



British Telecom Business Systems

# Messaging

Tonto personal information centre

**Merlin**  
Business Systems

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This manual explains how to use electronic messaging on the TONTO.

The 3 parts of this manual are introduced here. Each part has a detailed Contents list on the first page. There's also a comprehensive index to help you locate information quickly.

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# A

## Introducing Messaging

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# 1

## What Messaging can do

*Explains what Messaging is and how using it on the TONTO can help you.*

Messaging enables you to send high quality, written messages from the screen of your TONTO to that of another TONTO owner, and receive messages back, over the telephone network. Messaging provides written communication with the speed and convenience of a telephone call.

Messaging is suitable for much of the correspondence you typically need to send, in or out of the office. Using Messaging, you can now send messages when before you'd have sent:

- ☐ telexes
- ☐ memos
- ☐ letters
- ☐ agendas and minutes of meetings
- ☐ personal notes, etc

It can also act as a useful backup to the telephone, enabling you to immediately confirm the contents of a call, or leave a message for someone who has not answered the phone.

Messaging is straightforward, because to send a message all you need is the telephone number of the TONTO owner you want to receive the message. Unlike telex (and some other systems), Messaging ensures that the text of your message is received exactly as you sent it.

The Messaging feature is easily accessible from the Top Level Menu. It allows you to:

- ☐ edit messages on the screen until the text is right
- ☐ store messages in the TONTO and print them when you need them

Messaging also provides the TONTO with a 'notepad' in which you can jot down notes for your own use. If you choose, notes can be addressed and then sent, just like other messages.

Everything you need to know to use Messaging is explained in this manual. It does, however, assume you are familiar with some of the basic features of the TONTO, such as the keyboard, which are explained in the *Handbook*.

The rest of Part A introduces you to Messaging by explaining how it works, then how you can deal with messages in much the same way as you would deal with written correspondence, and lastly how to start off.

# 2

## How Messaging works

*Explains in simple terms what you'll need to know about how Messaging works, and how you would use it in a typical office.*

Messaging is not complicated and needs only a little introduction, which this section provides. First, the section explains about messages, then how messages are handled by the TONTO, how they are sent to and from it, and finally, how Messaging relates to the way you deal with correspondence at present.

### Messages

Messaging is best suited to sending concise communications; those you would at present send as memos or telexes. But it can be used to send documents as large as about two closely-typed A4 pages.

Any text sent by Messaging is sent as a *message*. All the messages sent to you will have the following format:

CREATED: 15:30 10/03/76	RECEIVED: 15:40 10/03/76
-------------------------	--------------------------

---

FROM: Alexander Graham Bell  
NUMBER: 111  
TO: Thomas A Watson  
NUMBER: 112  
SUBJECT: Telephone message

Watson, please come here. I want to see you.

There are a number of headings and, below them, text can be written in whatever form is required, just as in a letter.



The exact way in which messages are displayed on the screen of the TONTO is described later. At the moment it's sufficient to know that the TONTO displays messages one at a time, for you to read. (With some long messages, only the first part is displayed initially.)

## The In-tray, Notepad, and Out-tray

Messaging uses three areas of the TONTO's store for messages:

- ☐ IN-TRAY where messages sent to you are stored
- ☐ NOTEPAD where you write and edit messages and notes
- ☐ OUT-TRAY where messages waiting to be transmitted are stored

You may find it helpful to think of these as being physically separate, and of messages being physically stacked in them, just as they would be if they were on your desk. You can look through messages in the trays or Notepad much as you would flick through a stack of letters on your desk. And as on your desk, you'll see the most recent messages first.

You can move messages between the trays and the Notepad as you require.

## Sending and receiving messages

The TONTO can send a message to any other TONTO. The TONTO sends a message over the telephone network to another machine. All you have to do is provide the telephone number of the other machine, and move the message to the Out-tray. The TONTO then transmits the message automatically, as soon as it can.

To get the full benefits of messaging, the people you deal with must know that they can use Messaging to communicate with you. Whenever you give your address or voice telephone number, tell them that you have a TONTO and give the telephone number you want them to use for messaging. (If you work in an organisation equipped with TONTOs, there may be a directory of Messaging numbers available to you.)



## Controlling messages from the keyboard

Messages can be received by the TONTO whether or not you are at your desk. No action is required from you, and there's no disruptive effect on anything else you may be doing on the TONTO. The TONTO informs you when a message has been received. You can read messages straight away, or leave them to read later. (Messaging allows you to interrupt what you're doing at any time — by pressing the START key, for instance — with no ill effects.)

Messaging provides certain functions that let you deal with messages electronically, in similar ways to which you deal at present with letters. The functions mirror the tasks that are often involved in dealing with correspondence at a typical desk. So, for example, while an unwanted letter would get *thrown in the bin*, an unwanted message is *deleted* from, say, the In-tray.

These functions can all be performed just by the press of a couple of keys on the TONTO keyboard. And the functions available at any one time are always displayed on the screen — so you're never left in doubt about what you can do.

The next few pages explain how you can use Messaging in a typical office environment, by comparing:

- ☐ an in-tray on the desk compared with the TONTO In-tray
- ☐ the work area of the desk compared with the TONTO Notepad
- ☐ an out-tray on the desk compared with the TONTO Out-tray

(If you've used a similar application before, you can skip these pages and go on to the next section.)

At present, correspondence probably arrives in a pile on your desk, even if you don't actually have an in-tray. The mail stays on the desk until you're ready to deal with it. Then you read a document, and probably do one of the following things with it:



If you want to use information from the document or amend it, you keep the document on your desk so you can work on it.



If you want to keep the document — for reference or to work on later — you put it away, possibly in your desk drawer.



If you don't want the document but think someone else should see it, you pass it on to them.

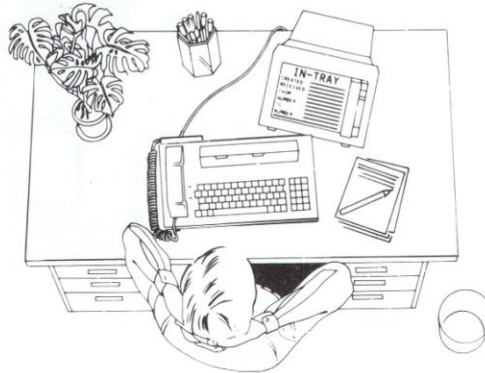


If you don't think the document is worth keeping, you throw it in the bin.



Using Messaging, you can do much the same with a message arriving in the In-tray of the TONTO as with a letter arriving on your desk.

When you've read a message you can leave it where it is, or deal with it using one of the following functions: *move to Notepad*, *print*, or *delete*. Here's how:



To use information from a message, you could *print* it and work from the paper copy. Or you could leave the message in the In-tray, displayed on the screen in front of you. To alter a message, you can *move to Notepad*, where you'll be able to edit it.



To keep a message, you could *print* the message and then file the paper copy away. Alternatively, if you leave the message in the TONTO, it's advisable to *move to Notepad*, to ensure there's room in the In-tray for incoming mail.



To send a message on, you could *print* it and send the paper copy. But the easiest way to send on a message to another TONTO owner is to *move to Notepad*, and re-address the message there before sending it via the Out-tray.



If, having read a message, you don't want to retain it, you can simply *delete* the message. This completely erases the message from the In-tray.

The work area of the desk is where you probably do most of your writing. When you have finished, say, drafting a letter, you usually do one of the following things with the document you have written:



If you're not happy with the letter and want to change it, you keep it in the work area of your desk.



You may decide to file a letter you have been writing — to continue working on or send later — in which case you may well put it in a desk drawer.



When you are satisfied with a letter and are ready to send it, you place it in an envelope to go in the post, send it to the telex room, etc.



If you decide to start again, or not to bother with the letter, you throw it in the bin.

The Notepad is the TONTO's work area for writing and amending messages. It works in a similar way to the In-tray. You can look through stored messages and then use a number of functions that are available. These are *create*, *amend*, *send*, *print*, and *delete*. So when, for example, you have written a message in the Notepad (ie you have *created* it), these functions let you manipulate it as follows:



You can correct the text of the message until you are happy with it, simply by using the editing keys on the TONTO. If you want to change the text of an existing message, for example, to re-address and send on a message you've moved from the In-tray, you can *amend*.



You can keep a message, whether finished or not, in the Notepad. If you leave an unfinished message, you can go back to finish it later by using *amend*.



You can *send* a message from the Notepad; either one you have just finished writing or one that was already in the Notepad. This places the message in the Out-tray, from where it will be transmitted automatically to another TONTO.



If you decide you don't want a message that is in the Notepad, you can always *delete* it.

Once you've sent a letter, you may want to use it again, in a number of ways:



Decide to send another copy of the letter to someone else or to send a slightly different version later. In this case, you'll place it in the work area on the desk to alter.



Decide to keep your copy of the letter and file it away for reference, say, in a desk drawer.



Decide you don't want to keep a copy of the letter that you've sent; so you throw it in the bin.

The TONTO also lets you re-use your copy of a message that you've sent.

From the Out-tray, you can:

- ☐ *move to Notepad*
- ☐ *print*
- ☐ *delete*

You can use these functions on a message as follows:



If you want to send another version of a message — to someone else or in an amended form — you can *move to Notepad*, where you'll be able to amend the message.



If you want to keep your copy of a message, you can *print* it.



If you don't want to keep your copy of a message you've sent, you can *delete* it.

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# 3

## The first time you use Messaging

*There are a few things you may have to do to prepare the TONTO — these are explained here.*

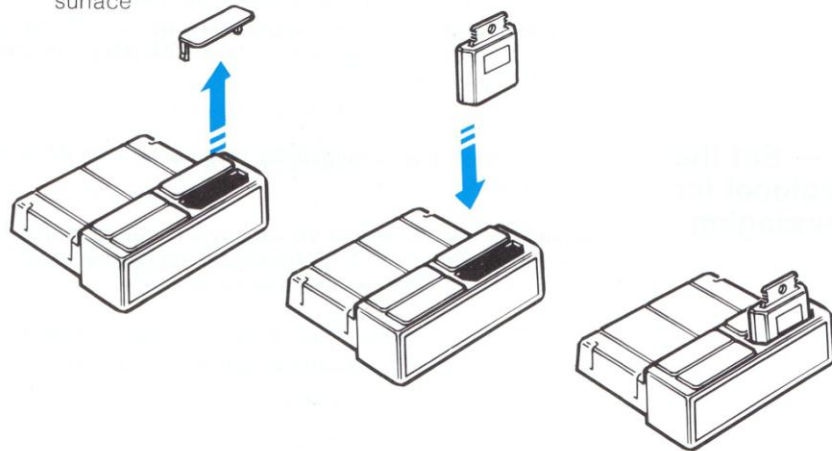
The Messaging feature is supplied on the capsule that comes together with this manual. To use Messaging, you must insert the capsule into the TONTO and then do a few things by way of preparation. Your TONTO may have already been prepared for you. If you're not sure about this, follow the procedures laid out in this section to check that everything has been set up correctly.

If you ever have to unplug the TONTO for any reason, you won't have to repeat this preparation when you next plug it in. The values you set are held in the TONTO's permanent store. (However, the contents of the In-tray, Notepad, and Out-tray are erased by a power failure.)

### 1 — Insert the Messaging capsule

If the Messaging capsule is not already inserted, insert it as follows:

- 1 Stop any applications that are running, and switch off at the mains or pull out the plug. When you switch off the power to the TONTO, everything in its store is lost. If need be, take a copy of the stored data to reload afterwards (using the TONTO Data Record feature)
- 2 Pull out the Rompack from the control unit and place it on a firm level surface



- 3 Expose a connector inside the Rompack by removing either of the rear plastic blanks
- 4 Holding the Messaging capsule vertically, insert it carefully into the slot in the Rompack. The capsule fits only one way round. When you feel that contact has been made with the connector inside the Rompack, press down firmly to locate the capsule securely
- 5 Plug the Rompack back into the control unit. Restore the power and, if necessary, reload data into store

## 2 — Check connection to the telephone network

You should check that the connection of the TONTO to the telephone network is suitable for Messaging.

If the TONTO is connected directly to the public telephone network (PSTN), you'll be able to interchange messages with any other TONTO that is similarly set up for Messaging.

If the TONTO is connected via a private exchange (PABX), you can interchange messages with any other extension that has the Messaging application. You can also send messages over the public telephone network to other Messaging users, provided you can dial out automatically (for example, by dialling 9). However, to receive messages from the public telephone network, the TONTO must be capable of receiving calls directly, without operator intervention. The line you use for messaging must have DIA (Direct Inward Access) or DDI (Direct Dialling In).

## 3 — Set the protocol for messaging

Unless you've ever changed the protocol from its initial setting, there's nothing you need do.

When the TONTO leaves the factory it is set up to use T-Link (the Microcom Networking Protocol). The Messaging application uses T-Link to control the way messages are sent over the telephone line.

If the TONTO is currently set to use a different protocol, you'll have to reset it to use T-Link. Refer to *Advanced Operations* for instructions.



#### 4 — Set up the modem for messaging

Unless you've ever changed the modem settings, there's no setting up to do.

When the TONTO leaves the factory, its *modem* is set up for sending messages using T-Link. The modem converts messages into a suitable form for transmission over the telephone line.

If the modem is currently set up differently, you'll have to change it to use one of the two groups of settings that are suitable for T-Link. For two TONTOs to interchange messages, they must both have modems set up in the same way — you may need to check what settings your correspondents use. Refer to *Advanced Operations* for details.

#### 5 — Set the TONTO to auto-answer messages

If you intend to receive messages as well as send them, you must set up the TONTO to auto-answer messages (which are a type of data call). The procedure will vary, depending on the number of telephone lines your TONTO has (if you need more information, refer to the *Handbook*).

##### *With a two line TONTO*

Just follow each step below. If you get lost, press the START key and try over again.

- 1 With the Top Level Menu displayed, select **Telephone Control** by pressing 2
- 2 Select **Auto-answer Control** by pressing 2
- 3 Select **Set Auto-answer** by pressing 1. The details for line 1 are displayed
- 4 You'll find it convenient to use line 2 for Messaging, so press *f*2 to display the details for line 2
- 5 Press *f*5 to set data auto-answer **ON**.

The status area on the noticeboard for line 2 should now show  
**SET FOR AUTO-DATA.**

It's also worth setting this line to auto-answer voice calls, and setting up a voice response that asks callers to use line 1 for voice calls

- 6 Press the START key

### *With a one line TONTO*

You may find it convenient not to set the TONTO to auto-answer while you are at your desk. This will give you the time and flexibility to answer all calls yourself. You can take voice calls as normal, but when you hear a whistling noise on the line someone is trying to send you a message. In this case, if you press the AUTO key (SHIFT/SPKR) within about 15 seconds, the call is passed back to the TONTO to answer.

When you leave your desk, set auto-answer on. To do this:

- 1 Follow steps 1 to 3 above
- 2 Press *f*5 to set data auto-answer **ON** for line 1. Then press *f*6 to set the time delay **ON**.

The time delay will ensure you still have the opportunity to answer the call yourself.

It's a good idea to set the line to auto-answer voice calls as well

## **6 — Pre-set values for messaging**

You can use Messages Housekeeping to pre-set certain values for Messaging. Follow the procedure set out below. If you get lost, press *f*0 until you get back to the Top Level Menu and then try again.

- 1 Select **Messaging Control** from the Top Level Menu by pressing 3
- 2 Select **Housekeeping** from the Messages Control Menu by pressing 4
- 3 Select **Set defaults** from the Messages Housekeeping Menu by pressing 1

- 4 The Set Defaults display appears. You can now specify the **FROM** name and telephone number that will be automatically included whenever you address a message. Though not essential, specifying this now will save you time later.

Against the **NAME** heading, type the name, title, and so on you want recorded on the messages you send, in whatever form you choose.

Against the **NUMBER** heading, type the telephone number of your TONTO. If you have a two line TONTO, it should be the number of the line you've set to auto-answer data calls. Type the number in the form you want it to appear on the messages you send — for example, in the standard format, Westchester (0111) 98765.

- 5 The rest of the display is concerned with the allocation of store for Messaging. You don't need to alter any of the values shown. (If you want to change the allocation of store to fit in with the requirements of other applications, refer to *Housekeeping* — page 53)

- 5 Press *f*1 to register the entries you've made

- 6 Press *f*0 twice to return to the Top Level Menu

You're now ready to send messages. If you want to do this straight away, go on to the next section

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# 4

## Starting off

*Explains how to select Messaging when you want to use it, how to choose what you want to do, and then how to keep track of your messages when you are doing other things.*

Once you've prepared the TONTO to use Messaging, you can start off straight away.

### Selecting Messaging

Press the START key to display the Top Level Menu. Then press 3 to select Messaging Control.

The Messaging Control Menu appears.

### Choosing what you want to do

From the Messaging Control Menu you can reach all the facilities of Messaging. This menu is shown below.

**MESSAGING CONTROL**

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1 In-tray

2 Notepad (Edit & Send)

3 Out-tray

4 Housekeeping

f1 clear In-tray flag

f2 clear Out-tray flag

f3 auto-save ON/OFF OFF

f4 sending ON/OFF ON

f0 EXIT

To select one of the options from the menu, press the key corresponding to the number of the option you want.

**1 In-tray** The first option is to display the In-tray. You can then look through its contents and deal with the messages sent to you. How to do this is explained in *Dealing with the messages you receive* (see page 43).

**2 Notepad (Edit & Send)** The second option is to display the Notepad. You can use the Notepad as a work area to write, edit or send a message, or write a note. *Writing and sending a message* (see page 29) and *Handling messages and notes in the Notepad* (see page 37) explain how to do this.

**3 Out-tray** The third option is to display the Out-tray. You can then check through the messages placed in the Out-tray for transmission to other TONTOS. How to do this is explained in *Checking the Out-tray* (see page 47).

**4 Housekeeping** The fourth option is to display the Messages Housekeeping Menu. You can then empty the In-tray, Notepad or Out-tray, or change the amount of space available for storing messages. How to do this is explained in *Housekeeping* (see page 53).

All the options except Housekeeping may then display a message, or part of a message, with some extra information:

- ☐ At the top of the display is a heading reminding you where you are in Messaging, for example in the In-tray
- ☐ At the foot of the display are the options available at that point. You can select one of these by pressing a combination of the *f* key and a numberpad key. As usual, options that aren't available appear subdued (for example, you can't *delete* when the In-tray is empty)

You can always get back to the Messaging Control Menu by pressing *f*0.

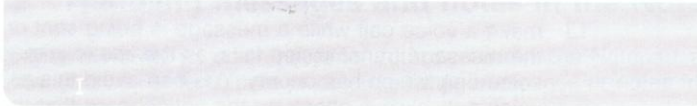
## Keeping track of your messages

Whatever you are doing with the TONTO, you can always keep track of the messages you have sent and the messages being sent to you. Just look out for the indicators that can appear, accompanied by a warning tone, in the Messaging area of the TONTO noticeboard. Look at the noticeboard now — some of the indicators might be displayed. (If the display has blanked out, you can bring it back by pressing the SHIFT key.)



## Using Messaging

Some of these indicators just provide you with information: others signal conditions to which a response is advised. For details of how to respond, see *Troubleshooting* (page 59). For more information, you can look through the messages in the In-tray, Notepad, or Out-tray. In the case of the Out-tray, indicators inform you whether the messages have been sent. The noticeboard indicators are:



**IN-TRAY FLAG** This means you have received one or more messages in the In-tray. You can go to the In-tray and read the messages straight away, or leave them till later.



This means someone tried to send you a message but it could not be received because the In-tray was too full. You should make some space available to ensure messages can be received.



**OUT-TRAY FLAG** This means the Out-tray contains one or more messages that the TONTO tried, but failed, to transmit. You should check they are correctly addressed, and then retry to transmit them from the Out-tray.



This means the Out-tray contains one or more messages that have not yet been transmitted.

## Messaging on a one line TONTTO

If you have a one line TONTTO, you'll be using the same line for voice calls and messaging. In this case, you may occasionally:

- ☐ answer a call that turns out to be a data call — a message being sent to you. You'll hear a whistling noise on the line. Quickly press the AUTO key (SHIFT/SPKR) to pass the call back for the TONTTO to answer
- ☐ make a voice call while a message is being sent or received. If you do this, the message transmission fails, as the line is immediately seized for the voice call, which has priority. You can avoid this as follows. Before starting a voice call, always check on the noticeboard that the line is free, and if it isn't, wait. Of course, if the call is urgent, go ahead — the message can always be sent later



# B

## Using Messaging

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Explains how to write a message in the Notepad and send it to another TONTO owner.

### **2 Handling messages and notes in the Notepad 37**

Explains how to jot down notes for your own use in the Notepad, and how you can amend, print or delete existing messages or notes from Notepad.

### **3 Dealing with the messages you receive 43**

Explains how to find out if you've received messages, how to read messages in your In-tray, and how to deal with messages once you've read them.

### **4 Checking the Out-tray 47**

Explains how to check the Out-tray to deal with transmitted messages — for example, to re-address your copy of a sent message to send to someone else — and failed messages — for example, to retry transmission.

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Business Systems

# 1

## Writing and sending a message

*Explains how to write a message in the Notepad and send it to another TONTO owner.*

You write and send messages from the Notepad of the TONTO. You're able to read through and edit your message until it is correct. The Notepad also provides other facilities — making notes or printing messages, for example — which are explained later.

When you've written a message in the Notepad, you send it by placing it in the Out-tray. The TONTO transmits the message from the Out-tray automatically, as soon as it can. If, for any reason, it fails to transmit a message successfully, an indicator on the noticeboard informs you. *Troubleshooting* (see page 59) explains what to do if a message is not transmitted.

### *For example ...*

You want to send an urgent message to acknowledge safe receipt of some documents that arrived in the morning post.

You select Messaging from the Top Level Menu; then select the Notepad. When the Notepad appears, you create a new message, type the recipient's name and number and then a short message.

When checking the message, you find you've mis-spelt a word in the second line, so you move the cursor back and type over it with the correctly spelt word.

Then, you press a couple of keys to send the message — that's all there is to it.

### Getting to the Notepad

With the Messaging Control Menu displayed, press 2 to select the Notepad.

The Notepad is displayed. If there's anything in it, you're shown the last message or note placed there.

## Writing a message

To write a new message in the Notepad, press *f*8.

A new message is created and placed after any other messages or notes in the Notepad. The CREATE/SEND display appears showing the new message, in which only the current time and date are filled in, as follows:

CREATE/SEND

CREATED: 16:00 10/03/76

SUBJECT: ■

*f*3 address

*f*5 delete address

*f*9 send  
*f*0 EXIT

You can now either address the message, or write the text of a message straight away.

## Addressing a message


To address the displayed message, press *f*3

The address headings appear, as shown below.

CREATE/SEND	
CREATED:	16:00 10/03/76
FROM:	Thomas A Watson
NUMBER:	112
TO:	
NUMBER:	CHARGE BAND:
SUBJECT:	
<div> f3 address f5 delete address f9 send f0 EXIT </div>	

Your name and the telephone number of your TONTO are filled in. (Assuming these were placed in the Set Defaults display when the TONTO was set up for Messaging; otherwise the headings will be blank.)

### Completing the headings

To move the cursor to the next heading, press the TAB or  key. If you want to move back to the previous heading, press the B/TAB key.

- FROM:** If for any reason, you want to use a different name or number, you can simply type over the old one with a new name or new number
- NUMBER:**
- TO:** Type the name of the person to whom you want to send the message, in whatever form you choose. You may include the person's title, company, address, etc, if you wish
- NUMBER:** Type the telephone number of the recipient's TONTO

If two numbers are shown in your telephone directory, use the data number. Don't use a shortcode. Type the number in the form you would dial it — you can use spaces or hyphens to separate groups of numbers if you want to.

If your TONTO first has to get an outside line, for example by dialling 9, separate the 9 from the rest of the number by a full stop. This will ensure an access pause while the line is acquired

**CHARGE BAND:** If you want to record the cost of sending this message, you can type the charge band code associated with the recipient's number. This code will be used by your TONTO to calculate the cost; it will not appear in the message that is sent. (The use of charge band codes is explained in the *Handbook*)

### **Titling a message**

If you want to give your message a title, you can move the cursor to the **SUBJECT** heading — by pressing the TAB key — and then type one. Alternatively, you can leave it blank and go on to the text area.

Once you have completed these headings, your message might look like this:



CREATE/SEND	
CREATED:	16:00 10/03/76
FROM:	Thomas A Watson
NUMBER:	112
TO:	Alexander Graham Bell
NUMBER:	111
	CHARGE BAND:
SUBJECT:	The first message
<div style="border: 1px solid black; height: 100px; width: 100%;"></div>	
<div style="display: flex; justify-content: space-between; font-size: small;"> <span>/3 address</span> <span>/5 delete address</span> <span>/9 send /0 EXIT</span> </div>	

### Writing the text

With the cursor in the text area, simply type the message you want to send. Bear in mind the following:

- ☐ You can use capitals or small letters as you choose
- ☐ When you reach the end of a line, the cursor, and any unfinished word, moves down onto the next line automatically
- ☐ To end a paragraph, press the **↵** key. The cursor will move to the start of the next line. You could then press the **↵** key again, to separate the paragraphs by a blank line, or press the TAB key to indent the start of the new paragraph
- ☐ You can type up to the equivalent of about two closely-typed A4 pages. The text 'scrolls' up as you fill the screen, until you reach the maximum message size
- ☐ What you see is what you get. When your message is received at its destination, or printed, the text will look just as it does now

A completed message might look like this:

CREATE/SEND

CREATED: 16:00 10/03/76

TO: Alexander Graham Bell

NUMBER: 111

SUBJECT: The first message

CHARGE BAND:

I heard you! You said: "Watson, please come here. I want to see you."  
The first words spoken over a telephone line - what a remarkable achievement!  
People will be able to talk to each other wherever they are.  
Perhaps, one day, it will even be possible to send textual messages over the  
telephone line. Think of the benefits of having a permanent record of these  
words.  
Mr. Bell, do you understand what I say?■

f3 address f5 delete address

f9 send  
f0 EXIT

You can leave a message — finished or not — in the Notepad by pressing *f0*, but in most cases you'll want to send it straight away.

## Correcting a message

You may, while writing a message, make a mistake or type something you later want to change. To replace text, simply move the cursor back and type over the characters in question. Anything in the highlighted areas of the display can be corrected.

The following keys will be useful when correcting a message. If you haven't already used these keys on the TONTO, the easiest way to find out exactly what they do is to try them.



### Moving the cursor



One position to the left or right. Within the text area, in combination with the SHIFT key, moves by one word in the relevant direction.



Within the text area, one line up or down. In combination with the SHIFT key, moves ten lines in the relevant direction.



Forward to the next highlighted area (eg from the **NUMBER** heading to the **SUBJECT** heading). Within the text area, forward to the next tab stop; there are ten tab stops, spaced evenly across the display.



Back to the previous highlighted area. Within the text area, back to the previous tab stop; if the cursor is at the start of the text area, back to the **SUBJECT** heading.

### Editing



Moves the character under the cursor, and all those after it, one position to the right. This makes space for you to insert a character.



Deletes the character before the cursor, and then moves the cursor over this space. You can now type a different character.



Deletes the character under the cursor and closes up the space.



Ends the paragraph and moves the cursor to the start of the next line. If there's text after the cursor, this moves down too. If the cursor is already at the start of a line, it has the effect of inserting a blank line.



Deletes all characters from that under the cursor to the end of the line. So if the cursor is at the start of a line, the entire line is deleted.

## **Sending a message**

When the message is addressed and complete to your satisfaction, press *f*9 to send the message.

The message is placed in the Out-tray and a confirmation displayed. The message is transmitted as soon as possible.

After the message has been transmitted, your copy of it remains in the Out-tray.

# 2

## Handling messages and notes in the Notepad

*Explains how to jot down notes for your own use in the Notepad, and how you can amend, print, or delete existing messages or notes from the Notepad.*

You can do other things — apart from writing messages — in the Notepad.

The TONTO lets you write notes in the Notepad. Notes are, in effect, unaddressed messages. Notes remain in the Notepad, where they can be viewed, edited, or addressed to form messages (which can then be sent), as you require.

The Notepad is where Messaging lets you amend messages or notes. These can be received messages you moved from the In-tray, messages you moved back from the Out-tray, or notes you left in the Notepad. A full range of editing functions is provided.

You can print messages or notes from the Notepad, if you have a printer. You can also delete them when they are no longer required.

### *For example ...*

While looking for a note you made a few days ago, you notice that the Notepad is getting cluttered with old notes and messages. You decide to clear it out.

You find three outdated notes, which you delete. There are four received messages from the previous week, which you usually print, place in the filing cabinet, and delete from the Notepad — so you do this.

That leaves the two messages you received this morning, and the note you came to the Notepad to read; you leave these.

### Getting to the Notepad

With the Messaging Control Menu displayed, press 2 to select the Notepad.

The Notepad is displayed, normally showing the last message or note placed in the Notepad. However, if you are returning to the Notepad from elsewhere in Messaging, the last message or note you saw here is displayed. (This allows you to leave the Notepad temporarily and return later to resume where you left off.)

If you return to the Notepad by pressing the RESUME key, the message or note you left by pressing START is displayed. (The same rule applies to the In-tray and Out-tray.)

↑  
OR  
↓

You can display the rest of the current message, and move back and forth through the message to display the part you want.

To find other messages:

*f*4 Displays the next message or note

You can write a note in the Notepad, simply by writing a message without addressing it. A note remains in the Notepad, and cannot be sent unless you address it to form a message.

# NOTEPAD

---

CREATED: 16:12 10/03/76

---

SUBJECT: The first telephone

That first telephone was a very simple mechanism, consisting of a wooden frame on which was mounted one of Bell's harmonic receivers and a mouthpiece arranged to direct the voice against the other side of the drumhead.

---

!! scroll	f3 previous	f5 delete	f7 amend/send	f9 send
	f4 next	f6 print	f8 create/send	f0 EXIT

1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25. 26. 27. 28. 29. 30. 31. 32. 33. 34. 35. 36. 37. 38. 39. 40. 41. 42. 43. 44. 45. 46. 47. 48. 49. 50. 51. 52. 53. 54. 55. 56. 57. 58. 59. 60. 61. 62. 63. 64. 65. 66. 67. 68. 69. 70. 71. 72. 73. 74. 75. 76. 77. 78. 79. 80. 81. 82. 83. 84. 85. 86. 87. 88. 89. 90. 91. 92. 93. 94. 95. 96. 97. 98. 99. 100. 101. 102. 103. 104. 105. 106. 107. 108. 109. 110. 111. 112. 113. 114. 115. 116. 117. 118. 119. 120. 121. 122. 123. 124. 125. 126. 127. 128. 129. 130. 131. 132. 133. 134. 135. 136. 137. 138. 139. 140. 141. 142. 143. 144. 145. 146. 147. 148. 149. 150. 151. 152. 153. 154. 155. 156. 157. 158. 159. 160. 161. 162. 163. 164. 165. 166. 167. 168. 169. 170. 171. 172. 173. 174. 175. 176. 177. 178. 179. 180. 181. 182. 183. 184. 185. 186. 187. 188. 189. 190. 191. 192. 193. 194. 195. 196. 197. 198. 199. 200. 201. 202. 203. 204. 205. 206. 207. 208. 209. 210. 211. 212. 213. 214. 215. 216. 217. 218. 219. 220. 221. 222. 223. 224. 225. 226. 227. 228. 229. 230. 231. 232. 233. 234. 235. 236. 237. 238. 239. 240. 241. 242. 243. 244. 245. 246. 247. 248. 249. 250. 251. 252. 253. 254. 255. 256. 257. 258. 259. 260. 261. 262. 263. 264. 265. 266. 267. 268. 269. 270. 271. 272. 273. 274. 275. 276. 277. 278. 279. 280. 281. 282. 283. 284. 285. 286. 287. 288. 289. 290. 291. 292. 293. 294. 295. 296. 297. 298. 299. 300. 301. 302. 303. 304. 305. 306. 307. 308. 309. 310. 311. 312. 313. 314. 315. 316. 317. 318. 319. 320. 321. 322. 323. 324. 325. 326. 327. 328. 329. 330. 331. 332. 333. 334. 335. 336. 337. 338. 339. 340. 341. 342. 343. 344. 345. 346. 347. 348. 349. 350. 351. 352. 353. 354. 355. 356. 357. 358. 359. 360. 361. 362. 363. 364. 365. 366. 367. 368. 369. 370. 371. 372. 373. 374. 375. 376. 377. 378. 379. 380. 381. 382. 383. 384. 385. 386. 387. 388. 389. 390. 391. 392. 393. 394. 395. 396. 397. 398. 399. 400. 401. 402. 403. 404. 405. 406. 407. 408. 409. 410. 411. 412. 413. 414. 415. 416. 417. 418. 419. 420. 421. 422. 423. 424. 425. 426. 427. 428. 429. 430. 431. 432. 433. 434. 435. 436. 437. 438. 439. 440. 441. 442. 443. 444. 445. 446. 447. 448. 449. 450. 451. 452. 453. 454. 455. 456. 457. 458. 459. 460. 461. 462. 463. 464. 465. 466. 467. 468. 469. 470. 471. 472. 473. 474. 475. 476. 477. 478. 479. 480. 481. 482. 483. 484. 485. 486. 487. 488. 489. 490. 491. 492. 493. 494. 495. 496. 497. 498. 499. 500. 501. 502. 503. 504. 505. 506. 507. 508. 509. 510. 511. 512. 513. 514. 515. 516. 517. 518. 519. 520. 521. 522. 523. 524. 525. 526. 527. 528. 529. 530. 531. 532. 533. 534. 535. 536. 537. 538. 539. 540. 541. 542. 543. 544. 545. 546. 547. 548. 549. 550. 551. 552. 553. 554. 555. 556. 557. 558. 559. 560. 561. 562. 563. 564. 565. 566. 567. 568. 569. 570. 571. 572. 573. 574. 575. 576. 577. 578. 579. 580. 581. 582. 583. 584. 585. 586. 587. 588. 589. 590. 591. 592. 593. 594. 595. 596. 597. 598. 599. 600. 601. 602. 603. 604. 605. 606. 607. 608. 609. 610. 611. 612. 613. 614. 615. 616. 617. 618. 619. 620. 621. 622. 623. 624. 625. 626. 627. 628. 629. 630. 631. 632. 633. 634. 635. 636. 637. 638. 639. 640. 641. 642. 643. 644. 645. 646. 647. 648. 649. 650. 651. 652. 653. 654. 655. 656. 657. 658. 659. 660. 661. 662. 663. 664. 665. 666. 667. 668. 669. 670. 671. 672. 673. 674. 675. 676. 677. 678. 679. 680. 681. 682. 683. 684. 685. 686. 687. 688. 689. 690. 691. 692. 693. 694. 695. 696. 697. 698. 699. 700. 701. 702. 703. 704. 705. 706. 707. 708. 709. 710. 711. 712. 713. 714. 715. 716. 717. 718. 719. 720. 721. 722. 723. 724. 725. 726. 727. 728. 729. 730. 731. 732. 733. 734. 735. 736. 737. 738. 739. 740. 741. 742. 743. 744. 745. 746. 747. 748. 749. 750. 751. 752. 753. 754. 755. 756. 757. 758. 759. 760. 761. 762. 763. 764. 765. 766. 767. 768. 769. 770. 771. 772. 773. 774. 775. 776. 777. 778. 779. 780. 781. 782. 783. 784. 785. 786. 787. 788. 789. 790. 791. 792. 793. 794. 795. 796. 797. 798. 799. 800. 801. 802. 803. 804. 805. 806. 807. 808. 809. 810. 811. 812. 813. 814. 815. 816. 817. 818. 819. 820. 821. 822. 823. 824. 825. 826. 827. 828. 829. 830. 831. 832. 833. 834. 835. 836. 837. 838. 839. 840.

### Amending message or note

message or  
note

You can now amend the message or note as follows:

- ☐ correct the text, in the same way as described on page 35. You can type, or type over, text in the highlighted areas, using the cursor movement and editing keys if required.

In the message shown on the previous page, the cursor is positioned ready to type over the word 'textual'

- ☐ add an address
- ☐ delete the address

When you've finished, press *f0* to return the amended message to the Notepad.

### **Addressing a note**

To address the displayed note, press *f3*.

The address headings are inserted above the subject heading. Complete these headings in the same way as described on page 31.

### **Deleting the address**

To delete the address headings from the displayed message, press *f5*.

You're then given the chance to change your mind. To confirm you want to delete the addresses, press *Y*. The address headings disappear and the space is closed up.

If you don't want to delete the addresses, press the *N* key to abandon the deletion.

### **Printing a message or note**

To print the displayed message or note from the Notepad, press *f6*.

A copy of the message (headings and text) is printed; the message remains in the Notepad.

You must, of course, have a printer connected. Refer to *Advanced Operations* for information on using various types of printer stationery.



### Deleting a message or note

To delete the displayed message or note from the Notepad, press *f5*.

You're then given the chance to change your mind. (You can't recover a message as you might a screwed up paper from the bin.) To proceed with the deletion, press *Y*. The message or note is deleted, and a confirmation displayed.

If you don't want to delete this message, press the *N* key to abandon the deletion.

### Leaving the Notepad

To exit from the Notepad, press *f0*.

The Messaging Control Menu is displayed.

BLANK PAGE

# 3

## Dealing with the messages you receive

*Explains how to find out if you've received messages, how to read messages in your In-tray, and how to deal with messages once you've read them.*

The TONTO receives messages in its In-tray without action from you. When a message is received, an **I** indicator appears on the noticeboard to inform you. This indicator just tells you that one or more messages are in the In-tray — you don't have to look at or deal with them until you are ready.

You can read the messages in the In-tray by looking through the tray and displaying the messages one at a time. Once you have read a message, there are a number of things you can do.

You can print a message from the In-tray, if you have a printer.

You can leave messages in the In-tray. Since the **I** indicator only goes out when the In-tray becomes empty, you can clear the indicator manually from the Messaging Control Menu if you want to be informed when more messages are received.

However, if you take each message out of the In-tray after you've read it, you'll know when you have dealt with the last message because the **I** indicator disappears. Then, you'll know when it appears again that more messages have been received.

You can deal with a message in the following ways:

- ☐ DELETE a message, if you don't want to keep the message in the TONTO.

If you receive a confidential message, you may want to print it as soon as you read it, and then delete it from the In-tray. You can't stop people looking through your In-tray when you are not at the desk, but you can lock the paper copy away.

- ☐ MOVE a message to the Notepad. You can then re-address the message to send it on to someone else, or view it in the Notepad later.

If you move messages to the Notepad as soon as you've read them, you'll not only be able to check your In-tray quickly, but there will be much less danger of the In-tray getting too full to receive messages.

*For example ...*

You arrive at your desk to find the noticeboard on the TONTO indicating there are some messages in your In-tray.

At that moment the phone rings. You answer the call and have to act on some information you're given. Some time later, you return to your desk and decide to read your messages. So you select Messaging from the Top Level Menu, and then select the In-tray.

The last message that was received is displayed; you read it, and decide to delete it. The **I** indicator remains displayed on the noticeboard, so you look through the In-tray for the other message(s), and find two.

You read these messages, decide to keep them for later action, so you move them to the Notepad. The **I** indicator disappears, and you then press the START key to return to the Top Level Menu, before carrying on with your work.

## Getting to the In-tray

With the Messaging Control Menu displayed, press 1 to select the In-tray.

The In-tray is displayed, normally showing the last message that was received. However, if you are returning to the In-tray from elsewhere in Messaging, the last message you saw here is displayed.

A received message in the In-tray might look like this:

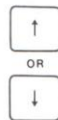
| IN-TRAY   |                       |
|---|-----------------------|
| CREATED:  | 15:30 10/03/76        |
| RECEIVED:   | 15:40 10/03/76        |
| FROM:   | Alexander Graham Bell |
| NUMBER:   | 111                   |
| TO:   | Thomas A Watson       |
| NUMBER:   | 112                   |
| SUBJECT:  | Telephone message     |
| Watson, please come here. I want to see you.                      |                       |
| ↑ scroll   f3 previous   f5 delete   f8 move to notepad   /0 EXIT |                       |
| ↓ next   f6 print   |                       |

If the displayed message is the one that you want, you can read it and deal with it as explained below. Otherwise, you can look through the In-tray for other messages that may be there.

### Looking through the In-tray

The In-tray is displayed along with part or all of a message.

You can display the rest of the current message, and move back and forth through the message to display the part you want.



To move the display on or back by one line, press and release.  
To move in larger steps, press the SHIFT key at the same time

To find other messages:

f3 Displays the previous message in the In-tray

f4 Displays the next message in the In-tray

### Printing a message

To print the displayed message from the In-tray, press *f*6. You must, of course, have a printer connected.

A copy of the message (headings and text) is printed; the message remains in the In-tray.

### Deleting a message

To delete the displayed message from the In-tray, press *f*5.

You're then given the chance to change your mind. To confirm you want to delete this message, press Y. The message is deleted, and a confirmation displayed.

If you don't want to delete this message, press the N key to abandon the deletion.

### Moving a message to the Notepad

To move the displayed message from the In-tray to the Notepad, press *f*8.

A confirmation appears over the display of the message. The message has been moved to the Notepad. When you display the message in the Notepad, you'll see that the time of receipt and sender's name and telephone number are retained as part of the message for reference.

### Clearing the I indicator

To clear the In-tray flag from the noticeboard:

- 1 Press *f*0 to return to the Messaging Control Menu
- 2 Press *f*1 to clear the flag

Now, though there is still a message in the In-tray, if the indicator re-appears, you'll know another message has arrived.

### Leaving the In-tray

To exit from the In-tray, press *f*0.

The Messaging Control Menu is displayed



# 4

## Checking the Out-tray

*Explains how to check the Out-tray to deal with transmitted messages — for example, to re-address your copy of a sent message to send to someone else — and failed messages — for example, to retry transmission.*

Messages in the Out-tray show a status indicator. This indicator tells you whether a message:

- ☐ is **WAITING** to be transmitted
- ☐ is **ACTIVE**, being transmitted now
- ☐ has been **SENT**
- ☐ has **FAILED** to be transmitted

Therefore, a message in the Out-tray that has been transmitted successfully displays a **SENT** indicator, like this:

| OUT-TRAY  |                       |
|---|-----------------------|
| CREATED:  | 16:00 10/03/76        |
| SENT  |                       |
| FROM:   | Thomas A Watson       |
| NUMBER:   | 112                   |
| TO:   | Alexander Graham Bell |
| NUMBER:   | 111                   |
| CHARGE BAND:  |                       |
| SUBJECT:  | The first message     |
| I heard you! you said: "Watson, please come here. I want to see you."   |                       |
| The first words spoken over a telephone line - what a remarkable achievement! People will be able to talk to each other wherever they are.                      |                       |
| Perhaps, one day, it will even be possible to send written messages over the telephone line. Think of the benefits of having a permanent record of these words. |                       |
| !; scroll f3 previous f5 delete f9 retry  |                       |
| f4 next f6 print f8 move to notepad f0 EXIT   |                       |

You'll need to check the Out-tray on the following occasions:

- ☐ **TO EDIT A MESSAGE** If you want to alter your copy of a sent message to use again, or if you want to re-address it to send to someone else, you can move the message to the Notepad. You'll then be able to edit the message.
- ☐ **AS A REGULAR CHECK** You should delete your copy of sent messages regularly — say once a day — to stop them cluttering the Out-tray.

You can delete a message from the Out-tray. If you want to print the message first — to keep a permanent record of the message you sent — you can do so.

- ☐ **TO RETRY A FAILED MESSAGE** When the Out-tray flag, **F**, appears on the noticeboard, you know that a message has failed to be transmitted. When you look through the Out-tray, any failed message will be marked **FAILED**.

A message may fail for a number of reasons (see *Troubleshooting*, page 59); you can retry a failed message from the Out-tray.

If you want to leave a failed message in the Out-tray but still be informed if another message fails, you can clear the Out-tray flag from the noticeboard

#### *For example ...*

The noticeboard informs you that there are messages in the Out-tray that failed to be transmitted. So you select Messaging from the Top Level Menu, and then select the Out-tray.

You look through the Out-tray, and find one message showing a **FAILED** indicator. After checking the recipient's number is typed correctly, you retry the message.

While looking through, you notice your copies of some **SENT** messages, so you print and then delete them to tidy up the tray. You then return to what you were doing.

## Getting to the Out-tray

With the Messaging Control Menu displayed, press 3 to select the Out-tray.

The Out-tray is displayed, normally showing the last message you sent. However, if you are returning to the Out-tray from elsewhere in Messaging, the last message you saw here is displayed.

If the displayed message is the one you want, you can deal with it as explained below. Otherwise, you can look through the Out-tray for other messages that may be there.

## Looking through the Out-tray

The Out-tray is displayed along with part or all of a message.

You can display the rest of the current message, and move back and forth through the message to display the part you want.



OR



To move the display on or back by one line, press and release.

To move in larger steps, press the SHIFT key at the same time.

To find other messages:

*f*3 Displays the previous message in the Out-tray

*f*4 Displays the next message in the Out-tray

## Moving a message back to the Notepad

To move the displayed message from the Out-tray back to the Notepad, press *f*8.

A confirmation appears over the display of the message. The message has been moved to the Notepad, and placed after any other messages or notes in the Notepad. The message retains its status indicator.

## Deleting a message

To delete the displayed message from the Out-tray, press *f*5.

You're then given the chance to change your mind. To confirm you want to delete this message, press Y. This message is deleted and a confirmation displayed.

If you don't want to delete this message, press the N key to abandon the deletion.

### Printing a message

To print the displayed message from the Out-tray, press *f*6.

A copy of the message is printed.

### Retrying a failed message

If the displayed message shows a **FAILED** indicator, you should first check it, as explained in *Troubleshooting* (see page 59).

To retry the message, press *f*9.

The **FAILED** indicator is replaced by **WAITING**. The TONTO will try again to transmit the message, as soon as it can.

### Clearing the F indicator

To clear the Out-tray flag from the noticeboard:

- 1 Press *f*0 to return to the Messaging Control Menu
- 2 Press *f*2 to clear the flag

Now, though there is still a failed message in the Out-tray, if the indicator reappears, you'll know another message has failed.

### Leaving the Out-tray

To exit from the Out-tray, press *f*0.

The Messaging Control Menu is displayed.

# C

## Maintaining Messaging

### 1 Housekeeping

53

Explains how to manage the way Messaging works on the TONTO.

### 2 Troubleshooting

59

Explains exactly what to do if you ever get stuck.





# 1

## Housekeeping

*Explains how to manage the way Messaging works on the TONTO.*

Housekeeping comprises those things you may want to change occasionally to tailor the way Messaging works on the TONTO.

For example, it's your first day in your new job. Luckily, there's a TONTO on your desk, but of course it has been used by your predecessor. So the first thing you need to do is set up Messaging to suit your own requirements. You select Messaging from the Top Level Menu, then select Housekeeping. You empty the In-tray, Notepad, and Out-tray to clear out any old messages. Then you enter your name, in place of your predecessor's as the name that will appear on the messages you'll send.

What you can do by way of housekeeping is explained below.

### *Specify your name and number*

You can specify the **FROM** name and number used to identify the sender on messages sent from this TONTO.

This is then automatically included whenever you address a message.

### *Allocate store*

The amount of store you need for Messaging is determined, primarily, by the level of use: the amount of store you can allocate depends on what other applications you are using.

The TONTO measures store in units called *blocks*. In computer language, one block is 512 bytes: in ordinary English, one block can store as much text as, for example, in the following paragraph.

You can specify a minimum size for the In-tray. This amount of store is then always reserved — even when the In-tray is empty — to ensure enough is available for messages to be received, no matter what other applications may be running. The TONTO allocates more store to the In-tray as required, up to the maximum size which you can also specify. You might have to increase the maximum size of the In-tray if it is often getting full, or decrease it if you need to ensure that sufficient store is available for another application.

The TONTO allocates store to the Notepad and Out-tray as it is needed — there are no minimum or maximum sizes. However, to stop the Notepad and Out-tray hogging all the store without you knowing, you can specify a 'warn-at' size. The TONTO then warns you when this size is reached.

Some experimentation will be necessary to find the optimum allocation to suit your usage of the TONTO.

### *Clear out store*

You can empty the In-tray, Notepad, or Out-tray of messages and notes. This deletes their contents from store. Emptying, say, the Notepad is much quicker than deleting messages that you've finished with one by one.

### *Set the sending feature*

You can use this feature to stop the TONTO trying to send messages that are waiting in the Out-tray.

An instance when this feature will be useful is when you're waiting to receive a very important message. In this case, messages being sent might monopolise the line and prevent any messages being received.

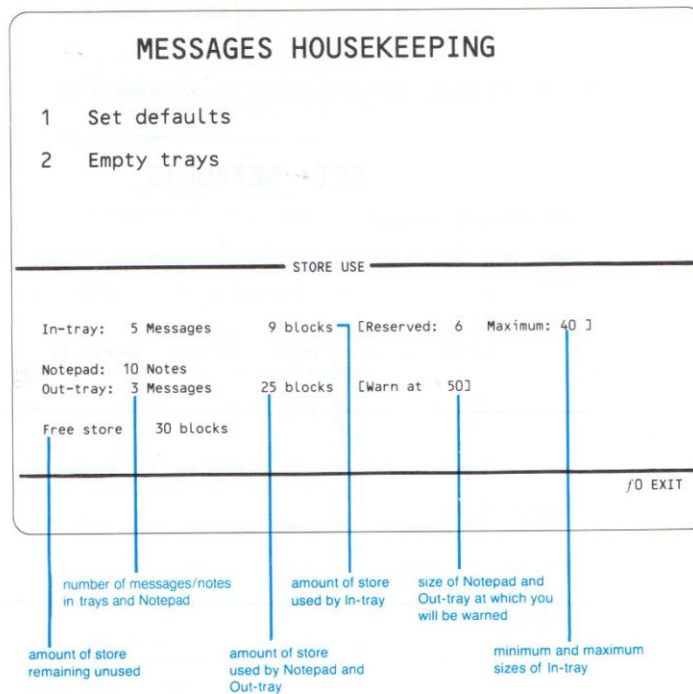
To set the feature, first display the Messaging Control Menu. Then set the sending feature as shown at the foot of the Messaging Control Menu, by pressing *f*4.

The initial setting is ON.

## **Using the housekeeping options**

From the Messaging Control Menu, press 4 to select Housekeeping.

The Messages Housekeeping Menu is displayed, which looks like this:



**1 Set defaults** The first option is to set or change the setting of certain default values. These are the sender's name and number written on your messages, and the amount of store allocated to Messaging.

**2 Empty trays** The second option is to empty the Notepad or either of the trays.

All housekeeping menus include a summary of Messaging's use of store.

## Setting defaults

From the Messages Housekeeping Menu select **Set defaults**, by pressing 1.

The Set Defaults display appears, an example of which is shown here.

**SET DEFAULTS**

FROM address for messages:

NAME:

NUMBER:

Store allocation

|                    |                  |                      |
|--------------------|------------------|----------------------|
| IN-TRAY- RESERVED: | 0 blocks         | NOTEPAD &            |
| MAXIMUM:           | 0 (of 512 bytes) | OUT-TRAY WARN AT: 40 |

STORE USE

|            |            |           |              |               |
|------------|------------|-----------|--------------|---------------|
| In-tray:   | 5 Messages | 9 blocks  | [Reserved: 6 | Maximum: 40 ] |
| Notepad:   | 10 Notes   |           |              |               |
| Out-tray:  | 3 Messages | 25 blocks | [Warn at     | 50 ]          |
| Free store | 30 blocks  |           |              |               |

f1 update

f0 EXIT

### Setting the FROM address

Against the **NAME :** heading, type or type over the name, title, etc you want recorded on the messages you send, in whatever form you choose.

Against the **NUMBER :** heading, type or type over the telephone number of your TONTO. If you have a two line TONTO, it should be the number of the line you use for data calls (normally line 2). Type the number in the form you want it to appear on the messages you send — for example in the standard format, Westchester (0111) 98765.

### Emptying the Notepad or a tray

#### Setting the allocation of store

To set or change the allocation of store, move the cursor to the relevant highlighted box by using the TAB key. Then type the number of blocks of store you want to allocate. Remember that one closely-typed A4 page takes about 12 blocks of store.

When you've finished, press *f*1 to register all the changes you've made. You're then returned to the Messages Housekeeping Menu.

If you want to abandon any changes you've made, leaving the defaults as they were, press *f*0 to go back to the Messages Housekeeping Menu.

From the Messages Housekeeping Menu select **Empty trays**, by pressing 2.

The Empty Trays Menu appears, an example of which is shown here.

EMPTY TRAYS

1 In-tray

2 Notepad

3 Out-tray

STORE USE

In-tray: 5 Messages9 blocks [Reserved 6 Maximum 40 ]

Notepad: 10 Notes

Out-tray: 3 Messages25 blocks [Warn at 50 ]

Free store 30 blocks

f0 EXIT

Now type the number corresponding to what you want to empty.

You are then given the chance to change your mind. To confirm that this is what you want to empty, press Y. If it's not, press the N key to abandon action.

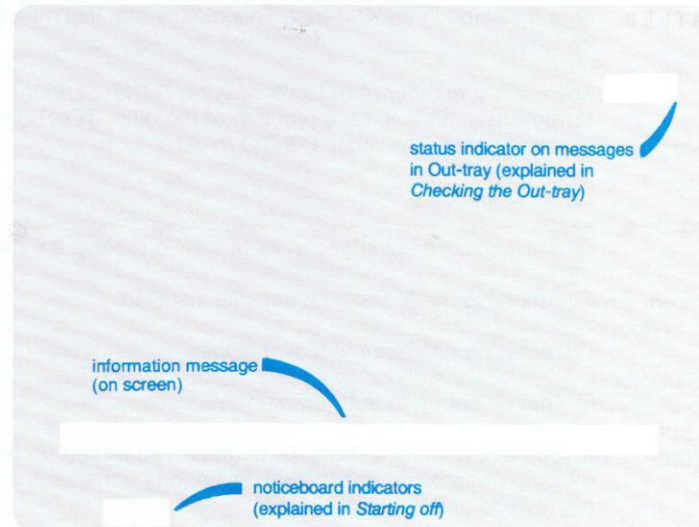


# 2

## Troubleshooting

*Explains exactly what to do if you ever get stuck.*

When you're using Messaging, the TONTO may communicate with you by displaying information messages on the screen. Three areas of the screen can be used:



Information messages can simply keep you in touch with the current state of Messaging, in which case they are self-explanatory. For example, **NO NOTES IN NOTEPAD** means just that — nothing more.

However, some information messages report undesirable conditions — conditions that require attention from you. None of the conditions that can occur is so serious that it requires immediate action, but a reasonably prompt response is needed to keep Messaging operating well.

These conditions and how you can identify them are explained here.

## Failure to send a message

If the TONTO tried to transmit a message you placed in the Out-tray but couldn't, it will be indicated by:

**F** on the noticeboard. This means at least one message in the Out-tray failed to be transmitted.

**FAILED** on a message in the Out-tray. This means that this message has failed to be transmitted.

There are a number of reasons why the TONTO can fail to transmit a message successfully. It could be a problem at the other TONTO which you can't do anything about. The other TONTO might:

- ☐ be engaged
- ☐ have insufficient space in its In-tray to receive the message
- ☐ not have the Messaging capsule installed
- ☐ be using different modem settings
- ☐ not be set up to auto-answer data calls

If you have a one line TONTO, perhaps you picked up the handset while a message was being transmitted; this aborts transmission, as the handset has priority use of the telephone line.

You can only check the destination number you used is correct, that is, the number is:

- ☐ complete
- ☐ written in a dialable form, according to the rules on page 31
- ☐ the number of a TONTO

If the number is OK, then try to send it again (press *f*9 in the Out-tray to do this). If the number is incorrect, move the message to the Notepad (press *f*8), amend the number, and then try sending again.

## Index

### In-tray is full

If the In-tray becomes full, the following indicators will show this:

- X on the noticeboard. This means a message could not be received because the In-tray was full.
- IN-TRAY FULL on the screen after selecting Messaging. This warns you to do something about the In-tray before doing anything else in Messaging.

A full In-tray won't stop the TONTO working, but you won't be able to receive any messages. So it's advisable to do one of the following:

- ☐ clear out the In-tray, by deleting some messages or moving them to the Notepad, as explained on page 46
- ☐ increase the maximum size of the In-tray, as explained on page 57

### In-tray reservation not achieved

There is insufficient store available at the moment to reserve the minimum amount you specified for the In-tray (in the Set Defaults display).

Providing there is some store available for the In-tray, you should still be able to receive messages. However, if you want to be sure of this, you should use the TONTO Store Report feature to abandon another application and free some store for the In-tray. Messaging will periodically try to reserve store, until it succeeds.

### Messaging is not selectable

If, when the Top Level Menu is displayed, option 3 — Messaging — is subdued, the Messaging application is not available for you to select.

This is because there is no Messaging capsule inserted into the Rompack. If you want to use Messaging, you should insert a capsule, as described on page 17.

### Notepad and Out-tray are getting large

If the Notepad and Out-tray reach the warn-at size specified in the Set Defaults display, an information message appears on the screen directly after selecting Messaging.

A large Notepad and Out-tray needn't affect Messaging, as blocks of store will continue to be allocated, if available. But this may leave insufficient store for other applications. So you should either:

- ☐ reduce their size by selectively deleting, or printing and then deleting, some messages from the Notepad (as explained on page 41), or the Out-tray (as explained on page 49)
- ☐ empty a whole Notepad or Out-tray, as explained on page 57

### **Whistling noise on the line**

If you hear a whistling noise when you answer a call, you've answered a data call. In fact, you're probably listening to a message trying to be sent to you!


Press the AUTO key (SHIFT/SPKR) within about 15 seconds to pass the call to Messaging.

# Index

This indexes the screen displays as well as the manual. For an explanation of anything appearing in a display, such as **ACTIVE** just look up the references in the usual way.

A **bold** page reference indicates the best place to start reading.

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