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DESI

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Definition:

DESI *n.* - 1. short for “telephone designation strip”, a paper faceplate that rests atop a telephone and labels the individual keys, historically done slowly by hand or typewriter or with clumsy software programs 2. the best software program for creating professional designation strips.

Introduction

Congratulations on selecting **DESI**, the most user-friendly and powerful designation strip program available. Now the task of creating desi strips takes minutes instead of hours. **DESI** also gives you amazing flexibility - you can apply different colors, fonts, and styles as you choose.

This manual is set up to walk you through the desi creation process, with additional chapters on Advanced Features and Helpful Hints that will make desis even faster and easier to create.

*The phones you work with are state of the art,
shouldn't your desis be too?*

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System Requirements

To run **DESI** effectively, you will need:

- 386 or higher computer.
- One (1) 1.44 MB 3.5" disk drive.
- 3 MB available hard disk space.
- 8 MB RAM (16 recommended).
- Windows 3.1 or higher.
- Sheet-fed printer with appropriate Windows™ printer driver.

Installing DESI (Windows 95, 98, 2000)

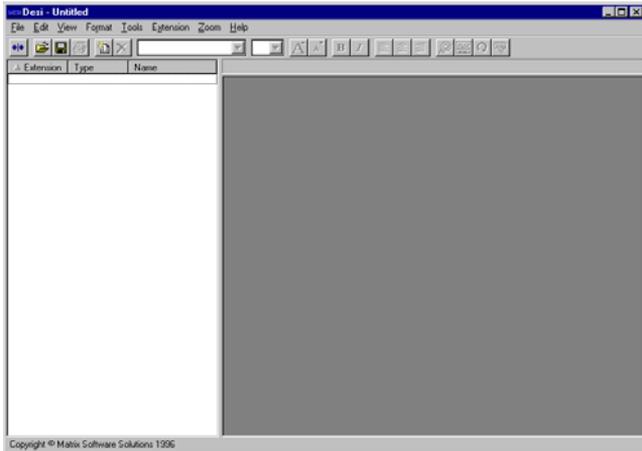
- Insert disk #1 into your 3.5" drive.
- From your  Start menu, select Settings, Control Panel.
- Double-click Add/Remove Programs - follow the instructions on your screen.

Getting Familiar With DESI

When you start **DESI**, you are automatically brought to the main screen (Figure 1.1). It is from this screen that you will do all of your work. The left side of the screen is the *extension list* and displays all of the extensions you have created in this file. The right side of the screen is the *display screen* - this is where you will work on your desis. Selecting an extension from the extension list will bring that extension into view in the display screen (Figure 1.2).

Along the top of your screen is a list of choices (File, Edit, View, Format, Tools, Extension, Zoom, Help), called the *menu bar* (see Figure 1.3). These choices give you different options for manipulating your current desis file.

Figure 1.1
Main screen



- File: Database and printing options.
- Edit: Options to speed up the editing of individual desis.

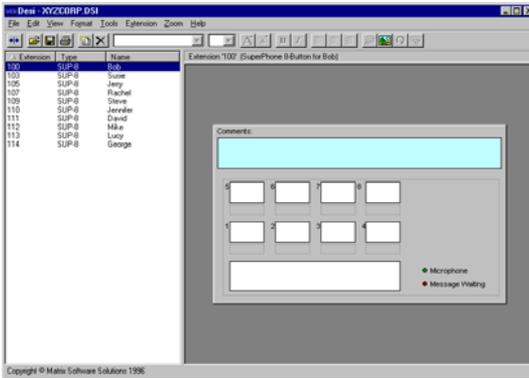


Figure 1.2
Extension list/
display screen

- View: Shows/hides certain screen features and tools.
- Format: Assign text properties and place graphics.
- Tools: Rotate keys and utilize advanced features.
- Extension: Commands/options pertaining to individual extensions.
- Zoom: Changes the screen magnification of desis.
- Help: Information about **DESI**.

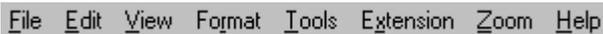


Figure 1.3
Menu bar

Figure 1.4
Toolbar



Below the menu bar is the *toolbar* (Figure 1.4). The toolbar “buttons” control different features of the individual *desis* you are working on. By placing your mouse pointer over any button on the toolbar and leaving it still for a few seconds, a *tool tip* will appear explaining the button’s function and keyboard shortcut.

Descriptions of the toolbar functions are as follows:



Toggles screen view options.



Open a saved *DESI* database file.



Save the current *DESI* database file.



Print the selected extension(s).



Add a new extension(s) to the current *DESI* file.



Delete the selected extension(s).



Displays the font in the selected text box(es).

Choose different fonts by clicking on the



button.



Displays the text size in the selected text boxes. Choose different sizes by clicking on the  button.



Increase the text size in selected text boxes by one point.



Decrease the text size in the selected text boxes by one point.



Boldfaces type in selected text boxes.



Italicizes type in selected text boxes.



Left justifies type in selected text boxes.



Centers type in selected text boxes.



Right justifies type in selected text boxes.



Allows you to change the color of type within selected text boxes. See Chapter 3 for more information on the use of this button.



Allows you to add a picture or logo to your desi. See Chapter 3 for more information on the use of this button.



Rotates key designations in selected text box(es). See Chapter 4 for more information on the use of this button.



Applies a name or extension code to the selected text box. See Chapter 4 for more information on the use of codes.



TIP!

Refer to your Windows™ manual for more information. DESI follows standard Windows™ controls where possible.

Chapter 2 - Creating Your First Desi

When you start **DESI**, you are automatically brought to the main screen in an empty **DESI** database (Figure 2.1).

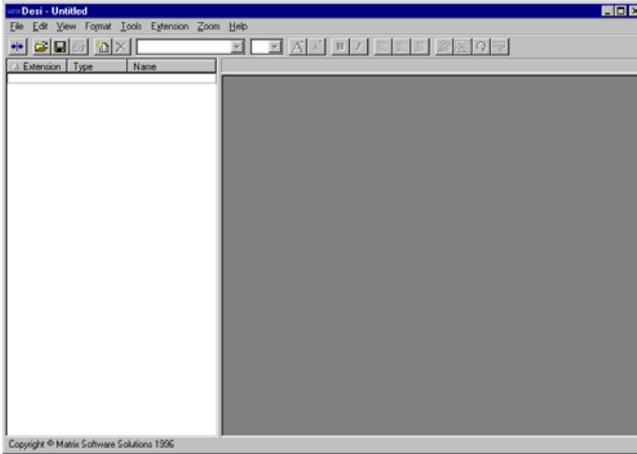


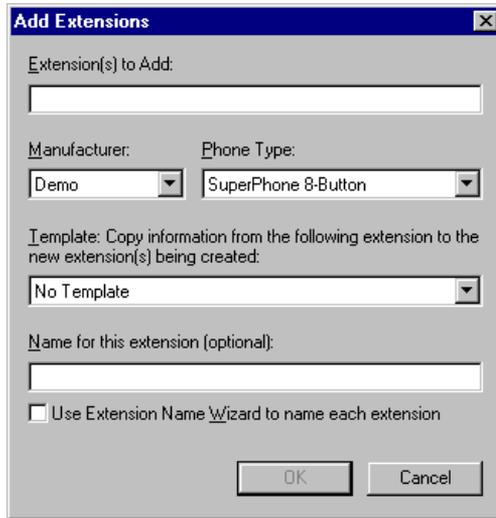
Figure 2.1
Main screen

Add Extensions

To begin adding extensions to your database file, choose Extension from the menu bar and select New Extension, or press the “New Extension” button on the toolbar (see Chapter 1 for detailed descriptions of toolbar buttons). After selecting New Extension, you will be presented with the Add Extension screen (Figure 2.2).

On this screen, there are three required entries - Extensions To Add, Manufacturer, and Phone Type. The first entry, Extension(s) to Add, refers to the extension of the phone for which you are creating a desi. This entry can be a single extension (e.g., 100), several extensions separated by commas (e.g., 100, 101, 103, 105), a range separated by a hyphen (e.g., 101-105), or a combination (e.g., 100, 103, 105-110).

Figure 2.2
Add Extensions screen



The next step is to select the Manufacturer and Phone Type. By clicking on the  button, you can select the desired manufacturer from the list. The available desi layouts for that manufacturer will then be available in the Phone Type list box. Click on the desired phone type.

The Template field allows you to rapidly create multiple desis from a “master”. This process will be covered in detail in Chapter 4.

If you wish to add a name (e.g., Susan) to your desis, you may type it in the Name field. If you are creating several desis at this point, click the box labeled “Use Extension Name Wizard to name each extension”. This quickly walks you through naming each extension.

Once you have entered the appropriate information (Figure 2.3), click OK to continue.

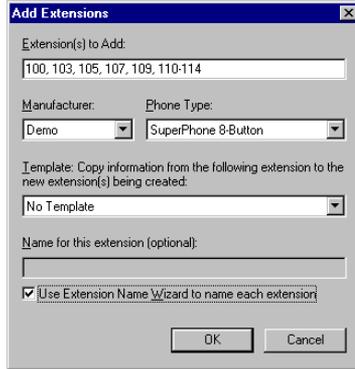


Figure 2.3
Add Extension screen
- completed fields

You will notice that the extensions you have just created are highlighted and displayed on the left side of the main screen, this is called the *extension list* (Figure 2.4). The extension list has four columns: **Extension**, **Type**, **Name**, and **Modified** (see Tip on following page about viewing all columns at the same time). By clicking on any of the column header boxes you can alter the order your desis are listed in. For instance, by clicking on the “Type” box, your desis will be sorted in alphabetical order by phone type. Clicking the header a second time sorts the list in reverse alphabetical order. The sorting method is indicated by an up or down arrow in the appropriate header box

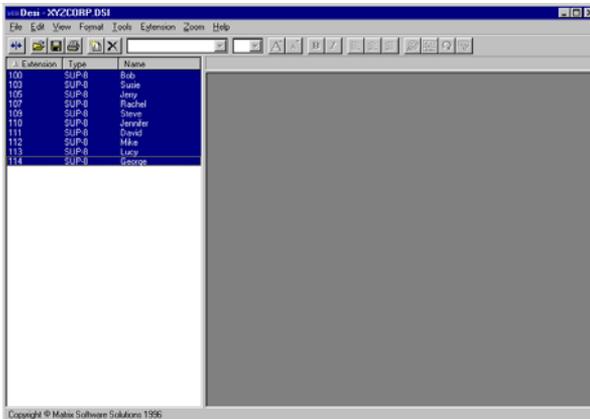
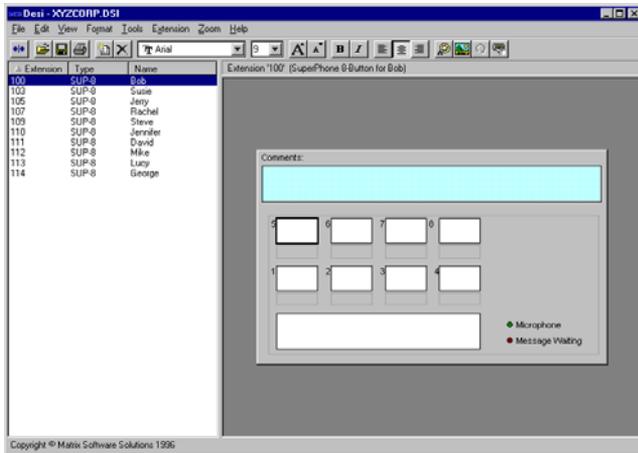


Figure 2.4
Main screen,
newly added
extensions

Figure 2.5
Main screen, desi
in display



The right side of the main screen is the *display screen*. When a single extension is highlighted, its layout will be displayed in this portion of the screen (Figure 2.5). With most desis, there are 3 different elements in the display screen. *Text boxes* are the white boxes and are for key designations and other text fields. *Perforations* are seen as dotted lines and represent cuts or holes on the actual DESI sheets. The *comment field* is blue-tinted and prints on the desi carrier page, not on the desi itself. This comment field is for easy labeling and distribution of your desi strips (e.g. “Sally’s phone”).



TIP!

To view more or less of either the extension list or the display screen, move your mouse pointer over the barrier between the list screen and the display screen until it changes to a double arrow symbol. Then click and hold your left mouse button and drag the barrier left or right to its desired location. You can also toggle between split screen, full screen extension list, and full screen display by clicking the  button on the toolbar.

To edit a desi, simply select it from the extension list and it will be shown in the display window, as in Figure 2.5. Then simply select a text box with your mouse and begin typing. As you type, a text editor will appear (Figure 2.6). If you wish to have more than one line of type in a given text box, the ENTER key will move your cursor down one line. Once you have entered the desired information in the text editor, click OK. The information you just entered will be transferred to the text box (Figure 2.7).



TIP!

For faster editing, hit the TAB key when you are finished typing in the text editor - this will transfer the information to the text box and move you to the next text box in one step.

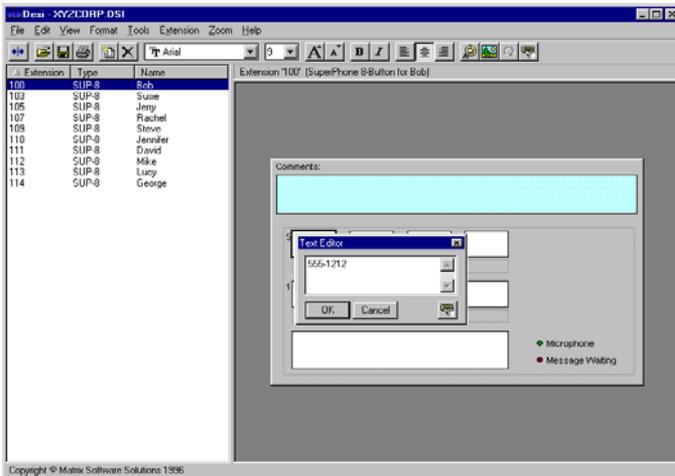
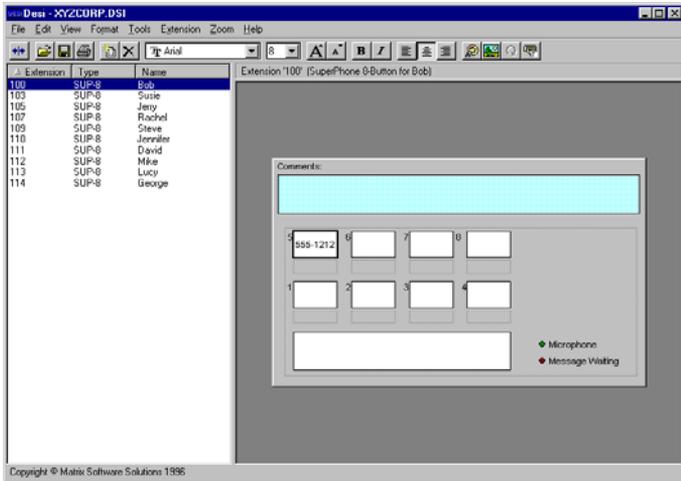


Figure 2.6
Text Editor

Figure 2.7
Text Box



Delete Extensions

To delete a given extension(s), highlight the desired extensions from the extension list, select Extension from the menu bar and choose Delete. Alternatively, you could select the desired extensions and press the DELETE key or press the  key from the toolbar.

Saving Your Desis

DESI gives you the ability to save your desi database for future use. When you save your extensions, you are saving them to a file - that is, all of the desis shown in the extension list will be saved together. To save your file, press the  button or select File from the menu bar and choose Save or Save As. From this screen, specify the location and name where you wish to save the file and click OK.



TIP!

By saving your desis, in cases of employee transfers/turnover, you can simply open the saved file, make any desired changes, and reprint them.

Your desis are technically complete once you have entered all of the appropriate information. However, turn to Chapter 3 for information on giving your desis a unique, professional look.

Chapter 3 - Customizing Your Desis

DESI gives you virtually unlimited flexibility in customizing your desis. The following items can be changed with *DESI*:

- font
- type style
- text size
- text color
- alignment

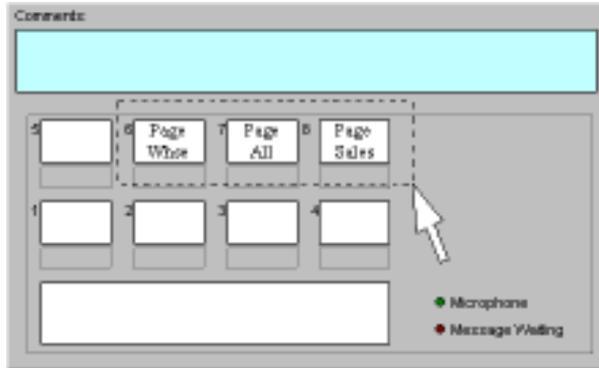
DESI supports any Windows™-supported color or font, so any color, font, type size, or style on your computer is available from *DESI*. To apply any of these custom features, you need to first select a text box(es) to apply them to. Selected text boxes are identified by a darker border than unselected boxes. You can select a single text box by simply clicking on it with your mouse. Multiple text boxes can be selected two ways:

- Move your mouse so that it is on/near one of the text boxes you wish to select, hold down the left mouse button, drag your mouse until all of the desired text boxes are included within the dotted selection region (Figure 3.1), then release the mouse button.

or

- Click one of the text boxes you wish to edit, hold down the **CTRL** key, and click on the other boxes you wish to include.

Figure 3.1
Selection region



Once you have selected a text box or group of boxes you wish to apply a certain style to, simply choose that style(s) from the toolbar. Descriptions of the toolbar and its functions are found in Chapter 1. You may also activate *tool tips* by moving your mouse pointer over one of the toolbar buttons and holding it still for a few seconds. This will bring up a brief description of the button's function and the keystroke shortcut.

Applying color

To change the color of text within selected text boxes, simply click the  button and choose the desired color from the pull-down list. If you want a color not shown in this list, click Other. From here, you can select the desired color from the color palette or click Define Custom Colors and "create" the color from the color spectrum by adjusting Hue, Saturation, and Luminescence (see Figures 3.2 & 3.3).

NOTE: Some printer drivers do not support every color. Refer to your printer driver instructions for more information.



Figure 3.2
Color palette

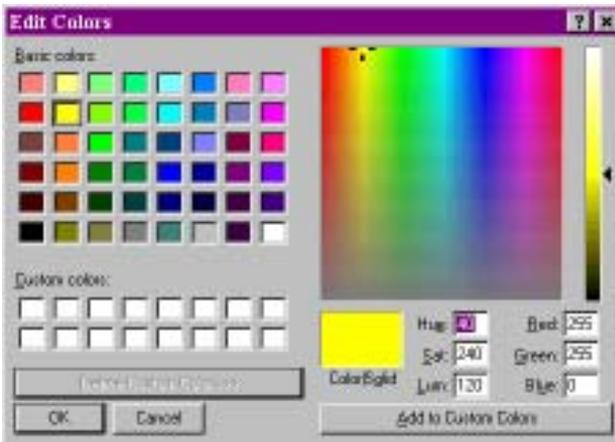
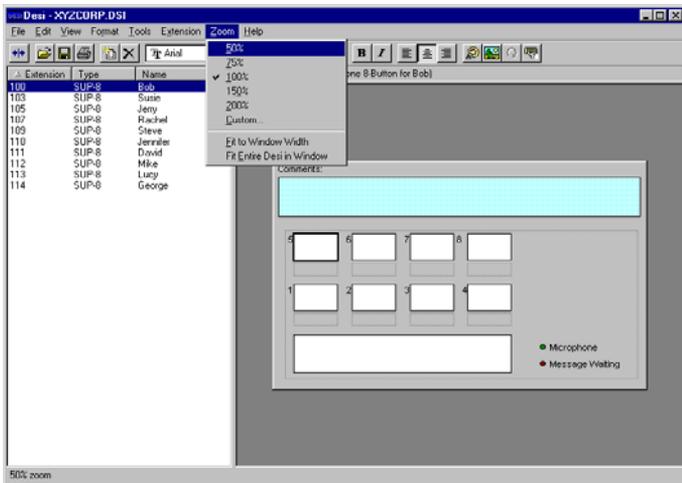


Figure 3.3
Extended Color
Options

Zoom

When editing your desis, it may be helpful to see more or less of the desis than what appears in the display screen. You can adjust the screen magnification of your desis by using the *Zoom* feature. To adjust magnification, select Zoom from the menu bar and choose your desired magnification from the pick list (Figure 3.4), or choose Custom to set a manual zoom between 15% and 1000% (Figure 3.5).

Figure 3.4
Zoom



Fit to Window Width is a zoom command that sizes your extensions in the display window so that the width of your extensions are the same screen width as the display screen. Similarly, Fit Entire DESI in Window sizes the extensions so that the entire extension fits in the display screen.

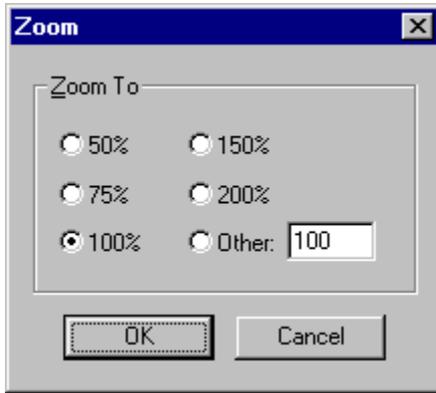


Figure 3.5
Custom Zoom

Insert Picture

To add a graphic or logo to your desi, simply press the  button on the toolbar and specify the name and location of the graphic file on your computer or network. Acceptable file formats are .WMF and .BMP. Your graphic can be moved by clicking it and dragging it with your mouse. You can also adjust the size of your graphic by highlighting the image and clicking and dragging the “handles” at the corners of the image to the desired size (Figure 3.6).



Figure 3.6
*Inserted graphic
with “handles”*

Chapter 4 - Creating Multiple Desis

If the desis you are creating are all completely different, you can create multiple desis by simply repeating the process detailed in Chapters 2 & 3. However if there are some similarities in layout between your desis, you can take advantage of the features detailed in this chapter: *Templating*, *Codes*, and *Key Rotation*.

Templating

Often when creating a group of desis, there may be a number of key designations that are common to many or all of the extensions in a given file, that is, keys that are in the same position and style on several phones. Instead of creating each desi from scratch, you can use a feature called *templating*. *Templating* simply involves creating a single desi with the common keys, styles, graphics, etc. and making copies of that desi. Any desi can be used as a template. The following steps walk you through the templating process:

- Create a single desi that has the features and keys that are common to the extensions you wish to create. This will be the *master*. See *Chapter 2, Creating Your First Desi*.
- Once the common features are in place, press the “New Extension” button on the toolbar.
- From the Add Extensions screen, specify the extension numbers of the desis that will have the common features you created in the first desi. ***Do not click OK yet.***

- *This is the key step:* In the Template field, select the extension of your master desis, and click OK (see Figure 4.1). **DESI** will then create the desis you specified with the same features and keys as the master (Figure 4.2).



When creating a template, it can be helpful to use the extension ID of 'master'. This enables you to distinguish masters and actual extensions at a glance.

TIP!

Figure 4.1
Add Extensions -
Templating

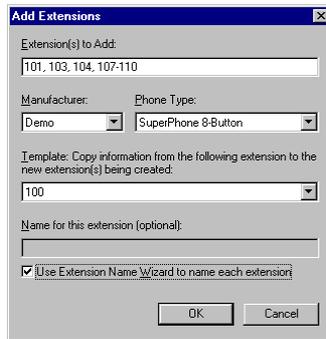
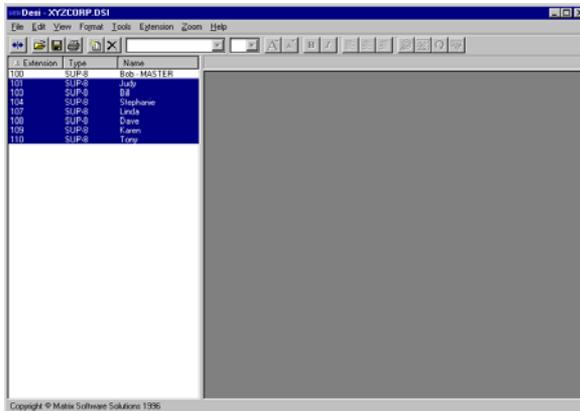


Figure 4.2
Main screen -
Templating



Codes

A useful feature that works well with templating is the application of *codes*. A code acts as a pointer to a piece of data within a **DESI** file. There are three types of codes: *extension codes*, *name codes*, and *custom codes*. The *extension code* points to the extension ID of the desi that is being edited. A *name code* points to the assigned name of the desi being edited, or to the name of a different desi. *Custom codes* are codes that you create with commonly used information to make editing even faster. Codes are accessed by buttons on the text editor and toolbar.

The following two examples illustrate the use of codes:

To insert an *extension code*:

- Highlight the text box you wish to place the code in.
- Press the code button from the toolbar or text editor.
- Select Extension ID. This brings {Ext} into the text editor (Figure 4.3).
- Add any other desired text and click OK. The extension ID is then transferred to the text box (Figure 4.4).

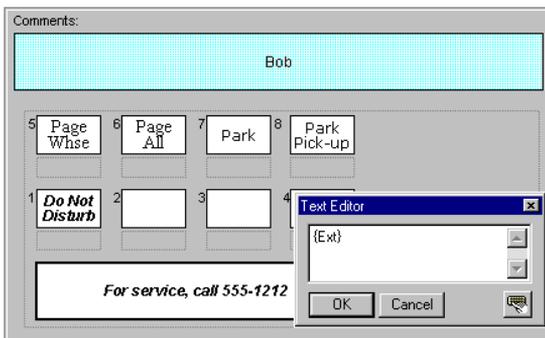
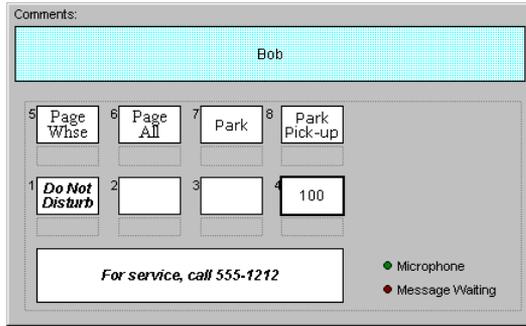


Figure 4.3
Extension code

Creating Multiple Desis

Figure 4.4
Extension
code in use



To insert a *name* code:

- Highlight the text box you wish to place the code in.
- Press the code button from the toolbar or text editor.
- Select Name of This Extension or Name of Another Extension. Name of This Extension automatically brings the code {Name} into the text editor (Figure 4.5). Name of Another Extension presents you with a list of available extension names to choose from, and the format you wish it to appear as (i.e. name only, extension over name, or name over extension), see Figure 4.6. By clicking OK, the appropriate code is brought into the selected text box. Figure 4.7 shows a completed DESI using name codes in text boxes 2, 3 & 4.

Figure 4.5
Name code

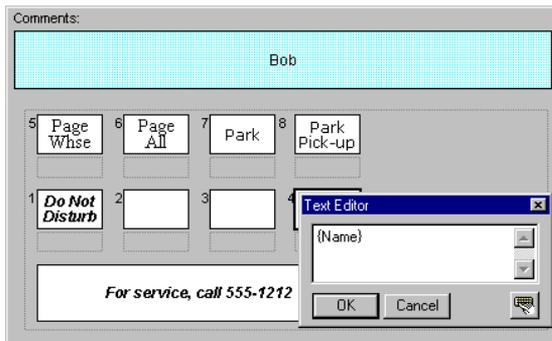




Figure 4.6
Code - Name of
Another Extension

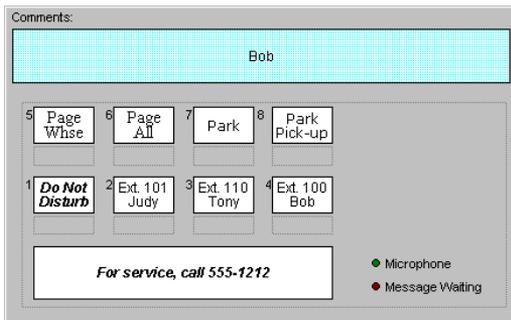


Figure 4.7
Finished DESI,
name codes

Creating Custom Codes

Custom codes allow you to set up codes for commonly used keys. For instance, to set up a code for “Do Not Disturb”, press the code button and select Customize. You will be brought to a screen that lists any custom codes that have already been created. To add a new code, click Add. Then simply type in the information as you wish it to appear whenever you select this code (Figure 4.8). You can also include formatting information, such as font, size, and color by checking the box at the bottom of the screen - Include formatting information. By clicking OK, your code is set up and is available from your list of codes. For example, if a commonly used key is “Do Not Disturb”, you can create a custom code so that you do not have to type in the words “Do Not Disturb” each time you need that key - you simply choose it from your codes list (Figure 4.9).

Figure 4.8
Add custom
codes

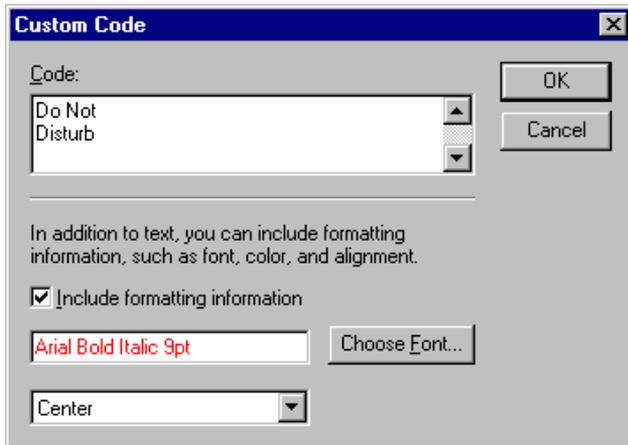
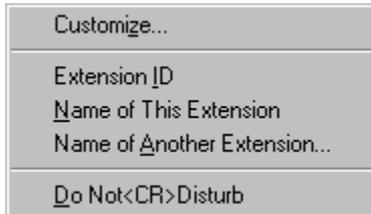


Figure 4.9
Code list



As you may have noticed, the use of codes is not particularly efficient when creating desis one at a time. The real time savings comes about when the codes are utilized in the templating process, see Chapter 4. When a code is used in a “Master” and then templated, the code is copied to the new extensions which in turn references the appropriate information in the new desis. This essentially “customizes” each desis you create automatically with extension-specific information.



TIP!

You can also use arithmetic functions within codes. For example, the code `{Ext + 100}` would add 100 to the value of the existing extension (e.g. extension ID 122 would display as extension 222). With this “DESI Math”, you can add (+), subtract (-), multiply (), and divide (/).*



TIP!

The extension code is very useful as part of a DID number. For example, if the last 3 digits of an individual’s DID number are his/her extension ID, `XXX-X{Ext}` will complete the DID number.

Rotating Keys

To further speed your creation of desis, you may find it useful to be able to rotate the key designations on a given desi or group of desis. To rotate a given set of keys:

- Select the text boxes that you wish to rotate (see Chapter 3 for information on selecting multiple text boxes).
- Click the  button once for every clockwise rotation you wish to make. Holding down the SHIFT key while clicking the  button will rotate the selected keys in a counterclockwise direction.



TIP!

Key rotation is most useful when creating desis for a group of phones, as in an office setting. Simply set up your master; template copies, and then rotate whatever keys necessary at each station.

Chapter 5 - Printing Your Desis

Once you have created and edited your desis, it is time to print them. Printing in **DESI** is a quick, easy, and precise process that automatically allows for your printer's offset.

To print, simply select the desis you wish to print from the extension list and press the  button, or select **F**ile from the menu bar and choose **P**rint (for more information on selecting multiple items, refer to Chapter 3).

Before printing, **DESI** presents you with a screen verifying the type and number of desis you have selected to print, and the selected printer. If you are printing a desi that comes more than one per page, you will be given the option of choosing which desi to begin printing on. By selecting **C**hoose Label, you can specify which desi to begin printing on (Figure 5.1).

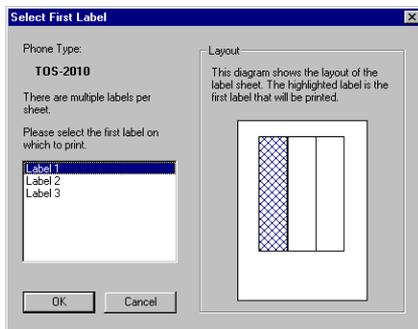


Figure 5.1
Select label

To print multiple copies of a given desi, simply select the desi you wish to print and press the print button. From the print screen you have the ability to specify the number of copies you wish to print.

Printing Your Desis

If you wish to change your print setup, select **F**ile from the menu bar and choose **P**rinter Setup. From this point you can change your designated printer, printer resolution, and other printer-specific options.

No manual printer adjustment is necessary. However, if you experience any problems printing your desis, please refer to ***Chapter 9 - Troubleshooting***.

Chapter 6 - Editing An Existing DESI File

Once you have saved your desis, it is a simple matter to go back and make changes and/or reprint them. If you wish to open a saved desis file, click **File** from the menu bar and choose **Open Database**. From this screen, simply specify the location and filename of the **DESI** file you wish to open and click **OK** (see Figure 6.1).

Once you are in the appropriate file, simply select the extension(s) you wish to edit and make the desired changes. Be sure to save any changes to your file, otherwise they will be lost when you exit the file.

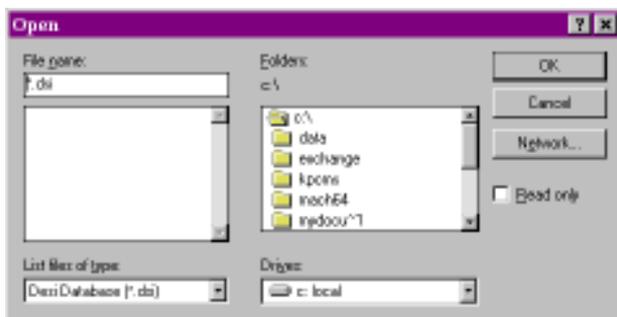
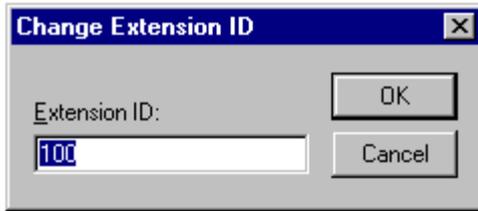


Figure 6.1
Open Database

Change Extension ID

At any time in the desis editing process, you may find it helpful or necessary to change the ID of a given extension (e.g. change Ext. 110 to Ext. 112). To do this, choose **Extension** from the menu bar and select **Change Extension ID**. Type in the new extension ID and click **OK** (see Figure 6.2).

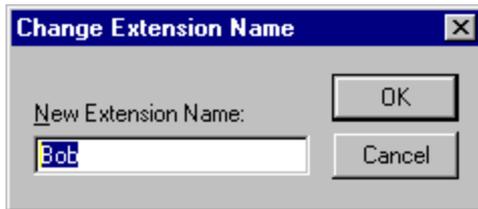
Figure 6.2
*Change
Extension ID*



Change Name

You also have the ability to change the name of a given extension by highlighting the desired extension from the extension list and choosing Extension, Change Name. This brings up a screen (Figure 6.3) that displays the current name and allows you to type in a new one. Simply enter the new extension name and click OK.

Figure 6.3
Change Name





TIP!

When you need to reprint desis you have just edited, you can click the “Modified” header in the extension list, and quickly select the extensions that have the most recent modified date/time.

In addition to *DESI's* standard time-saving features, there are several other tools that many users will find helpful.

Copy Styles

The process of copying styles makes for the quick application of a certain “look” or “format”. This means that once you have a color scheme, pattern, or any combination of fonts, graphics, even text, that you like, you can apply those styles to any number of desis that you have already created within the same file. The following example demonstrates this process:

- You have created 10 extensions, numbered 101-110. While editing extension 101, you come up with a combination of text styles that you like, and want to apply it to the remaining 9 extensions. Choose **T**ools, **C**opy **S**tyles. You will be presented with the first screen of the Copy Styles wizard (Figure 7.1).
- Specify the ID of the extension that you wish to copy styles *from* (Figure 7.2).
- Specify the ID of the extension(s) you wish to copy styles *to* (Figure 7.3).
- Specify which elements and styles that you wish to copy (Figure 7.4).
- Click OK. **NOTE: This feature takes the specified elements & styles and writes over any conflicting data in the target extensions. Make sure that you**

do wish to write over the existing information before clicking OK.

Figure 7.1
Copy styles 1



Figure 7.2
Copy styles 2



Figure 7.3
Copy styles 3

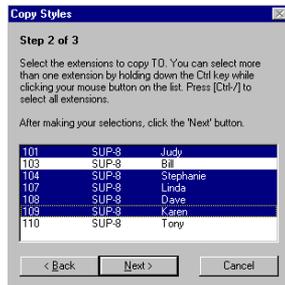
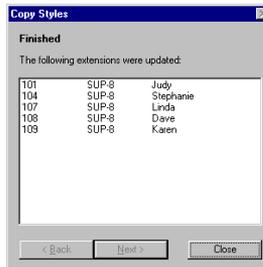


Figure 7.4
Copy styles 4



Figure 7.5
Copy styles 5



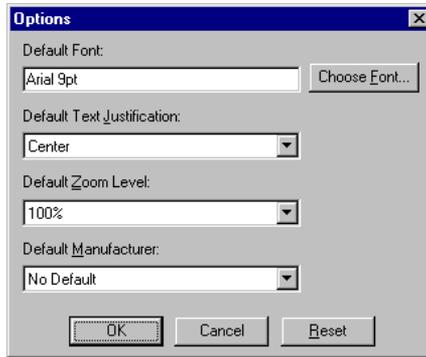
Options

DESI gives you the ability to customize certain aspects of how it runs on your system. These options are accessed by choosing Tools from the menu bar and selecting Options (Figure 7.6). You have several options at this screen:

- Set the default font. You can choose from the available font styles by clicking Choose Font.
- Set the default text justification.
- Set the default zoom level.
- Set the default phone manufacturer. This manufacturer displays first when adding new extensions.

The “reset” button returns the above elements to their default settings.

Figure 7.6
Options



Find and Replace

Find and *Replace* are two features useful in editing existing **DESI** files. Both commands are accessed from the menu bar under the **E**dit menu. *Find* (Figure 7.7) searches for and takes you to each location in a given file that has the specified data (e.g., name, word, number, etc.). *Replace* (Figure 7.8) acts in a similar fashion, but replaces the specified data with a new piece of information. Replace is especially useful in cases of employee turnover/transfer - simply replace a given individual's name with that of their replacement.

Figure 7.7
Find

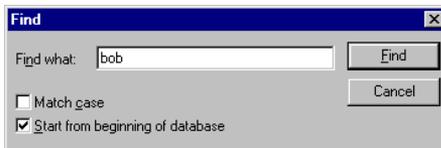
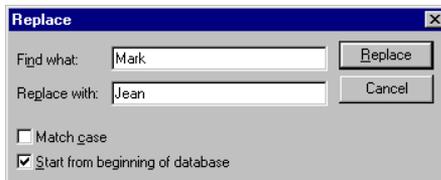


Figure 7.8
Replace



Chapter 8 - Helpful Hints

This chapter is designed to aid you in becoming more proficient in creating high-quality desis. Because some of the best suggestions for using **DESI** often come from our users, we thank our customers who have contributed to this chapter. This chapter will be broken into 3 sections - *Creating Desis*, *Editing*, and *Printing*.

Creating Desis

- If you are an interconnect or a company that installs phone systems, you can create and save your desis to a floppy disk and keep it in the customer's file. This will enable you to quickly find each customer's **DESI** database and conserve hard disk space.
- As shown in Chapter 4, you can create multiple desis from a "master". This is particularly useful if a group(s) of phones has some common keys. This process allows you to create one desi, then generate any number of copies from the master. See Chapter 4 for more information on *Templating*.

Editing Desis

- A handy shortcut in **DESI** is the right mouse button. By clicking the right mouse button on a given item on screen, a feature-specific menu will appear. For instance, by clicking the right mouse button on an extension in the extension list, you will be presented with a menu that will allow you to select/unselect extensions, edit, delete, or print the extension, change the extension name, or change the extension ID. Experiment with this feature and you will discover some real time savings.

Helpful Hints

- With **DESI**, your desis will print exactly as they appear on screen. This means that if your text is too large to fit in a text box on screen, it won't print correctly either. Try changing the text size or font so that your desis will print correctly.
- A helpful hint if you train people on using their phones - use different colors to separate the different types of keys (e.g. DSS/BLF, speed dial, etc.). This can be very helpful to the end users in understanding key functions. This does require a color printer.
- The Copy Styles feature (Chapter 6) is an extremely valuable tool in setting up multiple desis. It allows you to come up with a "look and feel" for your desis, and then apply those styles to other desis. However, use caution. If you use this feature to copy text from one desi to another, whatever was in a given text box on the destination desi will be overwritten with the information being copied.
- When you view your list of created desis from the extension list, they are listed in ascending numerical order. You can change this order by clicking on the header boxes (Extension, Type, Name, Modified). For example, clicking on "Type" will list your DESIs alphabetically by phone type, and clicking on "Name" will list your desis alphabetically by extension name (those extensions with no name will be listed first).

- In instances of employee turnover, you can use the Find/Replace feature to change the individual's name to that of their replacement, then click the "Modified" header in the list screen to group extension by most recent time modified and print the changes.

Printing

- ***DESI*** is equipped with an internal control system that automatically allows for your printer's offset so that your desis will print exactly as they appear on screen. However, since it is virtually impossible to foresee every possible hardware/software configuration, there is a manual adjustment. To utilize this feature, choose File from the menu bar and select Precise Printer Adjustment. If for some reason your desis do not print perfectly aligned, this feature will help you to quickly adjust for your printer. See ***Chapter 9 - Troubleshooting*** for more information.
- To further assist you in your installs and system maintenance, ***DESI*** allows you to print a list of all extensions in a given file. To print this list, select File from the menu bar and choose Print Extension list. You have the option of sorting this list by extension ID, phone type, extension name, or last date modified, in either ascending or descending order.

Helpful Hints

Printing Desis

“My printer feeds the DESI sheets through without printing anything” or “My printer only prints the first few lines of the desi.”

This is caused by the “end-of-page” sensor in your printer. This sensor “sees” the holes in some desi sheets, and assumes that it has reached the end of the page. The printer will then stop printing and eject the page. A test to verify that this sensor is causing the problem is to print a desi on a plain sheet of paper. If your desis print normally on a plain sheet of paper but not on a desi sheet, the sensor is causing the problem.

Solution: Desi Telephone Labels, Inc. produces specially-designed Post-it™ notes, called DESI Backers, that can be placed on the back of the DESI page to cover up the holes that are triggering the end-of-page sensor. See the front cover of this manual for information on ordering DESI Backers.

“My printout looks different than what I see on screen.”

This problem may include:

- Letters or words that show up on screen but are missing on your printed desi.
- The first or last letters of a text box disappear on your printed desi.
- Letters or words that print out-of-bounds but look fine on screen.

Solution: If you have this problem, it is recommended that you use “Print True Type As Graphics.” This slows down your printer, but will give you more accurate results. To enable this option:

- Select **F**ile from the menu bar, choose **P**rinter Setup
- Click the “Options” button
- If your printer supports it, you will see a checkbox labeled “Print True Type As Graphics”. Make sure the checkbox is turned on.
- Click **O**K to confirm your change.

“My desis print, but they are misaligned - all of the key designations are off-center.”

DESI has been engineered to automatically adjust for your printer’s offset. However, in some cases, desis may not print properly aligned. One possible cause of this is you may be using a printer driver that was not designed for your specific printer model.

Solution: First of all, verify that you are using the correct printer driver. If your driver is correct, then you need to manually adjust for your printer’s offset using the Precise Printer Adjustment. To make a manual adjustment:

- From the menu bar, click **F**ile and select **P**recise Printer Adjustment.
- Verify that your printer symptoms indicate the need for a manual adjustment and click **C**ontinue or **C**ancel.

- **If necessary, make the appropriate vertical and horizontal adjustments. When satisfied with the alignment, click OK to save your adjustment.**

This adjustment will be stored within *DESI* and will not affect other programs. You will not need to make another adjustment unless you print to another printer that experiences the same problem.

“My DESI sheets stick together as they feed through my printer.”

This is most likely caused by the perforations or holes in the DESI sheets getting caught on one another.

Solution: The easiest remedy is to “fan” the sheets before placing them into your printer. Depending on the type of printer you have, it may be helpful to place a sheet of plain paper between your DESI sheets to act as a separator. Another option is to place DESI Backers on the back of the DESI sheets to cover up the perforations. Simply attach the Backers to the back side of the DESI, with the adhesive edge on the side that will feed through the printer first. Call the number on the back cover of this manual to order DESI Backers.

Chapter 10 - Technical Information

This chapter covers information of primary interest to network administrators.

Version 1 Compatibility & Network Installation of DESI

This technical note is for network administrators who are:

- Upgrading from *DESI 1.x* to *DESI 2.x*
and
- Installing *DESI* into a network directory (instead of installing on each computer's C: drive).

If you are not upgrading from *DESI 1.x* on a network, you do not need to read this section.

Background

DESI has the ability to read and save files created with *Desi 1.x*. This ability was not built directly into *DESI* because doing so would have required certain files to be present in the Windows SYSTEM directory, making network installation much more difficult.

Instead, support for Version 1 files is contained in a separate file: DSI1CVT.EXE. If DSI1CVT is installed, *DESI* automatically has the ability to read Version 1 files as well as Version 2 files. In addition, you will be able to choose either the Version 1 or Version 2 file format when saving files. If you choose not to install DSI1CVT, Version 1 compatibility is automatically disabled and you will only be able to use the Version 2 format.

Using DSI1CVT on a network

Network administrators who are not concerned about V1 compatibility can simply choose not to install DSI1CVT (and skip the remainder of this technical note). Because **DESI** itself does not rely on any file located in the Windows directory, it can immediately be run from any station on the network as soon as it is installed on a network drive.

However, network administrators who want V1 compatibility must run setup from *every* station which requires V1 compatibility. Because DSI1CVT relies on files in the Windows directory, you must run SETUP at each workstation. Note that a network administrator may choose to install V1 compatibility on only a few machines. If the administrator does this, then V1 compatibility will only be available on those machines on which the administrator has run **DESI** SETUP. On all other machines, V1 compatibility will be disabled.

More Information

When **DESI** loads, it checks for the presence of DSI1CVT, and it also checks for the presence of certain files:

<u>File</u>	<u>Directory in which file is located</u>
DSI1CVT.EXE	[DESI program directory]\DSI1CVT
VBRUN300.DLL	Windows SYSTEM directory
MSAES110.DLL	Windows SYSTEM directory
MSAFINX.DLL	Windows SYSTEM directory
MSAJT110.DLL	Windows SYSTEM directory
VBDB300.DLL	Windows SYSTEM directory

If any of the above files are missing, V1 compatibility is disabled.

Chapter 11 - DESI Pictograms

DESI Pictograms are special symbols that can be used within *DESI* for hospitality and other applications. Symbols noted with an asterisk(*) are compliant with the International Pictograms Standard. To use a **DESI Pictogram**:

- Choose the desired pictogram from the following pages, note the key code for the pictogram.
- Click the text box within *DESI* where you want the pictogram to appear.
- Select the font "DESI Pictograms" or "DESI Pictograms Inverse", whichever is appropriate.
- Type the appropriate key code and click "OK"

Since *DESI Pictograms* are fonts, changing the color or size of a symbol is easy. Simply highlight the text box containing the symbol you wish to modify and choose the desired effect from the toolbar (see *Chapter III: Customizing Your Desi*, for more information).

NOTE: The pictograms on the following pages are used by selecting the font "DESI Pictograms". To use the reverse of a selected pictogram, select the font "DESI Pictograms Inverse".

DESI Pictograms

<u>Pictogram</u>	<u>Key code</u>	<u>Description</u>
	“	Air Transportation*
	#	Amusement Park
	\$	Assistance*
	%	Bar*
	&	Bellhop*
	‘	Bellhop*
	(Bellhop
)	Bicycling*
	*	Business Center
	+	Business Center
	,	Business Center/Fax
	-	Business Center/Fax*
	.	Casino
	/	Casino
	0	Chapel
	1	Child Care*

<u>Pictogram</u>	<u>Key code</u>	<u>Description</u>
	2	Coffee Shop/Cafe*
	3	Concierge
	4	Concierge/Manager
	5	Conference*
	6	Conference
	7	Emergency*
	8	Emergency
	9	Florist*
	:	Front Desk*
	;	Front Desk
	<	Front Desk/Ticket Agent*
	=	Garage/Town Car
	>	Gift Shop/Shopping*
	?	Gift Shop
	@	Golf*
	A	Ground Transportation*

DESI Pictograms

<u>Pictogram</u>	<u>Key code</u>	<u>Description</u>
	B	Ground Transportation*
	C	Gymnasium*
	D	Handset Volume*
	E	Health Club
	F	Health Spa
	G	Horseback Riding/Stable*
	H	Housekeeping
	I	Housekeeping
	J	Information*
	K	Information
	L	Long Distance
	M	Maintenance*
	N	Marina*
	O	Marina*
	P	Messages*
	Q	Messages

<u>Pictogram</u>	<u>Key code</u>	<u>Description</u>
	R	Movie Theatre/Conference*
	S	Nurse
	T	Operator*
	U	Operator
	V	Pharmacy*
	W	Photo Shop
	X	Pizza
	Y	Rail Transportation*
	Z	Resort Activity
	[Restaurant*
	\	Restaurant
	a	Restaurant
	b	Riverboat
	c	Room Service*
	d	Room Service
	e	Room Service

DESI Pictograms

<u>Pictogram</u>	<u>Key code</u>	<u>Description</u>
	f	Salon*
	g	Scuba Diving
	h	Skiing*
	i	Snack Shop*
	j	Swimming*
	k	Taxi*
	l	TDD*
	m	Tennis/Racquetball*
	n	Tickets/Show Reservations
	o	Theatre/Performing Arts*
	p	Travel Info*
	q	Valet
	r	Valet Parking
	s	Valet Parking/Car Rental*
	t	Valet/Shoe Shine*
	u	Wake-Up Call

<u>Pictogram</u>	<u>Key code</u>	<u>Description</u>
	v	Wake-Up Call
	w	Wake-Up Call
	x	Water Transportation*
	y	Weather Info/Time & Temperature
	z	Weather Info/Lost & Found*