

PhonePad Version 4

Admin Reference Guide



Copyright © 2002-2005 Cybercom Software. All rights reserved.

PhonePad Version 4

Admin Reference Guide

by Cybercom Software

Monday, 12 December 2005

While every precaution has been taken in the preparation of this document, the publisher and the author assume no responsibility for errors or omissions, or for damages resulting from the use of information contained in this document or from the use of programs and source code that may accompany it. In no event shall the publisher and the author be liable for any loss of profit or any other commercial damage caused or alleged to have been caused directly or indirectly by this document.

Table of Contents

Foreword	0
Part I Welcome	1
1 Introduction	1
Part II Getting Started	1
1 Do This First	1
2 Main Window	1
3 Menus	2
4 The User List	3
5 Toolbar	4
6 Taskbar	5
7 Status Bar	5
Part III Using PhonePad Admin	6
1 Adding a User	6
2 Administrators	7
3 Archiving Messages	8
4 Changing Passwords	9
5 Deleting a User	9
6 Editing a User	10
7 Location of PhonePad Database	11
8 Login Mode	12
9 Message Forwarding	12
10 PhonePad.Ini File	13
11 Print Preview	13
12 Printing the User List	14
13 Purging Messages	14
14 Receptionists	15
15 Receptionist Access	16
16 Repairing the Database	17
17 Reports	18
18 Restarting PhonePad	19
19 Setting Up PhonePad	20
20 Shutting Down PhonePad	20
21 Undeleting Messages	23
22 Viewing the Archive	23

Part IV Information	24
1 Contact Us	24
2 License Agreement	25
3 Ordering	26
4 Problems?	26
5 Support	27
Index	29

1 Welcome

1.1 Introduction

Welcome to PhonePad Admin. PhonePad requires an administrator to look after management of users and the PhonePad system. PhonePad Admin is a tool used by the administrator to perform these functions. With PhonePad Admin, the administrator can easily add, edit and delete users, change their passwords, undelete messages accidentally deleted by users, remove unused messages and repair the PhonePad database.

Before proceeding any further, you should read [Setting Up PhonePad](#).

If you have any suggestions on improvements we can make, or if you have ideas on some new features we could add, please drop us a line at support@cybercom-software.com. We'd love to hear from you.

We hope you enjoy using PhonePad.

Cybercom Software

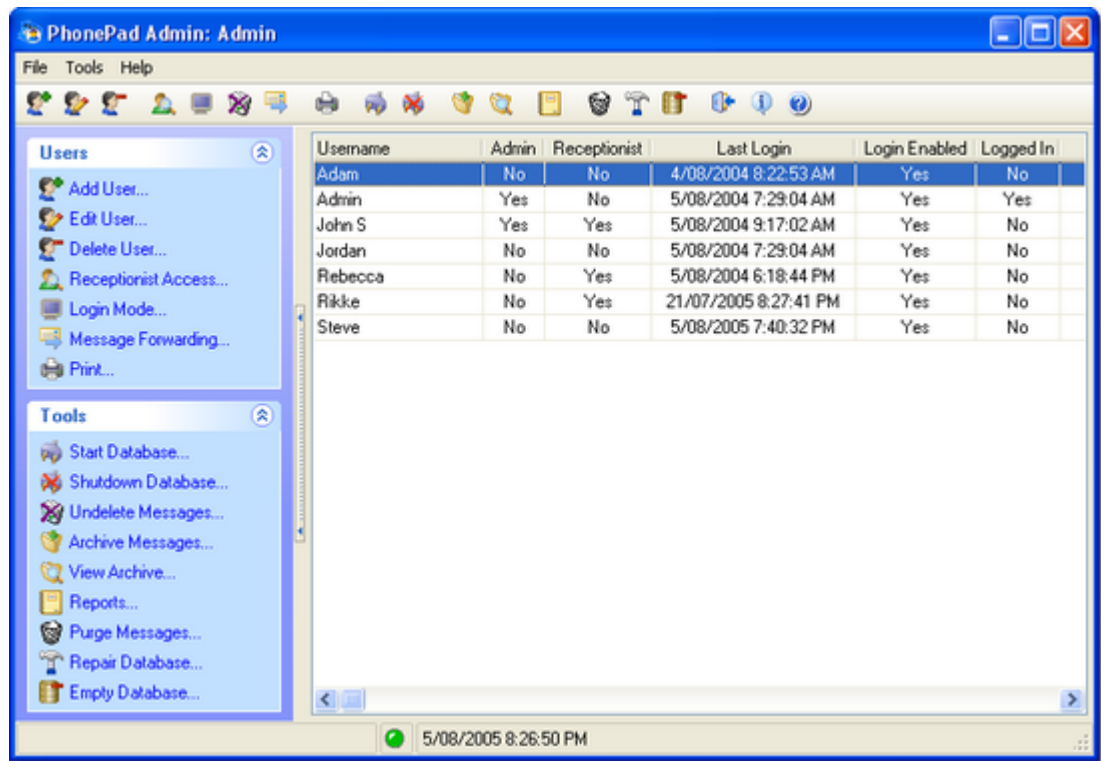
2 Getting Started

2.1 Do This First

You should read the section on [Setting Up PhonePad](#) before doing anything.

2.2 Main Window

The main window of PhonePad Admin features [menus](#), a [toolbar](#), a [taskbar](#), a [User List](#), and a [status bar](#).



2.3 Menus

The PhonePad Admin menu bar has 3 menus. Many of the menu items are also available from the [toolbar](#) and [taskbar](#).

File menu

- Add User* Adds a new PhonePad user.
- Edit User* Edits the selected PhonePad user.
- Delete User* Deletes the selected PhonePad user.
- Receptionist Access* Sets access to user Inboxes for [receptionists](#).
- Login Mode* Sets the [login mode](#) for PhonePad users.
- Message Forwarding* Sets up message forwarding for a user. Allows messages to be forwarded to an email address.
- Print* Prints the contents of the [User List](#).
- Exit* Exits PhonePad.

Tools menu

<i>Start Database</i>	Starts the PhonePad database after it has been shutdown. This is only for Local Mode. In Remote Mode you do this by starting the PhonePad Server (DBServer).
<i>Shutdown Database</i>	Shuts down the PhonePad database so maintenance can be performed. This is only for Local Mode. In Remote Mode you do this by stopping the PhonePad Server (DBServer).
<i>Undelete Messages</i>	Undeletes messages for the selected user.
<i>Archive Messages</i>	Archives a selected range of messages from the message database to an archive database.
<i>View Archive</i>	Displays all messages in the archive and allows you to delete or unarchive them.
<i>Reports</i>	Displays a range of reports.
<i>Purge Messages</i>	Permanently removes all unused messages from the PhonePad database.
<i>Repair Database</i>	Repairs any corrupted data in the PhonePad database.
<i>Database Location</i>	Allows you to view and/or change the location of the PhonePad database. If you change the location, you will need to restart PhonePad Admin.
<i>Backup</i>	Runs DBBackup.
<i>Database Polling</i>	When checked, database polling is active in PhonePad.

Help menu

<i>Contents</i>	Displays the online help (which you are now viewing) You can also press F1.
<i>Popup Hints</i>	Enables or disables popup hints. These are little yellow tips that are displayed when you move the mouse over toolbar buttons.
<i>About</i>	Displays information about the application.

2.4 The User List

The *User List* displays all PhonePad users.

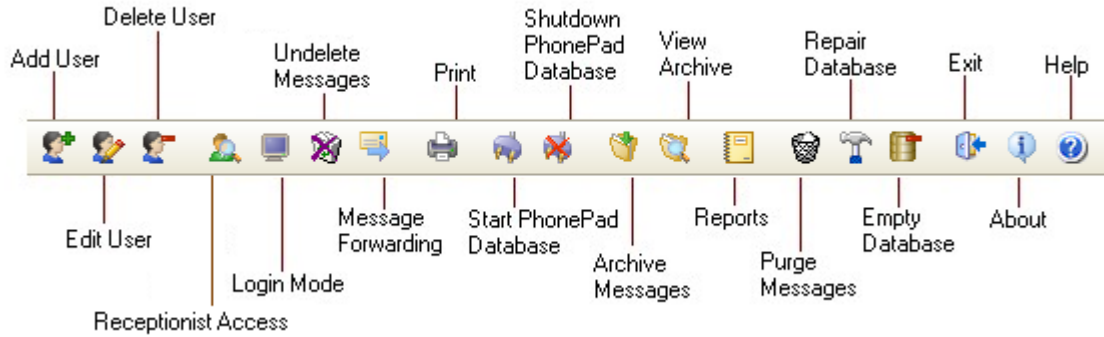
UserName	Admin	Receptionist	Last Login	Login Enabled	Logged In	Hidden
Adam	No	No	28/01/2004 6:22:53 PM	Yes	No	No
Admin	Yes	No	28/01/2004 6:22:04 PM	Yes	Yes	No
John S	Yes	Yes		Yes	No	Yes
Jordan	No	No		Yes	No	No
Rebecca	No	Yes	28/01/2004 6:18:44 PM	Yes	No	No
Rikke	No	Yes	4/12/2004 3:44:08 PM	Yes	No	No
Steve	No	No	10/01/2005 9:51:22 AM	Yes	No	No

<i>Username</i>	The user's Username.
<i>Admin</i>	Indicates whether or not they are a PhonePad administrator.
<i>Receptionist</i>	Indicates whether or not they are a Receptionist.
<i>Last Login</i>	Indicates the date and time of their last login.
<i>Login Enabled</i>	Indicates whether or not the login is enabled.
<i>Logged In</i>	Indicates whether or not they are currently logged in.
<i>Hidden</i>	Indicates whether or not the username is hidden from recipient lists.

You can print a copy of this list by clicking on the [Print](#) button on the [toolbar](#), or by selecting [Print](#) from the [File](#) menu.

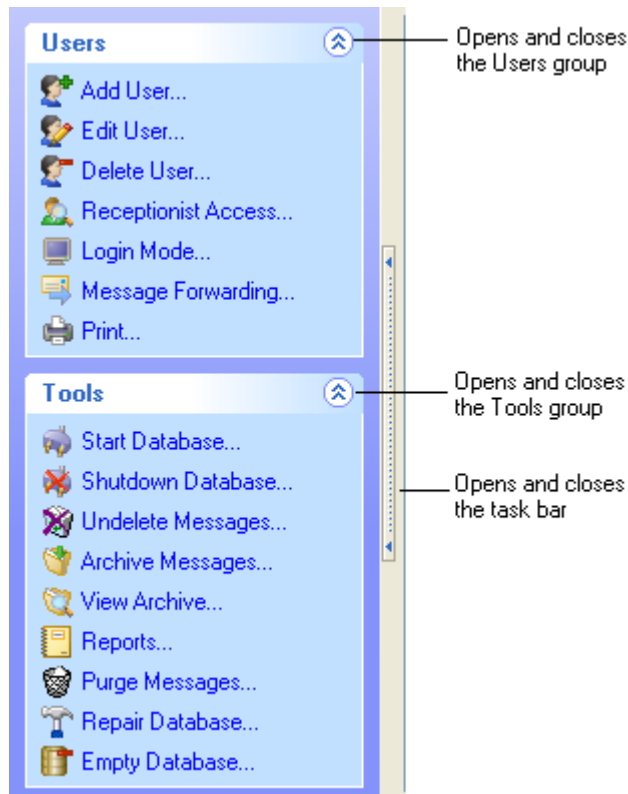
2.5 Toolbar

The [Toolbar](#) provides quick and easy access to many of PhonePad's features. These functions are also available on the [menus](#) and [taskbar](#).



2.6 Taskbar

The taskbar appears on the left side of the PhonePad Admin main window. It is an alternative to using the [toolbar](#) and [menus](#). If you prefer not to see the taskbar you can close it by clicking on the splitter bar.



2.7 Status Bar

The [Status Bar](#) is divided into 3 sections. The first section is the main part of the status bar, and it displays status messages as well as hints (eg. when you move the mouse over the toolbar or menu items, their function is displayed on the status bar). The second section displays the current status of

the PhonePad database. A green light indicates that the database is running, a red light indicates the database has been shut down. The third section displays the current date and time.



3 Using PhonePad Admin

3.1 Adding a User

You will need to create a PhonePad login ID for each person who intends using the system.

Click on the [Add User](#) button on the [toolbar](#), or select [Add User](#) from the [File](#) menu.

The 'Add User' dialog box has a blue title bar with a close button. It contains two text input fields: 'User Name' with the value 'Jane' and 'Password' with the value 'jane'. Below these are four checkboxes: 'Admin' (unchecked), 'Receptionist' (unchecked), 'Login Enabled' (checked), and 'Hidden' (unchecked). On the right side, there are three buttons: 'OK' with a green checkmark icon, 'Cancel' with a red X icon, and 'Help' with a question mark icon.

1. Enter a [User Name](#).
2. Enter a [Password](#) for the user (they can change this themselves once they have logged in).
3. If this person is going to be an administrator, check the [Admin](#) box. Otherwise, leave it unchecked.
4. If this person is going to be a receptionist, check the [Receptionist](#) box. Otherwise, leave it unchecked.
5. The [Login Enabled](#) should normally be checked unless you don't want the user logging in yet.
6. If you don't want the username to appear in user and recipient lists then check the [Hidden](#) box.
7. Click the [OK](#) button to create the user login.

Passwords

If PhonePad users are not logging in using a *Username* and *Password* (see [Login Mode](#)) then a password is not required. However, it is recommended that you still give users a password because it will be required by the new *PhonePad WebInbox* add-on that is currently under development (for more details on this please [contact us](#)).

Admin Check Box

There are no special Administrator logins - any user can be an Administrator. To make a user an administrator just check the [Admin Check Box](#).

Receptionist Check Box

Normally, users can only check their own Inbox for messages. This means that they can only see messages that have been sent to them. A user can be defined as a [Receptionist](#). This allows them to view the Inboxes of other users.

Login Enabled Check Box

There may be times when you want to prevent a user from logging in. There are a number of reasons why you might do this:

- ◆ The person is on leave and you want to make sure no one can use their PhonePad login.
- ◆ The person no longer works there but you cannot delete their user login because of referential integrity (see [Deleting a User](#) for more information).
- ◆ Other security reasons.

Hidden Check Box

The [Hidden](#) check box allows you to hide usernames from the user and recipient lists that you use for addressing phone and text messages. If you don't want the username to appear in these lists then check this box. A typical use for this is receptionists or administrators. You may not need to send messages to receptionists or administrators. By hiding their usernames, users won't be able to select them as recipients for messages.

3.2 Administrators

The function of the PhonePad administrator is to look after the PhonePad system. There is not really much to do for an administrator as PhonePad pretty much runs itself. However, you may be required to perform the following tasks from time to time:

- ◆ [Add](#), [edit](#) and [delete](#) users.
- ◆ [Undelete messages](#) for users.
- ◆ Set the [login mode](#) - you would probably only ever do this once.
- ◆ [Remove unused messages](#) from the system. You would probably do this once a month.
- ◆ [Repair the database](#). This is only necessary if errors occur in the database. This would not normally happen but can occur if a user's computer crashes or they turn it off without shutting down Windows.

There is no special administrator login - any user can be nominated as an administrator. This means that each administrator can have their own password.

You will need at least one Administrator for PhonePad. It is recommended that you have a minimum of two administrators. In the event that one of the administrators is away for some reason (eg. sick) there will be someone around to perform administrative functions.

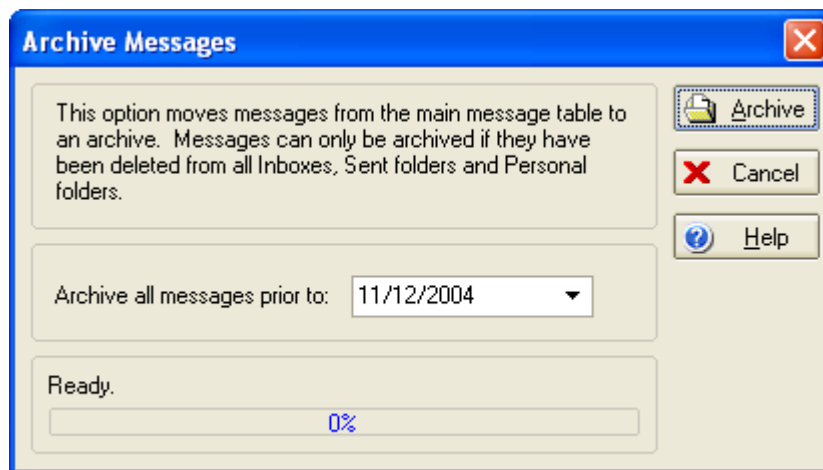
A default administrator login is created the first time PhonePad Admin is run. The username is called **Admin** and the password is **admin**. This is provided so that you can login to PhonePad Admin for the first time. Once you have done this you should either delete this login and create your own with the *Admin* attribute set, or change the password.

If you accidentally close down PhonePad Admin with no administrators existing in the system, you will not be able to login to the PhonePad Admin application. This means there will be no PhonePad administrators. If this happens then [contact us](#) and we will help you fix the problem.

3.3 Archiving Messages

An alternative to purging messages is to archive them. Archiving moves messages from the main message database to a special archive database. Unlike purging, the messages not deleted - they are still available. You can retrieve them at any time (see [Viewing the Archive](#) for more information).

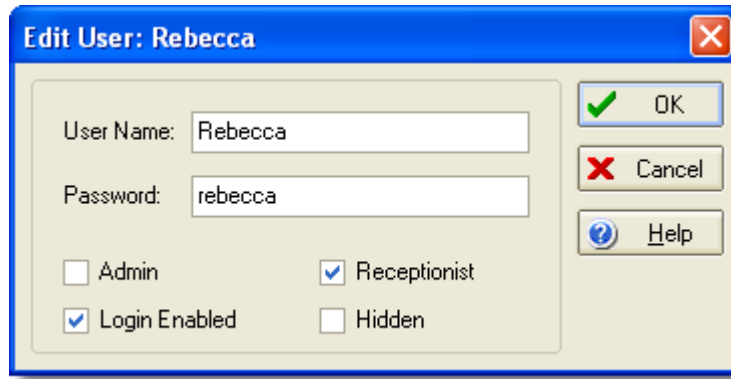
Only messages that have been deleted from the relevant user's Inboxes and Sent folders can be archived. Messages that are still present in Inboxes and Sent folders will be ignored. To archive messages, click on the [Archive Messages](#) button on the [toolbar](#), select [Archive Messages](#) from the [Tools](#) menu, or click on [Archive Messages](#) on the [taskbar](#). Select a date (or type one in) using the drop-down calendar, and then click on the [Archive](#) button to start the process. The progress bar provides an indication of the archiving status.



All messages prior to the date you select will be archived. Archiving messages is handy for organizations that want to keep a record of all telephone messages for a period of time (eg. years).

3.4 Changing Passwords

A user's password can be changed using the [Edit User](#) option. Click on the [Edit User](#) button on the [toolbar](#), or select [Edit User](#) from the [File](#) menu.

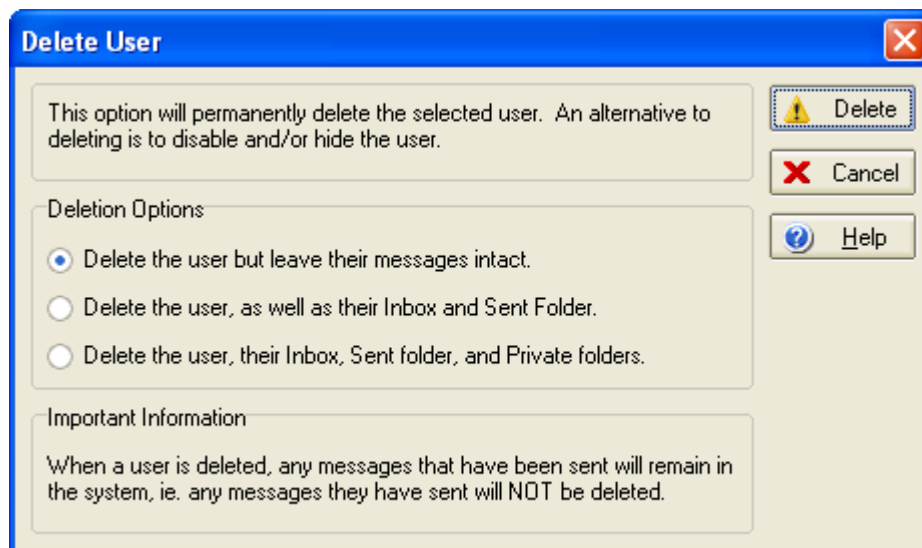


The user's current password will be displayed. Enter a new password and click [OK](#).

3.5 Deleting a User

To delete a user, select a user from the [User List](#) and click on the [Delete User](#) button on the [toolbar](#), select [Delete User](#) from the [File](#) menu, or click on [Delete User](#) on the [taskbar](#).

There are a number of options available when deleting a user. Select the appropriate option and click the [Delete](#) button. You will be asked to confirm the deletion.



Deletion Options

Delete the user but leave their messages intact.

The user will be deleted from the system but their messages will remain in the Inbox, Sent Folder and Private Folders.

Delete the user, as well as their Inbox and Sent Folder.

All messages in the user's Inbox and Sent Folders will be deleted. Messages in their Private folders will **not** be deleted.

Delete the user, their Inbox, Sent Folder and Private Folders.

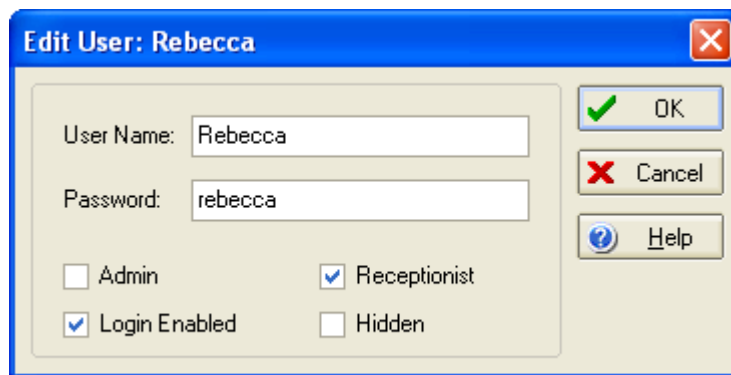
All messages in the user's Inbox, Sent Folder, and Private Folders will be deleted. Any messages in Public Folders will **not** be deleted.

Important

Run a PhonePad database backup before deleting any users.

3.6 Editing a User

To edit a user, click on the [Edit User](#) button on the [toolbar](#), select [Edit User](#) from the [File](#) menu, or click on the [Edit User](#) button on the [taskbar](#).



Change the appropriate details and click [OK](#).

Admin Check Box

There are no special Administrator logins - any user can be an administrator. To make a user an administrator just check the [Admin](#) check box.

Receptionist Check Box

Normally, users can only check their own Inbox for messages. This means that they can only see messages that have been sent to them. A user can be defined as a [Receptionist](#). This allows them to view the Inboxes of other users.

Login Enabled Check Box

There may be times when you want to prevent a user from logging in. There are a number of reasons why you might do this:

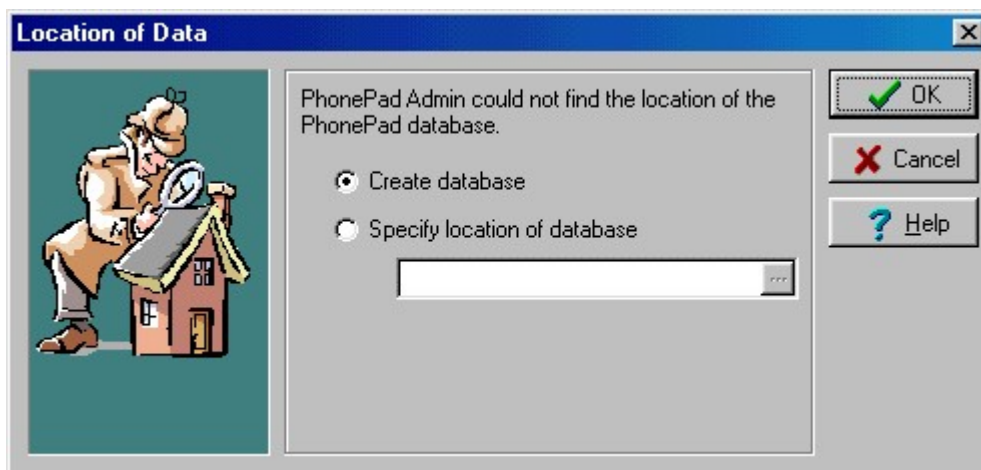
- ◆ The person is on leave and you want to make sure no one can use their PhonePad login.
- ◆ The person no longer works there but you cannot delete their user login because of referential integrity (see [Deleting a User](#) for more information).
- ◆ Other security reasons.

Hidden Check Box

The *Hidden* check box allows you to hide usernames from the user and recipient lists that you use for addressing phone and text messages. If you don't want the username to appear in these lists then check this box. A typical use for this is receptionists or administrators. You may not need to send messages to receptionists or administrators. By hiding their usernames, users won't be able to select them as recipients for messages.

3.7 Location of PhonePad Database

The first time you run PhonePad Admin, you will be prompted to either create a new PhonePad database or specify the location of an existing database.

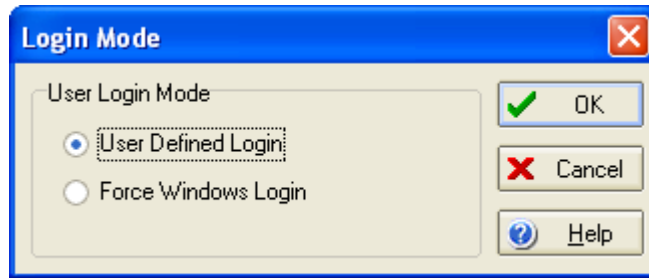


If you are setting up PhonePad for the first time, you would select "Create database".

Select the appropriate option and then click OK.

3.8 Login Mode

PhonePad users normally login using a Username and Password. However, you can also use the Windows Username as their login ID. In this case, a password is not required (although it is recommended users still be given one).



User Defined Login

Users select the method of login they want (under [Preferences](#) in PhonePad). Normally, they login via a login dialog that prompts them for their [username](#) and [password](#).

Force Windows Login

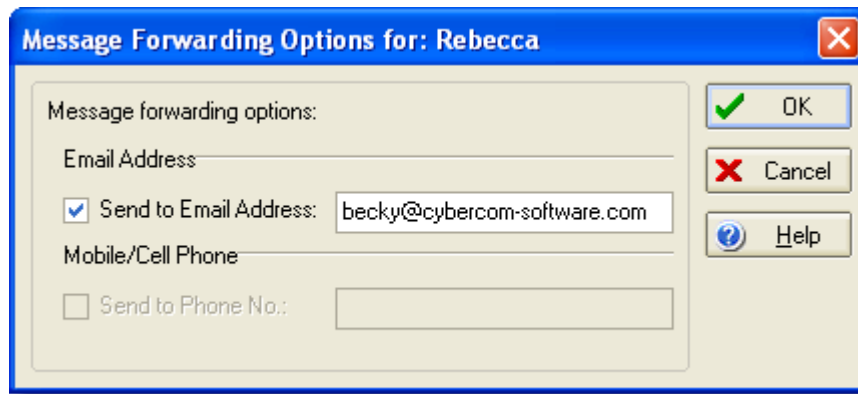
Users can only login using their Window Username. On a Windows network this is their network login name.

Typically, you would only set this option once.

3.9 Message Forwarding

PhonePad can automatically forward messages to an email address. While users can activate this option within PhonePad, administrators can also activate this option for users. This comes in handy if a user forgets to do this. They can phone the administrator and ask them to activate or deactivate message forwarding for them.

To activate Message Forwarding for a user, select their name from the [user list](#) and click the [Message Forwarding](#) button on the [toolbar](#), select [Message Forwarding](#) from the [File](#) menu, or click on [Message Forwarding](#) on the [taskbar](#).



Check the *Send to Email Address* box and enter a valid email address. Then click *OK*.

Important Note

For Message Forwarding to work, SendAgent must be running. See the SendAgent help file (or the PhonePad User Manual) for more information.

3.10 PhonePad.Ini File

The PhonePad.Ini file is very simple so an alternative way to create it is by using a text editor. Enter the following lines exactly as shown below and save the file as PHONEPAD.INI.

```
[Settings]
```

```
LoginMode=0
```

A LoginMode of **0** indicates that users can specify their own login method. A LoginMode of **1** indicates that users can only login using the Windows Username.

3.11 Print Preview








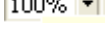




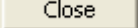
The *Print Preview* screen features a message preview area and a toolbar along the top of the screen.



Prints the contents of the preview.



Opens a saved preview.

	Saves the preview to a file.
	Exports the preview to PDF, RTF or HTML.
	Finds text in the preview.
	Displays the whole page on the screen.
	Fits the preview to page width.
	Displays the preview at 100%.
	Displays the preview as two pages to a screen.
	Allows you to select the zoom view for the preview.
	Allows you to change the page orientation and margins
	The grab tool allows you to grab the pages and move them around.
	The zoom tool allows you to vary the zoom view.
	Navigation buttons allow you to navigate through multi-page previews.
	Closes the preview.

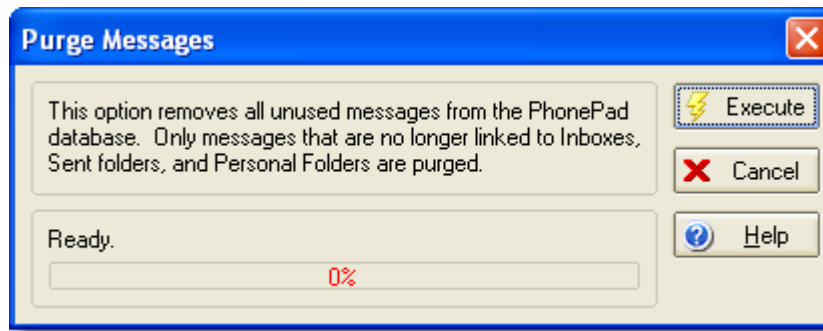
3.12 Printing the User List

You can print the contents of the [User List](#) by clicking on the [Print](#) button on the [toolbar](#), by selecting [Print](#) from the [File](#) menu, or by clicking on [Print](#) on the [taskbar](#).

3.13 Purging Messages

When you have been using PhonePad for a while, the database may start to get large. Although it is unlikely that you will ever exceed PhonePad's limit of [100 million phone messages](#), you may want to free up some disk space from time to time. This option removes unused messages from the PhonePad database, ie. messages that are not linked to the Inbox, Sent Messages List, or Personal folders of any user.

Click on [Purge Messages](#) button on the [toolbar](#), select [Purge Messages](#) from the [Tools](#) menu, or click on [Purge Messages](#) on the [taskbar](#).



Click on the [Execute](#) button to remove the unused messages.

Important Note

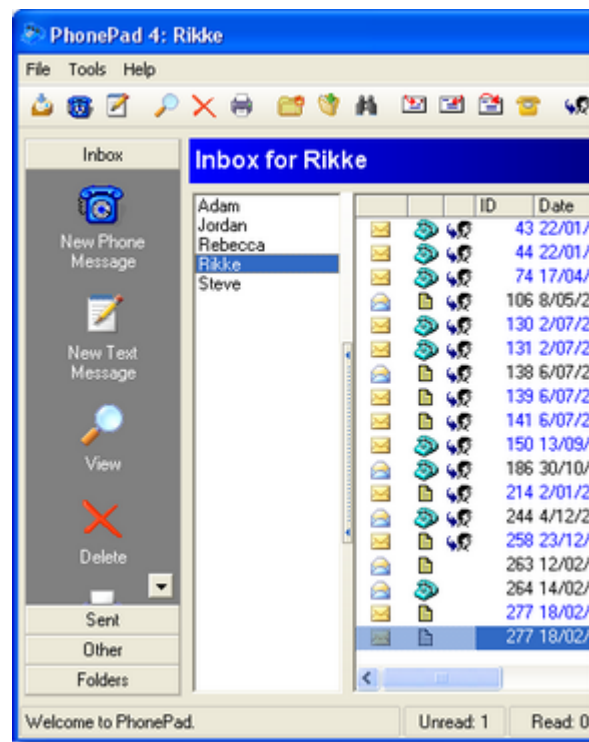
Once a message has been purged, it cannot be undeleted. We recommend you purge messages once every 6 to 12 months, although this really depends on the number of messages that are added to the system each month. Purging messages is certainly not mandatory - you can keep messages in the system for a long as you like.

An alternative to purging is [archiving](#). When you purge a message it is totally removed from the PhonePad system. When you archive a message, it is moved out of the main message database into an archive database, which means you can still access the messages at any time.

See [Archiving Messages](#) for more information.

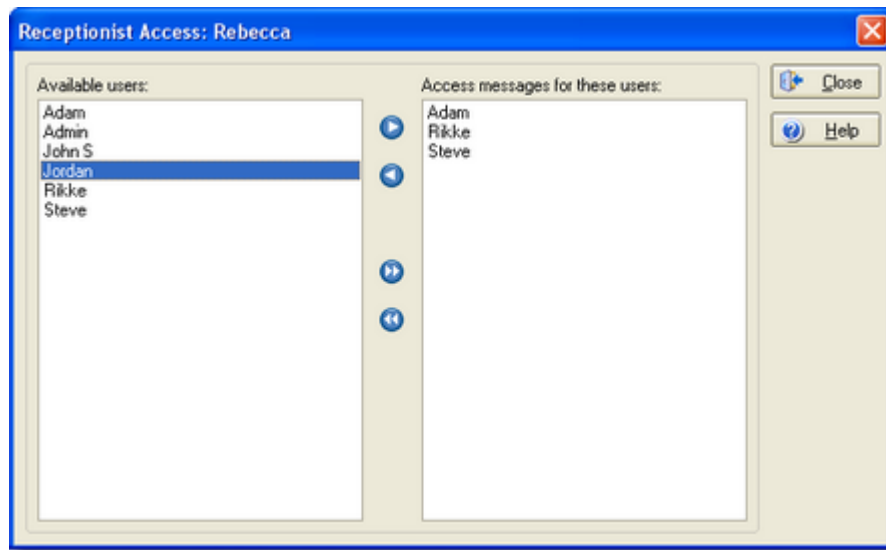
3.14 Receptionists

A user designated as a Receptionist can access view Inboxes of other users. When a receptionist logs in to PhonePad, a user list appears between the sidebar and the Inbox message list. By selecting names from the list, the receptionist can switch between Inboxes. However, they can only view Inboxes they have been give access to via the [Receptionist Access](#) option.







3.15 Receptionist Access

Before a receptionist can view the Inbox of another user, they first need to be given access. This is done using the [Receptionist Access](#) option, which is available by clicking on the [Receptionist Access](#) option on the [taskbar](#), clicking on the [Receptionist Access](#) button on the [toolbar](#), or by selecting [Receptionist Access](#) from the [File](#) menu.



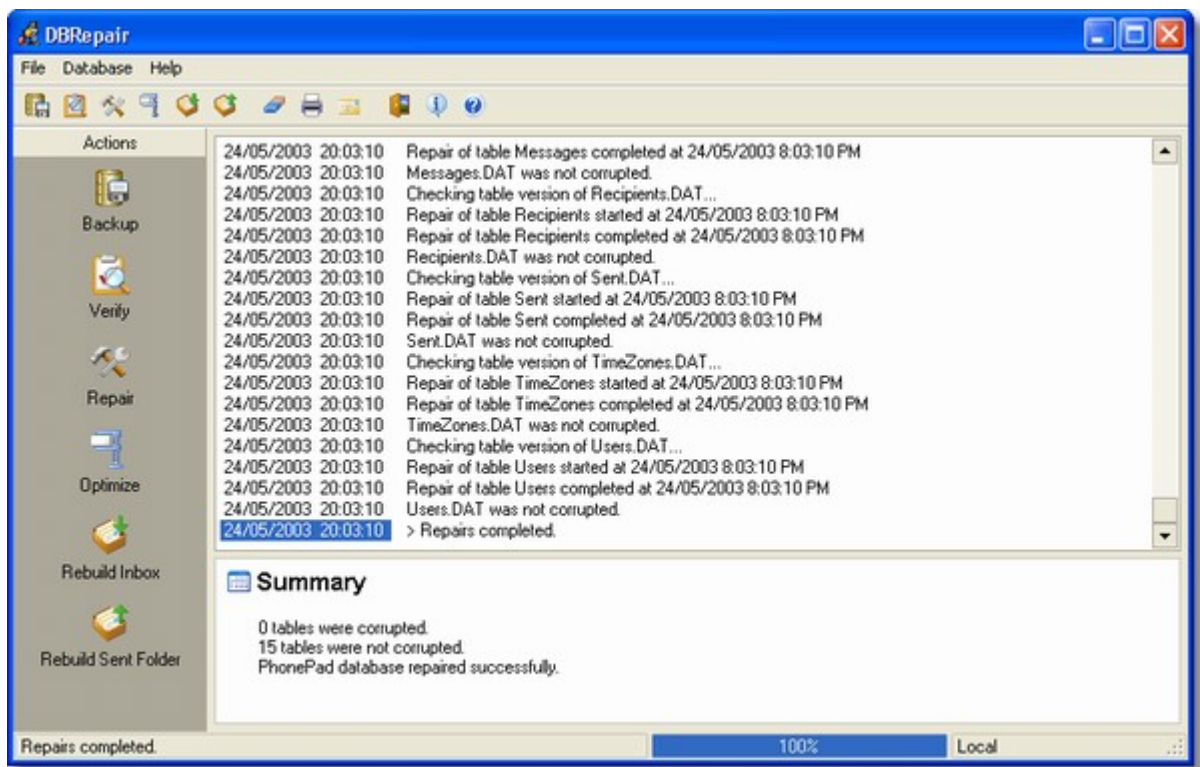
The list on the left displays all available PhonePad users. The selected receptionist can access the Inboxes of all users appearing in the right-hand list.

-  Adds the selected user to the access list.
-  Removes the selected user from the access list.
-  Adds all users to the access list.
-  Removes all users from the access list.

3.16 Repairing the Database

The PhonePad database is very robust. However, corruption can occur from improper operating system or application shutdown, eg. turning the PC off while PhonePad is still running. This option allows you to repair the database should corruption occur. Before you can repair the database, you will need to [shutdown](#) PhonePad.

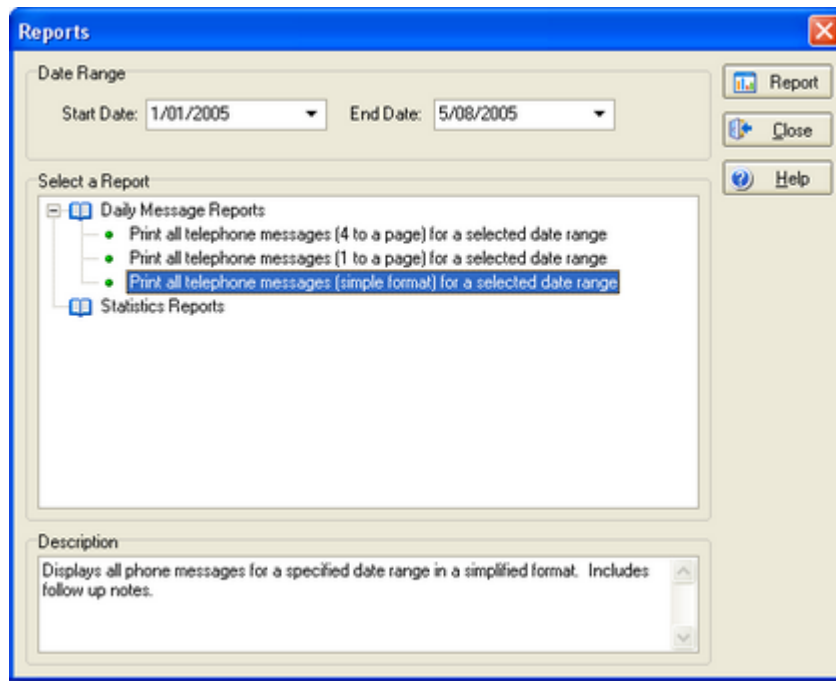
Click the [Repair Database](#) button on the [toolbar](#), select [Repair Database](#) from the [Tools](#) menu, or click on [Repair Database](#) on the [taskbar](#). PhonePad Admin will be shut down and the **DBRepair** utility will be run.



Click the [Repair](#) button to repair the corrupted records.

3.17 Reports

The Reports window allows a *PhonePad Administrator* to run a range of reports. To run a report, click on the [Reports](#) button on the toolbar, select a report from the report list, and click [Preview](#).



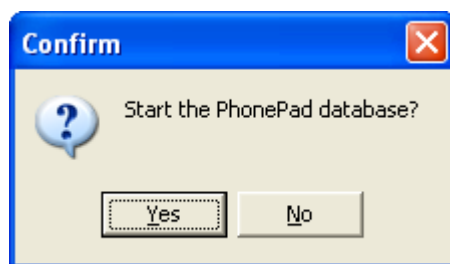
Select a report from this list and specify the appropriate date range. Click [Report](#) to display the report. See [Print Preview](#) for information on the report window.

3.18 Restarting PhonePad

After PhonePad has been [shutdown](#) for maintenance, you will need to start it again before users can login again.

Restarting the PhonePad Database in Local Mode

Click on the [Start Database](#) button on the [toolbar](#), select [Start Database](#) from the [Tools](#) menu, or click on the [Start Database](#) button on the [taskbar](#).



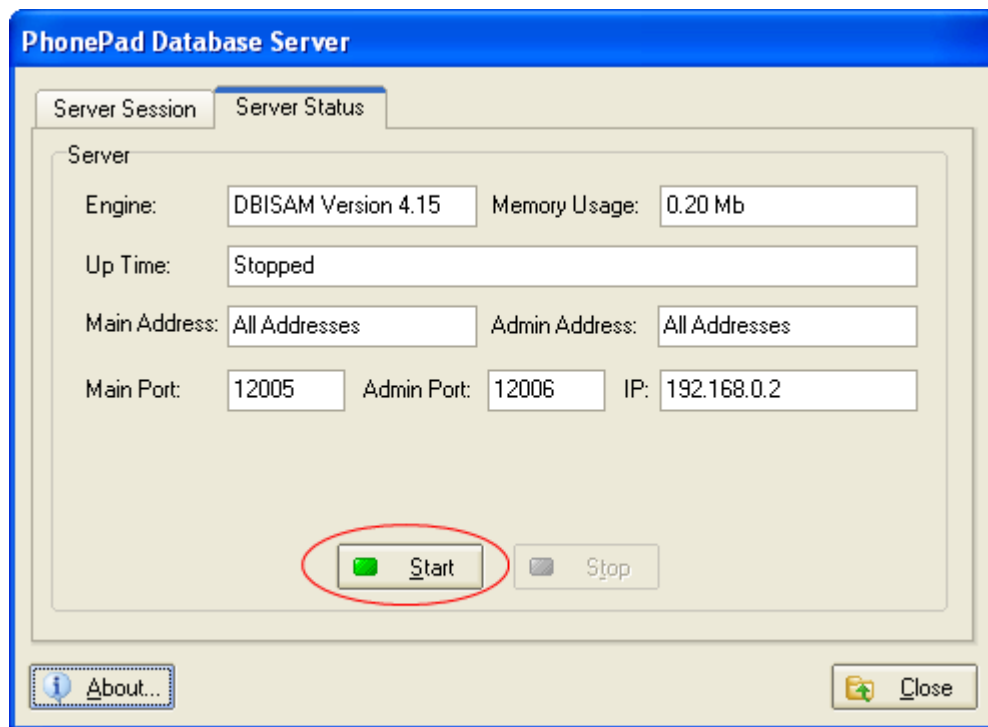
Click [Yes](#) to start the PhonePad database. The database status indicator on the [status bar](#) will change to green.

Restarting the PhonePad Database in Remote Mode

Go to the computer the PhonePad Server (DBServer) is running on and open the server window by double-clicking on the DBServer icon in the system tray. Alternatively, you can run [ServerManager](#) and start the PhonePad server remotely.



Click on the [Start](#) button to start the PhonePad server.



3.19 Setting Up PhonePad

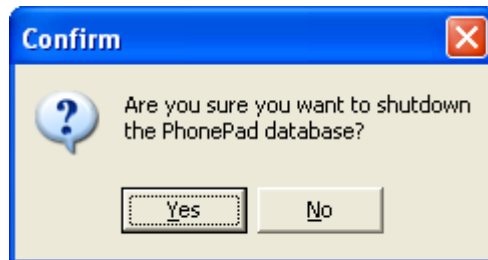
Please read the [PhonePad 4 Installation Manual](#) for information on installing and setting up PhonePad.

3.20 Shutting Down PhonePad

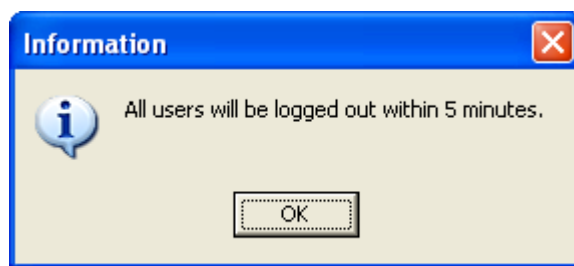
If you need to repair the PhonePad database, you will first need to shutdown PhonePad.

Shutting Down the PhonePad Database in Local Mode

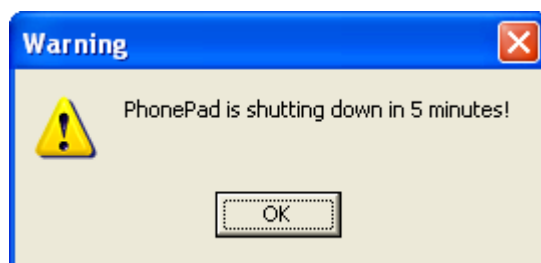
Click the *Shutdown* button on the [toolbar](#), select *Shutdown Database* from the *Tools* menu, or click on *Shutdown Database* on the [taskbar](#).



Click the *Yes* button to shutdown the PhonePad database. The database status indicator on the [status bar](#) will change to red and the following message will be displayed:



All PhonePad users currently logged in will receive a message informing them that PhonePad will shut down in 5 minutes. Once this period has expired, any users still logged in will be immediately logged out of PhonePad.



Any user attempting to login while PhonePad is shut down will receive the following message:

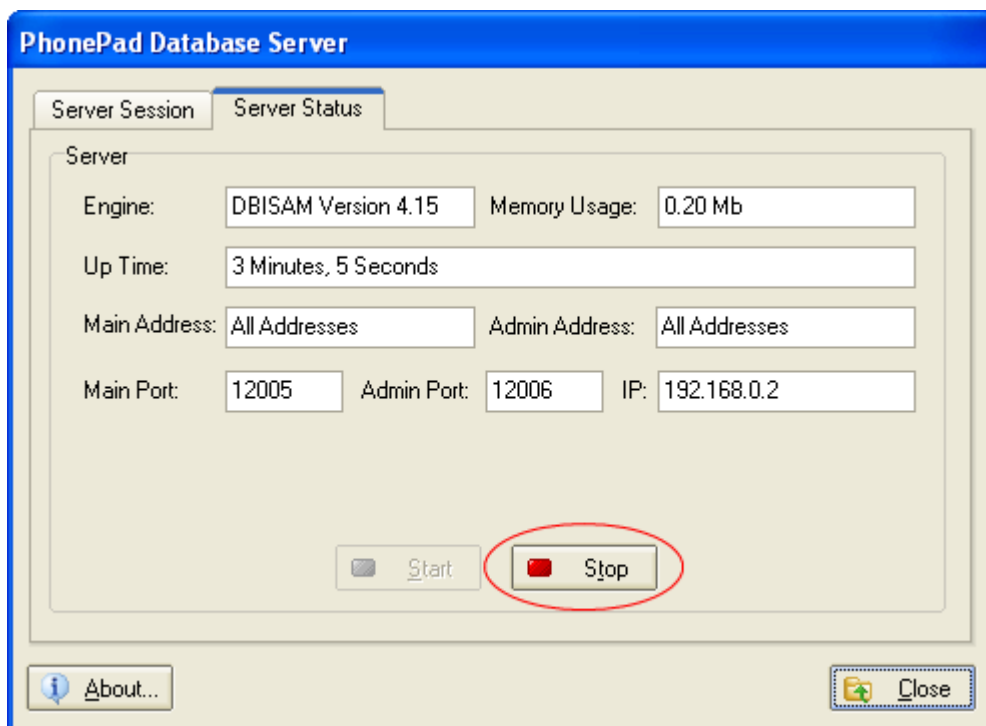


Shutting Down the PhonePad Database in Remote Mode

Go to the computer the PhonePad Server (DBServer) is running on and open the server window by double-clicking on the DBServer icon in the system tray. Alternatively, you can run *ServerManager* and shut down the PhonePad server remotely.



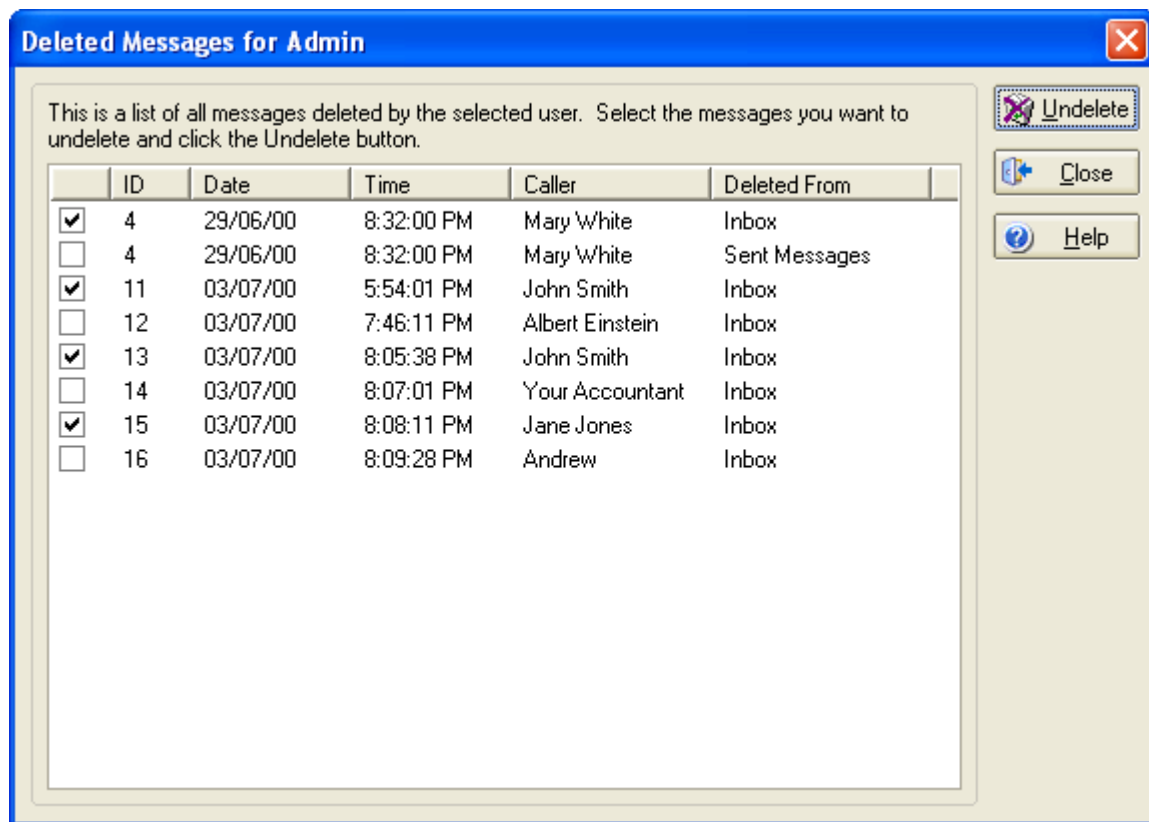
Click on the *Stop* button to shutdown the PhonePad server. All connections will be terminated.



3.21 Undeleting Messages

This facility allows administrators to undelete messages that have been deleted from a user's *Inbox* or *Sent Messages List*. If the messages have been purged since the messages were deleted by the user, it will not be possible to undelete them.

Select a user from the [User List](#) and click on the [Undelete Messages](#) button on the [toolbar](#), select [Undelete Messages](#) from the [Tools](#) menu, or click the [Undelete Messages](#) button on the [taskbar](#). A list of all deleted messages for the selected user will be displayed.



Select the messages you want to undelete by putting a check mark in each box in the first column. Click the [Undelete](#) button to add the messages back to the *Inbox* or *Sent Messages list*.

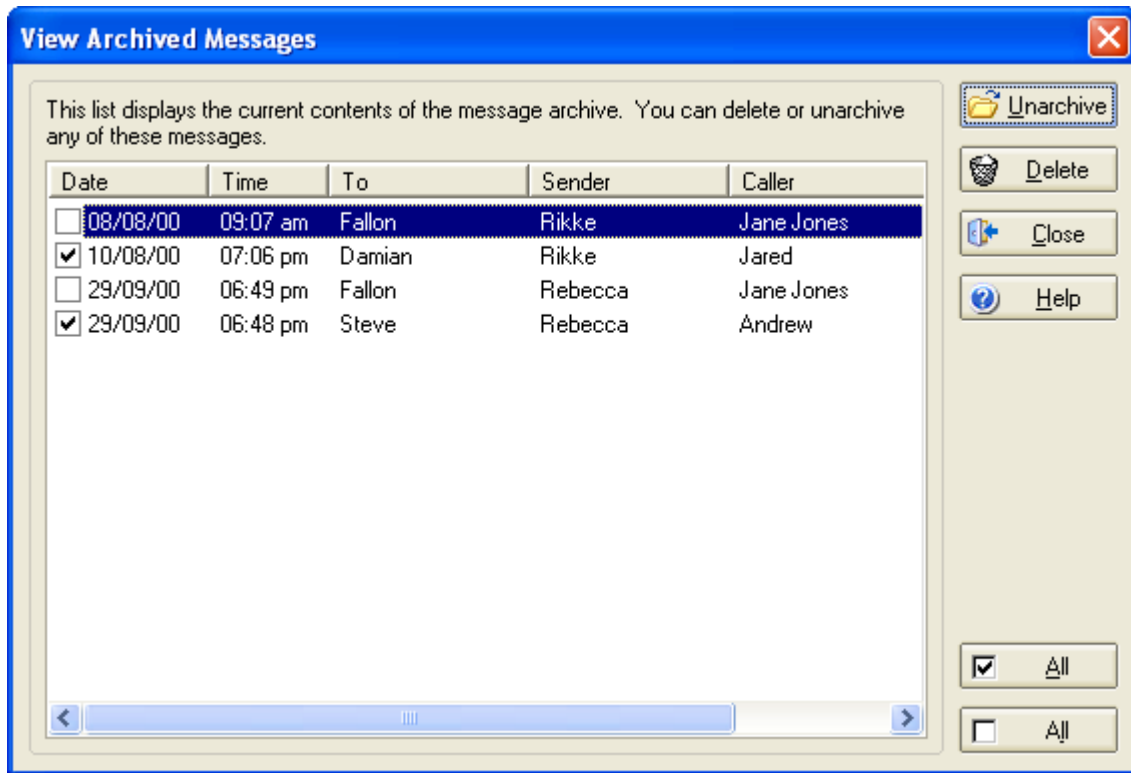
3.22 Viewing the Archive

Messages that have been archived can be viewed at any time by using the [View Archive](#) option. All archived messages will be displayed in a list.

With this option, you can also [Unarchive](#) and [Delete](#) messages.

The [Delete](#) option permanently deletes messages from the archive. This option would be used for messages that are no longer required.

The *Unarchive* option will move the selected messages back to the appropriate users' Inboxes and Sent folders. This option would be used to retrieve messages that a user has a need for.



With either option, you first need to select the messages by putting a check mark in the boxes on the left side of the list. Then click either the *Delete* button or *Unarchive* button. You will be asked to confirm your choice.

The two buttons at the right hand corner of the window allow you to select or deselect all messages in the list.

4 Information

4.1 Contact Us

Contacting Us By Email

We provide unlimited FREE support via email. For support with PhonePad or any of our other products, please email us at:

support@cybercom-software.com

If you would like more information about PhonePad or any of our other products, or if you would like

to talk to us about ordering, please email us at:

sales@cybercom-software.com

We are dedicated to giving you the very best quality software possible, and we are always looking for ways we can improve our products. If you have any suggestions on how we can make our software better, or new features we can add, please drop us a line at either of the above email addresses.

Contacting Us By Postal Mail

You can contact us by normal mail at:

Cybercom Software
PO Box 5006
Chisholm ACT 2905
Australia

Web Site

Visit our Home Page for information on all of our products, downloadable evaluation versions and the latest upgrades. There is even some free stuff you are welcome to download. Enter the following URL into your web browser:

www.cybercom-software.com

Contacting Us By Telephone

Our preferred method of support is via email, and you will receive the fastest response using this method. However, if you do not have email access you can phone us as detailed below. Please bear in mind that we are usually extremely busy on software development so you may have to speak with our voicemail service. If you leave a message, we will try to return your call as soon as possible. Please take note of the time difference if you are calling from overseas.

From within Australia: (02) 6291 9246
International: (+61-2) 6291 9246

You can reach us from Monday to Friday between 8:00 am and 6:00pm AEST (Australian Eastern Standard Time). We are +10 hours GMT.

4.2 License Agreement

Software License Agreement

By installing and/or using PhonePad Admin, you accept the terms and conditions of this license agreement.

1. Cybercom Software grants to you a non-exclusive, non-sublicensable, license to use this version of PhonePad Admin (the "Software"), in binary executable form. This software is NOT free. After a once-only 60 day evaluation period you may not continue to use it unless you have a valid license file licensed in your name or in the name of your organisation. In the case of an

Individual License, only the specified licensee may use the Software. In the case of a Site License, the Software may only be used within that organisation.

2. Title, ownership rights, and intellectual property rights in and to the Software shall remain the property of Cybercom Software. You agree to abide by the copyright law and all other applicable laws of Australia, and international copyright laws. You acknowledge that the Software in source code form remains a confidential trade secret of Cybercom Software and therefore you agree not to modify the Software or attempt to decipher, decompile, disassemble or reverse engineer the Software.
3. CYBERCOM SOFTWARE OR ITS SUPPLIERS SHALL NOT BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR INDIRECT DAMAGES OF ANY SORT, EVEN IF CYBERCOM SOFTWARE HAS BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGES.
4. If you do not agree to any of the terms and conditions of the license agreement then CEASE USE OF THE SOFTWARE IMMEDIATELY AND DELETE ALL INSTALLATIONS OF IT FROM ANY SYSTEM YOU HAVE INSTALLED IT ON. CONTINUED USE OF THE SOFTWARE INDICATES THAT YOU DO AGREE TO THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT.

For more information about licenses, please contact Cybercom Software (see [Contact Us](#)).

4.3 Ordering

Our products can be ordered **online** from our web site at: www.cybercom-software.com. Please check our web site for the latest ordering information (in PhonePad Admin, select *About* from the *Help* menu and click on the link). If you have any difficulty, please [contact us](#).

Once you have purchased a licence, you will be supplied with a *Licence Key File (PHONEPAD4.KEY)* that will change your copy of PhonePad into a fully licenced product. There is no need to download a different copy of PhonePad. The evaluation version and licenced version are one and the same.

4.4 Problems?

Unfortunately, due to the complex nature (and human nature) of many applications, bugs (undocumented features) are a fact of life. Although we have gone to great lengths to ensure that this product is bug-free (if there is such a thing) some inadvertently slip through the net. If you do come across any bugs in our software *please let us know as soon as possible* .

If you find a bug, it is important that you note any error messages that are displayed and the steps you went through that led to the problem. This will help us in trying to reproduce the problem.

Please report any bugs you may encounter to us (support@cybercom-software.com) and we will give them our immediate attention.

4.5 Support

For information on Support, please see [Contact Us](#).

Index

- A -

access 16
Admin Check Box 10
administrator 10, 12, 7
Administrator logins 10
administrators 12, 23
archive 23
archived 23
archived messages 23
Archiving 8

- B -

bugs 26

- C -

corruption 17
current password 9

- D -

database files 20
delete 23
delete a user 9
deleted 8
deletes 23
directory 20

- E -

Edit User 10
email 24

- F -

file server 20
forward 12
forward messages 12
FREE support 24

- G -

green light 5

- I -

Inbox 15, 16, 23
Inboxes 23
installed 11

- L -

Licence 26
Licence Key 26
license 25
License Agreement 25
location 11
logged in 20
login 19
login ID 12
login method 13

- M -

maintenance 19
management 1
menus 5
message 13
Message Forwarding 12
messages 12, 23
move 23

- N -

network 20
network drive 11

- O -

online 26

- P -

password 12, 9

passwords 1
phone messages 14
PhonePad 24
PhonePad Admin 2
PhonePad WebInbox 6
PhonePad.Ini 13
Preview 13, 18
Print 13, 14
Print Preview 13, 18
products 24
Purge Messages 14
purged 23
purging 9

- R -

receptionist 15, 16, 6
red light 5
referenced 9
referential integrity 9
repair 20
report 18
Reports 18
retrieve 23

- S -

Sent 23
Sent Messages List 23
shutdown 20
software development 24
Status Bar 5
subdirectories 20
support 27

- T -

taskbar 5
text editor 13
toolbar 9

- U -

Unarchive 23
undelete 23
undelete messages 23
undeleted 14

user 15, 16
user list 12, 15, 3
Username 12
users 1

- W -

web site 26
Windows Username 12
workgroup 20
workgroup drive 20



Copyright © 2002-2005 Cybercom Software. All rights reserved.