

GW2Skype

User Guide

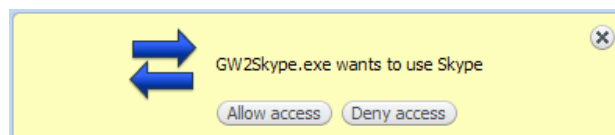
About the Application

GW2Skype records data on phone calls made through Skype into a GroupWise box. A single Phone Call item is created in GroupWise for each incoming and outgoing phone call (depending on the settings). The `From` or `To` fields contain the names of the calling/receiving parties and the subject of the respective item includes information on the type of the call and whether it was made, and if not, then why (missed, declined, etc.). Users can choose whether GroupWise shall record information on calls received, missed, declined, incoming and/or outgoing. They can also adjust the contents of the subject of messages for individual types of calls. In the default setting, incoming calls are stored in the Box and outgoing calls are recorded as Sent Messages. The location for storing records can be changed by a simple rule. You can also dial the number of, for example, a missed call directly from the GroupWise environment.

Installation

The application is provided as a msi installation package. After it is initiated, the usual series of installation dialogues appears requiring to approve the license agreement and allowing to determine the location, to which the application shall be installed.

Upon the first launch of the application, a dialogue shall be displayed in Skype (if active) to specify whether the communication between Skype and GW2Skype should be permitted – you need to approve the communication by clicking on `Allow access`.



Note – If you don't click on the dialogue window with the request for the permit to access to Skype within several minutes after it appears, the access to the application shall be rejected automatically!

If the access of the application to Skype is rejected, for example, by mistake, a warning message appears: `Authorization to use Skype was rejected!` In such case, you can allow communication in the Skype settings (`Tools > Options... > Advanced > Manage other programs' access to Skype`). There you need to mark the `GW2Skype.exe` file and click on the `Change` button. In the following dialogue, pick the option `Allow this program to use Skype` and confirm by clicking on `OK`. GW2Skype needs to be restarted then.

Starting and closing the application

When installed, the application is added among the "Startup" items, which means that it shall be launched automatically every time the system is started (unless the user removes the link). The application can also be launched

manually from the Windows menu (Start > Programs > GW2Skype).

The application can be closed by picking the `Close` option from the context menu, which is displayed upon clicking on the respective icon in the Windows notification area (G).

Settings

The window with settings options will appear upon right clicking on the application icon in the Windows notification area (G) and picking the context menu option item `Settings`. Any changes made in the application settings area shall become effective after you click on `OK`.

General

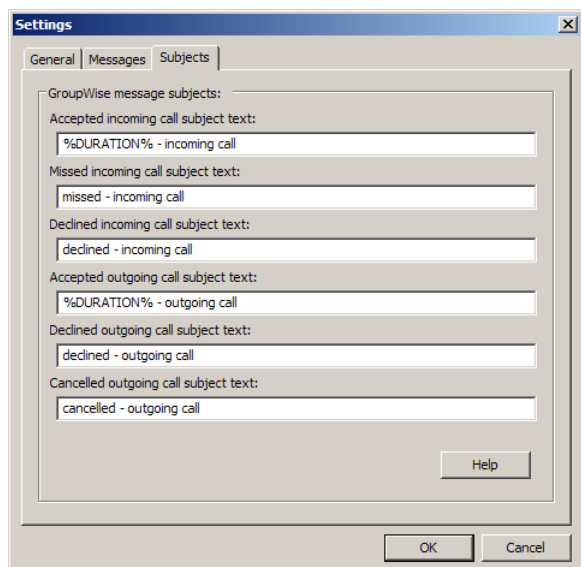
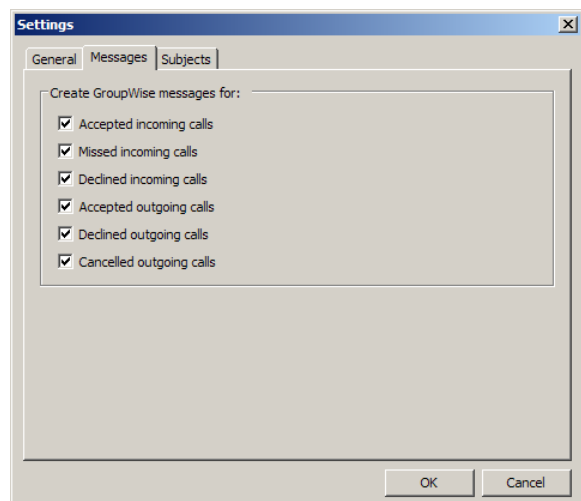
In the `General` menu you can pick the language, in which the user interface shall be displayed (English and Czech are available), the information on the current status of the application and the default forms of texts inserted as subjects into messages created in GroupWise.

Messages

In the `Messages` menu, you can check different types of monitored calls. You can decide whether GroupWise shall record information on Received incoming calls, Missed incoming calls, Declined incoming calls, Made outgoing calls, Declined outgoing calls and Missed outgoing calls. In the defaults setting, the information on every type of call is recorded.

Message subjects

The application allows changing the text, which will be inserted as a subject of the respective record of a phone call in GroupWise for every type of call separately. For this purpose you can use macros (see the list below), with which you can include, for example, the information on the call duration, a phone number or SkypeID of the party making or receiving the call, etc., into the subject. To reset the default texts of subjects just delete the text in the respective field – the default value shall be reset after you click on `OK`.





Note – If a user changes the text of the subject, the text will be preserved even after the language settings are changed (unchanged texts shall switch to the default forms depending on the selected language).

List of Macros

%DURATION%	Insert the call duration as: 1 min 35s
%DURATION_HMS%	Insert the call duration as: 0:01:35
%NAME%	Insert the name of the party making/receiving the call
%HANDLE%	Insert the number /skypeId of the party making/receiving the call
%TYPE%	Insert the type of call (incoming/outgoing, VTS/P2P)
%STATUS%	Insert the call status (made/missed/declined)

Note – You can display the list of macros directly from the application by clicking on Help.

Current Status of the Application

GW2Skype automatically detects whether the two crucial applications – Skype and GroupWise – are available. If everything is all right, the icon in the notification area (system tray) is blue . If either of the two applications is off (or if it is unavailable for any reason – for example, if offline in the case of Skype), the icon color will change to red . The application provides information on any details of changes in the application status in messages appearing above the notification area. If you place the mouse pointer above the icon, a tool tip shall appear containing the last displayed information.