on the frequent caller's name from the "Who:" combobox, and all pertinent information will be entered into the message. This information may be changed by clicking on the appropriate field, or by typing in the change. Telephone numbers for Frequent Callers are listed in the Telephone dropdown combobox. There are phone numbers for Office, Home, and Other. (Frequent Caller info can be modified in "Frequent Caller Maintenance" choice from the "File" menu).

Choose the appropriate call criteria checkboxes...

Either tab through the call criteria, changing the criteria checkboxes state with the spacebar, or make the appropriate selections with the mouse. The criteria tell the recipient about the call.

Enter the body copy of the message...

Tab to or click in the message box at the bottom of the message pad. Then type in the caller's message, up to 300 characters long, including punctuation.

Save or Cancel the new message...

After all of the information is entered into the message pad, select the "Save" button to save the new message to the disk. You will then be returned to Normal Mode. Should you choose to discard the message before it is saved,

click on the "Cancel" button to discard the message info on the screen and return to normal mode.