



## **CallOut Help Contents**

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## CallOut Menu Commands

File Commands

Edit Commands

Options Commands

Dial Commands

Log Commands

Register! Commands

## File Menu

This menu provides file management commands, hard copy printer support and the standard Exit command.

|                       |                |  |
|-----------------------|----------------|--|
| <u>N</u> ew           | <b>Alt+F,N</b> | Create a new phone list.   |
| <u>O</u> pen          | <b>Alt+F,O</b> | (or <b>F3</b> ) Open an existing phone list.                     |
| <u>S</u> ave          | <b>Alt+F,S</b> | (or <b>F2</b> ) Save a phone list.                               |
| <u>S</u> ave As       | <b>Alt+F,A</b> | (or <b>Ctrl+F2</b> ) Save a phone list to a different file name. |
| <u>E</u> xport        | <b>Alt+F,E</b> | Export a phone list in ASCII format.                             |
| <u>I</u> mport        | <b>Alt+F,I</b> | Import an ASCII-formatted phone list.                            |
| <u>P</u> rint         | <b>Alt+F,P</b> | (or <b>F9</b> ) Print a phone list.                              |
| <u>P</u> rinter Setup | <b>Alt+F,U</b> | Setup printer(s).  |
| <u>E</u> xit          | <b>Alt+F,X</b> | (or <b>Alt+F4</b> ) Exit from CallOut.                           |

*Note:* The Print command is not available when the loaded Phone List is empty.

## Edit Menu

This menu provides phone list and prefixes editing commands.

|                         |                |                     |   |
|-------------------------|----------------|---------------------|---|
| <u>M</u> odify          | <b>Alt+E,M</b> | (or <b>Ctrl+E</b> ) | Modify (Edit) the highlighted phone list entry.   |
| <u>A</u> dd             | <b>Alt+E,A</b> | (or <b>Ins</b> )    | Add a new entry to the phone list.                |
| <u>D</u> elete          | <b>Alt+E,D</b> | (or <b>Del</b> )    | Delete the highlighted entry from the phone list. |
| <u>M</u> odify Prefixes | <b>Alt+E,P</b> |                     | Modify or define one or more prefixes.            |

*Note:* The Modify and Delete commands are not available when the loaded Phone List is empty.

## Options Menu

This menu provides commands to control the CallOut window display and modem settings.

|                          |                |                     |                                    |
|--------------------------|----------------|---------------------|------------------------------------|
| <u>Show Work Numbers</u> | <b>Alt+O,W</b> | (or <b>Ctrl+W</b> ) | Display work numbers for dialling. |
| <u>Show Fax Numbers</u>  | <b>Alt+O,F</b> | (or <b>Ctrl+F</b> ) | Display fax numbers for dialling.  |
| <u>Show Home Numbers</u> | <b>Alt+O,H</b> | (or <b>Ctrl+H</b> ) | Display home numbers for dialling. |
| <u>Settings</u>          | <b>Alt+O,S</b> |                     | Modify modem settings.             |

## Dial Menu

This menu provides automatic and manual dialling commands.

Dial Selected **Alt+D,D** (or **Enter**) Dial the highlighted number.

Dial Manual **Alt+D,M** (or **Ctrl+M**) Enter and dial a number.

*Note:* The Dial command is not available when the loaded Phone List is empty.

## Log Menu

This menu provides call log management and viewing commands.

|               |                |   |
|---------------|----------------|---|
| <u>V</u> iew  | <b>Alt+L,V</b> | (or <b>Ctrl+V</b> ) View and edit the call log on-screen. |
| <u>P</u> rint | <b>Alt+L,P</b> | Print the call log.                                       |
| <u>C</u> lear | <b>Alt+L,C</b> | Empty the call log.                                       |

## Help Menu

Commands in this menu provide help for using CallOut and access to the standard Windows help-for-Help information.

|                           |                |  |
|---------------------------|----------------|--|
| <u>Help Contents</u>      | <b>Alt+H,H</b> | (or <b>F1</b> ) Show CallOut help contents.        |
| <u>Keyboard and Mouse</u> | <b>Alt+H,K</b> | Help on using the keyboard and mouse with CallOut. |
| <u>Commands</u>           | <b>Alt+H,C</b> | Help on CallOut menu commands.                     |
| <u>Using Help</u>         | <b>Alt+H,U</b> | View standard Windows help-for-Help information.   |
| <u>About</u>              | <b>Alt+H,A</b> | Show CallOut version information.                  |



## **Register! Menu**

This menu item provides a command to allow you to register your copy of CallOut.

Register! **Alt+R**    Enter registration details.

## CallOut Dialog Boxes Help Contents

[Add Phone List Entry Dialog](#)  
[Call Progress Dialog](#)  
[Delete Phone List Entry Dialog](#)  
[Export Dialog](#)  
[Import Dialog](#)  
[Manual Dial Dialog](#)  
[Modify Phone List Entry Dialog](#)  
[Modify Prefixes Dialogs](#)  
[Registration Dialog](#)  
[Settings Dialog](#)  
[View Call Log Dialog](#)

## Command: New

This command starts a new, unnamed, Phone List to which you may add entries via the Add command. The CallOut caption will show the file name *Untitled File*.

If there is already a Phone List open, and it has un-saved modifications, you will first be asked if you wish to save it. You can choose to save the file, discard the changes, or cancel the New command.

*See also:*

Open command

Save command

Save As command

Tool Bar

## Command: Open

This command opens an existing Phone List, replacing any you may already have open in the CallOut window. It brings up the *File Open* dialog box, initially showing available Phone List files in the CallOut directory. You may, however, load a Phone List from any directory you choose. The name of the opened file will be shown in the CallOut caption.

If there is already a Phone List open, and it has un-saved modifications, you will first be asked if you wish to save it. You can choose to save the file, discard the changes, or cancel the Open command.

### *Windows 3.1 users:*

You can also open a Phone List using Windows' Drap & Drop facility. Simply drag the Phone List file from the File Manager window onto the CallOut window (or icon, if minimised).

### *Please note:*

Phone Lists are given the file extension **.ADD** by default. If you explicitly overwrite this when saving a file via the Save As command, you will need to change the file mask shown in the File Open dialog's *Filename* field.

### *See also:*

Open command

Save command

Save As command

Tool Bar

Command Accelerator Keys

Windows 3.0 vs. 3.1 Summary

## Command: Save

This command saves the currently open Phone List to disk. If the Phone List file already exists on disk it is overwritten with the new contents. If you wish to save the Phone List to a *different* file, use the Save As command.

### *See also:*

Open command

Save As command

Tool Bar

Command Accelerator Keys

## Command: Save As

This command saves the currently open Phone List to a different disk file. It brings up the *File Save As* dialog box via which you can specify the name of the file to save to.

### *Please note:*

Phone Lists are given the file extension **.ADD** by default. You may, however, use a different extension when saving a file, although you will find it more convenient if you use the default.

### *See also:*

[Open command](#)

[Save command](#)

[Command Accelerator Keys](#)

[Windows 3.0 vs. 3.1 Summary](#)

## Command: Export

This command exports the loaded phone list in comma-delimited ASCII format, for use with other applications. Each phone list entry is written in ASCII as one line of text, with each field surrounded by quotes (") and separated by commas, thus:

*"name/details", "work number", "fax number", "home number"*

Any embedded quotes are represented by double quotes, thus: "".

### **Windows 3.1 users:**

When you choose this command, you are first prompted to name the file to export to, and then the Export dialog box is displayed. You can choose to have CallOut expand any prefixes used within telephone numbers, or to export numbers with the unexpanded prefix letters.

### **Windows 3.0 users:**

Phone lists are always exported to a file (in the CallOut directory) with the same root name as the Phone List, but with the .TXT extension. For example, the Phone List *contacts.add* will be exported to the file *contacts.txt*.

When you choose this command the Export dialog box is displayed. You can choose to have CallOut expand any prefixes used within telephone numbers, or to export numbers with the unexpanded prefix letters.

When you confirm the export function via the dialog box, the entries are exported to your chosen file, after which summary export statistics are shown.

### ***See also:***

Modify Prefixes command

Windows 3.0 vs. 3.1 Summary

## Command: Import

This command imports entries into the currently loaded phone list. The import file should contain one entry per line, each entry separated by commas. The following fields should be specified for each entry:

*name/details, work number, fax number, home number*

(the fields must be presented in the order shown, but it is acceptable to omit any empty trailing numbers, e.g: *name/details, work number* only)

Each field may optionally be delimited by quotes: ". Indeed, any field which contains an embedded comma **must** be delimited thus. When using quote delimiters, any embedded quotes should be represented by double quotes, thus: ""

### **Windows 3.1 users:**

When you choose the import command, you are first prompted for the name of the file to import from, after which the Import dialog box is displayed. It allows you to choose to have CallOut attempt to match leading sequences in imported telephone numbers with prefixes you have defined. Any it finds are then replaced by the appropriate prefix letters.

### **Windows 3.0 users:**

Phone Lists are always imported from a file (in the CallOut directory) with the same root name as the Phone List, but with an extension of .TXT. For example, to import to the Phone List named *contacts.add*, ensure the import file is in the CallOut directory, and is named *contacts.txt*.

When you choose the import command the Import dialog box is displayed. It allows you to choose to have CallOut attempt to match leading sequences in imported telephone numbers with prefixes you have defined. Any it finds are then replaced by the appropriate prefix letters.

Once the import operation has completed, you are presented with summary statistics indicating the number of entries successfully imported, the number rejected (because of improperly-structured data), and the number skipped (because of insufficient room in the phone list).

### **See also:**

Add command

Modify Prefixes command

Windows 3.0 vs. 3.1 Summary



## Command: Print

Use this command to print a copy of the currently loaded Phone List to the printer. Irrespective of which Show Numbers command is currently in force, all of the telephone numbers in the Phone List are printed.

The Phone List is sent to the currently installed printer. If you wish to change any of the print settings see the Printer Setup command.

### *See also:*

Log Print command  
Command Accelerator Keys

Tool Bar

*(Note:* The Print command is not available when the loaded Phone List is empty)

**Command:   Printer Setup**

Use this command to select printer options (note that the options in the Printer Setup dialog box vary according to what printer is installed).

*See also:*

Print command

## Command: Exit

This command closes CallOut and saves configuration information to enable CallOut to restart the next time with your chosen options. If the *Save settings on exit* option has been checked (via the Settings command), the following information is saved for restoration next time you start CallOut:

- the name of the currently loaded Phone List,
- the number type chosen via the Show Numbers commands, and
- the CallOut window position and size.

If there are un-saved modifications to the Prefixes or to the currently loaded Phone List you are asked if you wish to save them before closing. For each you are given the choice to save or discard the changes or to cancel the closure of CallOut.

### *See also:*

Save command

Save As command

Command Accelerator Keys

## **Command:   Modify**

This command brings up the Modify Phone List Entry dialog box: it allows you to edit the currently highlighted Phone List entry.

### *See also:*

Add command

Delete command

Dial Selected command

Modify Prefixes command

Command Accelerator Keys

Highlighting Phone List Entries

*(Note:* The Modify command is not available when the loaded Phone List is empty)

## Command: Add

This command brings up the Add Phone List Entry dialog box: it allows you to add one or more entries to the current Phone List.

### *See also:*

Delete command

Dial Selected command

Import command

Modify command

Modify Prefixes command

Command Accelerator Keys

Highlighting Phone List Entries

## **Command: Delete**

The delete command deletes the highlighted Phone List entry. It first brings up the Delete Phone List Entry dialog box to confirm that you wish to perform the deletion.

### *See also:*

Add command

Modify command

Command Accelerator Keys

Highlighting Phone List Entries

*(Note:* The Delete command is not available when the loaded Phone List is empty)

## **Command:    Modify Prefixes**

The Modify Prefixes command brings up the Modify Prefixes dialog box. Here, you can define up to 26 different telephone number prefixes which you use frequently, such as for PBX outside-line dialling, commonly-used area codes, or special network access numbers and/or codes.

Each of the letters A to Z can have a Prefix associated with them. Once this is done, you can simply include the letter(s) at the start of any Phone List telephone number entry. Prefix letters found in telephone numbers are automatically expanded by CallOut when dialling.

### *See also:*

Add command

Dial Selected command

Dial Manual command

Modify command

**Command: Show Work/Fax/Home Numbers**

While a Phone List may contain three different numbers for each entry (labelled *telephone*, *fax* and *home*), only one type may be displayed at a time.

The Dial Selected command will dial whatever number is showing in the highlighted Phone List entry.

To specify the type of numbers to show, select the appropriate command from the Options menu.

*See also:*

Tool Bar

Command Accelerator Keys



## Command: Settings

CallOut may need to be customised to be able to work correctly for your modem and COM port configuration. When you first run CallOut, therefore, choose the Settings command from the Options menu.

You will be presented with the Settings dialog box, where you can change modem settings and control the CallOut window during calls.

When you exit CallOut the current window position and the name of the loaded phone list may be saved, enabling CallOut to restart the next time with the same 'environment'. If you do not wish CallOut to remember these settings, uncheck the *Save settings on exit* check box in the dialog box.

Any changes you make to the settings are saved when you select the **OK** button.

### *See also:*

Dial Manual command

Dial Selected command

## Command: Dial Selected

This command will dial the number showing in the highlighted Phone List entry, automatically expanding any Prefixes included (*see* [Modify Prefixes command](#)). Once CallOut has sent the dialling sequence to your modem, it will display the [Call Progress dialog box](#) via which you can inform CallOut about the progress of your call. Pick up the handset, and then choose a call result button in the dialog box as and when appropriate.

If you press the **Cancel** button in the [Call Progress dialog box](#) *before* the modem has finished dialling, the dial sequence will be abandoned.

Provided you do not select the **Cancel** button, details about the call will be logged in the Call Log file (see the [Log View command](#)).

If you wish to turn on your modem's speaker during dialling, update the modem dial string via the [Settings command](#) (refer to your modem's user manual for the appropriate command).

### *See also:*

[Add command](#)

[Dial Manual command](#)

[Modify command](#)

[Show Work/Fax/Home Numbers command](#)

[Tool Bar](#)

[Command Accelerator Keys](#)

[Dialling Numbers \(Keyboard and Mouse\)](#)

[Highlighting Phone List Entries](#)

*(Note: The Dial Selected command is not available when the loaded Phone List is empty)*

## **Command: Dial Manual**

This command will allow you to dial a number manually: i.e. dial a number not entered in the Phone List.

You will be presented with the Manual Dial dialog box, which will allow you to enter the number (and, optionally, the name) to be dialled.

Once CallOut has sent the dialling sequence to your modem, it will display the Call Progress dialog box via which you can inform CallOut about the progress of your call. Pick up the handset, and then choose a call result button in the dialog box as and when appropriate .

If you press the *Cancel* button in the Call Progress dialog box *before* the modem has finished dialling, the dial sequence will be abandoned.

Provided you do not select the *Cancel* button, details about the call will be logged in the Call Log file (see the Log View command).

If you wish to turn on your modem's speaker during dialling, update the modem dial string via the Settings command (refer to your modem's user manual for the appropriate command).

### ***See also:***

Dial Selected command  
Dialling Numbers (Keyboard and Mouse)

Command Accelerator Keys

## **Command: Log View**

Use this command to view the Call Log on screen. The View Call Log dialog box also allows you to selectively remove entries from the Call Log: you may either remove individual entries, or remove all entries older than a given one (for example, after reconciling the log with an itemised telephone bill) .

The Call Log contains an entry for each call logged, showing the date and time of the call, the name/details and number called, the call result (answered, not answered or engaged), and the length of the call (if answered).

### *See also:*

Tool Bar

Command Accelerator Keys

## **Command:   Log Print**

Use this command to print a copy of the Call Log. The Call Log will contain an entry for each call logged, showing the date and time of the call, the name/details and number called, the call result (answered, not answered or engaged), and the length of the call (if answered).

The Call Log is sent to the currently installed printer. If you wish to change any of the print settings see the [Printer Setup command](#).

*See also:*

[Print command](#)

**Command: Log Clear**

This command will clear down the Call Log. You are first asked to confirm that you wish to do so. To clear selected entries in the Call Log, see the Log View command.

**Command: Help Contents**

This command will take you to the [CallOut Help contents](#).

*See also:*

[About](#)

[Commands](#)

[Keyboard and Mouse](#)

[Using Help](#)

[Tool Bar](#)

[Command Accelerator Keys](#)

**Command: Keyboard and Mouse (Help)**

Selecting this command will provide help on how to operate CallOut using either the keyboard or the mouse.



**Command:    Commands (Help)**

Selecting this command will provide help on each of the commands available via the CallOut menus.

To obtain help on just one command, highlight that menu command (see Keyboard and Mouse help) and press **F1**.

**Command: Using Help**

Choosing this command will display the standard *Using Windows Help* information. It is primarily aimed at users new to Windows, and tells you how to use the Windows help system.

You can press **F1** now to see *Using Windows Help*. Once in *Using Windows Help*, you can return to the CallOut help contents by selecting the **Contents** or **Index** option.

## **Command: About**

The About command displays a window of information about your copy of CallOut. The information it contains depends on whether your copy has been registered:

### ***Registered copies:***

The About window will tell you the version of CallOut you have and the name under which your copy is registered.

### ***Unregistered copies:***

The About window will tell you the version of CallOut you have and give instructions on how to register your copy. It will also contain an option to allow you to enter registration details provided to you by CoCo Systems Ltd (see also the Register! command and the Registration Dialog Box).

Additionally, the About window will also display itself regularly while using CallOut, to remind you to register.

Remember that use of CallOut without registration beyond an initial trial period of fourteen days is prohibited. If you find CallOut useful, you should register your copy with CoCo Systems Ltd.

Upon registration, you will receive your personal registration details. You should enter these in the Registration Dialog Box which appears when you choose the Register! command (or choose the Register option from the About window).

Once registered, your copy of CallOut will no longer display the annoying reminder windows.

## **Command: Register!**

This command is available in unregistered Shareware copies only.

Use of CallOut without registration beyond an initial trial period of fourteen days is prohibited. If you find CallOut useful, you should register your copy with CoCo Systems Ltd (see the About command). In return for the registration fee, you will receive a printed, bound manual and a diskette containing the latest version of CallOut.

Upon registration, you will also receive your personal registration details. You should enter these in the Registration Dialog Box which appears when you choose the Register! command (or choose the Register option from the About window).

Once registered, your copy of CallOut will no longer display the annoying reminder windows.

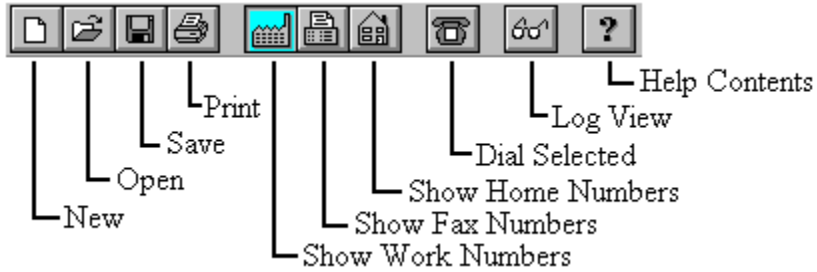
## Windows 3.0 vs. 3.1 Summary

CallOut provides largely the same set of functions independent of the version of Windows you are using. CallOut automatically detects which version of Windows it is running under, and offers improvements and additional facilities if it detects Windows 3.1 as follows:

- *Support for Windows 3.1 Drag & Drop.* Phone Lists can be opened simply by dragging them onto the CallOut window or icon (see Open command).
- *Common Dialogs:* Windows 3.1 common file dialogs (Open and Save As) and printer dialogs are used (see the Open, SaveAs and Printer Setup commands).
- The Export and Import commands allow you to specify the name of the file to Export or Import to/from.

## Tool Bar

The tool bar provides quick access to a number of the frequently-used CallOut menu commands:



Just click on the button appropriate to the command to be executed.

*See also:*

[New command.](#)

[Open command.](#)

[Save command.](#)

[Print command.](#)

[Show Work/Fax/Home Numbers command.](#)

[Dial Selected command.](#)

[Log View command.](#)

[Help Contents command.](#)

# Keyboard and Mouse

## Command Accelerator Keys



### Keyboard:

The following accelerator keys can be used to choose CallOut commands:

| <u>Key</u> | <u>Command</u>           |
|------------|--------------------------|
| F3         | <u>Open</u>              |
| F2         | <u>Save</u>              |
| Ctrl+F2    | <u>Save As</u>           |
| F9         | <u>Print</u>             |
| Alt+F4     | <u>Exit</u>              |
|            |                          |
| Ins        | <u>Add</u>               |
| Ctrl+E     | <u>Modify</u>            |
| Del        | <u>Delete</u>            |
|            |                          |
| Ctrl+W     | <u>Show Work Numbers</u> |
| Ctrl+F     | <u>Show Fax Numbers</u>  |
| Ctrl+H     | <u>Show Home Numbers</u> |
|            |                          |
| Enter      | <u>Dial Selected</u>     |
| Ctrl+M     | <u>Dial Manual</u>       |
|            |                          |
| Ctrl+V     | <u>Log View</u>          |
|            |                          |
| F1         | <u>Help Index</u>        |

## Highlighting Phone List Entries:



Mouse:

Click once on the desired entry with the left mouse button (use the scroll bars if necessary to first bring the desired entry into the CallOut window).



Keyboard:

The highlight can be moved by using the following keys:

| <u>Key</u> | <u>Action</u>                |
|------------|------------------------------|
| UpArrow    | Move to previous entry.      |
| DownArrow  | Move to next entry.          |
| PgUp       | Move to entry one page up.   |
| PgDn       | Move to entry one page down. |
| Ctrl+Home  | Move to first entry.         |
| Ctrl+End   | Move to last entry.          |

***Speed search:*** Pressing any other character key will move the highlight to the first Phone List entry starting with that character.

Additionally the CallOut window can be scrolled horizontally without moving the highlight by using the following keys:

| <u>Key</u>      | <u>Action</u>                    |
|-----------------|----------------------------------|
| LeftArrow       | Scroll left one character width. |
| RightArrow      | Scroll right one character width |
| Ctrl+LeftArrow  | Scroll left one page width.      |
| Ctrl+RightArrow | Scroll right one page width.     |
| Home            | Scroll to left edge.             |
| End             | Scroll to right edge.            |



## Dialling numbers from Phone List entries:



Mouse:

Double-click on the desired entry with the left mouse button (use the scroll bars if necessary to first bring the desired entry into the CallOut window), or highlight the desired entry and either choose the Dial Selected command or press the Dial button on the Tool Bar.



Keyboard:

Highlight the desired entry and the press Enter or choose the Dial Selected command.

## Add Phone List Entry Dialog

This dialog appears when you choose the Add command: it allows you to enter one or more new entries to the current Phone List (*Note*: irrespective of which Show Numbers command is currently in force, all of the telephone numbers for a Phone List entry are added via this dialog).

Simply enter contents into the fields shown and press the **OK** or **Add Another** buttons. Pressing the Add Another button will add the entry to the Phone List, but will maintain the dialog. This will allow you to enter a whole series of entries to the Phone List without having to choosing the Add command for each one.

Once you have entered all the entries you wish, press the OK button. This will terminate the Add process and return you to the main CallOut window, which will then include all the entries you have added.

Any additions you make will be available for use for the current CallOut session, but will *not* be written to disk until you explicitly save the Phone List to disk using the File Save or File Save As commands.

To discard any changes you make exit the dialog by pressing the **Cancel** button.

### *Please note the following:*

- The **Name/Details** field is free-format: enter any characters you like here, up to a maximum of 48 characters. This field may not be left blank.
- The **Work**, **Fax** and **Home Number** fields are free-format, and you may include any characters you like that your modem will accept (but see the following notes), up to a maximum of 24 each. At least one of the three telephone numbers must be specified.
- You may freely punctuate numbers with "(" and ")" brackets, "-" hyphens or spaces as you wish. CallOut will ignore them when dialling.
- To include one or more Prefixes (see the Modify Prefixes command), enter their identifying letters at the *start* of a telephone number. CallOut will expand the prefixes prior to dialling. Any Prefix identifier *not* at the start will be sent to the modem as a letter when dialling.

### *See also:*

Delete Phone List Entry dialog box

Modify Phone List Entry dialog box

Modify Prefixes dialog box

## Call Progress Dialog

This dialog appears when you dial a number via either the Dial Selected command or Dial Manual command. It allows you to inform CallOut on the result of your call (call answered, call not answered, or number engaged), so that CallOut may keep a proper log.

You should pick up the telephone handset, and then press a button as and when appropriate:

- To cancel a call, press the *Cancel* button.
- If you choose *Not answered* or *Engaged*, you should then replace the telephone handset.
- If the call is answered, choose the *Answered* button (or **OK**, which is equivalent): you will then be presented with a dialog box asking you to press a *Hangup* button once you have finished the call (don't forget to replace the telephone handset!).

If you do not wish the call to be logged, uncheck the *Log this call* box.

## **Delete Phone List Entry Dialog**

This dialog appears when you highlight an existing Phone List entry and choose the Delete command: it asks you to confirm you wish to delete the entry.

To confirm deletion press the *Yes* button; to change your mind press the *No* button.

Any deletions you make will take effect for the rest of the current CallOut session, but will *not* be written to disk until you explicitly save the Phone List to disk using the File Save or File Save As commands.

*See also:*

Add Phone List Entry dialog box

Modify Phone List Entry dialog box

Modify Prefixes dialog box

## Export Dialog

This dialog box is displayed when you choose the Export command. It confirms the name of the file to which the phone list will be exported, and presents you with an option to expand prefixes embedded in telephone numbers. If you wish to expand the prefixes, leave the *Expand prefixes* box checked. If you wish to preserve the prefix letters in exported numbers, uncheck the box.

Select **OK** to proceed with the export function, or **Cancel** to cancel.

## Import Dialog

This dialog box is displayed when you choose the Import command. It confirms the name of the file from which entries will be imported, and presents you with an option to match prefixes in the imported telephone numbers. If you wish to match prefixes, leave the **Match prefixes** box checked. If you do not wish to match prefixes in imported numbers, uncheck the box.

If you elect to match prefixes CallOut will analyse imported numbers, looking for leading sequences which match prefixes you have defined. Any matching sequences it finds will be substituted by the appropriate prefix letters.

If you choose not to match prefixes, CallOut will import numbers without change.

**Note:** In some circumstances it is possible that there are alternative ways of substituting prefixes. In this case, CallOut may decide on a solution you would prefer to modify afterwards (by use of the Modify command). Note that whichever substitution CallOut decides upon will always result in the correct dialling sequence.

Select **OK** to proceed with the import function, or **Cancel** to cancel.

*See also:*

Modify Prefixes command

## Manual Dial Dialog

This dialog appears when you choose the Dial Manual command: it allows you to enter a number (and, optionally, a name) for 'one-off' dialling, without having to enter a new Phone List entry. Manual dial numbers are not saved in a Phone List, so will not be remembered by CallOut in subsequent sessions.

The number you enter in the dialog box obeys the same conventions as for numbers entered in a Phone List, thus:

- The number is free-format, and you may include any characters you like that your modem will accept (but see the following notes), up to a maximum of 24.
- You may freely punctuate numbers with "(" and ")" brackets, "-" hyphens or spaces as you wish. CallOut will ignore them when dialling.
- To include one or more Prefixes (see the Modify Prefixes command), enter their identifying letters at the *start* of the number. CallOut will expand the prefixes prior to dialling. Any Prefix identifier *not* at the start will be sent to the modem as a letter when dialling.

*See also:*

Dial Selected command

Add Phone List Entry dialog box

Call Progress dialog box

Modify Prefixes dialog box

## Modify Phone List Entry Dialog

This dialog appears when you highlight an existing Phone List entry and choose the Modify command: it allows you to change any of the details recorded in the entry (*Note*: irrespective of which Show Numbers command is currently in force, all of the telephone numbers for the highlighted entry are presented for editing).

To change any of the details for the entry simply modify the contents of the fields shown and press the **OK** button. These changes will take effect for the current CallOut session, but will *not* be written to disk until you explicitly save the Phone List to disk using the File Save or File Save As commands.

To discard any changes you make exit the dialog by pressing the **Cancel** button.

### *Please note the following:*

- The **Name/Details** field is free-format: enter any characters you like here, up to a maximum of 48 characters. This field may not be left blank.
- The **Work**, **Fax** and **Home Number** fields are free-format, and you may include any characters you like that your modem will accept (but see the following notes), up to a maximum of 24 each. You may not make all three telephone numbers blank.
- You may freely punctuate numbers with "(" and ")" brackets, "-" hyphens or spaces as you wish. CallOut will ignore them when dialling.
- To include one or more Prefixes (see the Modify Prefixes command), enter their identifying letters at the *start* of a telephone number. CallOut will expand the prefixes prior to dialling. Any Prefix identifier *not* at the start will be sent to the modem as a letter when dialling.

### *See also:*

Add Phone List Entry dialog box

Delete Phone List Entry dialog box

Modify Prefixes dialog box



## Modify Prefixes Dialogs

The Modify Prefixes dialog appears when you choose the Modify Prefixes command. It allows you to view, modify and save any of the 26 available telephone number Prefixes, identified with the letters A to Z.

To modify a Prefix, either double-click with the mouse on the desired entry in the list shown or highlight it with the mouse (single click) or the cursor keys, and then either select the **Edit** button or press the Enter key. This will bring up a simple dialog box with the existing prefix for you to edit.

Repeat the editing process for each Prefix you wish to modify.

Once you are satisfied with the list of Prefixes, you should save them to disk by selecting the **Save** button.

If you do not wish to save modified Prefixes to disk, but wish to use them in the current CallOut session, select the **OK** button. If you wish to cancel your modifications and revert back to the previously-defined Prefixes, select the **Cancel** button.

To use the Prefixes you have defined, simply include their identifying letters at the start of any of the telephone numbers you enter into a Phone List.

### *Please note the following:*

- You may include any characters you like in a Prefix string that your modem will accept (but see the following notes), up to a maximum of 20. For example, it is often useful to include pauses during the dialling sequence in order to wait for secondary dialling tones (on most modems, the comma character "," will insert a pause into the dialling sequence).
- You may freely punctuate prefixes with "(" and ")" brackets, "-" hyphens or spaces as you wish. CallOut will ignore them when dialling.
- Prefixes cannot be nested. Any Prefix letter nested within another Prefix will be sent to the modem as a letter when dialling.

### *See also:*

Add Phone List Entry dialog box

Modify Phone List Entry dialog box

## Registration Dialog

This dialog box appears when you select the Register! command, or when you choose the Register option from the About window.

The dialog box is accessible in unregistered Shareware copies only.

You should enter the registration details (name, registration number and control number) in the boxes provided *exactly* as provided to you upon registration with CoCo Systems Ltd.

Once CallOut has validated the registration details as being correct, the Register! command will be removed from the main menu and the registration reminder windows will be disabled. The About window will also change accordingly.

## Settings Dialog

The Settings dialog appears when you choose the Settings command from the Options menu.

It allows you to change modem settings, whether CallOut is to be minimized during calls, and whether the CallOut window size and position are saved on exit.

Any alterations you make to the settings will be saved when you exit the dialog using the **OK** button. You may cancel any changes you make by choosing the **Cancel** button.

The dialog box fields are as follows:

**Port:** Select the COM port you are using. You may choose any port from COM1 through COM4.

**Speed:** Select the speed your modem operates at. You may choose between 1200, 2400, 4800, 9600 and 19200 bits per second.

**Modem Dial String:** Enter the modem dial string suitable for your modem. The default of ATDT should be sufficient for the majority of modems. Some typical dial strings are:

|      |                     |
|------|---------------------|
| ATDT | (Tone-dial string)  |
| ATDP | (Pulse-dial string) |

If you have other requirements, please consult your modem's user manual.

**Minimize on call:** This check box allows you to specify whether the CallOut main window is minimized for the duration of a call. If you choose to select this option, the window is restored to its previous size and position once the call has finished.

**Save settings on exit:** When you exit CallOut the current window position and the name of the loaded phone list are saved, enabling CallOut to restart the next time with the same 'environment'. If you do not wish CallOut to remember these settings, uncheck this check box.

## View Call Log Dialog

This dialog appears when you choose the Log View command. It displays the Call Log in the list box on the top, and options to allow you to remove entries from the log.

To remove a selected entry, highlight the desired entry in the list box, and then select the **Remove** button. To remove all entries *up to and including* a given entry, highlight the desired entry in the list box and select the **Remove up to** button (note that by highlighting the first entry in the log, and then selecting **Remove up to** you will effectively clear the Call Log - see also the Log Clear command).

To make your changes effective, select the **OK** button. If you select **Cancel** after removing log entries, the log will be restored to its previous state.

## Communication Error Messages

Communication error messages can occur while attempting to dial a number in a Phone List entry. They are listed below with suggestions on how to proceed.

*See also:* [Error Messages](#)

### **COMn already in use by another application.**

The COM port is currently being used by another application. Wait until that application releases the port before attempting to dial again.

### **COMn does not support specified port speed.**

The speed you have configured for the COM port is not supported by that port. Change the configured speed to a lower value via the [Settings command](#), and try dialling again.

### **COMn not found.**

Either the COM port hardware is missing or there is no modem attached to the port. use the [Settings command](#) to configure the correct COM port.

### **Cannot close port COMn.**

An error occurred trying to release the COM port for use by other applications. This is a rare error that may be corrected by closing and re-starting CallOut. If this does not correct the problem you may have to power-off you PC and re-boot.

### **Could not initialise port COMn.**

An error occurred attempting to initialise the COM port for CallOut use. Ensure you have configured the correct speed and COM port via the [Settings command](#).

### **Could not open port COMn.**

An error occurred attempting to open the COM port for CallOut use. Ensure you have configured the correct speed and COM port via the [Settings command](#).

### **Could not send Dial command.**

An I/O error occurred attempting to send commands to the modem. Ensure you have configured the correct speed and COM port via the [Settings command](#).

### **Insufficient memory.**

There is insufficient memory to continue with dialling. Other operations may also fail for the same reason. If you receive this error message, try closing one or more other applications that you have running and try dialling again.

### **No number number defined for name.**

The Phone List entry for which you are dialling has no number defined of the type you have chosen to display. Remember that the [Dial! command](#) dials the number type specified by the [Show Numbers commands](#). Either define a number of the correct type for the Phone List entry ([see Modify command](#)), or change the number type being displayed.



## **Error Messages**

Error messages occur whenever CallOut fails to complete an operation successfully. Most errors are non-fatal - in each case, CallOut abandons the operation which failed and attempts to continue normally. The error messages indicate which operation failed, and the reason for failure. Each of these reasons is listed below with suggestions on how to proceed.

*See also:* [Communication Error Messages](#)

### ***Fatal Errors***

#### **Only one CallOut allowed!**

Only one copy of CallOut may be run at any one time. This message occurs when you attempt to run a second copy. The first copy will continue to run normally but the second copy will refuse to load.

#### **Cannot find CallOut directory!**

This error should only occur if you start CallOut from a floppy disk and then remove the disk before exiting CallOut. If you run CallOut from a floppy disk, keep the disk in the drive until you have closed CallOut.

#### **Main window creation failure.**

CallOut failed to create its main window. This is usually due to insufficient memory being available. Free up more memory by closing one or more other applications and attempt to load CallOut again.

### ***Non-fatal errors***

#### **Access denied.**

The file (Phone List, Prefixes or Call Log file) you are trying to open or save to is marked *Read-Only*. Remove the read-only attribute and try the operation again.

#### **Disk full.**

The disk has insufficient room to accommodate the Phone List or Call Log file. If you are attempting to save a Phone List file, either save it to another disk or first make more room available on the disk and try to save the Phone List again.

#### **CallOut help file not found!**

The CallOut help file could not be found in the CallOut directory. If the CALLOUT.HLP file is not in the same directory as the CALLOUT.EXE file, the help facility will not be available. Copy the CALLOUT.HLP file to the CallOut directory to correct this problem.

#### **Cannot find import file: file**

To import an ASCII-formatted data file into a phone list, the import file must reside in the CallOut directory. It must have the same name as the loaded phone list, but with an extension of .TXT. For instance, the import file name for a phone list CONTACTS.ADD must be named

CONTACTS.TXT.

**File corrupted or Invalid format.**

Either the file (Phone List, Prefixes or Call Log) you are trying to open has been damaged or it is not a file of the correct type. Ensure you are specifying a proper Phone List file in the File Open command's File Open dialog box. If the error persists the file is damaged and you should restore a good copy from a previous backup.

**File not found.**

*Phone List file not found:* The Phone List file you specified in the File Open command's File Open dialog box does not exist. Ensure you have spelt its name correctly.

*Prefixes file not found:* The prefixes file (CALLOUT.PFX) should reside in the same directory as the file CALLOUT.EXE. If it does not, CallOut will report this error on start-up. Either copy the prefixes file to the correct directory or set-up the prefixes as normal via the Modify Prefixes command.

**Insufficient memory.**

There is insufficient memory to continue with the operation. Other operations may also fail for the same reason. If you receive this error message, try closing one or more other applications that you have running and try the command again.

**Invalid environment.**

The DOS environment is somehow invalid. Perhaps your PATH statement is not formed correctly. Try to correct the problem (from within DOS) and try again.

**Path not found.**

*Phone List file:* The path you specified in the File Open dialog does not exist. Ensure you have spelt the name of the Phone List file correctly.

*Prefixes file:* This error should only occur if you start CallOut from a floppy disk and then remove the disk before exiting CallOut. If you run CallOut from a floppy disk, keep the disk in the drive until you have closed CallOut.

**Phone List may not have more than 4096 entries!**

Any one Phone List may not have more than 4096 entries. Create another Phone List.