

USER GUIDE

BITWARE[®]F/D/V

Fax/Data/Voice
Software For Windows

Cheyenne Software, Inc.
A Division of Computer Associates International, Inc.
3 Expressway Plaza
Roslyn Heights, NY 11577

BitWare F/D/V for Windows User's Guide

©Copyright 1995, 1997 Computer Associates International, Inc. and/or its subsidiaries. All Rights Reserved.

U.S. GOVERNMENT RESTRICTED RIGHTS

The software and accompanying materials are provided with RESTRICTED RIGHTS. Use, duplication or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 or the Commercial Computer Software Restricted Rights clause at FAR 52.227-19 subdivision (c)(1) and (2), as applicable. Contractor/manufacturer is Computer Associates International, Inc., One Computer Associates Plaza, Islandia, NY 11788-7000 (hereinafter "Computer Associates").

Computer Associates provides this publication "as is" without warranty of any kind, either expressed or implied, including but not limited to the implied warranties of merchantability or fitness for a particular purpose. The entire risk as to the use of this information is assumed by the user.

In no event will Computer Associates be liable for any damages, direct, indirect, incidental, special or consequential, resulting from any defect in the information, even if it has been advised of the possibility of such damages.

Further, Computer Associates reserves the right to revise this publication and to make changes to it from time to time without obligation to notify any person or organization of such revision or change. The use of software accompanying this documentation is subject to the Computer Associates License Agreement delivered with the software.

Trademarks

Cheyenne, BitFax, BitWare, and BitCom are registered trademarks of Computer Associates International, Inc. or one of its subsidiaries. **FAXserve** and **BitShare** are trademarks of Computer Associates International, Inc. or one of its subsidiaries.

Other brand or product names used in this manual, but not listed here, are trademarks or registered trademarks of their respective holders.

USA Headquarters
3 Expressway Plaza
Roslyn Heights, New York
11577
USA

European Headquarters
Cheyenne Software S.A.R.L.
Bel Air Building
58 Rue Pottier
78150 Le Chesnay, France

Product Support

If you suspect a hardware problem, please contact the modem/hardware manufacturer for assistance. Otherwise, you can obtain help in the following manner:

1. Read the Troubleshooting section of the Help File by double-clicking on the BitFax Help or the BitCom Help icon and selecting Troubleshooting.
2. Access Compuserve and GO CHEYENNE to read information on problems and solutions for BitWare. If your problem has not been addressed, write a message to the Sysop. Your message will usually be answered within 24 hours. Please be as detailed as possible.
3. Access Cheyenne's web site at www.cheyenne.com to get the most current information regarding the most common problems and solutions for BitWare.
4. Call us at (516) 465-6600.
5. Write to our Technical Support staff at:

Cheyenne Software, a division of
Computer Associates International, Inc.
2525 Augustine Drive
Santa Clara, CA 95054

Contents

Introduction 1-1

How to Use This User's Guide	1-3
Overview of BitWare's Features	1-4
Transmit Fax	1-4
Receive Manager	1-4
Voice Manager with Fax-On-Demand Support (optional).	1-5
View Fax	1-6
Transmit Log and Receive Log	1-6
Data Communications	1-7
Online Help	1-7
Other Cheyenne Products and Service	1-8

Installing BitWare 2-1

Preparing to Install BitWare	2-3
Checking Your System Requirements	2-3
Checking Your Modem	2-4
Backing Up Your Program Disks	2-4
Installing BitWare	2-5
Upgrading From a Windows or DOS Version of BitFax	2-5
Installing BitWare	2-5
The Latest Updates and Changes	2-7
Changes to Your Windows INI Files	2-7

Getting Started 3-1

Starting BitWare	3-3
Sending a Fax From a Windows Application	3-3
Receiving Faxes, Data and Voice Messages	3-6
Receiving Faxes	3-7
Sharing COM Port With Other Applications	3-8
Receiving Voice Messages	3-8
Receiving a Binary Data File	3-10
Checking Your Fax Transmission Logs	3-11
Creating Your Own Voice Mail System (optional)	3-12

Recording an Initial Greeting Message	3-13
Creating a Mailbox	3-14
Pager Notification	3-16
Recording a Greeting Message for a Voice Mailbox	3-18
Recording a Mailbox Directory Message	3-20
Creating a Fax-On-Demand Mailbox	3-21
Configuring a Fax-On-Demand mailbox	3-23
Selecting the Fax Transmission method	3-25
Creating a Fax-On-Demand Greeting Message	3-26
Creating Fax Documents for a Fax-On-Demand	
Mailbox	3-27
Creating a Fax Document	3-27
Adding a Fax Document	3-29
Incoming-Call Flow Chart	3-32
Retrieving Voice Messages and Faxes	3-32
Voice System Access Flow Chart	3-34
Using BitCom	3-35
Starting BitCom	3-35
The BitCom Window	3-35
Toolbar	3-35
Terminal Screen	3-37
Quick Dial Keys	3-37
Status Bars	3-37
Setting Up BitCom	3-38
Call Waiting	3-39
Dialing Out of a PBX System	3-39
Sharing a Telephone Line	3-39
Calling Cheyenne's BBS	3-40
RPI Modem Connection Type	3-41
RPI Connection Types	3-42
Using Online Help	3-43