METZ Phones Help Contents

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Regularly make Backups!

PLEASE MAKE REGULAR BACKUPS OF YOUR PHONE BOOKS!   The information you keep in METZ Phones is very important and would be difficult to reproduce if lost.   Because hardware, networks, or applications may fail, or files can be accidentally deleted, we cannot guarantee that your data is always 100% safe.   Fortunately, there are several ways you can easily backup your information for safekeeping.

 - Use third party backup software to store your information on tape or disk.   Be sure to backup the phone book file and subdirectory.   I.E. METZPHO.DB will have a corresponding METZPHO subdirectory with several files in it.   The subdirectory is where most of the information is stored.   METZ Phones should be closed when you run third party backup software.

 - Use the METZ Phones Backup command.   This command creates a single file containing all of the information in the phone book, using less space than the existing phone book.   The file can be copied to a floppy disk for safekeeping.   Use the File Restore command to load one of these files.

Your backup information should be stored off site for additional safety.

We do have some data recovery tools in case one or more of your tables are somehow corrupted, but we cannot guarantee that total recovery is always possible.

Using Phones on a network

Sharing phone books:
When setting up METZ Phones on a network to share phone books among users, the most important settings are the username and Paradox Control File directory in the File Preferences dialog.
The username helps identify who has a particular record locked when more than one user attempts to edit the same record.
The Control File directory is where the database engine keeps track of the users and what phone books they have open.   The directory setting must point to the same directory on the network for each user.
I.E. if F:\METZPHO is the directory you want the control file to be stored in, each users Control File directory must be set to F:\METZPHO in the File Preferences dialog.   The actual control file (PDOXUSRS.NET) is created and maintained automatically by the engine (even if deleted).

Running METZ Phones from a network:
METZ Phones can be installed to and run from a network directory, however performance may be best when installed on the individual workstations.   This depends mostly on your network speed.
If you wish to run METZ Phones from the network, the files Phones installs into your WINDOWS\ SYSTEM directory (except CTL3DV2.DLL) need to be copied to the installation directory.   Please contact us if you have any questions.

Using Phones with your Word Processor

It is easy to transfer information from METZ Phones into other applications such as a word processor. You can use the clipboard functions to copy and paste information from individual fields, or use the Edit Copy Addresses command, or you can save steps by using the hotkey options available in METZ Phones.

Use the Edit Hotkey and Clipboard layouts command to create filters for different sets of information you typically need for your word processing. These filters are used by both the Edit Copy Address(es) and Paste hotkey commands.

When you choose the Edit Copy Address(es) command, if you have more than one filter defined, you will be given the opportunity to select a filter before the information is copied to the clipboard. Once this has been done, you can manually paste the information into your application.

Use the Paste hotkey to simplify the transfer of information into your application. From your word processor, for example, all you need to do is press the hotkey combination (CTRL+ALT+P is the default), and Phones will let you choose which filter and records to use, and do the rest for you, automatically!

You can also dial telephone numbers directly from other Windows applications using the Dial Hotkey (CTRL+ALT+D is the default). Simply select the telephone number you wish to dial, then press the hotkey combination.

The File Preferences dialog allows you to define or change the hotkey settings. Press the Help button in that dialog for more information.

This version of Phones includes a mail merge macro for Microsoft Word 6.0, which will automate processing and printing your form letters using information from your phone book. Please follow the directions in METZMERG.DOC for installing and using this macro. We plan to release macro's for other popular word processors. Please contact us for more information.

Copying Records Between Phone Books

Copying records between Phone Books is a handy feature and its easy to do.   If you want to copy a small group of records, about 100 records or less, use the Copy Record(s) and Paste Record(s).   First select the records that you want to copy.   Then choose Copy Record(s) from the List menu.   Now open the Phone Book that you want to copy the records to and choose the Paste Record(s) from the List menu.   Its that simple.

For larger groups of records use the Backup and Restore.   Select the group that you want to copy then choose Backup from the File menu.   In the resulting dialog box enter a file name and click the radio button that says Selections.   Click OK and the selected records will be copied to a backup file.   Now open the Phone Book that you want to copy the records to and choose Restore from the File menu.   Pick the backup file that you just created as the filename.   From the resulting dialog box choose how you want the records to be copied (restored) and click OK.

Rebuilding the database indexes

METZ Phones allows you to sort your phone book in a variety of ways. In order to improve performance, additional files called indexes are maintained. If you periodically rebuild the indexes using the File Rebuild Indexes command, you will improve performance and reduce the amount of disk space used.
You can specify only the indexes you need, be sure to include all the indexes that other users on the network may need.

Faster phone dialing

Depending on your modem, you can increase the dialing speed by adding S11=55 to the modem initialization setting in the Dial Modem Settings dialog. Some modems do not support this option, remove this setting if your dialing does not work.

How to format telephone numbers

In order for Phones to detect the country code within a telephone number, the country code must begin with a plus sign "+" or be enclosed in square brackets [ ].   For example if your current country code settings is 1 (USA) and the telephone number to be dialed is entered as +1 (206) 641-4525, the +1 will be ignored when the number is dialed.
Put the area code in parenthesis ( ) when you are entering telephone numbers to help insure that Phones will detect it.   For example: (206) 641-4525.

System Resources

You can run METZ Phones all the time with only minimal demands on your system resources.   On average METZ Phones uses less than half the resources of most other PIM products, plus when minimized into an icon, it returns most of its resources to the system.   Thanks to this smart approach its much easier to keep your address book at your fingertips while large applications are running.   Keep METZ Phones available at all times for speedy access to your address books.

METZ Phones Guided Tour

Introduction

Installation and Setup

Using METZ Phones

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Welcome to METZ Phones

Welcome to METZ Phones.   This guide will lead you through the powerful address and telephone management features METZ Phones provides to those connected to networks and individual users.

Network and workgroup users will appreciate the support for multiple users and concurrent users that allows immediate networkwide access to updated data.   METZ Phones also provides complete compatibility with the Microsoft® Office™ suite of applications for the transparent sharing of information.   System administrators will appreciate that it works with all major networks and frees workstation resources when minimized.

Network, workgroup and individual users will all appreciate the flexibility and power of the List and Sort options available to them.   Importing from and exporting to most popular database programs is simple in METZ Phones.

Sharing information between address books and different users is what METZ Phones is all about. Users on and off networks have the same powerful choices for managing data.   Enter your records in the manner you prefer.   Keep separate address books for work and personal information.   Store as many phone numbers or multiple addresses as each entry requires.   Place entries in as many different phone books as you like.   Sort your data to any of a wide variety choices, and then do subsequent sorts to further pinpoint what youre searching for.

METZ Phones System Requirements

To run METZ Phones, you need:
- MS-DOS operating system version 3.0 or later.
- Microsoft Windows operating system version 3.1 or later.
- Personal computer using 386 or higher microprocessor.
- Hard disk space required:
  minimum installation: 1.7MB
  full installation: 2.7MB

METZ Phones works with Novell Netware, Banyan Vines, IBM PC LAN, 3Com 3+ Share, DEC Pathworks, Microsoft LAN Manager, Windows for Workgroups, and any network that is 100% compatible with one of these networks.

METZ Software Technical and Customer Support

    Before you contact us, please check the <u>Trouble Shooting</u> section of this help file for possible answers to your questions.   Also, each of the METZ Phones dialogs have **Help** buttons which will display the online help section for the dialog.

How to contact METZ Software.   Includes addresses, phone and fax numbers, CompuServe and America Online access, bulletin board system access, and the Internet access.

There are several ways to obtain technical support for your METZ products (see address and telephone numbers at the end of this document).   Be sure to include the product name and version number.

1.   CALL THE BBS number and log on to METZ's electronic bulletin board service to view and download information, updates and trial products.   You will need a modem and communication software.   Access the METZ BBS at up to 14400 bps, No parity, 8 data bits, 1 stop bit (N-8-1).

On the BBS, you may leave a message as a comment to the SYSOP for technical support, explaining your question in detail.

2.   CALL COMPUSERVE to view and download information, updates and trial products.   You will need a modem, communication software, and a CompuServe membership.   GO METZ at any ! prompt.

On CompuServe, you may send a message to 75300,1627 for technical support.   A response will be posted back to you within one business day.

If you are not a member of CompuServe, as a METZ customer you are entitled to a free introductory membership.   Simply call one of these CompuServe numbers:

    CompuServe in USA & Canada   (800) 524-3388
    CompuServe Outside USA, Canada, & Europe (614) 529-1349
    CompuServe in United Kingdom   0800.289.378
    CompuServe in Germany   0130.37.32
    Compuserve in Other European Countries   +44 (89)66.55.0.111

3.   CALL America Online to view and download information, updates and trial products.   You will need a modem, communication software, and a membership.   Use the GoTo Keyword METZ from the menu.

On AOL, you may send a message to METZSoft for technical support. A response will be posted back to you within one business day.

If you are not a member of America Online, as a METZ customer you are entitled to a free

introductory membership.   Simply call one of these America Online numbers and ask for a trial membership:

America Online	(800) 827-6364
America Online FAX	(800) 827-4595

4. SEND E-MAIL via the Internet to: 75300,1627@compuserve.com.   We are in the process of setting up an ftp site at metz.com.

5. SEND A FAX to the facsimile number explaining your question in detail.   Give your company name and both your phone and fax numbers in your message (with country and city codes).

6. CALL THE METZ SUPPORT LINE.

Sign up now to receive information about METZ Beta releases and/or our electronic newsletter!   If you are interested in receiving the METZ Electronic Newsletter, sign up for the METZNEWS program.   If you would like to participate in beta testing products, sign up for the METZBETA program instead.

Subscribing to METZNEWS is simple, send e-mail to 75300,1627 on Compuserve, METZSoft on AOL, or 75300,1627@compuserve.com from Internet sites.   Be sure to use SUBSCRIBE METZNEWS as the text of the message.

If you wish to subscribe to METZBETA, send e-mail to 75300,1627 on Compuserve, METZSoft on AOL, or 75300,1627@compuserve.com from Internet sites, and use SUBSCRIBE METZBETA as the text of the message.

METZBETA subscribers will automatically receive mailings sent to METZNEWS subscribers so it is not necessary to subscribe to both groups.

METZ Software, Inc.	Sales and Support	TEL: (206) 641-4525
P.O. Box 6699	Sales	TEL: (800) 447-1712
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24-Hr CompuServe	CIS: 75300,1627	forum: GO METZ
24-Hr America Online	AOL: METZSoft	forum: GOTO METZ
24-Hr Internet E-mail	INT: 75300,1627@compuserve.com	

HOURS: 8:00 a.m. to 5:00 p.m., Monday through Friday (Pacific Time)

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Installing METZ Phones

It's easy to install METZ Phones.   The installation application automatically copies the METZ Phones program files to your hard disk and sets them up for you.   The installation application also allows you to remove the METZ Phones application from your system.

METZ Phones may require that the DOS program Share be installed in order to run.   Share is included as part of DOS.   METZ Phones will offer to add a line to your AUTOEXEC.BAT file to load Share if it isn't already loaded.   Microsoft Windows for Workgroups and Novell Networks automatically provide Share support.

Installing METZ Phones

To install METZ Phones:

1. Start Microsoft Windows on your system.
2. Put the METZ Phones program disk in drive A or B and choose the Run command from Program Manager's File menu.   Then type:

    a:\install.exe   or   b:\install.exe

    in the Command Line box and choose the OK button.
3. If you are installing this version of METZ Phones for the first time, the Registration screen appears.   Enter your name and your company name, if applicable.   Then choose the OK button.
4. Use the suggested directory or type the name of the directory where you want to install METZ Phones, then choose the Continue button.
5. Choose the Install METZ Phones button to begin.   If you're not ready to install, choose the Exit Install button.

6. If Share is not running, the installation program will offer to modify your AUTOEXEC.BAT file to load Share automatically when you start your system.   (A backup of the current version of this file will be saved in the root directory as AUTOEXEC.MTZ.) Choose OK to modify this file, then OK to confirm.

    Note: Installation can proceed but METZ Phones may not run unless Share or Windows for Workgroups are running.   If you do not let METZ Phones modify your AUTOEXEC.BAT file, be sure to place the command Share in the AUTOEXEC.BAT file before any commands that may start Windows.

7. When the installation is complete, you'll be asked to restart Windows.   If the installation program modified your AUTOEXEC.BAT file, you'll be asked to reboot your system. Choose the OK button to restart Windows or reboot your system.

Note: If you need to reinstall METZ Phones, it can be done without first removing any existing files.   If you are reinstalling, skip step 3.   The suggested directory in step 4 will be the directory that was specified during the previous installation.

Setting up METZ Phones

Here is a short overview of how to properly configure METZ Phones.   For a more detailed discussion, please see the Getting Started Guide or consult the on-line documents by clicking **Help** from the menu.

When starting METZ Phones for the first time you will be greeted by the **Preferences** dialog box.   In the **Your Name** box, enter the name that will identify you to other users on your network.   Be sure that the **Paradox control file directory (PDOXUSRS.NET):** box shows a directory that is accessible to all of the network users with whom you want to share address books.   You can also change other options.   When done, choose the **OK** button.

To configure your modem, choose **Dial**/**Modem Settings...** from the menu.   Choose the baud rate for your modem and then select the **Auto Config** button.

Starting METZ Phones

The installation program will automatically create an icon in Program Manager which you can use to launch METZ Phones.   If you would like to automatically load a database when METZ Phones is launched you have the following options:

Highlight the METZ Phones icon in Program Manager, select File Properties, then you can add a database name after the METZPHO.EXE on the command line.   This will load a new copy of METZ Phones and tell it to open the database you enter.   Be sure to include the full directory path to insure that the database will be found.   A space is required after the .EXE.

Example: C:\WINDOWS\METZPHO.EXE C:\DATA\METZPHO.DB

You can also specify just a database name (i.e. METZPHO.DB) on the command line.   If Phones is already running, it will automatically appear and open the database, otherwise a copy of Phones will be launched with that database.   This may not work if you have another applications registered for the .DB extension, like Paradox for Windows.

Example: C:\DATA\METZPHO.DB

The third option is to specify a default database in the Phones File Preferences dialog.   This is the database which will be loaded if none are specified on the command line.

The Main Screen
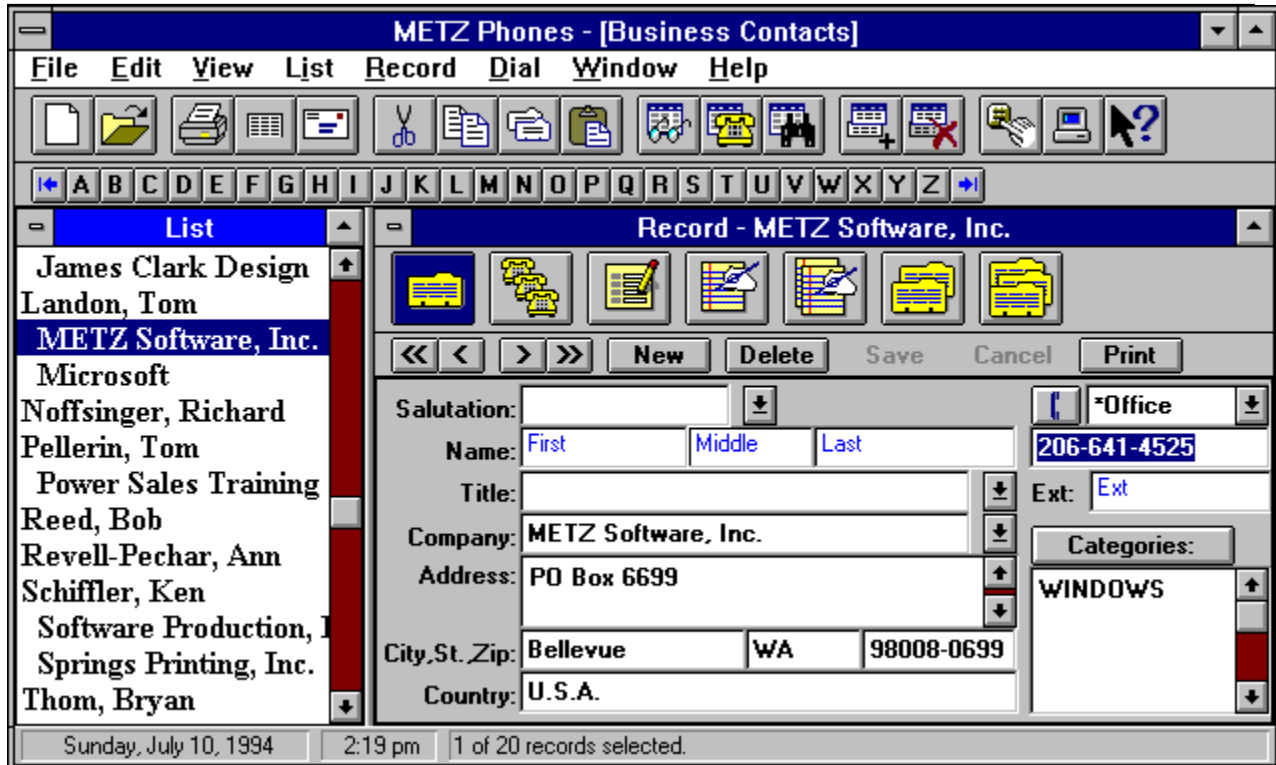
You control METZ Phones with commands from the toolbar buttons and the pull-down menus. By placing your mouse over a button, the status bar will display the functions performed by that button. Each menu item will display its options with one mouse click or by hitting the **Alt** key at the same time you enter that items underlined letter (for instance, enter **Alt** + **i** to access the **List** menu).

Begin with the **File** menu to open an existing file or create a new file. The files you have used most recently are also listed here for fast access. Choosing **Open** will allow you to select existing files from different directories and drives. Choosing **New** will allow you to create a new address book or import data from another database.

To create a new address book, choose **New** from the menu. In the dialog box that appears give the new file a name that you want to see in the METZ Phones Title Bar and a file name of eight characters or less. It will become a **.DB** file and it will hold the information you will store in this database.

To create an address book based on information in a different data format choose **Import** after creating your new **.DB** file from the **New** option. This will open the Import dialog. From the box labeled **File/Format:**, select the native format of the data you wish to import. Then select the **Source** button to choose the file by name. Its data will appear in the left list box, one entry at a time. In the right list box will be a variety of fields that you can include in your records. By choosing which fields you wish to import, you will quickly build a layout design based on the first card that will apply to every entry. Start by attaching a field to a line in the right window by highlighting that field in the left list box, highlighting the proper line in the right list window and clicking the **Attach** button. After youve finished with first card, give this layout design a

name in the **Layout** box so you can use it again.   For a detailed discussion of Importing and Exporting data, please see the **Help** files on-line.

To customize your METZ Phones display, choose **View**, then **Toolbars...** and select options by checking the appropriate boxes.

A row of buttons representing the alphabet is below the toolbar buttons.   Clicking on any letter will show current address book entries beginning with that letter in the **List** window.   To see non-alphabetic characters that might be in your database, click on one of the arrows at either end of the row.

The List Window

This displays the results of how the entries in the current address book have been sorted, based on options chosen from the **List** and then **View** menus. An alternate way of seeing all of the options under the **List** menu is by clicking your right mouse button when the cursor is anywhere in the **List** window.
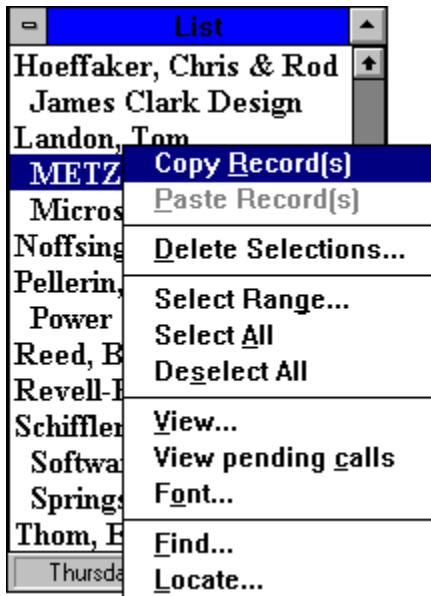
The **List** window and the **Record** window can be maximized, sized and adjusted to taste. To display the **List** window horizontally above the **Record** window, choose the **Window** menu and the **Tile Horizontal** option. To view the **List** window alongside the **Record** window, select the **Window** menu and the **Tile Vertical** option. Choosing the **Window** menu and the **Split** option will maximize the active window or return both windows to the screen if a window is already maximized. The windows can also be resized with a mouse by dragging their common edge.
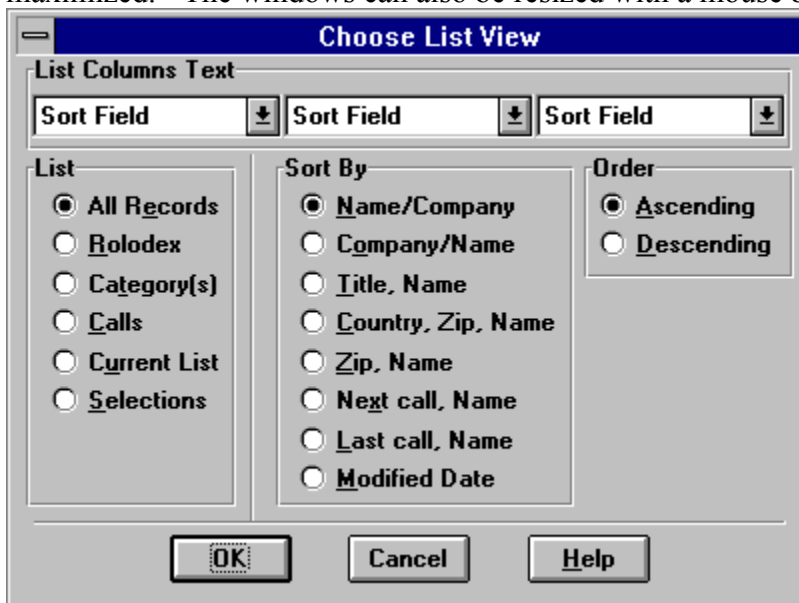
METZ Phones offers many data display options from the **Choose List View** dialog box (select **List** and then **View** from the menu to access this dialog box). Control the criteria by which you

display data from the three customizable columns of options.   This is a very powerful feature that allows you to specify which lists will be included in the display, how you wish to sort that list from a broad selection of choices and whether to display data in ascending or descending order.   The results of your sorting pattern will be displayed in the **List** window.   By highlighting an individual entry in the **List** window, its information will appear in the **Record** window.

Other options under the **List** menu allow the copying and pasting of   data between address books and let you specify search options.   You can create new lists with **List**/**Find** to immediately add the data you have sorted out into a new address book.   You can also quickly find a specific entry by using **List**/**Locate** and entering what you are searching for in the pop-up box that will open over the **List** window.

The Record Window

This window displays details about the highlighted entry in the **List** window.   When no entry has been chosen or you are creating a new entry, the **Record** window is known as the **New Record** window.   You control this window from the **Record** menu and the Command Bar which displays buttons for frequently used commands.   By placing your mouse over a button, the status bar will display the functions performed by that button.   For further information about any of these functions please consult the on-line documents by clicking **Help**.

The top row of buttons allow you to quickly select between information sets - main addresses, phone numbers, fields you define, two separate note attachments and storage for second and third addresses.   To help in quick identification of where data is stored the buttons change color when active and remain that color after becoming inactive when data is available.   Buttons where the database is empty will not change color.   For example, the phone numbers button will change color only when there is a phone number entered for the current entry.

The arrow keys move you one entry up (>) or down (<) the current list.   Move to the next section in the current list with the double arrows - to move forward and to move backward.

The commands represented by the buttons can also be found under the **Record** menu.   Either the buttons or the menu will give you total control of METZ Phones and its powerful tools for viewing sets of data.

Some fields have a description built-in.   To enter information into a field, **<tab>** to or click your mouse in the field you wish to fill and type your entry.   The description will disappear without being highlighted when you begin typing.
The Main Address screen allows as many lines as you need for the longest addresses.

The phone button, or the **Record** menu and the **2 Phone Numbers** option, lets you store unlimited telephone numbers.   Define as many telephone number types as you need with the Edit Telephone Types command.

The fields button, or the **Record** menu and the **3 Fields** option, lets you store unlimited user definable information.   Define as many fields as you need with the Edit Field Types command. Store notes in either or both of two separate, high capacity notepads attached to each entry by choosing one of the Notes buttons or using the **Record** menu and selecting the **4 First Notes** or /**5 Second Notes** option.

Keep second and third addresses for any entry to separate professional and personal addresses by selecting one of the address card buttons or by using the **Record** menu and choosing the **6 Second Address** or the **7 Third Address** options.   Be sure to **Save** your entries and changes.

Define filters or group records in the **Categories** list.   You can sort by **Categories** from the **Choose List View** option under the **List** menu and the **View** option.

The Status Bar

| Sunday, July 10, 1994 | 2:27 pm | 1 of 20 records selected. |

Find out whats going on by checking the Status bar.   It displays helpful suggestions about what to do next, what various buttons do and the current date and time.

To identify the descriptions of a button, place your mouse cursor over that button.   Its function will appear in the Status Bar.

Managing Your Data

METZ Phones allows viewing data almost any way you choose through its vast sort and search functions.   Sharing data with other Windows applications is easy thanks to powerful DDE (Dynamic Data Exchange) commands, data Import/Export and hotkey access to the Clipboard. METZ Phones is fully compatible with the Microsoft® Office™.

Skim off just the information you need by choosing sort options from the **Choose View List** dialog under the **List** menu and its **View** option.

Find the record you want using **List/Find...** or the **List/Locate...** commands.

Include data from your address books in Mail Merges or custom reports   by using METZ Phones DDE commands to other Windows applications, including the Microsoft® Office™. For step-by-step instructions on using the versatile DDE commands please consult the **Help** documents on-line.

The import and export of data is handled easily.   To import from popular database file formats, choose **File** from the menu and the **Import** option.   Select the native file format of the data you wish to import, the files location from the **Source** button and the pertinent database fields then hit the **Import** button.   To export from METZ Phones to other databases, choose the **File** menu and the **Export** option.   From the dialog, select the data you wish to export and into which file format then hit the **Export** button.

Its even simple to copy a record into a **.CSV** file or other application by using the Hotkey paste feature.   From **Edit/Hotkey & Clipboard Layouts** menu, select the information you want to copy from the current record and click the **Ok** button.   The data you selected is copied to the Clipboard and automatically pasted into any Windows application.

Networking

From its inception, METZ Phones has been designed to maximize the flow of information in the network environment.   Users across your network can share database files quickly and effortlessly.

While a record is being modified other network users are not locked out from viewing that record, but they wont get the updated information until the editing has been completed.   This is very valuable in busy phone books where many people who require access to the information are not delayed when a minor modification is made to the file.

Printing

Printing the information you see on-screen to labels, envelopes or reports is no problem.   To print a report of the current record, click the printer button on the toolbar or select the **<u>Record</u>** menu and the **<u>P</u>rint Record** option.

To print labels, choose the **<u>F</u>ile** menu and the **Print Labels** option and then choose options from the dialog.   Ensure you have the correct settings before wasting labels by clicking the test button.

To print envelopes, select the **<u>F</u>ile** menu and then the **Print Envelopes** option to bring up the Envelope dialog.   Enter data by clicking the **From** and **To** buttons, then print.

METZ Phones remembers your printer settings each time you print without changing your global settings to every other Windows application.

Choose the exact Avery® label that youll print on from the built-in library of templates or define your own parameters for complete control.

DDE links allow the use of a word processor, like Microsoft® Word™, to create custom reports and large mail merges based on data stored in your phone books.

Other Features

Everything about METZ Phones has been designed to make it easier for you to manage your telephone and address lists.   All of the powerful features that help you accomplish this may not be immediately apparent, however.

You can run METZ Phones all the time with only minimal demands on your system.   You have already discovered how useful METZ Phones is for managing data but you may not be aware that, when minimized into an icon, it returns much of its resources to the system.   Keep METZ Phones available at all times for speedy access to your address books.

Its easy to paste data between applications using the Hotkey (**Ctrl** + **Alt** + **P**).

When you need to dial a number that is listed in a document in another application, use the Hotkey dialing command (**Ctrl** + **Alt** + **D**) after highlighting the number to dial.

Convert files with METZ Phones Import/Export commands.   Try it with a **.CSV** databasefile.   Choose the **File** menu and the **New** menu to create a new file.   Then select the **Import** option from the **File** menu to open the Import dialog.   Select the native file format, the files location, choose and attach fields you wish to import to your new address book, then click the **Import** button.   That is it.   METZ Phones does all the work.   In the process you have defined a reusable layout of data fields for future Importing.

Exporting is just as easy.   Choose to export all of the records in the Address Book or any records you select.

DDE commands simplify many tasks.   They make powerful mail merges and completely customized reports quite simple to produce in a word processor, like Microsoft® Word™.

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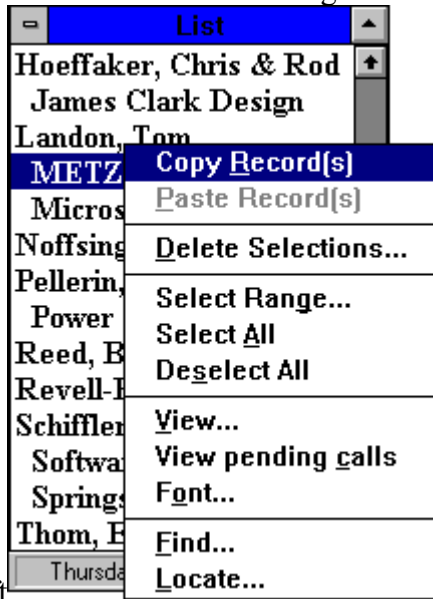
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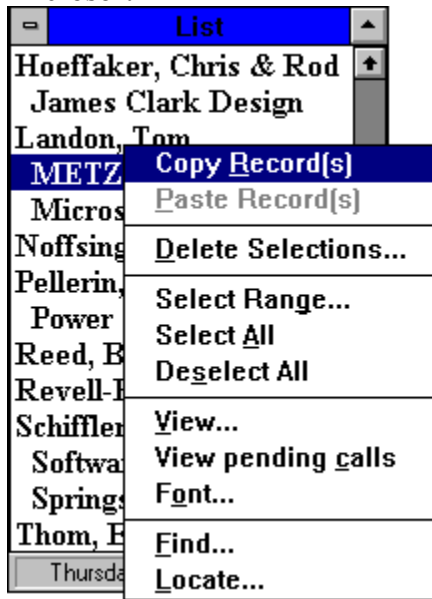
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| Paste Record(s) |
| Delete Selections... |
| Select Range... |
| Select All |
| Deselect All |
| View... |
| View pending calls |
| Font... |
| Find... |
| Locate... |
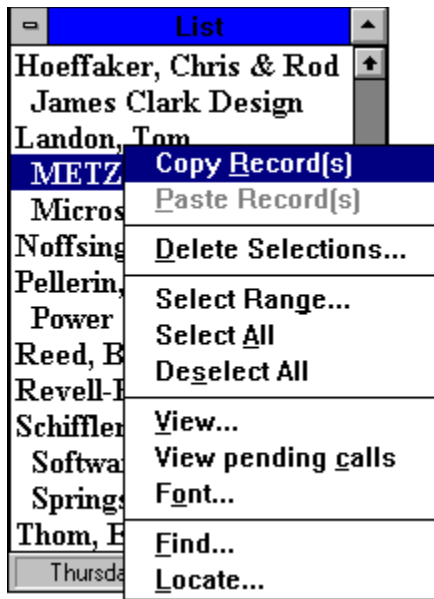
Reference Information

Menu Commands
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Keyboard Commands

If you prefer to keep your hands on the keyboard when you are working, you can use shortcut keys. For example, pressing CTRL+N displays the File New dialog.

Use the following shortcut keys when you're working with METZ Phones.

Press	Command
Ctrl+N	File New
Ctrl+O	File Open
Ctrl+R	File Rebuild Indexes
Ctrl+P	File Print Report
Ctrl+Z	Edit Undo
Ctrl+X	Edit Cut
Ctrl+C	Edit Copy
Ctrl+V	Edit Paste
Ctrl+L	List Locate
Delete	List Delete Selections
Enter	Record Save
Escape	Record Cancel
F4	Record Next Call
F5	Record Time Stamp
F3	Dial Primary Number
F1	Help Contents

File Menu

From the File menu, you can open and close and manage databases, print reports, labels and envelopes, import and export data, check the current database status, select your preferences, and close METZ Phones.

For more information, choose from the following commands:

New
Open
Close
Save As
Delete
Rebuild Indexes
Print Report
Print Labels
Print Envelopes
Status
Preferences
Import
Export
Backup
Restore
Exit METZ Phones

File New Command

Description:

Specify the Address Book you wish to create and optionally enter a description.   When the Address Book is open, the description will appear in the METZ Phones title bar.   The filename will appear in the title if the description is blank.   Use the File Status dialog to change the description.   The following options allow you to specify which file to create:

File Name: Type or select the filename you want to create.   This dialog lists files with the extension you select in the "List Files of Type" box.   The filename must have an extension of .DB, all other extensions will be ignored.

List Files of Type:

   Select the type of file you want to open.

Drives: Select the drive you want to use.

Directories: Select the directory you want to use.

Network...   Choose this button to connect to a network location, assigning it a new drive letter.

Special considerations:

The Address Book must have an extension of .DB.   Any other file extensions will be ignored. Additional Address Book files are stored in a subdirectory based on the database filename.   The subdirectory and will be created automatically.   Use the File Delete and File Save As commands to manage your Address Books.

File Open Command

Description:

Select or enter the Address Book you wish to open.

The following options allow you to specify which database to open:

File Name: Type or select the filename you want to open.   This box lists files with the extension you select in the "List Files of Type" box.

List Files of Type:

Select the type of file you want to open.   All METZ Phones files have an extension of .DB.

Drives: Select the drive in which METZ Phones stores the Address Book that you want to open.

Directories: Select the directory in which METZ Phones stores the Address Book that you want to open.

Network... Choose this button to connect to a network location, assigning it a new drive letter.

File Close Command

Description:

Closes the current METZ Phones Address Book.

File Save As Command

Description:

The following options allow you to specify the name and location of the Address Book you are about to save:

File Name: Type or select the filename you want to create.   This box lists files with the extension you select in the "List Files of Type" box.   All METZ Phones files must have an extension of .DB, any other extension will be ignored.

List Files of Type:

Select the type of file you want to save.

Drives: Select the drive you want to use.

Directories: Select the directory you want to use.

Network... Choose this button to connect to a network location, assigning it a new drive letter.

Special considerations:

The address book has a corresponding subdirectory containing additional files.   The File Save As command automatically copies the subdirectory and files to the new location.   If you want to move the address book to another location, use the Save As command to copy the file, then use the File Delete command to remove the old address book.

File Delete Command

Description:

The following options allow you to specify the name and location of the Address Book you are about to delete:

File Name: Type or select the filename you want to delete. This box lists files with the extension you select in the "List Files of Type" box. All METZ Phones files must have an extension of .DB, any other extension will be ignored.

List Files of Type:

Select the type of file you want to delete.

Drives: Select the drive in which METZ Phones stores the Address Book table file that you want to delete.

Directories: Select the directory in which METZ Phones stores the Address Book table file that you want to delete.

Network... Choose this button to connect to a network location, assigning it a new drive letter.

Special considerations:

Additional Address Book files are stored in a subdirectory based on the Address Book table filename and will be deleted automatically. Delete will also remove the subdirectory if it is empty.

File Rebuild Indexes Command

Description:
Use the File Rebuild Indexes command to rebuild the METZ Phones database indexes.   Periodically rebuilding the indexes can help improve performance and reduce the database disk space.

File Rebuild Indexes Dialog

Description:
The File Rebuild Indexes Dialog allows you to choose which indexes (sort orders) are maintained for a database.   You can choose only the indexes you need and Phones will automatically create missing indexes later.   If you are sharing the database across a network, choose all of the indexes which will be used because Phones cannot generate a missing index if more than one user has the database open.   The index will be generated if a non-indexed sort order is selected in the List View Dialog.   If you are not sure what indexes are used by other users, simply choose all of the items on this dialog.

File Print Report Command

Description:

The following options are available in the Print Report dialog box:

Report   Choose the report format you want to print:

    All information   Prints all information for each record.

    All information with field labels   Prints all information for each record with field descriptions.

    Address Book   Prints Names, Addresses and Phone numbers.

    Phone Book Prints Names and Phone numbers.

Header   Enter a header to print at the top of each page   If this item is blank, no header will be printed.

Range: Choose to print **All** records in the database or only records which are selected.   If no records are selected, the **Selections** option will be grayed.   Check **One per page** to print one record on each page.

Print: Specify the number of **Copies** you wish to print.   Check **Page Numbers** to print the page number at the bottom of each report page, and **Separator Line** to print a line between each record.

Margins   Select **Inches** or **Centimeters** as the units of measurement.   Specify the **Top**, **Left**, **Bottom** and **Right** page margins (measured from the paper edges inward) in decimal (.25).   Some printers have built-in page margins which are added to the margins you specify here.

<u>**Font**</u>   Select the **Font** button to choose a different font from the **Font dialog box**.

<u>**Printer**</u>   Select the **Printer** button to choose a different printer from the **Print Setup dialog box**

Print   Select the **Print** button to print the report.

Cancel   Select the **Cancel** button to exit the dialog without printing the report.

Special Considerations:

You can use the "File Print Labels" dialog as an alternative way to create reports.   Printing a label as an area on a page adds flexibility to the design of a custom report.

File Print Labels Command (Address Labels):

Description:

Print Address Labels will print labels from the currently open Address Book (this choice is unavailable if an Address Book is not open).   **Print Text Labels** changes the dialog box and offers different options. You could use this dialog as an alternative way to create reports by using plain paper instead of label sheets.   The following options are currently available:

Print	Choose to print **All** records in the Address Book, or only records which are selected with the **Selections** radio button. If no records are selected, the **Selections** option will be disabled.
	Enter the number of times you want to print a label, then choose whether you want to print by **Copies** or **per Record**. For example, if you want to print 7 labels for each record, enter 7 for the count and choose "per Record". Each record label will be printed sequentially 7 times. When you choose 7 "Copies", the entire print job will be printed 7 times. The number of labels printed will be the same with either method, but the organization across pages will differ. When 1 is entered, selecting either item in the drop down has no effect.
Start at Label	Specify the starting position (**Row** and **Column**) of the first label for the page. This option is useful if you have a label sheet where the first few labels are missing.
Label	Select the **Label** button to create or select a label from the Label dialog.
Layout	Select the **Layout** button to change or select a label layout from the Label Layout dialog.
Font	Select the **Font** button to choose a different font from the Font dialog.
Printer	Select the **Printer** button to choose a different printer from the Print Setup dialog box
Print	Choose the **Print** button to print the labels (only available if a selection has been made)
Test	Choose the **Test Page** button to print a sample page of labels (only available if a selection has been made). This option will draw lines where the text will appear on the label so that you can use a plain sheet of paper for the test. The test page is handy for testing labels you have defined yourself or when the label settings have been changed.
Cancel	Choose the **Cancel** button exit this dialog without printing any labels.

Special Considerations:

When using continuous feed labels, be sure to choose the correct paper size for the labels you are printing.   For example, the Avery 4013 label works properly with the Epson printer driver if you choose an 8-1/2" by 12" fan fold size.   The label page is 12 inches long in this case.

Label Command

Description:
Create or select a new label.   The following options are available:

Label   Contains a list of labels which have already been defined.   Select the label you wish to use or modify, or type in the name of a new label you wish to define.

Measurement   Select the unit of measurement for the printed page of labels.   Available selections are Inches or Centimeters.

Rows   Enter the number of rows of labels down the page.

Columns   Enter the number of columns of labels across the page.

Left Margin   Specify the desired margin width from the left edge of the page.

Label Width   Specify the label width.   All labels on a sheet are assumed to have the same width.

Right Spacing Specify the extra space between label columns.   This value may be an number, zero or left blank.

Top Margin   Specify the desired margin from the top edge of the page.

Label Height   Specify the label height.   All labels on a sheet are assumed to have the same height.

Bottom Spacing
                   Specify the extra space between label rows.   This value may be an number, zero or left blank.

OK   Select the **OK** button to accept the settings.

Cancel   Select the **Cancel** button to close this dialog without saving any changes.

Delete   Select the **Delete** button to remove the selected label from the list.

Special Considerations:

Margins are measured from the paper edges inward.   Some printers have built-in page margins which will be added to the margins you specify here.   Specify distances in   decimal notation (.25).   The information displayed by this dialog is stored in the file METZPHO.LBL.   If you run the METZ Phones installation program, the file will not be replaced unless it has been deleted.

Label Layout Command

Description:
This dialog box contains all of the features required for you to describe your custom Label Layout to METZ Phones.   The following options are available in the Label Layout dialog box:

Layout Description

Contains a list of layouts which have already been defined.   Select an existing layout to use or modify, or type in the name of a new layout you wish to define.

Erase   Delete the currently selected **Layout Description** from the **Layout list**.

Justification: Choose how you would like the text justified on the label.

Label Text: Displays the current label layout.   Each of the record's fields is enclosed in square brackets [ ].   When the labels are printed, values from the records will be substituted for the values in brackets (the brackets are removed).   Characters outside of the brackets will be printed as they appear.   The label layout acts as a filter, allowing you to position the fields on the label and add extra text to appear on every label.

Place the cursor in the **Label** field and press enter to create a new line or select the newline item from the Fields list.   Use **Ctrl+Tab** to insert tab characters.

Database Fields:

This list displays the available Address Book fields.   You add these fields to the **Label box** on the left with the **Add** button to define how the data is placed onto the clipboard.

Add   Select the **<<Add** button to add a selected field to the Label text box.   The field will be placed wherever the cursor was positioned in the Label text box.

OK   Select the **OK** button to accept the settings.

Cancel   Select the **Cancel** button to close this dialog without saving any changes.

Font dialog box

Description: Select the font you would like to use.   To select the default System font, clear the font, style, and size settings, then choose OK.

Printer Setup Command

Description:

The following options allow you to select the destination printer and its connection.

Printer	Select the printer you want to use. Choose the Default Printer; or choose the Specific Printer option and select one of the current installed printers from the list box. You install printers and configure printer ports using the Windows Control Panel.
Orientation	Choose Portrait or Landscape.
Paper Size	Select the size of paper that the document is to be printed on.
Paper Source	Some printers offer multiple trays for different paper sources. Specify the tray here.
Options	Displays a dialog box offering you additional choices specific to the type of printer you have selected.

File Print Labels Command (Text labels):

Description:

Print Text Labels allows you to print one or more labels from text you have entered.   Selecting **Print Address Labels** from the top pull down box changes the dialog box and offers different options, including printing labels from the currently open Address Book.   The following options are currently available:

Print	Enter the number of labels or pages you wish to print, choose either **Full Pages** or **Labels** (the count will then be applied to this value), and specify the number of copies you wish to print.
Start at Label	Specify the starting position (**Row** and **Column**) of the first label for the page. This option is useful if you have a label sheet where the first few labels are missing.
Label	Select the **Label** button to choose or select a label from the Label dialog box.
Text	Select the **Text** button to change or select label TEXT from the Label Text Layout dialog box.
Font	Select the **Font** button to choose a different font from the Font dialog box.
Printer	Select the **Printer** button to choose a different printer from the Print Setup dialog box.
Print	Choose the **Print** button to print the labels.
Test	Choose the **Test Page** button to print a sample page of labels. This option will draw lines where the text will appear on the label so that you can use a plain sheet of paper for the test. The test page is handy for testing labels you have defined yourself or when the label settings have been changed.
Cancel	Choose the **Cancel** button exit this dialog without printing any labels.

Special Considerations:

When using continuous feed labels, be sure to choose the correct paper size for the labels you are printing.   For example, the Avery 4013 label works properly with the Epson printer driver if you choose an 8-1/2" by 12" fan fold size.   The label page is 12 inches long in this case.

Label Text Command

Description:
Use this dialog to enter the text you want printed on the label.   The following options are available in the Label Text dialog box:

Description   Contains a list of layouts which have already been defined.   Select an existing layout to use or modify, or type in the name of a new layout you wish to define.

Label Text: Displays the current label text.   Enter the text you want to print on the label.

Justification: Choose how you would like the text justified on the label.

OK   Select the **OK** button to accept the settings.

Cancel   Select the **Cancel** button to close this dialog without saving any changes.

Delete   Select the **Delete** button to remove the currently selected **Layout Description**.

File Print Envelopes Command

Description:

The following options are available in the Print Envelopes dialog box:

Print   Choose **All** to print envelopes for the entire list, or **Selections** to print envelopes for only those records selected. Specify the number of **Copies** of each envelope you want to print.

Printer   Select the **Printer** button to choose a different printer from the Print Setup dialog. Choose the envelope sizes from the Print Setup dialog box.

From   Select the **From** button to customize the way the return address will appear.

To   Select the **To** button to customize the way the destination address will appear.

Print   Choose the **Print** button to print the envelopes.

Test Page   Choose the **Test Page** button to print a sample envelope. This option will draw lines where the text will appear on the envelope so that you can use a plain sheet of paper for the test. The test page is handy for testing envelopes you have defined yourself or when the envelope settings have been changed.

Cancel   Choose the **Cancel** button exit this dialog without printing any envelopes.

Special Considerations:

When selecting your printer settings, it is important that you select the correct **Orientation**, **Paper Size** and **Paper Source**. A typical configuration may be:

Orientation   Landscape
Paper Size   Envelope #10
Paper Source Envelope Manual Feed

These settings will be saved so that you do not have to select them each time you print envelopes. These settings do not affect your system printer settings.

Envelope "To" Command

Description:
The following options allow you to customize your "To" address layout:

Description:	Select from previous layouts, or enter a new one here. The **Erase** button deletes the highlighted description.
Erase	Select the **Erase** button to delete a highlighted description.
<u>Font</u>	Select the **Font** button to choose a font using the Font dialog.
Justification	The justification determines how the To address text is justified within the To address position.
Position	Imagine an invisible rectangle around the address. The **Left** and **Top** positions indicate the location of the upper left corner of the address rectangle on the envelope, and the **Width** and **Height** positions indicate the dimensions of the address rectangle. The To address text is printed within this rectangle.

Address Text, Database Fields and <<Add Button

The text that will appear on the envelope comes from the Address Book record field, indicated with square brackets **[ ]** in the **Address Text** box.   Add to this list by highlighting the desired field in the **Database Fields** box and press the **<<Add** button.   Remove fields from the Address Text box by highlighting the desired line and pressing the Delete key.   Any text not in brackets will be printed as is.

OK	Choose the **OK** button to accept the current address text layout.
Cancel	Choose the **Cancel** button to abandon the current address text layout without saving.

Envelope "From" Command

Description:

The following options allow you to customize your "From" address layout:

Description: Select from previous layouts, or enter a new one here.   The **Erase** button deletes the highlighted description.

Erase Select the **Erase** button to delete a highlighted description.

Font Select the **Font** button to choose a font using the Font dialog.

Justification The justification determines how the From address text is justified within the From address position.

Position Imagine an invisible rectangle around the address.   The **Left** and **Top** positions indicate the location of the upper left corner of the address rectangle on the envelope, and the **Width** and **Height** positions indicate the dimensions of the address rectangle.   The From address text is printed within this rectangle.

Return Address Text

Type in the return address you wish to be printed on the envelope.

OK Choose the **OK** button to accept the current address text layout.

Cancel Choose the **Cancel** button to abandon the current address text layout without saving.

File Status Command

Description:

The following options are available in the Status dialog box:

Description This field contains the current Address Book description or blank if no description has been entered.   You can change the description and press OK to modify the Address Book description.

Database Displays the filename for the currently open Address Book.

Directory Displays the directory containing the currently open Address Book.

Total Size Displays the total Address Book size (including indexes and sub-tables) in bytes.

Number of Records
Displays the total number of records stored in the Address Book.

Number of Telephone Types
Displays the total number of Telephone Types defined for this Address Book.

Number of Categories
Displays the total number of Categories defined for this Address Book.

OK Choose the OK button to save any changes to the database description.

File Preferences Command

Description:

The following options are available on the Preferences dialog box:

Your Name Specify your name as it will appear to other users in a network environment.   The current user of a record is displayed when multiple users attempt to modify the same record.

Paradox control file directory

METZ Phones uses the Borland Paradox Engine to manage your Address Books.   The engine uses a file called PDOXUSRS.NET to keep track of who is using each database.   The file is created automatically (even if accidentally deleted).   You just need to indicate where it should be located.

Make sure every network user has the same drive letter and directory in this setting.   Every user must have read/write access to the directory and the directories containing your network phone books.   It is ok to point this directory to one of your phone book directories.

Note: for a non-network installation, the default setting is the root directory of your local disk drive ("C:\").   If you change this setting, you may need to delete the old PDOXUSRS.NET.

Default Database

If you would like METZ Phones to open an Address Book automatically when it starts up, specify the name and path of the file here.   This setting is optional.

Browse Select the Browse button to choose the Address Book name and path.

Paste Hotkey:

METZ Phones allows you to insert record information into another Windows application by just pressing the **Hotkey PASTE** key combination.   Select the hotkey combination you want to use.   The default is CTRL+ALT+P.   You should use a CTRL+ALT combination to avoid conflicts with other Windows applications.

Dial Hotkey: **METZ Phones** allows you to auto-dial a phone number within another Windows application. Select the hotkey combination you want to use.   The default is CTRL+ALT+D.   You should use a CTRL+ALT combination to avoid conflicts with other Windows applications.

Activate Hotkey: The Activate Hotkey gives you a quick way to access Phones if it is currently running.   When you press this hotkey, Phones will appear.   Phones does need to be running.   For best results, have Phones automatically loaded as an icon when you start Windows.   You should use a CTRL+ALT combination to avoid conflicts with other Windows applications.

Automatically Save Changes to records

Check this option to have Phones automatically save changes to a record .   Note: when this option is checked, you will need to choose the Address Cancel menu item or button if you wish to prevent changes to a record from being saved.

Automatically count calls

Each time you auto-dial a number from a record, the call count and last call date are updated.   The record will be marked as changed and will need to be saved or cancelled.   If you want to disable the call counting feature, check this option.

Disable opening screen

If you would like to remove the informational screen when METZ Phones is first started, check this option.

Insert Time Stamp

When you select the **Time Stamp Notes** Command from the Record menu, **METZ Phones** needs to know where to place the date and time stamp in the Notes field.   You do this by

selecting either **Top of Notes** (to have the time stamp placed at the beginning of the notes text), **Cursor** (to place the time stamp at the current cursor position), or **End of Notes** (to have the time stamp placed at the end of the notes text).   This option also affects the cursor position when the notes are first displayed.

International

Enter the translation for the words "Copy" and Paste if you use a non-English language.   For example, the German term for copy is "kopieren".   If you use any non-English products, the Phones hotkey features may need to use the local language terms for the Copy and Paste commands of the Edit menu.

OK　　　　Choose the **OK** button to save any changes.

Cancel　　Choose the **Cancel** button to close this dialog without saving any changes.

File Import Command

Description:
METZ Phones can convert data from another application into the Address Book database format.   The most common method is to save a **.CSV (Comma Separated Values)** formatted file from the other application and import it into **METZ Phones** from this dialog box (refer to the other application's documentation for help on creating CSV files or exporting data).

     Each record in the .CSV file contains one or more fields separated by commas.   Because the fields can be in any position or order, this dialog box allows you to match **METZ Phones** Address Book record fields with the .CSV file fields.   The left list box displays the data for the first record of the file you are importing.   It lists each field in the record from top to bottom.   The right list box displays a variety of fields in an Address Book record.   By attaching fields on the right to those on the left, you define how the entire file is imported.   Select an item in each list box and choose the **Attach** or **Detach** button or double click in the list box to assign import file fields to Address Book fields.

     You may assign more than one field on the left to a database field on the right, and they will be automatically merged into a single field in the new Address Book record as they are read in.   When you match up Address Book fields to an import file record, the match applies to all the records in the import file.

     There are two ways to import **METZ Phones 3.x** version files.   The first way is to save the file from the **METZ Phones 3.x** application with a .CSV extension and define it within this dialog box as a .CSV file.   The other approach is to select the **METZ Phones 3.x** format and match the records up field by field.   You may find it necessary to make additional modifications to some records after the data has been imported.

     You will need to give the format a **Layout Description** so it can be saved for use again later.   You do need to create or open a database before you can import any data.

Note: If you are importing a CSV or TAB file format from a DOS application and need to have the characters translated from the OEM to the Ansi character set, add the following line to the METZPHO.INI under the [METZ Phones] section:
OEM=True
     Be sure to remove this setting when you are finished.

File Import Options

The following options are available in the Import dialog box:

Format   Select the type of file format you wish to import.

Source   Choose the **Source** button to select a file to be imported.   You should select the appropriate File Format before choosing the Source button.

Layout Description:
             Enter or select the name for this file layout.   You can then reuse this layout the next time you import or export a file, or define a new file layout.   These file layouts are also used in the **File EXPORT** dialog box.

Erase   Select the **Erase** button to delete the currently selected **Layout Description** from the list.

Record #:   Shows the current record position for the import file.   Use the **Next** and **First** buttons to display other records and preview your layout for correctness.

Database Field:
             Displays the import field name which has been matched to the new Address Book record's field.   To the left is all or part of the record field value.

Database Fields:
             This list contains import field types.   For example, 'First Middle Last' defines an import field containing the first, middle and last names.   The import process will separate the name into corresponding fields of the **METZ Phones** Address Book's records.   You match

	(attach) these fields with the import record fields on the left to define how the data is placed into the current **METZ Phones** Address Book records.
Attach	Select the **<<Attach** button to match a selected import file field with a selected Address Book record field description.
Detach	Select the **Detach>>** button to clear a selected import file field description.
First	Select the **First** button to display the first record of the import file.
Next	Select the **Next** button to display the next record of the import file.
Import	Select the **Import** button to begin importing the file.
Cancel	Choose the **Cancel** button to close this dialog without importing any data or saving changes.

Add undefined fields to Notes

Check this option if you wish to place undefined fields into the **METZ Phones** notes section.   You can manually cut-and-paste information into a different field when editing a record.

File Import Tips

Special fields:

METZ Phones has several special import field types to help make it easier to import a variety of information.   Some of the specialized fields are:

"Address" - You can attach this field type to one or more import fields.   Each field will be appended to the address contents during import.

"Notes" & "Notes2" - You can attach this field type to one or more import fields.   Each field will be appended to the corresponding notes field contents during import.

"Phone Type & #" - Phone numbers exported from PackRat may contain the phone type with the telephone number (i.e. "Business 555-1212").   Phones will automatically add the telephone type to it's own telephone type list and place the telephone number in the appropriate location.   If a record contains a duplicate type, the types will be appended with 01 through 99 as necessary.

Tips for Importing METZ Phones 3.x data:

The following is one possible layout for your METZ Phones 3.x data:

Last, First Middle
Phone: Home
Phone: Office
Phone: Other
Address
Address
Address
City State Zip
Notes

Change the field types where appropriate to best match your data.

Tips for Importing Windows Cardfile files:

Cardfile data is very unstructured, making importing a challenge.   The more you can standardize the data from card to card, the easier it will be for you to import the data.   For example, if your cards contain address information, make the first 4 lines of each card the address area, placing the City, State, and Zip on the fourth line.   You can then define a layout in the **METZ Phones** Import dialog that will match the format of the Cardfile Data.

METZ Phones splits the top (index) line of each Cardfile card into two records containing the name and

phone number.

With this in mind, the following is one possible layout example for Cardfile data:

Last, First Middle
Phone: Office
Address
Address
Address
City, State, Zip
Notes

You can import data into a temporary database until you are comfortable with the settings.

File Export Command

Description:

The Export command allows you to place selected information into a variety of output files which may be used for input into a variety of third party applications. If you simply wish to transfer or copy records to another Phones database, use the List Copy Records or the File Backup commands.

Note: If you are exporting a CSV or TAB file format for a DOS application and need to have the characters translated from Ansi to the OEM character set, add the following line to the METZPHO.INI under the [METZ Phones] section:
OEM=True
     Be sure to remove this setting when you are finished.

The following options are available in the Export dialog box:

Export   Choose to export all records in the Address Book or only records which are currently
                  selected.   If no records are selected, the **Selections** option will be grayed.

Options   Choose from the following export options:

Remove CR/LF
                  Some database fields, such as an address or notes, may contain carriage return/line feed
                  (enter) characters.   This setting will replace each CR/LF pairs with a single space.   Some
                  applications cannot import CSV or TXT files containing embedded CR/LF values.

Change CR/LF to CR
                  Some database fields, such as an address or notes, may contain carriage return/line feed
                  (enter) characters.   This setting will replace each CR/LF pairs with a single CR (carriage
                  return).

Keep CR/LF
                  This setting exports database fields as they are without removing carriage return/line feed
                  characters..

Include Field Names
                  Check this option if you would like the first record of the export file to contain the export
                  field names.   This option helps you easily determine the contents of the file when
                  importing into data into another application or another copy of METZ Phones.

Enclose in Quotes
                  Check this option if each field should be enclosed in double quotes.   This option is
                  provided for CSV and TXT file formats.   Normally, you do not need to check this option
                  unless the application you are importing the data into requires double quotes around all
                  fields.

Type: Select the type of file format you wish to export.

File: Choose the File button to assign a file name and destination to the data you are exporting.
                  Choose the desired file format from the Output Type before selecting the **File** button.

Layout Description
                  Enter or select the name for your export file layout.   You can reuse the layout the next time
                  you export or import a file.   The file layouts are shared with the **File Import** dialog box.

Erase   Select the **Erase** button to delete the currently selected **Layout Description** from the list.

Fields to export:
                  This list displays the selected Address Book record fields which will go into each record of
                  the export file.   You add fields to this list from the Database Fields list using the **<<Add**
                  button.

Database Fields:
                  This list contains many export field types.   For example, 'First Middle Last' defines an

export field containing the first, middle and last names separated by spaces.   The export process will combine the corresponding fields of each **METZ Phones** Address Book record into this format.   You add these fields to the "Fields to export" list   to define how the data is placed into the export file.

Add   Select the **<<Add** button to add a selected export field to the "Fields to export" list.

Remove   Select the **Remove>>** button to remove the selection from the "Fields to export" list.

Up   Select the **Up** button to move a selected field up one position in the list.

Down   Select the **Down** button to move a selected field down one position in the list.

Export   Choose the **Export** button to begin the export process.

Cancel   Choose the **Cancel** button to close this dialog without exporting any data.

File Backup Command

Description:
Use the Backup command to store a copy of the current database (or selected records) in a single file. The file may be used for backup purposes, or to transfer the database to another PC, or to transfer records to another database.   When the backup is restored, the customizable fields will also be restored.
Note: If you want to backup only part of your database, you must select the records you want to backup and choose the **Selections** option in the Backup As dialog.   Otherwise, all records in the database will be included in the backup file.

File Restore Command

Description:
Use the Restore command to load information stored in a Phones backup file created by the File Backup Command.   By default, the Restore commands adds records to your database.

If you are restoring records into an existing database, you can choose from the following options after selecting the file you want to restore:

Add all records to the database
>   All records will be appended to the database, existing records will remain unchanged.

Replace all matching records
>   Any record with a matching name and company will be replaced,   except when the modified date of the records are identical.

Ignore all matching records
>   If a record with a matching name and company already exists in the database, the record will not be added.

Open previous file(s):

METZ Phones lists up to 6 of the last files you have opened at the bottom of the File Menu. Click on the file name or press the corresponding number to reopen that file.

File Exit Command

Description: Closes METZ Phones and any database currently open.

Edit Menu

From the Edit menu, you can access clipboard data, select records, set the hotkey and clipboard layout settings and update categories, telephone types, salutations, titles, companies, and field types.

For more information, choose from the following commands:
Undo
Cut
Copy
Copy Address(es)
Paste
Clear
Select All
Hotkey & Clipboard Layouts
1 Categories
2 Telephone Types
3 Salutations
4 Titles
5 Companies
6 Field Types

Edit Undo Command

Description:

Use this command to reverse the last editing action, if possible.   The Undo command is grayed on the menu if you cannot reverse your last action.

Edit Cut Command

Description:
Removes the currently selected (highlighted) text from the screen and copies it to the Windows clipboard (unavailable if no text is currently selected). Cutting text to the clipboard replaces the contents previously copied there.

Edit Copy Command

Description:
Copies the currently selected (highlighted) text from the screen to the Windows clipboard (unavailable if no text is currently selected).   Copying text to the clipboard replaces the contents previously copied there.

Edit Copy Addresses Command

Description: Use this command to copy information to the Windows clipboard (unavailable if no record is currently selected).   Use the **Hotkey & Clipboard Layouts** dialog box to customize the format of the information placed in the clipboard.   Copying text to the clipboard replaces the contents previously copied there.

All of the selected records will be copied to the clipboard.

Choose a Clipboard Layout dialog box

Description:
METZ Phones provides an easy way to copy information from an Address Book directly into the clipboard.   This dialog lets you choose the format of the data to be placed in the clipboard.   If only one layout is defined, that layout will be used and this dialog will not appear.

Edit Paste Command

Description: Paste the Windows clipboard's contents at the insertion point (unavailable if the clipboard is empty).

Edit Clear Command

Description: Clears selected (highlighted) text.

Edit Select All Command

Description: When the cursor is within a field of text, this command selects (highlights) all the text.

Edit Hotkey & Clipboard Layouts Command

Description: **METZ Phones** provides an easy way to copy information from an Address Book record to the Windows clipboard or directly to another Windows application.   This dialog lets you define the format of a record's information to be copied to the clipboard when you choose the **Hotkey PASTE** function or the **Edit COPY ADDRESS** command.

The following options are available on the **Edit Hotkey & Clipboard Layouts** dialog box:

Layout Description:
Select from previous layouts, or enter a new one here.   The **Erase** button deletes the current description.

Erase   Select the **Erase** button to delete a highlighted description.

Layout Filter   Displays the template to be used for filtering a record's fields prior to copying text to the Windows Clipboard.   The record's fields are enclosed in square brackets [ ] and are substituted with actual record values when you use the **Hotkey Paste** function or select the **Edit Copy Address** command.   Any template characters not surrounded by square brackets will be printed the way they appear.   This enables you to add extra text which will always appear as part of the clipboard text, such as
"Dear [SALUTATION][LAST],"
Place the cursor in the Layout Filter field and press **Enter** to create a new line or select the **newline** item from the Fields list.   Use **Ctrl+Tab** to insert tab characters.

Database Fields   This list contains database field types.   You add these fields to the Layout Filter edit on the left with the **Add** button to define how the data is formatted.

<<Add   Add any selected field to the **Layout Filter** box.   The selected field will be placed wherever the cursor was positioned in the **Layout Filter** box.

OK   Closes the dialog and saves changes.

Cancel   Closes the dialog without saving changes.

Hotkey Paste Dialog

Description:
The following options are available on the **Hotkey Paste** dialog box:

Paste Layout   Choose the Paste Layout filter defined in the **<u>Edit Hotkey & Clipboard Layouts</u>** dialog box.

Records   Choose one or more records you wish to paste into the current application.

Paste   Pastes the selected records into the current application using the selected Paste Layout filter.

Cancel   Closes the dialog without pasting any information.

Edit Categories Command:

Description:

Each category can be used to classify or group records in the Address Book.   You could, for example, use the category "RESTAURANT" to identify all of the records containing restaurants.   The following options are available:

Categories list box

> Select (highlight) the Category you wish to change or delete.

Add Displays the **Add Category** dialog box.   Type in the name of the Category you wish to add. Alternatively, you may simply type the new Category name in the Category field in the Record Window.

Change Change the selected category.   You will be prompted for the name of a new category with the **Change Category** dialog box.   If the new category already exists, you will be asked if you want to combine the old Category with the new category, allowing you to combine two or more categories.

Delete Delete the selected Category.   You will be prompted with the **Delete Category** dialog box for confirmation.

Close Close the dialog.

Edit Telephone Types Command:

Description:

Add new Telephone Types or make changes to the existing Telephone Types for the entire Address Book. Each type can be used to define different types of telephone numbers.   You could, for example, use the type "CAR PHONE" to define a field which will contain that type of telephone number for all of the Address Book's records.   You can also adjust the order of the Telephone Types with the Up or Down buttons.   The following options are available:

Types list box

> Select (highlight) the Telephone Type you wish to change or delete.

Add   Displays the **Add Telephone Types** dialog box.   Type in the name of the Telephone Type you wish to add.

Change   Change the selected Telephone Type.   You will be prompted for the name of a new Telephone Type with the **Change Telephone Type** dialog box.

Delete   Delete the selected Telephone Type.   You will be prompted with the **Delete Telephone Type** dialog box for confirmation.   Warning: this will delete all the telephone numbers in the Address Book associated with this Telephone Type.

Up   Move a selected telephone type up one position in the list.   This also repositions the type in the record view screens.

Down   Move a selected telephone type down one position in the list.   This also repositions the type in the record view screens

Close   Close the dialog.

Edit Salutations, Titles, or Companies Command

Description:
Modify the items that appear in the list box for each of these fields.   You can add, change, and delete items in the list by using your mouse or keypad.   The available options are **Clear** (removes all items on the list)**, OK** and **Cancel**

Edit Field Types Command:

Description:

Add new Field Types or make changes to the existing Field Types for the entire Address Book.   Each type can be used to define different types of information.   You could, for example, use the type "Birthday" to define a field which will contain birthdate information for all of the Address Book's records. You can also adjust the order of the Field Types with the Up or Down buttons.   The following options are available:

Types list box

> Select (highlight) the Field Type you wish to change or delete.

Add Displays the **Add Field Types** dialog box.   Type in the name of the Field Type you wish to add.

Change Change the selected Field Type.   You will be prompted for the name of a new Field Type with the **Change Field Type** dialog box.

Delete Delete the selected Field Type.   You will be prompted with the **Delete Field Type** dialog box for confirmation.   Warning: this will delete all the values in the Address Book associated with this Field Type.

Up Move a selected Field type up one position in the list.   This also repositions the type in the record view screens.

Down Move a selected Field type down one position in the list.   This also repositions the type in the record view screens

Close Close the dialog.

View Menu

From the View menu, you can customize the appearance of METZ Phones.

For more information, choose from the following commands:
Toolbars

View Toolbars Command

Description:

Use this command to choose how you want Phones to display the toolbars.   Uncheck or check items to disable or enable the options.

Main Window Toolbars

Standard Displays the main toolbar which contains buttons representing common commands.
Alphabet Displays the alphabet toolbar which provides an easy way to access records.
Status Bar Displays the date, time, and other information across the bottom of the main window.

Color Buttons Toggles the button images from Color or Black and White.
Large Buttons Toggles the button images from a Large or Small size.

Record Window Toolbars

View Buttons Displays the large record window buttons, allowing you to quickly display different groups of information for a record.
Commands Displays the record window command buttons, representing frequently used record menu commands.

List Menu

The List Menu applies to the List Window.   Use the List menu to choose how records are sorted and displayed and to perform operations on the entire list or selected records.

For more information, choose from the following commands:
> View
> View Pending Calls
> Font
> Copy Record(s)
> Paste Record(s)
> Select Range
> Select All
> Deselect All
> Delete Selections
> Find
> Replace
> Assign Categories
> Locate

List View Command

Description:
Choose the way you want to display the Address Book records in the List View window.   The dialog box changes as you select the List items

List Columns Text:

> The List View window can display up to three colums of record information.   Choose the fields you want displayed in each column of the List Window or "Blank" to leave the column empty.   Choose "Blank" if you do not wish to display any data in a column. Choose "Sort Field" to display the currently selected sort order value in the column.   If more than one field has "Sort Field" selected, each of those columns will automatically display the next available sort value.   For example, if the current sort order is by name and all the dialog fields are set to "Sort Field", the list columns will display as follows: Name   Company   Title.

List:

> **All Records** displays the entire Address Book in the List View window. **Rolodex** displays the List like a rolodex (when "A" is pressed, only records beginning with "A" are displayed, etc).   **Categories** arranges the List by category, much like the yellow pages of a telephone book.   **Calls** displays the records based on a range of calls.   **Current List** lets you sort the current list of records, and **Selections** lets you sort and display only the currently selected records.   The following options are available:

List View Command: (All Records)

Sort by: Choose the fields you wish to sort the database by.   The List window will then display the records in the order you choose.

Order: Choose an ascending or descending sort order.

List View Command (Rolodex)

Sort by: Choose the fields you wish to sort the database by.   The List window will then display the records in the order you choose.

Order: Choose an ascending or descending sort order.

List View Command (Categories)

Sort by: Choose the fields you wish to sort the database by.   The List window will then display the records in the order you choose.

Result: Select the desired output for the list window.   Select **Normal** to have the list window display the selected categories with a list of records for each category.   Each category will list all of the records that contain that category, thus a record may appear   under more than one category.   Select **Summary** to display a single list of records which match one or more of the selected categories.   Even though a record may contain more than one of the selected categories, it will only appear in the list once.   Select **Union** to display a list of records which contain all of the selected categories.   Each record must contain every selected category, records which do not contain every selected category will not be listed.

Categories list box:

> The Categories listbox is available when the Categories display type is selected.   Choose the categories you wish to have displayed.

All/None   Click the **All** button to select all of the category values.   Select **None** to deselect all

categories.

List View Command (Calls)

Order: Choose an ascending or descending sort order.

Date Range:

From   Choose the **From** button to select a beginning date for a range of calls to be displayed in the List View Window.   Click here to view the Select Date dialog.

Thru   Choose the **Thru** button to select an ending date for a range of calls to be displayed in the List View Window.   Click here to view the Select Date dialog.

List View Command (Current List)

Sort by: Choose the fields you wish to sort the contents of the List Window by.   The List window will then display the records in the order you choose.

Order: Choose an ascending or descending sort order.

List View Command (Selections)

Sort by: Choose the fields you wish to sort the selected records in the List Window by.   The List window will then display the selected records in the order you choose.

Order: Choose an ascending or descending sort order.

OK   Choose the **OK** button to save the selections.

Cancel   Choose the **Cancel** button to close this dialog without saving any selections.

List View Pending Calls Command

Description:

Selecting this command, or pressing the Tool Bar tool is similar to selecting **Calls** from the **List View Command** **Sort by** group.   However, this command will automatically display records with a Next Call date value less than or equal to todays date.   Use this command to view the outgoing calls you have scheduled for today.

List Font Command

Description: Select the **Font, Font Style,** and **Size** of the font that the List View window will use. Clear each of these items to restore the default system font.

List Copy Record(s) Command

Description: Copies the selected Address Book records to the Windows Clipboard, you can then paste the records into a different Address Book.

List Paste Record(s) Command

Description: Pastes Address Book records from the Windows Clipboard into the current Address Book.   Records are copied to the clipboard with the **Copy Record(s)** command in the List Menu.

List Select Range Command:

Description:

The **Select Range** dialog allows you to select a group of records based on their position in the List window.   This is useful for printing out batches of labels, or for printing a portion of your list at a time. The following options are available on the Select Range dialog box:

From   Enter the beginning record number of the range you wish to select.   The first record is number 1.

To   Enter the last record number of the range you wish to select.   By default, the last possible record number is displayed.

Keep Prior Selections

Select this option if you want to have the List window maintain the selections it already has marked.   Otherwise, all previous selections will be unmarked.

OK   Choose the **OK** button to save the selections.

Cancel   Choose the **Cancel** button to close this dialog without saving any selections.

List Select All Command

Description: Use this command to select all items in the List window.

List Deselect All Command

Description: Use this command to deselect all items in the List window.

List Delete Selections Command

Description: Use this command to delete all selected records in the List window.   Use the File Delete command to clear the entire Address Book.

List Find Command

Description:

Search the Address Book, the current List, or selected records for specified text.   The following options are available in the Find dialog box:

Please Note: Searching for blank Category values is supported but support for locating blank Telephone Numbers or User Fields is not.   Please let us know if you need this additional feature.

Text: Enter the text you wish to search for.   You can also search for non-blank or blank fields. For example, to search for records with a blank (or empty) LastName, leave the search text field blank and choose the LastName field in the Search dropdown.   To perform the opposite search (LastNames which are not blank), place an exclamation point in the search text field.

Match Case: Select **Match Case** if you want to find records that match the search text exactly as you type it (upper and lower case).   Otherwise, any text which matches, regardless of case will be found.

Match Whole Word Only:

Select **Match Whole Word Only** if you are searching for a particular word and don't want to allow longer words which may include the search text.

Begins With: Select **Begins With** to search only for fields that begin with the search text.

Search: Choose the Address Book field you wish to search. **All Fields** will search the entire record, including the notes.   The **Selections** button will search only the records selected in the List window.   The **Entire Database** button will search all records in the Address Book.

Current List: Select this option if you wish to search only the records displayed in the List View window, skipping all other database records.   The current list may not necessarily contain all database records.   It could contain a list from a previous search or a range of records selected by the current List View dialog settings.   Choose **Entire Database** if you want to insure that all records in the Address Book are searched.

Selections: Select this option if you wish to search only the records currently selected in the List View window, skipping all other records.

Entire Database:

Select this option if you wish to search the entire database, regardless of which records are displayed in the List View window.

Keep Prior Selections:

Select this option if you wish to have the List window keep the selections currently highlighted before the search.   A new list will be created containing the records found, plus the currently selected records.   The current number of selected records is displayed to the right of this option.

Create new List from search results:

Select this option if you want to have the List window display only the records found.

Find Next: Locate the next record containing the search text.
Find All: Locate every record containing the search text.

Special Considerations:

The List window may or may not reflect the actual list of records in the database.   The results of previous searches, or a setting in the List View dialog can affect the contents of the List window.

Find Tips:

With these advanced options, you can perform Boolean searches using the Find dialog.

Boolean "Not"   Place an exclamation point (!) in front of the text to search for records that don't contain the specified text.

Boolean "Or"   Use the **Keep Prior Selections** option to expand or refine the search results.   If you wanted to find all records containing the words "Student" or "Teacher", first run the search using the text "Student", then check the **Keep Prior Selections** option and run the search again with the word "Teacher".   The list will now be the combination of records containing either word.

Boolean "And"   To create a list of records containing the text "Student" and "Teacher", search on "Student", then check the **Selections** search option, and make sure **Keep Prior Selections** is not checked.   Choose **Find All**, and the resulting list will be records containing both text values.

List Replace Command

Description:
Searches the Address Book, the current List, or selected records and replaces specified text.   The following options are available in the Replace dialog box:

Please Note: If you wish to rename or remove Categories, Telephone Types, or User Defined Fields you must use the corresponding menu item on the Edit menu instead.   Also, searching and replacing blank Category values is supported but support for replacing blank Telephone Numbers or User Fields is not. Please let us know if you need this additional feature.

Find What: Type the text or information you wish to find.
Replace With: Type the text you want to use as replacement text, or paste it from the Clipboard.   To delete the text in the Find What box, leave the Replace With box empty.
Match Case: Select **Match Case** if you want to find text which matches the search text exactly as you type it (upper and lower case).   Otherwise, any text which matches, regardless of case will be found.
Match Whole Word Only:
                     Select **Match Whole Word Only** if you are searching for a particular word and don't want to allow longer words which may include the search text.
Begins With: Select **Begins With** to search only for fields that begin with the search text.

Search: Choose the Address Book field you wish to search. **All Fields** will search the entire record, including the notes.   The **Selections** button will search only the records selected in the List window.   The **Entire Database** button will search all records in the Address Book.
Current List: Select this option if you wish to search only the records displayed in the List View window, skipping all other database records.   The current list may not necessarily contain all database records.   It could contain a list from a previous search or a range of records selected by the current List View dialog settings.   Choose **Entire Database** if you want to insure that all records in the Address Book are searched.
Selections: Select this option if you wish to search only the records currently selected in the List View window, skipping all other records.
Entire Database:
                     Select this option if you wish to search the entire database, regardless of which records are displayed in the List View window.
Next >:   Press the Next button to begin the search.   Once a match is found you will have the opportunity to determine what action will be taken in the Replace dialog described below.

Replace Dialog

Description:
After you press the Next button in the first List Replace Dialog, the first match is displayed in this dialog with options for the next action.   The following options are available in the Replace dialog box:

Replace: Changes the selected text or formatting to the text or formatting in the Replace With box, and then finds the next occurrence.
Replace All: Finds and replaces all occurrences of the text or formatting in the Find What box with the text or formatting in the Replace With box.
Find Next: Finds and selects the next occurrence of the text or formatting specified in the Find What box.

List Assign Categories Command

Description:

Modifies the Address Book, the current List, or selected records to include specified categories.   The following options are available in the Assign Categories dialog box:

Note: If you wish to rename or remove Categories you must use the Edit Categories command instead.

Categories: Enter the categories you wish to assign to one or more records.   Use the Categories button to select from the currently defined list of categories.   You can create new categories by just typing them into the Categories field.

Current List: Select this option if you wish to modify only the records displayed in the List View window, skipping all other database records.   The current list may not necessarily contain all database records.   It could contain a list from a previous search or a range of records selected by the current List View dialog settings.   Choose **Entire Database** if you want to insure that all records in the Address Book are modified.

Selections: Select this option if you wish to modifiy only the records currently selected in the List View window, skipping all other records.

Entire Database:

Select this option if you wish to modify the entire database, regardless of which records are displayed in the List View window.

List Locate Command

Description:
Search the List for the next record that matches the characters typed into the Search pop-up box.   This feature is automatic - simply make the List window the active window and begin typing.   The Search box pops up, displaying the text you are typing.   Press enter to begin the search for the text in the Search box or Escape to quit.   The beginning characters of the current sort order field are searched.

Record Menu

The Record Menu applies to the Record Window, which displays the current record.   Use the Record menu to choose create, view, modify, save and delete individual records and their contents.

For more information, choose from the following commands:

New Record
Duplicate
Delete
Save
Cancel
Print record
Previous Letter
Previous Record
Next Record
Next Letter
1 Main Address
2 Phone Numbers
3 Fields
4 First Notes
5 Second Notes
6 Second Address
7 Third Address
Next Call
Time Stamp Notes
Font

Record New Record Command

Description:
Creates a new record.   Enter the new information, then select the **Record Save** menu item or press **Enter**.   Choose **Record Cancel** or press **Escape** to abandon your changes.

Record Duplicate Command

Description:
Duplicates the current record.   A new copy of the current record will be made with some fields blanked out.

Record Delete Command

Description:

Deletes the current record.   You will be asked to confirm the deletion.   This command is disabled while you are editing a new record.

Record Save Command

Description:
Saves the current record.   This command is disabled if you have not made any changes to the record.

Record Cancel Command

Description:
Cancels the current change(s).

Record Print record Command

Description:
Prints the contents of the current record.

Record Previous and Next Commands

《	**Previous Letter** button.
‹	**Previous Record** button.
›	**Next Record** button.
》	**Next Letter** button.

Description:
Previous Record and **Next Record** move to the previous and next records in the Address Book, regardless of what character it begins with.   **Previous Letter** and **Next Letter** move to the record whose beginning character directly precedes or follows that of the current record.   Imagine an Address Book whose first 3 records are "Adams", "Brady" and "Brook".   If you are viewing "Brook", **Previous Record** will move to "Brady", while **Previous Letter** would move to "Adams"

Record Main Address Command

Description:

The **Record View - Main Address** view displays the information in the current record's Name and Address fields.

The following options are available in the **Record View - Main Address** window:

[	*Office	±

206-641-4525

Ext:

Select a telephone number from the Telephone Drop down box and save the record.   This number becomes the Primary Telephone Number.

Categories:

WINDOWS

 Select the categories for the current record.   Remember to save the record after making any changes.
Click here to view the **Select Categories Dialog Box**.

Record View - Select Categories dialog box

Description:
Choose the **Categories** you want to assign to the current record.   You may select more than one category.
Select **OK** to accept your selections, or **Cancel** to exit this dialog without making any changes.

Record Phone Numbers Command

Description:

The **Record View - Phone Numbers** window displays the information in the record's telephone number fields.

You may fill in the fields with telephone numbers for the current record.   **Edit Telephone Types** lets you make changes to the Telephone Types and their order.   Once the numbers are entered and you have set up your modem, click on the button next to the number to dial the number.   **METZ Phones** also allows you to keep track of your telephone calls for the current record.   The following options are available in the **Record View - Telephone Numbers** window:

Next: To schedule a call for the current record, select the **Next** button.   Click here to view the **Next Call/Last Call** Detailed Descriptions

Last: To change the date and time of the last call made for the current record, select the **Last** button. Click here to view the **Next Call/Last Call** Detailed Descriptions

Next Call/Last Call Dialog Box:

Description: **METZ Phones** allows you to keep track of your telephone calls for the current record. Both the Next Call and Last Call dialog boxes work in the same way.   Each is essentially a scheduling dialog that allows you to select a date and time.   Although METZ Phones will not place a scheduled call for you automatically, you may easily review the last date and time you called the current record, and you may schedule calls for the future.

Options are:

Set the **target time** with the hour and minute arrow buttons and the AM and PM radio buttons.

Change the **target date** with the year and month buttons.

Select the **Today** button to return the calendar to the current date.

Select the **Clear** button to clear the **Last** or **Next** call value.

Select the **Cancel** button to exit the dialog without saving any changes.

Select the **OK** button to exit the dialog and save any changes.

Notes: When a **Next** or **Last** call reference exists, that reference will appear in the Telephone Numbers window next to the **Next** or **Last** buttons.   Once a **Next Call** reference is set, select the **Next** button to view or reset it.   Select the **View Pending Calls** Command from the List Menu to display a list of pending calls (through today).

The Select Date dialog:

Description: Use this dialog to select a date range of calls in the List.   Click on any of the buttons for more information:

Record Fields Command

Description:
The **Record View - Fields** window displays the information in the record's user defined fields.

Record First Notes Command

Description:
The **Record View - First Notes** window displays the information in the record's first Notes field, a blank "sheet" for free-form notes.

Record Second Notes Command

Description:
The **Record View - Second Notes** window displays the information in the record's second Notes field, a blank "sheet" for free-form notes.

Record Second Address Command

Description:
The **Record View - Second Address** window displays the information in the record's second Address fields.

Record Third Address Command

Description:

The Record View - Third Address **window displays the information in the record's third Address fields.**

Record Time Stamp Notes Command
Description:
Insert the date and time into the current record's Note field.   If a Note field is not currently active, the first notes field will be activated and the date and time will be inserted.   The **File Preferences Dialog** allows you to choose where the Time Stamp is inserted into the notes.   The format of the Time Stamp is based on the Windows Control Panel International Short Time and Date formats.

Record Next Call Command

Description:

Use this command to schedule the next time you would like to call the person or company in the current record.   To view your pending list of calls for today, see the **View Pending Calls** command.

Record Font Command

Description:

Select the **Font, Font Style,** and **Size** of the font that the Record View window will use.   Clear each of these items to restore the default font.

Dial Menu

From the Dial menu, you adjust your modem settings, display the dial pad, dial the primary telephone number, and display the area and country code dialogs.

For more information, choose from the following commands:

Modem Settings
Dial Pad
Dial Primary Number
Dialing Codes
Area Codes
Country Codes

Dial Modem Settings Command

Description:

The following options are available in the Modem Settings dialog box:

Connection   Select the communications port for your modem.   If you choose the **AutoConfig** button, the port will be selected automatically.

Baud rate   Select the baud rate (speed) for your modem.   If you choose the **AutoConfig** button, the baud rate will be determined automatically, however, some modems will report a higher baud than they actually support.   Please confirm that the baud rate matches that of your modem.

Telephone   Select the type of telephone system you have.   Rotary dial systems use the Pulse setting, touch tone systems use Tone.

Initialization If you want to add advanced modem initialization strings (such as disable call waiting), place them here.   Otherwise, nothing needs to be entered into the **Initialization** field. An "AT" prefix is optional (METZ Phones automatically adds one if you do not).   One way to speed up dialing is to add S11=55 here.   Some modems do not support this settings, symptoms include not dialing telephone numbers.   Refer to your modem manual for information about the S11 command.

Speaker   Select the desired modem speaker state while dialing.   Phones will not attempt to adjust the speaker when "None" is selected.

Volume   Choose the desired modem speaker volume.   This has no effect if your modem does not have a speaker.   This option is used only when the **Speaker** setting is set to "On".

Timeout   Specify the number of seconds that the dialing process will wait before automatically hanging up the telephone.   At least 30-40 seconds are usually necessary for long distance dialing.

Dialing prefix Enter any prefix necessary to dial out on your telephone system such as "9,".   With this setting, you won't need to enter the prefix for every telephone number in your database. This prefix is also automatically added to the telephone number when you use the METZ Phones **Hotkey dialing** feature.   Do not place an "AT" prefix in this field. METZ Phones will automatically add the correct "ATDT" or "ATDP" prefix when dialing if it is not already part of the phone number.

International prefix

Enter the number or codes (such as "011") necessary to dial international numbers . Like the Dialing Prefix, this value will be automatically added when dialing international numbers if it is not already part of the phone number.   A phone number is considered to be an international if it contains a plus sign "+" or a left bracket "[".

Long Distance Prefix

Enter the number or codes (such as "1") necessary to dial long distance numbers . Like the Dialing Prefix, this value will be automatically added when dialing long distance if it is not already part of the phone number.   This prefix will not be added to an international number.

Current Country Code

Enter your current country code.   This number will be ignored when it is in a phone number you are dialing.   In order for Phones to detect the country code in a telephone number, the country code must begin with a plus sign "+" or be enclosed in square brackets [ ].   For example if your current country code settings is 1 (USA) and the telephone number to be dialed is entered as +1 (206) 641-4525, the +1 will be ignored when the number is dialed.

Current Area Code

Enter your current area code.   This number will be ignored when it is in a phone number you are dialing.   Put the area code in parenthesis (   ) when you are entering telephone numbers to help insure that Phones will detect it.   For example: (206) 641-4525.

Dialing Suffix   Similar to the Dialing Prefix, this number will be appended to the end of the phone number when dialing.

Dial Alphabetic Phone #'s

When this option is enabled, Phones will automatically convert characters to their corresponding dial pad numbers.   This allows you to enter alphabetic characters in the phone number fields.   For example, "A", "B" and "C" each are the number "2" on a telephone dial pad.

Automatic redial if busy

Check this option if you want METZ Phones to automatically redial the number when it detects a busy signal.

Retries   Select the maximum number of attempts to try redialing when a busy signal is detected.   A value of zero or blank will cause the redialing to continue until you cancel it.

Pause   Enter the number of seconds to wait until trying to dial again after a busy signal is detected.   A value of zero or blank will cause the redialing to start immediately.

AutoConfig   Choose the **AutoConfig** button to let **METZ Phones** determine your **Connection** and **Baud** rate automatically.

OK   Save the changes.

Cancel   Close the dialog without saving the changes.

Notes:

The modem settings allow you to set the dialing and long distance prefixes and current area and country codes.   These settings affect how a phone number is dialed.   In the actual telephone numbers, precede the country code with a plus sign "+" or enclose it in square brackets "[ ]" and enclose the area code in parenthesis "( )" to insure they will be properly detected.

Should you have some phone numbers that need to be dialed as is, regardless of the modem settings, place an equal "=" character at the beginning of the number.   The equal sign will be ignored and the number will be dialed as is.

Dial Dialing Codes Command

Description:

The Dialing Codes dialog box displays a list of the dialing codes you have defined.   The following options are available on this dialog:

Add   Choose the Add button to create a new item.

Edit   Choose the Edit button to modify the selected item.

Delete   Choose the Delete button to remove the selected item.

Close   Choose the Close button to close this dialog.

Notes: If you need to dial an access code or some other number when dialing from your database, this feature allows you to define a shortcut for entering the code in a phone number.   For example, if you needed to dial 123456789 when dialing some numbers, you could define A as the code for 123456789, then simply add the A to the phone numbers which require it.   When the number is dialed, the A will be replaced with 123456789.   Be careful when choosing codes as they may be conflict with actual telephone numbers.   You might use a tilde ~ or $ as a prefix (i.e. ~A or $A) to the code to help distinguish it from the phone numbers.   Dialing codes are not case sensitive.

Dial Pad Command

Description:
The **Dial Pad** lets you type in a telephone number and dials it automatically for you.   After entering the number, select the **Dial button** or press **Enter** to dial the telephone number.

Be sure that you have selected the correct options in the **Modem Settings Dialog Box**.

Dial Primary Number Command

Description:
Use this command to dial the Primary Telephone Number.   This command displays the **Dial Dialog box**.

Dial Area Codes Command

Description:

The Area Codes dialog box displays a list of the telephone area codes.   You may modify this list.   The following options are available on this dialog:

Add   Choose the Add button to create a new item.

Delete   Choose the Delete button to remove the selected item.

Close   Choose the Close button to close this dialog.

Sort Alphabetically

                Check the Sort Alphabetically check box to toggle the sort order of the list.

The information displayed in this dialog box is stored in the file METZPHO.COD.   If you run the METZ Phones installation program, the file will not automatically be replaced on your hard drive unless it has been deleted.

Dial Country Codes Command

Description:

The Country Codes dialog box displays a list of the telephone country codes.   You may modify this list.
The following options are available on this dialog:

Add   Choose the Add button to create a new item.

Delete   Choose the Delete button to remove a selected item.

Close   Choose the Close button to close this dialog.

Sort Alphabetically

              Check the Sort Alphabetically check box to toggle the sort order of the list   The Country
              Codes are sorted alphabetically instead of numerically since the first digit of the code
              represents a continent or area of the globe.   This order groups nations geographically.

The information displayed in this dialog box is stored in the file METZPHO.COD.   If you run the METZ
Phones installation program, the file will not automatically be replaced on your hard drive unless it has
been deleted.

Dial Dialog Box

Description:

    This dialog displays the number being dialed and the call status.   Follow the instructions as they appear in the **Status Line**.   Pickup the telephone, then choose the **Hangup button** after the number has been completely dialed.

    When you use a modem to dial a phone number, the modem cannot detect when the phone has been answered or that you have picked up your telephone.   Because of this, you must click the **Hangup** or **Close** button when you want the modem to disconnect from the line.   The line may be somewhat muted until you do this.   The modem   will automatically disconnect based on the timeout in your modem settings.   Busy signals will cause the modem to automatically disconnect the line as well.   Be sure that you have properly configured your modem with the **Modem Settings Dialog Box**.

    Here are the available options:

Date/Time/Call Timer
                Double click on the Call Timer to reset it to zero, otherwise it will reset itself each time you dial.

Redial if busy   When this option is checked, the number will be automatically redialed if a busy signal is detected.   The redial pause and number of attempts are set in the **Modem Settings Dialog Box**.

HangUp   Click **HangUp** (or press **Enter**) when the dialing is completed and after you have picked up the telephone.   The modem remains connected to the line until you click this button.   The **HangUp** button becomes the **Dial** button after the modem is disconnected.

Dial   Begins dialing the telephone number.   The **Dial** button becomes the **HangUp** button while dialing.

Close   Close this dialog.

Status line   Displays the dialing status and appropriate messages or instructions.

Notes:

    The METZ Phones modem settings allow you to set the dialing and long distance prefixes and current area code.   These settings affect how a phone number is dialed.   Should you have some phone numbers that need to be dialed as is, regardless of the dialing prefix, long distance code, area code and dialing suffix values, place a "=" character at the beginning of the number.   The equal sign will be ignored and the number will be dialed as is.

Window Menu

From the Window menu, you can customize the appearance of METZ Phones List and Record Windows.

For more information, choose from the following commands:
Tile Horizontal
Tile Vertical
Split

Window Tile Horizontal Command

Description:
This option will cause the List and Record Windows to be arranged horizontally, with the List Window above the Record Window.

Window Tile Vertical Command

Description:
This option will cause the List and Record Windows to be arranged vertically, with the List Window to the left of the Record Window.

Window Split Command

Description:

When the **Split** item is checked, both the List and Record windows will be visible.   You can use the Window menu items 1 and 2 to switch between the List and Record windows.

Help Menu

From the Help menu, you can view various help information.

For more information, choose from the following commands:

Contents
Trouble Shooting
Search for Help on
How to Use Help
About METZ Phones

Note: If you have **METZ Task Manager**, the award winning replacement for the Windows Task List, installed on your system, there will be a **System Status** item on the Help Menu and a corresponding button on the Tool Bar.   See the METZ Task Manager documentation for help with the System Status Command.

Help Contents Command

Description:

Displays the Contents section of this Help file.

Help Trouble Shooting Command

Description:
Displays the Trouble Shooting section of this Help file.

Help Search for Help on Command

Description:

Displays the Help search dialog.

Help How to Use Help Command

Description:
Displays the Help file for the Windows Help System.

Help About Command

Description:
Displays version and copyright information for METZ Phones.

System Status Command

Description:

The System Status button and menu item appear if you have **METZ Task Manager**, the replacement for the Windows Task List, installed on your system.   This command displays a detailed description of system information.

Memory	The Memory box displays information about available memory in your system.
Total Free Memory	
	Displays the total amount of free memory on your system, including conventional, extended, and the windows swap file.
Free Graphics Resources	
	Displays the free graphics resources on your system.
Free User Resources	
	Displays the free user resources on your system.
Drive	The Drive box displays the volume label, the type of disk drive, the total capacity of the disk drive, the amount of free disk space, and percentage of free disk space free.
Drives List Box	Use the Drives list box to choose the drive for which you want to display information.
General	The System box displays a variety of general information about your system, including:
Date and Time	The system date and time.
MS-DOS Version	The version of MS-DOS which is running on the system.
Windows Version	The version of Windows which is running on the system.
Mode	Indicates whether Windows is running in Real, Standard, or 386 Enhanced Mode.
CPU	The CPU type (e.g., 8088, 8086, 80286, 80386, or 80486).
Display Type	The type of video display on the system (e.g., CGA, EGA, VGA).
Display Width	The total width of the display in pixels.
Display Height	The total height of the display in pixels.
Mouse	Indicates what type of mouse is installed on the system, if any.
Network	Indicates the type of network the system is connected to, if any.
WIN.INI Button	
	Choose the WIN.INI button to edit the WIN.INI file. The WIN.INI file appears, loaded into the default application. The WIN.INI file contains information about preferences which have been set in Windows and in Windows applications.
SYSTEM.INI Button	
	Choose the SYSTEM.INI button to edit the SYSTEM.INI file. The SYSTEM.INI file appears, loaded into Windows Notepad. The SYSTEM.INI file contains information about your Windows system settings, including your screen, printer, and keyboard drivers.
METZPHO.INI Button	
	Choose the METZPHO.INI button to edit the METZPHO.INI file. The METZPHO.INI file appears, loaded into the default application. The METZPHO.INI file contains information about how you have installed METZ Phones, as well as the preferences you have chosen.
AUTOEXEC.BAT Button	
	Choose the AUTOEXEC.BAT button to edit your AUTOEXEC.BAT file. The AUTOEXEC.BAT file appears, loaded into the default application. The AUTOEXEC.BAT file contains commands that run every time you start MS-DOS on your system.
CONFIG.SYS Button	

Choose the CONFIG.SYS button to edit your CONFIG.SYS file.   The CONFIG.SYS file appears, loaded into the default application.   The CONFIG.SYS file sets up your system configuration whenever you start MS-DOS.

Close Button   Choose the Close button when you are finished looking at the System Status dialog.

Print Button   Choose the Print button if you want to print the contents of the System Status dialog. Make sure your printer is connected and on-line.
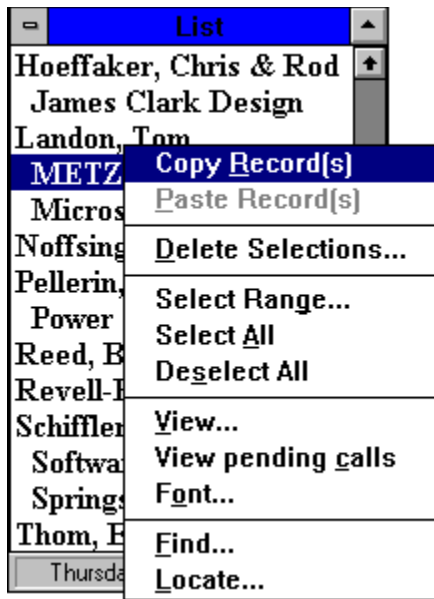
Programming with METZ Phones

Using DDE

METZ Phones DDE interface provides a powerful way for Windows applications to access the data you have stored in a METZ Phones database.   For example, you may want to extract data for a mail merge or to create a custom report using a word processor.

The METZMERG.DOC included with METZ Phones is a sample mail merge macro for Word including the WordBasic source.   Additional products will be available for more flexibility and to support popular word processors.

The command documentation uses the following syntax:
    Values in {} are optional, do not include the {}.The entire command needs to be enclosed in square brackets [].   Commands and most parameters must be in uppercase, the SET command allows mixed case for the data field.

We are following the Microsoft C++ Database functions as closely as possible.   These functions are very similar to the Visual Basic database functions.   Please let us know what other types of commands you would like to have added, and send us any macros you have created so we can start building a library of examples.

For more information, choose from the following topics (a version in square brackets indicates the earliest version of Phones supporting the DDE command):
    Managing a DDE Connection
DDE Command: Type:
    ADDNEW   DDEEXECUTE
    CANCEL   DDEEXECUTE
    CLOSE   DDEEXECUTE
    DELETE   DDEEXECUTE
    DESELECTALL   DDEEXECUTE
    DIAL   DDEEXECUTE
    DIALSELECTION   [5.51]   DDEEXECUTE

EDIT	DDEEXECUTE
EXIT	DDEEXECUTE
FIND	DDEEXECUTE
FORMATFILTER [5.51]	DDEREQUEST
FORMATLAYOUT	DDEREQUEST
GETCATEGORYCOUNT	DDEREQUEST
GETCATEGORYTEXT	DDEREQUEST
GETCOUNT	DDEREQUEST
GETDATABASENAME	DDEREQUEST
GETFIELDCOUNT	DDEREQUEST
GETFIELDTEXT	DDEREQUEST
GETFILTER [5.51]	DDEREQUEST
GETFILTERCOUNT [5.51]	DDEREQUEST
GETFILTERLAYOUT [5.51]	DDEREQUEST
GETPHONECOUNT	DDEREQUEST
GETPHONETEXT	DDEREQUEST
GETVERSION [5.51]	DDEREQUEST
HANGUP	DDEEXECUTE
LISTVIEWALL	DDEEXECUTE
LISTVIEWCATEGORY	DDEEXECUTE
MOVE	DDEEXECUTE
MOVEFIRST	DDEEXECUTE
MOVELAST	DDEEXECUTE
MOVENEXT	DDEEXECUTE
MOVEPREV	DDEEXECUTE
OPEN	DDEEXECUTE
SELECTALL	DDEEXECUTE
SET	DDEEXECUTE
UPDATE	DDEEXECUTE

Managing a DDE Connection

Description:
To establish a DDE connection with METZ Phones, use the application string METZPHO, and the topic name METZPHO.

Example:
Establish a DDE Connection with METZ Phones from Microsoft Word:
channel=DDEInitiate("METZPHO", "METZPHO")

Terminate a DDE connection with Phones.
DDETerminate channel

Establishing a Unique DDE Connection:
Should you wish to establish an exclusive session with Phones, launch it using the "-T" parameter to defined a unique DDE conversation topic name:
Shell "METZPHO.EXE example.db -Tyourtopic" or Shell "METZPHO.EXE -Tyourtopic"
Then use "yourtopic" as the second parameter of the DDEInitiate command.   Only the copy of Phones you ran with the -T option will respond to the request.   The "-T" must be the last parameter of the command line, "yourtopic" can be replaced with text of your choice.

ADDNEW Command

Description:

Instructs Phones to prepare for adding a new record to the current database.   Use the SET command to modify the record contents.   Use the CANCEL command to abandon a new record, and the UPDATE command to save a new record.

Example:

DDEExecute "[ADDNEW()]"

CANCEL Command

Description:
Instructs Phones to cancel a record prepared for editing (EDIT) or addition (ADDNEW).

Example:
DDEExecute "[CANCEL()]"

CLOSE Command

Description:

Instructs Phones to close the current database.

Example:

DDEExecute "[CLOSE()]"

DELETE Command

Description:

Instructs Phones to delete the current database record. Use the MOVE commands to position the current record. After deleting a record, the current record position is undefined.

Example:

DDEExecute "[DELETE()]"

DESELECTALL Command

Description:
Instructs Phones to deselect any selected records in the List Window.

Example:
DDEExecute "[DESELECTALL()]"

DIAL Command

Description:
Instructs Phones to dial a telephone number.   No number causes the dialing dialog to appear, prompting the user for a telephone number.

Example:
DDEExecute "[DIAL(206-641-4525)]" or "[DIAL()]"

DIALSELECTION Command

Description:
Instructs Phones to dial the currently selected text in the application, just as if the user pressed the dial hotkey.

Example:
DDEExecute "[DIALSELECTION()]"

EDIT Command

Description:
Instructs Phones to lock the current record and allow changes.   The record cannot be changed while another user or DDE process is editing the record.   Use the SET command to modify the record contents. Use the UPDATE command to save changes, use the CANCEL command to abandon any changes.

Example:
DDEExecute "[EDIT()]"

EXIT Command

Description:
Instructs Phones to close the current database if any, and close itself after the DDE conversation is completed.

Example:
DDEExecute "[EXIT()]"

FIND Command

Description:
Performs a text search of records based on specified criteria.

FIND(search text, case sensitive, whole word, search field, list option, keep selections, create list, begins with)

search text   - specify the text to search for (required).
case sensitive   - Y if case sensitive, N if not (default is N).
whole word   - Y if whole word searching, N if not (default is N).
search field   - What to search - use the same text found in the Find dialogs search dropdown.   (i.e. Whole Record or Notes)   (default is Whole Record)
list option   - C to search current list, S to search selections, D to search entire database (Default is C).
keep selections - Y to include the currently selected records in the results, N if not (default is N).
create list   - Y to create a new list with the search results, N if not (default is N).
begins with   - Y to search only for fields that begin with the search text, N if not (default is N).

Please review the online help for the Phones Find Dialog for further details, as the above options simply mirror the options on the Find Dialog.
If the FIND command creates a new list, it is necessary to issue one of the MOVE commands to reposition the DDE record cursor.

Example:
DDEExecute$(channel, "[FIND(xyz,N,N,Whole Record,D,N,Y,N)]")

FORMATFILTER Command [5.51]

Description:
Instructs Phones to use an existing filter to retrieve formatted information from the current record. The filter layouts are created in the Edit Hotkey & Clipboard Layouts dialog.   The filter name is passed as the parameter.   The filter name is case insensitive.

Example:
DDERequest$(channel, "[FORMATFILTER(Letter Head)]")

FORMATLAYOUT Command

Description:
Instructs Phones to filter the layout, replacing fields in the layout with values from the current record. The layout can be created in the Edit Hotkey & Clipboard Layouts dialog, then copied through the clipboard into the macro.   The layout can include text.   Database fields are enclosed in square brackets [] and replaced with the equivalent fields from the current record. The layout can include one or more fields.

Example:
DDERequest$(channel, "[FORMATLAYOUT([FIRST] [LAST])]")

GETCATEGORYCOUNT Command

Description:
Returns the number of categories defined for the current database.

Example:
DDERequest$(channel, "[GETCATEGORYCOUNT()]")

GETCATEGORYTEXT Command

Description:

Returns the actual text of a category.   The category number is passed as a parameter, where zero is the first category item.

Example:

DDERequest$(channel, "[GETCATEGORYTEXT(0)]")

GETCOUNT Command

Description:
Returns the count of records in the list window.   Optional parameters are ALL, LIST, or SELECTION. LIST is the default if none are specified.   ALL returns the number of records in the entire database, LIST returns the number of records currently in the List Window, and SELECTION returns the number of records currently selected in the List Window.

Example:
DDERequest$(channel, "[GETCOUNT(LIST)]") or "[GETCOUNT(SELECTION)]" or "[GETCOUNT(ALL)]"

GETDATABASENAME Command

Description:
Returns the name of the currently open database.   Returns an empty string if no database is currently open.

Example:
DDERequest$(channel, "[GETDATABASENAME()]")

GETFIELDCOUNT Command

Description:
Returns the number of user defined fields in the current database.

Example:
DDERequest$(channel, "[GETFIELDCOUNT()]")

GETFIELDTEXT Command

Description:
Returns the text of a user defined field description.   The field number is passed as a parameter, where zero is the first field item.

Example:
DDERequest$(channel, "[GETFIELDTEXT(0)]")

GETFILTER Command [5.51]

Description:
Returns the filter name for the given position.   Use GETFILTERCOUNT to determine how many filters are available.   Filters are defined in the Phones Edit Hotkey & Clipboard Layouts dialog.

Example:
DDERequest$(channel, "[GETFILTER(2)]")

GETFILTERCOUNT Command [5.51]

Description:

Returns the number of filters currently available.   Filters are defined in the Phones Edit Hotkey & Clipboard Layouts dialog.

Example:

DDERequest$(channel, "[GETFILTERCOUNT()]")

GETFILTERLAYOUT Command [5.51]

Description:

Returns the contents of the filter.   The contents can include database fields and text.   The result can be modified and/or passed to the FORMATFILTER command.   Filters are defined in the Phones Edit Hotkey & Clipboard Layouts dialog.

Example:

DDERequest$(channel, "[GETFILTERLAYOUT(Letter Head)]")

GETPHONECOUNT Command

Description:
Returns the number of user defined phone fields in the current database.

Example:
DDERequest$(channel, "[GETPHONECOUNT()]")

GETPHONETEXT Command

Description:
Returns the text of a telephone field description.   The field number is passed as a parameter, where zero is the first field item.

Example:
DDERequest$(channel, "[GETPHONETEXT(0)]")

GETVERSION Command [5.51]

Description:

Returns the current version number of Phones.   Version 5.51 is returned as 551.

Example:

DDERequest$(channel, "[GETVERSION()]")

HANGUP Command

Description:
Instructs Phones to hangup the telephone and close   the dialing dialog.   This command is obsolete, but available for backward compatibility.

Example:
DDEExecute "[HANGUP()]"

LISTVIEWALL Command

Description:
Instructs Phones to display the entire list based on a sort field.   The first parameter is the sort field, the second parameter (optional) is the sort order.
Valid sort fields are:
LASTNAME, COMPANY, TITLE, COUNTRY, ZIP, NEXTCALL, LASTCALL, or MODIFIED (record modification date).
Use A for an ascending sort order, D for descending.   If no sort order is specified, ascending is the default.

Example:
DDEExecute "[LISTVIEWALL(COMPANY, D)]"

LISTVIEWCATEGORY Command

Description:
Instructs Phones to display the list by category.   The first parameter is the sort field, followed by one or more categories (comma separated).   If the second parameter is blank, then the default action will be to display all categories.
Valid sort fields are:
LASTNAME, COMPANY, TITLE, COUNTRY, ZIP, NEXTCALL, LASTCALL, or MODIFIED (record modification date).

Example:
DDEExecute "[LISTVIEWCATEGORY(COMPANY,CATEGORY1,CATEGORY2)]"

MOVE Command

Description:

Positions the current record forward or backward the number of rows.   Positive values move forward in the list, negative move backward toward the top of the list.   Use MOVEFIRST or MOVELAST to establish the initial record position.

Example:

DDEExecute "[MOVE(4)]" or "[MOVE(-5)]"

MOVEFIRST Command

Description:
Makes the first record in the Phones list Window the current record.   Use TRUE to make the first selected record the current record.

Example:
DDEExecute "[MOVEFIRST()]" or "[MOVEFIRST(TRUE)]"

MOVELAST Command

Description:
Makes the last record in the Phones list Window the current record.   Use TRUE to make the last selected record the current record.

Example:
DDEExecute "[MOVELAST()]" or "[MOVELAST(TRUE)]"

MOVENEXT Command

Description:
Makes the next record in the Phones list Window the current record.   Use TRUE to make the next selected record the current record.

Example:
DDEExecute "[MOVENEXT()]" or "[MOVENEXT(TRUE)]"

MOVEPREV Command

Description:
Makes the previous record in the Phones list Window the current record.   Use TRUE to make the previous selected record the current record.

Example:
DDEExecute "[MOVEPREV()]" or "[MOVEPREV(TRUE)]"

OPEN Command

Description:

Instructs Phones to open a specific database.

Example:

DDEExecute "[OPEN(C:\WINDOWS\METZPHO.DB)]"

SELECTALL Command

Description:
Instructs Phones to select all records displayed in the List Window.

Example:
DDEExecute "[SELECTALL()]"

SET Command

Description:
Use this command to set fields in a record prepared by the ADDNEW or EDIT command.   The first parameter is the field to set, the second is the value.   Valid fields are any fields listed in the Export or Import database fields listboxes.   The data will be parsed and handled in the same manner as the import/export process.

Example:
DDEExecute "[SET(COMPANY,METZ Software)]"
DDEExecute "[SET(ADDRESS,P.O. Box 6699)]"

UDPATE Command

Description:
Use this command after the ADDNEW or EDIT command to complete the operation.   The current record will be saved.

Example:
DDEExecute "[UPDATE()]"

Trouble Shooting and Error Messages
If, after carefully reading through the following suggestions, you require technical assistance, contact
METZ Software for Technical Support.   The telephone number and a fax form for you to print and fill
out are at the bottom of this topic.

General:

Continuous Labels do not page correctly:
The printer driver controls the length of a page - which usually contains one or more labels.   Sometimes
the printer is set to a page length that does not match the break for continuous feed labels.   From the
METZ Phones File menu, choose Printer Setup, then select or create a page size which matches your
labels.   Please refer to the on-line help or documentation for your particular printer for instructions.

Printing:
If you have trouble printing - especially labels, make sure you have the correct printer driver installed in
the control panel.   For example, if you have the HP LaserJet IIP, use the HP LaserJet IIP printer driver,
not the generic HP LaserJet driver.   Refer to your printer manual for the information on which drivers are
supported by your printer.

The List window is empty:
The List View dialog determines which records are displayed in the List window, what information is
displayed, and what the order is.   It is possible that some of the fields are blank or you have selected a
list which is currently empty (like Calls).   Make sure the settings are correct using the List View
command.

Error Messages (alphabetical):

"{file} does not exist.   Would you like to create it now?"
METZ Phones will accept a database name as a command line parameter when it is run or will use the
default database set in the **Preferences dialog box**.   If either of these are specified when Phones is run,
but the database does not exist, you will be asked if you want to create it.   If you are attempting to run a
database from a network drive and this message occurs, check your network connection to make sure you
have access to the network drive.

"A secondary index is corrupted, click OK then press CTRL+R to rebuild the database indexes."
An index can become corrupted or out of date if a user reboots or turns of   their machine while changing
a phone book.   Press CTRL+R from the main Phones window to rebuild the indexes for any Phones
database.

"A secondary index is out of date, click OK then press CTRL+R to rebuild the database indexes."
An index can become corrupted or out of date if a user reboots or turns of   their machine while changing
a phone book.   Press CTRL+R from the main Phones window to rebuild the indexes for any Phones
database.

"An error occurred while writing file!   Check your disk space."
This message usually indicates that there is insufficient free disk space available on the disk drive.

"Cannot delete database, the database is currently in use by another user."

In a network environment, multiple users can access the same database.   On an individual PC, multiple copies of Phones can access the same database.   In either case, if the database is in use by another user or copy of Phones, the database cannot be deleted.   Have the other users close the database, or close the additional copies of Phones.

"Cannot dial, check your modem settings."
Make sure you have correctly set the com port and baud rate in the **Modem Settings dialog box**

"Cannot find database sub table.   If you moved the main database file to a new location, you need to move it's subdirectory as well."
Use the **File Save As** menu item to copy a database to a new location.   Use the **File Delete** menu item to delete the old database if you wish.   The database also includes a subdirectory by the same name containing additional tables and indexes which also need to be copied with the main database.   The **File Save As** menu item does this automatically.

"Cannot lock record."
Because multiple users can access and share the same database, only one user can make changes to a record at a time.   The record is locked when you edit it, preventing changes by another user.   When you select Save or Cancel, the record is unlocked.

"Cannot save a blank record."
If the important fields of a record are blank - like the Name and Company, the record cannot be saved.

"Cannot share database - is SHARE.EXE loaded and the Paradox control file directory correct (Preferences Dialog)?"
The Borland Paradox Engine used by METZ Phones requires that you have SHARE.EXE installed. Normally, the METZ Phones installation program will do this for you.   Please refer to your DOS User's Guide for information on installing SHARE.   Windows for Workgroups automatically installs SHARE support.   A virtual device driver called VSHARE.386 can be downloaded from CompuServe as an alternative to SHARE.EXE.

"Cannot validate database."
The database appears to be invalid or was not created by METZ Phones.   Make sure you are opening a database you created, not one of the .DB files in the database subdirectory.   (I.E. creating METZPHO.DB also creates a METZPHO subdirectory with additional .DB files.)

"Caution: Deleting this telephone type will also delete all phone numbers of this type in the database."
When you delete a telephone type, all the telephone numbers of that type will be deleted.   Other records may contain telephone numbers of the type.   Make sure this is what you want to do before deleting a telephone type.   You can use the Change option to rename a telephone type.

"Caution: Deleting this field type will also delete all fields of this type in the database."
When you delete a field type, all information for fields of that type will be deleted.   Other records may contain field information for the type.   Make sure this is what you want to do before deleting a field type. You can use the Change option to rename a field type.

"Could not open the communications port, please check your modem settings."
METZ Phones could not open the com port.   It may be in use by another application (such as a FAX program) or be incorrectly configured.   Check the settings in the **Modem Settings dialog box**.

"Could not send the modem commands, check your modem settings."
The optional modem settings may be incorrect.   Check the settings in the **Modem Settings dialog box.**

"Could not start printing, check your Print Manager."
The Print Manager returned an error during an attempt to print.   Check your Control Panel printer settings and try printing from another Windows application.   If the other application prints correctly, please contact METZ Software.   You can also try restarting Windows or closing other applications first.

"Insufficient Paradox swap buffer space to complete operation.   Restart Windows and try again."
The Paradox engine does not have enough memory available for it's internal use.   Restart Windows and try again.   You can run multiple copies of Phones on your individual computer, but the Paradox engine will limit the number of copies depending on available memory.   Typically, you can run up to three copies of Phones at a time.   If you wish to run more copies, please contact Technical Support.

"Insufficient disk space!"
There is not enough free disk space available.   Free up some disk space and try again.

"Insufficient memory!"
Usually too many applications are running if you encounter this error message.   Close some applications and try again.   If the problem persists, try restarting Windows.

"Invalid printer or no printer selected, check your printer setup."
The Print Manager returned an error indicating that no printer is installed or selected.   Check your Control Panel printer settings.

"Multiple Paradox Control files exist (PDOXUSRS.NET).   Check your Phones Configuration Paradox control file directory."
The PDOXUSRS.NET file controls the use of Borland Paradox databases by multiple users or applications.   This file also exists for single users.   The METZ Phones preferences dialog allows you to indicate the directory for this file.
You will see this error message if the .NET file can be found in more than one location or you have old PARADOX.LCK and PDOXUSRS.LCK files that were not deleted when an application using the Paradox was closed or crashed.   Often deleting the old .NET or .LCK files will correct the problem.   Be careful when deleting these files in a network environment (make sure no other users have the database open).

"No records were found for the selected call date range.   Use the List View command to select the date range."
No records were found that matched the dates you specified in the List View dialog or for the pending call list.   Use the List View dialog to choose a different range of calls or to select the kind of records you want displayed in the List window.

"Optional Modem Initialization command must not begin with 'AT'.   The 'AT' will be added automatically."
The optional modem settings should not begin with 'AT'.   This will automatically be added by METZ Phones.

"Optional Modem Initialization failed, check your modem manual."
The optional modem settings may be incorrect.   Check the settings in the **Modem Settings dialog box**.

"Paradox error, please contact METZ Software."

The error message will include two numbers, please write down the numbers and what you were doing, then contact METZ Software technical support for assistance.

"Printer error, check your Print Manager."
The Print Manager returned a printer error.   Check your Control Panel printer settings and your printer.

"The database cannot be opened.   If it is shared on a network, your Paradox control file directory may be incorrect.   Check your File Preferences settings."
The File Preferences dialog help explains how to set up the Paradox control file directory setting.   If you are not on a network, then close Phones, delete the PDOXUSRS.NET and any PARADOX.LCK and PDOXUSRS.LCK files, then try again.   These files can become corrupted if your machine crashes or is turned off while Phones is running.   Usually, they will correct themselves.

"The database is in use by another user and cannot be modified at this moment, try again later."
Database operations such as Delete and Save As cannot be completed while another user is making changes to the database.

"The database was created by a newer version of METZ Phones!   Contact METZ Software for upgrade information."
You have an older version of METZ Phones than which created the database.   In this case, contact us for update or upgrade information.

"The drive or directory cannot be accessed."
Make sure the drive is valid and currently available.   Otherwise, make sure the directory is correct. Contact your network administrator for further assistance.

"The network drive or path cannot be accessed.   Make sure this user or workstation has access privileges and check the File Preferences Dialog Paradox control file directory setting."
This error indicates that the workstation or user does not have read/write privileges to the network drive and/or directory.   Check the Paradox control file directory setting, making sure the drive is valid and currently available.   Otherwise, make sure the directory is correct.   Contact your network administrator for further assistance.

"The Paradox control file directory setting is invalid.   Please check the File Preferences dialog settings."
This error indicates that the workstation or user does not have read/write privileges to the network drive and/or directory.   Check the Paradox control file directory setting, making sure the drive is valid and currently available.   Otherwise, make sure the directory is correct.   Contact your network administrator for further assistance.

"The primary index is out of date, click OK then press CTRL+R to rebuild the database indexes."
An index can become corrupted or out of date if a user reboots or turns of   their machine while changing a phone book.   Press CTRL+R from the main Phones window to rebuild the indexes for any Phones database.

"The primary index is corrupted, click OK then press CTRL+R to rebuild the database indexes."
An index can become corrupted or out of date if a user reboots or turns of   their machine while changing a phone book.   Press CTRL+R from the main Phones window to rebuild the indexes for any Phones database.

"The record is currently locked by: {name}"

Because multiple users can access and share the same database, only one user can make changes to a record at a time.   The record is locked when you edit it, preventing changes by another user.   When you select Save or Cancel, the record is unlocked.   The name of the user as they have entered it in their Phones Preferences dialog box will be displayed .

"The starting column is greater than the number of columns for the label."
You have specified a starting column which is outside the size of the currently selected label.

"The starting row is greater than the number of rows for the label."
You have specified a starting row which is outside the size of the currently selected label.

"Too many open tables, cannot open another."
Most likely there are too many copies of METZ Phones currently running.   Close one or more copies and try again.

"The file is not a valid METZ Phones database!"
The file you are attempting to access does not appear to be the main .DB file created by METZ Phones. Make sure you are not attempting to open one of the .DB files in the database subdirectory.   I.E. if you created a METZPHO.DB, there will be a directory called METZPHO with additional .DB files in it. These are not the files you should try to open.

"Unable to delete file!   It may be in use by another application."
Database operations such as Delete and Save As cannot be completed while another user is making changes to the database.

"Unable to initialize Paradox Engine."
This error is usually caused by an old copy of PXENGWIN.DLL existing on your system.   Locate all the old copies of this file and delete them or replace the old copies with the PXENGWIN.DLL shipped with METZ Phones.

"Your TEMP drive %c: does not have sufficient free space available to import the file."
When importing files, sometimes space on your temporary drive is used while importing the data.   If this message appears, you either need to free up some disk space on the temporary drive or assign a drive with more free space as temporary drive.   The temp drive is assigned in your AUTOEXEC.BAT file as "SET TEMP={drive}:\".

Technical Support:

Please use the **Technical Support FAX FORM** if possible or contact us electronically on CompuServe or America Online.   You may contact METZ Software for Technical Support at:

METZ Software	Phone:	206-641-4525
PO Box 6699	FAX:	206-644-6026
Bellevue, WA 98008-0699	BBS:	206-644-3663
	CompuServe:	75300,1627
	Internet:	75300,1627@compuserve.com
	America Online:	METZSoft
	Genie:	A.METZ

METZ Software Technical Support Fax Form

You may use this form to fax us your questions or comments.

METZ Software, Inc.   Voice: 206 641-4525
PO Box 6699   FAX: 206 644-6026
Bellevue, WA   98008-0699   BBS: 206 644-3663
U.S.A.   CompuServe: 75300,1627
                                 America Online: METZSoft
Internet: 75300,1627@compuserve.com   Genie: A.METZ

Your Name: _____

Company: _____

Address: _____

City, State, Zip: _____

Phone: _____

Fax: _____

Product Name: _____ Version: _____

Product Serial Number:_____

Windows Version: [ ] 3.1   [ ] 95   [ ] WFW   [ ] NT   [ ] OS/2   [ ] Other ____

DOS Version: _____

Network: _____

Question/Description of problem:

What other applications are running?

Additional suggestions, comments:

METZ Software Order Form

METZ Software, Inc.	Sales	800-447-1712
PO Box 6699	International	206-641-4525
Bellevue, WA 98008-0699 USA	Support	206-641-4525
	FAX:	206-644-6026
	BBS:	206-644-3663

Quantity and site license pricing available for all METZ products - call for details.   For credit card orders, you may send this information electronically to METZ Software on CompuServe at 75300,1627 or America Online at METZSoft.   All prices are subject to change.   Registered users are eligible for special upgrade pricing.

PRODUCT		QUANTITY	PRICE		TOTAL
METZ Phones	(SRP $89)	_____ x	$49	=	_____
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METZ Task Manager	(SRP $49)	_____ x	$39	=	_____
METZ Scheduler	(SRP $39)	_____ x	$29	=	_____
METZ Corporate Screen Saver	(SRP $39)	_____ x	$29	=	_____
METZ Lock	(SRP $49)	_____ x	$39	=	_____
Harcom-Access Control Software with **METZ Lock**		_____ x	$59	=	_____
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METZ Widget & METZ FreeMem	(SRP $29)	_____ x	$10	=	_____
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Company: _____

Address: _____

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Phone: _____   Fax: _____

[   ]   Check Enclosed   [   ]   Bill my credit card   (Visa,   MC   or   American Express   )

Card No.:   _____   Exp. Date: _____

Name on Card: _____

Signature: _____
Please send us your comments and/or suggestions.