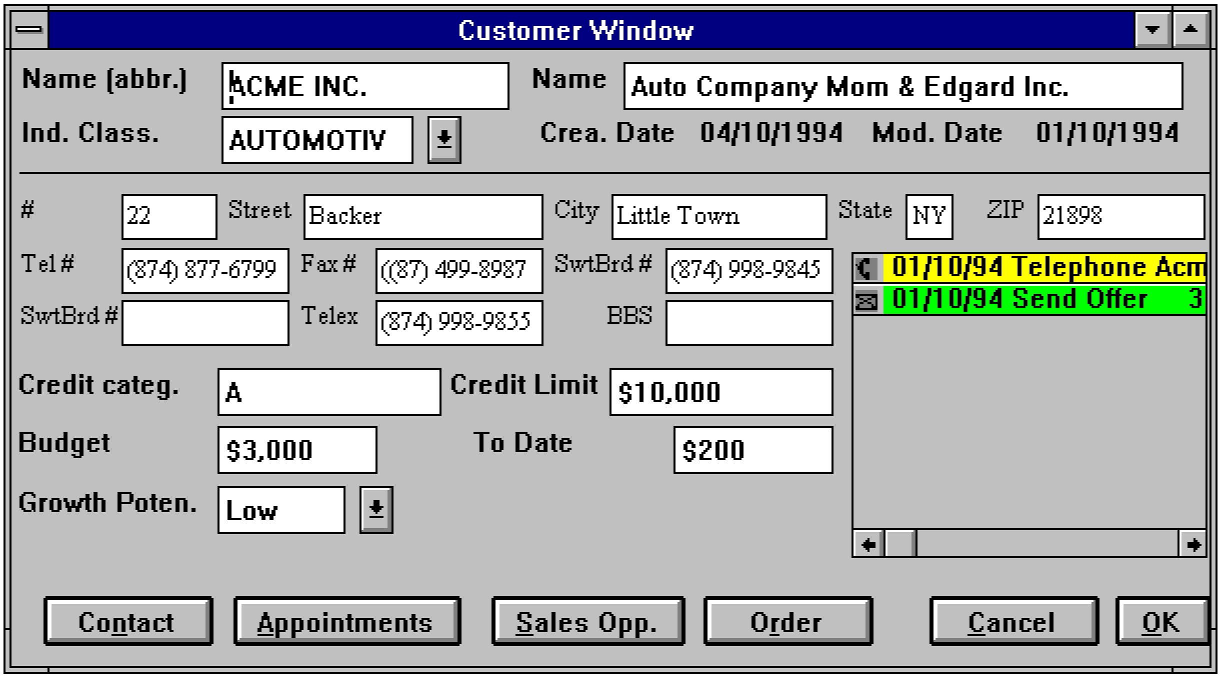
ALL the fields in this window may be removed (and many may be added) using the personalization module.



The short name of the company as it will appear in the lists and the long company name

The Industry classification of the company. This field may be picked up by the Ind Class Table.

The record creation and last modification date.
Note: the record is considered modified when the OK button is pressed also if no actual modifications have been made to the record fields.

The company address.

The company various telephone numbers. Note that international telephone numbers must start with a +; if a space is inserted the default area prefix is automatically inserted.
Alphabetic Numbers (like (800) CALL-ACME) are not accepted.

The company credit information.

The company budget information

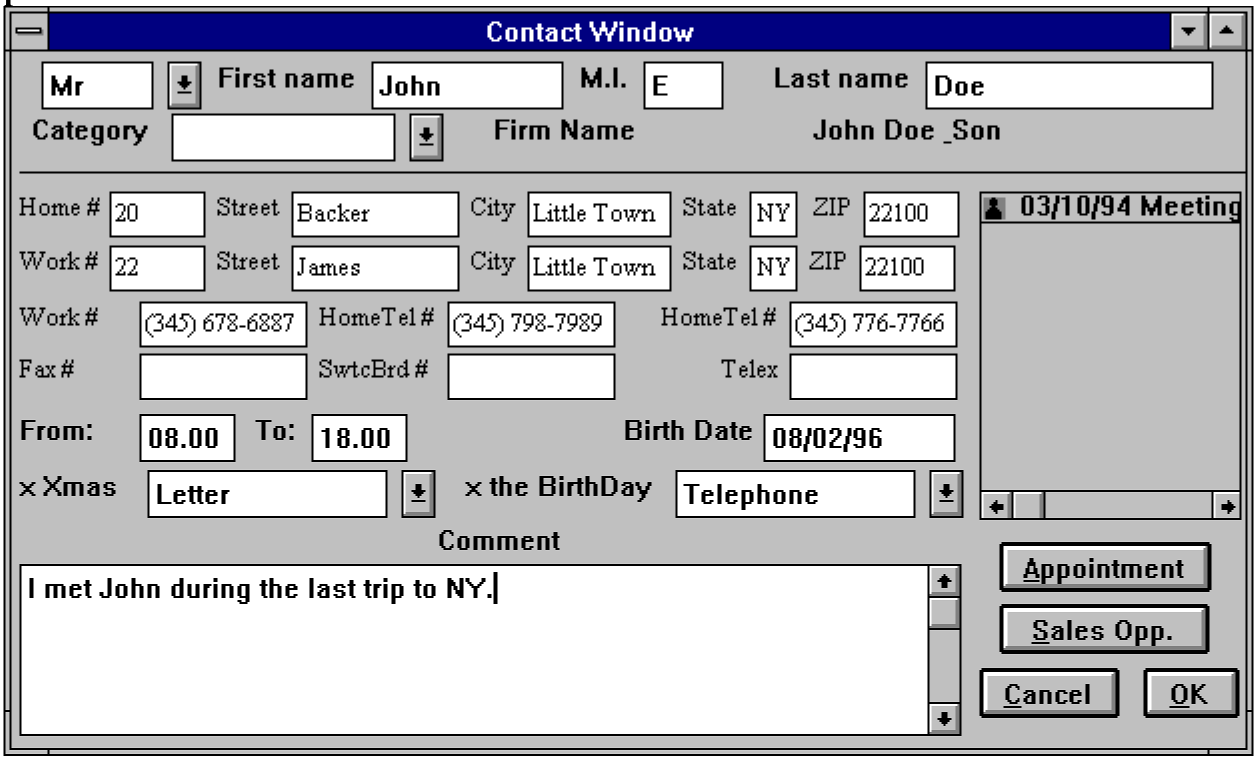
The company potential for growth. This field may be picked up by the Growth Pot. Table.

Using these buttons it is possible to create an order, note, appointment, Sales Opportunity for the customer.

The list of the agenda items linked to this customer. To view the agenda record double click on the item. To delete it press the delete key on the highlighted one. To exit press TAB or SHIFT-TAB.

Ok and Cancel buttons: the Ok button SAVE the modifications the Cancel button exit without saving the modifications.

ALL the fields in this window may be removed (and many may be added) using the personalization module.



Contact Name. The title may be picked up from the title table.

Contact category. This field may be picked up from the Category table

Contact Firm. If the contact is in a group of a customer this field is automatically filled

Contact home and work addresses.

Contact Telephone numbers. Note that international telephone numbers must start with a +; if a space is inserted the default area prefix is automatically inserted.
Alphabetic Numbers (like (800) CALL-ACME) are not accepted.

Contact working hours

Contact Birth Date. This date field is a 'smart' field: it is possible to insert only a partial date (for example if you are in December to insert the 1 Dec. date is enough to insert 1 to insert the date of this week Wednesday is enough to insert W).

What to do for this contact for his birthday and for xMas. If one of the entries in the table is selected a To Do is inserted in the Agenda for the day. P.e. if the contact is born December 1th and Flower is selected from the x Birthday combo an Item for the 1th of decemenr saying Send flower to *contact name* is insterted in the agenda.

Any comment you may want to insert. This comment field is 64000 characters long. Note that with ALT-M the comment window became as big as the contact window; ALT-M again reduces the window to its original dimensions

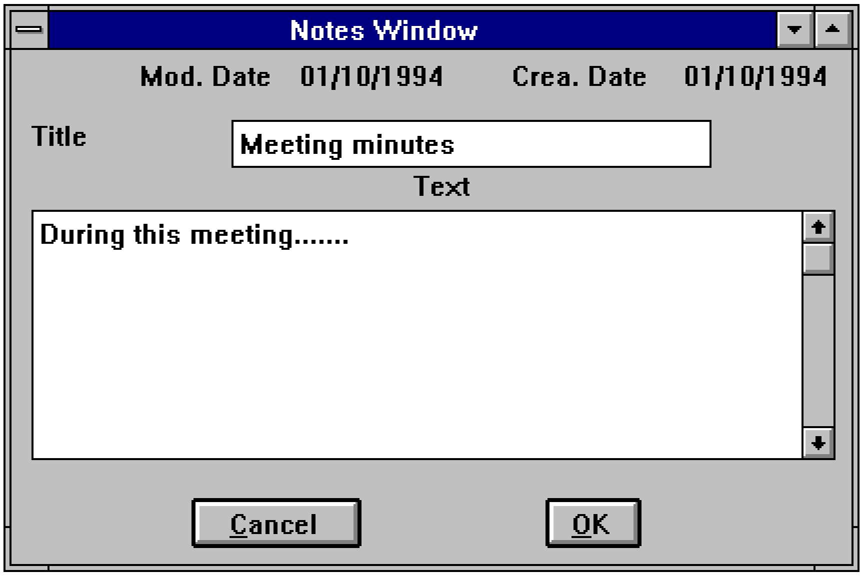
The list of the agenda items linked to this contact. To view the agenda record double click on the item. To delete it press the delete key on the highlighted one. To exit press TAB or SHIFT-TAB.

Using these buttons it is possible to create an Appointment or a Sales Opportunity for the contact.

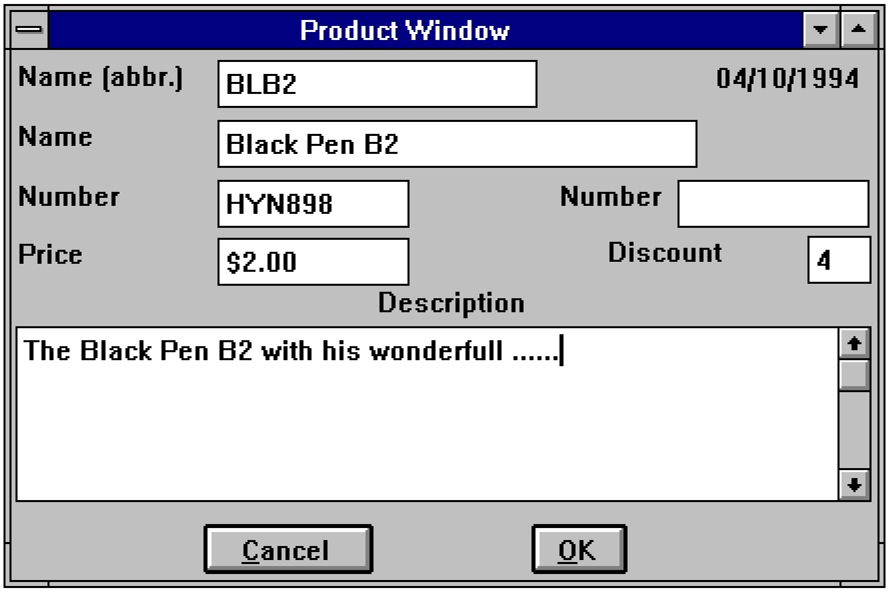
The note Text. This comment field is 64000 characters long. Note that with ALT-M the comment window became as big as the note window; ALT-M again reduces the window to its original dimensions

The Note title.

ALL the fields in this window may be removed (and many may be added) using the personalization module.



ALL the fields in this window may be removed (and many may be added) using the personalization module.



Product Short Name. Will be used in the order module to identify order items.

Product Short Name. Will be used in the order module to identify order items.

Product long Name

Product Numbers

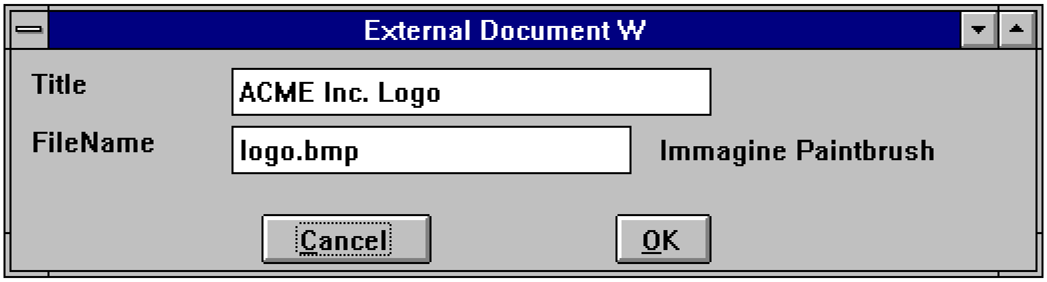
Product Price

Product Discount

The Product long description. This comment field is 64000 characters long. Note that with ALT-M the comment window became as big as the product window; ALT-M again reduces the window to its original dimensions

The Product Last Modification Date.
Note: the record is considered modified when the OK button is pressed also if no actual modifications have been made to the record fields.

ALL the fields in this window may be removed (and many may be added) using the personalisation module.

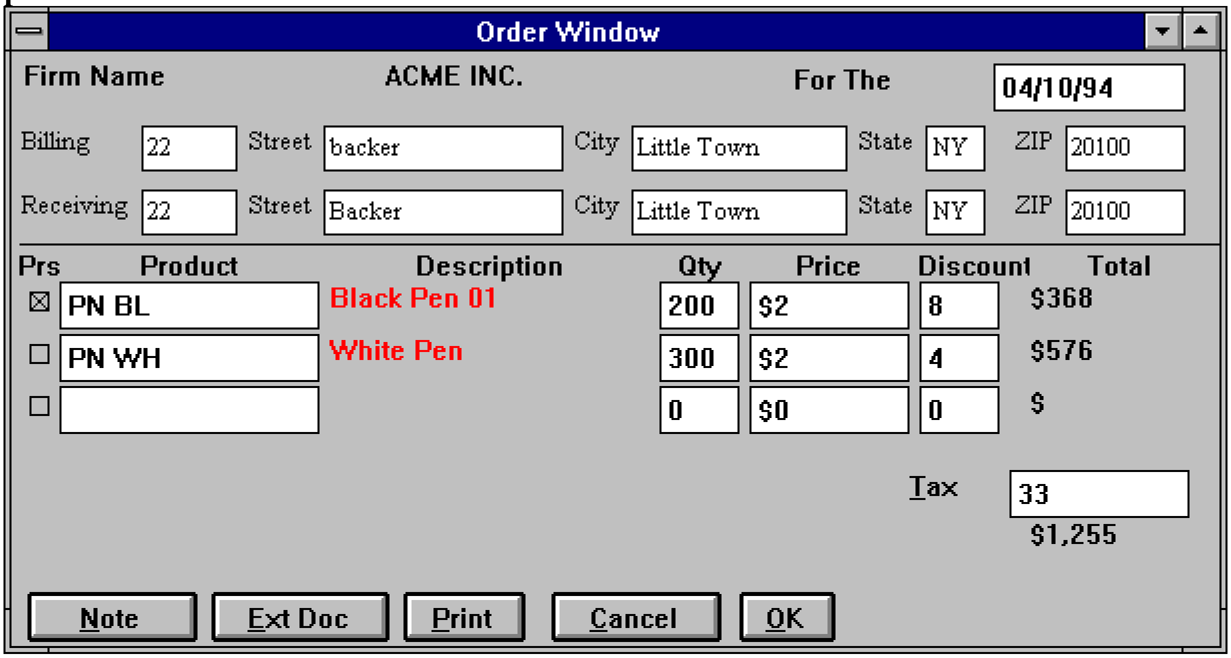


The title of the internal document. Will be used to identify the document

The internal document file name. It MUST be valid DOS file name. Keep care to insert the correct extension; it will be used by FC to open the right file.

External Document file type. The kind of file you are trying to open.

ALL the fields in this window may be removed (and many may be added) using the personalization module.



The Order firm. Here you may insert for which Company the order is taken; note that if the order is inside a company group this field is automatically filled.

The Order date. This date field is a 'smart' field: it is possible to insert only a partial date (for example if you are in December to insert the 1 Dec. date is enough to insert 1 to insert the date of this week Wednesday is enough to insert W). Note

Order billing and receiving addresses.

Item Delete button: check this button to delete an item that has been inserted; next time you will enter the system the item will not be present anymore.

Product Name. Insert here the name of the product.
When you press CR or Tab a look-up will be made over the Product data base.
If only one match is found the other order item fields are filled; if more than one match is found you will be able to select the one you want from a list; if no match is found a message will ask you if you want to Retry or if the name You inserted is
If you press RETURN You are automatically brought to the Order Tax field.
NOTE the match is case sensitive.

The product long name as it appears in the product file. Clicking over this field display a small window containing the comment inserted in the product file.

How many item of the product you are selling. It is used to calculate the total.

The product price as found in the product DB.

The product discount as found in the product data base.

The Order Item Total

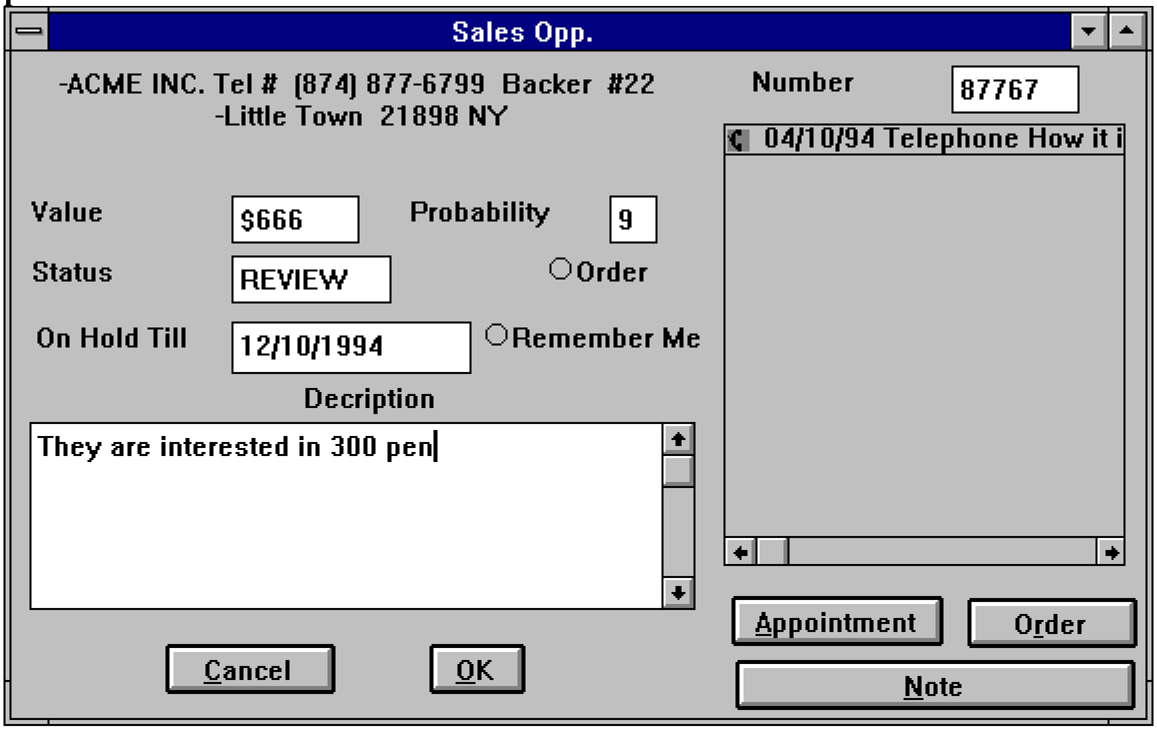
A field to insert Order Tax

The Order Total

Using these buttons it is possible to create a Note or to link an external document to the Order

Clicking this button the order is printed

ALL the fields in this window may be removed (and many may be added) using the personalization module.



The info on the Firm you have the business opportunity with. If the Sales Opp. is inside a customer group this field is already filled.

The Sales Oppy Number

The SO Value

The probability You have to close the oppy.

The Oppy status

Has the oppy become an order

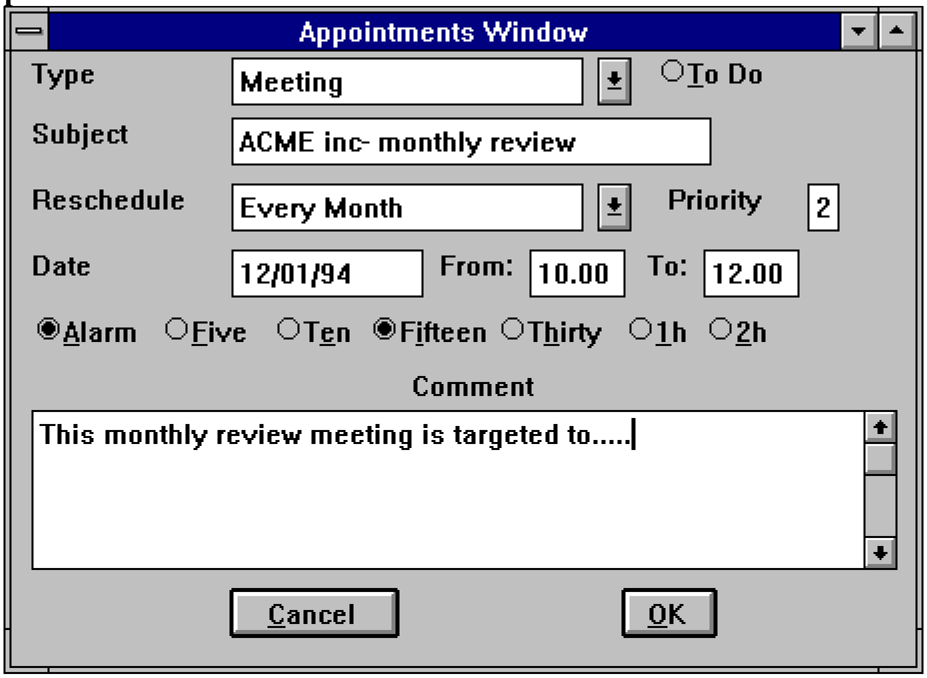
If the oppy is hold till when it is on hold.
If you check the remember button an agenda item is inserted to remember You to follow up the oppy.
The date field is a 'smart' field: it is possible to insert only a partial date (for example if you are in December to insert the 1 Dec. date is enough to insert 1 to insert the date of this week Wednesday is enough to insert W).   Note that today date

The oppy description.This comment field is 64000 characters long. Note that with ALT-M the comment window became as big as the appointment window; ALT-M again reduces the window to its original dimensions

The list of the agenda items linked to this oppy. To view the agenda record double click on the item. To delete it press the delete key on the highlighted one. To exit press TAB or SHIFT-TAB.

Using these buttons it is possible to create an order, note, appointment, for the oppy.

ALL the fields in this window may be removed (and many may be added) using the personalization module.



Appointment type. Select one of the available type here; the type will be displayed as an icon. Note: you may insert your own types in the Agenda types table; if you check the Important button the custom defined type will appear as a **!** if the 'Important' button is not checked as a **?**.

Subject: the subject of the appointment - To Do.

Agenda To Do Button. When this button is checked the record is inserted in the To Do list.

Reschedule; if the appointment - To do is of repetitive nature you may select here its periodicity. An identical record will be added for the new date.

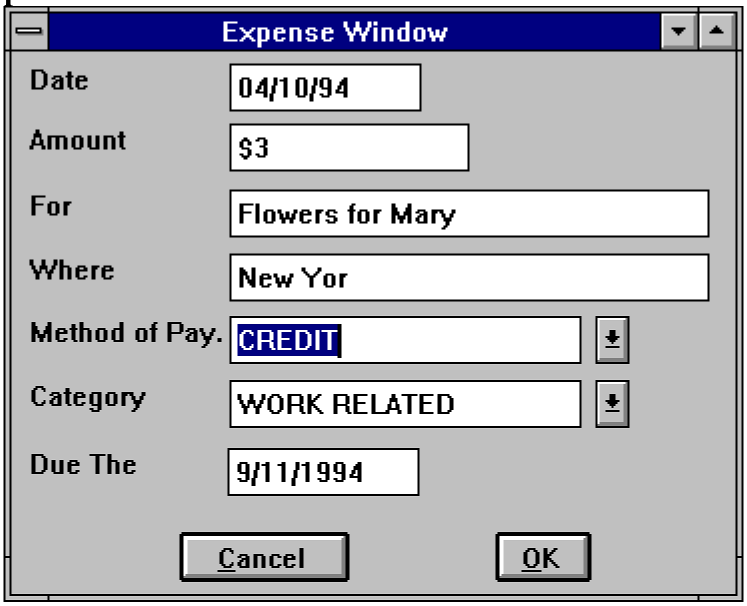
Agenda item priority. If the priority is 1 the item is displayed in RED; if the agenda priority is 2 the item is displayed in YELLOW; if the agenda priority is 3 the item is displayed in GREEN
If the agenda priority is empty or is different from the previous the item is displayed in light gray.

If you want to be reminded by the system x minutes before the starting appointment time check the appropriate button. In the example the system will remind you of the appointment at 9.45.

The date of the appointment (this field must not be left empty) and the starting/ ending time of the appointment; if starting and ending time are left empty the appointment will not appear in the hourly calendar.
The day field is a 'smart' field: it is possible to insert only a partial date (for example if you are in December to insert the 1 Dec. date is enough to insert 1 to insert the date of this week Wednesday is enough to insert W).   Note that today date

The Agenda comment. This comment field is 64000 characters long. Note that with ALT-M the comment window became as big as the appointment window; ALT-M again reduces the window to its original dimensions

ALL the fields in this window may be removed (and many may be added) using the personalization module.



The expense date.This date field is a 'smart' field: it is possible to insert only a partial date (for example if you are in December to insert the 1 Dec. date is enough to insert 1 to insert the date of this week Wednesday is enough to insert W).   No

The expense amount

The expense motivation

Where did you spend this amount

How did you pay this amount

In which category this expense fall.

When this expense is due. In other word, if you did not already pay it when you must issue the check (bank order ecc..) for it?
If you insert a date in this field a note will be created.
This field is a 'smart' field: it is possible to insert only a partial date (for example if you are ember to insert 1th of Dec. is enough to insert 1 to insert this week Wednesday is enough to insert W).   Note that today date may be inserted with F8.

Introduction

Full Contact is a modular sophisticated PIMS joining in an integrated package: an Address book; a Time Organizer; a Mass Mailing engine; an Order Entry system; a Sales Opportunity and Expense tracking system and a Personalisation module.

The tight integration between these components allow to operate smoothly and efficiently with minimum effort. The ability of Full Contact combine any kind of information with a contact or with an agenda item eliminates the need to remember weird filenames and naturally follows your working method.

- How everything is glued - The Information Manager   Describes the main FC concepts and give you the base information needed to start working. We strongly suggest that you read this chapter.

- The Time Organiser   How to use the agenda

- The Address Book   Gives an in depth review of customers and contacts data files.

- Integrating with other application How FC is integrated in Windows and how to import in FC documents created outside FC.

- The Order System   How to enter, modify, print orders in FC

- Expenses The expenses data file

- The Utilities   Backup / Restore - Import / Export - Password - Clean Up - Personal Information

- The Screen Manager How to personalise Your Desktop environment.

- Mass Mailing How to create personalized letters, print and fax them; print labels lists.

- Dailling How to use telephone integration.

- Personalizing the environment How to use the personalization module

- The Report Script Language How to define new reports using the report scripting language

- Training modules How to quickly learn to use FC using the training modules.

- Menues All FC menues and menu choices

- How to The most commonly asked questions.

The main windows:

Information Management

Full Contact integrates a lot of different functions in a consistent interface. The interface mainly manages Areas, Groups, Lists, Windows, Records. This chapter teach You how to start to use these elements.

The main screen.
What is an area in FC.
What is a group in FC.
What is a list in FC.
What is a record in FC.
Create - Modify - Delete a record.
How the information are connected.
Navigate & Select: how to find the information you need.

A tutorial, the information manager one, will help you in quickly learn how to use FC.

The Time Organizer

A good Time Organizer needs a good address book and vice versa.

Meetings, birthdays, letters to send do not exist in a void. Meetings are with people, birthdays are of people, letters are sent to people. And an address book take enormous advantages from an agenda, you manly interact with people at a certain time, due thing for them etc... .

Full Contact Time Organizer has been made has easy to use has possible. To create an appointment; to schedule an activity you may: drag an element in the calendar; simply move the mouse keeping the left button pressed; call from a menu a form; press a button etc.. . In fact you may select the way you found easier and then use it for the rest of your life.

Time Organizer provides: ticklers; repetitive appointments; daily, weekly and monthly views of the calendar; ability to define appointments for a person with a drag&drop; sophisticated reports, colour priority codes, etc... .

Appointments & To Do's: two kind of agenda entries.
Creating an Appointment: standard way
Creating a To Do: standard way.
View your appointments.
Creating an appointment: advanced ways
Creating a To Do: advanced ways
Modify an appointment
Delete an appointment
Define repetitive appointments.
Alarms
Priority colour codes
The Agenda reports
Clean Up The agenda.

The Address Book

A good agenda needs a good address book. Meetings, birthdays, letters to send do not exist in a void. Meetings are with people, birthdays are of people, letters are sent to people. And an address book take enormous advantages from an agenda, you manly interact with people at a certain time, due thing for them etc... .

Full Contact Address Book stores information on your contacts, companies, small notes and , recognising that you may want to connect to your contact a miscellaneous amount of information, FC may store an offer written with Write or AMI PRO or a LOTUS spreadsheet or a PaintBrush design or.. as an external documents.

These information may be grouped, hierarchies may be made, they may be deleted and then recovered, may be searched (to which of my contact I have not telephoned in the last 20 days?); time may be allocated for one of them; reports may be created, etc... , etc... .

Your information are Important so an integrated Backup/Restore utility is present. Your information may be sensitive so a password protection mechanism has also been included.

The Address Book functions are divided in:
Information Management
Screen Management

The Data files:

Company
Contacts
Notes
External Document

Integrating with other applications

Full Contact is a Windows application; that means that you may cut and paste data from/to Full Contact to/from any other application.

But Full Contact is not just another window application; it is a 'Contact Centric' system that tries to glue all your contact related information together.
When You create a document using a WP or a spreadsheet, you normally do that for a specific customer; the proposal you are writing is for firm XYZ; the profitability statement you are calculating is for Mr John.

Full Contact allows you to connect these documents to the contact and company information stored in FC. The External Documents

Full Contact is also a Full DDE server; you may exchange information between FC and other applications like spreadsheets and WPs. Using DDE

The Order System

Using the order module you may log your product data base, easily enter and print an order, log Your Sales Opportunity.

The Order entry system automatically looks up the product database and allows to quickly enter and print orders. Using the personalisation module Sales Taxes, general discounts etc.. may be added to the order entry form.

Your Sales opportunities may be managed from Full Contact giving You the ability to fully control Your Business. Oppy may be put On Hold and the system will automatically remember You to follow up.

The order module is build by the following data files: Product Sales Opportunity Order

To take full advantage of the order entry module is necessary to fill the product data file with all the products you are selling. Then invoke the order module.

Note: The order module may be purchased separately.

The Expense Log

To remember, and maybe to charge, Your expenses is as important as to gather orders; FC provides a small expense log in which you may enter and classify Your expenses.

Note that due dates are automatically inserted in the agenda.

The Utilities

FC provides various 'utilities' that you may use to:

Backup/Restore the Data Base
Export/Import data from/to delimited files
Insert/Remove Password protection
Clean Up the Data Base
Update Your Personal Information

Screen Management

Using Full Contact it is possible to completely customize the screen.
Using the customisation options it is possible to Show / Hide:

- Tool Bar
- Status Bar
- Summary window
- Daily calendar window
- Fathers list

It is also possible to size: the main list; the child list; the father list; the daily calendar window.
The windows will always use the available space to display the maximum amount of information

The Mass Mailing functionalities

One of the most important Pims functionalities is Mass Mailing. How many times do you need to send a letter to many of your customer / clients?
And how nicer is to send a personalized letter.

The Mass Mailing module will increase your productivity and allows you to maximize your income sending the right information to the right people.

The Mass Mailing module allows you to send (or fax) personalized letters to a group of your customer (contacts) or to print address labels.

There are three basic operations involved in **sending a personalized letter**:
Create the personalized letter.
Create the Mail Merging Mailing list
Send/Fax The Letter

There are two basic operations involved in **printing address labels**:
Select the Mailing list
Print the address labels.

Note: The Mass Mailing module may be purchased separately.

Dialing

Most of today contacts are by telephone.
FC provides two methods of dialing a telephone number:

With HotKey
From the Desktop.

And you may easily record the telephone call outcome in a note.

The Training packages

Full Contact contains, to help You get quickly up to speed, of a set of training packages;
They are:

- **Demo**: shows all the system, N.B. may take 45-60 minutes.
- **Address Book Training**: introduces the address book functionalities.
- **Information Manager Training**: shows how to use Full Contact.
- **Hot Keys Training**: reviews all the hot-keys and short cuts that FC provides.
- **Mass Mailing Training**: reviews main Mass mailing functionalities.
- **Time Organiser Training**: introduces the Time Organiser.
- **Order Module Training**: guide You in defining a new order.
- **Personalisation Training**: shows the power of FC personalisation module.
- **Expense Log Training**: introduces you to the expense log.
- **Selection Module Training**: explains how to find the information you need.

The Menus

File
- New Area
- Select Area
- Delete Area
- All Areas
- Exit

Open
- Company
- Contact
- Product
- Note
- Expense
- External Document
- Appointment
- Sales Opportunity
- Order
- Tables
  - Kind Of Appointments
  - Title
  - Method. Of Payment
  - Growth Potential
  - Status
  - Classification
  - Category
  - Ind. Class
- Deleted

Documents
- New
- Delete
- Next
- Previous
- Select
- All
- Copy
- Add Document
- Calculate Reports
- Un-Delete

Utilities
- Export
- Import

- Clean Up
- Backup
  - Incremental
  - Total
- Restore
  - Incremental
  - Total
- Fields Select
- Mass Mailing

Calendar
- Weekly
- Monthly
- Purge Agenda
- Reports
  - Daily View
  - Weekly View
  - Monthly View
- Set Colour
  - Priority 1
  - Priority 2
  - Priority 3

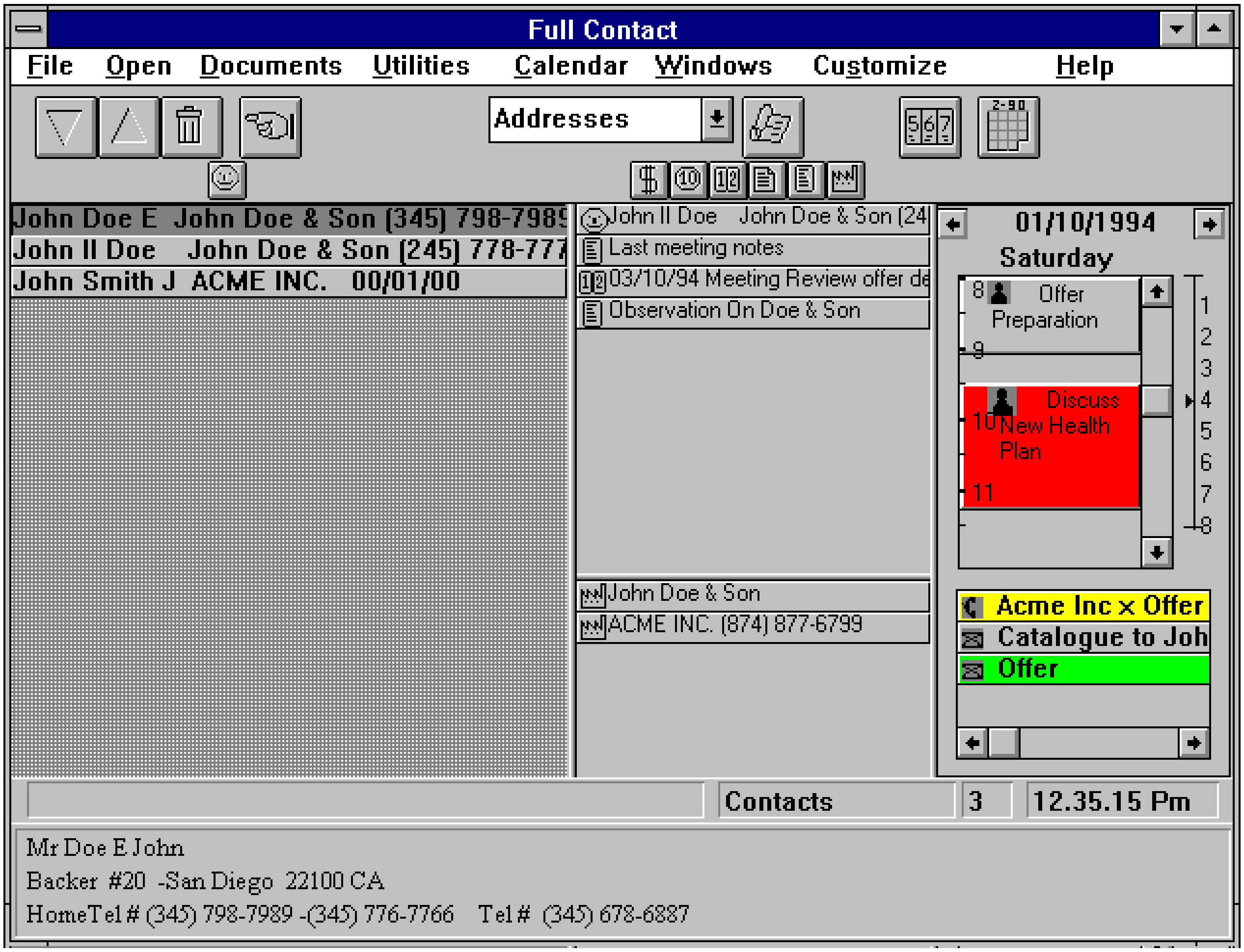
Windows
- Tool Bar
- Status Bar
- Summary window
- Daily calendar window
- Fathers list

Customise
- Password
- Personal Info
- All By Default
- Modify Username
- Modify Password
- Modem Installed

Demo
- Address Book
- Information Manager
- Hot Keys
- Mass Mailing
- Time Organiser
- Order Module
- Personalisation
- Expense
- Selection

Help

The following is the main screen.
Click on any area to have a little explanation of its meaning.



Select the next item in the current list

Select The Previous Item in the current list

Open the select window for the currently open document type.
If many document are selected in the main list it reduces the list to these documents.

Delete the current selected item (s).
When you drop an element here it is deleted.

List of available reports

Calculate the selected report

Display the weekly calendar

Display the monthly calendar

Create a new document of the current type

Add a document of the selected kind in the group of the current document

Main list: shows the document in the open type, this list may be reduced using the selection module.

Child List: shows the documents in the current group.

Father List: shows the documents that contain the current document.

Display the previous day

Display the next day

Current Day

Hourly calendar:
Today's Appointments.

How many hours are displayed in the hourly calendar

Today's To Do.

Status bar contains: a little help message, the kind of open document, the number of documents contained in the main list, a clock.

A little summary of the info on the currently selected item.

What is an Area in FC.

Is an information area, for example your business contacts, or your personal contacts. If the product is used by more than one person an area may contain Your contacts another Your wife (husband) contacts etc..

Areas may be created using the New Area menu choice.
You may switch from one area to another using the Select Area menu choice.
An **empty** area can be deleted using the Delete Area menu choice.
A document, and all the document in its folder, may be copied using the **Document menu** Copy menu choice.

What is a group in FC.

Is a 'group' of records logically connected. To use an analogy with the everyday office life a group is the equivalent of a folder;   like a folder it may contain different type of information (records).
PE: the ACME Inc. group's may contain: meetings, notes, contact records, etc.. .
A record, as it is possible to do with a folder based system using a photocopier, may be inserted in many groups.

See: How the information are connected

What is a list in FC.

Exactly what the name says: a list of records; they may be of the same type (a list of contacts) or of different types (the records contained in the ACME Inc. group).

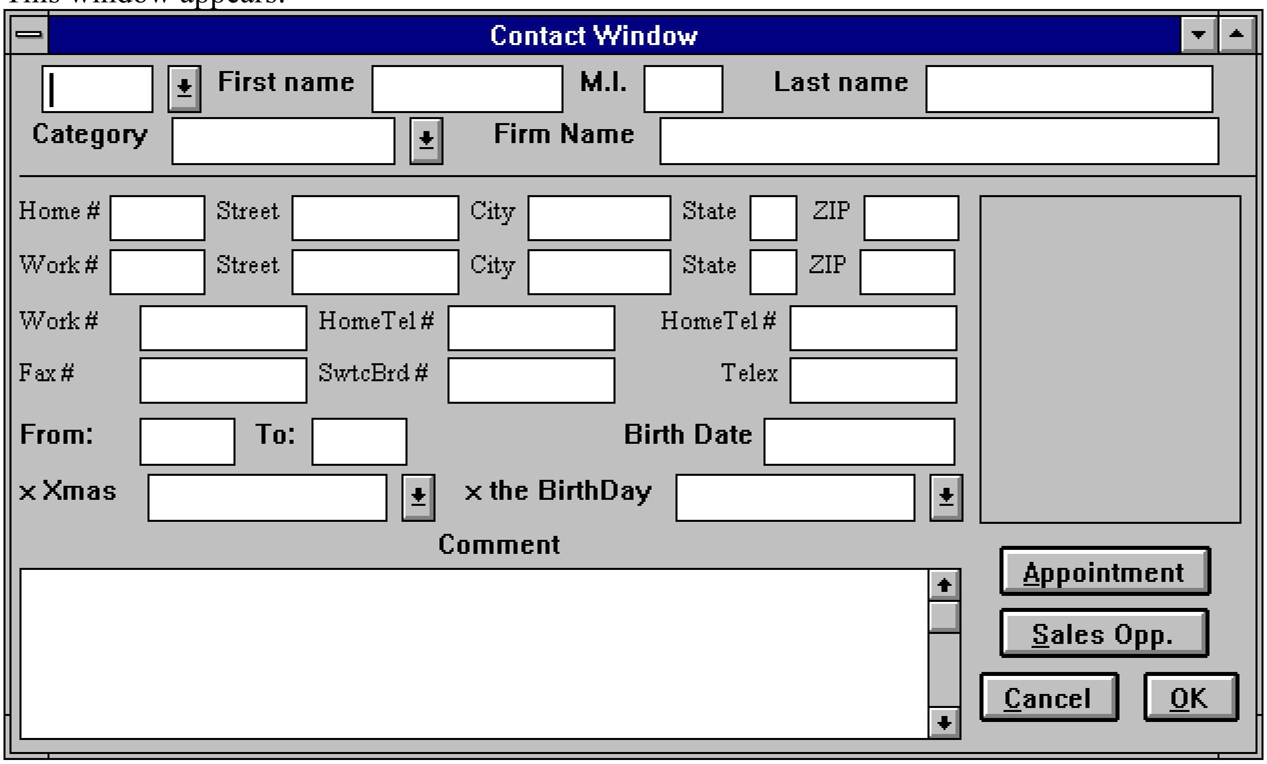
What is a record in FC.

It is a 'group' of information logically connected that appear on a single window. For example: the information on Mr. John Doe (his address, tel #s, working hours etc...) are a record; the information on the meeting of the 22 with ACME Inc. are also a record.

Create - Modify - Delete a record.

CREATE:

Lets try to Create a new record.
First you must decide which record you want to create. Lets say you want to insert in FC a new Contact You just met.
Open Full Contact.
The Main Window appears.
Open the Contacts Data: ***Open / Contact*** *on the menu.*
Now create a new contact: ***Document / New.***
This window appears:



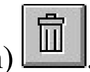
Fill the details then press the OK button   or, if you changed idea the Cancel Button.
If you prefer to use icons instead of menu items You may click the small icon that appears on the left of the screen 
Company Contact Product Note Expense External Document Appointment Sales Opportunity Order

MODIFY

Find the record you want to modify; highlight it and press return (or double click).
The window containing the details appears; modify the details then:
Save with OK (or Cancel).

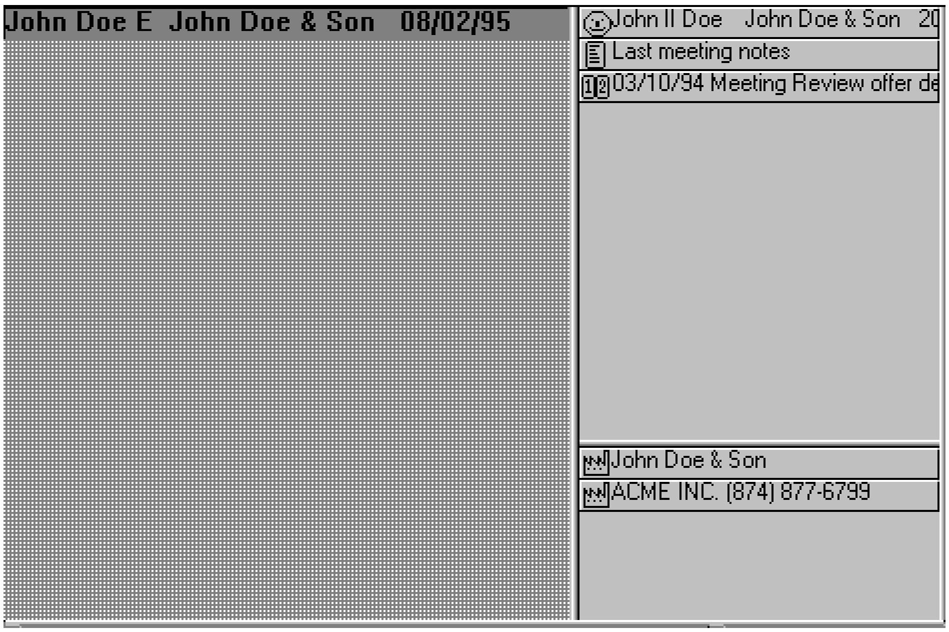
DELETE

Find the record you want to delete.

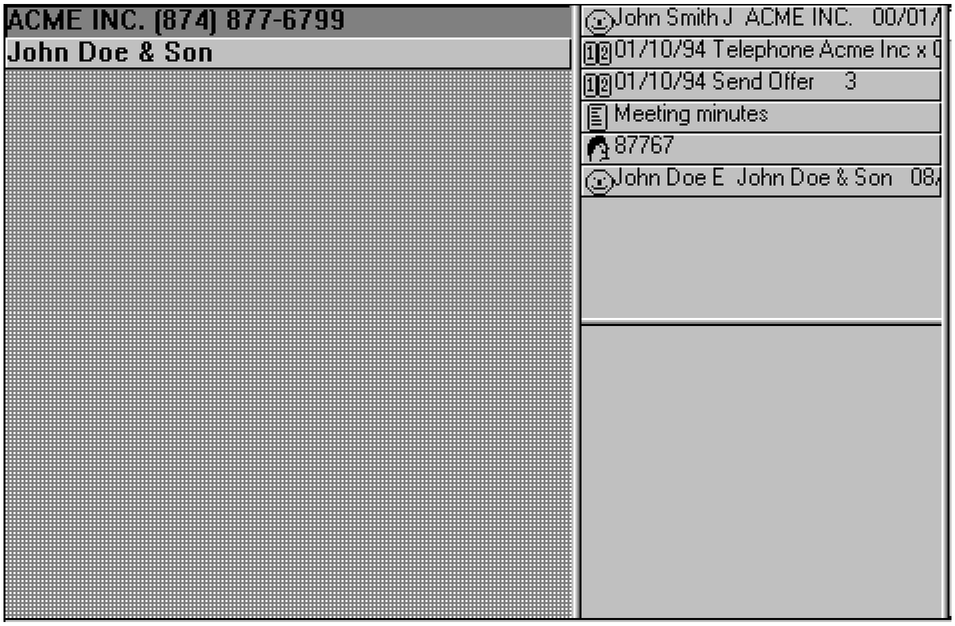
Highlight it and press delete (or drag it to the wastebasket icon) .
Note that you may delete many records at the same time; just select them at the same time.

How the information are connected

It is not possible to foresee how information are connected; what you will need at what moment (at least it is impossible for us to foresee it). As a consequence FC leave you total freedom to link every information to any other to form a group. Note
Here is a little piece of the main screen:



You may see that: John Doe works for 2 firms ACME Inc. and DOE & Son (maybe he is a consultant) and that in his folder are contained various notes appointments etc... and a contact John II: his son.
Lets now look at ACME Inc.:



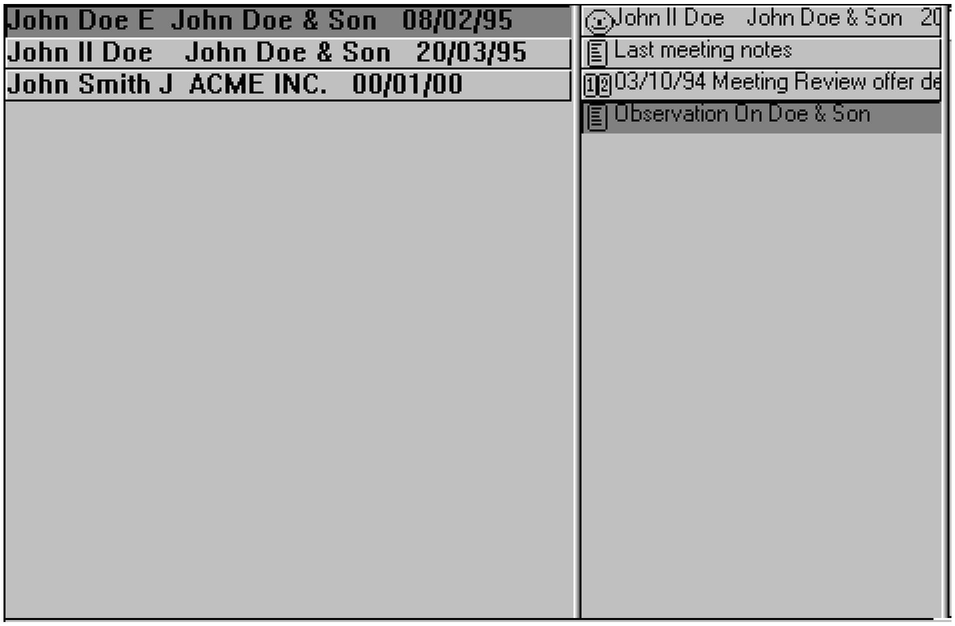
It contains various notes, Oppy, an order and two contacts: John Doe and John Doe II.

But HOW do I connect info together?

You may Create an information directly in a group.
To do that: Find the document you want to link the information to then:
Create a new document using **Add Document / Document type** or more simply click on the icon on the right representing the document type.
PE. Click over the little agenda button to create an appointment for John Doe 

And if I have already created a record and I want to put it in another group?

Select it; then Drag & Drop it in the group.
PE. If this is your main screen:



Select 'Observations on Doe & Son' and Drag it to John Doe II OR Open 'Observations on Doe & Son' and drag the WINDOW to John Doe II.

Navigate & Select: how to find the information you need.

Once you have inserted your data you must retrieve them ....
There are many techniques to find the info you need:

A) You remember exactly what You want:

For example: You want the information on John Doe.
Open the Contact list and then using arrows, or mouse or keyboard keys (if you press the D key the first Contact of which the surname starts with D is highlighted) You highlight John Doe.
The Main Window

B) I want to look at a group:

For example: You want to look to the ACME Inc. group.
You open the Customer list and select ACME Inc. on the right of the main list there is a little list containing all the record contained in ACME Inc.: the child list. The Main Window

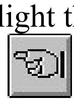
C) I want to found which group contain the note 'Increase in prices':

You open the Note file andind the 'Increase in price' record.
On the right of the main list there is a little list containing all the record that contain the 'Increase in Prices' Note: the father list. The Main Window
This list may be removed using the **Window / Archive** menu item.

D) I have an item in the child or archive list and I want to see the documents in its group:

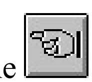
Highlight it and press *F12*.

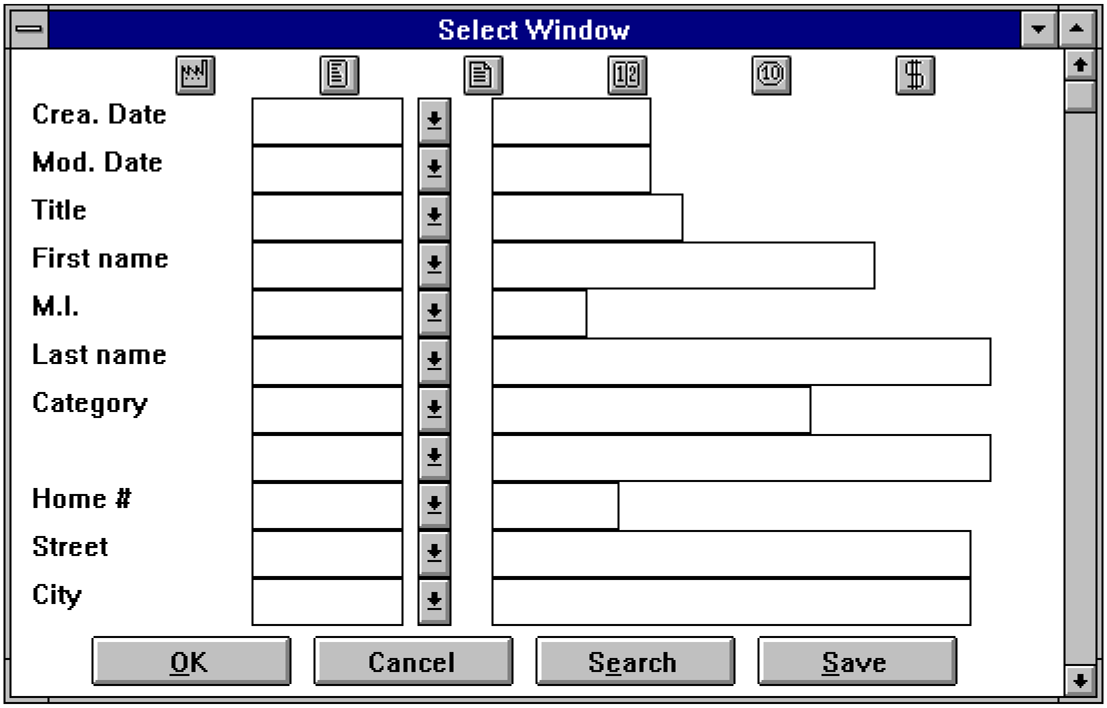
E) I want to work on just three-four records and eliminate the others from the main list:

Highlight them (on the main list is possible a multiple highlighting) and then click on the select icons  or use the **Document / Select** menu item

F) I want to see all the .... that have the following characteristics:

You must use the selection module.
PE. I want to see all the Contacts of New York.
Open the contacts list.

Invoke the selection module: using the **Document / Select** option or clicking on the  icon.
This form appears:



Here You may:
li600
Build a Selection expression
Save a Selection expression
Retrieve a Saved Selection expression

Once done you must select the OK button.
The records that match the selection expression criteria will be displayed on the main list.

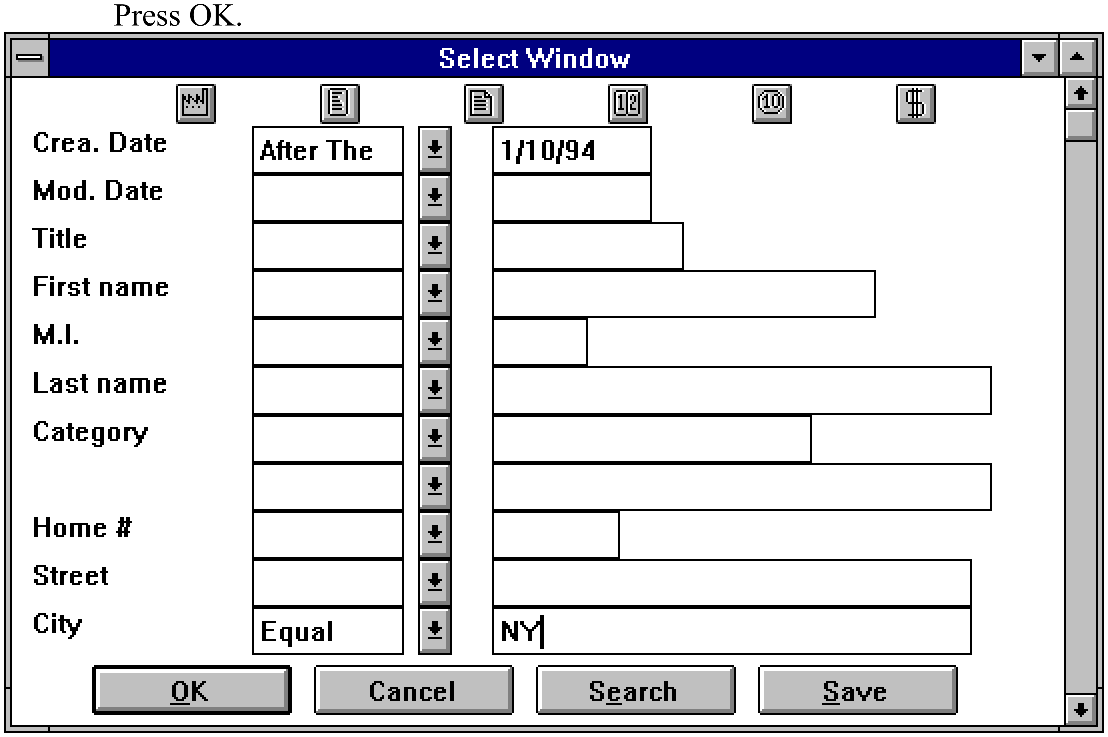
Build Your Selection Expression

You may build Simple selection expressions (that spawns a single file) or complex selection expression (that spawns more than one file).

A SIMPLE SELECTION EXPRESSION

PE. All the contacts living in NY and that have been created after the 10 Jan 1994.
In the combo Box you must select the selection criteria operator; the operators list vary with the kind of field.
You need to select one.

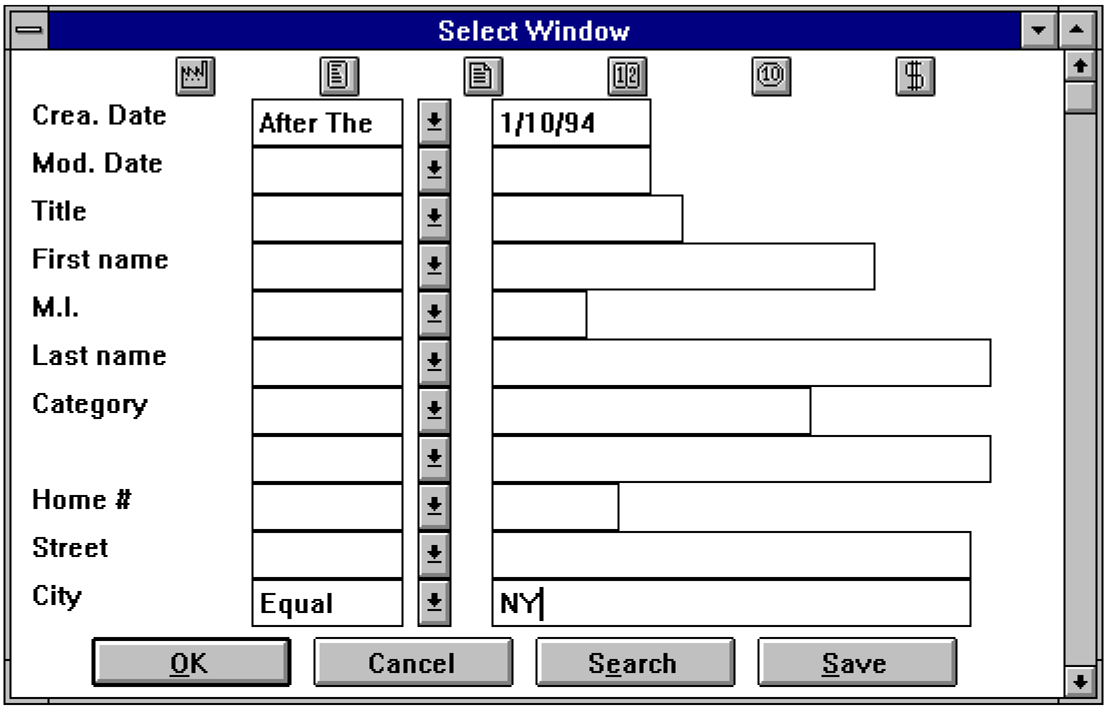
TAB till the Crea. Date label;
select 'After The'
Insert 01 10 94
TAB till the City label
select 'Equal'
Insert New York
Press OK.



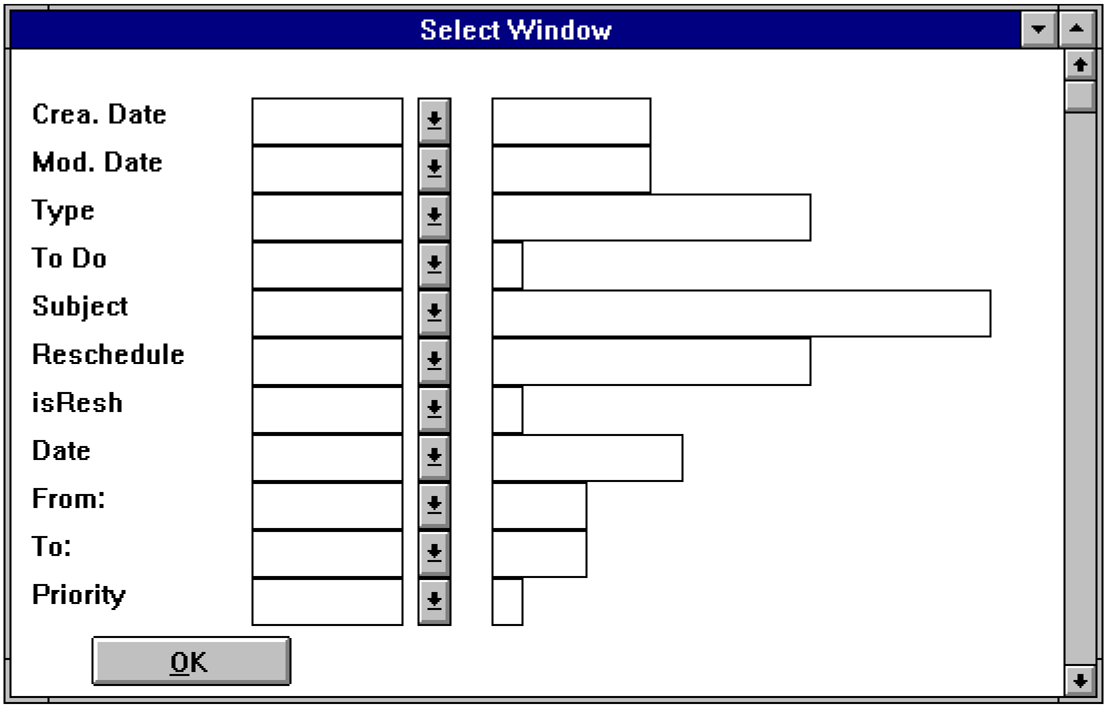
A COMPLEX SELECTION EXPRESSION:

PE. All the contacts living in NY and that have been created after the 10 Jan 1994 and with which I have had a meeting.
TAB till the Crea. Date label;

select 'After The'
Insert 01 10 94
TAB till the City label
select 'Equal'
Insert New York
You obtain this form:



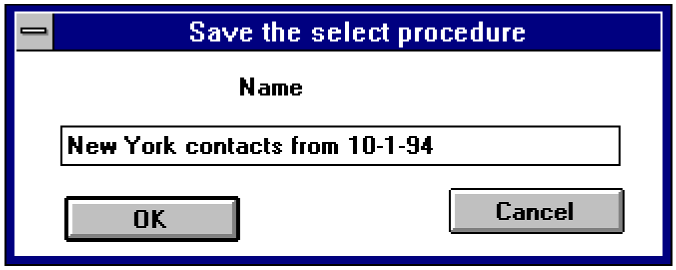
Select the little Icon on the top that represent a little agenda  A new selection form with different details appears.



TAB till the Type label
select 'Equal'
Insert Appointment
Press OK.
The form disappears.
Press OK.
The main list contains the contacts that match the selection criteria.

Save a selection expression

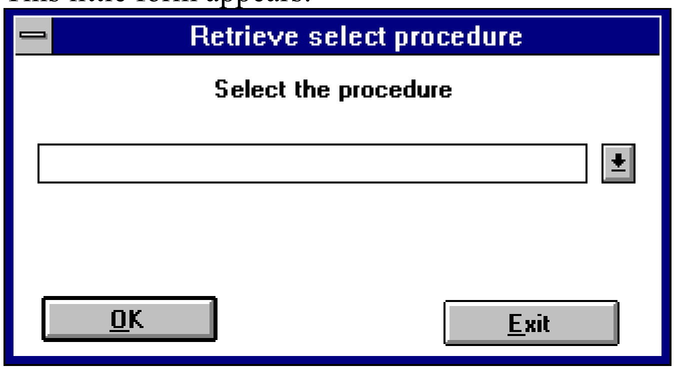
Once you have inserted your selection expression you may save it.
Press the Save button;

This little window appears: 

Insert the name you want to use for the Selection Expression.
Press OK.

Retrieve a Saved Selection expression

A saved selection expression may be retrieved.
To retrieve a saved selection expression: Press the Retrieve Button.
This little form appears:



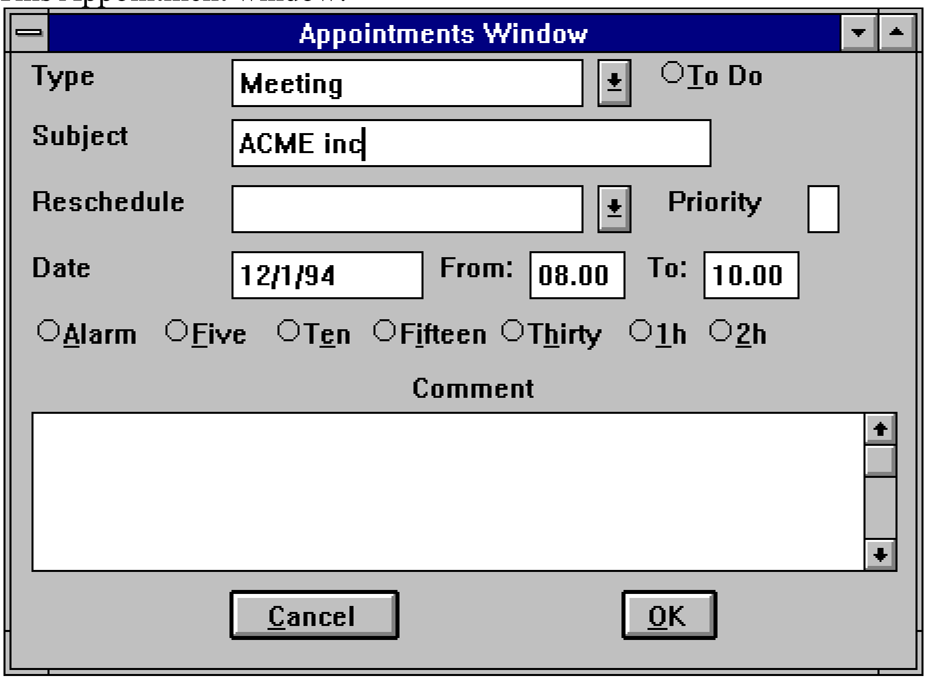
Select in the combo box the selection expression you want to retrieve.
Press OK.
The selection expression is shown; it may now be modified; when you finish press OK.

Appointments & To Do's: two kind of agenda entries.

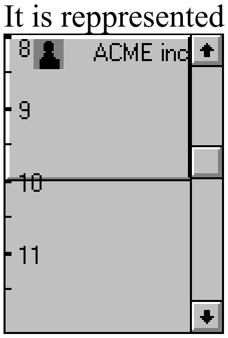
An appointment has: a date; a starting hour; an ending hour. In theory when you define an appointment you know when it will start and when it will end.
A To do has a date but does not have a starting and an ending hour; it is simply a chore that has to be performed during the day.
Appointments and To do's are showed differently in the agenda: the **appointment** is a button, with a little icon at the top representing the kind of appointment, starting at the starting hour and ending at the ending hour; the **To Do** is an item

Creating an Appointment: standard way

It is just identical to create any other kind of record in FC.
This Appointment window:



It is reppresented like:

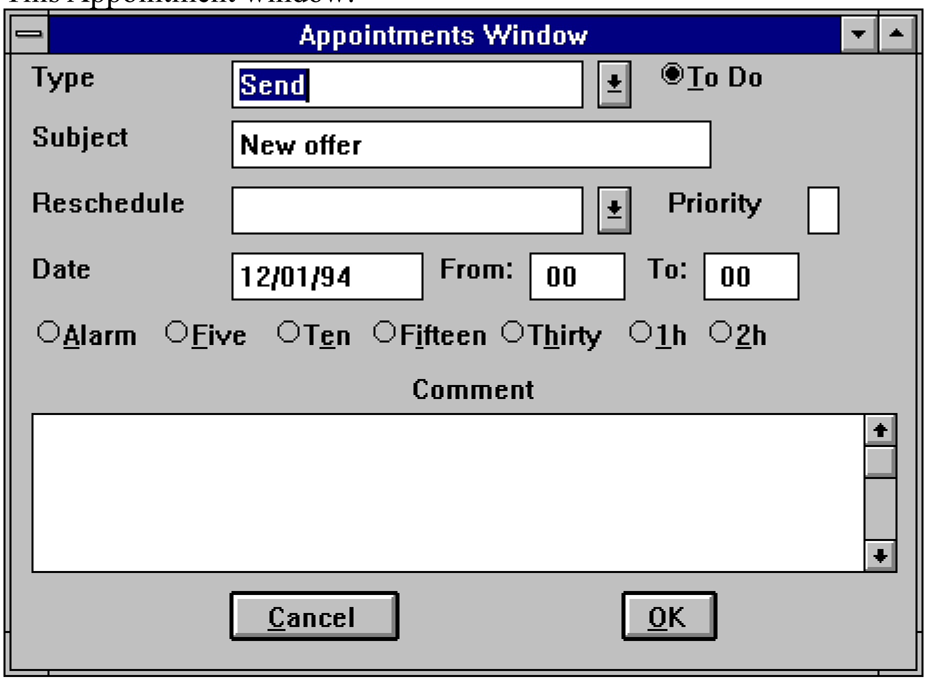


And will define a meeting from 8 to 10 of the 12 of January.
Note as being the priority missing the entry is in light gray.

Creating a To Do: standard way.

It is just identical to create any other kind of record in FC. It just must be remembered to check the To Do button.

This Appointment window:



It is reppresented like:

And will remember you that the 12 of January you must send the letter containing the new prices to Acme Inc.

Note as being the priority missing the entry is in light gray.

View your appointments.

It is very important to have alway clear your agenda situation; for that FC provides different levels of view over the appointments:

The daily view
The weekly view
The monthly view

FC knows that sometime is also necessary to review what you have done (or what you have to do) for a particular customer or for a particular Sales Oppy or for a Contact. Inside the Customer, Contacts, Sales Opportunity windows an history of Your
agenda entries is maintained.

From inside a record

Creating an appointment: advanced ways

There are other ways to create an appointment:
You may create an appointment that does not pertain to any group

A) position your mouse over the hourly calendar of any agenda view
B) Click the left mouse button
C) Drag the mouse to another position inside the hourly calendar
D) Release the left mouse button

A partially filled appointment window appears.

To create an appointment for a group:

A) Drag the group father in the hourly calendar of any agenda view
B) Fill the appointment window that appears.

Creating a To Do: advanced way

To create a To Do for a group:

A) Drag the group father in the To Do's list of any agenda view

B) Fill the appointment window that appears.

an appoitment

An appointment may be modified in various ways:

A) Select and open the appointment window from child father or main list and modify it.
B) Double Click with the mouse over an appointment in the hourly calendar or press CR over the current appointment (the one in Dark Gray),
C) Double click with the mouse over a To Do or press CR over the current To Do (the one in Dark Gray),
E) Modify starting-ending time of an appointment:
with the mouse: position the mouse over the upper/lower border of the appointment (the cursor becomes a cross) then move the mouse up-down or capture the appointment with the mouse, them move the mouse to move the full appointment.
with the keyboard: select an appointment then use:
up-down arrow to move the appointment
CTRL up-down arrow to decrease the appointment
SHIFT up-down arrow to increase the appointment.

an appointment:

An appointment may be delete in various way:

A) Standard way: as customary select it in the main, child or archive list and press DEL or drag it in the wastebasket.
B) From the hourly calendar: select it (it becomes dark Gray) and drag it to the wastebasket or press delete
C) from the To do List: select it (it becomes Dark Gray) and drag it to the wastebasket or press delete.
D) form the menu: you may delete all the appointments before a certain time to clean up the agenda: see Agenda Clean Up

repetitive appointments.

Some appointments (To Do's) are repetitive in nature. For example a birthday is every Year at the same date, the quarterly report is .... . FC allows to define repetitive Appointments (To Do's). Is enough to select in the Reschedule Combo Box how often

Alarms

Appointments (not To Do) may generate alarms on your computer screen.
It is enough to select how much before the starting of the appointment you want to be remembered; a window will appear showing the appointment that is coming.

Priority colour codes

To help you in prioritising your appointments four priority colour codes have been defined:

Priority 1: Red
Priority 2: Yellow
Priority 3: Green
Other priority: Gray.

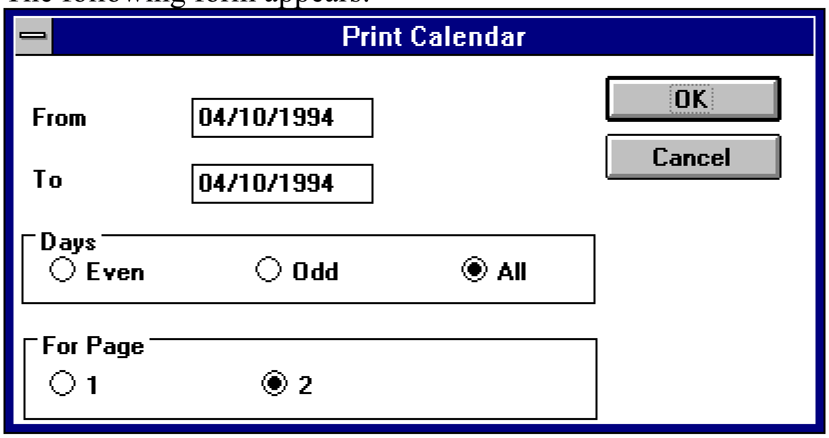
You may change the priority codes using the **Agenda / Change Priority** menu item; the window that appears is the standard MS-Window palette window. Select a new colour on it and save.

The Agenda reports

There are 3 kind of agenda reports:

Daily

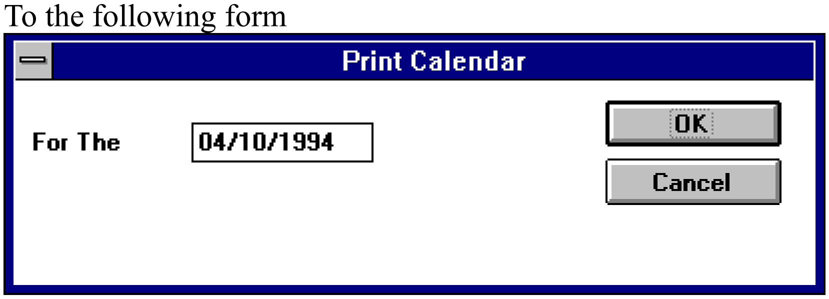
It is possible to print a daily report for more than one day when.
Select the **Agenda / Reports / Daily** report menu item.
The following form appears:



for page 1 print in portrait 2 print landscape two days for page

Weekly

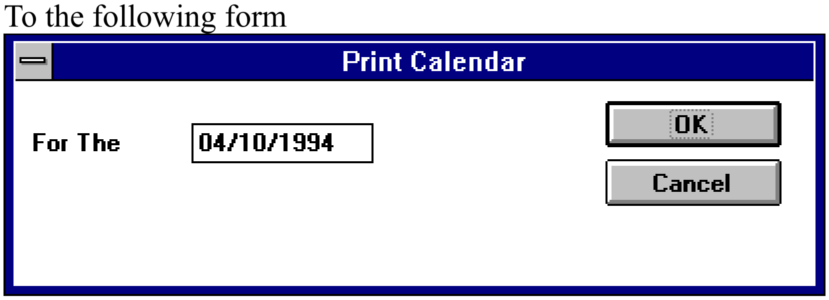
To print a weekly report select the Select the **Agenda / Reports / Weekly** report menu item.
To the following form



Insert one of the day inside the week that you want to print.

Monthly

To print a monthly report select the Select the **Agenda / Reports / monthly** report menu item.
To the following form

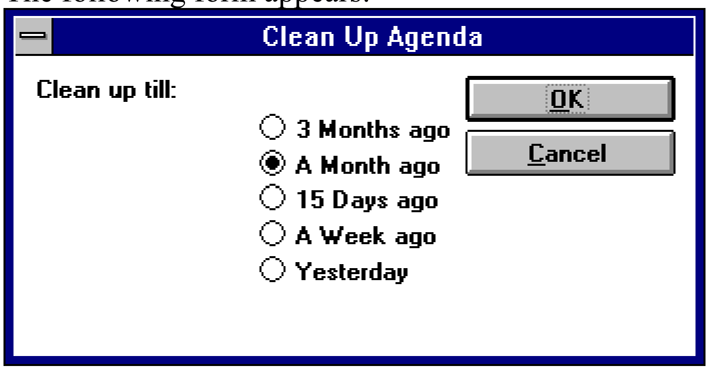


Insert one of the day of the month you want to print.

It is also possible to print a report for the current hourly calendar; **how?**
Highlight an item of the day you want to print;
Press the *PRINT-SCREEN* key.

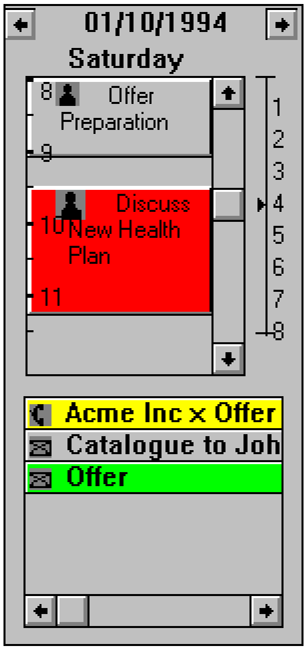
Clean Up The agenda.

After working a lot the agenda file will become huge. To improve system performances it is better to clean it up.
A function, especially dedicated to this clean up, may be recalled using the **Agenda / Clean Up** menu item.
The following form appears:



Select how many day you want to keep and press O.K..
We advise you to print the Agenda for the days you are cleaning.

The Daily View.



The daily calendar view shows the appointments and To Do's on the current day. You may, using the two buttons at the top of the daily calendar, show the next or the previous day. The daily calendar is divided in 2 areas:

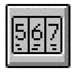
the to do list

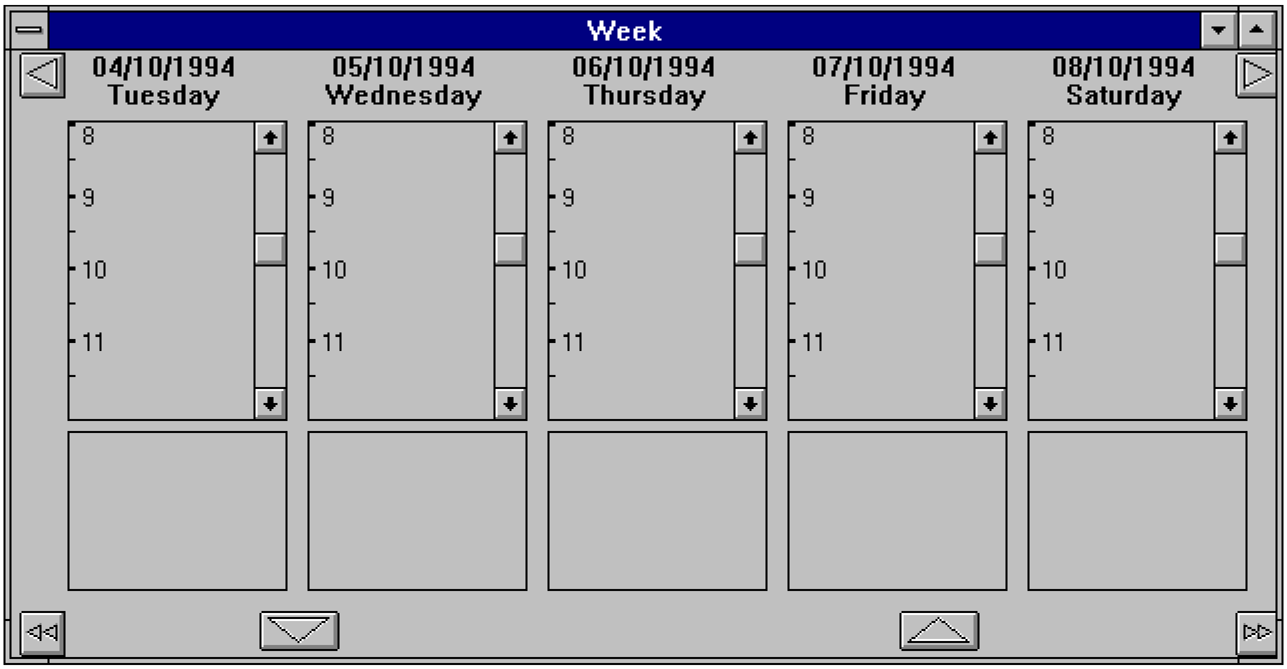
the hourly calendar.

The Daily view can be eliminated using the **Window / Daily calendar** menu option.

The Weekly View.

From the main menu window it is possible to invoke the calendar weekly view.

A) Using the Weekly icon 
B) Using the **Agenda / Weekly** menu item
The Weekly view (see picture):



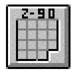
It shows hourly calendars and To Do list for 5 days.

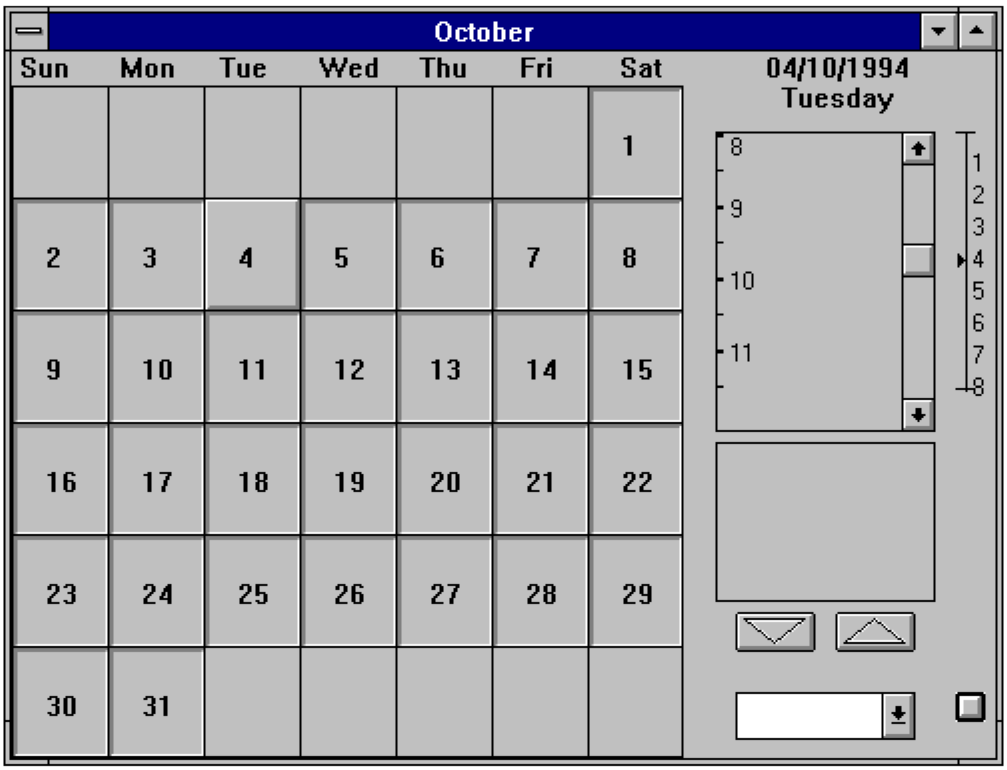
To show the previous / next day on the list use the 
 buttons

To show the previous / next 5 days use the 
 buttons.

The Monthly View.

From the main menu window it is possible to invoke the monthly view.

A) Using the Monthly icon 
B) Using the **Agenda / Monthly** menu item
The monthly view:



At the left of the window the days of the month, a the right a daily calendar; the daily calendar is relative to the selected day in the monthly calendar.
To select another day in the monthly calendar click over it or use *left, down, Up, right arrows or TAB, SHIFT TAB* .
To change month use the *PAGE DOWN, PAGE UP* keys or select in the combo box at the bottom of the screen the month you want and then press the little button at the right of the combo.

The window lists

Inside some windows, Contact, Customer, Sales Oppy, a list of appointments for the record is stored; to view the appointments is enough to double click over them; to delete one appointment is enough to press the *DEL* key over it

DDE Integration

DDE integration allows to paste through a DDE link your Full Contact data to other applications. DDE connections are, in the Full Contact world, to paste data to a Word Processor (for mail merging) or to a Spreadsheet (for calculations).
Full Contact protocol is pretty simple:
Application Name : FullContact.

Item Name:
Selected:
Topic Name one of the fields of the currently selected record
the selected command sends to the client application the Topic field content.
To obtain the list of the available fields use the ListSelected Command

Next
Topic Name: none.
The Next command move the selected record to the next item in the main list

Previous
Topic Name: none.
The Previous command move the selected record to the previous item in the main list

ListSelected
Topic Name: none.
The ListSelected command list the data fields contained in the current item in the main list

Backup / Restore

Two types of Backup are available: Total and Incremental
We suggest you to: do a total backup every 1-2 weeks ; do an Incremental backup Daily.
Keep safely stored at least two backups.

To backup your data:
1) Select the **Utilities / Backup / Total** or Incremental
2) Give the Backup file name
3) Change diskette when required.
4) Clearly Label the diskettes

Please be sure to have an adequate number of formatted floppy disks available.
NOTE: the backup utilities compress the information; normally 1-2 diskettes are enough.

The backup utility will backup also the external documents inserted in the FC environment.

Restore

If you lose your data you must restore them from the Backup file.

To restore your data:

TOTAL RESTORE
1) Select **Utilities / Restore / Total**
2) Select the last Total Backup file.
3) Change diskette when required.

When the Total Restore is completed start the Incremental restores.

1) Select **Utilities / Restore / Incremental**
2) Select the first Incremental Backup file.
3) Change diskette when required.

Repeat pass 1,2,3 for each incremental backup file. Be sure to respect production order.

Export/Import the data

FC provides an Import / Export utility; the data are Exported to (Imported from) a Comma Delimited file. A comma delimited file is a kind of file normally used to communicate info between various systems.

Export the Data
1) Select the Data File you want to export the data for.
2) Select (using the selection module) the records you want to export.
3) Select the **Utility / Export** option
4) Select the delimiter
5) Give a data name
At this point you may choose the fields you want to export.

Import the data

To import data from a delimited file you must:

1) Select the **Utility / Import** option
2) Select the file you want to import from.
3) Select in the combo Box witch kind of FC data file you want to fill.
4) In the window arrange the data field according to the format of thge input file. Note that you may D&D a field to a new position.

Password Management

To ensure data privacy a password protection mechanism is provided in Full Contact.

NOTE: Full Contact data are written in DBIV and are NOT encrypted. Using an external tool (like DBIV) is always possible to read Your Data.

Username and Password are selected at installation Time; if the password is forgotten it may be changed using the installation diskette.

Username and password may be changed using the **Change Username** and **Change Password** options of the **Customization** menu.

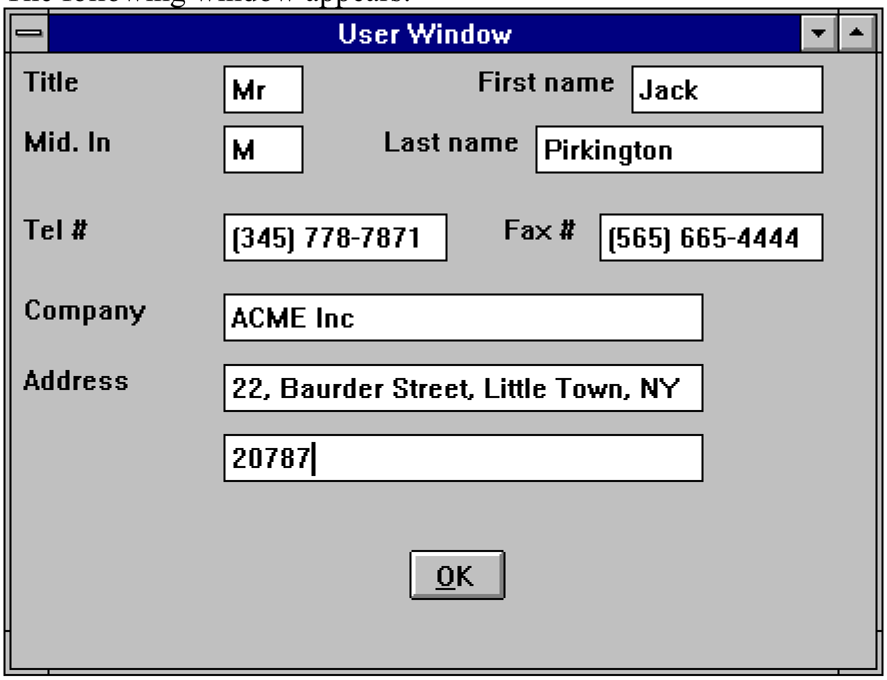
If the **Set Password** menu item of the **Customization** menu is checked the password will be asked at login.

Environment Clean Up.

Deleted data are kept in a temporary storage area in FC. With time this storage area may become overcrowded and, as a consequence, the system performances may decrease.
When You perceive a degradation of system performances the deleted documents area may be clean up using the **Clean up** option of the **Utilities** menu.

The Personal Info

The user data file is mainly used by the Mass Mailing module.
You invoke it using the **Customize / Personal Info** menu item.
The following window appears:



Insert the value and press OK.

Show Daily Calendar

Shows / Hides the Daily Calendar window.

Daily Calendar

Status Bar

Shows / Hides the Status Bar.

Show Summary Window

Shows / Hides the Summary Window.

The Summary Window, positioned at the bottom of the screen, shows details on the currently selected document.

Tool Bar

Shows / Hides the Tool Bar.

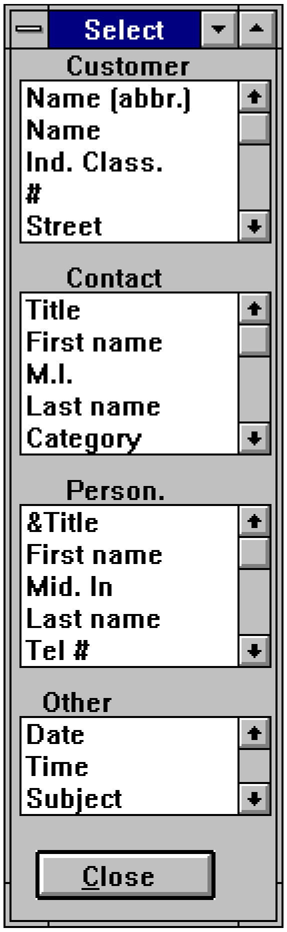
Fathers List

Shows / Hides the Fathers(Archive) List.

Create a personalized letter

Only Note and external documents of the Windows Write type may be personalized letters.

To create a personalized letter:



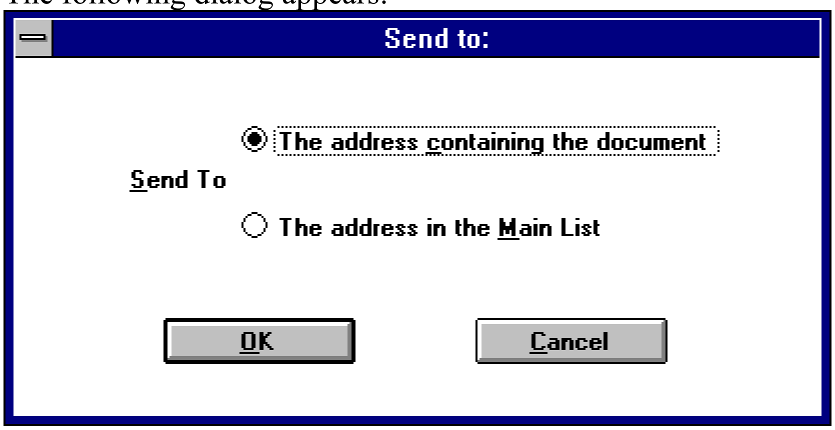
A) Open the Write external Document or the Note
B) Open the **Fields Select** window from the main menu using the **Utilities / Field Select** option.
A window containing a list of fields appears on the left of the scr
is inserted in your Document.
p.e. @contact->Last Name@

Repeat steps A and B till you finish.

Create the Mail Merging Mailing list

There are two possible way to create a mailing list:
A) Extract all the customer / Contacts in which the document to be sent is contained.
B) Select in the main list the person to which you want to send the letter.

In any case you must:
1) Open the note or the external Write document you want to print/fax.
2) If you want to Select in the main list the person to which you want to send the letter use the Selection module else continue.
2) Sect Utilities / Mass Mailing
The following dialog appears:



4) Select in the dialogue :
for option B) Contacts / Customers in the main list and press Ok or
for option A) Contacts in which the note ....
The **To Send** window appears
5) Select Ok in the **To Send** window or add to it new contacts (customers) dropping them from the main list or delete unwanted contacts.

To move between the items of the **To Send** window use up-down arrow.

To delete an item use the DEL key or drag the item in the wastebasket.

To view an Item press RET or double click.

To Add an item drag it from the main list.

Select the mailing list to print labels

1) Select in the main list the person for which you want to print the labels.
2) Select Utilities / Mass Mailing
The **To Send** window appears
5) Select Ok in the **To Send** window or add to it new contacts (customers) dropping them from the main list or delete unwanted contacts.

To move between the items of the **To Send** window use up-down arrow.

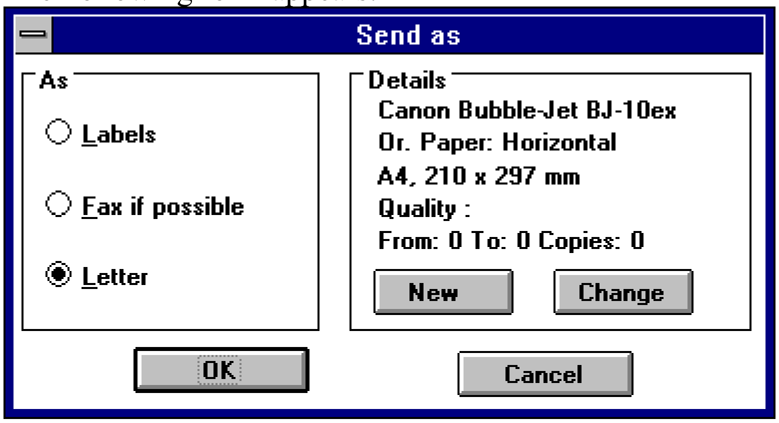
To delete an item use the DEL key or drag the item in the wastebasket.

To view an Item press RET or double click.

To Add an item drag it from the main list.

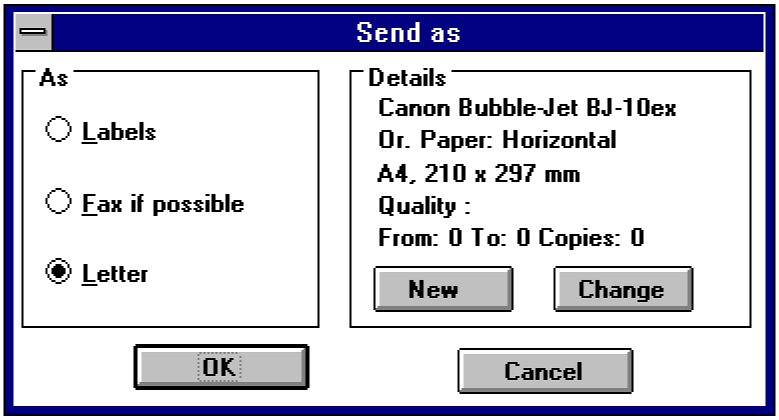
Send/Fax The Letter

To send a letter you must made some decision: first you must decide if you want to Print the personalized letter or if you want to Fax it (Fax it is possible only if Delrina WinFax is installed). The Following form appears:



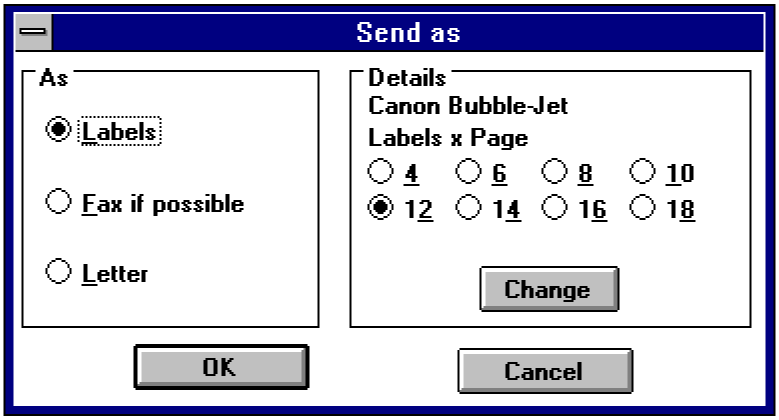
In this form you must select what you want to do:
Print
Fax
Print Labels

Print a Letter



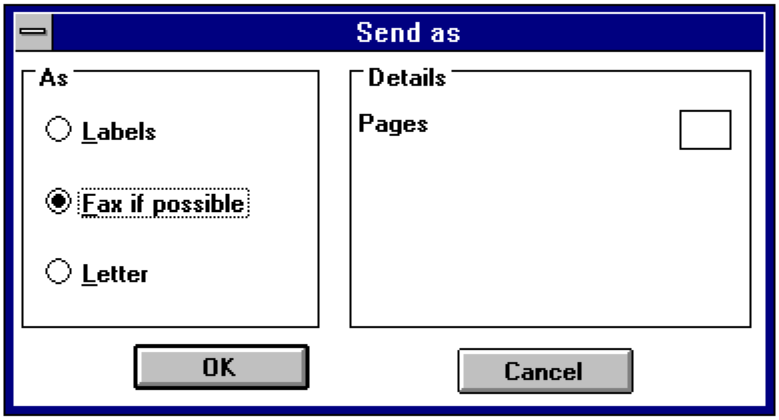
On the top the details of the current selected printer; using the **Change** button you may change the current printer Setup; using the **New** button you may change e printer. Press OK to print.

Print Labels

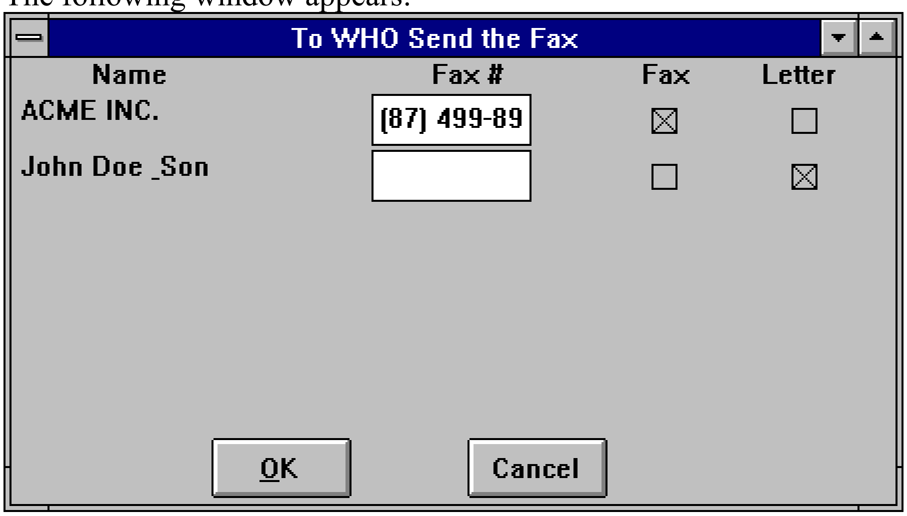


Select how many labels you want x page; use the 'Change' button to change the default printer.

Fax a Letter



Insert the Number of pages of the FAX. Then Press OK.
The following window appears:



Full Contact try to fill the window with the Contact (Customer) Fax numbers (if there is more than one Fax number a combo Box is displayed).
If the Customer (Contact) does not have a Fax number FC allows you to insert your own number or alternatively to print the letter.

Dialing using Hot Keys

When you are editing a form that contain Telephone numbers You may directly dial the telephone number of the field you are in.
It is enough to press F7 and the system will automatically build your telephone number, taking in account Your localisation information, and Dial it.
Note that to change the localisation information you need to press F8; to set up the modem parameters use F6.

Dialing from the Desktop

If the modem is present, i.e. if the option modem Set in the **Personalisation** menu is checked. A telephone button appears in the tool bar and a telephone item is added to the **document** menu.
If you select the telephone option (or drag an element in the telephone or click the telephone button) FC present you with the list of tel # contained in the currently selected document.
When You select one the system build your telephone number, taking in account Your localisation information, and Dial it.
The system also open a note for the contact/company you are dialing. You may either cancel this note or fill and save it.

Localisation Info

The localisation info dialogue is called or using the F8 from any telephone field or using the customisation / localisation menu option.

In the localisation info you must insert your area and country code; the prefix that is used to dial an international number (normally is 00).

Additionally, to allow FC to correctly build Your telephone number you must, if you are using FC on a portable, insert your location; i.e. tell the system if you area at home, travelling in your country but in a different area code, abroad.

If your tel # is 677-4533 and you are 'at home' when you dial FC dials 677-4533 if you are travelling FC dial (676) 677-4533 (supposing that 676 is Your area code); when you are abroad 0016766774533.

Modem Setup

Invoke this menu option to set up the modem parameters, please refer to Your modem manual for the correct setup.

Order

Buy what You use is FC philosophy.

You may purchase Full Contact - Silver edition for just 59 US$, and then add the Mass Mailing Module for 20 US$ or the Personalisation Module for 40US$ or the Order Module for 30 US$, or you may select to purchase Full Contact - Gold Edition a boundled offer including the 3 modules for 99 US$ a 50 US$ discount.

Registering you gain:
-the Window 95 upgrade (when released) for free.
-a 6 months free upgrade.

To order:

1. Use a CREDIT CARD to register with PSL (ORDERS ONLY!):
   PsL accepts MC/VISA AMEX, and DISCOVER.
   Call 800/2424-PSL or 713/524-6394 or
   fax your order to 713/524-6398. PsL also accepts orders
   via CompuServe at CIS# 71355,470 or by mail to PsL, P. O.
   Box 35705, Houston TX 77235-5705. These numbers are for
   ORDERING ONLY!! For information about dealer pricing, site
   licenses, shipping of products, returns, latest version
   numbers or other technical information contact IDA

* PSL charges $4 for shipping in USA
  PSL also accepts international orders, charging $15 for
  shipping.

Full Contact - Silver Edition	59 US$
Mass Mailing Add-On	20 US$
Personalization Add-On	40 US$
Order Add-on	30 US$
Full Contact - Gold Edition	99 US$ (Bundled package including all the Add-On)

* Any comments or suggestions.

To: Information Distribution Associated Ltda
21, St. Thomas Street
Bristol
BS1 6JS - United Kindom

Price

Prices
Full Contact

Full Contact - Silver Edition	59 US$
Mass Mailing Add-On	20 US$
Personalization Add-On	40 US$
Order Add-on	30 US$
Full Contact - Gold Edition	99 US$

Call For Collaboration

IDA is interested in expanding its market to other countries. All the IDA products are easily localizable: date, currency, address formats, etc.. are prepared to accept local formats; all messages and menues are isolated in separated DLLs.

If you are interested in building and distributing a Local Language Version of Full Agenda and Full Contact please **contact us**.

Support

We believe in product quality; as such support is given to every Full Contact user either registered that not-registered.

Support may be obtained contacting by E-Mail
fullagenda20@ax.ibase.org.br
or sending mail to
P.O. Box 10893
22022-983
Copacabana
Rio De Janeiro
Brazil.

ShareWare

Most money back guarantees work like this: You pay for the product and then have some period of time to try it out and see whether or not you like it. If you don't like it or find that it doesn't do what you need, you return it (undamaged) and at some point - which might take months - you get your money back. Some software companies won't even let you try their product! In order to qualify for a refund, the diskette envelope must have an unbroken seal. With these "licensing" agreements, you only qualify for your money back if you haven't tried the product.

How absurd!

Shareware is very different. With shareware you get to use it for a limited time, without spending a penny. You are able to use the software on your own system(s), in your own special work environment, with no sales people looking over your shoulder. If you decide not to continue using it, you throw it away and forget all about it. No paperwork, phone calls, or correspondence to waste your valuable time.
If you do continue using it, then - and only then - do you pay for it.

Shareware is a distribution method, NOT a type of software. Shareware is produced by accomplished programmers, just like retail software. There is good and bad shareware, just as there is good and bad retail software. The primary difference between shareware and retail software is that with shareware you know if it's good or bad BEFORE you pay for it.

The shareware system and the continued availability of quality shareware products depend on your willingness to register and pay for the shareware you use. It's the registration fees you pay which allow us to support and continue to develop our products.

Please show your support for shareware by registering those programs you actually use and by passing them on to others.

Shareware is kept alive by YOUR support!

Ombudsman Statement

This program is produced by a member of the Association of Shareware Professionals (ASP). ASP wants to make sure that the shareware principle works for you. If you are unable to resolve a shareware-related problem
with an ASP member by contacting the member directly, ASP may be able to help. The ASP Ombudsman can help you resolve a dispute
or problem with an ASP member, but does not provide technical support for members' products. Please write to the ASP Ombudsman
at 545 Grover Rd., Muskegon, MI USA, or send a Compuserve message via CIS MAIL to ASP Ombudsman 72050,1433.

New Area

Creates a new area.

Select Area

Allows You to select a new area in which to work.

Delete Area

Delete the current area.

Note: only empty areas may be deleted.

All Areas

Allows to operate on all areas at the same time; particularly useful if you do not remember in which area you inserted an information.

Note: documents created in this 'area' are viewable by all the other areas. P.e. if you update a table here the new value will be available to any area.

Exit

Exits from Full Contact.

File

This menu item contains global operation that influence the whole system.

Open

Open a document type.

Note: when you open a document type depending on the setting of the All by Default flag all the documents in the selected type may be shown. If You have thousand of document this may take many seconds.

Kind Of Appointments Table

This table fills the appointment document Type Combo box .

Note that checking the 'Important' radio button the new type inserted in the table will be represented by a ! icon in the hourly calendar; if the 'important' radio button it is not checked the new type is represented with a ?.

Title Table

This table fills the contact document Title Combo box .

Method. Of Payment Table

This table fills the expense document Method Combo box.

Growth Potential Table

This table fills the company document Growth Pot. Combo box.

Status Table

This table fills the sales Opportunity document Status Combo box.

Classification Table

This table fills the Contact document Classification Combo box.

Category Table

This table fills the Expense document Category Combo box.

Ind. Class Title

This table fills the Company document Industry Classification Combo box.

Deleted

When you delete a document the document is kept in a temporary storage area till you decide to Clean Up the environment.
When this menu option is selected the list of deleted items for the selected document type (i.e. if note is the open type the deleted notes) is shown. To restore an element select it and then press the INS key or select Restore from the Document menu.

Documents

Functions related to the document management.

New

Creates a new document of the selected kind.

Delete

Deletes the currently selected document. If the document is in the child list the document may either be removed from the current group or deleted.

Next

Selects the next document of the current list

Previous

Selects the previous document of the current list

All

Loads in the main list ALL the elements contained in the open data file.

Copy

Copies a document, and its whole folder, to another area.

Add Document

Selecting one of the options of this menu a new document is added in the folder of the currently selected document.

Calculate Reports

Calculates a report for the items currently displayed in the main list

Un-Delete

When the deleted list is displayed restores the currently selected document

Customise

Options in this menu allows to customise the environment

All By Default

If this option is checked when you open a document type all the documents contained in the data file are inserted in the main list.

About

About dialogue.

Open

Opens a Document type

Table

The following tables are available on the system:

- Kind Of Appointments
- Title
- Method. Of Payment
- Growth Potential
- Status
- Classification
- Category
- Ind. Class

Fields Select

Opens a window from which with a double click you may select a field to be inserted in a personalised letter.

Keyboard and Hot Keys

Date: F8 today date; F9 today date in long format; F2 monthly calendar; W this Wednesday; 9 the ninth of this month; F 4 February the forth.

Telephone: F4 list of country codes; F5 list of area codes; F6 modem setup; F8 location setup; F7 dials the number

Edit fields: F8 inserts today date, F9 today date in long format

Comment field : ALT-M (Alt-Maximize) enlarges the field; ALT-M (Alt-Minimise) again reduces the field.

List : F12 moves the selected record to the main list, DEL deletes the selected record; CR opens selected record, TAB moves between the lists; F7 dials the number.

Calendar: Up-Down arrows to move an appointment, CTRL or SHIFT up-down arrows to size it; F12 moves the selected record to the main list; RET opens the selected appointment; TAB moves between lists; F7 dials the number of father (if any); DEL deletes the appointment.

Deleted record list: Ins restores selected record

Mouse

Mouse use in FC is pretty extensive.
FC fully uses Drag & Drop technology.
As a short summary of the various possibilities.
A document in a list is dragged: in the wastebasket:**is deleted**; in the hourly calendar:**an agenda item is created**; in the select icon:**the list is reduced**; in another document in a list is inserted: **in this other document folder**; in the to do list: **a To do is defined**; in a day of the monthly calendar: **an agenda item is created**; in the mass mailing addresses list: **a new addresses is added to the list**
A document in a window is dragged:in another document in a list is inserted: **in this other document folder**; in the wastebasket: **is deleted**
An element of the hourly calendar is dragged: in the hourly calendar: **is moved**; in the wastebasket: **is deleted**

Note: Click with the RIGHT mouse button over an appointment to see the father list.

Help On Help

Invokes the standard window help file on how to use help.

The Main List

The Main List contains the documents of the selected kind. It is possible to reduce it using the Select option.

Child Window

The child window contains all the elements contained in the main window currently selected item.

The Status Bar

The status Bar displays a little help message and : the type of document opened, the number of elements contained in the main folder, the time.

Archive List

The archive list contains all the elements that contains the main window currently selected item.

Summary Window

The Summary Window, positioned at the bottom of the screen, shows details on the currently selected document(s).

Telephone Button

Use the telephone button to compose one of the telephone numbers contained in a document.

Report Combo Box

Use this combo box to select the report you want to run.

Report run button

Press this button to run the report selected in the combo box.

Delete from Child or father windows

When You delete a document from a child or a father window the FC has two options:

A) Delete the document

B) Remove the document from the current group, without deleting it.

FC displays a dialogue were you may select the correct option.

Next Day

Display the Next Day.

Previous Day

Display the Previous Day.

Number of hours

Augment-Reduce the number of hours shown in the hourly calendar.

The To do's list

The to do's list includes all the To do's for the day.
To delete a to do press the DEL key or drag it to the WasteBasket.
Create a To do: standard way Topic0037 , Advanced way Topic0040

Curtesy Action

Selecting one of this combo box items inserts in the aganda a note remembering the action.
P.e. if you select x XMas : Telephone an agenda item for the 12th of december: telephone is inserted in the agenda.
if you select x BirthDay: Gift A category an agenda item for the birthday date with subject Send an A category gift is inserted in the agenda.

Due Date

If you insert a date in this field an agenda item, remembering the due, is inserted in the agenda.

So On Hold

If you insert a date in this field an agenda item, remembering this date, is inserted in the agenda.

Order Item

Insert here the order items.
Note:
The product name must be the Number inserted in the product database; if there is not a match between the product name inserted and the number a list of possibilities appears.
Checking the little check box at the left of the item deletes it.
If You click with the mouse over the description the product long description appears.
To go to the Shipping and Handling field you may use the ALT-S key.

Date Control

With F2 displays a monthly calendar.
With F8 today date.

The control is 'intelligent' i.e. understand W as this Wednesday; 9 as the ninth of this month; F 4 as February the forth.

Telephone Control

F4 list of country codes;
F5 list of area codes;
F6 modem setup;
F8 location setup;
F7 dial the number

The Reporting Script language

FC contact Report Script language allows to build new personalised reports.

It is not easy to use the script language; it is mainly a programmer task; but, we believe in the ability of our user!

In a few months a Graphical reporting module interface will be released.

New reports must be inserted in the REP directory with .Rep extension.
I.e. You must put MyRep.rep in FC.

Here after the syntax.

Start every new report with a **(**

End it with a **)**

The first statment of the report must be :
[FILE_NUMBER=*the Number of file***]**
Where the number of file is one of the following:

Company	1
Contacts	2
Notes	3
Products	4
External Documents	5
Agenda	7
Expense	8
Sales Opportunity	20
Order	21

p.e. : [FILE_NUMBER=7] identify and Agenda report.

Then follow the report number please use number greater than ten.
[REPORT_NUMBER=*10* **]**

Then the report Name; it is the name that will appear in the report combo box (or in the **calculate reports** menu item)
[REPORT_NAME=*My new report* **]**

Next two statments to define the page dimension; i.e.
The page borders:
[SET_BORDER=*upBorder***,***leftBorder***,***rightBorder***,***bottomBorder***,***10* **]**
P.e. **[SET_BORDER=***10,10,10,10* **]**

Note the values are in millimeter.
And the page orientation:
[LANDSCAPE=*FALSE* **]**

Now define the record in the page; i.e. You must say how much millimeters takes 1 record when it is printed.

[RECORD_DEPTH=*45* **]** P.e. this record will take 45 millimeters.

The Title (on the page) of the record.
[TITLE=*10***,***My Title***]**
Where the first number is the left justification.

And Finally if FC must change page (i.e. print a new page) for each record.
[CHANGE_PAGE=*FALSE* **]**

Now lets start to build the actual report:
you may do that using just 3 commands: **SET_VALUES, SET_FIELD, SET_POINT**

Imagine that you want to output a line including Your Contact Name, Age and Profession. (age and Profession are two fields that You added using the Personalisation module).
First You define a block telling where you want these information to be put on the page.
For example You may decide that these info are to be put 2 mm from the up record border; 5 millimeters from the left;
the block in 60 mm long and 25 depth.

You start to build the expression

[SET_VALUES= *blockNumber 1,5,2,60,25* ,10,My Info, : **]**
blockNumber = a sequential number (remember to fill all the numbers i.e. the first SET_VALUES has value 1, the second 2 the third 3, ecc..)
In this block You want to insert a label: 'My info' The label takes 10 mm
Then at the end of the 10 mm label you want a ':'

Then for each of the fields that must be in the block you add a statment:

[SET_FIELD =*blockNumber***,***fieldName***,-]**
where blockNumber is the same as the previous block number and fieldName is the name of the field on the Data Base.
If you have defined the data base you know pretty well the field name, if you do not know him you must find it out.
This is pretty complex (sorry) but you may do it using the DDE ListSelected command.

Add the fields you want in the block.

You may decide to change the point dimension of the string:
use the
[DIM_POINT =*blockNumber***,***new Point size***]**

As an example:
(
[FILE_NUMBER=2]
[REPORT_NUMBER=2]
[SET_BORDER=10,10,10,10]
[REPORT_NAME=Summary]
[TITLE=10,Contacts Summary]
[RECORD_DEPTH=27
[CHANGE_PAGE=FALSE]
[LANDSCAPE=FALSE]
[SET_VALUES=0,2,2,80,4,5,]
[SET_FIELD =0,conTitle,]
[SET_FIELD =0,conFN,]
[SET_FIELD =0,conLN,]
[SET_VALUES=1,67,2,70,6,10,Home #, :]
[SET_FIELD =1,HTelN1]
[SET_VALUES=2,125,2,70,6,20,Cellular #, :]
[SET_FIELD =2,HTelN2,]
[SET_VALUES=3,67,10,70,6,10,Fax #, :]
[SET_FIELD =3,FaxN1,]
[SET_VALUES=4,125,10,70,6,20,W. Tel#, :]
[SET_FIELD =4,sBrdn1,]
[SET_VALUES=5,67,18,70,6,10,Telex, :]
[SET_FIELD =5,telex,]
[SET_VALUES=6,125,18,70,6,20,BBS, :]
[SET_FIELD =6,BBS,]
[DIM_POINT =1,8]
[DIM_POINT =2,8]
[DIM_POINT =3,8]
[DIM_POINT =4,8]
[DIM_POINT =5,8]
[DIM_POINT =6,8]
)