

BitWare User Guide

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Credits

Written by Andreas Drousiotis

Product Support

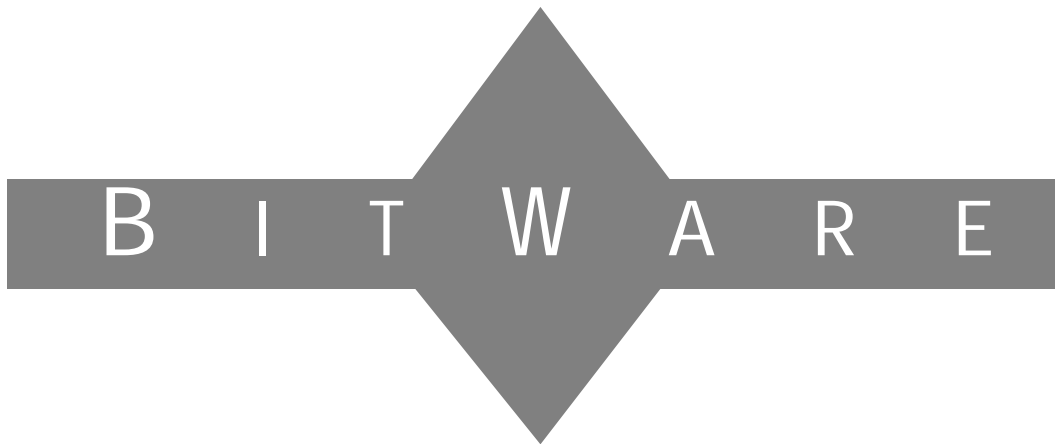
If you have any questions about this product, please contact us at one of the following:

USA, Canada, Latin America One Computer Associates Plaza Islandia, New York 11788 USA	Main Voice Number: Technical Support: Tech Support FAX: BBS: CompuServe: World-wide Web: FTP Server: InfoFax System:	516-342-5224 800-243-9832 Mon-Fri 8 am-8 pm EST Mon-Fri 8 pm-10 pm EST (Callback only) Sat/Sun 10 am-4 pm EST (Callback only) 516-342-6700 516-434-1806 GO CHEYENNE http://www.cai.com/cheyenne ftp.cheyenne.com 516-465-5979 (Outside of North America you must use a fax machine's telephone.)
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Taiwan Room C, 4th Floor 170 Tun Hua North Road Taipei, Taiwan, R.O.C.	Tech Support: Tech Support FAX: E-mail:	886-2-545-5611 Mon-Fri 9 am-5 pm 886-2-545-5616 support@cheyenne.com.tw
Australia and New Zealand Level 1 407 Pacific Highway Artarmon NSW 2064, Australia	Tech Support: Tech Support FAX: E-mail:	+61-2-9937-0815 Mon-Fri 9 am-5:30 pm +61-2-9937-0822 or +61-2-9937-0819 sydneytechsupp@cheyenne.com

Training

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- Customers in Taiwan and Asia, call: +886-2-545-5611
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Product overview

About the BitWare environment

BitWare is a 32-bit processing communications program that provides all the tools you need to send and receive faxes and e-mail.

BitWare uses your existing Windows Messaging architecture and integrates with your MAPI environment allowing you to select the client.

MS Exchange and MS Outlook 97 are supported.

BitWare components

The following are the main components of BitWare:



- **Compose:** Compose enables you to write and send faxes and e-mail.

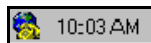


- **Messaging client:** Opens your Windows Messaging, MS Exchange or MS Outlook 97 client so you can access, schedule, and organize your faxes and e-mail.



- **Properties:** Properties allows you to configure the BitWare System.

System tray



The system tray is located at the bottom right corner of your status bar. Double-click the BitWare icon to open the Fax panel.

BitWare pre-installation checklist



Before installing BitWare, make sure that all hardware devices are installed and configured.

To verify that your modem is installed properly:

1. Select *Modems* from the Control Panel and verify that your modem is recognized.
2. (Windows 95 only) Click the *Diagnostics* tab and then the *More Info* button.
The modem responses that are reported should match those listed in your modem manual.
3. Use the Windows phone dialer (under *Accessories*) to see if you can dial a telephone number.

Verify that your Inbox is installed properly



With Microsoft's Windows Messaging services, you can send and receive faxes and e-mail from your Microsoft Inbox. (The setup program will place a service within the Windows Messaging/MS Exchange environment to do this). If you have MS Outlook 97 installed, BitWare will use it as the default MAPI client. To verify that your Inbox is installed properly:

1. Verify that you can open it successfully.
2. Verify that you can view/set properties (right-click the Inbox icon and select *Properties*).

If the Inbox icon is not on your desktop, install the Windows Messaging/MS Exchange service using *Add/Remove Programs* from the Windows Control Panel. Refer to your Windows 95 or Windows NT manual for more information.

Installing BitWare

Follow these steps to install BitWare:

1. Run SETUP.EXE from the CD-ROM.

If SETUP.EXE is not automatically loaded, click the Windows Start button on your taskbar and execute the *Run* command to browse for the setup file.

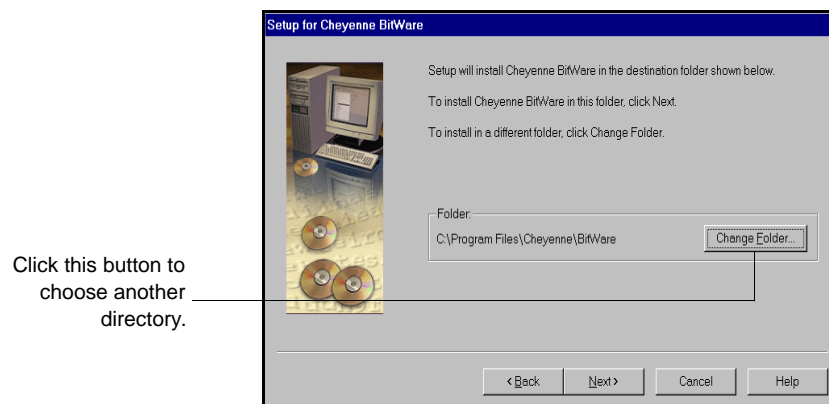
If there are no previous versions, the BitWare Welcome screen appears.

2. Click Next on the Welcome screen.

The BitWare licensing agreement appears.

3. Read the licensing information and click Next if you agree.

The following screen appears:



4. Select an installation directory for the BitWare software.

By default, setup will install the program to the following directory:

C:\Program Files\Cheyenne\Bitware

5. Enter the fax header/cover page information for the user.

The information you enter in these fields is used to generate the header that appears at the top of each fax page and cover page that you send. All fields must be completed.

Setup for Cheyenne BitWare

Please specify fax header and cover page information for this user

First name: Andreas Last name: Drousi

Title: Gen Manager

Company: Computer Associates Intl.

Phone: 516-777-5555

Fax number: 516-777-6666 CSID: 516-777-6666

Address: 3000 Expressway
Anytown, US 99999

< Back Next > Cancel Help

This is a standard to identify where the facsimile originates.
This number is usually the same as your fax number.

6. Click Next.

Select the Microsoft Windows Messaging profile name that you would like to use for the delivery of BitWare messages.

7. Click Finish to install.

Setting the system properties

Follow the steps below to configure your system:

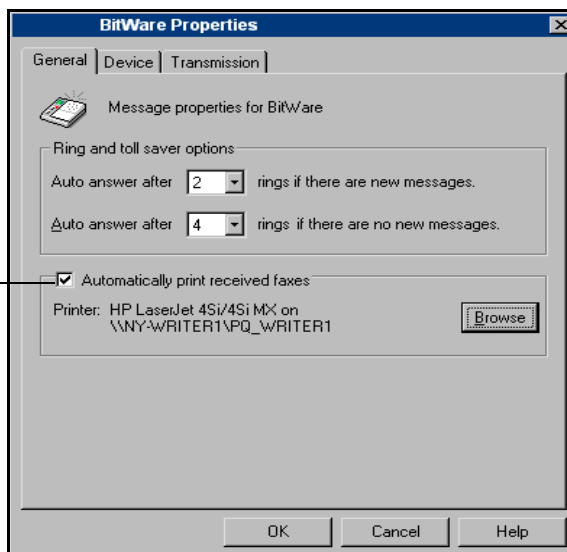


1. Click the BitWare Properties icon on the tool bar.
2. Select the General tab.

The General screen appears:

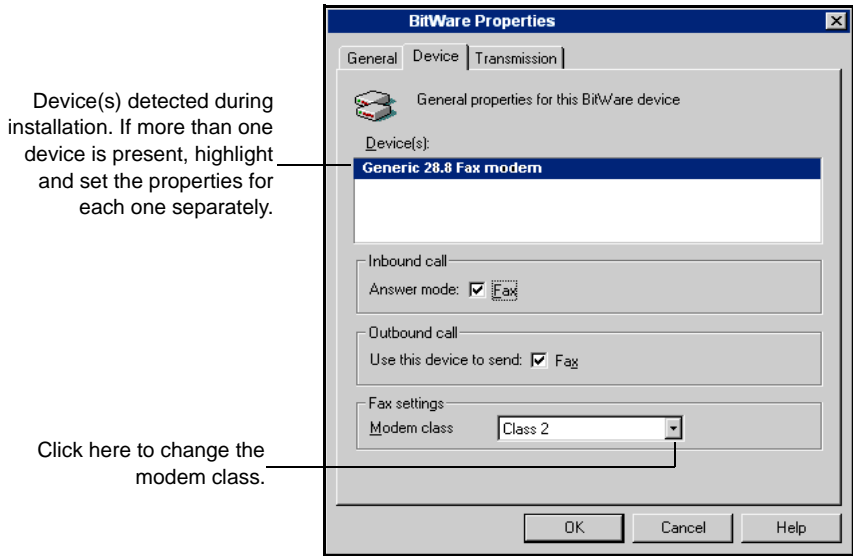
This example shows how you can save on tolls. You can hang up right after the third ring knowing that there are no new messages.

Check this box if you would like faxes to go directly to the printer.



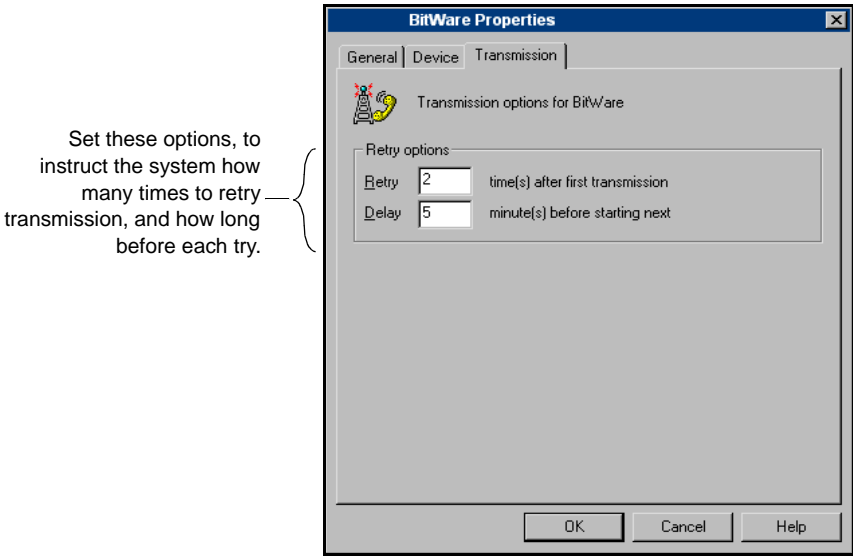
3. Select the Device tab.

The following screen appears:



4. Select the Transmission tab.

The following screen appears:



5. Click OK.

Setting the user options

Click the User Information button to set or change the properties of your mailbox.

Your fax header and cover page information as well as the fax transmission options can be modified through the BitWare Mailbox Properties screen.



1. Click the User Information button.

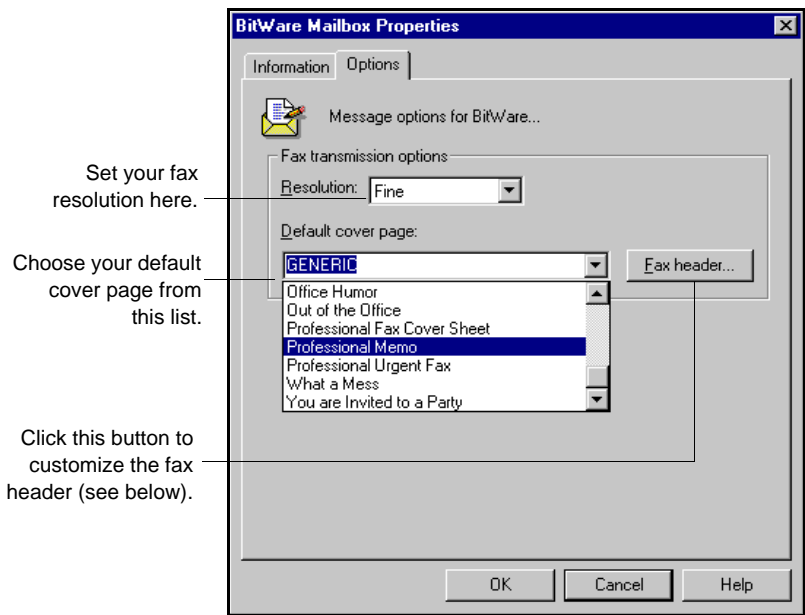
The BitWare Mailbox Properties screen appears:

The information entered here is used to generate the fax header that appears at the top of the fax page as well as the fax cover page.

A screenshot of the BitWare Mailbox Properties dialog box. The dialog has a title bar with the text "BitWare Mailbox Properties" and a close button. It contains two tabs: "Information" (selected) and "Options". Under the "Information" tab, there is a section titled "Fax header and cover page information for this user" with a user icon. Below this, there are several text input fields: "First name:" with "Philip", "Last name:" with "van Doorn", "Title:" with "Administrator", "Company:" with "Computer Associates Intl.", "Phone:" with "516-555-6873", "Fax:" with "516-555-3488", and "CSID:" with "516-555-3488". There is also a multi-line text area for "Address:" containing "1 Computer Associates Plaza" and "Islandia, NY 11460". At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

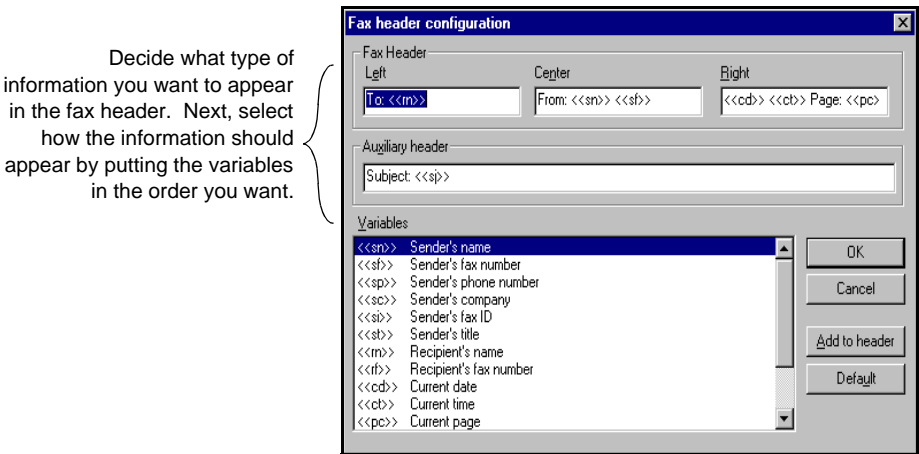
2. Select the Options tab to set the fax transmission options.

The following screen appears:



3. Click the Fax header button to customize your fax header.

The following screen appears:



4. Make your selections and click OK.

Sending faxes and e-mail

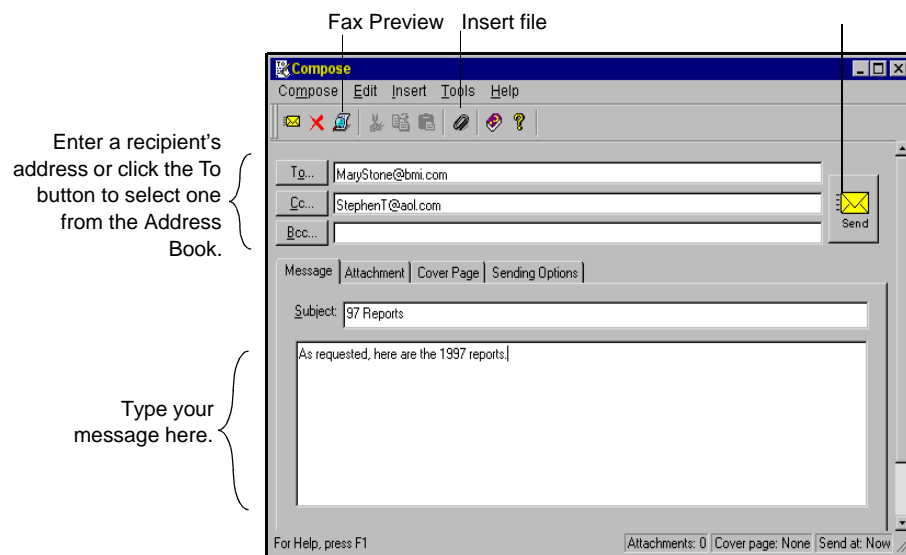
BitWare provides you with the ability to create and send faxes and e-mail from one location.

To quickly send a fax or e-mail message:



1. Click the **Compose New Message** button.

The Compose screen appears:

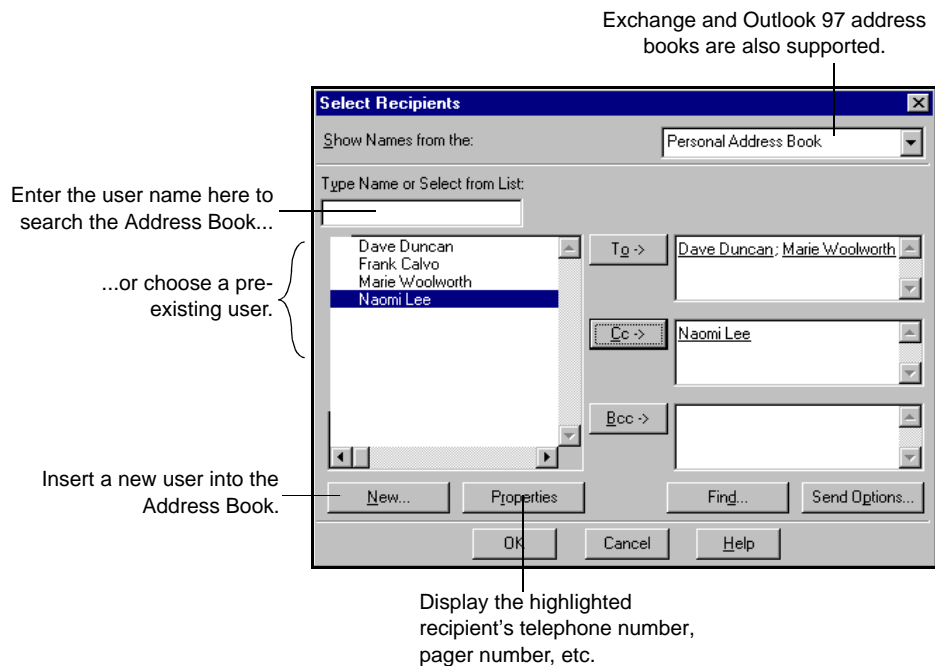


If you are using Word to compose your messages, just finish your document and drag and drop the folder into the Compose screen. The file will appear in your Compose screen as an attachment.

Selecting recipients

1. From your Compose screen click *To*.

The Select Recipients screen appears:



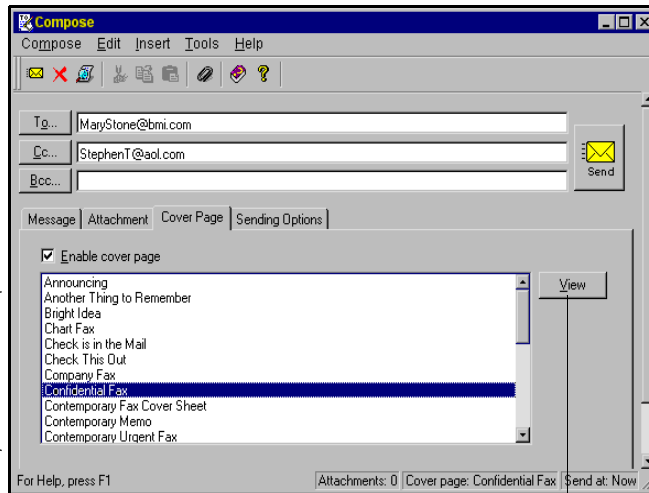
2. Select the correct recipients from the Address Book and click To, Cc, or Bcc.
3. Click OK.

The Compose screen reappears.

Adding a different
cover page

1. Select the Cover Page tab.
The following screen appears:

Select the cover
page from this list



view the selected
cover page.

2. Select the cover page you want to use.

To use your own custom cover page, save it in RTF file
format. Cover page files must be in this directory:

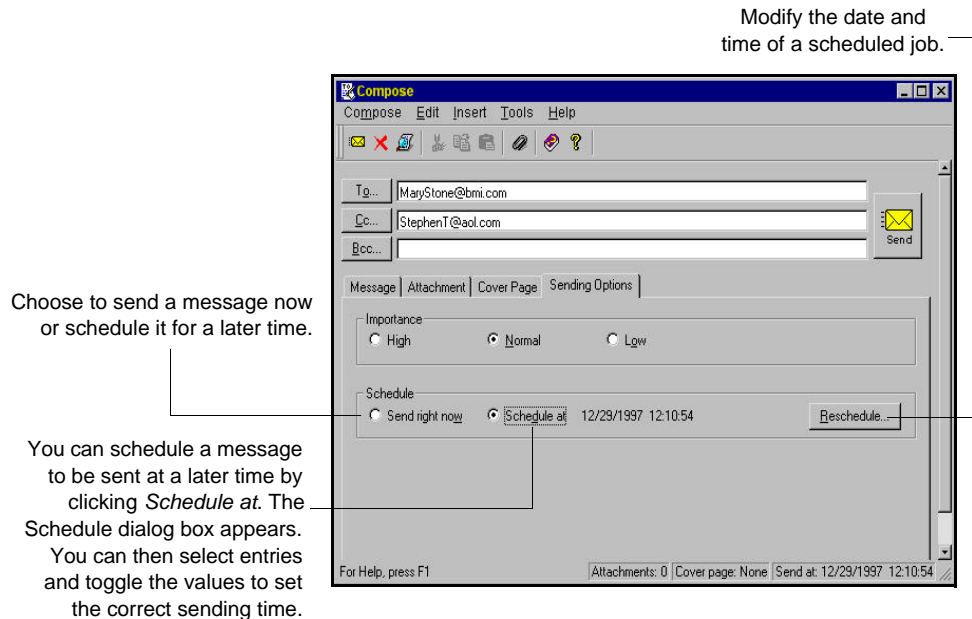
C:\Program Files\Cheyenne\BitWare\Cover

Sending options

Follow these steps to configure when and how a message is
sent:

1. Select the Sending Options tab.

The options screen appears:



2. Click Send.

After a message is submitted, you can check its status in MS Exchange or MS Outlook 97.

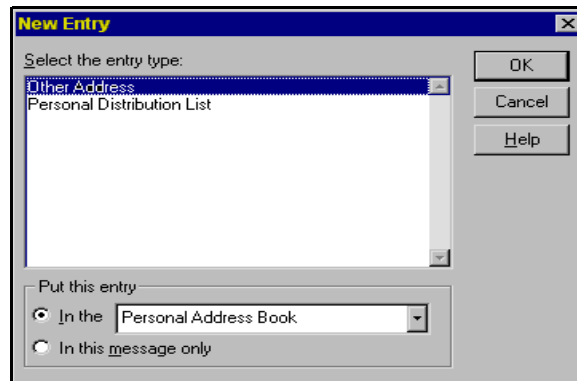
Using your personal address book

Adding new users

To add a new user:

1. From the Compose screen click To.
2. Click New in the Select Recipients dialog box.

The New Entry screen appears:



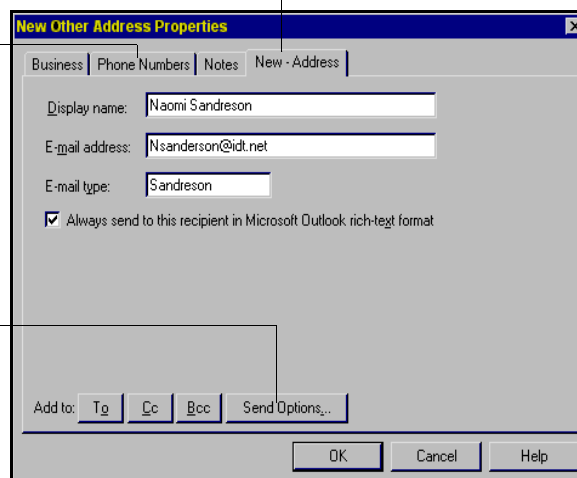
3. Select the entry type.

The following screen appears:

Enter all the information on this tab first. The system will not allow you to go further unless these fields are complete.

Contains numbers for business, fax, mobile, phone, pager, and an assistant.

Click to set your sending options.



Each new name in the Personal Address Book requires that you enter separate Properties information. Once set up, you will only need to view these tabs if you modify any of the existing information, including changing the default messaging method.

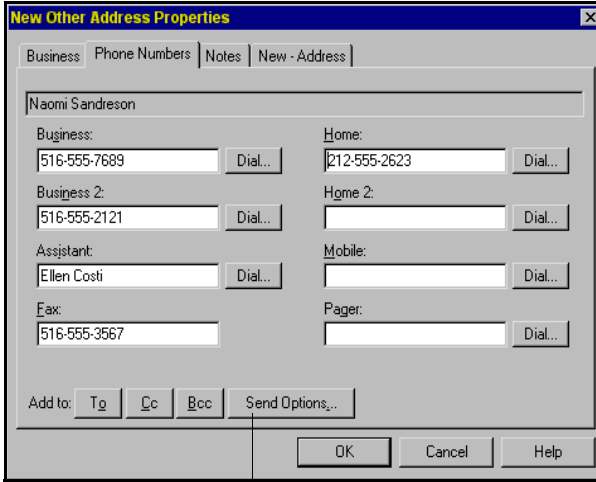
4. Select the Notes tab.

Enter notes for this entry, if any.

5. Select the Phone Numbers tab.

The following screen appears:

Enter all numbers and any other information in these fields. Click Dial to dial the corresponding number.



Click this button to change your sending options.

6. Select the Business tab.

The following screen appears:

Enter address information for
this contact here. All business
contacts can be entered on
this screen.

The screenshot shows a window titled "New Other Address Properties" with a close button (X) in the top right corner. The window has four tabs: "Business", "Phone Numbers", "Notes", and "New - Address". The "Business" tab is currently selected. The form is organized into two main columns. The left column contains fields for "Name" (First: Naomi, Last: Sanderson), "Address" (75 Washington Dr. 5F), "City" (Mineola), "State" (NY), "Zip code" (11501), and "Country" (USA). The right column contains fields for "Title" (Assistant VP), "Company" (DEI Inc.), "Department" (Print), "Office", "Assistant" (Ellen Hladky), and "Phone number" (516-555-7689). At the bottom left, there is an "Add to:" section with buttons for "To", "Cc", and "Bcc", followed by a "Send Options..." button. At the bottom right, there are three buttons: "OK", "Cancel", and "Help".

7. Click OK.

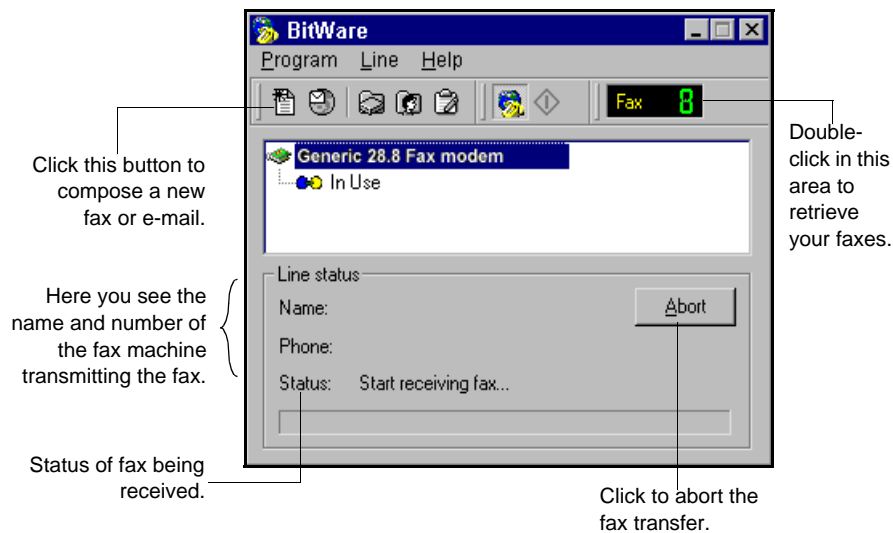
Receiving faxes

BitWare detects whether an incoming call is a fax and takes the appropriate action. To make sure that your program is set to receive faxes, do the following:



1. Click the BitWare Properties button on the tool bar and select the Device tab.
2. Check that the *Inbound call* option has a check mark in Fax.
3. Click OK.

BitWare automatically receives faxes in the background while you continue to work in your other applications. If the Fax screen is in the foreground, the status of a fax being received is displayed, as shown below:



Viewing a fax

Your Cheyenne BitWare faxes can be retrieved using Windows Messaging / MS Exchange or MS Outlook 97.

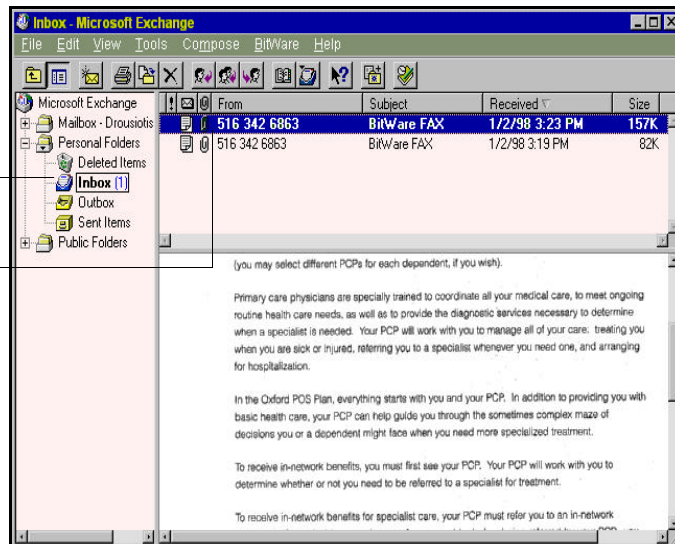
To view your faxes do the following:

1. Double-click your Inbox on your desktop.

If your mail client is MS Exchange, the following screen appears:

Check your Inbox for faxes delivered. Unlike email, the Subject reads 'BitWare FAX'.

Highlight your fax here and preview in the panel below or double click the highlighted fax to launch the full screen BitWare Fax Viewer.



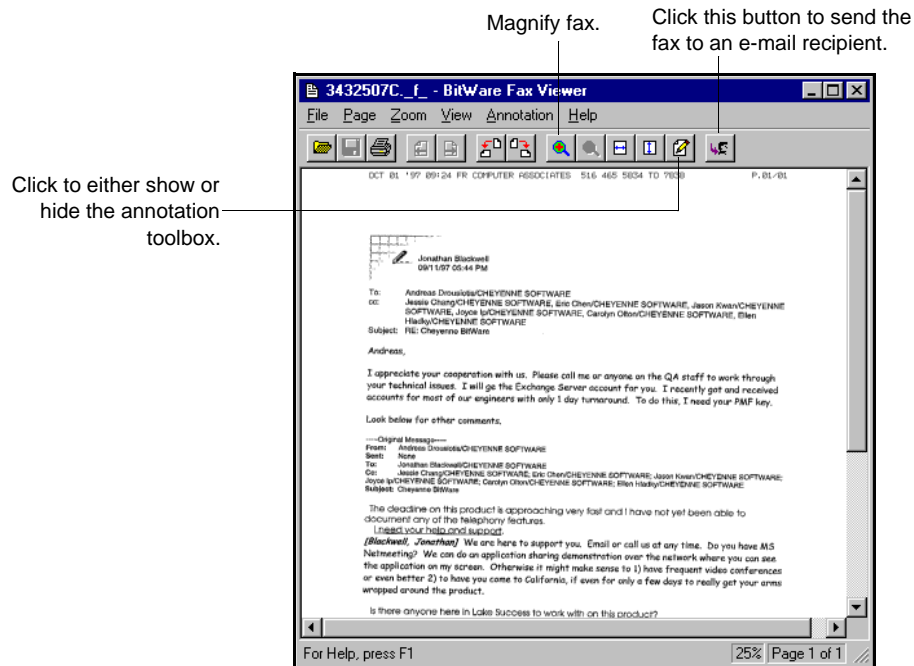
Some users prefer to enter and view the Windows Messaging/MS Exchange screen as soon as they turn their computer on. You can do so by placing the Windows Messaging/MS Exchange program in your startup group.

BitWare fax viewer

You may also view your faxes using the following method:

1. Select *Program, Fax Viewer* from the BitWare screen.

The following screen appears:



If the fax does not appear as soon as you open your fax viewer, select *File, Open* and search the Files folder for the last fax received.

While in Fax Viewer, you can print, annotate, delete, resend or forward the fax.

Annotation allows you to edit the fax document in many different ways, before filing or forwarding to someone else.

Forwarding a fax to an e-mail recipient

A fax can be forwarded to an e-mail recipient by following these steps:

1. Open your BitWare Fax Viewer.
2. Select the fax you would like to forward.
3. Click the send button.

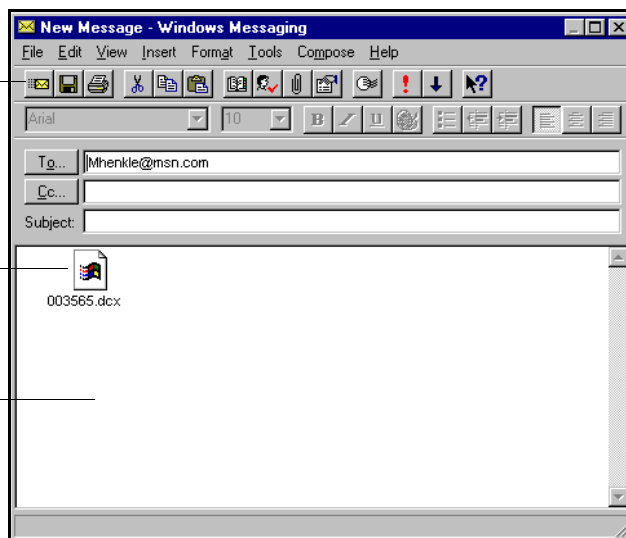


The following screen appears:

Click to send
your document to
the e-mail
recipient.

Your fax document is
copied here as an
attachment so that it
can be sent to one or
more e-mail recipients.

Enter any additional
comments or
instructions here.



Sending e-mail as a fax

To forward an e-mail to a fax recipient do the following:

1. Open the BitWare Compose screen.
2. In the *To:* field, add the word FAX: before the recipient's name, and @ between the name and recipient's fax number:

From	Alice McGill
To...	FAX:John@516-322-7989

Automatically printing faxes

BitWare can automatically print received faxes. To do this:



1. Click the BitWare Properties button on the tool bar.
The Properties box opens.
2. Select the *General* tab.
3. Place a check mark in the *Automatically print received faxes* option.
4. Select a printer and click OK.

BitWare will print the fax at the same resolution it was sent.

BitWare will proportionally scale down a fax if it is too long (up to 14 inches) to print on a standard (8.5 by 11 inch) page. If a page is longer than 14 inches, BitWare will print it on two pages.

Receiving faxes manually

If you have a telephone connected to your fax modem, you can dial a number yourself and use *Manual Fax Receive* to receive a fax. In some cases, this is the only way to receive a fax. The following are some examples of when you might need to dial out to receive a fax:

- You want to receive a fax from a "fax back" service.
- You need to talk to someone before receiving a fax. (For example, you want to receive a fax from a customer and you want to pay for the call.)
- You need to get through a switch board service.
- You want to receive a fax from a fax machine with polling capabilities.

To dial out to receive a fax:

1. Dial the fax number using the phone set.



2. When you are ready to receive a fax (a high-pitched fax tone), click the **Manual Fax Receive** button.

BitWare prompts your modem to begin receiving the fax using the current connection.