

CHEYENNE BITWARE - GETTING STARTED

Cheyenne BitWare is a complete communications program that provides all the tools you need to create your own voice mail system, send and receive faxes, send messages to pagers, retrieve faxes and voice messages from a touch-tone telephone, exchange files, and explore the world of on-line computing. With a voice modem and a sound card, you can turn your personal computer into a powerful messaging center.

Cheyenne BitWare components

Answering Machine: Cheyenne BitWare is enabled when Windows starts, and your messaging service is in operation from that point on. The answering system includes multiple mailboxes and powerful features, such as Fax-on-demand and Voice-on-demand.

Compose: Use Compose to easily write and send faxes, e-mail, and messages, is very simple.

Messaging client: Cheyenne BitWare makes use of both Windows Messaging/Exchange and MS Outlook clients allowing you to access, schedule, and organize all your messages.

Properties: Use Properties to configure the entire Cheyenne BitWare System, create mailboxes, customize features for each mailbox, and set transmission options.

BitCom: Cheyenne BitWare's smart terminal program makes data transfers easy by automating often-repeated communications tasks. BitCom is powerful and flexible enough to let you log on to an on-line service or a remote computer, upload or download files, with ease.

System requirements

Please verify that your system meets the following requirements before you install Cheyenne BitWare:

	Required	Recommended
Processor	Pentium 90.	Pentium 133.
Operating System	Windows 95 with Service Pack 1, OSR2/OSR2.1 or Windows NT with SP3.	Windows 95 OSR2/OSR2.1, or Windows NT with SP3.
Memory	16 MB of RAM.	32 MB of RAM.
Hard Drive Disk Space	10 MB free.	20+ MB (depending on usage).
MAPI Client	Microsoft Exchange/Windows Messaging, or MS Outlook 97.	MS Outlook 97.
Modem	Any Voice/Fax modem (should be recognized and installed by Windows).	Unimodem/V compliant telephony modem with telephony driver and wave driver support.

INSTALLING CHEYENNE BITWARE

Before you install Cheyenne BitWare, verify that the MAPI client (MS Exchange or MS Outlook) is installed properly.

Follow these steps to install Cheyenne BitWare:

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

The setup program auto-detects your hardware and checks for the type and configuration of your modem and sound card (if present).

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

2. Click Next on the Welcome screen.

The Cheyenne BitWare licensing agreement appears.

3. Click Next if you agree to the terms of the license agreement.

4. Select an installation directory for the Cheyenne BitWare software.

5. Enter the name and remote access password.

The program creates the first mailbox with the name you entered. You will be able to add other users after the installation.

6. Enter the fax cover page information.

7. Click Next and Setup will install the software.

SETTING UP YOUR SYSTEM

From the Properties screen, you can add new mailboxes, personalize each mailbox with individual greetings, and set up all your message notification parameters. These are the types of mailboxes you can create:

Voice and fax mailbox - Is very similar to an answering machine. The mailbox plays a greeting and prompts callers to either leave a voice message or transmit a fax.

Voice-on-demand mailbox - Allows callers to listen to pre-recorded voice messages, but does not offer the option to leave a message.

Fax-on-demand mailbox - Allows you to create a library of documents that callers can retrieve remotely by fax.

Setting system properties

To configure your system properties:

1. **Click the Properties icon on the Application bar.**
The properties screen appears and the mailbox profile panel opens. You will see your default mailbox in the display.
2. **Select the General tab to set your voice message properties.**

3. Select the **Device** tab to set your inbound and outbound parameters.
4. Select the **Transmissions** tab to set transmission options.
5. Select the **Greetings** tab to record your greeting.
6. Select the **Prompts** tab to set the default system voice prompts.

Adding new mailboxes

To add a new mailbox to your system:

1. Click the **Properties** icon on the **Application** bar.
2. Click **Add**.
The Cheyenne BitWare Mailbox Wizard appears.
3. **Make your mailbox type selection.**
4. **Record your mailbox name.**
5. **Record your mailbox greeting.**
6. **Record your personal message.**
7. **Enter user information.**
8. Click **Finish** to complete setup.

If you are setting up a Fax-on-demand mailbox, repeat steps 1 through 7, then follow the steps below:

1. Click **Add** to add a document to your **Fax-on-demand** list.

You can select documents from a variety of formats, ie: .TXT, .WRI, .DOC, etc.

2. Select the document and click Open.

The document is added to your Fax-on-demand list.

Configuring mailboxes

From the Properties screen:

- 1. Highlight the mailbox you want to configure and click the Properties button.**
- 2. Click the Greetings tab to record or change the greeting for your mailbox.**
- 3. Click the Information tab and set up your fax header/cover page information.**
- 4. Select the Options tab to set fax transmission options.**
- 5. Select the Notification tab to set or change paging information.**

USING CHEYENNE BITWARE

Cheyenne BitWare provides you with the ability to create and send faxes, e-mail, voice messages and alphanumeric pages from one location.

Sending faxes, e-mail and audio messages

To quickly send a message:

1. Click *Compose New Message*.
2. Click *To*.

The Select Recipients screen appears.

Since Cheyenne BitWare supports both MS Exchange and MS Outlook clients, you can search all your address books from this screen.

3. **Select a recipient and click OK.**

If the recipient is not listed in your book, click *New* to insert a new recipient into your address book.

Sending options

To choose your sending options:

1. **Select the Sending Options tab.**

You can schedule a message to be sent at a later time by clicking Schedule at. Select the Reschedule button to modify the schedule.

2. After you have completed your sending options, click Send.

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

Adding an audio message

1. Select the Compose Audio message tab.
2. Record your audio message or select a pre-recorded one.
3. Click Send.

Placing a call

1. Double-click the phone icon in your system tray to launch Cheyenne Phone.
2. Enter the phone number of the person you wish to call and press *Dial*.

Using Quick Dial

With *Quick Dial*, you can pre-configure dialing properties and click a single button to place a call.

1. Select the Quick Dial tab.

All pre-configured quick dial buttons indicate the corresponding names and telephone numbers.

2. Click the *Quick Dial* button and Cheyenne Phone will place the call.

Receiving faxes, e-mail and audio messages

Receiving faxes

Cheyenne BitWare detects whether an incoming call is voice or fax and takes the appropriate action. Cheyenne BitWare will automatically receive faxes in the background while you continue to work in your other applications. If Cheyenne Phone is in the foreground, the status of a fax being received is displayed on the LCD screen.

Forwarding faxes to an e-mail recipient

To forward a fax to an e-mail recipient:

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

Send e-mail as a fax

To forward an e-mail to a fax recipient:

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

Automatically print faxes

To send incoming faxes directly to the printer:

1. Click the Properties button on the application bar.
2. Select the General panel.
3. Select the *Automatically print received faxes* option.
4. Select a printer and click OK.

Retrieve faxes and voice messages from a telephone

From any touch-tone phone, you can call your system to listen to your voice messages and to forward your faxes to a fax machine.

1. Call the Cheyenne BitWare voice mail system.
2. As soon as you hear the greeting message, press [#].
3. Enter your mailbox number and then press [#].
4. If your mailbox is password-protected, enter the password and then press [#].
5. To retrieve your voice messages, press [1], to retrieve your faxes, press [2].
If you have finished retrieving your voice messages, hang up. If you are retrieving your faxes continue with step 6.
6. Enter the fax number you want your faxes forwarded to and then press [#].
7. Hang up or press [*] to return to the System Access menu.
After you hang up, Cheyenne BitWare sends your faxes to the number you entered.

Receiving audio messages

When the installation program detects a voice modem on your computer, it automatically sets up Cheyenne BitWare to receive voice calls. You have the option to either answer the call manually or allow Cheyenne BitWare's Answering Machine to answer the call.

Callers hear the main greeting and then the list of individual names with the corresponding mailbox numbers is announced. Callers can leave a message on one or more mailboxes by pressing the appropriate buttons.

To make sure that your program is set to receive voice calls, perform the following check:

1. Click the Properties button on the application bar and select the Device panel.
2. Check that the *Answer mode* option has a check mark in Voice.
3. Click OK.

If there are messages in your mailboxes, the Fax/Voice screen on your toolbar will display the number of either voice or fax messages.

Your Cheyenne BitWare mail or voice messages can be retrieved using the two main MAPI clients:

MS Outlook (default MAPI).

Microsoft Exchange/Windows Messaging.

In Windows Messaging/Exchange as well as MS Outlook, Cheyenne BitWare creates subfolders for each mailbox under the Inbox folder.

Follow these steps to retrieve your messages:

3. Double-click the message description to read your mail/fax or listen to your message.
4. Click the play button if it is an audio message.
Your message is played and automatically rewound for immediate playback.

Automatic pager notification

For each voice/fax mailbox, you can set your Cheyenne BitWare's pager notification feature to dial your pager service (or beeper) and leave a message informing you that you have just received a message.

To configure your Pager Information settings:

1. Click the **Cheyenne BitWare Properties** button and select the mailbox you want to configure.
2. Click **Properties** and select the **Notifications** tab.
Place a check mark in the **Pager** option and select **Configure**.
3. Select your pager service, enter the access number and if necessary your PIN number.
By default, the system waits five (5) seconds before sending the PIN.
4. Choose a "Notify me when" options and click **OK**.

BitCom

With BitCom, you can perform remote dial-up functions, send and receive files to and from a BBS, and to and from another computer.

Establishing connections

The following section explains how to establish a data connection with another computer through a dial-up connection. It also explains how to set up Cheyenne BitCom so other computer users can call and make a remote connection with your PC.

1. **Right-click the Cheyenne BitWare icon in your system tray and select *BitCom*.**
2. **Verify that both BitCom and the remote computer are using the same communication settings by selecting *Settings* from the Menu bar, then *Options*.**
Click the Modem tab to see or change the modem command strings.
3. **Set your terminal display by clicking the Display tab**
4. **Click OK to finish configuring the modem.**

Now that you have properly configured your modem:

1. **From the menu bar, select *Action*, then *Initialize Modem* to test the modem.**

2. **Select *Action* from the menu bar, then *Dial* to initiate a modem connection.**

Once you have entered the correct connection title and phone number, click the Dial button to begin dialing.

BitCom now begins to dial to the remote host. When your modem makes a connection with the remote computer, the lower-left status bar displays *On-line*.

Sending and receiving files

This section describes how to download and upload files to and from a service provider. BitCom supports the ASCII, Xmodem, Ymodem, YmodemG, Zmodem, and the Kermit protocols.

To receive a file:

1. **Create a good connection with the remote host system.**
2. **Click *Action* and select *Receive File*.**
3. **Choose a mutually supported protocol.**
4. **Click *Receive* to begin downloading the file.**

You will see a *File Transfer* information summary dialog box giving you the real-time connection information.

To send a file:

1. Check that you have a good connection with the remote PC and that it is ready to receive files.
2. Click the Send File button on the toolbar.
3. Select a mutually supported protocol.
4. When ready to send the file, click Send.

Placing BitCom into host mode

Once BitCom is placed in *Host Mode*, it answers incoming data calls automatically.

To place BitCom in *Host Mode*:

1. Click the *Host mode* button on the toolbar.
From the *Host Mode configuration* menu, enter the *Welcome Message*, *Enable Password Protection*, and change the various host connection settings.
2. On the menu bar, click *Action* and select *Auto Answer Mode*.
3. Wait for the remote computer to call.
When a remote computer calls, BitCom will answer automatically.