

## NETTALK™ & NETTALK+PLUS™ QUICK START DOCUMENTATION

(c) 1993-4 Cross International (CIC) with GRMPC & Eyeballs Software - all rights reserved. NETTALK and NETTALK+PLUS are trademarks of CIC.

### *Split Second Communications Software for Local Area Networks*

NETTALK must be installed on a Novell Netware System Version 2.X or greater (WINDOWS users must use IPX.com version 3.1 drivers or later - please check with Novell or LAN dealer), Personal Netware or any Netbios LAN (Artisoft, IBM, PowerLAN, Moses, CBIS). User names for NETTALK are obtained when users login from the Novell shell or from the LAN network software (for example, you will see ADDING NETBIOS NAMES which takes a few seconds to get network name). **The Trouble Shooting Guide is contained in a file called HELP.**

## INSTALLATION

- 1) Login to your LAN. Whoever is installing will become the NETTALK "supervisor" with user management privileges (i.e., change hot key settings).
- 2) **FOR NETTALK DOS**, from DOS place the NETTALK disk in drive A or B. Then type A:SETUP or B:SETUP depending on the floppy drive with the NETTALK disk. **FOR NETTALK+PLUS**, you will do this only from WINDOWS, select File, then select RUN, then type A: or B:INSTALLW.
- 3) NETTALK will prompt you: "Configuration Files not Found - Do You want to Install the Software?" 'Yes' to continue or 'No' to quit. If you are using a mouse, click on your selection to continue.
- 4) NETTALK will scan the LAN and display a list of local and network drives. NETTALK will then present a drive and path recommendation to you based on an available network drive, and present the following H:\INTERCOM, for example. You can either select the network drive presented or change to any other network drive you desire. NOTE: Please ensure that all users must have ALL RIGHTS (read, write, create, etc.) to this directory as this is where the Call Log and Sticky Pad files are located. Please refer to your LAN Network software manual for information on RIGHTS.
- 5) NETTALK will copy the software into a directory called INTERCOM and SETUP the NETTALK supervisor user account. Install NETTALK only on one network drive available to everyone, not on each PC workstation. Then start NETTALK by typing LANTSR (see below).
- 6) After you have installed NETTALK DOS, to install NETTALK for WINDOWS, then type WIN INSTALLW. NOTE: If you are NOT running the Microsoft Windows Program Manager, you will need to add the Nettetalkw.exe and Setupw.exe ICONS to your Windows desktop manually.

**Adding A New User** - Each additional DOS user logs in and runs SETUP from the network directory (i.e., F:, G:, etc.) where NETTALK was installed. Each additional WINDOWS user logs in and runs WIN INSTALLW and then double-clicks on NETTALK to start or NETTALK SETUP, as necessary.

## STARTING NETTALK & MENU OPTIONS

**Type LANTSR and then press the ENTER key** (for Windows users there will be a NETTALK icon - double click on the NETTALK icon) To have NETTALK start automatically in WINDOWS put the NETTALK icon in your WINDOWS STARTUP. If you are using WordPerfect - type LANTSR /D, if you are using QEMM - type LANTSR /S, or for other options or help - type LANTSR /H. If you are running the DOS version of NETTALK and then start Windows, the DOS version will automatically be disabled. So it is easy for users to go between DOS and Windows. Most importantly, DOS users can send messages to WINDOWS users and WINDOWS to DOS. To run NETTALK start by pressing any one of the following:

<b>Press</b>	<b>ALT CTRL I - for the Main Menu</b>	<b>ALT CTRL Y - for Yellow Sticky notepads</b>
	<b>ALT CTRL P - for Telephone Messaging</b>	<b>ALT CTRL L - for Call Log</b>
	<b>ALT CTRL O - for Ping Pong</b>	<b>ALT CTRL B - for In/out Box (NETTALK+PLUS only)</b>
	<b>ALT CTRL D - for Telephone Directory (NETTALK+PLUS only)</b>	

To operate a feature, click on the desired option with a mouse or press the indicated key. Note the ALT CTRL keys still work in Windows! If you find conflicts with using ALT CTRL keys, you can change the HOTKEY in SETUP OPTIONS.

**Telephone Messaging - Press ALT CTRL P** and enter the caller's name and any other information such as company name, then press Enter to select an optional telephone line. Once this is done, press Enter and a box pops up with the names of the users. Use the arrow keys and/or the first letter of the desired name to highlight the name, then press Enter. **If the person is in the office**, Press F2 or Send Message in WINDOWS - NETTALK will then send the message. **If the user is out of the office** or not logged into the LAN, Select F3 - Not In Choices and take a message which will appear in their Call Log. The recipient will be presented with a list of options, such as F2 - I'll take it and F3 - Take a message. The recipient clicks on a button or presses one of the F2-F7 function keys or select options via mouse in WINDOWS. For some of the responses, i.e., 'Have party call back' a field is available so a "call back time" can be typed. Then press Enter and your selection will be sent back to the receptionist or sender.

NETTALK will wait for 15 seconds for a response before automatically returning to the receptionist or sender. If you do not know what to do with the call, you can "HOLD" the call indefinitely if you hit any button, i.e., the space bar, then select F2 - F7 when you have made a decision. Please note that the receptionist or sender is waiting for you to make a decision and cannot process another call until you do. When the call comes back to the receptionist or sender they will be presented with a list of options such as F-2 Telephoned, F-3 Please Call Back, F-5 Returned Your Call, etc. where notes can be made (telephone number, etc.) which is saved in the Call Log.

**Yellow Sticky Notepads - Press ALT CTRL Y** and a menu will appear in the top left corner of the screen. The options are: F2 Add, F3 Edit, F4 Delete, F5 Print, and ESC Quit. Press F2 to enter the first note. While editing, press F1 (Help) to see the list of keys used to move around, insert and delete text. Press F10 to save the message or F2 to Send a Sticky Pad to anyone else on the LAN. Up to fourteen notes can be added. The notes are displayed in a cascaded box format, and the first four lines of each message appear in these boxes. When editing, all of the note is visible. When Edit, Print or Delete are selected, each box will have a lettered button placed on its border. Click the button or press the indicated letter key (i.e., A, B, H) to select the desired note. If you have selected Delete, you will be presented with a confirmation prompt. You may want to use the Yellow Sticky notepad for storing telephone callbacks, special notes or things to do. The receptionist can use Yellow Sticky to save key telephone requests like "Hold all calls except for Fred" or "Jane will be out of the office until noon" instead of on paper.

**Ping Pong (onLAN chatting) - Press ALT CTRL O** which allows any user to send and respond to messages from anyone else on the LAN. Simply select F2, type your note, press Enter, select the NETTALK user and it is sent off. Press ESC, and you will go back to what you were working on. The person receiving the note selects F3 types a response, presses Enter and it is sent back to you. You can send another, and continue ping ponging until the discussion is over. You can have up to four simultaneous different ping-pong conversations with different LAN users who are logged in.

**Call Log - Press ALT CTRL L** to view, edit or delete records from your call log. Records are added to the call log when someone sends you phone messages. The Call Log contains the name of the caller and line, who took the message, the date and time of the call, and the disposition. You can scroll through the file by using the arrow, scroll bar or page keys. The record at the top of the view box can be deleted by pressing the Delete button or you can Print or Edit the top record of the call log for reference or customer billing purposes. The Call Log will beep every five minutes if there are new messages in your Call Log and stop beeping after you have checked your Call Log.

## FEATURES IN NETTALK+PLUS ONLY

**In/Out Box and "IF" Messaging - Press ALT CTRL B** brings up the In/Out box. The function of an In/Out box is to inform other people as to your status. That is, are you In, Out, In a Meeting, Do Not Disturb except for:, Other, i.e., on vacation, on travel, or at the library. Your status can be viewed by anyone else on the LAN. One of the other key new features is "if" messages. "If" messages are particularly useful when critical messages need to be passed to others while you are out of the office or in a meeting. Typical "if" messages would be IF: the client calls tell him that the report is in the mail, IF: my wife calls tell her to meet me downtown tonight, IF: Fred comes to the office for the interview, please give him to Jane first, etc. Each user can place up to 10 "if" messages that can be viewed by anyone else on the LAN. You are the only person who can add, edit, or delete your own "if" messages, however, anyone can place text (i.e., completed actions) in the notes field. That is, when an "if" task is completed, the receptionist, for example, could make a note in the NOTES field.

**Telephone Directory - Press ALT CTRL D** brings up the telephone directory. The Telephone Directory contains the full user name, mail station or department, telephone extension, and manager/other information. The NETTALK+PLUS supervisor(s) can change the information in the Telephone Directory.

**Call Log - Press ALT CTRL L** to view your Call Log. In NETTALK+PLUS you have more Call Log print options than NETTALK. You can Print the top call record, all records, or a range of call records. One of the new features in NETTALK PLUS+ is the ability to allow other people to review your call log. This is particularly useful when users are out of the office, when there is a need to have a shared call log, i.e, sales, support, records department, etc. Each users call log is password protected, however, you can give this password to anyone else. Let's say you are on the road and call in for your telephone calls, you give the receptionist your password and they can tell you who called, print them out and FAX them to you, or print the call log for later use. You can change the password (in NETTALK+PLUS SETUP) should you not want anyone to view your records.

## SETUP OPTIONS

**Setup Options** - NETTALK and NETTALK+PLUS offer many user setup options such as change HOTKEYS, change a user's right, i.e., make another person a supervisor, or delete a user. In NETTALK+PLUS, each user can change their own information in the Telephone Directory, change their Call Log password or disable access to your Call Log, and other functions. Online HELP is available for NETTALK WINDOWS functions.

**To change the POPUP HOTKEY**, at the DOS prompt in the NETTALK directory, type SETUP, then select F4, then select the HOT key you desire, the F10 to save it. Then reboot your PCs and then new HOTKEY will take effect. Please note the NETTALK supervisor is the ONLY person who can change the HOTKEY. All users can go into SETUP and see what the HOTKEY is but cannot change it. The HOTKEY is a system-wide option. Sorry, each user cannot have their own different HOTKEY. In WINDOWS, double-click on the SETUP icon to modify NETTALK user options.

**Sound Options - .WAV Files** - In NETTALK+PLUS only, users can play different .WAV sound files or choose to have no sounds at all when telephone messages, ping-pong, or yellow sticky files are sent. Please refer to your WINDOWS manual for setting up your PC to play sounds.