

Sahalie Software's

MAPI MESSAGE PAD

VERSION 3.0d
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Overview

MAPI Message Pad is a telephone message system that supplements or replaces the traditional "While You Were Out" message pad.

Message Pad utilizes the messaging services (MAPI) provided by Windows for Workgroups™ and Microsoft Mail 3.0™. It requires a post office and user accounts created with either Microsoft Mail 3.x or the Mail application provided with Windows for Workgroups. Because of its ability to access the accounts on your existing Mail system, Message Pad is very easy to install, use and maintain.

Message Pad is tightly integrated with MS Mail. Messages sent with Message Pad appear in the MS Mail Inbox and can be viewed in either MS Mail or Message Pad. One advantage of this close integration is that you do not need to run Message Pad all of the time in order to be notified of new Message Pad messages. If MS Mail is running, it will trigger a dialog box which will notify you that you have received a new phone message.

Order information can be found at the end of this manual, and an order form (ORDER.WRI) is also included.

New Features in Message Pad 3.0

- * **Caller Search, which uses a database of previous callers to automatically fill in the caller's name, company and phone number. Caller Search looks up matches as you type the caller's name.**
- * **Recipient Lookup and PickList**
- * **Phone Messages in MS Mail Folders Can Be Viewed in Message Pad**
- * **Outgoing and Incoming Messages are Logged to Comma-Delimited Text Files**
- * **Improved Message Forwarding**
- * **Improved Message Management with Follow-Up Checkboxes**
- * **Message Pad's icon changes to reflect unread messages**

Installation

System Requirements

Message Pad requires a post office and user accounts created with MS Mail 3.x or the Mail application provided with Windows for Workgroups. When you start Message Pad, it will automatically log on to your regular MS Mail account.

To install Message Pad using the Setup program

- * Insert the Setup disk in drive a or drive b.
- * From Program Manager's File menu, choose Run.
- * In the Command Line box, type a:\setup or b:\setup

Starting Message Pad

You can start Message Pad from its Program Manager icon or from Microsoft Mail. There are two ways to start Message Pad from Microsoft Mail:

- * *Select "Message Pad" from the Mail menu in MS Mail.* This will start Message Pad or activate the current session if it is already running. This menu item is added to MS Mail by Message Pad's Setup program. If MS Mail was running when Message Pad was installed, you need to quit MS Mail and restart it in order for this change to take effect.
- * *Open a Message Pad message from MS Mail's InBox or any other Mail folder.* Message Pad messages can be identified in Mail folders by the word "PHONE:" at the beginning of the subject line. By default, Message Pad messages that are opened from Mail will be displayed in Message Pad. This can be changed by selecting "Preferences" from the Options menu, and unchecking the check box labeled: "Launch Message Pad when message opened in Mail."

Sending Messages from Message Pad

To send a message

- * *Click the "Compose" button or choose "Compose Message" from the File menu.* This clears Message Pad and enters the current date and time. You can also create a new message by clicking the rolodex button next to the "To" box. This will let you select the recipient from your address book.
- * *Enter the name of the recipient of the message in the "To" box .*
- * *Enter the name and phone number of the caller and other pertinent information.* Press TAB to move the insertion point to the next box. Press SHIFT-TAB to move to the previous text box.
- * *Click the "Send" button, choose "Send Message" from the File menu, or press CTL-S.*

Recipient Pick List

Message Pad lets you create a pick list of people who are frequent message recipients. Names can be selected from the pick list by clicking the down arrow button next to the "To" box or by pressing the Down Arrow key on your keyboard when the cursor is in the "To" box.

The pick list is also used to autofill the "To" box. As you type the recipient's name, Message Pad will check for matching names in the pick list and will automatically fill in the rest of the name for

you.

To modify the the pick list, select "Recipient Pick List" from the "Options" menu. This will display the "Recipient List" dialog box, which allows you to add or remove names from the recipient pick list. You can add names directly from your Mail Address Book by clicking the Address Book button in the "Recipient List" dialog.

The recipient pick list is maintained in a text file named RECIPS.LST in your Message Pad directory.

Verifying Recipient Mail Addresses

When you send a message, Message Pad automatically verifies the recipient's name. If the name does not match a valid user account, the message will not be sent. If you entered a partial name, for instance the first name only, Message Pad will attempt to match that name with an existing account. If the partial name matches more than one user account, you are presented with a list of matching names to choose from.

If you are unsure of the correct name you can type the first few characters of the user's name and click the checkmark button next to the "To" box. Message Pad fills in the rest of the name if it is valid. If there is more than one matching name, you can select from among the matches.

Caller Search

Caller Search uses a database of previous callers to help you fill in the name, company and phone number of callers. Caller Search is activated when you click the Compose button (or select New Message from the File menu), and it searches for matches as you type in the caller's name. When the message is sent, Caller Search automatically updates its database. Multiple users can share the same Caller Search database.

Caller Search can be enabled or disabled by selecting "Caller Search..." from the Options menu.

Caller Search uses the Access 1.1 data engine. The MSGPAD.MDB file (which contains a table named CALLERS) can be read by Access 1.1.

Working With Messages You've Received

Message Pad checks your Mail account for new phone messages at the time interval specified in the Preferences dialog. You can also direct Message Pad to check for new messages by clicking the "Get New" button or selecting "Get New Messages" from the File menu.

When new messages are received, they are listed in the Pending Messages listbox. Unread messages have a pink message slip icon. Messages that have been read have a white message slip icon. Urgent messages are also preceded by an exclamation mark icon.

You can perform the following actions on received messages:

- * *Display the message* - Select the message in the Pending Messages listbox
- * *Print the message* - Display the message and click the "Print" button or choose "Print Message" from the File menu.

- * *Forward the message to another person* - Display the message and click the "Forward" button. Then enter the mailbox name of the person to receive the message in the displayed dialog box. Message Pad adds the text "Message Forwarded by [Your Name]" to the Note text box and sends the message. It adds the text "Message Forwarded to [new recipient's name]" to your copy of the message.
- * *Delete the message from the Pending Messages listbox* - Select the message in the "Pending Messages" listbox and click the "Delete" button or choose "Delete Message" from the File menu. Deleting a message also clears the message pad.
- * *Save changes to the message* - Display the message and make the desired changes. Choose "Save Message" from the File menu or click the "Save" button.
- * *Record Followup Activities* - Display the message and select the appropriate check marks under the "Follow-Up" heading, e.g. Returned Call, Left Message, etc. The message is automatically saved whenever a Follow-Up checkmark is selected or unselected.

Notification of New Messages

Message Pad checks your Mail account for new phone messages at the time interval specified in the Preferences dialog. If a new message is received while Message Pad is minimized, a dialog box pops up over your current application to notify you that you have received a new message.

If MS Mail is running, but Message Pad is not, you will be notified by a popup dialog box when new Message Pad messages are received by MS Mail.

If there are any unread phone messages in your Inbox, Message Pad's icon will display an arm holding a telephone. If there are no unread phone messages, Message Pad's icon will display a telephone with a message pad next to it.

Message Logging

Message Pad automatically logs all incoming and outgoing messages to comma delimited text files. By default, outgoing messages are logged to "MSGPAD.LOG" and messages you receive are logged to "RCVD.LOG"; both files are initially placed in the Message Pad directory. You can disable message logging or change the name and directory of the message log files by selecting "Message Logs..." from the Options menu.

Messages that you receive are logged when the message is deleted so that any changes you make to the message and any recorded follow-up activities are included in the log. Note that the message must be deleted from Message Pad and not from MS Mail in order for the message to be added to the log file.

Messages are saved in comma delimited text files because this is a widely recognized format that is supported by most word processors, spreadsheet programs and database programs.

Phone Dialer

If you have a modem with a phone connected to it, Message Pad can automatically dial the caller's number for you. To dial a phone number, click the button with the telephone icon or select "Dialer" from the Options menu. You can set the Com port and modem dial strings by

selecting "Setup" from the Dialer dialog box.

Setting Message Pad Preferences

New Message preferences and the default Action settings can be changed in the Preferences dialog box. The Preferences dialog box is displayed by selecting "Preferences" from the Options menu.

Default Action settings

The default action settings are the Action checkboxes (i.e., Returned your call, Please Call, etc.) that are automatically checked when you select Compose from the toolbar or the File menu. The default Action settings can be changed in the Preferences dialog by selecting new actions and clicking OK.

New Message settings

- * In the "Check for new messages" box, type how often you want Message Pad to look for new phone messages.
- * If you want Message Pad to notify you audibly when you receive a new phone message, select the "Sound chime" check box.

Other preferences

- * *"Launch Message Pad when message opened in Mail"* - Message Pad phone messages are listed in Microsoft Mail's Inbox. If you want phone messages to be displayed by Message Pad when they are opened in MS Mail, select this checkbox. If this box is not checked, phone messages will be displayed in Mail like any other message.

IMPORTANT If Microsoft Mail is running, changes to the "Launch Message Pad" setting do not take effect until you Exit and Restart MS Mail.

- * *"Clear Message Pad when Address Book is used"* - If this box is checked, the message pad is cleared and the time and date are reset when a name is selected from the Address Book.

MAPI Session / Re-Login to Mail Server

Message Pad uses MAPI message services. If another MAPI application, e.g. MS Mail or Schedule+, is already running when Message Pad is started, it will log in to the existing MAPI session. If another MAPI session is not already running, Message Pad will begin a new one and will require you to log-in with your user account name and password.

In previous versions of Message Pad, a Mailbox icon with the title "MS Mail Spooler (auto)" appeared at the bottom of your screen if Message Pad started a new MAPI session. This is no longer true for Message Pad 3.0. Now, the icon displays momentarily when a new MAPI session is initiated, and then the icon disappears.

If for some reason the MAPI session becomes disconnected, you can Re-Login by selecting "Re-Login to Mail Server" from the Options menu. If you are still unable to reconnect to the network post-office, close all MAPI applications and re-start them.

Technical Support

Technical support is provided via CompuServe or Internet E-Mail. Questions should be sent to CompuServe ID 73617,323 or via the Internet to bstine@efn.org.

German Language Version

We are working on a German language version of Message Pad 3.0. If you are interested in obtaining more information about this version, please send a message to Brian Stine at CompuServe ID 73617,323 or via the Internet to bstine@efn.org.

Ordering Message Pad

Orders for Message Pad can be placed by completing the Order form (ORDER.WRI in your MSGPAD directory) and mailing it with payment or purchase order to:

Sahalie Software
3320 Harris Street
Eugene, OR 97405

License fees for Message Pad are based on the number of users, as follow:

2 users	\$30
5 users	\$60
10 users	\$100

For more than 10 users, the license fee is \$45 per every 5 users. For licenses exceeding 25 users, please E-Mail a request for a corporate fee schedule to CompuServe ID 73617,323 or mail your request to Sahalie Software at the above address.

5 User and 10 User Licenses for Message Pad can also be ordered through CompuServe's Software Registration Database (GO SWREG). 5 User License - ID 1541, 10 User License - ID 1544.

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