GENESYS™

Workspace Desktop Edition User's Guide

Main Window Basics

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Main Window Basics

In this lesson, you will learn how to use the Main Window docking and auto-hide features.

This lesson contains the following sections:

- Docking the Main Window
- Auto-hiding the Main Window

Main Window Overview

Link to video

Main Window Tips & Tricks

Link to video

Resizing the Main Window

Link to video

Docking the Main Window

If your administrator has enabled these features, you can dock the Workspace Main Window toolbar at the top of your desktop (monitor display) so that it is always accessible at the top of your display. If you turn on the auto-hide feature, the Main Window toolbar "rolls up" to reveal your entire desktop area.

Lesson: Docking the Main Window

Purpose: To dock the Workspace Main Window at the top of your desktop.

Prerequisites

- Your workstation is running a supported operating system.
- Your workstation has a supported browser application installed.
- You are configured as an agent.
- Workspace is installed on your workstation.
- You are logged in to Workspace.

Start

1. Click and hold on the Workspace Main Window title bar.

2. Drag the title bar to the top of your display, double-click the title bar, or click **Maximize**.
   The Main Window will automatically become docked to the top of your desktop display area. When the Main Window is docked, your effective desktop area is reduced by the width of the Main Window. Any open windows, including maximized windows, on your desktop are moved down to accommodate the Workspace Main Window. When the Main Window is docked, the Minimize and Maximize buttons are disabled.

> ### Tip
> To move the Main Window to the top of your display without docking, hold the **Ctrl** key while dragging the title bar.

3. To undock the Main Window, click and drag it away from the top of your display. Your desktop area returns to full size and the Workspace Main Window returns to the size it was before you docked it.

Auto-hiding the Main Window

Lesson: Auto-hiding the Main Window

Purpose: To hide the Workspace Main Window when it is docked to increase the size of the desktop work area.

> ### Important
> If another toolbar that is docked at the top of the screen is already in auto-hide mode, you cannot enable the Workspace Main Window auto-hide mode. If you try to enable the auto-hide mode, the following message is displayed: "You cannot auto-hide the Main Window here. Another window is already in auto-hide mode on this edge of your display."

Prerequisites

- Your workstation is running a supported operating system.
- Your workstation has a supported browser application installed.
- You are configured as an agent.
- Workspace is installed on your workstation.
- You are logged in to Workspace.
- You have docked your Main Window.

Start

1. When the Workspace Main Window is docked, you can choose to enable the auto-hide feature. Select

Auto-Hide the Main Window from the **Main Menu** or from the Workspace menu in the System Tray. In Auto-Hide Mode, the Workspace Main Window is hidden at the top of the display and the desktop area returns to full size when Workspace is not the active application.

2. To hide the Workspace Main Window, click your desktop or in another application window.

3. To display the Workspace Main Window when it is hidden, do one of the following actions:

   - Click the Workspace Task Button in the Task Bar

   - Move your mouse pointer to the top of your desktop display area

4. To disable the auto-hide feature, de-select **Auto-Hide the Main Window** from the **Main Menu** or from the Workspace menu in the System Tray.

Related Information

- Main Window help: This article includes detailed information about all the options for customizing the appearance and behavior of the Main Window, including what to do if Workspace always covers other windows.