

CHAPTER 26 - MESSAGES

- 26.A** Introduction to Messages
- 26.B** The Message Windows
- 26.C** Memo Messages

Introduction to Messages

FirePro2 has a communication system for all FirePro 2 users within your department. You can send and receive messages to and from other users as well as manage messages in the system.

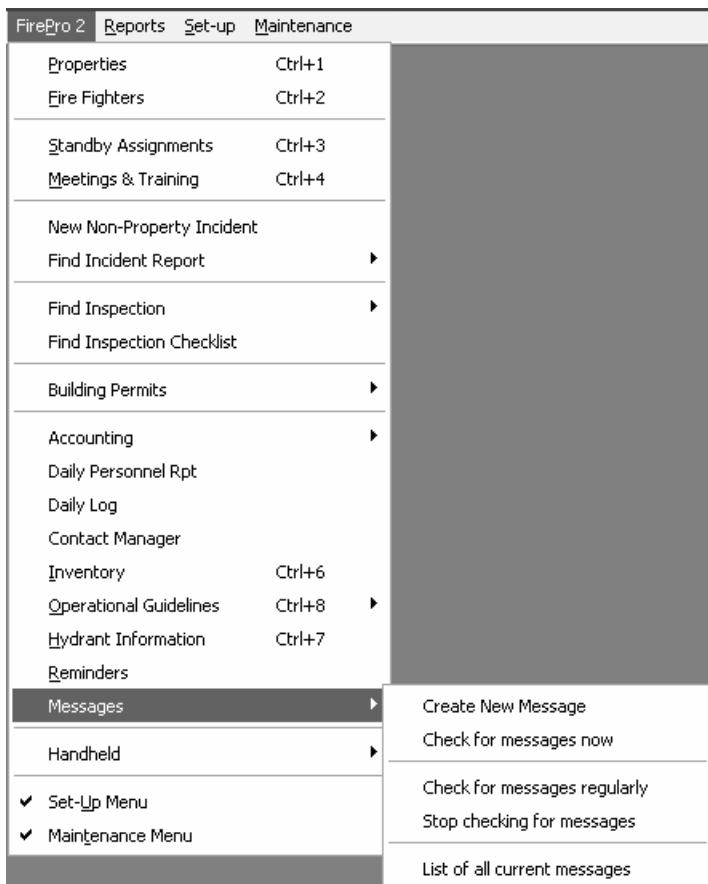
To change default settings for messaging, see:



20.C.110

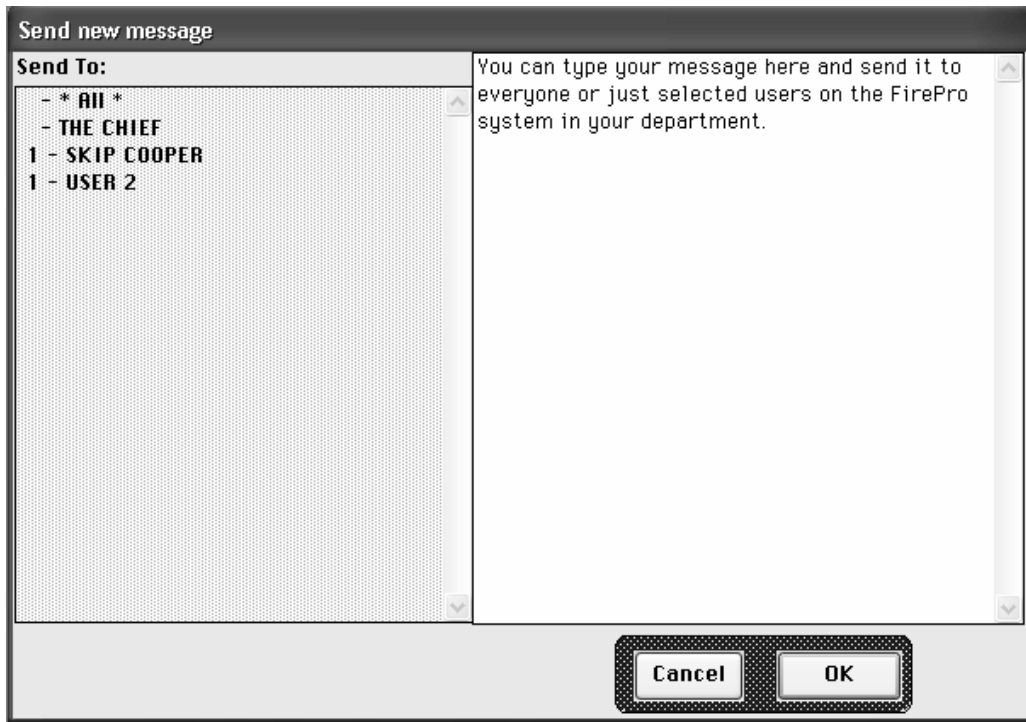
Opening the Message Windows

There are several menu items associated with messages. They are accessed through the FirePro menu.



Create New Message

To create a new message, go to:
FirePro 2 → Messages → **Create New Message**



SEND TO:

Select one or more potential recipients, identified on the left side of the window. Ctrl-Click to choose more than one recipient or choose “*All*” to send this message to all people on this list.

MESSAGE

Type your message on the right side of the window. Clicking “OK” will send the message to the identified recipient(s)

Reading and Replying to Messages

After entering your password, your computer will check for messages to you every 60 seconds that your computer is idle, so it will not interrupt you in the middle of entering other data.

FirePro 2 → Messages → **Check for messages now**

Selecting this option will check the system for any new messages waiting for you immediately. If there are messages waiting, the Message window will pop up.

FrePro2 → Messages → **Check for messages regularly**

Clicking this menu item will set your system to check for new messages every 60 seconds.

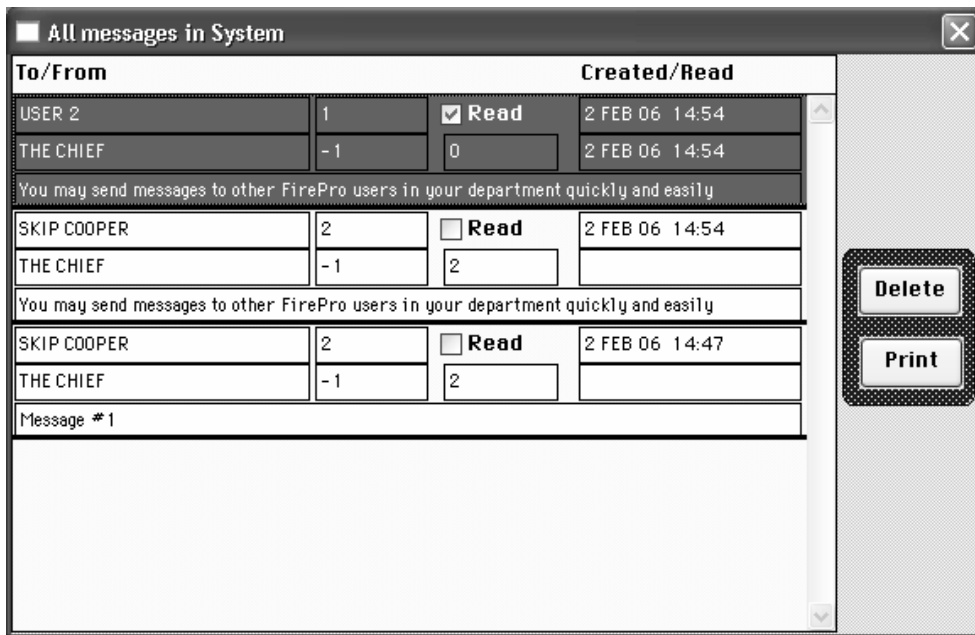
FirePro2 → Messages → **Stop checking for messages**

Clicking this menu item will stop your system from checking for new messages automatically. If you have selected this you will need to check for messages manually. The next time you sign back into the system it will check regularly again.

26.B.30

List of Current Messages

FirePro 2 → Messages → **List of all current messages**



The list of current messages in the system gives you a quick snapshot of all the messages in the system. If an item has been read, the "Read" checkbox will be checked.

You may open the message window by double clicking on a message. You may also delete or print messages from this screen.

By default, this menu item is only available to the system administrator. However, if the "Delete Manually" option is activated, the List of all current messages will be available to all users.



20.C.110

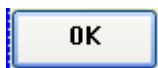
The Message Window

The message window is where you will read incoming messages and reply to them as needed.

The window consists of two main parts – the top portion shows the original message and the bottom portion is where you may enter a reply.

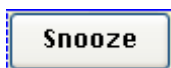


26.B.40.10



Click "OK" to acknowledge receipt of the message and to send your reply (if you have entered one). This will also delete the message from the system.

26.B.40.20



Click Snooze to have the message automatically re-appear in one hour. The Snooze date/time can also be set manually, if you would like to delay the message for a shorter or longer period.

The system default FP2 setting is to delete items once they have been read. To change this setting and delete manually or to prompt for a message that will ask if you want to print a message before it is deleted, go to:



20.C.110


Automatic Memo Messaging

Automatic Memo Messaging is used to send messages to all users without opening FirePro. To use this feature, create a text file called **memo.txt** in the same folder as your FirePro 2 library. Once the file is created, open it and add the memo message you wish to send. Close the file and save it.

When FirePro is open, it will automatically check the **memo.txt** file to see if there is anything in it. If there is, a message will be sent to all users (including the Administrator) in FirePro containing whatever was in **memo.txt**. Once the message has been sent, **memo.txt** is cleared. Since this type of message is not from a specific user in FirePro, the Reply function has been disabled when viewing an automatic memo message.

26.C.10

Memo Messaging Emails

Automatic Memo Messaging can also send E-Mails using the internal FirePro e-mail system. This feature requires that the FirePro internal email system be set-up (see  **20.C.120.20**)

Automatic Memo messaging requires that a specific Email Template be set up (see **3.270**).

To set up an E-mail template for this feature, go to **FirePro 2 --> Create E-Mail**. Enter the e-mail addresses you want the automatic memo message sent to. **Subject** can be filled in, if not the E-mail subject will read 'Auto Memo'. An e-mail message will be sent to every address in the **To, CC, and BCC** lists containing the text from the file **memo.txt** in the **Body**.

To set up an E-mail template for this feature, go to **FirePro 2 --> Create E-Mail**. Enter the e-mail addresses you want the automatic memo message sent to. **Subject** can be filled in, but if it is not the E-mail subject will read 'Auto Memo'.

Once all desired information has been entered for the template, go to **Action --> Choose as Auto Memo Template** to set this e-mail as the memo template. An e-mail message will be sent to every address in the **To, CC, and BCC** lists containing the text from the file **memo.txt** in the **Body**.