

# Chapter 3

## Getting Started

### Contents

---

<i>Starting BitWare .....</i>	<i>3-3</i>
<i>Sending a Fax From a Windows Application.....</i>	<i>3-3</i>
<i>Receiving Faxes, Voice Messages and Data .....</i>	<i>3-6</i>
<i>Checking Your Fax Transmission Logs .....</i>	<i>3-11</i>
<i>Creating Your Own Voice Mail System .....</i>	<i>3-12</i>
<i>Creating Your Own Fax-On-Demand System.....</i>	<i>3-22</i>
<i>Incoming-Call Flow Chart.....</i>	<i>3-30</i>
<i>Retrieving Voice Messages and Faxes .....</i>	<i>3-30</i>
<i>Voice System Access Flow Chart .....</i>	<i>3-33</i>
<i>Using BitCom .....</i>	<i>3-34</i>
<i>Setting Up BitCom .....</i>	<i>3-37</i>
<i>Calling Cheyenne's BBS .....</i>	<i>3-39</i>
<i>RPI Modem Connection Type .....</i>	<i>3-40</i>



This chapter serves as a brief tutorial designed to help you quickly get up and running with BitWare. It covers the basic tasks of sending and receiving faxes, receiving voice messages and data, setting up a Fax-On-Demand system (optional), and using BitCom, the data communication program.

---

## Starting BitWare

After completing the installation, you can start BitWare by double-clicking on the BitWare icon. The BitWare window will appear.



**Note:** *Voice Manager is an optional feature which may not be available on your version of BitWare.*

Each icon represents a different feature or program. This design gives you quick access to BitWare's features and the flexibility of running only the programs you need.

For your convenience, some of the frequently used icons in the BitWare window are available as independent icons. This makes it possible for you to drag-n-drop them into other Windows program groups. For example, if you want to run the Receive Log every time Windows is started, you can drag-n-drop the Receive Log program icon into the Startup group of Windows.

---

## Sending a Fax From a Windows Application

Sending a fax directly from a Windows application is as easy as printing a document. Just choose BitWare as your printer and use your application's "Print" command. Instead of printing to your printer, BitWare will send your document as a fax.

Note: For MS Excel, Word, Novell Wordperfect, and Lotus Ami Pro users, BitWare installs the appropriate macros so that you can fax your documents from within these applications with a single click of a button. Read the Send Fax macros sections of the BitWare Help file (.HLP) for detailed instructions.

**To send a fax from a Windows application:**

1. Open or create a document.  
Use any Windows application, such as Windows Write, CorelDRAW!, etc.
2. Choose the application's "Print Setup..." command.  
Some applications use a different command, such as "Target Printer..." or "Select Printer..."



3. If necessary, select BitWare as your printer and choose "OK."  
After you choose BitWare as your printer, some applications will recompose the document. This is done to ensure that what you see on your screen is what BitWare sends as a fax.
4. From the application's File menu, choose "Print..."  
The application's Print dialog box will appear.
5. In the Print dialog box, select any necessary options (page range, number of copies, etc.) and choose "OK."  
Next, the Dial Fax dialog box will appear.



6. In the “To” section of the Dial Fax dialog box, enter a name, fax number, and if applicable, a company name.

If you are using a compatible Personal Information/Contact Manager (such as Symantec's ACT), the information is automatically copied into these fields.

To save this information to a phone book, choose the “Add to Phone Book...” button. If asked whether you want to create a phone book, choose “Yes.” The Add Record dialog box will appear with the information you entered. Choose “OK.”

After you have created or imported one or more phone books, you can quickly address faxes by using the “Phone Book...” command. From the phone book, you can select multiple recipients or predefined groups of recipients.

If you upgraded from an earlier version of BitWare, the records from your previous version will be imported into a phone book called “Converted Phone Book.”

You can also use the Quick Dial buttons to address faxes. These buttons work like the memory buttons on an automatic-dialing phone.

7. Select any other options.

If you have to dial a special number to get an outside line, select the “Dial outside line” option. When you select this option, BitWare will automatically dial a nine and then wait two seconds before it dials a fax number.

If you have to dial another number to get an outside line, choose the “Setup...” button and then choose the “Station...” button. In the “Outside line number” text-entry box, enter the new number, and choose “OK” and then “Close” to return to the Dial Fax dialog box.

If you want to include a cover page, select the “Send cover page” option. The cover page automatically includes the recipient’s name, company name and fax number. It also includes your name, title, fax number, and voice number, which you can enter in the Station Setup dialog box. The date, time and the number of pages of the fax are also included.

To add a message, logo and signature to your cover page, use the “Cover Page...” command. For detailed instructions on creating a cover page, see “*Creating a Cover Page*” in the Sending Faxes section of BitWare’s online help.

8. Choose the “Start/Fax” button.

After a few moments, the Transmit Status dialog box will appear, showing the progress of your fax transmission.

To cancel the transmission, choose “Cancel.”

---

## Receiving Faxes, Data and (optional) Voice Messages

BitWare uses its Receive Manager to answer voice calls, faxes, and data calls.

**Note:** *The Voice Manager is an optional feature which may not be available in your version of BitWare. If this is the case, you will not have any voice function-*

*ality and you should disregard any sections of this manual related to voice.*

During installation, BitWare checked whether your modem has voice capabilities. If the installation program detected a voice/fax modem, it automatically sets up the Receive Manager to answer voice, fax, and data calls.

If you want to change which calls the Receive Manager will answer, open the Receive Manager, pull down its Setup menu, and choose the Receive Setup... command. In the "Answer mode" drop-down list, you can choose which kinds of calls you want the Receive Manager to answer.

If you are using a fax modem without voice capabilities, the installation program will automatically set up the Receive Manager to answer faxes only.

## Receiving Faxes

To receive faxes, double-click on the Receive Manager icon in the BitWare window. The Receive Manager window will appear. When you see "Waiting for a call" in the Operation field, the Receive Manager is ready to receive faxes.



**Hint:** You can set up the Receive Manager to load automatically by selecting the "Automatically load the Receive Manager when Windows starts" option in the Receive Setup dialog box.

After you receive a fax, the Receive Manager will notify you by displaying the Receive Status dialog box.



To view your faxes, choose the “View” command. The View Fax window will open and display the last fax you received.

## Sharing COM Port With Other Applications

While Receive Manager is waiting for calls, you may have an immediate need to use another communication software (like Lotus CC:Mobile and CompuServe). By default, the Receive Manager yields the COM Port automatically so that other software can access the idle COM port. If for some reason, you want to disable this feature:

1. Select Setup in the Receive Manager menu.
2. Choose the Receive Setup option.
3. Click on the Advanced button.
4. Uncheck the Comm Port Sharing option at the bottom of the dialog box.

## Receiving Voice Messages

If you are using a voice/fax modem and your version of BitWare includes voice support, the Install program automatically sets up the Receive Manager to answer voice calls, as well as fax and data calls. To set up BitWare to answer voice calls, load the Receive Manager.

Before using BitWare’s voice mail system, however, you need to create a mailbox for each person who uses your system and record your own system messages. The section “*Creating Your*



*Own Voice Mail System*,” which appears later in this chapter, describes how.

When someone calls your PC, BitWare will automatically answer and play your Initial Greeting message, which you record in the Voice Manager. It might sound something like this:

*“You have reached the voice mail system of ABC Inc.”*

Immediately after playing this message, BitWare will automatically play your Mailbox Directory message, which directs the caller to your voice mailboxes. The following is an example:

*“To leave a message for Bill Johnson, press 1 and then pound; for Mary Wright, press 2 and then pound; for Nick Wong, press 3 and then pound.”*

After selecting a mailbox, the caller will hear the selected Personal Mailbox message, for example:

*“You have reached Bill Johnson’s voice mailbox. Please leave a message after the beep.”*

After someone leaves a message, the Receive Status dialog box will automatically appear, indicating that you have a new message.



To listen to your new voice message, choose the “Play” button. The Voice Manager will open, from which you can open the appropriate mailbox to play your voice messages.



If your voice mailbox is not open, choose Open... from the Mailbox menu, select your mailbox, and choose "OK." In your mailbox, select your new voice message. (You can select multiple messages by holding down the [Ctrl] key while you select messages.) In the toolbar, choose the "Play" button and pickup your telephone's handset (unless you are using your modem's speaker or Windows compatible sound card). After a few seconds, the Voice Manager will begin playing the selected messages. You can easily redirect the playback message by clicking on the Phone icon in the Voice Manager window.

### Receiving a Binary Data File

Many modems can generate Calling Tone which can be detected by Receive Manger. Both your modem and the caller's modem must be conforming to the V.25 standar, and the caller's communications software must add '^' to the ATDT dialing string. For example, the final dialing string should resemble 'ATDT ^555-1212'. The Calling Tone is a periodic beep that sounds like a fax machine. Receiver will detect the tone and will launch BitCom automatically.

If the your modem or the caller's modem does not have Calling Tone capability, you should tell the caller to append ',,D,,,' at the end of the phone number that will ring your modem. Using the Setup menu for the Receive Manager, set the ring count to

answer after one ring; otherwise, increase the number of commas so that the 'D' is sent after BitWare answers. For example, when the caller uses the modem command, 'ATDT1-510-555-1212,,,D,,,' to make data connection with your system, the Receive Manager will detect the 'D' after it answers the call, and will automatically launch BitCom and place it in host mode. Next, BitCom will answer the data call. Once the remote side and BitCom have made a connection, the caller can then exchange files with your system.

**Note:** It takes up to 15 seconds for BitCom to switch into host mode, so make sure the caller's communication software does not timeout. To prevent a timeout, the caller should add extra commas after the 'D', as well. For instance, the extra commas in the suffix, ',,D,,,' will make the caller's communication software wait a little longer before timing out.

For more on BitCom's host mode, see "*Placing BitCom in Host Mode*" in BitCom's online help.

---

## Checking Your Fax Transmission Logs

BitWare keeps a detailed record of each fax you send and receive in its Transmit Log and Receive Log. Each log records when and where each fax was sent to or received from, the status of each transmission, the number of pages, and other details.

To see the Transmit Log or the Receive Log, double-click on the corresponding icon in the BitWare window or program group. The following shows the Receive Log.



From each log, you can print, view, delete, resend or forward the fax. While in the ViewFax module, you can use a VIM compliant E-Mail package (such as Lotus cc:Mail) to forward the fax. This can be done by the Send Mail function in the File Menu.

---

## Creating Your Own Voice Mail System (optional)

With a voice/fax modem and a voice version of BitWare, you can create your own single-line voice mail system with multiple mailboxes. Callers can simply press a button to be transferred to the mailbox of their choice, where they can leave a private message.

Setting up your own voice mail system involves three basic steps:

- Recording an Initial Greeting message, which is the first message the caller hears.
- Creating one or more mailboxes, each with a Personal Mailbox message.
- Recording a Mailbox Directory message, which tells the caller how to reach a specific voice mailbox.

## Recording an Initial Greeting Message

The Initial Greeting message is the first message BitWare plays when someone calls your voice mail system. This message should tell the caller whom he or she has reached. For example:

*“Welcome to ABC Inc.’s voice mail system.”*

If you do not record an Initial Greeting message, BitWare will play its default greeting message.

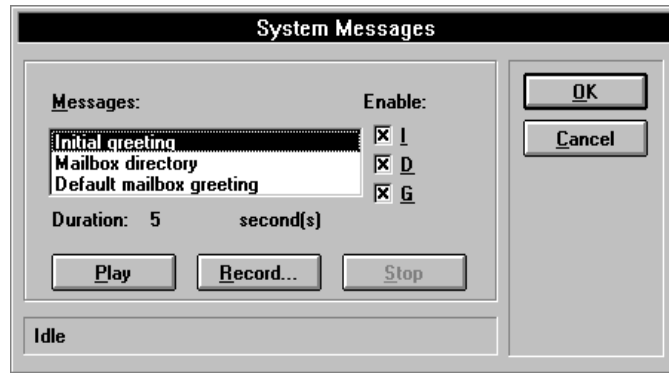
**Note:** It is possible to disable this Initial Greeting Message by deselecting the “I” option box in the System Messages window.

### To record your own Initial Greeting message:

1. Open the Voice Manager window.  
You can double-click on the “Voice Manager” icon in the BitWare window or program group.



2. Choose “System Messages...” from the Setup menu.  
The System Messages dialog box will appear.



3. Choose “Initial Greeting” from the “Message” list and choose the “Record...” button.

If you are not using a microphone to record your message, the Voice Manager will prompt you to pick up your telephone handset.

4. Choose “OK,” wait for the beep and begin recording your greeting.

**Note:** To ensure that your whole message is heard, wait about a second after the beep before you begin speaking.

5. When you are finished, choose the “Stop” button .  
To hear your message, choose the “Play” button, otherwise, click "OK" to return to the Voice Manager window.

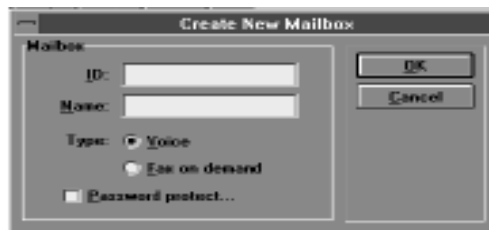
**Note:** It is possible to disable this Initial Greeting Message by deselecting the "I" option box in the System Messages window.

## Creating a Mailbox

You can create a separate voice mailbox for each person in your organization. Each mailbox can have its own mailbox Greeting Message and a password (optional).

**To create a voice mailbox:**

1. Choose “New...” from the Mailbox menu.  
The Create New Mailbox dialog box will appear.



2. Enter an ID number and name.  
Like an extension in a switchboard telephone system, the caller must enter an ID number to access the mailbox. The ID must be a number from 0 to 9999999 (up to seven digits).
3. Select the type of mailbox that you want this mailbox to be.  
It can be either a Voice or a Fax-On-Demand mailbox. In this case, BitWare automatically selects the "Voice" as the default mailbox type.
4. If you want to protect your mailbox from unauthorized access, choose the “Password protect...” option.  
You will be prompted for a password.
5. Enter a password number.  
You can also enter a single word composed of the letters A through Z. BitWare, however, will automatically treat letters as their corresponding numbers on a telephone keypad.

For example, the letters A, B, and C are treated the same as the number 1; the letters D, E and F are treated the same as 2, and so on. (The letters Q and Z, which do not appear on most telephone keypads, are equivalent to 1.)

**Caution:** Note your password number. After you have enabled the "Password protect..." option, you will have to enter it each time you open your mailbox.

6. Choose "OK."  
The new mailbox will appear in the Voice Manager window.

## **Pager Notification**

For each voice mailbox, The Voice Manager's pager notification feature will dial your pager service and leave a message informing you that you have just receive a voice message in your voice mailbox.

### **To configure your Pager Information settings:**

1. Click the Mailbox menu option in the Voice Manager.
2. Open the Mailbox that you want to have the pager notification feature.
3. Select Configure.
4. Select the Notify Remote Pager option box. The Pager Information appears automatically if you are entering new pager information; otherwise, click the Pager Info button to modify the existing pager information.



**Pager Information**

Pager

Number: 9,011-852-1212

PIN: 1#..8765432#

Message: 1234567#

Send PIN/Message

☐ After Pick-up is Detected

☒ By Delaying 5 Second(s)

Dialing Settings

Pager Ring Interval: 3 second(s)

Tone Duration: 2 x100 ms

Redial Attempt(s): 2

Redial Interval: 2 min(s)

Note: Commas (",") can be used as one-second delays in the PIN and Message fields

**Note:** you can use commas (",") to represent a one second delay in the PIN and Message fields. You may also need to use "#" or "\*".

5. Type the pager number into the Number field, please include area code and other prefix information.
6. By default, the system waits 5 seconds before sending the PIN. If your pager service does not answer the call at a predictable number of rings, increase the delay time, or try sending the PIN after pick-up is detected by enabling the "After Pick-up is Detected" option. Most services answer after one ring, but some services are random, making it hard to adjust the wait time before sending the PIN. In this case, the "After Pick-up is Detected" feature will attempt to listen for the rings, and when the ringing stops, the Voice Manager knows that the pager service has answered the call and sends the PIN.
7. Type the PIN, if required by your pager service. You may need to end the PIN with a "#" as required by the pager service. Also, you may need to use one or more commas to navigate through some pager service's interactive voice menu.

8. Enter the message you would like to appear on your pager. The characters '(', ')', '\*' and '-' are also allowed in your message. Again, you may need some leading commas to provide a delay.

9. Entering other settings:

**Page Ring Interval**

The Page Ring Interval is the time between rings by your pager service. This value is used only if you enabled the "After Pick-up is Detected" option.

**Tone Duration**

Tone Duration refers to the duration of the touch tone signal sent to the pager service. It can be adjusted by the Tone Duration value which is measured in 100 ms (one tenth of a second) intervals. If your pager displays corrupted data, you should increase the Tone Duration number.

**Redial Attempt(s)**

Redial Attempt(s) specifies the number of times the Voice Manager will try to contact your pager service if it was unable to successfully establish a connection.

**Redial Interval**

The Redial Interval specifies the amount of time that the Voice Manager will wait before re-dialing your pager service.

10. Click "OK."
11. Click "OK", again, if you do not wish modify other Mailbox properties.

## **Recording a Greeting Message for a Voice Mailbox**

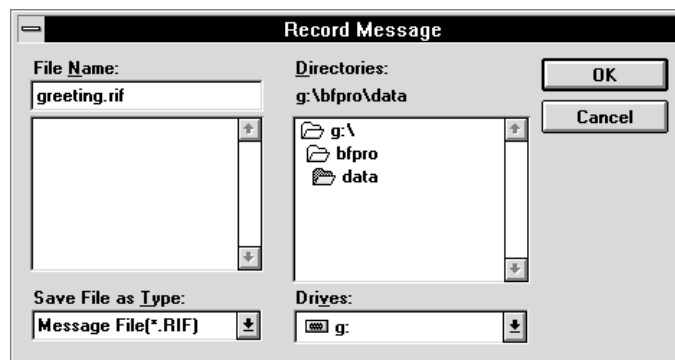
Each mailbox can have a Greeting Message. BitWare will automatically play the message after the caller has successfully accessed the mailbox.

**To record a voice mailbox Greeting Message:**

1. Open or select the mailbox for which you want to create a greeting message.
2. Choose “Mailbox Greeting...” from the Message menu.  
The Mailbox Greeting dialog box will appear.



3. Choose the "Record..." button.  
The Record Message dialog box will appear.



4. Enter a filename and choose "OK."  
If you are not using a microphone to record your message, the Voice Manager will prompt you to pick up your telephone handset.
5. Choose “OK.”
6. After the beep, begin recording your message.  
Be sure to tell the caller to leave a message after the beep and press “#” for more options when finished recording..
7. When you are finished, hang up or choose the “Stop” button.  
To hear your message, choose the “Play” button.

8. Choose “OK.”  
Your Mailbox Greeting message will appear in your mailbox.

**To disable the Mailbox Greeting:**

If you do not have a Mailbox Greeting Message and you do not want the Default Mailbox Greeting to be played, you can disable it by unchecking the Default Mailbox Greeting "G" option box (see dialog box on next page). This dialog can be selected by the System Messages option in the Setup menu of the Voice Manager.

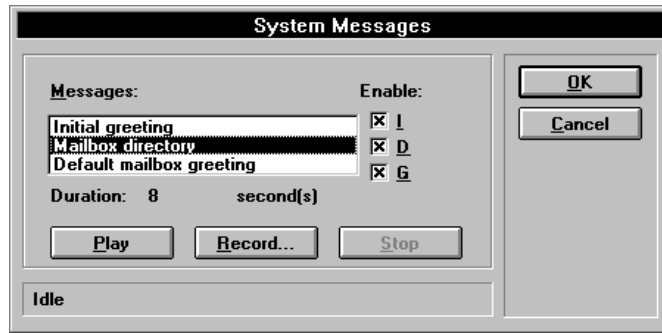
**Recording a Mailbox Directory Message**

After creating one or more mailboxes, you will need to record a Mailbox Directory message. This message should list the available mailboxes, and ask the caller to enter a mailbox's ID number and then to press the pound key. For example, your Mailbox Directory message might sound something like this:

*"To leave a message for Bill Johnson, press 1 and then pound; for Mary Wright, press 2 and then pound; for Nick Wong, press 3 and then pound. "*

**To record your own Mailbox Directory message:**

1. Open the Voice Manager window.  
You can double-click on the “Voice Manager” icon in the BitWare window or program group.
2. Choose “System Messages...” from the Setup menu.  
The System Messages dialog box will appear.



3. Choose “Mailbox Directory” from the “Message” list and choose the “Record...” button.  
If you are not using a microphone to record your message, the Voice Manager will prompt you to pick up your telephone handset.
4. Choose “OK,” wait for the beep and begin recording your greeting.  
In your message, tell callers to press [#] after they enter a mailbox number.
5. When you are finished, choose the “Stop” button or hang up.  
To hear your message, choose the “Play” button.

**Note:** The Mailbox Greeting can be disabled by deselecting the “D” option box in the System Messages window.

---


## Creating a Fax-On-Demand Mailbox

Creating a Fax-On-Demand mailbox is as simple as creating a voice mailbox. The only difference is that you select the “Fax-On-Demand” option in the “Create New Mailbox” window.

### To create a Fax-On-Demand Mailbox:

1. Choose “New...” from the Mailbox menu.  
The Create New Mailbox dialog box will appear.

2. Enter an ID number and name.  
Like an extension in a switchboard telephone system, the caller must enter an ID number to access the mailbox. The ID must be a unique number from 0 to 9999999 (up to 7 digits).



The dialog box is titled "Create New Mailbox". It contains a "Mailbox" section with the following fields and options:

- ID:** An empty text box.
- Name:** An empty text box.
- Type:** Two radio buttons: ☒ **Voice** and ☐ **Fax On Demand**.
- ☐ **Password Protect...**

On the right side of the dialog box, there are two buttons: **OK** and **Cancel**.

3. Select the type of mailbox that you want this mailbox to be.  
A mailbox can be either a Voice or a Fax-On-Demand mailbox. In this case, you want to select the Fax-On-Demand radio button.



The dialog box is titled "Create New Mailbox". It contains the same fields and options as the previous image, but with the following values:

- ID:** The text box contains the number "2".
- Name:** The text box contains the text "Fax\_On\_Demand".
- Type:** The radio buttons are now ☐ **Voice** and ☒ **Fax On Demand**.
- ☐ **Password Protect...**

On the right side of the dialog box, there are two buttons: **OK** and **Cancel**.

4. Click "OK" to create the mailbox.

The new mailbox will appear in the Voice Manager window, and the Fax-On-Demand Configuration window will pop-up.

Now, we are ready to configure the Fax-On-Demand mailbox using the Fax-On-Demand configuration window.

---

## Configuring a Fax-On-Demand mailbox

After creating a Fax-On-Demand mailbox, a configuration windows appears.



Configuring a Fax-On-Demand mailbox consists of selecting the fax transmission method, creating a Greeting Message for the fax documents, and adding fax documents to the Fax-On-Demand mailbox.

BitWare provides two methods to deliver faxes to the caller. The first method delivers the faxes to the caller during the same call. The caller must be making the call from a fax machine with manual receive capability. When caller is done tagging the fax documents, BitWare will prompt the caller to prepare for fax transmission. The caller is then responsible for setting up their fax machine to receive faxes. Once the fax tone is heard by the caller, she will press the equivalent of a "Start" button on her fax device to receive the fax. *This method is referred to as the Fax Download Method. BitWare defaults to this method.*

The second method delivers the faxes to a fax number specified by the caller. Before hanging up the phone, the caller enters a phone number where he can receive the fax(es). Later, BitWare will dial the phone number entered by the caller and begin to fax the document. This method is referred to as Fax Callback Method.

**Fax-On-Demand Mailbox Tip(s):**

You can take advantage of long mailbox IDs used by BitWare. Below, we have listed two creative uses of long mailbox IDs.



*Social Security Mailbox IDs.* Social Security numbers can be used as mailbox IDs. This type of structure allows you to have the caller use their Social Security ID so that personal information can be faxed back to him or her. Your Mailbox Directory Access Message may sound like:

*"Welcome to Automated Student Service System. For the latest class schedule, press 1 and pound; for Final Exam dates, press 2 and pound; for your current transcript profile, please enter your social security number and press pound."*

*Private Fax Mailbox IDs.* You can use an unannounced mailbox ID as a private mailbox. For example, your Mailbox Access Directory Message may sound like:

*"Welcome to ABC's Voice Mail System. For Sales, press 1 and pound; for Technical Support, press 2 and pound; for common questions and answers Fax Documents, press 3 and pound. If you know the password to the private Fax Document cabinet, please enter it and press pound."*

In this scenario, you would create a Fax-On-Demand mailbox with the mailbox ID matching the secret password. Since this ID is unannounced to the public, it is as good as any password scheme. A mailbox ID can be up to 7 characters in length.

## Selecting the Fax Transmission method

**To change the default transmission method:**

- Select the "Fax Callback" option, in the Fax-On-Demand configuration window below.
- If you allow international faxback, enable the Allow International Callback option.



## Creating a Fax-On-Demand Greeting Message

The Greeting Message for a Fax-On-Demand mailbox describes all the Fax Documents within a given mailbox.

### To create a Greeting Message:

1. Click on the Greeting button in the Fax-On-Demand Configuration window.
2. Click on Record button. If you have selected your handset to record your messages, click "OK" when you are ready to speak, otherwise start speaking into the microphone.



Your Fax-On-Demand Greeting Message should tell the caller which phone key(s) to press to select the document.

For example, your message might sound something like this:

*"For answers to our most commonly asked questions, press 1 and pound. For a fax registration form, press 2 and pound. For a company mailbox list, press 3 and pound."*

**Note:** You should make note of the numbers that you have chosen for the caller to select your faxes. These numbers are later used by the caller as the document ID that uniquely identifies fax documents for selection.

3. Click on Stop, when you have finished the Greeting Message. You can either replay or re-record the message.
4. Click OK, if you are done.

---

## Creating Fax Documents for a Fax-On-Demand Mailbox

Before you can assign a fax document to a Fax-On-Demand mailbox, you'll have to create the fax using the BitWare printer driver for Windows. If you haven't done so already, then you'll need to do this before you can proceed. If you have done so, then you can skip to the section "**Assigning a Fax Document to a Fax-On-Demand mailbox.**"

### Creating a Fax Document using the BitWare printer driver

**To create a fax with a Windows application:**

1. Launch your Windows application like MS Word, MS Excel or CorelDraw!.
2. Select Printer Setup from Windows application .
3. Choose the BitWare printer driver as the current printer.



4. Select Print from the Windows application to print the file.
5. Click the "Output as Fax Doc..." button in the Dial Fax dialog box. The "Output as Fax Doc..." dialog box is displayed. Enter a label for the Fax Document. The label should indicate the contents of the document.



6. Click OK.

## Adding a Fax Document to a Fax-On-Demand Mailbox

To add a Fax Document in Fax-On-Demand mailbox, you will need to Configure the mailbox.

**To add a Fax Document:**

1. Select Open from Mailbox option in the Voice Manager. Double-click on the name of the Fax-On-Demand mailbox. The mailbox window appears.



2. Select Configure from the Mailbox option to configure the active mailbox window. The Fax-On-Demand Configuration window is displayed.



3. Click on the Add button, at the bottom of the window.

4. Select a Fax Document from the list of Fax Documents by double-clicking on the document you want to add.



5. Assign a document ID to this file and write a brief description of the file. The document ID must correspond with the number you specified in your Greeting Message.

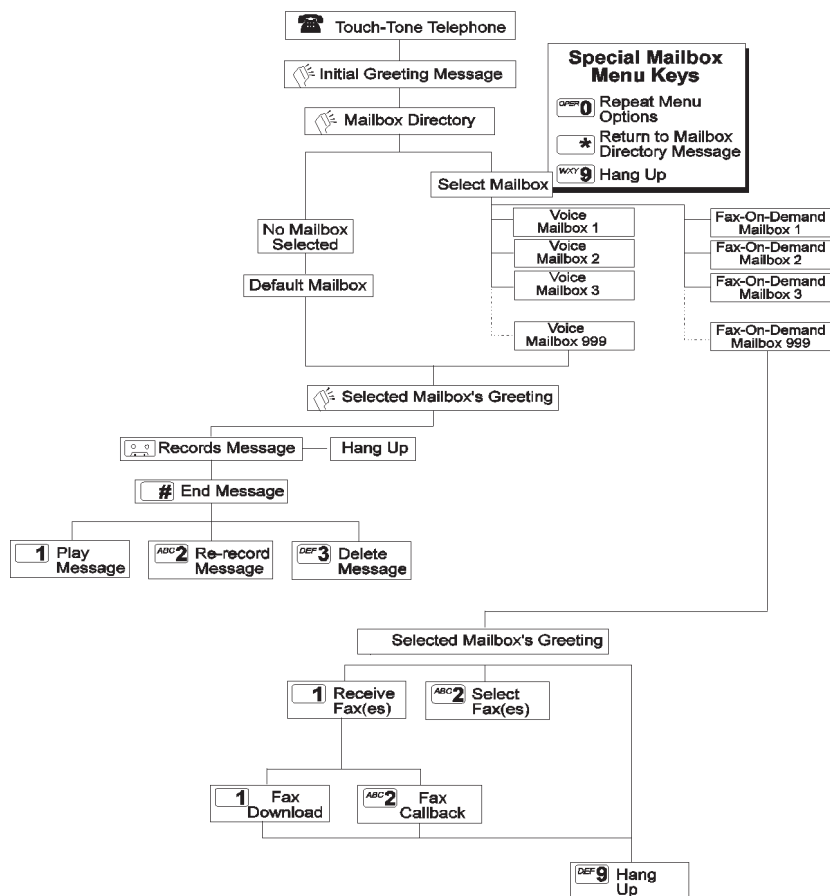


6. Click OK.

The fax document is now ready for use by the Fax-On-Demand mailbox. You may repeat these steps as many times as there are fax documents.

**Fax Document Tip:** If you have a lot of fax documents, we recommend two ways to manage your faxes. **Method One:** Group related Fax Documents into separate Fax-On-Demand Mailboxes. For example, all the Technical Support faxes are in mailbox ID 2, and all the Sales faxes are in mailbox ID 3. **Method Two:** Tell the caller to retrieve a catalog of all Fax Documents available. Later, the caller can select the faxes that are needed.

This method is also known as the Catalog Method. You can even use a combination of Method One and Method Two.



---

## Incoming-Call Flow Chart

The following is a basic flow chart of 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.

---

## Retrieving Voice Messages and Faxes

From any touch-tone telephone, you can access your PC to retrieve your faxes and voice messages. For example, if you are away on a business trip, you can call your office to retrieve your voice messages and to forward your faxes to a hotel fax machine.

### To retrieve your voice messages:

1. Call BitWare's voice mail system.
2. As soon as you hear either the Mailbox Directory, the Initial Greeting, or the Personal Greeting message, press [#] to enter the Command Mode of the voice mail system.

**Note:** If you press [#] during the Personal Greeting message, go to step 4.

3. Enter your mailbox's number and then press [#].  
The default mailbox's number is 000.
4. If your mailbox is password-protected, enter the password and then press [#].
5. To retrieve your voice messages, press [1].  
BitWare will begin playing your new messages.

**Hint:** You can interrupt a message at any time by pressing [#].

6. After a message was played or interrupted, you have the following options:

Press [0] to repeat the menu options.



Press [1] to play the next message.  
Press [2] to repeat the message.  
Press [3] to delete the message.  
Press [\*] to return to the system access menu.  
Press [9] to disconnect.

7. Once you have listen to all your new messages, press [\*] to return to the system access menu.

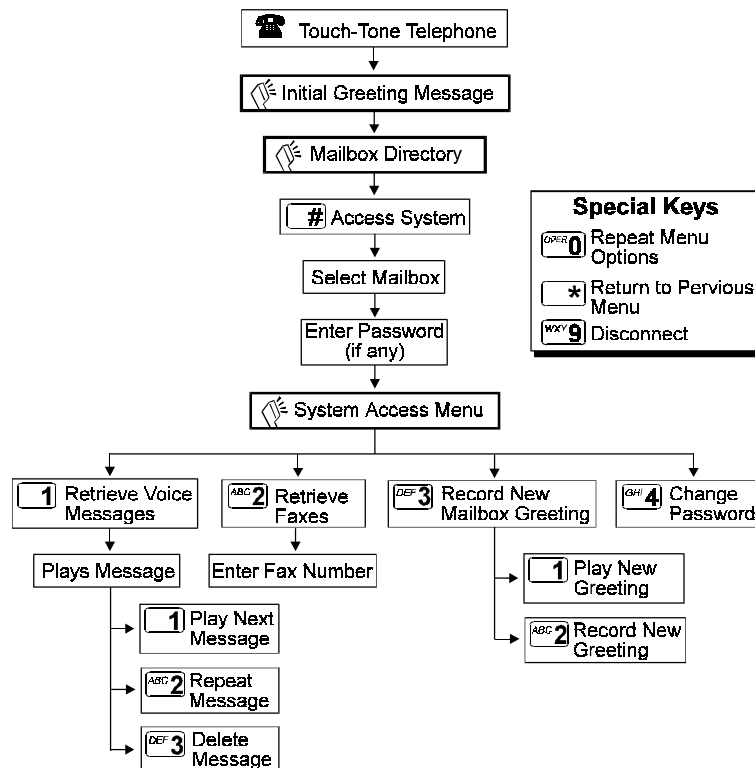
**To retrieve your faxes:**

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, we force you to select the default voice mailbox and go through a password checkpoint.

1. Call BitWare's voice mail system.
2. As soon as you hear the greeting message, press [#].
3. Enter the default mailbox's number and then press [#].  
BitWare initially sets the Main mailbox as the default mailbox number which is mailbox 000.
4. If your default mailbox is password-protected, enter the password and then press [#].
5. To retrieve your faxes, press [2].
6. Enter a fax number and then press [#].
7. You can either hang up or press [\*] to return to the system access menu.  
BitWare will send your faxes to the number you entered after you hang up.

## Voice System Access Flow Chart

The following flow chart summarizes how to access your voice-mail system.



## Using BitCom

This section gives you an overview of how to use BitCom for Windows. It will show you how to set up BitCom for your system and introduce you to many of BitCom's features. In addition, it will show you how to call and make a connection with Cheyenne's bulletin board service.

### Starting BitCom

After completing the installation program, you can start BitCom by double-clicking on its icon in the BitWare window or in the BitWare group window in the Program Manager.



the top left of the screen is the toolbar. The large area in the center is the terminal screen. At the very bottom and the upper-right corner are status bars.

### The BitCom Window

This section explains each element of the BitCom window.

#### Toolbar

Along the top left of the BitCom window is the toolbar — a strip of graphical command buttons. The buttons give you quick access to the most commonly used functions. Instead of pulling down a menu and choosing a command, you can just click on a button.

For example, when you want to receive a file, you can simply click on the "Receive File" icon, instead of pulling down the Action Menu and choosing the "Receive File..." command.

The following briefly describes each toolbar command button:



Dial button - Use this command to make a connection with the currently opened phone book record. This command opens the Dial dialog box. From there, you can change the parameters of the currently opened phone book record and begin dialing. Each phone book record stores all the parameters needed to make a connection with a remote system.



Phone Book button - Use this command to open BitCom's Phone Book. From there, you can select and dial a system, as well as add, edit and delete phone book records.



Send button - Use this command to send (or "upload") one or more files.



Receive button - Use this command to receive (or "download") one or more files.



View File Button - Use this command to view the screen text that BitCom has captured to a file.



Host button. - Use this command to put BitCom into Host Mode. In Host Mode, BitCom can answer an incoming call and establish a data connection with another computer. The remote user can then upload or download files.



Search button - Use this command to find a word or phrase in the terminal screen. BitCom will search the scroll buffer for the word or phrase you specify.



Quick Dial button - Use this command to create or edit the Quick Dial keys. These keys let you automatically dial popular online services, such as EasyLink and CompuServe.

## Terminal Screen

The terminal screen is the large blank area in the center. This is where the characters you send and receive appear. When text scrolls off the screen, scroll bars will appear, allowing you to review any data you missed. Scroll bars also will appear when the BitCom window is not at full size.

BitCom lets you change the size and font of the characters you see in the Terminal Screen. If you are using a color monitor, you can also change the color of the background and the foreground text.

## Quick Dial Keys

Below the terminal screen is a set of Quick Dial keys. These keys let you automatically dial popular online services, such as EasyLink and CompuServe. For more information, see "Using the Quick Dial Keys" in BitCom's online help.

## Status Bars

At the bottom and top right of the BitCom window are BitCom's status bars. The lower status bar displays the current connection status, the port settings, and whether Print Capture and File Capture are active. The upper status bar displays the current time and how long you have been online.

When you click on some of the status areas, a menu will pop up, letting you change the settings. For example, when you click on the port settings area, a menu will pop up, letting you change your current parameters.

Some areas of the status bar are informational only and cannot be changed. For example, you cannot change the current time and connection status areas.

## Setting Up BitCom

Before using BitCom, follow the instructions below to check that it is set up correctly for your system.

### To set up BitCom:

1. Pull down the Settings menu and choose the “System...” command.

The Modem Settings dialog box will appear.

2. Choose a modem in the Modems drop-down list.  
If your modem is not on the list, use the “Hayes” setting. In most cases, this setting will work since most modems are Hayes-compatible.

3. If your modem uses the Rockwell ATI chipset, you need to select the RPI as your modem type. See *RPI Connection Types* at the end of this section.
4. Select the COM port your modem is using.  
If your modem is using COM 3 or COM 4, be sure that it is not conflicting with any other serial device. For more information, see "*Using COM 3 or COM4*" in BitCom's online help.

## Call Waiting

If your telephone line has Call Waiting, it should be disabled while you are online. If a call comes in, Call Waiting will briefly cut off all sound and then beep. Your modem will interpret this as a lost connection and hang up.

To temporarily disable Call Waiting while you are using your modem, add "1170" to the very end of the "Dial prefix" text-entry box in the Modem Settings dialog box. (To open the Modem Settings dialog box, choose "System..." from the Settings menu.) This command works for most phone lines in the United States and Canada. For example, if your dial prefix was "ATX4DT", change it to "ATX4DT1170". If 1170 does not work in your area, try \*70 or 70#. Call your phone company for the specific methods to disable Call Waiting.

## Dialing Out of a PBX System

If you have to dial a special number and then wait for a second dial tone before dialing an outside line, you can add it to the very end of the Dial Prefix string. For example, if you have to dial a nine and then wait for a dial tone, add "9," (including the comma) to the end of the prefix, as in "ATX2DT9,". The comma stands for a two-second pause. BitCom will then dial the outside number and wait for a second tone before it dials a phone number. (If your modem supports the W command, which tells your modem to wait for a dial tone, you can replace the comma with a W, as in "ATX2DT9W".)

## Sharing a Telephone Line

If someone picks up the phone while you are online, your modem will disconnect or you will suddenly see a lot of “garbage” on your screen. To help prevent this, make sure everyone knows you are using your modem before you make a connection.

---

## Calling Cheyenne’s BBS

After configuring your system as described in the previous section, you are ready to make your first call. For this exercise, you will call Cheyenne’s BBS (bulletin board service). The BBS offers the latest information about Cheyenne’s products.

### To make a connection with Cheyenne:

1. Open the Phone Book.  
Either click on the “Phone Book” button or choose “Select Record...” from the Phone Book menu.
2. Select the “Bit Soft” entry.  
The “Bit Soft” record should be highlighted in the “Record ID” list box.
3. Choose the “Dial” button.  
The dialog box Dialing Bit Soft will show the number BitCom is dialing. After a few seconds, BitCom will make a connection, and you will see something like the following on the Terminal Screen.





BitCom is now connected to Cheyenne's bulletin board service.

4. Follow the instructions on screen to log on as a new user.

You have just completed your first online session with BitCom. If you encountered any problems, refer to "*Making Connections*" in BitCom's online help.

To exit BitCom, choose "Exit" from the File menu. You can also double-click the upper-left corner of the BitCom window. If you have made any changes to the currently opened phone book record, BitCom will ask whether you want to save the changes before exiting BitCom.

---

## RPI Modem Connection Type

By setting the connection type manually, you can force your modem to only attempt the type of connection that the remote modem can achieve.

**To select the Modem Connection Type using a Rockwell RPI supported modem:**

- a. Open the BitCom window.

- b. Click the “Phonebook” button or choose “Select Record...” under the “Phonebook” pull-down menu.
- c. Select the record you wish to edit and click the “Edit...” button.
- d. In the Edit Record box, under the “Phone” heading, change the “Type” to the connection type that you prefer for this record (V.42/MNP, V.42bis, MNP5, etc...), then click on the “OK” button to exit.

## RPI Connection Types

The Rockwell RPI compatible modem supports many communication configurations. Listed below are the possible connection types that you can have with an RPI supported modem along with a brief description .

**V42bis/MNP** - Select this option only if you want to force your modem into V.42bis/MNP5 Reliable mode. You can select this option only if the remote modem supports this protocol.

**V42bis** - Select this option only if you want to force your modem into this protocol.

**V.42bis** Reliable mode. You can select this option only if the remote modem supports this protocol.

**V42**- Select this option only if you want to force your modem into this protocol.

**V.42 Reliable mode**. You can select this option only if the remote modem supports this protocol.

**MNP4 Async** - Select this connection type only if you want to force an asynchronous connection with MNP4 Error Correction.

**MNP4 Sync** - Select this connection type only if you want to force a synchronous connection with MNP4 Error Correction

**MNP5 Async** - Select this connection type only if you want to force an asynchronous connection with MNP4 Error Correction and MNP5 Data Compression.

**MNP5 Sync** - Select this connection type only if you want to force a synchronous connection with MNP4 Error Correction and MNP5 Data Compression.

**Direct** - Select this option only if you want to force your modem into a standard mode without error-correction or data compression.

**\*User9** - This connection type is not available for RPI modems.

**\*User10** - This connection type is not available for RPI modems.

**\*Fax** - Select this option if the number is a fax number.

**\*Voice** - Select this option if the number is a voice number.

*"\*" indicates that these connection types default to V.42bis/MNP5 Reliable Mode.*

---

## Using Online Help (Instant Reference and Instructions)

BitWare features comprehensive, context-sensitive online help. It includes instructions and provides instant help for commands and dialog boxes.

If you want a description of one of BitWare's commands or opened dialog boxes, press the [F1] key. BitWare's help will automatically display information about the highlighted command or the opened dialog box.

To find a topic quickly, use the online help's table of contents. The table of contents helps you find information about a general topic, such as "Receiving Faxes."

### To use the table of contents:

1. Choose "Contents..." from the Help menu in any of the BitWare windows.  
BitWare's online help will appear, listing all of the major topics.

2. Click on an underlined topic.  
You can also press the [Tab] key until you highlight the topic you want, and then press [Enter].

If you do not see the information you are looking for in the table of contents, you can use the "Search" button. The Search dialog box will appear, listing subjects alphabetically.

**To use the Search command:**

1. Choose the "Search" button.



2. In the list box, you can choose a word or phrase.  
To find a word quickly, enter it in the text-entry box above.  
The closest match will be highlighted.
3. Double-click on the subject or choose the "Show Topics" button.  
All topics associated with that word will appear in the list box below.
4. Choose a topic and then choose the "Go To" button.

For complete instructions on how to use Help, press the [F1] key from any help window.