

# **Cheyenne BitWare User Guide**

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- Customers in Japan, call: +813-3222-3750
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# INTRODUCING CHEYENNE BITWARE

In this chapter, you will learn about:

Page	
1-2 ➤	The Cheyenne BitWare design
1-3 ➤	Product features
1-4 ➤	Components that form Cheyenne BitWare

---

## Product overview

---

### About the Cheyenne BitWare environment

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 alphanumeric messages to pagers, retrieve faxes and voice messages from a touch-tone telephone, exchange files, and explore the world of on-line computing.

It's very much like having a voice mail system, a fax machine, a pager operator, a smart telephone and a full-featured data communications program all combined into a single package. In addition, Cheyenne BitWare includes a feature-rich virtual speaker phone which allows hands-free telephone dialing and answering operations.

The easy-to-use design of Cheyenne BitWare is welcomed by users who are new to PC communications, while experienced users will find all the communication power they need. It delivers a powerful set of communications tools without compromising ease of use.

Cheyenne BitWare uses your existing Windows Messaging architecture. It integrates with your MAPI environment allowing you to select the client. MS Exchange/Windows Messaging or MS Outlook are supported.

## Product Features

- 32-bit processing - integration with Windows 95/NT v4.0.
- Fax - Send faxes and employ Fax-on-Demand (FaxBack) features from a variety of Windows applications.
- Schedule messages - Schedule fax or voice transmissions to take advantage of low phone rates.
- Remote Access - Access all of your messages from any touchtone phone.
- Call Screening/Caller-ID - View caller-id information and screen inbound calls.
- Broadcast voice messages - attach voice messages to your e-mail or broadcast pre-recorded messages to one or multiple phones.
- BitCom - Explore the world of on-line services and access and download files from public bulletin boards. Exchange files to and from a remote computer with ease.
- Call Log - Monitor all messages (sent and received) with date, time, duration, and recipients' name.
- Remote message notification - Get notified by pager when new faxes and voice mail arrives. Send messages via e-mail interface to alphanumeric pagers. Supports any TAP/IXO compliant paging system such as Mobilenet, Skytel, Pagenet, etc.
- Forward - Forward received faxes automatically to a specified destination.
- Message Archival - save important voice, fax, or data messages.

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## Cheyenne BitWare components

The following are the main software components of Cheyenne BitWare:



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



- **Compose:** With the Compose screen, the process of writing and sending faxes, e-mail, and messages that can include audio attachments, is very simple.



- **Messaging client:** Opens up your Windows Messaging or MS Outlook client, so you can access, schedule, and organize all your messages.



- **Properties:** Through the Properties screen, you can 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, as easy as typing a single command.

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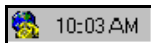
### Application bar

The application bar shown below, is automatically enabled (can be manually disabled) when you start windows, and provides single-click access to Cheyenne BitWare's most frequently used functions.



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### System tray



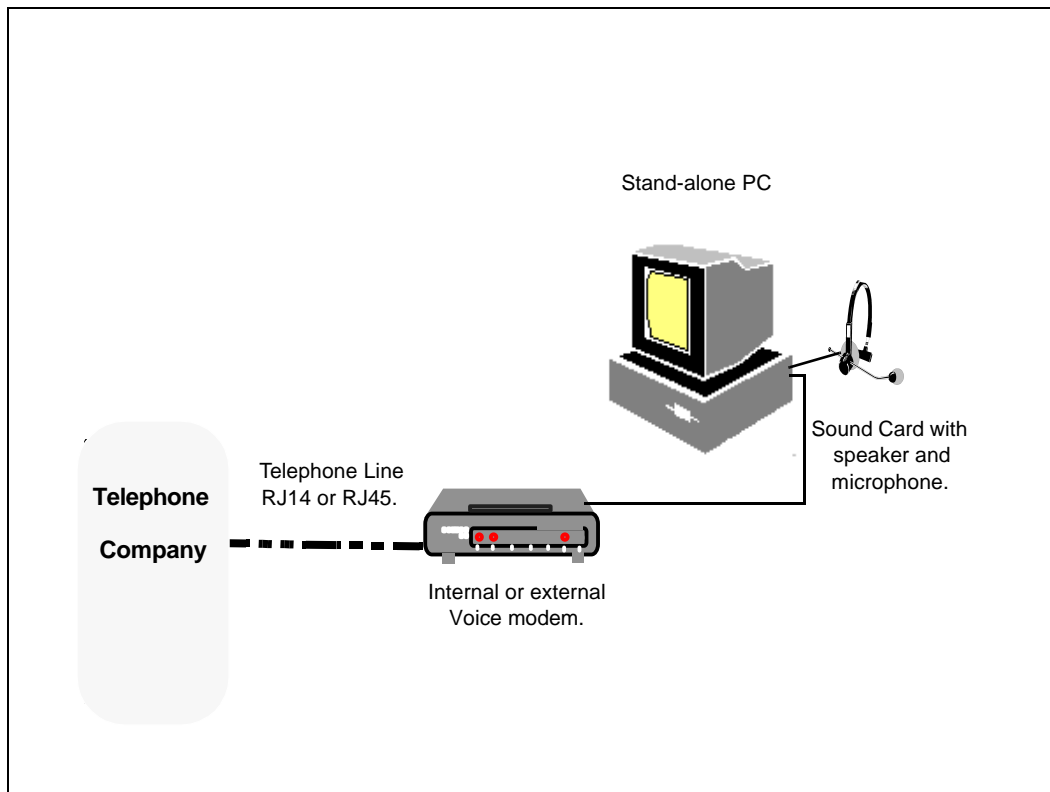
The system tray is located at the bottom right corner of your status bar. Double click the Cheyenne BitWare icon to open the Cheyenne Phone panel.

1

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## System Design:

The following diagram illustrates how Cheyenne BitWare works. For information about installing hardware and software on your system, refer to Chapter 2.





# INSTALLING CHEYENNE BITWARE

This chapter provides you with an overview of the installation process, helps you decide what hardware you need, and has instructions for installing Cheyenne BitWare.

In this chapter, you will learn:

Page

- |     |   |  |
|-----|---|--|
| 2-2 | ➤ | How to prepare for installation              |
| 2-3 | ➤ | About the hardware and software requirements |
| 2-4 | ➤ | How to set up the hardware for your system   |
| 2-8 | ➤ | How to install Cheyenne BitWare              |

---

## Preparing for installation

The following list outlines the steps you need to follow before you install Cheyenne BitWare. You can find more information about these steps on the following pages.

1. **Make sure your system meets the basic hardware and software requirements needed for Cheyenne BitWare.**  
For a list of these requirements see page 2-3.

2. **Decide how to set up your system.**  
You have to decide what telephony hardware you will need and where you will install the Cheyenne BitWare software. Refer to page 2-4 for more information.

3. **Complete the pre-installation checklist so that your installation will run smoothly.**  
Refer to page 2-6 for important pre-installation requirements.

4. **Install the Cheyenne BitWare software.**  
Refer to page 2-8 for more information.

## System hardware and software requirements

Cheyenne BitWare has some nominal system requirements that your system must meet. Below is a list of these requirements. Telephony hardware requirements begin on page 2-4.

2

	Required	Recommended
<b>Processor</b>	Pentium 90.	Pentium 133.
<b>Operating System</b>	Windows 95 with Service Pack 1, or Windows NT with Service Pack 3.	Windows 95 OSR2/OSR2.1, or Windows NT with Service Pack 3.
<b>Memory</b>	16 MB of RAM.	32 MB of RAM.
<b>Hard Drive Disk Space</b>	10 MB free.	20+ MB (Depending on usage).
<b>MAPI Client</b>	Microsoft Exchange/Windows Messaging, or MS Outlook 97.	MS Outlook 97.
<b>Modem</b>	Any voice/fax modem (should be recognized and installed by Windows).	Any Unimodem/V compliant telephony modem with telephony driver and wave driver support.
<b>Other</b>		Windows sound system compatible sound device (sound card).

---

## Setting up your hardware

The chart below describes the type of hardware you will need depending upon the communications features you will be using (voice messaging, fax, etc.). Refer to the Glossary for hardware descriptions.

Hardware required	Reason
<b>Voice Messaging</b>	
Modem (fax/data/voice)	Many of the features are voice mailbox related.
Sound card (required for all telephony functions).	Cheyenne BitWare makes use of several ACM (Audio Compression Module) components that are installed only when a sound card driver is present.
Microphone and speakers or Regular Telephone	To record and listen to greetings and messages.
Analog telephone line	
<b>Fax/Paging</b>	
Fax/Data modem (with Unimodem support)	Unimodem support is required for fax and pager operation.
Analog telephone line	

Hardware required	Reason
<b>Fax on Demand</b>	
Modem (fax/data/voice)	Telephony features require voice modem.
Analog telephone line	

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Voice modems  
require Unimodem/V

Voice modems require Unimodem/V support. Unimodem/V adds the most commonly required features to support data/fax/voice modems, including wave playback and recording to and from the phone line, and wave playback and recording to and from the handset. It also adds support for speaker phone, caller ID, distinctive ringing and call forwarding.

Your operating system comes with hundreds of drivers, and the one for your particular modem may already be included. If your modem manufacturer did not supply one with your modem, contact them for the latest update. You can also download the latest Unimodem/V drivers from Microsoft's web site ([www.microsoft.com](http://www.microsoft.com)).

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## Cheyenne BitWare pre-installation checklist



Before installing Cheyenne BitWare, be sure to complete all of the tasks below:

- All hardware devices must be installed and properly configured prior to installing Cheyenne BitWare.
- To use Cheyenne BitWare's voice features, you must use a voice/fax modem.

---

### Using an external modem

If you are using an external voice/fax modem, you must connect it to an I/O card with a 16550 or 16550A UART. A UART (Universal Asynchronous Receiver/Transmitter) is a circuit that processes the data your modem and computer exchange. I/O cards with slower (8250 or 16450) UARTs might not be fast enough to reliably record and play voice messages, but work fine for transferring faxes and data.

Most internal voice/fax modems have fast UARTs built in.

To verify your voice 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 sound card is installed properly

To verify that your sound card is installed properly, use the Media Player (under Accessories and then Multimedia) to record and play .wav files.

---

Verify that your Inbox is installed properly



With Microsoft's Windows Messaging services, you can send and receive faxes, voice messages, 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, Cheyenne 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 (by right-clicking on the Inbox icon and selecting *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/NT manual for more information.

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Audio compression

If you have the Windows 95/NT Audio Compression system components installed, Cheyenne BitWare will be able to compress voice messages. If it is not present in your system, the Audio Compression software can be installed using *Add/Remove Programs* from Windows' Control Panel.

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## Installing Cheyenne BitWare

Follow these steps to install Cheyenne BitWare:

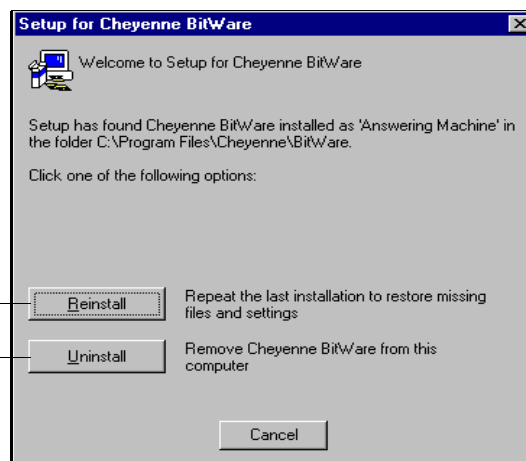
1. Insert the Cheyenne BitWare CD-ROM into your CD-ROM drive.
2. Run SETUP.EXE from the CD-ROM.

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.

The setup program auto-detects your hardware and scans your machine to see if there are any existing copies of Cheyenne BitWare installed.

If there are previous versions, the following screen appears:

If the installation program finds previous versions on your system, it would prompt you to either Reinstall or Uninstall. Take the appropriate action or cancel



**Reinstall:** restores missing files and settings.

**Uninstall:** entirely removes Cheyenne BitWare from your hard drive.

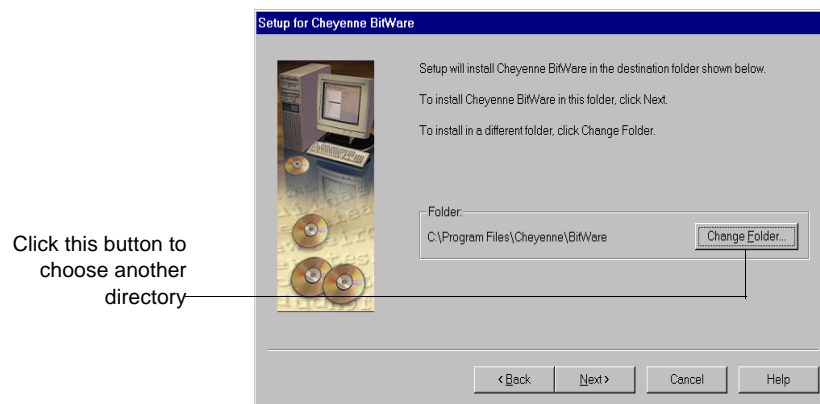
If there are no previous versions, the Cheyenne BitWare Welcome screen appears.

3. Click Next on the Welcome screen.

The Cheyenne BitWare licensing agreement appears.

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

The following screen appears:



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

By default the setup program will install to the directory:

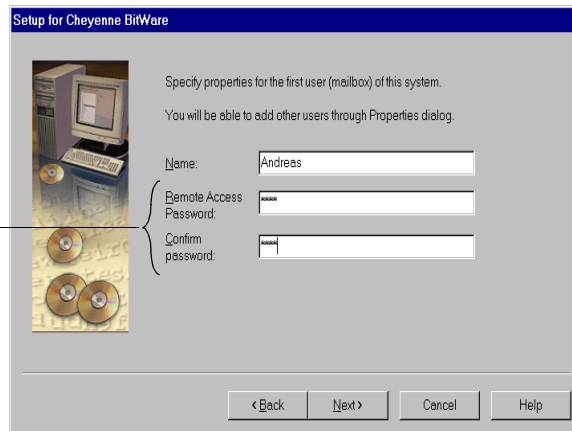
C:\Program Files\Cheyenne\Bitware.

You can change the directory by clicking the Change Folder button.

6. Enter the name and remote access password.

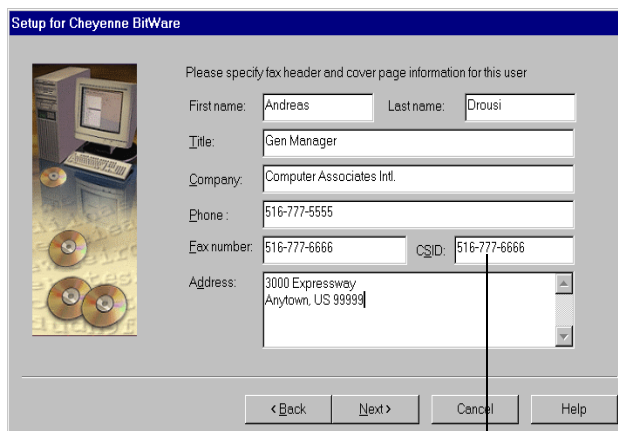
The Program will create the first mailbox with the name you entered. You will be able to add other mailboxes after the installation.

Enter your password twice to confirm. This would be your remote access password that would allow you to access all the messages in your mailbox.



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

The information you enter in these fields will be used to generate the header that appears at the top of each fax page and cover page (for this user). All fields must be completed.



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

8. Click Next.

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

9. Click Next.

The setup program will install the software on your computer.

After successful installation, the system will request that you to register your software. To register, you may first want to select the closest Cheyenne office from the country listbox. The phone number is set according to your country selection. If necessary, change the phone number dialing prefix.

2



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If during installation the program detected previous versions of Cheyenne BitWare, it will at this point prompt you to restart your computer in order to complete installation.

---



# SYSTEM AND MAILBOX SETUP

This chapter outlines how to set up and configure the Cheyenne BitWare system and mailboxes as well as prepare to utilize Bit Ware's features.

In this chapter, you will learn:

Page	
3-2 ➤	About mailbox types and your voice mail system
3-5 ➤	How to set the system properties
3-9 ➤	How to add mailboxes
3-14 ➤	How to configure mailboxes

---

## System setup

With a voice/fax modem, Cheyenne BitWare allows you to create your own single-line, voice-mail system with multiple mailboxes. Callers simply press the appropriate button to be transferred to the mailbox of their choice, where they can leave or listen to messages, and send or retrieve faxes.

From Cheyenne BitWare's *Properties* screen, you can add new mailboxes, personalize each mailbox with individual greetings, and set up all your message notification parameters.

Below are the three types of mailboxes you can create:



- **Voice and Fax mailbox**
- **Voice-on-demand mailbox.**
- **Fax-on-demand mailbox.**

---

### Mailbox types

**Voice and fax mailbox** - This 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** - This mailbox allows callers to listen to pre-recorded voice messages, but, does not offer the option to leave a message. This type of mailbox is useful for instructional or directional information, or information on how to reach the other mailboxes on the system.

**Fax-on-demand mailbox** - This mailbox allows you to create a library of documents that callers can retrieve remotely by fax. This type of mailbox is useful for bulletins, sales literature and information that can be retrieved by clients, colleagues and other individuals.

### Your voice mail system

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Voice mail, how it works

When a person calls, Cheyenne BitWare automatically answers and plays your Initial Greeting message, which might sound like the following example:

"You have reached the voice mail system of XYZ Inc."

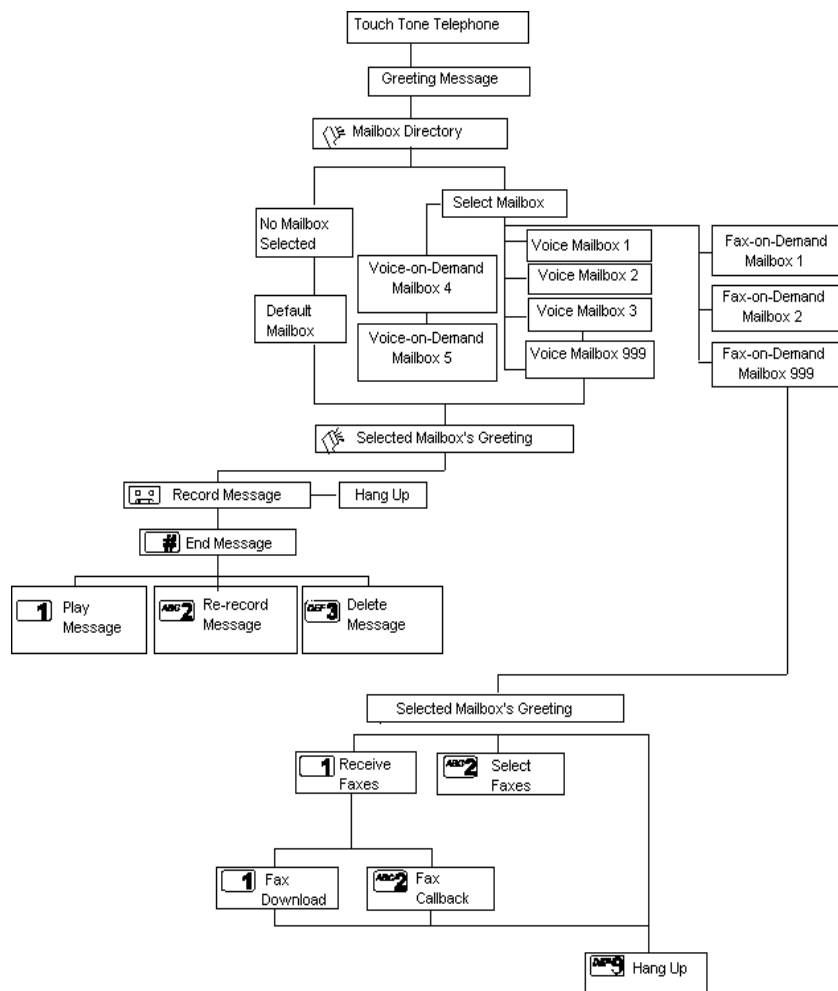
Immediately after playing this message, Cheyenne BitWare will play your mailbox directory message, which directs the caller to your voice mailboxes. The following is an example of this feature:

"To leave a message for Paul Brown, press 1 ; for Alice McGill, press 2 ;.... for directions to our New York offices, press 9.."

After selecting a mailbox, the caller will hear the selected personal mailbox message. (If the caller does not select a mailbox, the system will automatically use the default mailbox.).

3

The following is a flow chart of Cheyenne BitWare's voice mail system. After leaving a message, the caller can press the pound key (#) and then press the asterisk key (\*) to return to the Mailbox Directory.



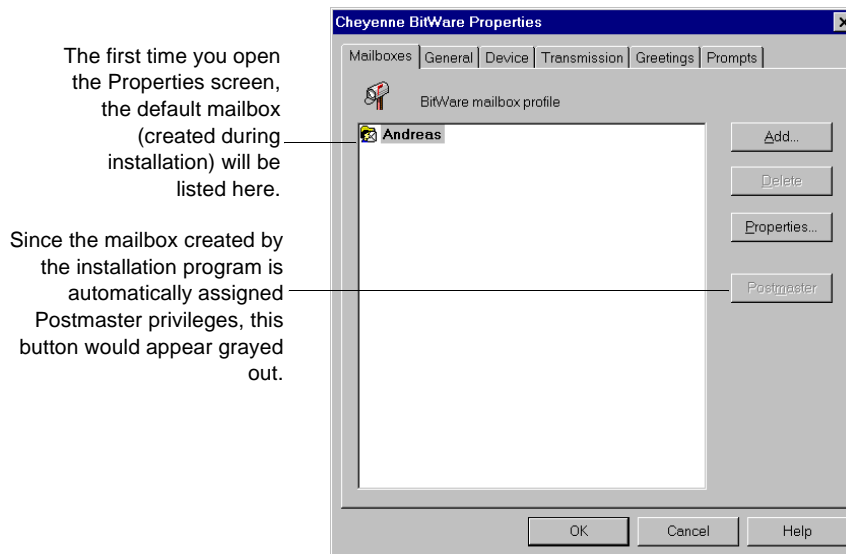
## Setting system properties

Follow the steps below to configure your system properties:

1. Click the BitWare Properties icon on the Application bar.



The Cheyenne BitWare Properties screen appears and the mailbox profile panel opens:



3

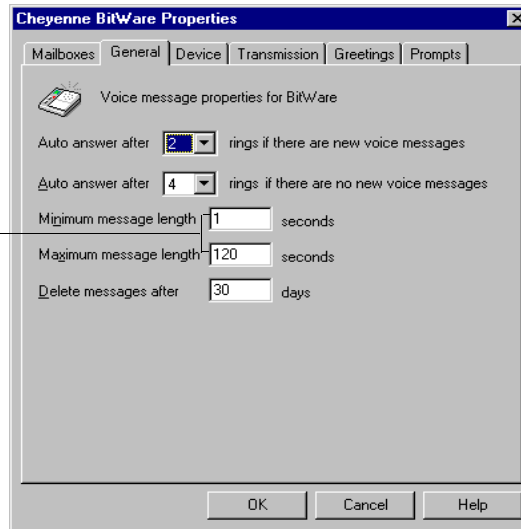
2. Select the General tab.

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The General screen appears:

Set the number of rings here, so when you check your system for messages, you would know if there are any, before the system answers.

The length for incoming messages could be set in these two fields. ie: not more than 120 seconds and not less than 1 second.

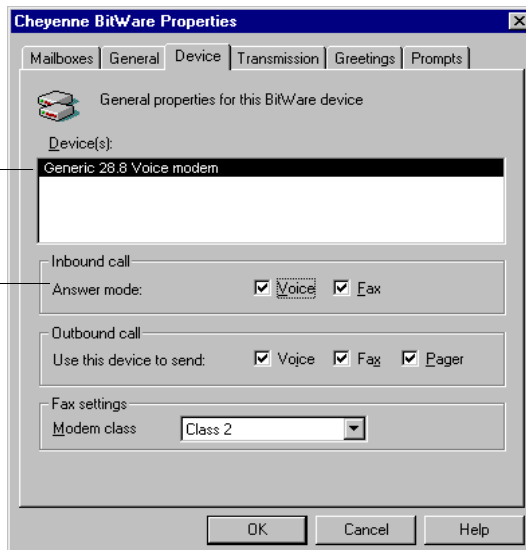


### 3. Select the Device tab.

The following screen appears:

Device(s) detected during installation. If more than one device is present, highlight and set the properties for each one separately.

Your Inbound calls can be answered as voice only, fax only, or both voice and fax by checking the appropriate fields.

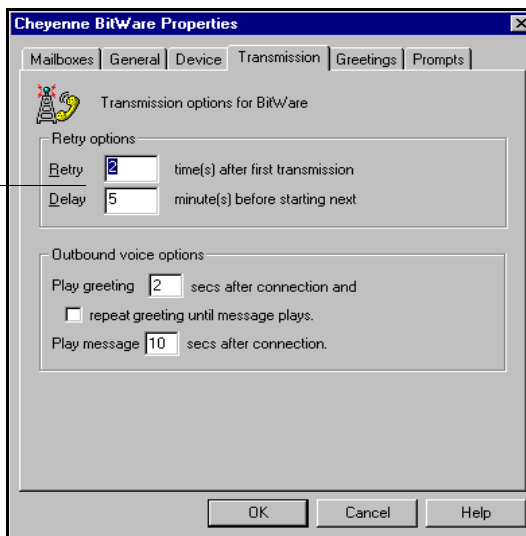


4. Select the Transmission tab.

The following screen appears:

Set these options, to instruct the system how many times to retry transmission, and how long before each try.

Set outbound voice options to instruct the system when and how to play greetings and messages.

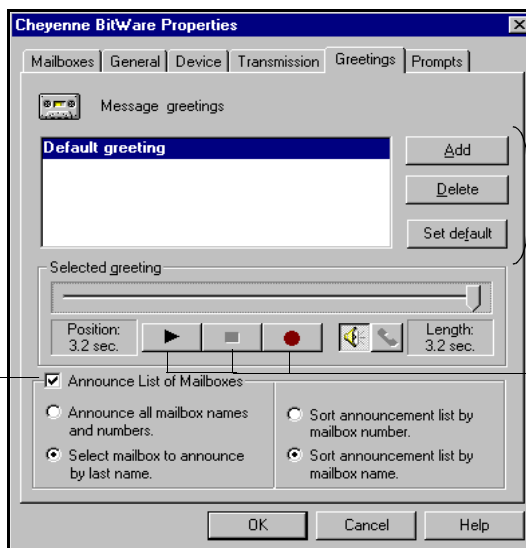


3

5. Select the Greetings tab to set up the system announcements.

The Greetings screen appears:.

Check this box to activate/deactivate mailbox announcements.

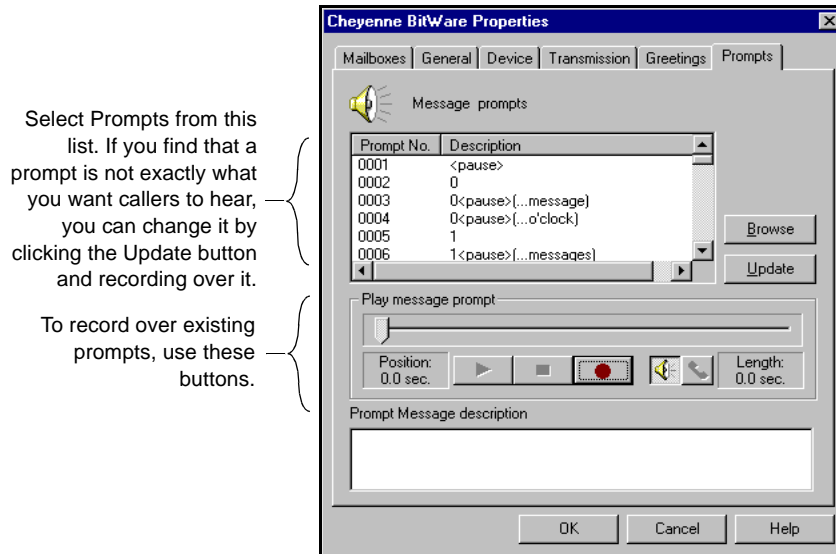


Click these buttons to Add (record your own), or delete a greeting.

Use these buttons to play, stop and record your messages.

- 
6. Select the Prompts tab to set default system voice prompts.

The Prompts screen appears:



Voice prompts are the greetings and directions callers hear when they call your company. For example: “Thank you for calling the XYZ Company.” or “Dial the user’s extension, dial star (\*) for a directory listing, or zero (0) for an operator). You can create and store multiple system prompts in addition to the default greeting.

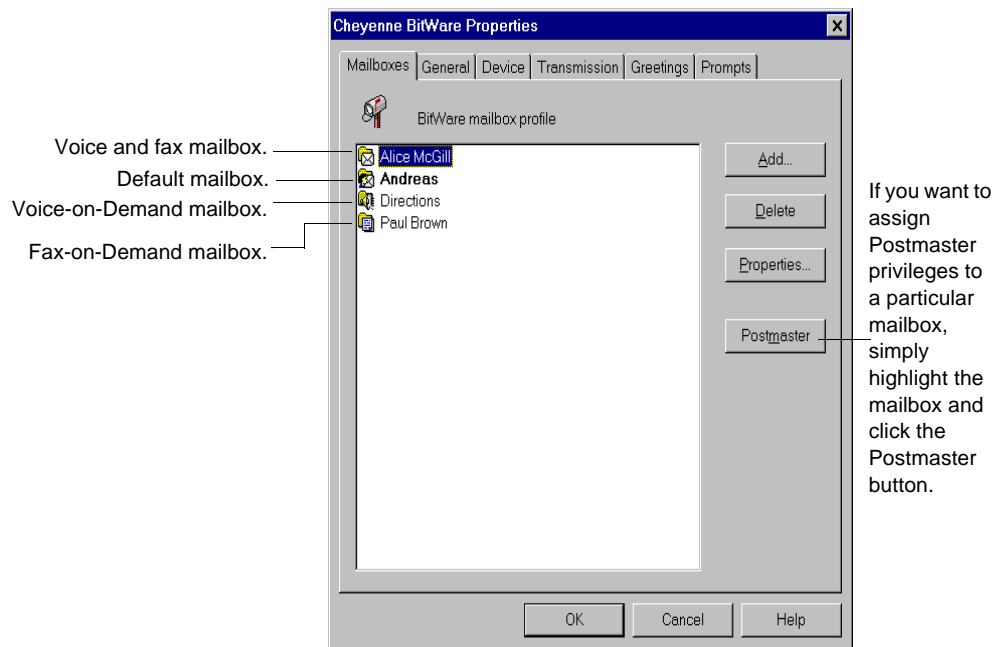
## Adding new mailboxes

To add a new mailbox to your system:

Adding a mailbox

1. Click the BitWare Properties button on the Application bar.

The Cheyenne BitWare Properties screen appears and the mailbox profile panel opens:



The mailbox with Postmaster privileges is shown in bold characters.



During the installation process, Cheyenne Bitware created a default mailbox for you. When you first attempt to configure your system properties, you will see the default mailbox in the mailbox profile panel.

2. Click Add.

---

The Cheyenne BitWare Mailbox Wizard appears. Indicate the type of mailbox you want to create (Voice and Fax, Voice-on-demand, or, Fax-on-demand).

**3. Make your mailbox type selection and click next.**

The following screen appears:

Enter a name for your mailbox. If you don't type in a name, the system would, by default, assign the mailbox number as the mailbox name.

Enter a password here if you want to protect your mailbox from unauthorized access.

**General**

Enter the name of the mailbox:  Mailbox number:

You can protect your mailbox with a password. When calling in remotely to listen to messages, you will be prompted to enter this password to gain access to your mailbox. Only people that know this password will have access.

Enter password:  Confirm password:

Profile name:

Record mailbox name:

Position: 5.3 sec.     Length: 5.3 sec.

< Back Next > Cancel Help

**4. Record your mailbox name, then click Next.**

The Message greeting screen appears:

The default greeting is what callers hear between the initial greeting ie: "thank you for calling the ABC company", and your personal message ie: "you have reached the desk of Alice McGill".

**Message greeting**

Default greeting:

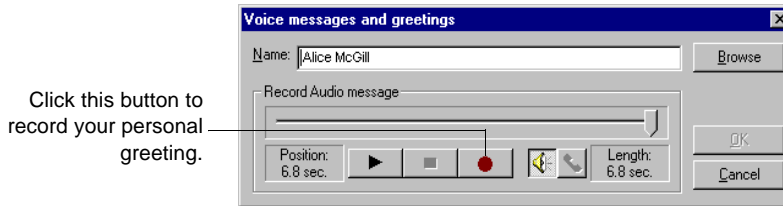
Play greeting:

Position: 0.0 sec.     Length: 3.2 sec.

< Back Next > Cancel Help

5. Record a different default greeting or click Next to use the existing one.

The following screen appears



6. Record your personal greeting.
7. Click OK.

The User Information screen appears:

The information you enter here would appear on your fax headers.

First name: Alice Last name: McGill  
Title:  
Company: Computer Associates  
Phone: 516-555-7783  
Fax number: 516-555-7792 CSID: 516-555-7792  
Address:  
Privilege: Regular user  
< Back Next > Cancel Help

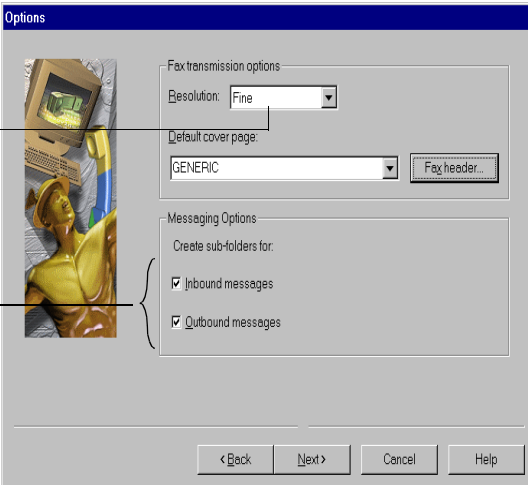
8. Enter the user information in the respective fields.
9. Click Next.

---

The Options screen appears:

Select your fax resolution here.

Check these boxes if you want Cheyenne BitWare to create sub-folders for your inbound and outbound messages.



The Options dialog box has a blue title bar and a grey body. On the left is a vertical image strip showing a computer monitor, a stack of papers, and a golden statue. The main area is divided into two sections. The top section, 'Fax transmission options', contains a 'Resolution' dropdown menu set to 'Fine', a 'Default cover page' dropdown menu set to 'GENERIC', and a 'Fax header...' button. The bottom section, 'Messaging Options', contains a 'Create sub-folders for:' label and two checked checkboxes: 'Inbound messages' and 'Outbound messages'. At the bottom are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

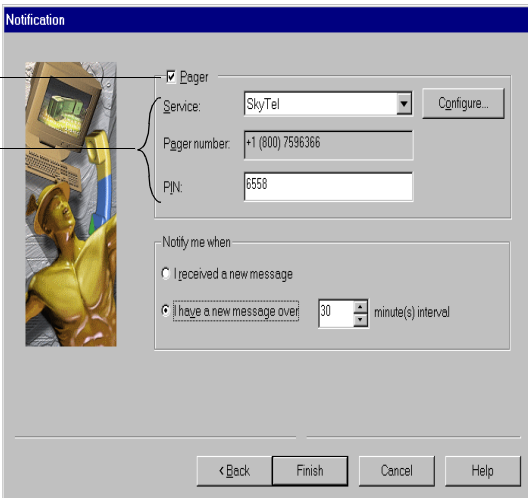
10. Set your fax transmission options.

11. Click Next.

The Notification screen appears:

If user is to be notified via pager check this field.

Set up paging service and access number here.



The Notification dialog box has a blue title bar and a grey body. On the left is the same vertical image strip as the Options dialog. The main area has two sections. The top section, 'Pager', has a checked checkbox, a 'Service' dropdown menu set to 'SkyTel', a 'Pager number' text box containing '+1 (800) 7596366', and a 'PIN' text box containing '6558'. There is a 'Configure...' button to the right of the Service dropdown. The bottom section, 'Notify me when', has two radio buttons: 'I received a new message' (unselected) and 'I have a new message over' (selected). Next to the selected radio button is a spinner box set to '30' and the text 'minute(s) interval'. At the bottom are four buttons: '< Back', 'Finish', 'Cancel', and 'Help'.

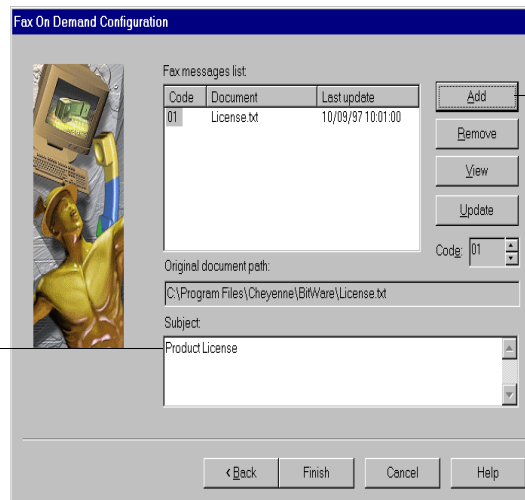
12. Click Finish to complete setup.

### Fax-on-Demand Mailbox

If you are setting up a Fax on demand mailbox, repeat steps 1 through 9, and then follow the steps below:

The following screen appears after you complete step 9.

When a document is selected and placed in your fax list, you can then name it here.

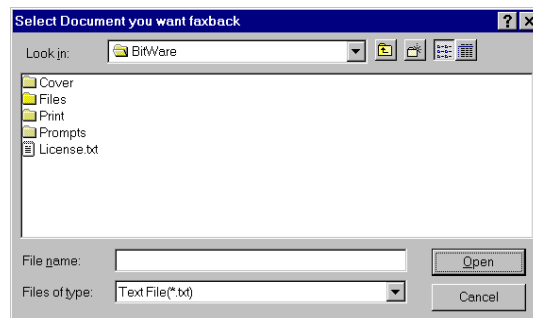


Click the Add button to add a document to the list.

3

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

The following screen appears:



2. Select the document and click Open.

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

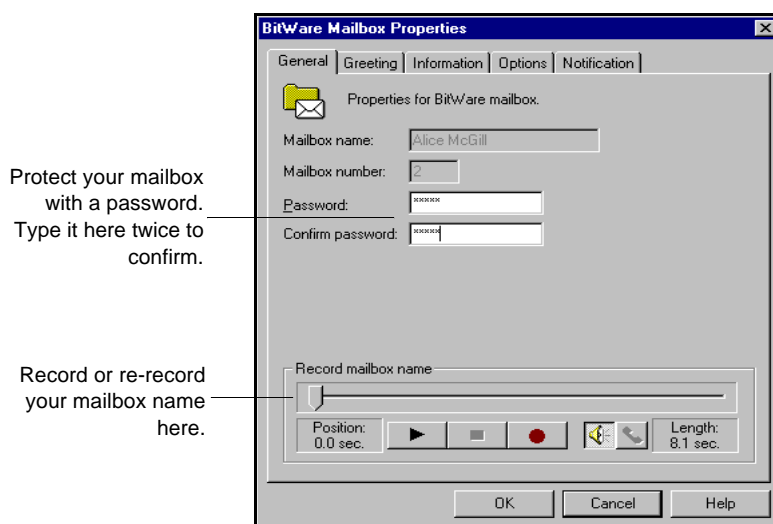
---

## Configuring mailboxes

From the Mailbox Properties screen you can set or change the properties for your existing mailboxes. The user information, fax transmission options, notification options and recorded greetings can be modified through the Properties screen.

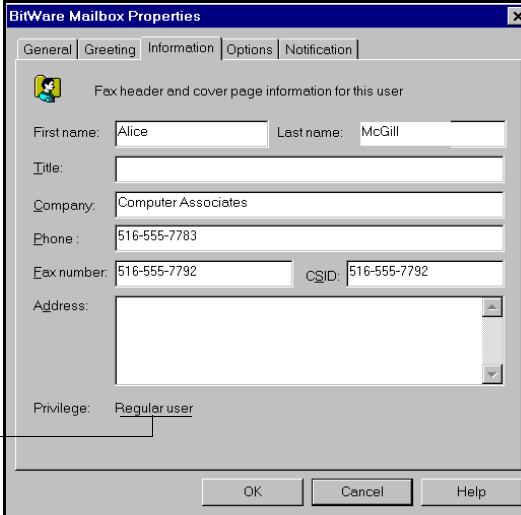
1. Highlight the mailbox you want to configure and click the Properties button.

The BitWare Mailbox Properties dialog box appears:



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 information.

The following screen appears:



The information entered here will be used to generate the fax header that appears at the top of each fax page and cover page.

Displays whether the user is a postmaster or just regular user.

**BitWare Mailbox Properties**

General | Greeting | Information | Options | Notification

Fax header and cover page information for this user

First name: Alice Last name: McGill

Title:

Company: Computer Associates

Phone: 516-555-7783

Fax number: 516-555-7792 CSID: 516-555-7792

Address:

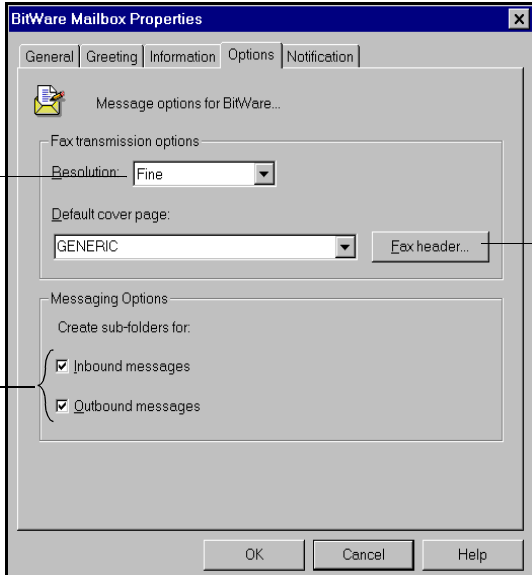
Privilege: Regular user

OK Cancel Help

3

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

The following screen appears:



Set your fax resolution here.

Set these options if you want to store Inbound and Outbound messages in separate folders.

Click here to create the fax header (see next page).

**BitWare Mailbox Properties**

General | Greeting | Information | Options | Notification

Message options for BitWare...

Fax transmission options

Resolution: Fine

Default cover page: GENERIC Fax header...

Messaging Options

Create sub-folders for:

☒ Inbound messages

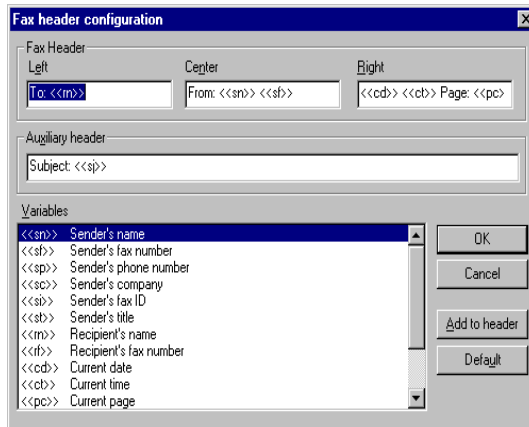
☒ Outbound messages

OK Cancel Help

---

When you click the Fax header button, the following screen appears:

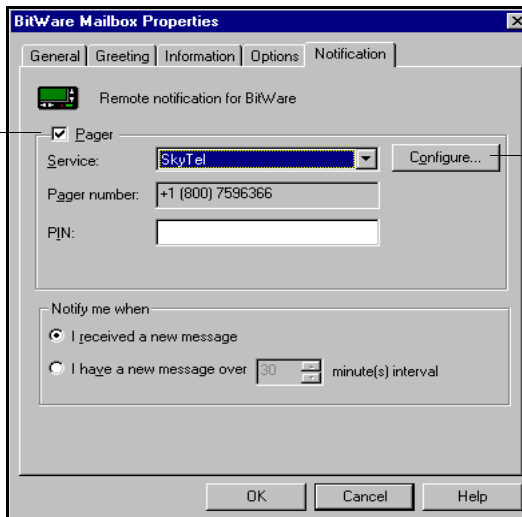
Decide what type of information you want to appear in the fax header. Next, select how the information should appear by putting the variables in the order you want.



The 'Fax header configuration' dialog box has three tabs: 'Fax Header', 'Auxiliary header', and 'Variables'. The 'Fax Header' tab is active, showing three text boxes for 'Left', 'Center', and 'Right'. The 'Left' box contains '<<rm>', 'From' contains '<<sn>> <<sf>>', and 'Page' contains '<<cd>> <<cb>> Page: <<pc>>'. The 'Auxiliary header' tab shows a 'Subject' box with '<<sp>>'. The 'Variables' tab lists variables: '<<sn>> Sender's name', '<<sf>> Sender's fax number', '<<sp>> Sender's phone number', '<<sc>> Sender's company', '<<sb>> Sender's fax ID', '<<st>> Sender's title', '<<rm>> Recipient's name', '<<rf>> Recipient's fax number', '<<cd>> Current date', '<<cb>> Current time', and '<<pc>> Current page'. Buttons for 'OK', 'Cancel', 'Add to header', and 'Default' are on the right.

5. Select the Notification tab to set or change paging information.

Check this box if the mailbox owner is to be paged when messages come in.



The 'BitWare Mailbox Properties' dialog box has tabs for 'General', 'Greeting', 'Information', 'Options', and 'Notification'. The 'Notification' tab is active, showing a 'Remote notification for BitWare' section with a 'Pager' checkbox checked. Below it are fields for 'Service' (SkyTel), 'Pager number' (+1 (800) 7596366), and 'PIN'. A 'Configure...' button is next to the 'Service' dropdown. The 'Notify me when' section has two radio buttons: 'I received a new message' (selected) and 'I have a new message over 30 minute(s) interval'. Buttons for 'OK', 'Cancel', and 'Help' are at the bottom.

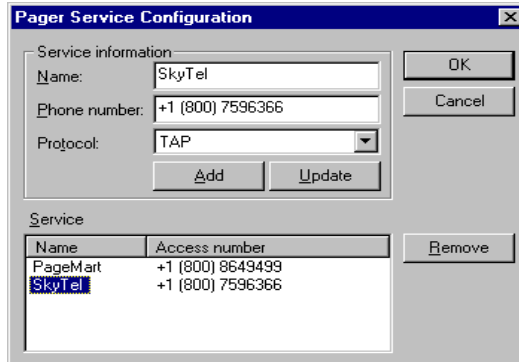
Click the Configure button to configure a new pager service, or adjust the current one.

If your pager service provider can receive alphanumeric messages, Cheyenne BitWare will send the messages in alphanumeric mode.

To add, remove or configure a paging service, click the Configure button.

The following screen appears:

Enter the paging service name and access number in these fields.



The dialog box is titled "Pager Service Configuration". It contains two main sections: "Service information" and "Service".

**Service information:**

- Name:** SkyTel
- Phone number:** +1 (800) 7596366
- Protocol:** TAP (selected from a dropdown menu)

Buttons: Add, Update, OK, Cancel.

**Service:**

Name	Access number
PageMart	+1 (800) 8649499
SkyTel	+1 (800) 7596366

Buttons: Remove.

3

6. Click OK to complete configuring your mailbox.



# SENDING MESSAGES

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

In this chapter, you will learn about:

Page	
4-2 ➤	Creating a message
4-4 ➤	Different methods of sending your messages
4-6 ➤	Adding users to your personal address book
4-8 ➤	Dialing out directly from your computer

---

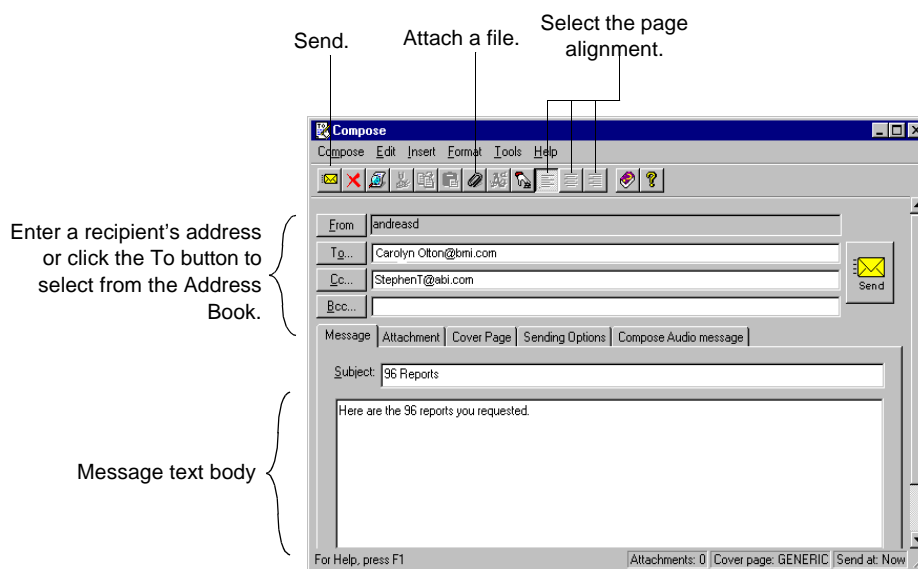
## Sending messages

To quickly send a message:



1. Click the Compose New Message button on the Application bar.

The following screen appears:



2. Address and write your message.

3. Click Send.



---

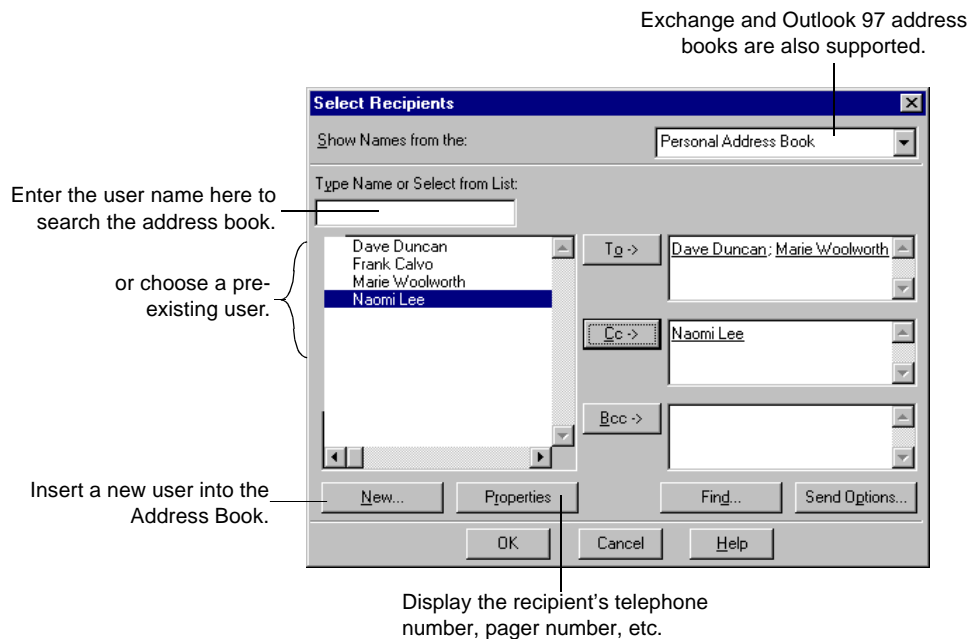
If you are using Word to compose your messages, just finish your document and drag and drop the folder in to the Cheyenne BitWare Compose screen, or the Cheyenne BitWare application bar. It will appear in your Compose screen as an attachment.

---

Selecting recipients:

1. From your Compose screen click *To..*

The Select Recipients screen appears:



4

2. Select the correct recipients from the Address Book and click either/or To, Cc, or Bcc.

3. Click OK.

If you need to add a new user, refer to 'Adding new users' on page 4-6.

The Compose screen reappears.

Adding a cover page

1. Select the Cover Page tab.

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

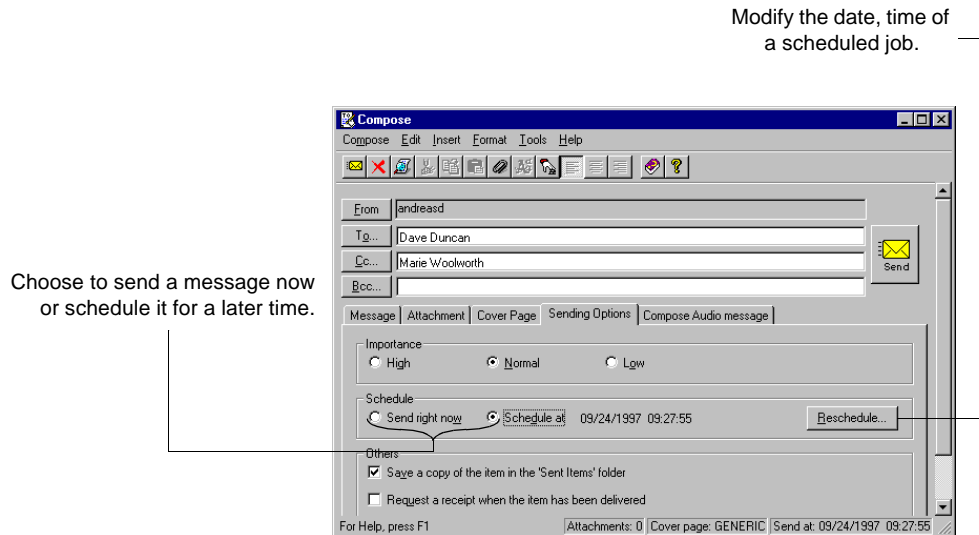
---

## Sending options

To specify how a message is to be sent:

### 1. Select the Sending Options tab.

The options appear:



You can schedule a message to be sent at a later time by clicking **Schedule at**. The **Schedule** dialog box appears. You can then select entries and toggle the values to set the correct sending time.

Select the **Reschedule** button to modify the schedule.

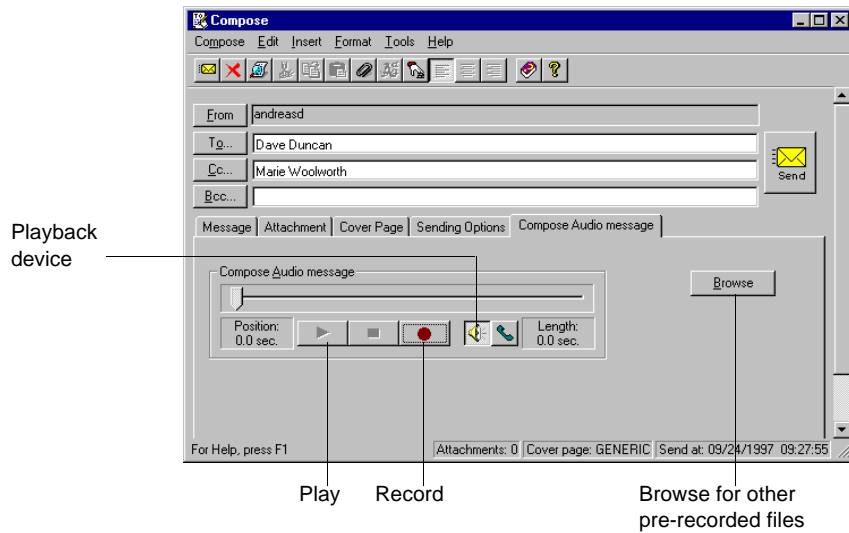
### 2. After you have completed your sending options, click **Send**.

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

Refer to chapter 5 “Receiving Messages” for more information.

### Adding an audio message

1. Select the Compose Audio message tab.  
The following screen appears:



2. Record your audio message or select a pre-recorded one.  
Click on the red button and speak in to the microphone, or, click on the Browse button to select a message (wav. file) previously recorded.
3. Click send.

---

## Using your personal address book

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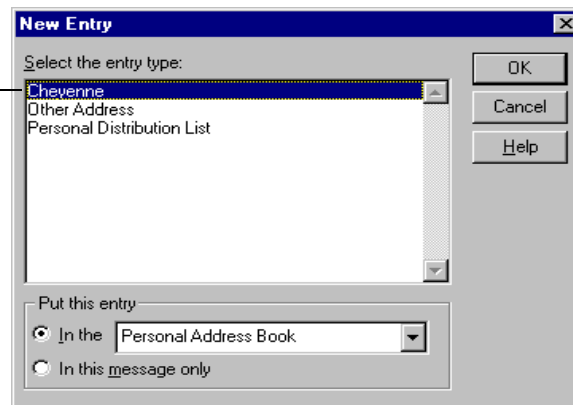
### Adding new users

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:

Although other entries are on this list, the "Cheyenne" entry type is selected by default.

The "New Entry" dialog box has a title bar with a close button. It contains a section "Select the entry type:" with a list box showing "Cheyenne", "Other Address", and "Personal Distribution List". "Cheyenne" is selected. To the right are "OK", "Cancel", and "Help" buttons. Below is a section "Put this entry:" with two radio buttons: "In the" (selected) and "In this message only". The "In the" option points to a dropdown menu currently showing "Personal Address Book".

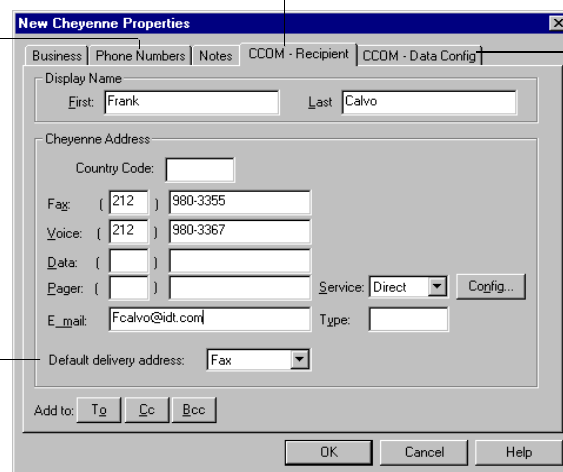
3. Select Cheyenne as the entry type.

The following screen appears:

Fill out fields as necessary. Information from the tabs is pulled for the fax cover page.

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

Select the default method of delivery for this recipient.

The "New Cheyenne Properties" dialog box has a title bar with a close button and several tabs: "Business", "Phone Numbers", "Notes", "CCOM - Recipient", and "CCOM - Data Config". The "Business" tab is active. It contains fields for "Display Name" (First: "Frank", Last: "Calvo"), "Cheyenne Address" (Country Code, Fax, Voice, Data, Pager, E-mail: "fcalvo@idt.com", Type), and "Default delivery address" (set to "Fax"). At the bottom are "Add to:" buttons for "To", "Cc", and "Bcc", and "OK", "Cancel", and "Help" buttons.

Set up any user specific modem/data information.

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.

---

## Using the phone dialer

From the convenience of your desktop, Cheyenne Phone can be used to send, receive, and manage your voice, fax, and e-mail messages.

---

### Launching the phone dialer



You can launch Cheyenne Phone by double clicking the Cheyenne BitWare icon (phone) in your system tray. You can also launch the phone dialer by selecting Programs...Cheyenne Phone from the Windows Start menu.

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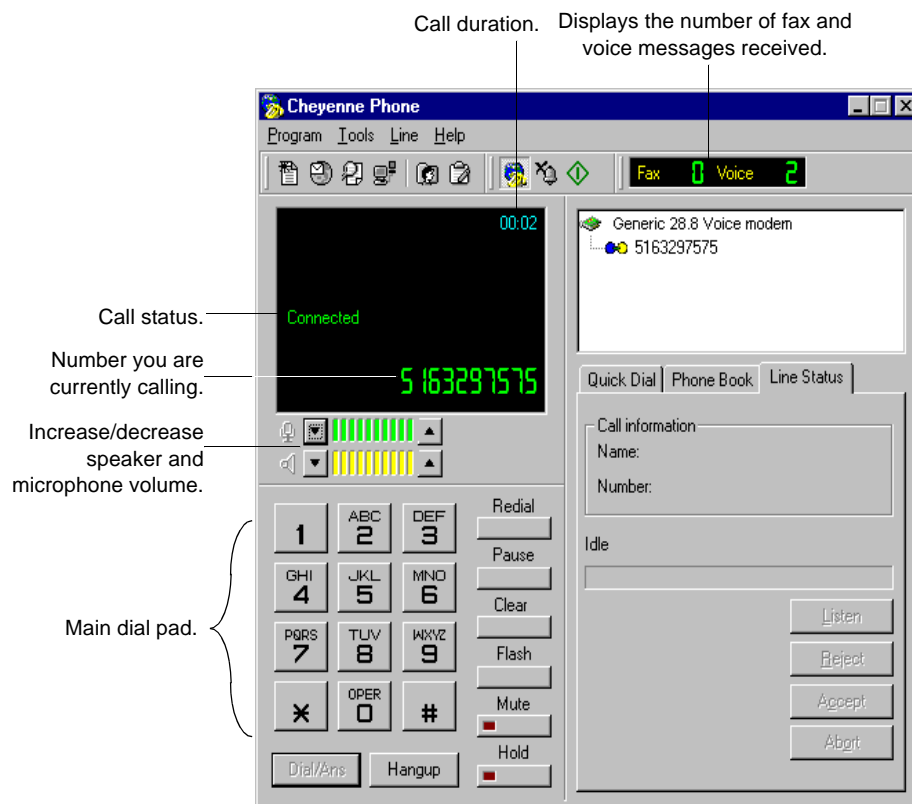
### Configuring the phone dialer

You can modify the dialer's configurations by selecting Line... Configure. The Windows' modem properties menu appears. Change the modem port settings to the appropriate values.

You can configure the Windows telephony dialing properties menu by selecting Line... Dialing Properties. (For information on how to install and set up a TAPI modem device, refer to your Windows 95/NT user manual.)

### Placing a call

1. Launch Cheyenne Phone.
2. Enter the phone number of the person you wish to call and click dial.  
Dial numbers using the main dial pad (See example below).



When you have finished talking, click Hang-up.

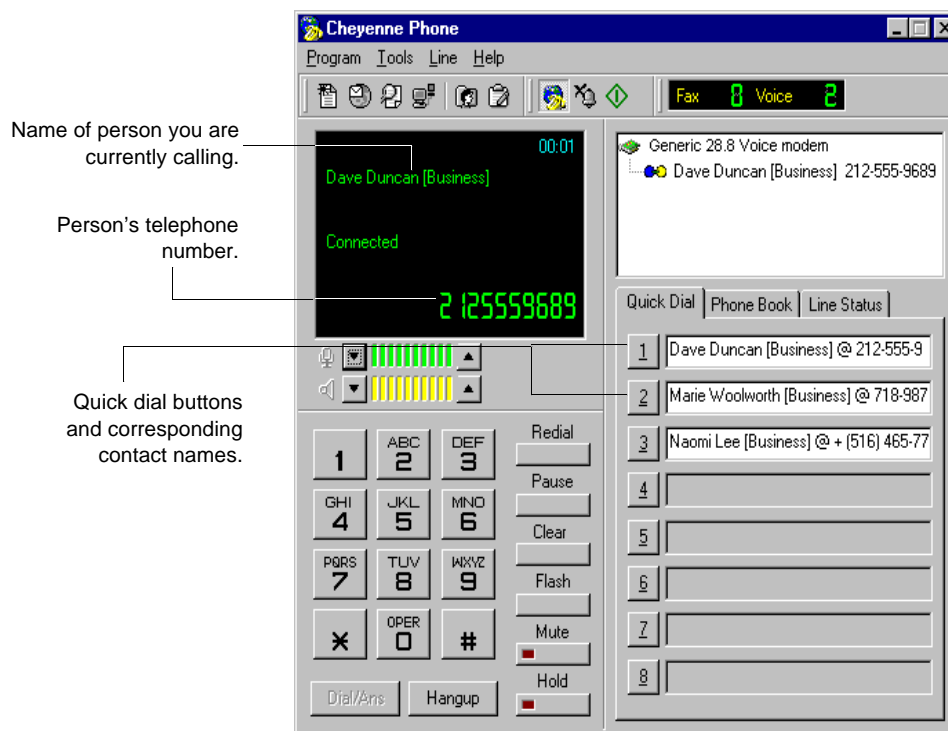
### Using Quick Dial

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

1. Select the Quick Dial tab.
2. Select a Quick Dial number.
3. Enter the name and number of the person and click OK.

All pre-configured quick dial buttons would indicate the corresponding names and telephone numbers (see example below).

Simply click the quick dial button and Cheyenne Phone will place the call.



# 5

## *C h a p t e r*

# RECEIVING MESSAGES

In this chapter you will learn about:

Page	
5-2 ➤	Receiving voice messages
5-7 ➤	Receiving faxes
5-8 ➤	Viewing faxes
5-9 ➤	Forwarding a fax to an e-mail recipient
5-10 ➤	Printing faxes
5-12 ➤	Retrieving messages from a touch tone telephone
5-16 ➤	Automatic pager notification

---

## Receiving voice messages

When the installation program detects a voice modem on your computer, it automatically sets up Cheyenne BitWare to receive voice calls.

For example, if the Answering Machine is set to answer after four rings (this can be modified) and Cheyenne Bitware detects a call, the LCD screen on the Cheyenne Phone indicates “Call is offering (ring 1 of 4)”. You have the option to either answer the call manually, or allow Cheyenne BitWare’s Answering Machine to answer the call.

The caller hears the main greeting after the fourth ring and then the list of individual names with the corresponding mailbox numbers is announced. The caller can then leave a message to one or more mailboxes by pressing the appropriate buttons.

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

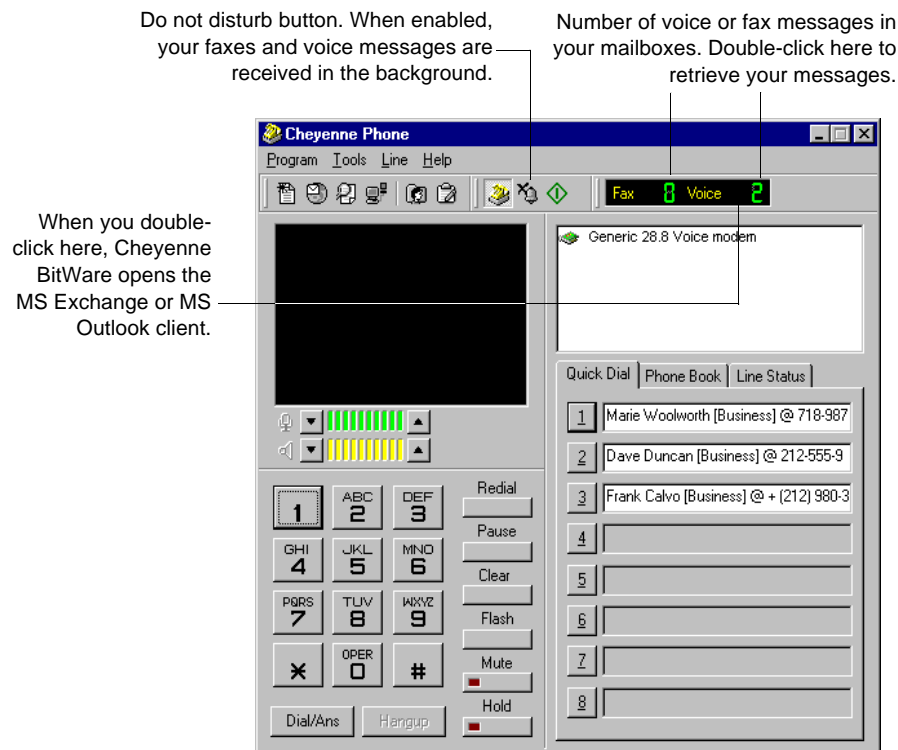


1. Click the BitWare Properties button on the application bar and select the Device panel.
2. Check that the *Answer mode* option has a check mark in Voice.
3. Click OK.

For more information on how to add/personalize mailboxes, as well as setting up your voice mail system, refer to chapter 3.

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

See example below:



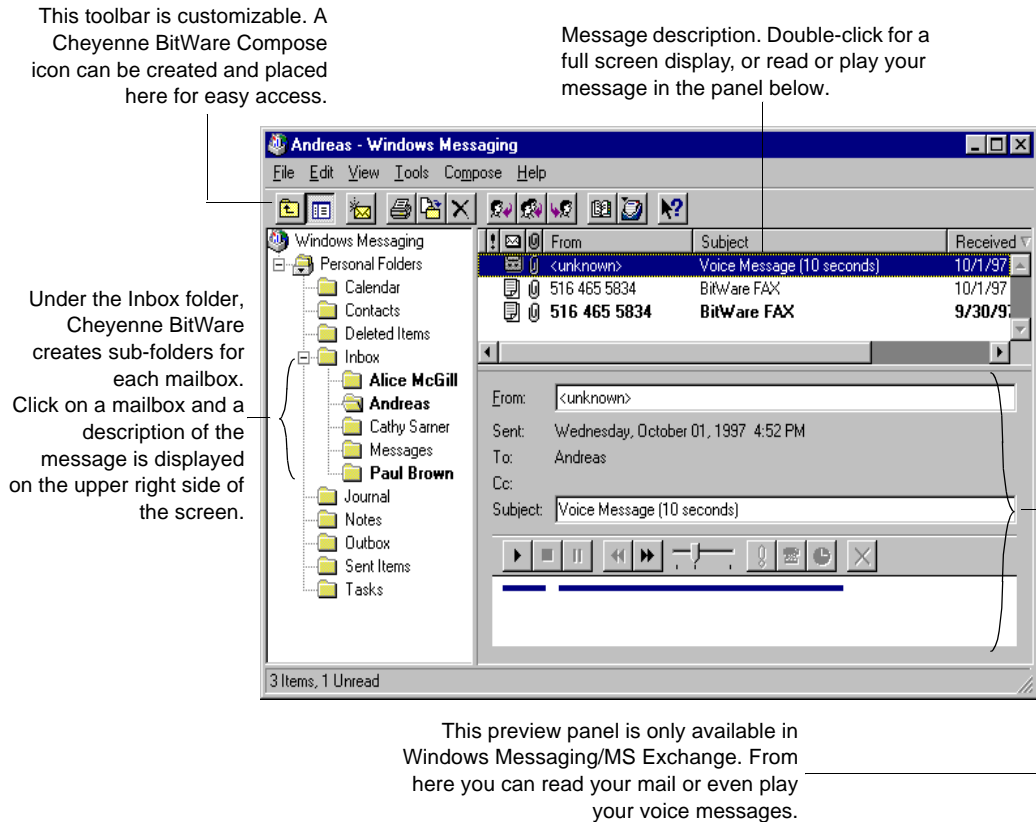
Your Cheyenne BitWare mail or voice messages can be viewed or retrieved through the two main MAPI clients:

- MS Outlook (default MAPI).
- MS Exchange.

The two are almost identical, however, if you are using MS Exchange, you have a preview option available, as well as a customizable toolbar.

---

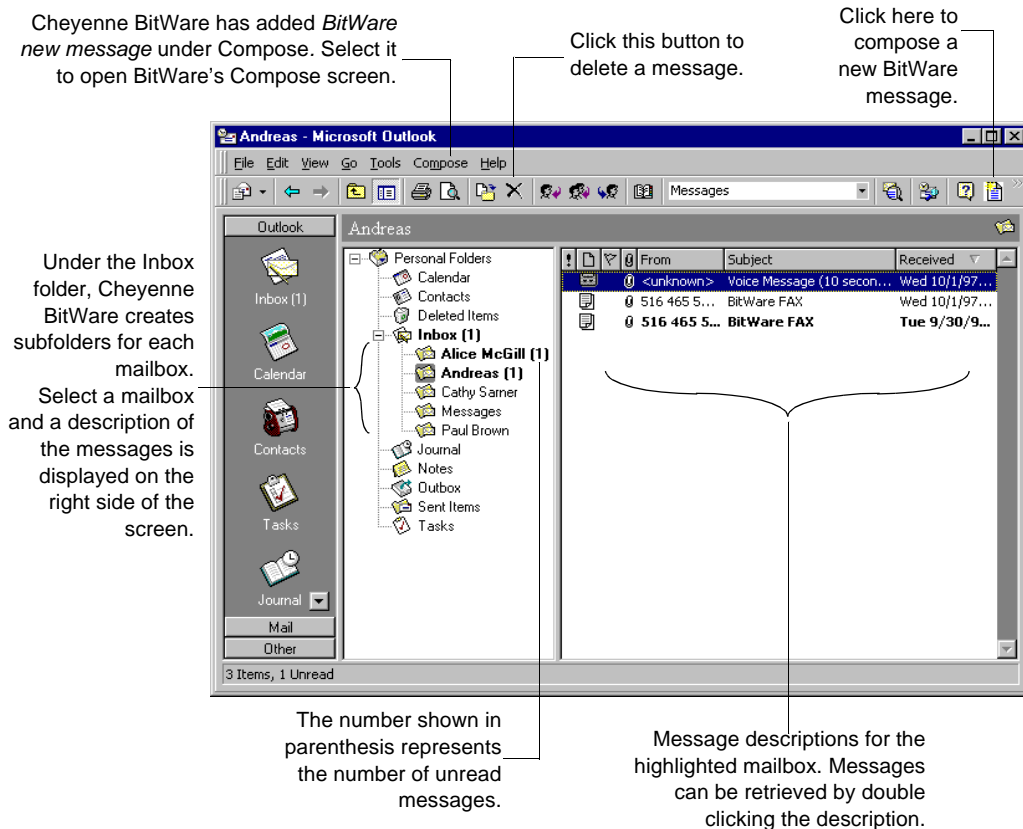
The following screen is an example of how Cheyenne BitWare makes use of the Windows Messaging/MS Exchange client. For MS Outlook, refer to the next page.



You can also check your messages by double-clicking the Inbox icon on your desktop which starts the Windows Messaging or MS Exchange mail client.

Some users prefer to enter and view the Messaging/Exchange screen as soon as Windows starts. You can do so by placing the Windows Messaging or MS Exchange program in your start up group.

The following screen is an example of how Cheyenne BitWare makes use of the MS Outlook client:

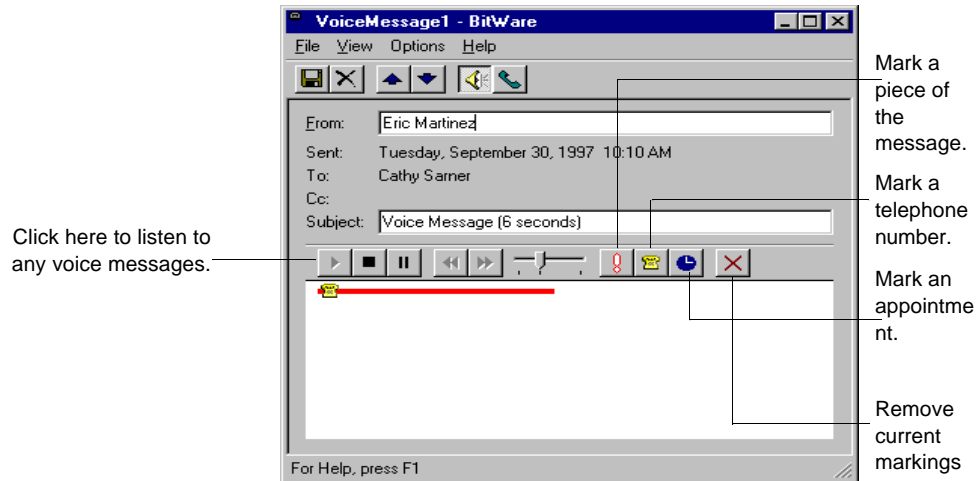


Follow these steps to retrieve your messages:

1. Double-click the message description to read or listen to your message.

---

The following screen appears:



2. Click the play button.

Your message is played and automatically rewound for immediate playback.

3. Close the message window.

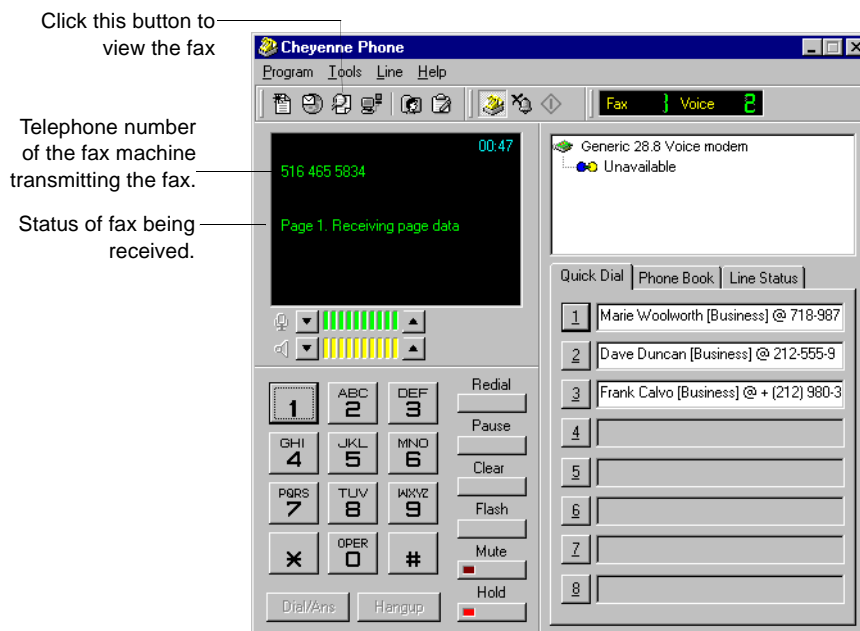
## Receiving faxes

Cheyenne BitWare detects whether an incoming call is voice or 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 application bar and select the Device panel.
2. Check that the *Answer mode* option has a check mark in Fax.
3. Click OK.

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, as shown below:



---

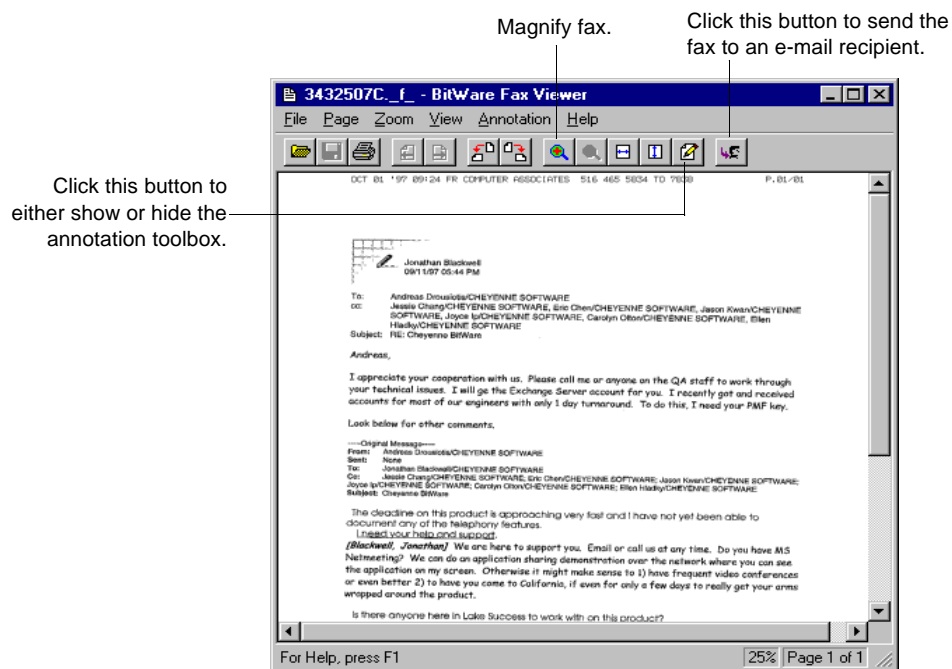
## Viewing a fax

To view a fax, do the following:



1. From the Cheyenne Phone screen click the Fax viewer button on the toolbar.

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

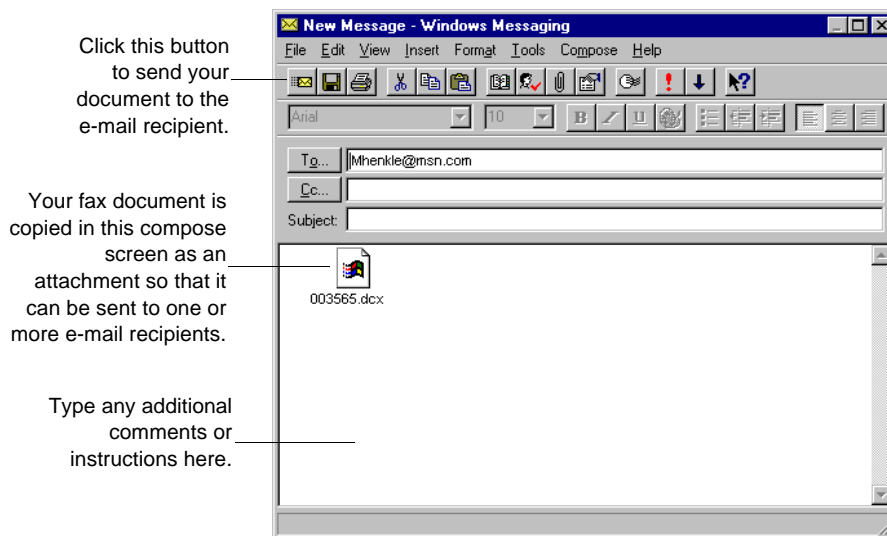
### Forward a fax to an e-mail recipient.

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:



### Send e-mail as a fax

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

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 recipients fax number.

see example below:.

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

## Automatically print faxes

Cheyenne BitWare can automatically print received faxes.

To send incoming faxes directly to the printer:



1. Click the **BitWare Properties** button on the application bar.

The Properties box opens.

2. Select the *General* panel.
3. Place a check mark in the *Automatically print received faxes* option.
4. Select a printer and click **OK**.

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



---

Cheyenne 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, Cheyenne BitWare will print it on two pages.

---

### Receive 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.
- Many companies offer fax back services that allow you to call in and select a fax from a touch-tone menu system.
- 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. Click the numbers on your Cheyenne Phone dial pad to dial the fax number.
2. When you are ready to receive a fax (a high-pitched fax tone), click the Manual Fax Receive button.



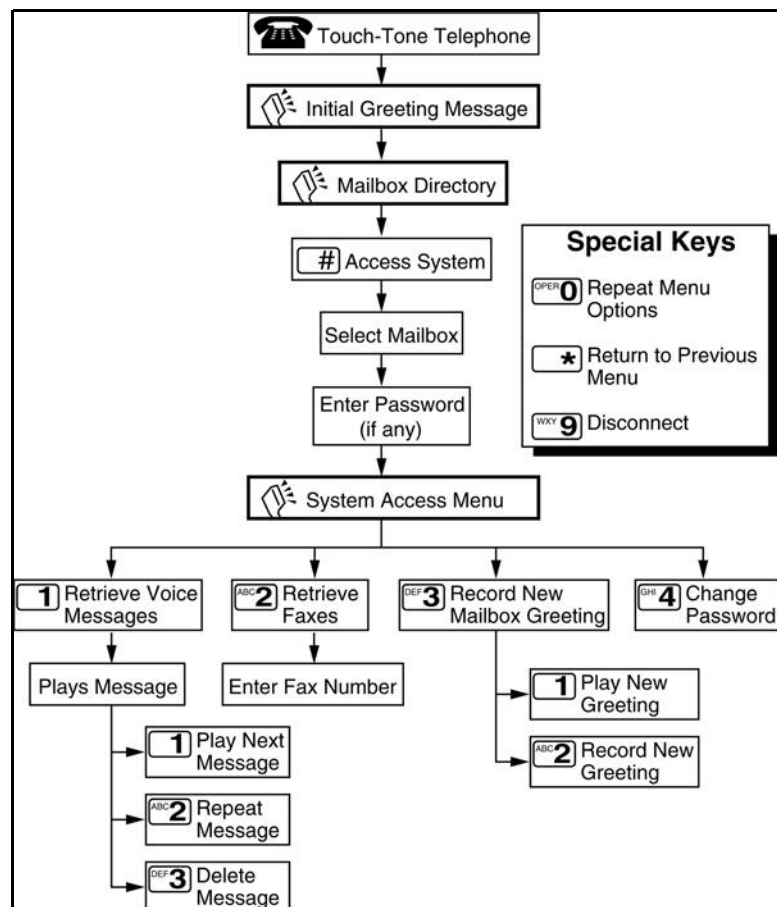
Cheyenne BitWare prompts your modem to begin receiving the fax using the current connection.

---

## 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. In addition, you can change a mailbox's greeting message and password. To access your system from a touch-tone phone, your system must be using a voice/fax modem.

The following flow chart shows how to access Cheyenne BitWare's voice mail system:



## Retrieve voice messages

To retrieve your voice messages:

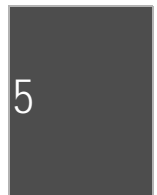
1. Call the Cheyenne BitWare voice mail system.
2. As soon as you hear the Mailbox Directory, press [#] to enter the Command Mode of the voice mail system.
3. Enter your mailbox number and then press [#]. The Default Mailbox number is 000.

Cheyenne BitWare's Toll Saver option lets you find out whether you have any new messages without Cheyenne BitWare actually answering your call. Refer to example shown on page 3-6 for further details.

4. If your mailbox is password-protected, enter the password and then press [#].
5. To retrieve your voice messages, press [1].  
Cheyenne BitWare will begin playing your new messages.
6. After a message was played or interrupted, you have the following options:

Press...	To...
[1]	play the next message.
[2]	repeat the message.
[3]	delete the message.
[*]	return to the Mailbox Directory menu.
[9]	disconnect.

7. Once you have listened to all your new messages, press [\*] to return to the Mailbox Directory.



---

## Retrieve faxes

Cheyenne BitWare stores all the faxes received in the Receive Log, not a voice mailbox. The following instructions detail how to retrieve your faxes. For security reasons, you are forced to select the default voice mailbox and go through a password checkpoint.

To retrieve your faxes:

1. Call the Cheyenne BitWare voice mail system.
2. As soon as you hear the greeting message, press [#].
3. Enter the default mailbox number and then press [#].
4. If your default mailbox is password-protected, enter the password and then press [#].
5. To retrieve your faxes, press [2].
6. Enter the fax number you want your faxes forwarded to, and then press [#].



---

You can insert a two-second pause into a fax number by pressing star (\*). This lets you forward faxes to a fax machine at an extension. For example, if you wanted to forward your faxes to 555-8364 at extension 33. You would then enter "555 8364 \*\* 33#".

---

7. You can now either 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.

## Change your password

To change your mailbox's password:

1. Call the Cheyenne BitWare voice mail system.
2. When you hear the Mailbox Directory message, press [#].
3. Enter your mailbox's number and then press [#].
4. If your mailbox is password-protected, enter the password and then press [#].
5. Enter a new password number and then press [#].
6. Re-enter the new password number and then press [#].
7. You can either hang up or press [\*] to return to the system access menu.

---

## Automatic pager notification

For each voice/fax mailbox, you can set 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 in your mailbox. Each mailbox can have its own pager or beeper number.

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.
3. Place a check mark in the Pager option and select *Configure*.
4. 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.
5. Choose one of the *Notify me when* options.
6. Click OK.

## Delete messages

From Windows Message/Exchange or MS Outlook, you can easily copy and delete voice messages, as well as move messages from one mailbox to another. You can also label your voice messages for your own reference and for quick retrieval.

---

### Delete a message

To delete voice messages:

1. Select the messages you want to delete.

To select more than one message, hold down the [Ctl] key. You can also hold down the left mouse button and drag the mouse over the desired messages.

2. From the Edit menu, choose *Delete*.



---

Deleted files are moved to a sub-folder named “Deleted Items”. They are not permanently deleted until you use the Empty “Deleted Items” Folder command which is found under the Tools menu.

---



# 6

## Chapter

# USING BITCOM

In this chapter, you will learn:

page	
6-2 ➤	About Cheyenne BitCom
6-3 ➤	How to establish connections
6-9 ➤	About sending and receiving files
6-12 ➤	How to use the Chat Mode
6-13 ➤	How to place BitCom into Answer and Host Mode
6-15 ➤	About Terminal emulation
6-15 ➤	How to capture data
6-19 ➤	How to create function keys
6-20 ➤	How to make a direct link

---

## About Cheyenne BitCom



With BitCom, Cheyenne BitWare's smart terminal program, you can send and receive files from a BBS, communicate via chat modes, invoke script files and macro keys, perform remote dial-up functions, and monitor all your operations through your Inbox.

Similar to the Windows Hyper-Terminal program, Cheyenne BitCom makes data transfers easy by automating often-repeated communication tasks.

## 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. The last section explains how to solve some common connection problems and offers troubleshooting tips.

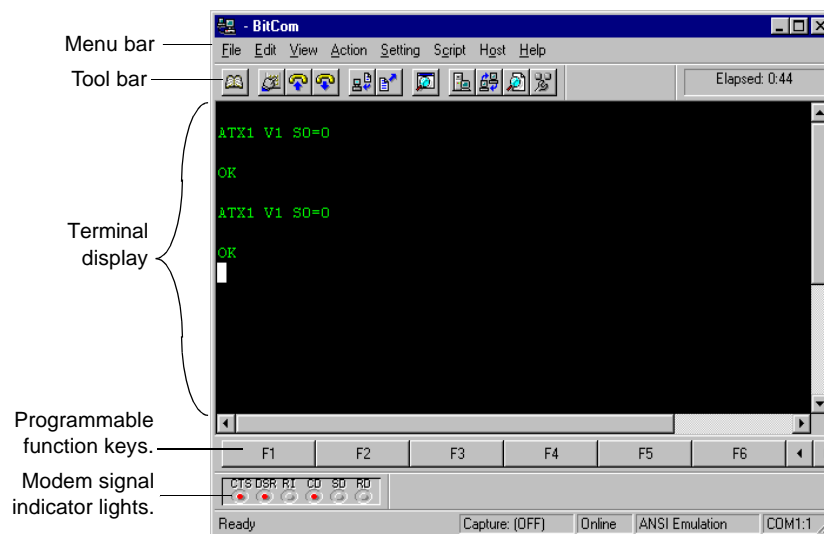


To call a remote computer you must first set up the connection. The following steps show you how to dial and establish a connection with a host system.

Configuring the  
modem settings

1. Click the BitCom button on your application bar.

The BitCom main screen appears:

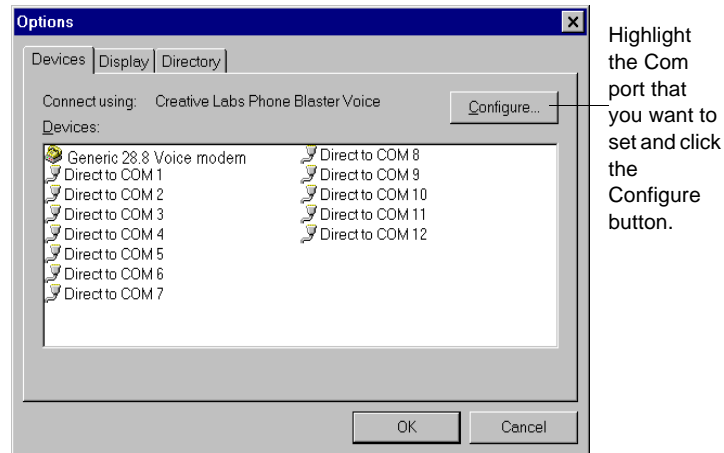


6

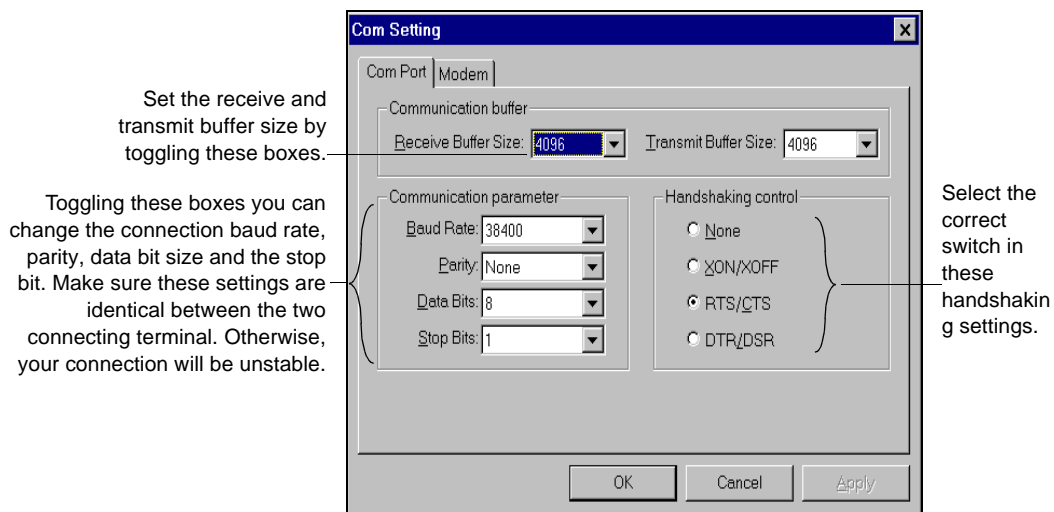
2. Verify that both BitCom and the remote computer are using the same communication settings by selecting *Settings* from the Menu bar, then *Options*.

---

The Options screen appears:



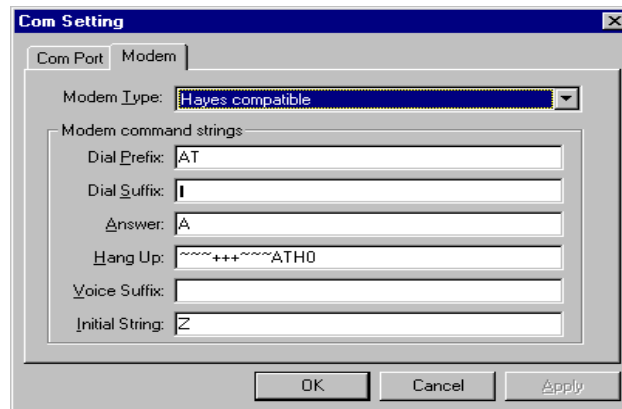
When you click Configure the Com Setting screen appears:



3. Click the Modem tab to see or change the modem command strings.

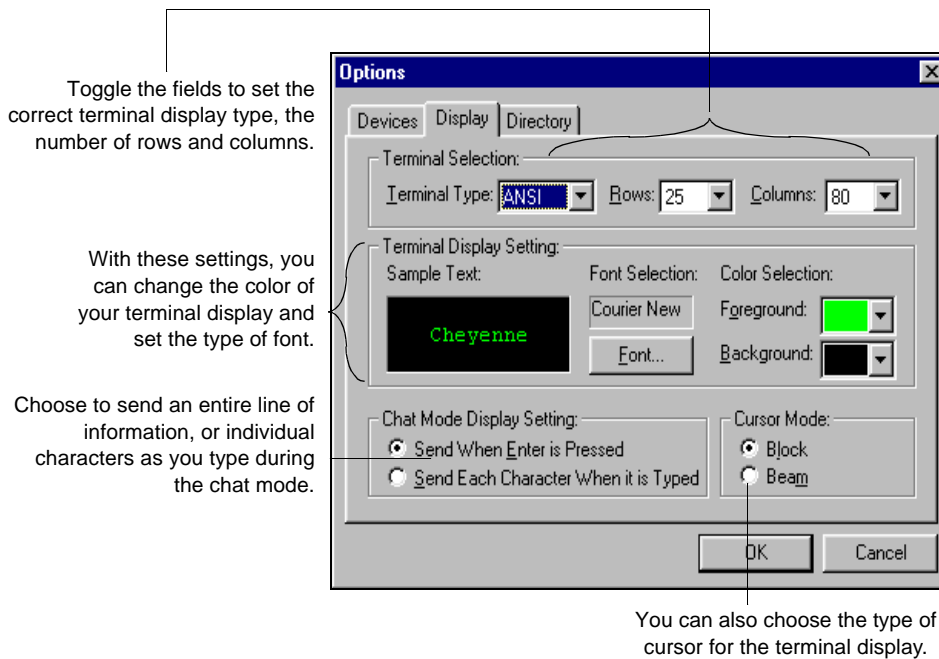
We suggest that you leave the default strings intact, unless a change is required for a particular connection.

The following screen appears:



4. Set your terminal display by navigating back to the *Options* menu and then clicking on the *Display* tab.

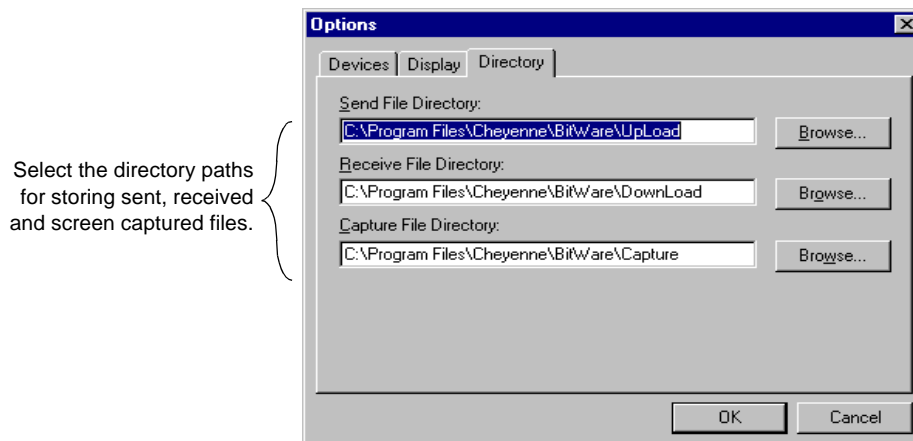
The following screen appears:



---

5. Select the Directory tab.

The following screen appears:.



6. Click OK to finish configuring the modem.



You must also match the modem settings for the Com port you have selected from the Windows Control Panel with those you have configured for BitCom. See your Microsoft Windows 95/NT manual, and your modem manual for detailed procedures.

Now that you have properly configured your modem:

---

Dialing to a host connection

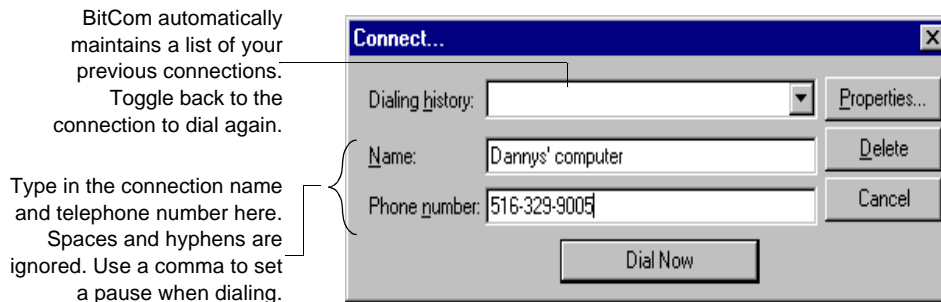
1. Select **Action** from the menu bar then **Initialize Modem** to test the modem.

A few strings appear on the terminal screen to display the modem action followed by an OK string.



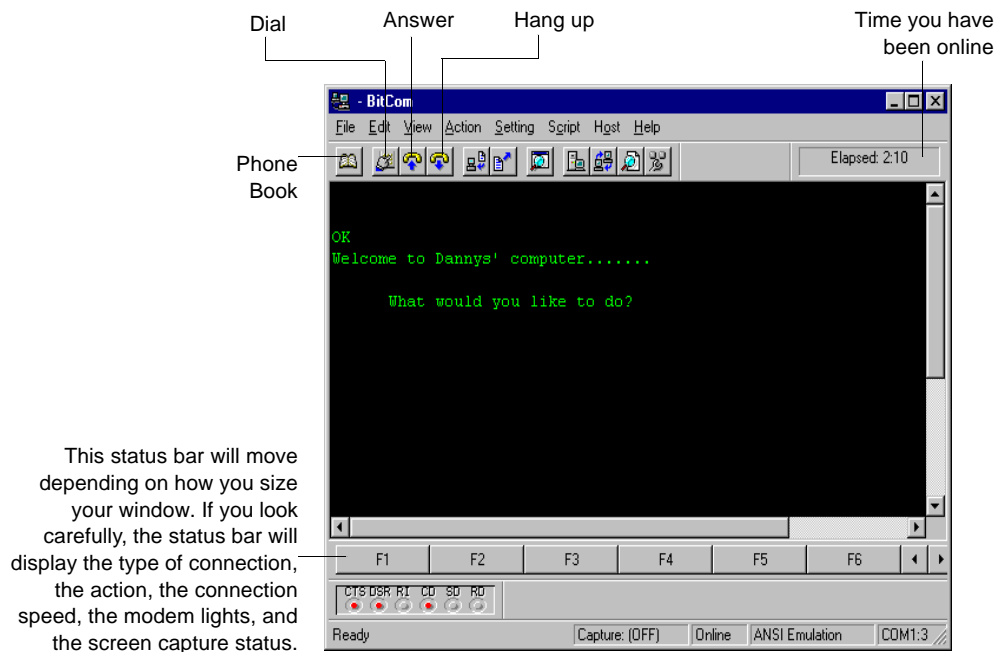
2. Click the Dial button on the toolbar.

The Connect dialog box appears:



3. Enter a connection name and phone number and click Dial Now to begin dialing.

BitCom will now begin to dial to the remote host.



When your modem makes a connection with the remote computer, the lower-left status bar will display *On-line*.

6



---

Most dial-up connections have an auto-sensing capability to detect the type of signals that your modem is sending. Depending on what the host system is, the login procedure will differ. Check with your service provider to confirm the login procedures.

---

## Sending and receiving files

This section describes how to download and upload files to and from a service provider.

---

### Choosing a File-Transfer Protocol

To exchange files with another computer, you must use a file-transfer protocol. A protocol is a set of rules or conventions to ensure that data is exchanged without errors. Before you can exchange files with another system, both sides must agree to use the same file-transfer protocol. BitCom supports the ASCII, Xmodem, Ymodem, YmodemG, Zmodem, and the Kermit protocols.

Choosing a protocol depends primarily on the system to which you are connected to. If you are unsure which protocol to use, check with your service provider. The following are some general guidelines for choosing a protocol:



- Both sides must use the same file-transfer protocol.
- When possible, use the Zmodem protocol. It shares all the features of Xmodem and Ymodem and adds a few new features, including crash recovery, automatic downloading and a streaming file-transfer method.
- If you are transferring files with a mainframe computer, use the Kermit protocol. It allows you to transfer binary, 8-bit data (such as formatted documents, computer programs and graphics) with a 7-bit, mainframe system.
- If the host system does not support Zmodem, use Ymodem.
- If you make an error-free connection (you and the remote system are using an error-correcting modem), choose YmodemG for faster file transfers.

---

## Downloading Files

To receive a file:

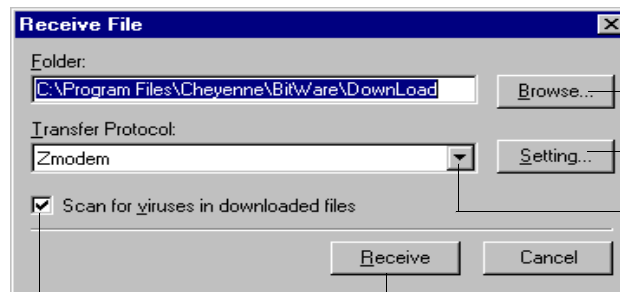
1. Create a good connection with the remote host system.

The host system should wait for you to set your computer to receive the file.



2. From the menu bar select *Action* then *Receive File*.

The receive dialog box appears:



Select another directory path to receive your downloads by clicking on this button.

Click this button to configure the various protocols.

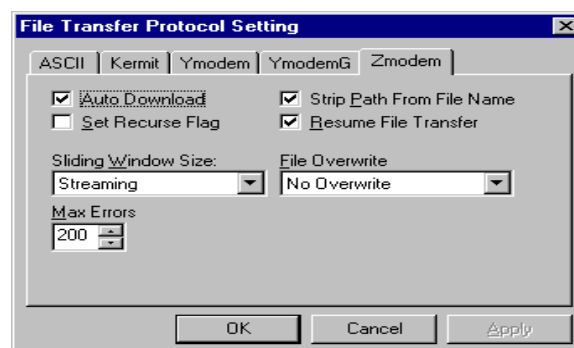
Toggle this box to switch between the different file transfer protocols.

If you have installed Cheyenne AntiVirus software, check this box if you want to scan for computer viruses.

Click the Receive button to begin downloading files.

3. Click Setting, to select a protocol.

The following screen appears:



Choose a mutually supported protocol.

Once the correct protocol is set, you can click *Receive* to begin downloading the file.

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

### Uploading a file

To send a file:

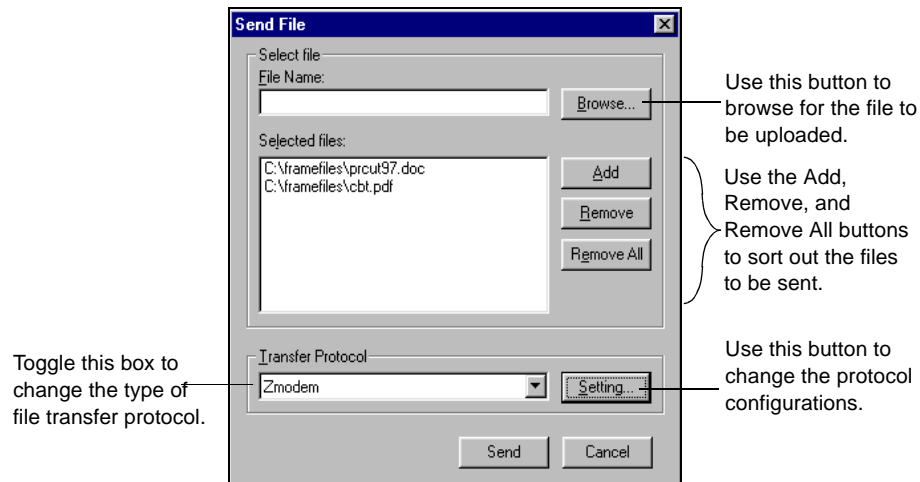
1. Check that you have a good connection with the remote computer and that it is ready to receive files.

The Status area should display *Online*.



2. From the menu bar select *Action* and choose *Send File*.

The Send File dialog box appears:



3. Select a mutually supported protocol.

4. When ready to send the file, click *Send*.

The File Transfer summary dialog box appears.

Click Abort Transfer if you want to cancel the upload.

---

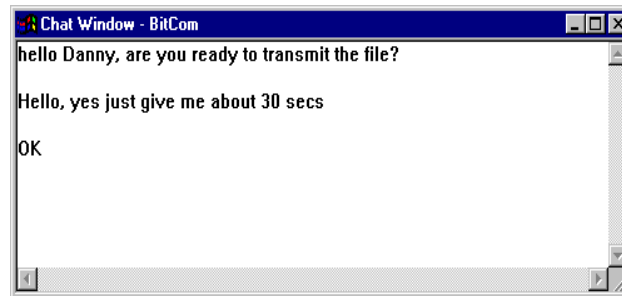
## Using the Chat Mode

To use the Chat mode, you must first have a valid terminal connection between the host and client machines.



1. Click the Chat Mode button on the toolbar to initiate the chat mode.

The Chat Window appears:



2. If the connection is good, start typing your message.

The messages will be displayed on the other computer's terminal screen.

## Placing BitCom into answer and host mode

BitCom's host mode lets callers exchange files with your system while you are away from your desk. When callers make a data connection, they will be greeted with a welcome message, prompted for a password, then asked whether they want to send or receive files.

This section shows you how to place BitCom in Auto Answer Mode. Once BitCom is in Auto Answer Mode, it will answer incoming data calls automatically.

To place BitCom in Auto Answer Mode:

---

### Auto Answer Mode

1. On the menu bar, click *Action* and select *Auto Answer Mode*.

2. Wait for the remote computer to call.

When a remote computer calls, BitCom will automatically answer.

After making a connection, you and the remote system should be able to exchange messages.

If you can see what you type and what the remote system is typing, you have a connection.

BitCom includes a host mode that lets callers make a connection with your PC to exchange files while you are away from your desk.

---

### Host Mode

To place BitCom in host mode:

1. Click the Host mode button on the toolbar.

To make a connection with BitCom, callers must use the following settings:

Parity-NONE, Data Bits-8, Stop Bits-1.

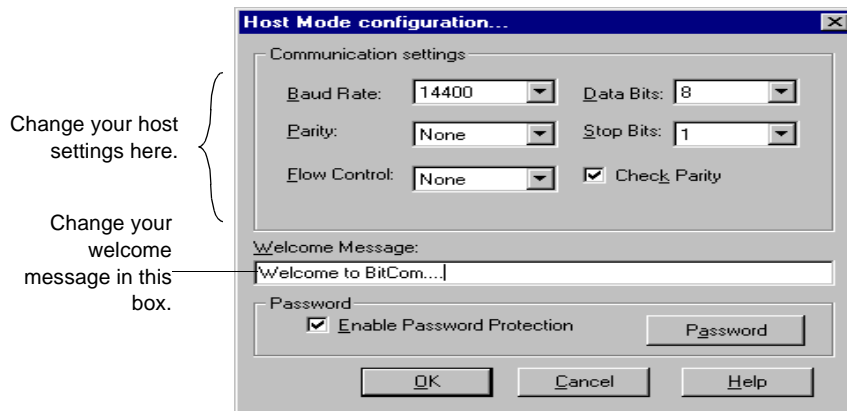


---

To change the host settings:

2. From the menu bar, select *Host*, then *Configure Host*.

The following screen appears:



From the Communication settings menu, you can enter the Welcome Message, Enable Password Protection, and change the various host connection settings.

Once BitCom is placed in Host Mode, it is ready to automatically answer data calls.

When BitCom answers a data call:

1. A Welcome message screen appears and the caller is asked to enter a name and a password.
2. BitCom asks whether the caller wants to upload or download a file, see a file list, or quit.

If the choice is to upload or download a file:

3. BitCom asks for a protocol (XModem, Zmodem, etc.).
4. BitCom returns to remote mode once file transfer is completed.

## Terminal emulation

Many BBS's give you the option of using ANSI (also called ANSI color) terminal emulation to display color and graphics in the terminal screen. Two of the most common types of terminal emulation are ANSI and VT100. BitCom emulates the following terminals:

<b>ANSI</b>
<b>VT100</b>
<b>VT52</b>
<b>TTY</b>

---

### Capturing data

BitCom makes it easy to capture the text you see on your screen to a file or your printer. Capturing data can reduce the time you spend on-line. Instead of reading data as it appears on your screen, you can read it later at your leisure. Capturing data is also sometimes the only way to transfer data from one computer to another.

---

### Capture to a file

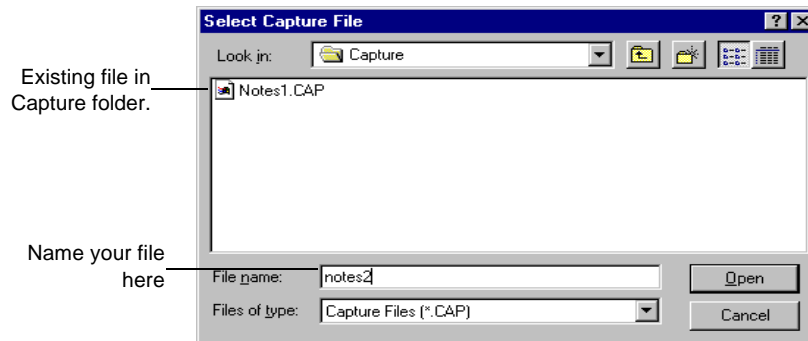
BitCom can save the text that appears on your screen to a file. By default, BitCom saves captured files in the Capture Directory. You can later view captured files using the View File command from the toolbar.

To capture data to a file:

1. From the menu bar click *Action* then *Capture File Start*.

---

The following screen appears:.



**2. Enter a file name in the File name box.**

The document with the extension \*.CAP will be placed in the Capture folder

Enter a new file name or choose an existing file.

If an existing file is chosen and the Replace option is selected, BitCom will replace the data in the file with the newly captured data. You will lose the data in the existing file.

If the Append option is selected, BitCom will add the captured data to the end of the existing file.

**3. Select a capture mode.**

BitCom has three ways to capture data.

### Capture Data Modes

<i>Normal</i>	records everything you see on screen, ignoring the control codes and escape sequences. These are the special codes that control the position of the cursor and the text.
<i>Raw</i>	records all data that you receive from the host, including control codes and escape sequences. This is useful for debugging a connection.
<i>Screen</i>	records data as it appears on your screen, but not in the exact order it is received. This compensates for special codes that control the movement of the cursor.

#### 4. Select where you want to start capturing data.

There are three choices:

<i>Here</i>	saves all new data that appears on your screen to a file. BitCom will not save data that is already on your screen.
<i>Top of Scroll Buffer</i>	saves, in addition to new data, all the data that is already in your scroll buffer. This option is useful for saving data that has already scrolled off your screen.
<i>Top of Screen</i>	saves all new data and all the data that is on your screen.

#### 5. Click OK.

BitCom starts capturing data to the specified file.

To stop capturing data, select the *Capture File End* command from the *Action* menu. You can also stop capturing data from the Capture file area of the status bar.

---

### View captured files

BitCom lets you view and print files you captured data to. These files are text-only and contain no formatting characters.

To view a captured file:



1. Click the **View File** button on the toolbar.

The View File dialog box appears.

2. Select a file to view.

To view the default captured file, click the View Capture File button. The current capture file will appear in the Filename text-entry box.



---

You can open more than one captured file at a time, so you can cut and paste between them.

---

3. Click OK.

BitCom will open Windows' Notepad with the captured file. You can then read, edit, rename or print the file.

---

### Use the Windows Clipboard

One of the most useful aspects of BitCom is that you can move text to and from the Terminal Screen using the Windows Clipboard. For example, you can copy a portion of a letter you received from your e-mail and paste it into BitCom.

## Creating function keys

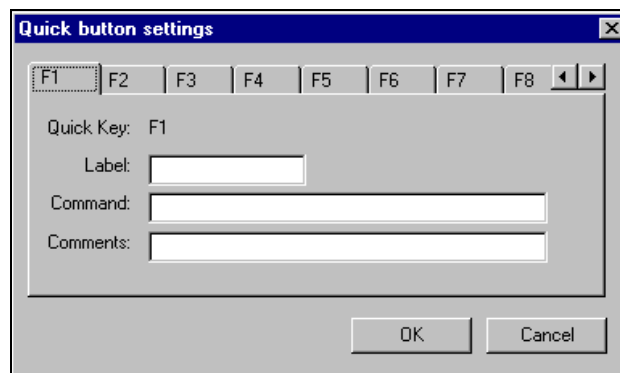
BitCom's function keys are programmable on-screen buttons that reduce almost any routine communication task to a single key stroke or a click of the mouse. For example, you can use function keys to open your e-mail, join a forum, get stock quotes from Wall Street, etc.

You can create a custom set of function keys for each system you call.

To define one or more function keys:

1. Click the Quick button settings icon on the toolbar.

The Quick button settings screen appears:



2. In the Label entry box, enter a name.
3. In the Command entry box, enter text, a script command, or a script file name.

You can program up to twelve different function keys.

---

## Make a direct link

You do not have to use a telephone line to make a connection with another computer. You can connect two computers with a null-modem cable. Connecting two computers with a null-modem cable allows you to transfer data at a much higher speed with a line that is free of noise.

After you have a direct link, you can transfer files as if you were connected over telephone lines. We suggest using the Zmodem protocol to transfer files.

To make a direct link:

1. Connect the two computers using a null-modem cable.
2. Change the COM port setting to match the serial port the null-modem cable is connected to.
3. Choose matching communication parameters.  
We suggest using no parity, 8 data bits and 1 stop bit.
4. Set the baud rate to the highest supported speed.



---

Speeds higher than 19,200 might be unreliable on slow machines.

---

5. Select the Local echo and Auto linefeed options in the Terminal Settings dialog box.

If you can type messages to each other and no unrecognizable characters appear on the screen, you have a good connection.

You can now begin transferring files between the two computers.



# USING BITCOM'S PHONEBOOK

In this chapter you will learn:

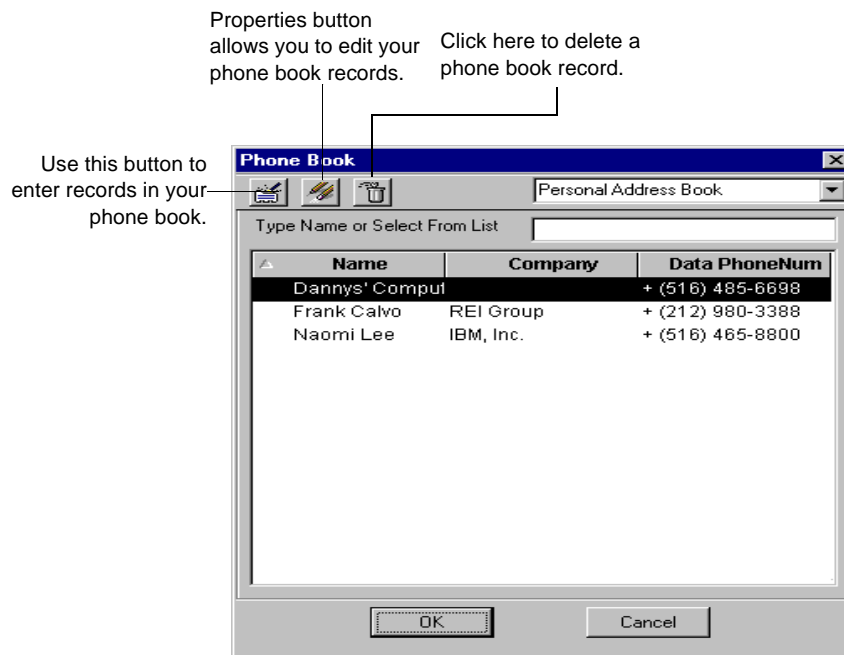
Page:

- |       |                                   |
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| 7-3 ➤ | About Windows Messaging profiles  |
| 7-5 ➤ | How to create phone book records  |
| 7-8 ➤ | How to edit a phone book record   |
| 7-9 ➤ | How to delete a phone book record |

---

## About BitCom Phone Book

Each record in BitCom's phone book contains all the information necessary to make a connection with another computer — the host system's name and data number, the communications settings, etc. When this information is entered and saved in your phone book, your data connections become as simple as a mouse click.



Simply type in a name, and BitCom's phone book would search and find a previously stored record. As explained in the introduction pages, Cheyenne BitWare makes use of your Windows Messaging architecture, so you can access all your profiles and personal folders.

## Windows Messaging and profiles

Before you can use Windows Messaging, you must create a profile. A profile contains configuration information, such as the location of incoming mail, your personal address book, and other information services that you can use.

Similarly, during the installation of Cheyenne BitWare, the program asked that you name a profile, then created one with the name you provided.

An information service controls how your messaging applications address, send, receive, and store messages and files. Examples of information services include remote services, other mail systems, and fax drivers. When you want to use a new information service, you must first install it and then add it to your profile.

Another type of information service is a set of personal folders, where you can organize and save messages, and files. You can create any number of personal folder files and save, copy, and move them like any other file. When you create a set of personal folders, the folders are added to your profile.

To create a new profile:

- 1 In Control Panel, double-click the Mail or Mail and Fax icon.
- 2 Click Show Profiles, then click Add.



---

If another messaging profile is active when you start Windows Messaging, Windows Messaging will use that profile instead of prompting you for a profile. To help you further organize your records, you can create more than one phone book. For example, you can create a phone book for work and another for home.

---

---

To add an information service to your profile:

- 1 In Control Panel, double-click the Mail or Mail and Fax icon.
- 2 Click Add, then select one of the available information services. If the service is not listed, click Have Disk. You need to provide the information service software.
  - To remove a service, select the service, then click Remove.

To create a personal folder file:

- 1 On the Tools menu, click Services.
- 2 Click Add.
- 3 In the Available Information Services box, click Personal Folders, and then click OK.
- 4 In the File Name box, type the name of the new personal folder file, then click Open.
- 5 In the Name box, type the name that you want to display in the folder list.



---

You can move or copy folders and items to the new personal folder file and then move it to another location, such as a portable computer.

---

## Creating a phone book record

Before making a connection with a host computer, BitCom needs to gather some information. The host's phone number, communication settings, connection speed, and a few other details need to be recorded. BitCom lets you store this information in a phone book record. When you want to make a connection with the host computer, simply choose its phone book record and dial.

Each record contains all the information needed to make a connection. These settings include the following:

- A name, company name, address and notes.
- One or more phone numbers, including fax, voice, data, and pager numbers.
- Communication settings, such as baud rate, parity, terminal emulation, file transfer protocol, and data and stop bits.
- A script file to run automatically after connection.
- A custom set of on-screen function keys.

To create a new phone book record:



1. Click the New button on the taskbar.



---

If you have more than one profile in your Windows Messaging settings, the program asks that you chose a profile. For more information on how to create new profiles, see *Windows Messaging and profiles* on page 3 in this chapter.

---

---

The following screen appears:

The screenshot shows the 'Frank Calvo Properties' dialog box with the following fields and annotations:

- Display Name:** First:  Last: . Annotation: "Enter the persons' name here." with a line pointing to the First name field.
- Cheyenne Address:**
  - Country Code:
  - Fax: (  )
  - Voice: (  )
  - Data: (  )
  - Pager: (  )  Service:  . Annotation: "press this button to configure the pager service" with a line pointing to the Config... button.
  - E\_mail:  Type:
- Default delivery address:** . Annotation: "Make sure you select a default delivery for this record. ie: fax, e-mail or voice mail." with a line pointing to the dropdown menu.
- Add to:** . Annotation: "Click this button to add this record to your personal address book." with a line pointing to the button.
- Buttons at the bottom:

2. Enter a name, the necessary phone numbers, and select a default delivery address.

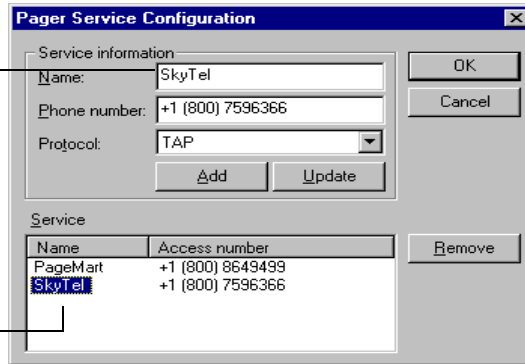
Each phone book record must have at least a phone number (fax, voice, data or pager) and a default delivery address.

If a pager number is selected, you must specify the pager service to be used. Click the Config button to select your settings.

The following screen appears:

If a pager service is not in the list below, enter your pager service name here and make sure you also enter their access number in the phone number box.

Select a pager service here by double-clicking on the name.

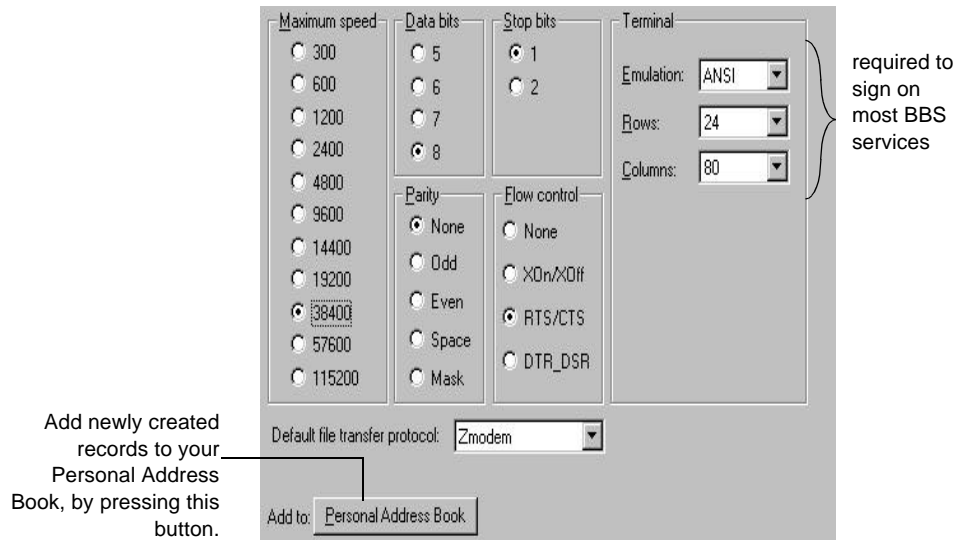


The dialog box is titled "Pager Service Configuration". It has two main sections. The top section, "Service information", contains fields for "Name" (SkyTel), "Phone number" (+1 (800) 7596366), and "Protocol" (TAP). There are "Add" and "Update" buttons below these fields. The bottom section, "Service", contains a table with two columns: "Name" and "Access number". The table lists "PageMart" with access number "+1 (800) 8649499" and "SkyTel" with access number "+1 (800) 7596366". The "SkyTel" entry is highlighted. To the right of the table is a "Remove" button. At the top right of the dialog are "OK" and "Cancel" buttons.

Name	Access number
PageMart	+1 (800) 8649499
SkyTel	+1 (800) 7596366

3. Select the Data Config panel to set the communication settings.

The following panel appears:



The panel is titled "Data Config". It contains several sections of settings. On the left, "Maximum speed" has radio buttons for 300, 600, 1200, 2400, 4800, 9600, 14400, 19200, 38400 (selected), 57600, and 115200. Next to it, "Data bits" has radio buttons for 5, 6, 7, and 8 (selected). To the right, "Stop bits" has radio buttons for 1 (selected) and 2. Further right, "Terminal" settings include "Emulation" (ANSI), "Rows" (24), and "Columns" (80). Below these, "Parity" has radio buttons for None (selected), Odd, Even, Space, and Mask. "Flow control" has radio buttons for None (selected), XOn/XOff, RTS/CTS, and DTR\_DSR. At the bottom, "Default file transfer protocol" is set to Zmodem. An "Add to:" button is at the bottom left, with "Personal Address Book" selected. A bracket on the right side of the panel groups the "Emulation", "Rows", and "Columns" settings, with a note: "required to sign on most BBS services".

required to sign on most BBS services

Add newly created records to your Personal Address Book, by pressing this button.

Add to: Personal Address Book

Make sure you select the communication settings that match those of the remote system, such as file transfer

---

protocol, maximum speed, data bits and stop bits, parity, and flow control.

Depending on the system you call, the phone book record might also require other settings, such as terminal emulation, rows and columns.



---

Most BBSes and PCs use no parity, 8 data bits and 1 stop bit. On-line services and universities typically use even parity, 7 data bits and 1 stop bit.

---

After you enter all the necessary information you can copy the entire record in to your personal address book.

4. Click OK.

## Editing a phone book record

To edit a phone book record, first open Bit Com's Phone Book and select the record (name) that you like to edit.



1. Click the Properties button on your toolbar.  
The Recipients information panel appears.
2. Make the necessary changes by simply overwriting old names and phone/fax numbers with new ones.
3. Select the Data Config panel and edit any communication settings that need to be changed.
4. Click OK.

---

## Deleting a phone book record



Removing a phone book record is very simple. Open the phone book, select the record you want to delete, and click the Delete button on your toolbar.

BitCom asks whether you are sure you want to delete the record. Choose Yes and BitCom will delete the record.

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