

# PhonePad Version 4

## Admin Reference Guide



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# PhonePad Version 4

## Admin Reference Guide

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*by Cybercom Software*

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# 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.

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](mailto:support@cybercom-software.com). We'd love to hear from you.

We hope you enjoy using PhonePad.

Cybercom Software

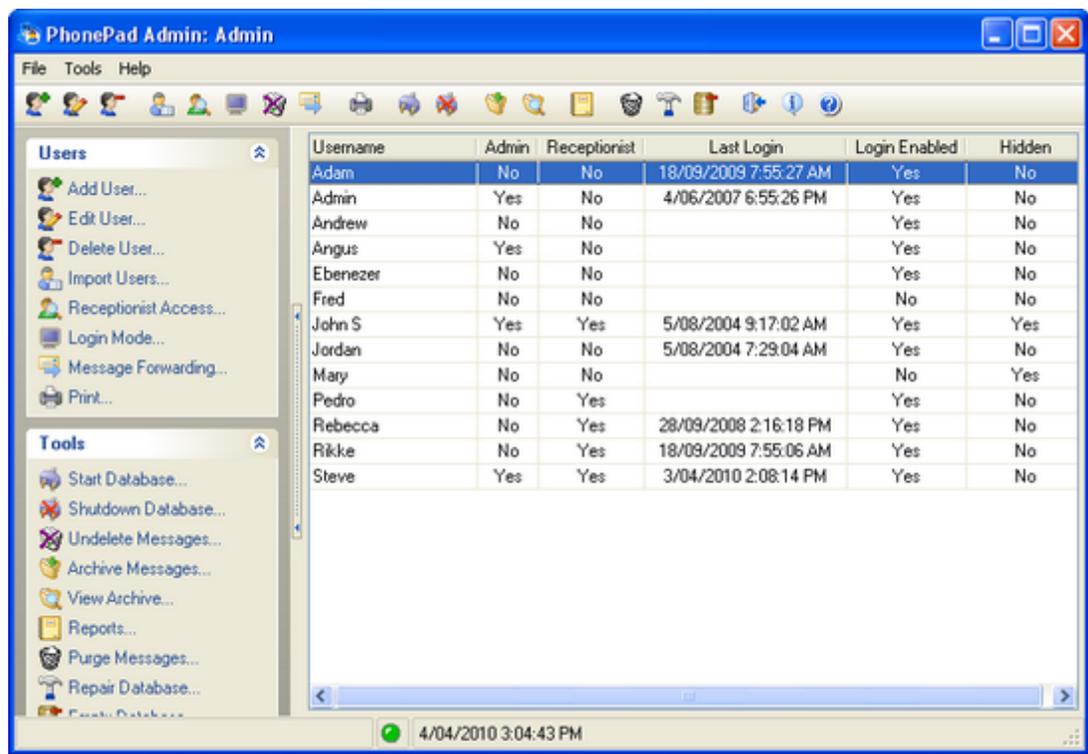
## 2 Getting Started

### 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.
- Import Users* Imports a batch of users from a CSV or XML file.
- 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>Empty Database</i>	Completely deletes all data from your PhonePad database. Warning: you will <b>LOSE ALL OF YOUR MESSAGES</b> if you use this option. This is normally only used if you were evaluating PhonePad with test data and you wanted to remove it and use real data.
<i>Broadcast Message</i>	Allows you to broadcast a message to all PhonePad users. You can use this to advise them of system maintenance, to logout at a specific time, or even tell them the pizza has arrived! Only users that have PhonePad running will receive the message.  <i>Please note: you may need to open port 12500 on any network routers/bridges you have to allow UDP connections.</i>
<i>Logout Users</i>	Select this option to immediately logout all users out of PhonePad. Any users running PhonePad will be kicked out within a few seconds, without any warning.  <i>Please note: you may need to open port 12500 on any network routers/bridges you have to allow UDP connections.</i>
<i>Refresh User List</i>	Forces a refresh of the user list so that all fields are correctly displaying the current values.

## Help menu

- Contents** Displays the online help (which you are now viewing) You can also press F1.
- Support Center** Launches the PhonePad **Support Center**, which allows you to access all support resources from a central location.
- Popup Hints** Enables or disables popup hints. These are little yellow tips that are displayed when you move the mouse over toolbar buttons.
- About** 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

- Username** The user's Username.
- Admin** Indicates whether or not they are a PhonePad administrator.
- Receptionist** Indicates whether or not they are a Receptionist.
- Last Login** Indicates the date and time of their last login.
- Login Enabled** Indicates whether or not the login is enabled.

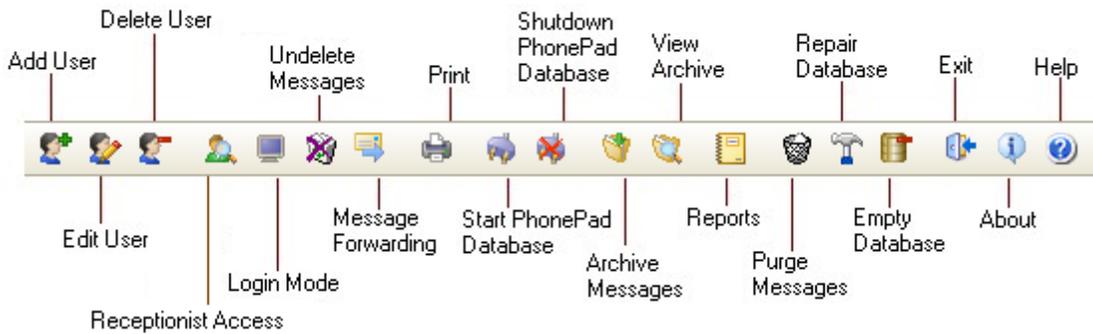
*Logged In* Indicates whether or not they are currently logged in.

*Hidden* 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.

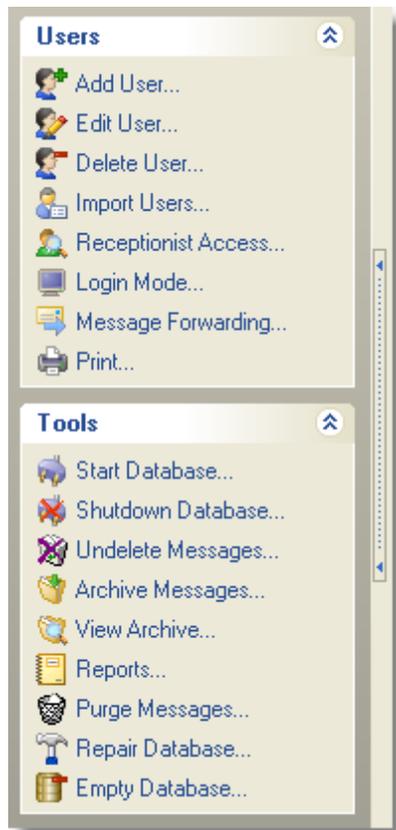
## 2.5 Toolbar

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



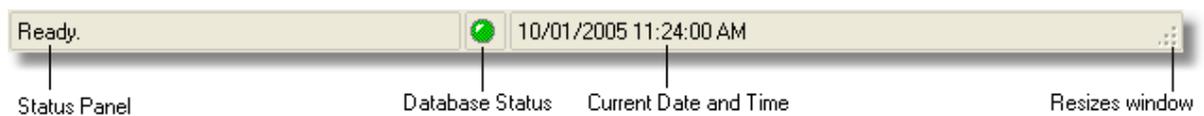
## 2.6 Taskbar

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.



1. Enter a [User Name](#).
2. Enter a [Password](#) for the user (they can change this themselves once they have logged in).
3. Enter the same password in the [Confirm](#) field. The reason for this is to confirm that you typed the password correctly.
4. If this person is going to be an administrator, check the [Admin](#) box. Otherwise, leave it unchecked.
5. If this person is going to be an receptionist, check the [Receptionist](#) box. Otherwise, leave it unchecked.
6. The [Login Enabled](#) should normally be checked unless you don't want the user logging in yet.
7. If you don't want the username to appear in user and recipient lists then check the [Hidden](#) box.
8. 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.

#### 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 are not deleted - they are still available. You can retrieve them at any time (see Viewing the Archive for more information).



You have two options when archiving messages:

*Only archive message that have been deleted from Inboxes, Sent folders and other folders.*

As the option suggests, only messages that have already been deleted by users (in other words messages that are no longer being used) will be archived.

*Archive messages and remove them from Inboxes, etc.*

Selecting this option will results in messages being automatically deleted from Inboxes and other folders and moved into the archive.

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).

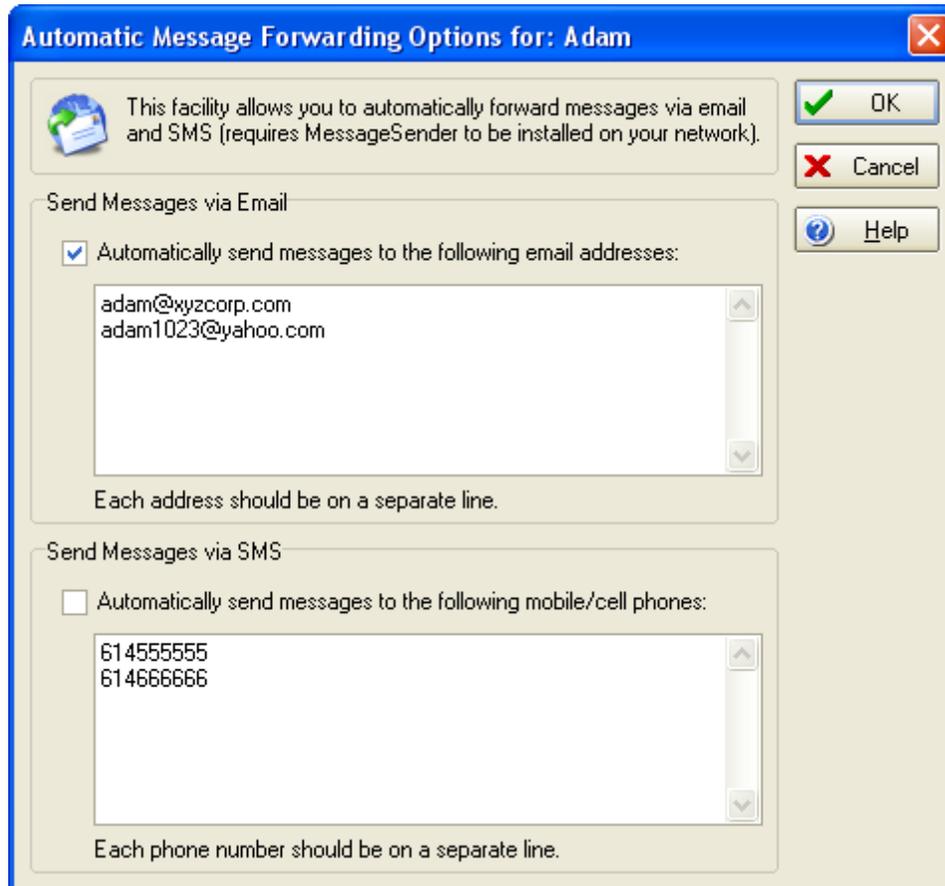
#### Important Information

When a user deletes a message from their Inbox or another folder, the message isn't actually deleted. Although the user can no longer see or access the message, it still exists in the database until the administrator either purges unused messages or archives them. Archived messages can still be accessed via PhonePad's search feature, however purged messages are permanently deleted and can't be recovered.

### 3.4 Automatic Message Forwarding

PhonePad can automatically forward messages to an email address or mobile/cell phone. While users can activate this option within PhonePad and In-Out Board, 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.



To have PhonePad forward messages to an email address, check the [Send Messages via Email](#) option, enter one or more valid email addresses, and click [OK](#).

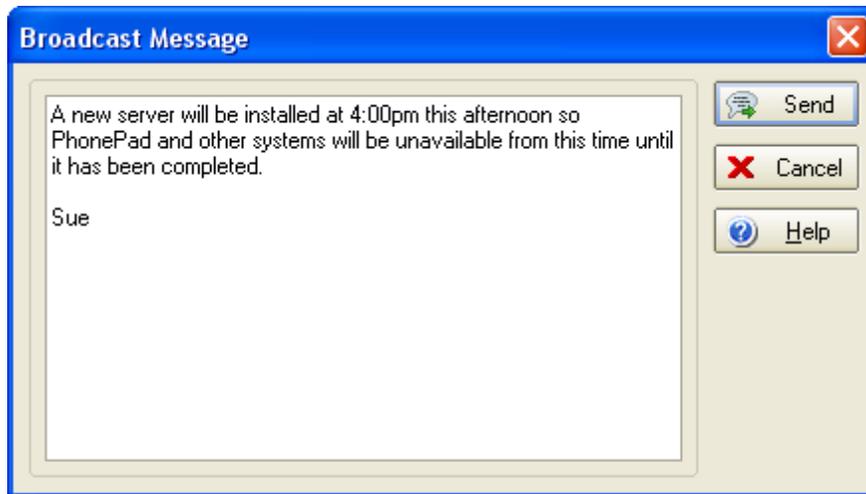
To have PhonePad forward messages to a mobile/cell phone, check the [Send Messages via SMS](#)

option, enter one or more mobile/cell phone numbers, and click [OK](#).

**IMPORTANT:** For message forwarding to work, you need to install the [MessageSender](#) application on one computer on your network. [MessageSender](#) can be installed by your PhonePad installation program. Complete details are documented in the [Installation Manual \(INSTALL.PDF\)](#), and are also available in the Frequently Asked Questions section of our online forums.

## 3.5 Broadcast Messages

This facility allows you to send broadcast messages to all PhonePad users. The messages will be automatically displayed when they are received and will appear on top of all windows. Only users that have PhonePad running will receive the message.

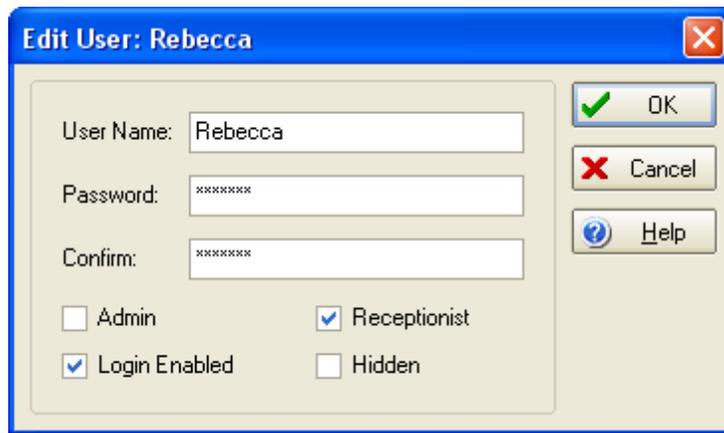


All you need to do is type the message and click the [Send](#) button.

**Important:** You may need to configure your network to use this facility. If you have routers or bridges on your network (or software firewalls such as ZoneAlarm), you may need to open [Port 12500](#) to allow [UDP](#) connections. If you find that the messages aren't being received by PhonePad users (remember, they have to be logged in to PhonePad), then the messages are being blocked somewhere.

## 3.6 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.

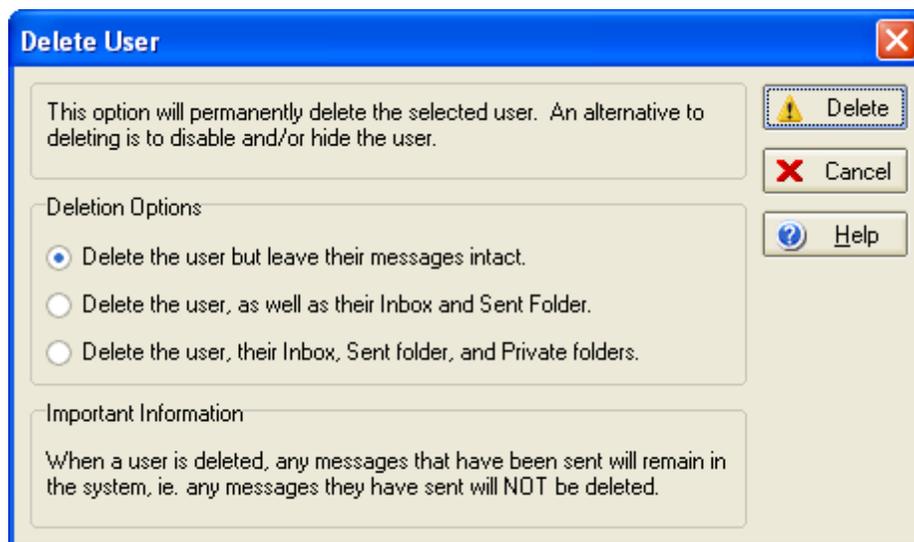


The user's current password is hidden, but you can change it by entering a new password in the *Password* field. You will also need to enter the same password in the *Confirm* field (this is to verify that you entered the password you thought you entered). Click *OK* to save the new password.

### 3.7 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.

## 3.8 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

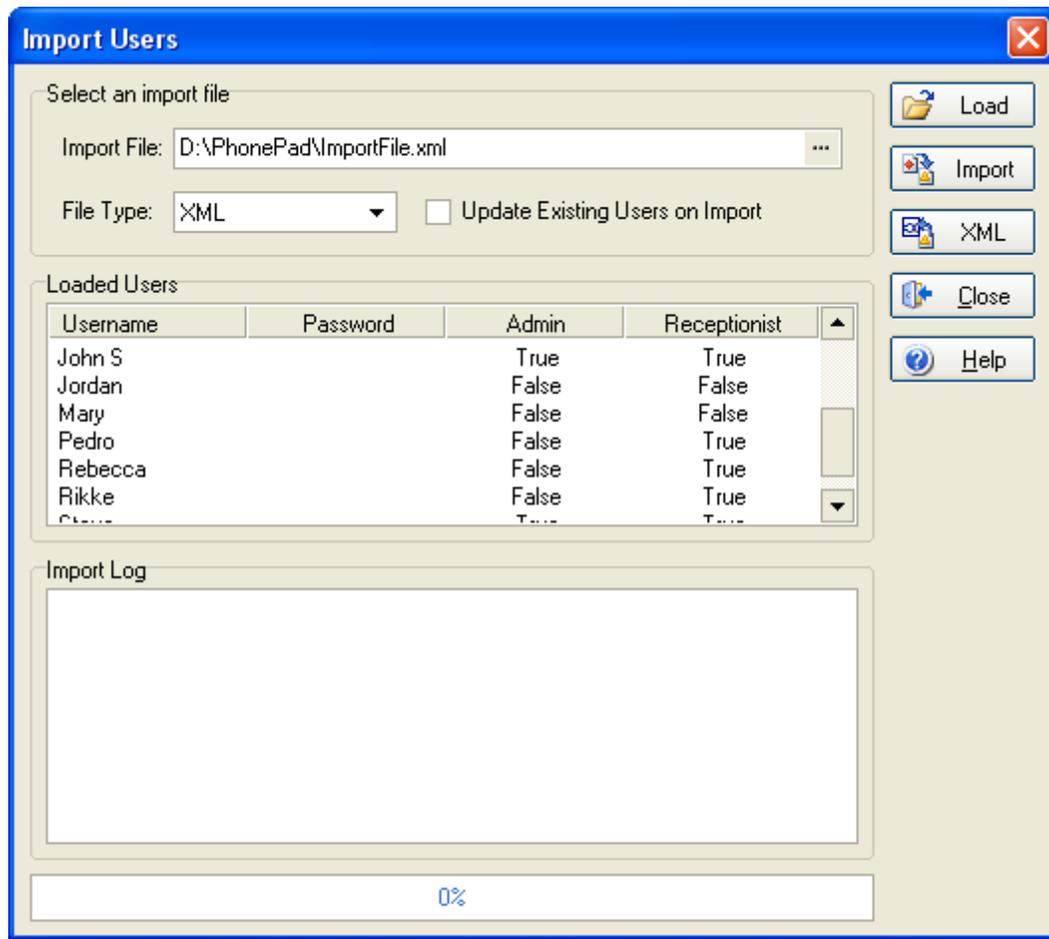
The [Hidden](#) check box allows you to hide usernames from the user and recipient lists that you use for addressing phone and text messages. If you don't want the username to appear in these lists then check this box. A typical use for this is receptionists or administrators. You may not need to send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

## 3.9 Importing Users

PhonePad Admin includes a facility for importing batches of users, ie. you can import dozens or even hundreds of users in one go. It also enables you to update existing users. For example, you can update passwords, and Admin and Receptionist status.

To import users, click on the [Import Users](#) button on the toolbar, select [Import Users](#) from the [File](#) menu, or click on the [Import Users](#) button on the taskbar.

Users can be imported from either a CSV (Comma Separated Value) or an XML file.



## Importing a List of Users

1. Select the *File Type*: CSV or XML.
2. Select the *Import File* by clicking on the ... button
3. If you check the *Update Existing Users on Import* checkbox, users that already exist in PhonePad will have their details updated. If this checkbox is unchecked, the import will ignore any users that exist - their details won't be updated and they won't be overwritten.
4. Click the *Load* button to load the user details from the specified file. This is a good opportunity to check that the information being imported is correct.
5. Click the *Import* button to import them into the PhonePad database.

## Importing from CSV Files

CSV files should be formatted as follows:

<username>, <password>, <true or false>, <true or false>

For example:

```
john, secretpassword, false, false
```

Passwords can be blank, eg. "".

## Importing from XML Files

XML files should be in a specific format. You can create an example XML file by clicking on the [XML](#) button. This will create an XML file consisting of the current users in the PhonePad database (minus their passwords for security reasons).

Example XML file:

```
<?xml version="1.0" encoding="windows-1252" ?>
- <UserImport>
- <Data>
  <Username>Adam</Username>
  <Password>secretpassword</Password>
  <Admin>False</Admin>
  <Receptionist>False</Receptionist>
</Data>
- <Data>
  <Username>Admin</Username>
  <Password>secretpassword</Password>
  <Admin>True</Admin>
  <Receptionist>False</Receptionist>
</Data>
- <Data>
  <Username>Andrew</Username>
  <Password>secretpassword</Password>
  <Admin>False</Admin>
  <Receptionist>False</Receptionist>
</Data>
- <Data>
  <Username>Angus</Username>
  <Password>secretpassword</Password>
  <Admin>True</Admin>
  <Receptionist>False</Receptionist>
</Data>
</UserImport>
```

### 3.10 Label Editor

The built-in Label Editor allows you to customize some of the labels used in phone messages. It features a preview of the labels so you can see what they look like as you make changes. You can access the Label Editor by selecting *Label Editor* from the *Tools* menu.

The screenshot shows the 'Label Editor' window with a preview of a message and a list of labels to be edited.

**Label Editor**

**While You Were Out**

To:  Date:

Caller:  Time:

From:  Phone:

Phoned     
  No action required     
  Wants to see you  
 Returned your call     
  Please phone     
  Will be in at  
 Came to see you     
  Will phone again     
   
 Urgent     
  Will drop by again     
  Private

Subject:

Message Title:

To:	<input type="text" value="To"/>	From:	<input type="text" value="From"/>
Caller:	<input type="text" value="Caller"/>	Subject:	<input type="text" value="Subject"/>
<u>P</u> honed:	<input type="text" value=" &amp;Phoned"/>	<u>W</u> ill phone again:	<input type="text" value=" &amp;Will phone again"/>
<u>R</u> eturned your call:	<input type="text" value=" &amp;Returned your call"/>	<u>W</u> ill drop by again:	<input type="text" value=" Will &amp;drop by again"/>
<u>C</u> ame to see you:	<input type="text" value=" &amp;Came to see you"/>	<u>W</u> ants to see you:	<input type="text" value=" Wants to &amp;see you"/>
<u>N</u> o action required:	<input type="text" value=" &amp;No action required"/>	<u>W</u> ill be in at:	<input type="text" value=" Will &amp;be in at"/>
<u>P</u> lease phone:	<input type="text" value=" P&amp;lease phone"/>		

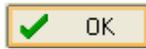
OK Cancel Defaults Import Help

To edit a label, click in one of the edit boxes, or click on the label itself and the edit box will be selected. As you change a label, it will also change in the preview part of the window.

There are some things you need to keep in mind when changing the default labels:

- The underlying functionality remains the same. Although you can change the text of the label, it doesn't change how it works.

- Not all labels can be changed.
- Don't make the labels too long as they may not be displayed correctly.
- Don't add conflicting accelerator keys. They are defined by using an ampersand (&) before a letter.
- If you mess things up you can reset the labels back to their default values.



Saves the label changes you have made.



Exits without saving any of the changes you have made.



Resets the labels back to their default values. Any changes you have made will be lost if you click the [OK](#) button after selecting this option.



Displays information about this application.



Displays online help (which you are now viewing).

### 3.11 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.



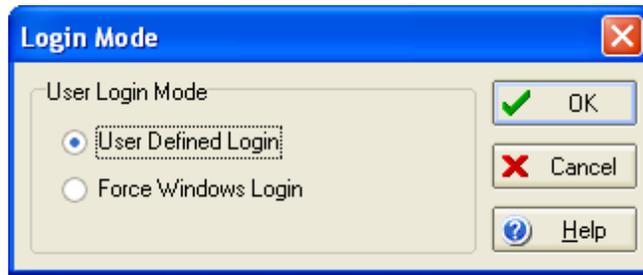
If you are setting up PhonePad for the first time, you would select "Create database".

Select the appropriate option and then click OK.

### 3.12 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.

### 3.13 Logout Users

By selecting this option from the *Tools* menu, you can immediately log all users out of PhonePad. Use this with caution as the users won't get any warning. It would be good practice to send them a broadcast message before doing this.

**Important:** You may need to configure your network to use this facility. If you have routers or bridges on your network (or software firewalls such as ZoneAlarm), you may need to open **Port 12500** to allow **UDP** connections. If you find that the users aren't being logged out then the logout messages are being blocked somewhere.

### 3.14 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.

### 3.15 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.

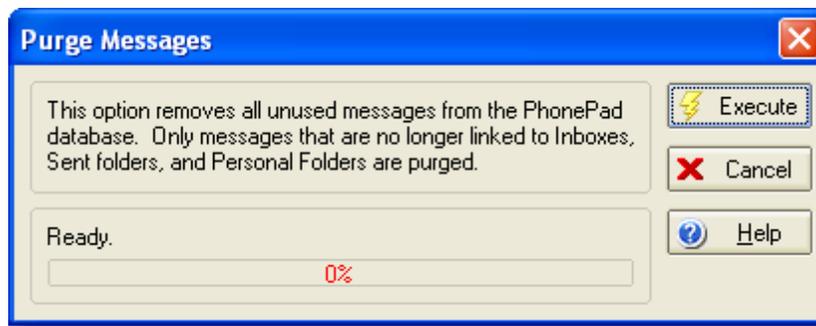
### 3.16 Printing the User List

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.

## 3.17 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 as long as you like.

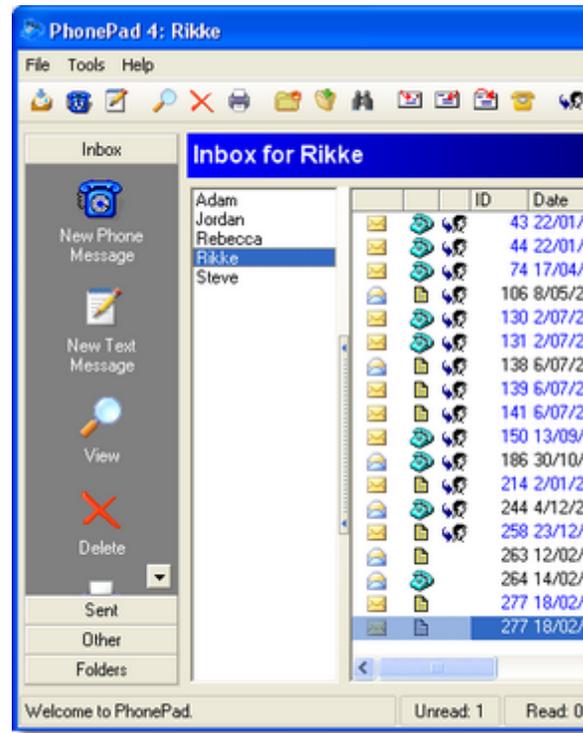
An alternative to purging is archiving. When you purge a message it is totally removed from the PhonePad system. When you archive a message, it is moved out of the main message database into an archive database, which means you can still access the messages at any time.

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

## 3.18 Receptionists

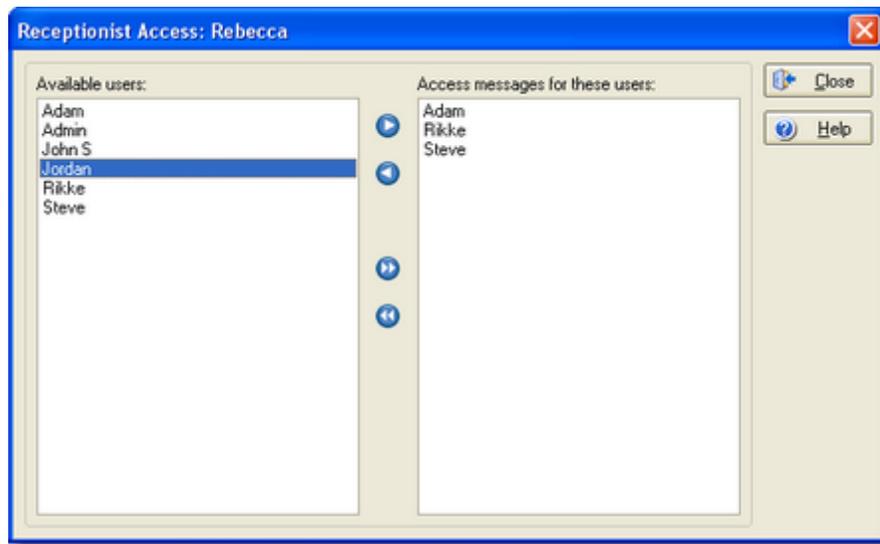
A user designated as a Receptionist can access view Inboxes of other users. When a receptionist logs in to PhonePad, a user list appears between the sidebar and the Inbox message list. By selecting names from the list, the receptionist can switch between Inboxes. However, they can only view Inboxes

they have been give access to via the Receptionist Accessoption.



### 3.19 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.



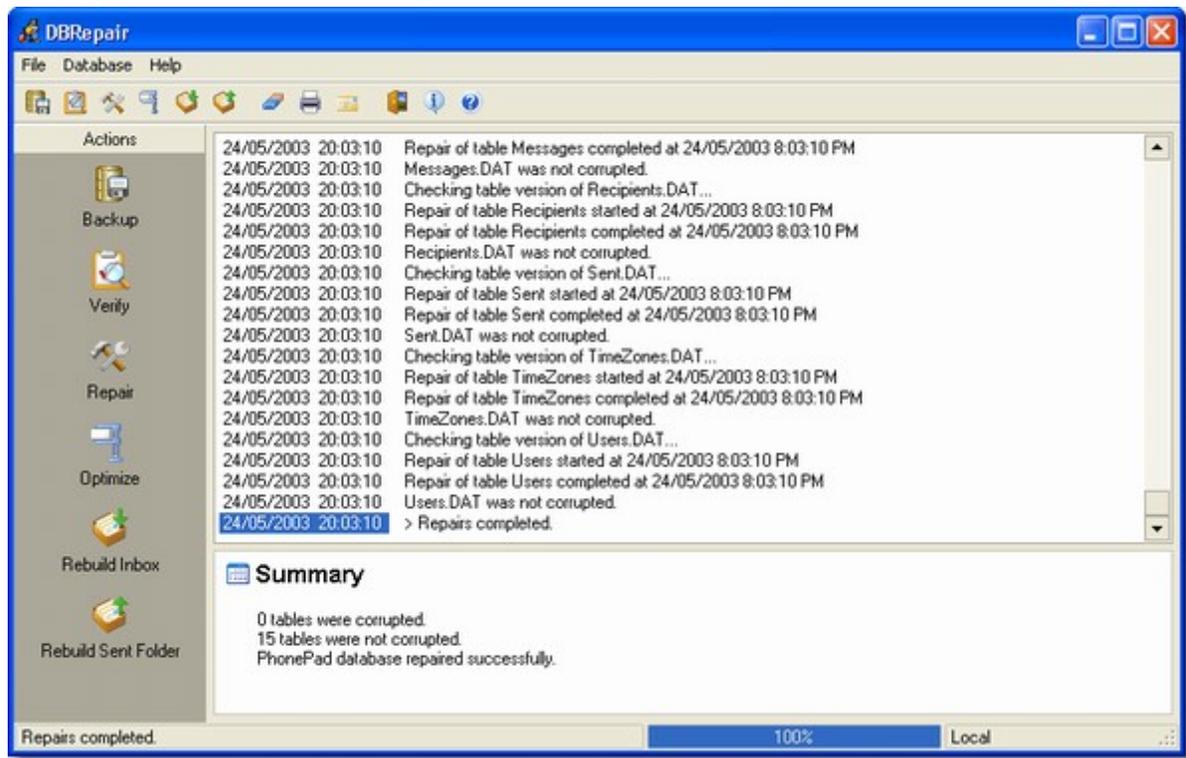
The list on the left displays all available PhonePad users. The selected receptionist can access the Inboxes of all users appearing in the right-hand list.

-  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.

## 3.20 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.

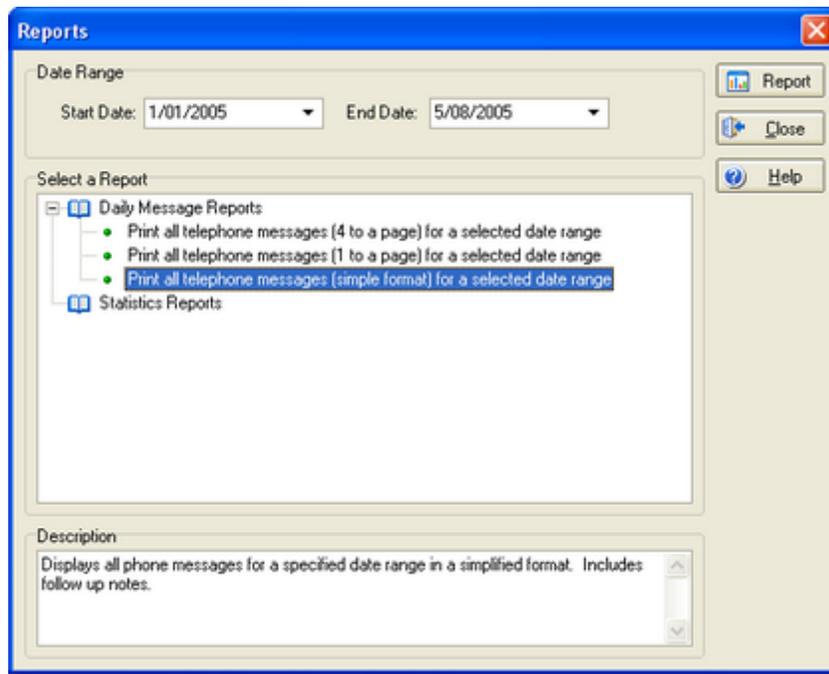
Click the [Repair Database](#) button on the toolbar, select [Repair Database](#) from the [Tools](#) menu, or click on [Repair Database](#) on the taskbar. PhonePad Admin will be shut down and the [DBRepair](#) utility will be run.



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

### 3.21 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.

## 3.22 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.



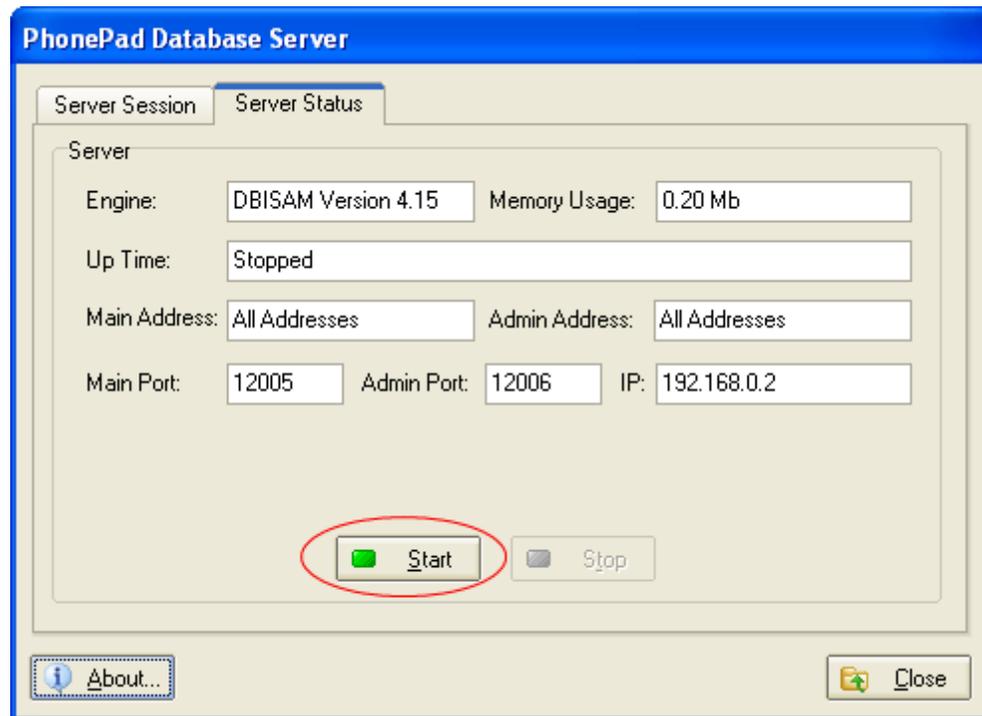
Click [Yes](#) to start the PhonePad database. The database status indicator on the status bar will change to green.

### 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.



## 3.23 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:

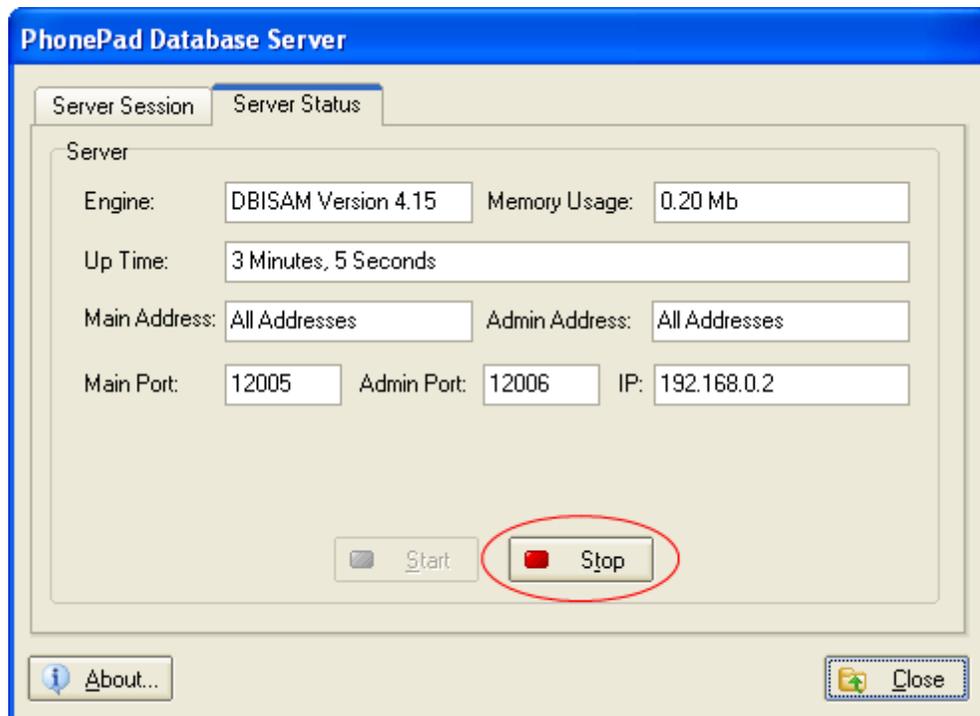


## Shutting Down the PhonePad Database in Remote Mode

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.



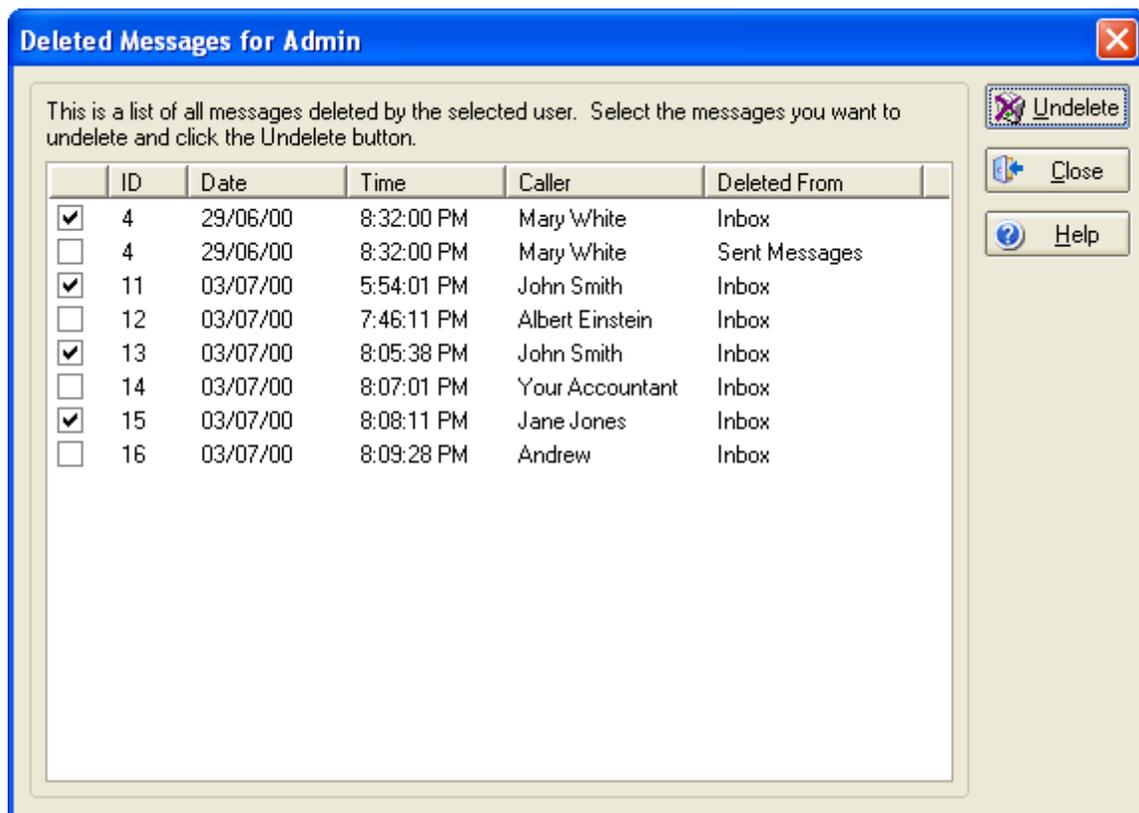
Click on the *Stop* button to shutdown the PhonePad server. All connections will be terminated.



## 3.24 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*.

## 3.25 Viewing the Archive

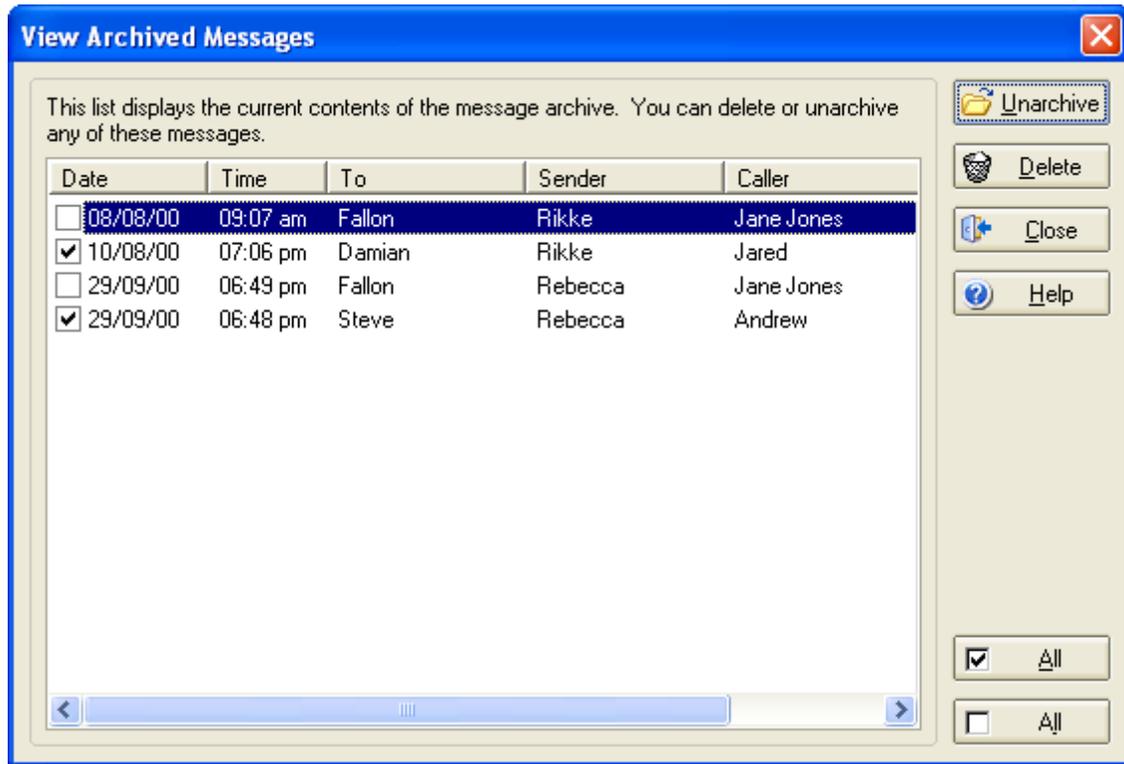
Messages that have been archived can be viewed at any time by using the *View Archive* option. All archived messages will be displayed in a list.

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.

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