
Chapter 1: Introduction

Congratulations on your decision to purchase COMMUNICATE! 10.0, a completely integrated messaging software package that transforms your PC into a powerful communication tool and unified messaging center. It organizes your telephone, CallerID announcement, voicemail, fax, Internet e-mail, remote message retrieval, and much more.

These and dozens of other useful features let you work smarter - not harder. Reduce your paperwork and save time by centralizing all your communications under one easy-to-use interface. Whether you're in the office, at home, or on the road, COMMUNICATE! 10.0 is the software of choice for busy people.

Using this guide

This guide assumes that you have a good understanding of general Windows operations such as launching an application, entering information via the keyboard, general mouse operations, as well as a good understanding of your modem and its accompanying manuals. Due to the intuitive design of the software, as well as the comprehensive on-line help, most users will understand the general operation without having to reference this User's Guide. However, if you don't want to explore the software on your own, or if you want to understand all the features of COMMUNICATE! 10.0, this User's Guide gives you a step-by-step approach to explore everything.

PART I - GETTING STARTED

This section explains what you can do with COMMUNICATE! 10.0, as well as outlining the hardware requirements necessary in order to use all or just some of the features. This section also shows you how to install COMMUNICATE! 10.0 and how to do the basic setup in order to try out some very basic features. An overview of the "virtual telephone" interface is included, along with a description of the function of each of the buttons.

PART II - USING COMMUNICATE! 10.0

This section helps you explore in detail all the COMMUNICATE! 10.0 features.

PART III - REFERENCES

This is an advanced section, illustrating the more customized user preferences, such as configuration, modifying fax cover pages, importing and exporting data, understanding the built-in voice prompts, and how to use accelerator keys (ALT-?) to speed up the operation of the software. Most users never need to reference this section, or if they do, they reference it only occasionally to tailor a particular preference.

PART 1:
GETTING STARTED

Chapter 2: COMMUNICATE! 10.0 Features

COMMUNICATE! 10.0 Features

Telephone answering and intelligent telephone

(Requires at least a 100% voice-capable modem)

- Unlimited number of password-protected mailboxes
- Speakerphone (requires a modem with speakerphone capability)
- Up to 40 one-touch speed-dial entries for quick calls
- Music-on-hold
- Call screening, on-line telephone conversation recording
- CallerID display and audio announcement
- Distinctive ring support (i.e. same line multiple numbers)
- CallAnswer™ Wizard - answer differently based on time of day, day of week, distinctive ring, or CallerID

Regular fax

- Send faxes from within any Windows application
- Built-in graphical cover page editor
- Built-in graphical fax viewer with pixel editing and annotation capability
- Schedule, modify or delete outbound faxes
- Use built-in Contact Manager to broadcast (fax-merge) an unlimited number of faxes
- Automatically re-send and re-queue fax jobs
- Built-in fax back and fax-on-demand for each private mailbox
- Directly supports over 40 graphics file formats
- Scan and fax from any TWAIN compatible scanner

Internet e-mail

- Send and receive Internet e-mail
- Compatible with any POP and SMTP e-mail server
- Compatible with Windows Dial-up Networking

Multi-line support

- Supports one analog line plus one optional dedicated Internet connection.

Contact management

- Powerful built-in contact manager
- Unlimited number of phone books and contacts per phone book
- Direct link and import from Outlook, ACT!, and Maximizer
- Initiate broadcast of fax, e-mail, v-mail
- One click to make a telephone call
- Distinguish between local and long distance telephone numbers, even within the same area code
- Hot-list feature reminds you of scheduled events

Comprehensive message center

- Totally unified inbound and outbound logs
- Retrieve previously saved drafts of faxes, e-mails, and v-mail
- Resubmit unsuccessful broadcast jobs to queue

Remote management

- Call in to retrieve and manage new voice messages
- Call in to redirect faxes to other locations
- Telephone notification of new faxes and voice messages
- Auto-forward faxes to another fax number or remotely retrieve as an e-mail attachment
- Auto-forward e-mail to another e-mail address or as a fax message
- Manage mailboxes, password, greetings, CallAnswer™ and administrative options
- Remotely change notification and forwarding destinations

Other features

- Data terminal - TTY, ANSI, X/Y/Z modem, CompuServe B+, Kermit, auto-learn login script

Your Modem

The type of modem you have determines how many of the COMMUNICATE! 10.0 features you can use.

To fully utilize all the features, COMMUNICATE! 10.0 requires a 100% compatible voice/speakerphone capable modem and an Internet connection.

COMMUNICATE! 10.0 is intelligent enough to automatically detect the capability of your modem and will enable all or part of the features accordingly.

Thanks to the intelligent modem manager of COMMUNICATE! 10.0, you can use the same modem for regular analog features (fax, telephone, voicemail), as well as Internet connection. On the other hand, you may have a dedicated high speed Internet connection through the use of a cable modem or an xDSL modem.

There are numerous combinations and COMMUNICATE! 10.0 automatically detects and supports them all.

The following table summarizes the various combinations.

A dedicated Internet connection can be established by using DSL modem, ISDN modem, T1/T3 line, or indirectly connecting to the Internet using a proxy server.

Table 1: Modem Combinations & Features

Modem Types	Features Available	Internet Connection	Remarks
1 analog data modem	<ul style="list-style-type: none"> Internet e-mail 	Windows dial-up networking	Very rare today since most modems are data/fax/voice/speakerphone capable.
1 analog data/fax modem	As above plus <ul style="list-style-type: none"> fax sending/receiving fax-to-e-mail forwarding e-mail-to-fax forwarding 	Windows dial-up networking	Since you are using the same modem for your Internet dial-up connection, analog features, such as fax, will not be available during the Internet connection.

Table 1: Modem Combinations & Features

Modem Types	Features Available	Internet Connection	Remarks
1 analog data/fax/voice modem	As above plus: <ul style="list-style-type: none"> • fax back • fax-on-demand • voicemail • v-mail • full fax<>e-mail<>tele-phone forwarding • telephone • on-line conversation recording 	Windows dial-up networking	Since you are using the same modem for your Internet dial-up connection, analog features, such as fax, voicemail, and v-mail, will not be available during Internet connection.
1 analog data/fax/voice/speaker-phone modem	As above plus: <ul style="list-style-type: none"> • speakerphone • speed dial 	Windows dial-up networking	Since you are using the same modem for your Internet dial-up connection, analog features, such as fax, voicemail, v-mail, and speakerphone, will not be available during Internet connection.
1 analog modem + high speed cable or xDSL modem	As above.	Dedicated connection	Very good setup for more demanding users. You can perform any regular analog operation, such as fax, telephone, and voicemail (depending on your analog modem type), while you simultaneously connect to the Internet through a high speed connection.

In these examples we assume you have CallerID service subscribed from your local telephone provider; the analog modem you have has voice speakerphone capabilities; and you have a valid Internet connection via an Internet Service Provider (ISP).

Real Life Examples

The following are examples of everyday situations to help you identify how to best apply COMMUNICATE! 10.0 in your day-to-day life, in order to increase personal productivity.

TIP: *To use COMMUNICATE! 10.0 your PC must be turned on. It is strongly recommended to turn off any screen saver when COMMUNICATE! 10.0 is in “Auto-receive” mode. Modems do not “wake up” properly when a ring comes in during sleep mode. If you are worried about your monitor screen getting burnt in, turn it off.*

1. Home office with 1 telephone line

This is the most common setup.

With COMMUNICATE! 10.0 you can:

- Replace the answering machine, the fax machine, the voice/fax detection box, and the CallerID announcement box;
- Turn on “Auto-receive” when you are out of the office and turn it off when you return, or you can leave “Auto-receive” turned on but set the “ring before answer” setting to a higher number of rings, e.g. 4 rings; and
- Turn on the “Screening” feature to listen to who is calling before answering.

TIP: *If you are sharing 1 line for your analog and Internet connections, it is best not to subscribe to Call Waiting from your local telephone service provider. The “beep” tone produced by Call Waiting can cut off your Internet connection.*

2. Home office with 1 telephone line + cable Internet connection

COMMUNICATE! 10.0 supports an analog modem plus an Internet connection. A cable modem connection is a dedicated high-speed Internet connection. COMMUNICATE! 10.0 will automatically recognize the dedicated Internet connection and will not release the modem for the Internet connection. This means you will be able to simultaneously use the analog features and the Internet, such as sending a fax (analog) while receiving e-mail (Internet).

3. Office with a PBX system installed

A modem requires an analog line. PBX lines are digital.

Most PBX lines connected to your desktop handset will not work with a modem. However, most PBX systems have an optional digital to analog conversion device for modem operation. Consult your MIS for more information.

4. Use COMMUNICATE! 10.0 as an intelligent answering machine

If you want to simply use COMMUNICATE! 10.0 as an intelligent answering machine, you may not need to make any changes to the default settings. As long as your modem works, simply launching COMMUNICATE! 10.0 will do the job for you. When someone calls, COMMUNICATE! 10.0 will intelligently pick up the call by reporting the CallerID and detect whether or not the call is from a modem, a fax machine, or an individual, and will automatically switch to BBS, fax, or voice menu mode.

5. Record all telephone conversations

When you are using the speakerphone or the handset telephony feature, you can click the “Record” button at any time to record the on-line telephone conversation. However, if you want to automatically record all telephone conversations, you simply need to click the “Auto Record” button.

Since there is only one line, you will be sharing the same modem and line for both analog telephony and Internet features. This means that while COMMUNICATE! 10.0 automatically uses your modem for your Internet connection you won't be able to use any of the analog features. Anyone calling or faxing you will receive a busy signal.

An xDSL Internet connection is equivalent to a cable modem Internet connection.

Analog operations, such as telephone, fax, voicemail, and v-mail, require a regular telephone line (POTS line).

IMPORTANT!

DO NOT plug a PBX line directly into your modem. Since the PBX line is digital, an analog modem could be destroyed by plugging it into a digital PBX line.

To test whether or not the PBX line will work, plug in a regular home telephone line for one hour. If the modem does not work, it is not compatible with the PBX line. Otherwise, it is not liable arising from the use of this feature.

When Auto Record is set on, COMMUNICATE! 10.0 will automatically turn on the tape recorder in either the handset or speakerphone mode. You will be prompted to save the voice file once you click the “Stop” button or when you release the line.

Some modems support on-line conversation recording in both handset and speakerphone mode, but some only support handset mode. COMMUNICATE! 10.0 is intelligent enough to distinguish the difference.

6. Make short voice message announcements to a group of people

The “V-mail broadcast” feature is ideal for sending short voice-message announcements to a group of people. For instance, a sports coach needs to change the time of practice. The coach simply records a voice message then broadcasts the message to the telephone numbers of all the team members or parents. COMMUNICATE! 10.0 will even leave the message on an answering machine if no one answers the phone. A big time saver!

7. Monitor unsolicited phone calls

Rather than using the feature provided by your telephone company, you can set up a very detailed list of numbers you want to block.

8. Publish different phone, fax, and voicemail numbers even though you have only 1 phone line

The “Distinctive Ring” feature is a perfect choice for this type of situation. COMMUNICATE! 10.0 will recognize the different ringing patterns and answer accordingly. For instance, you can configure 222-1234 for voice calls, 222-1235 for fax calls, and 222-1236 not to be answered.

9. Currently using Outlook, ACT!, or Maximizer as your contact manager

COMMUNICATE! 10.0 has an intelligent “virtual book” feature that maintains a “hot-link” to the phone books in other contact managers, such as Outlook, ACT!, and Maximizer. Thus, you can continue to use your own contact manager while taking advantage of the other COMMUNICATE! 10.0 features.

Currently, COMMUNICATE! 10.0 supports “hot-link” to only Outlook, ACT!, and Maximizer. You can also import data into COMMUNICATE! 10.0 from Outlook, ACT!, Maximizer, Winfax, and any .DBF files.

You must subscribe to the Distinctive Ring feature from your telephone service provider and your modem must support Distinctive Ring in order to use this feature. The number of distinctive ringing patterns available will depend on the telephone service provider. Some allow 3 distinctive rings while others allow only 2 distinctive rings.

Chapter 3: System Requirements

System Requirements

- Windows™ 95, 98, Me, NT 4.0, 2000 Workstation
- Pentium 233 MHz or higher, 100% IBM compatible computer
- 32MB+ RAM
- Double-speed CD-ROM drive
- Creative Labs - compatible sound card, speakers, and microphone
- 40MB+ hard disk space minimum (additional disk space is recommended for additional voice messages)
- Any dial-up or dedicated Internet or Intranet connection (for all the Internet related features)
- SMTP and POP3 mail server (for all the e-mail related features) - consult your Internet Service Provider (ISP) to verify
- Compatible voice/speaker phone modem

For the latest list of compatible voice/speakerphone modems, visit our website at www.01com.com or call us at 1-800-668-2185 or (905) 795-2888.

CPU and RAM requirements depend on the operating system you are using.

Voice & telephone features require a 100% compatible voice capable modem.

Speakerphone feature requires a 100% compatible speakerphone capable modem.

A regular voice modem without speakerphone will not give access to the speakerphone feature even if a sound card is installed in your PC.

Chapter 4: Installing

Installing COMMUNICATE! 10.0

1. Power Up your computer and launch Windows™ 95, 98, Me, NT 4.0, 2000 Workstation.
2. Insert the COMMUNICATE! 10.0 CD-ROM into the CD-ROM drive of your computer.
3. Click **Start** on the Windows Taskbar.
4. Click **Run**.

The Run dialog box will appear.

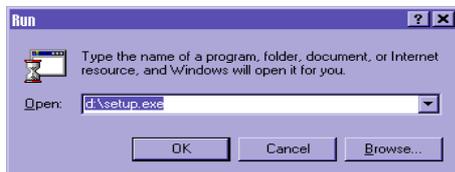


Figure 4.1

Run Setup

5. Type d:\setup.exe (where “d” represents your CD-ROM drive).
6. Click **OK**.

The COMMUNICATE! 10.0 dialog box will appear.



Figure 4.2

COMMUNICATE! 10.0

7. Click **Next** to select the currently presented language, otherwise, use the pull-down menu to select another language, then click **Next**.

*If you don't want to install the software now, you can click **Cancel** from this, or any other screen with the cancel option. Otherwise, click **Back** until you reach a screen with the cancel option.*

The version of software will determine whether or not other language options are available.

The Software License Agreement dialog box will appear.

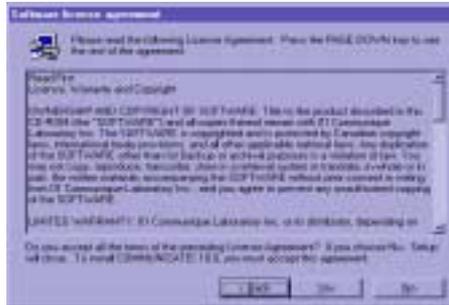


Figure 4.3 Software License Agreement

You must accept the terms of the license agreement to continue.

8. Read the Software License Agreement.
9. Click **Yes** to accept the terms; **No** or **Back** to cancel installation.

The User Information dialog box will appear.

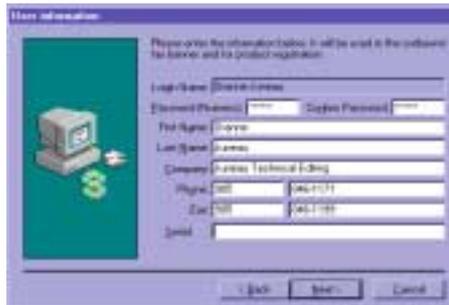


Figure 4.4 User Information

Password must be numeric, 1-8 digits. Used for remote operations, such as message retrieval, configuration.

Serial Number is the number provided on the first page of this User's Guide.

Fill in the blanks.

10. Enter a numeric 1-8 digit password (mandatory). You must re-enter the same numeric password in the “confirm password” box.
11. Enter your name, company name, phone and fax numbers, and serial number.

The first and last name and company name you enter will be used as your outbound fax banner.

The first and last name you enter will also be used in your outbound e-mail messages.

12. Click **Next** to continue.

The Select Destination dialog box will appear.

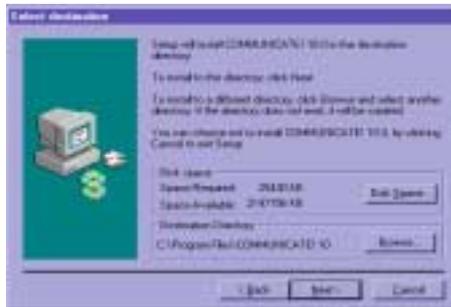


Figure 4.5 Select Destination

If you are re-installing COMMUNICATE! 10.0 to the same directory, you will be prompted whether or not to install an empty phone book and log book or to keep existing ones.

Although COMMUNICATE! 10.0 specifies a default target directory where its program files and associated data files will be installed, the suggested installation drive and directory name can be changed by clicking the Browse button and selecting another directory. In most cases, the default directory is fine and can be accepted.

For best file management, never choose to install any files in your root directory.

13. Click **Next** to continue.

The Ready To Copy Files dialog box will appear.



Figure 4.6 Ready to Copy Files

The Ready to Copy Files window will summarize what will be installed and where.

14. Click **Next** to continue or **Back** to change settings.

The system will copy all necessary files. If you have a network card installed in your PC, it will be detected by the system. A network card applies to DSL, Cable, ISDN, T1, and T3 Internet connections. (If no network card is detected in the PC, the Select Program Folder dialog box will appear.)

The Setup Completed dialog box will appear.



4.7

Setup Completed

You will be asked how you connect to the Internet. The default of Network card/LAN is selected.

15. Click *Next* to continue.

The Select Program Folder dialog box will appear.



Figure 4.8

Select Program Folder

You are given the option of accepting the COMMUNICATE! 10.0 default folder or of selecting an existing folder.

16. Click *Next* to continue.

As the system runs, you will see a series of dialog boxes indicating the status of the installation, such as, the modification of the Registry and installation of the print-to-fax printer drivers.

The Setup Complete dialog box will appear.



Figure 4.9 Setup Complete

This window advises that the COMMUNICATE! 10.0 setup is complete. You are reminded that COMMUNICATE! 10.0 cannot be used until Windows has been restarted. You have the option of automatically restarting Windows now or manually restarting Windows later.

17. Click **Finish** to complete the setup. Windows will restart.

Chapter 5: Setting Up

Launching COMMUNICATE! 10.0

Once installation is complete, you are ready to launch COMMUNICATE! 10.0.

Double-click the COMMUNICATE! 10.0 icon on your desktop, or single-click the icon on the taskbar, or click start and click COMMUNICATE! 10.0.

The first time COMMUNICATE! 10.0 is run, the software will attempt to detect your modem. This process will take 1-3 minutes, depending on the number, type and installation of your modem. Once COMMUNICATE! 10.0 has completed this detection process once, it will not be repeated unless you change the modem.



Figure 5.1

Initializing Modem

Assumptions

You have:

- successfully installed COMMUNICATE! 10.0;
- a voice/fax/data modem (with or without speakerphone);
- subscribed to an Internet Service Provider (ISP) for connection to the Internet;
- subscribed to CallerID service from your local telephone service provider; and
- successfully launched COMMUNICATE! 10.0 by double-clicking its icon.

Basic Settings

Generally speaking, you should be able to use COMMUNICATE! 10.0 to perform the basic functions, such as sending or receiving faxes or voice messages, without changing any settings. However, to use more advanced fax, e-mail, CallerID and reporting features, some basic settings must be changed.

Once you are more familiar with the software and would like to use the more sophisticated features, such as message forwarding, notification, remote e-mail replying, incoming call and voice menu customizing, the “USING COMMUNICATE! 10.0” and “REFERENCE” Chapters will be helpful and should be read.

Set Up the CallerID Reporting Feature

1. Click *Setup* on the main interface.

The Configuration dialog box will appear.



Figure 5.2

General Settings

A plus sign (+) in front of a menu item is an indication that there is more than one selection under that item. You can view the additional selections under the item by either clicking on the plus sign or by double-clicking on the item.

2. Double-click the words “*Line 1*” or click the plus sign (+) to the left of the words “Line 1”.
3. Click *Telephony*.

The Telephony configuration screen will appear.

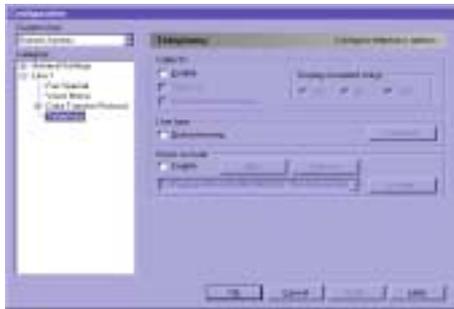


Figure 5.3 Telephony Configuration

4. Click the **CallerID** box.

This enables the CallerID feature. By default, the 2 CallerID associated features will be enabled - "Spell Out" and "Match with Phone Book". Spell Out will announce the CallerID through the sound card. "Match with Phone Book" matches the CallerID with the built-in active contact manager and displays the caller information.

Set Up Internet Connection & E-mail Accounts

You must have subscribed to an Internet Service Provider (ISP) to provide you with either a dial-up Internet connection or have a dedicated Internet connection through a cable modem or xDSL modem. If you do not have an Internet connection, you will not be able to use any of COMMUNICATE! 10.0's Internet related features, such as e-mail, and fax to e-mail forwarding.

To set up your e-mail account information:

1. Click **Setup** on the main interface.

You must configure COMMUNICATE! 10.0 to wait at least 2 rings before pickup. This is essential because the CallerID information is received between the first and second rings.

If your Internet connection is a dial-up service (i.e. requires the use of the telephone line), it is important that you have your Internet connection dial-up process set up using Windows Dial-up Networking. Under most circumstances this is already the case. However, if you are not sure, consult your dealer or your ISP technical support line.

The Configuration dialog box will appear.

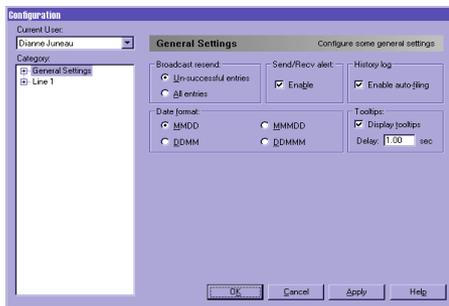


Figure 5.4 General Settings

2. Double-click **General Settings**.
3. Double-click **Internet**.
4. Double-click **E-mail**.
5. Click **Accounts**.

The Accounts configuration dialog box will appear.

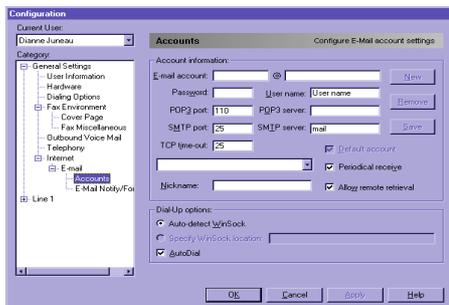


Figure 5.5 Account Configuration

6. Enter your e-mail account information, e.g. `jsmith@isp.com`.
7. Enter your user name (in most cases, this is the same as your e-mail account name, e.g. `jsmith`). Some ISP's assign an account name different from your e-mail address name. If you are unsure, consult your ISP technical support line.
8. Enter the POP3 server address, as well as the SMTP server address of your e-mail service. Once again, this information is provided by your ISP. If you are unsure, consult your ISP's technical support line.
9. Click **Save** to confirm the information.
10. Click **OK** to exit.

If CompuServe is your ISP, the POP3 server address is "pop.site1.csi.com" and their SMTP server address is "smtp.site1.csi.com".

Basic Operations

Now you can use all the basic COMMUNICATE! 10.0 features, such as:

- Fax
- E-mail
- V-mail (outbound voice mail)
- Speakerphone (You need a speakerphone modem to use this feature.)
- Answer a call and automatically switch between Voicemail and Fax, as well as extracting the CallerID

Thanks to its intuitive design, using COMMUNICATE! 10.0 is very similar to using a hardware device. The next chapter, entitled *Interface*, will describe each button so you are aware of the features. You can navigate the software to become familiar with the basic functionality.

You need to subscribe to a CallerID service from your local telephone service provider to use the CallerID feature.

After reviewing the *Interface* chapter, the *Quick Start* chapter will show you how easy it is to send a simple fax, e-mail, or v-mail message, as well as making a phone call using the speakerphone feature or receiving an incoming voice or fax call by automatic detection.

When you want to use some of the more advanced features, such as:

- Customize your voicemail greeting;
- Design your own voicemail menu logic flow;
- Design a different voice menu for a different caller (based on CallerID);
- Auto-forward a fax to your e-mail account for free remote retrieval of your inbound faxes;
- Auto-forward an e-mail to a fax machine;
- Notify your cellular phone or any phone number about any new inbound faxes, e-mail, voice messages;
- Remotely retrieve your faxes, e-mail, voicemail;
- Remotely reply to your e-mail using a regular or cellular phone;
- Send a fax, e-mail, or voicemail broadcast to multiple locations;

Part II of this User's Guide and Part III: References - Using COMMUNICATE! 10.0 - will describe these features individually. In fact, you can navigate the software as you gain an understanding of most of these advanced features.

Chapter 6: Interface

This chapter will guide you through COMMUNICATE! 10.0 and explain the features and functions of each telephone interface section.

Launch COMMUNICATE! 10.0

If COMMUNICATE! 10.0 is not already running, launch it by double-clicking the COMMUNICATE! 10.0 icon on the desktop.

The icon is located in a newly created program group named COMMUNICATE! 10.0 or directly on your desktop. If you want to launch COMMUNICATE! 10.0 from the program group or the taskbar, simply click the icon.



The COMMUNICATE! 10.0 main interface will be displayed.



Figure 6.1

COMMUNICATE! 10.0

COMMUNICATE! 10.0 Main Interface

The COMMUNICATE! 10.0 interface resembles a modern speakerphone.

This makes using and understanding features and functions simpler.



Figure 6.2 COMMUNICATE! 10.0 Main Interface

Notable Features and Functions:

CallerID lets you know who's calling by displaying the name and number of the caller in the centre of the Main Interface.

The Phone Book button provides a built-in **Contact Manager** with unlimited phone books and contacts.

Automatically record all telephone conversations using **Auto Record**.

Connect to any TTY or ANSI host using the **Terminal** button.

Compose voice, e-mail, or fax messages.

Customizable voicemail with unlimited mailboxes.

40 **Speed Dial** entries.

Speed Dial

You can easily add up to 40 speed-dial numbers using the Speed Dial feature. The first 8 numbers stored will appear on the main interface.

1. Click *Speed Dial*.

The Edit Records dialog box will appear.

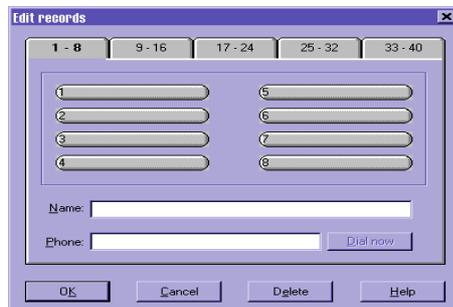


Figure 6.3

Edit Records

2. Click one of the elongated numbered buttons. If numbers are already stored on all visible buttons, click the next numbered tab to access a new range of numbered buttons with space still available to store new numbers.
3. Type the name of the person whose number you want to store.
4. Type the phone number, including prefixes and area code if necessary.
5. Click **OK** to store the information and return to COMMUNICATE! 10.0 or click **Dial now** to dial immediately.

Speed dial can be activated by either clicking on the desired speed-dial button - one-click speed dial - or by first clicking the Handsfree button (Speakerphone feature) to activate the line, then clicking the speed-dial button.

IMPORTANT!
Make sure the telephone shelf is displayed before dialing out.

The Display

Date/Time:

The real date and time are displayed at the top of the display window.

You must subscribe to the CallerID service provided by your phone company and have a modem that supports CallerID in order to take advantage of this function.

CallerID Display:

Outbound call phone numbers and inbound call CallerID information will be displayed when calls are being placed or received. Otherwise, the display will indicate disabled or idle.

Mailbox Name:

The name of the current default mailbox being accessed will display. If you have elected to use the “Total Messages” feature, a listing of all unread messages in all mailboxes will appear.

4 Icons:

There are 4 icons that represent new fax, e-mail, voice, or data messages received and not yet viewed or heard.

The number of messages waiting to be viewed or heard will be indicated on the data file. The corresponding icon will flash when there is a message or messages that haven't been viewed or heard.

To access the list of inbound or outbound messages:
Click any of the 4 icons.

The Inbound Log dialog box will appear.

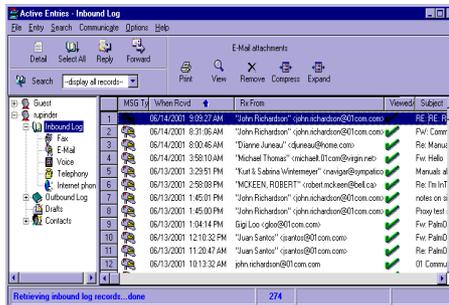


Figure 6.4

Inbound Log

Auto Receive:

COMMUNICATE! 10.0 can be set to automatically answer any incoming call. The Auto Receive button is used to enable/disable this feature.

Auto Record:

COMMUNICATE! 10.0 can be set to automatically begin recording a telephone conversation once the telephone mode is activated - whether via handset or speakerphone. The Auto Record button is used to enable/disable this feature.

Message Center:

The Message Center button launches the central management of all inbound and outbound messages for such things as viewing an audit trail, resubmitting jobs, or recalling jobs saved in draft mode.

Refer to Chapter 11: Message Center for more details.

Terminal:

The Terminal button launches the built-in data communication terminal that supports TTY, ANSI, and various other file transfer protocols.

Refer to Chapter 13 for more details.

Queue Status:

The Queue Status button displays a list of all outbound jobs that are queued up waiting to be sent. The list will identify the JobID, Scheduled Time, Destination, and Status.

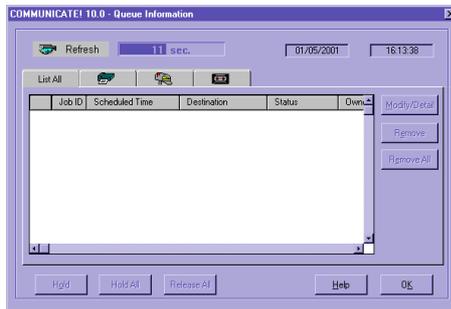


Figure 6.5

Queue Information

Refer to Chapter 12:
Contact Manager for
more details.

Refer to Chapter 8:
Sending Messages for
more details.

Flash is used for
switching between
calls when you have
Call Waiting and for 3-
way Conference call
switching.

Phone Book:

The Phone Book button launches the built-in contact manager.

Compose:

The Compose button allows you to prepare and send e-mail, regular faxes, voicemail, and scan and fax.

Setup:

The Setup button accesses the COMMUNICATE! 10.0 configuration dialog box.

Flash:

The Flash button allows you to flash the telephone line.

(This feature is applicable only to speakerphone and handset modes of telephony operations.)

Hold:

The Hold button allows you to put a speakerphone call on hold. (This feature is applicable only to speakerphone modems of telephony operations.)

Mic and Speaker:

The Mic and Speaker slide adjusts the microphone gain and speaker level respectively.



Input/Output:

The Input/Output buttons allow users to choose the input and output modes. Depending on the modem, users can choose to record using the microphone attached to the sound card, the microphone attached to the modem, or the handset attached to the modem. On the other hand, users may choose to play a voice file using the speakers attached to the sound card, speakers attached to the modem, or the handset attached to the modem.

E-mail Send/Receive:

The E-mail Send and Receive buttons allow the sending and receiving of Internet e-mail through COMMUNICATE! 10.0 via a pre-configured Internet Service Provider (ISP).

COMMUNICATE! 10.0:

Clicking on the words COMMUNICATE! 10.0 at the top of the main interface will display information about COMMUNICATE! 10.0, including copyright and current version details.

Help (?):

The (?) button in the top right section of the main interface launches the on-line help.

Minimize (_):

The (_) button in the top right section of the main interface is the Minimize button. This button minimizes COMMUNICATE! 10.0 onto the Windows taskbar.

Close (X):

The (X) button in the top right section of the main interface is the Close button - similar to Windows applications. This button closes the COMMUNICATE! 10.0 application.

You must configure the SMTP server, POP3 server, e-mail address, user name, and password in order to send and receive e-mails in this manner. This information is available from your ISP.

When you click X to close the main interface, you will be given an option to close the Modem Manager.

Fax Shelf



Figure 6.6

Fax Shelf

Quick Fax:

Send a quick fax automatically by using the default cover sheet specified in the Fax configuration. (See Chapter 15: *General Configuration* for more information.)

Start:

The Start button is used when accessing external fax-on-demand services or during manual dialing of outbound faxes.

Telephony Shelf



Figure 6.7

Telephony Shelf

Handsfree:

Click the *Handsfree* button. If the telephone line is connected, you will hear a dial tone and can place a regular voice call as if you are using a high-end speakerphone.

Quiet:

When this button is activated, COMMUNICATE! 10.0 will answer inbound calls appropriately but no sound will be heard by the user.

Muting is only available in speakerphone mode.

Screen:

This button allows you to listen while COMMUNICATE! 10.0 answers inbound calls. If you have created a voicemail tree, you will hear the caller navigate through it. In speakerphone mode, this feature can be combined with the Hold button on the main interface to mute your microphone. Thus, you can hear the remote party but the remote party cannot hear you.

Redial:

Clicking *Redial* dials the last number you called.

Input device can be configured as mic or modem/mic or sound card/handset attached to modem.



Play, Stop, Record, Pause, Eject:

These buttons act like a regular tape recorder. You can use this feature for different purposes at different times. For instance, when using the telephony feature, clicking **Record** will record the on-line telephone conversation. However, when you are not using the telephone line, clicking **Record** will record everything through the microphone.

Modem Manager Interface

To access the Modem Manager Interface, double-click the Modem Manager icon that appears on the system tray when you launch COMMUNICATE! 10.0.

Line Button Internet Cancel



Figure 6.8 Modem Manager Interface

When the Modem Manager is open, the following tab will appear on the task bar.



The following color scheme applies:

Black = Not available
 Green = Idle and ready to serve
 Yellow = Initializing
 Red = Cancelling the current job
 Blue = Busy serving

Internet:

The button to the right of the Line button is the Internet button. Clicking this button will display the current status of any Internet related activity.

Cancel:

Clicking this button immediately stops the current job.

Chapter 7: Quick Start

This chapter will describe how easy it is to send or receive a fax, voice message, or e-mail message. It is intended as a quick start, and demonstrates the simplest way to get started without going into the details of the more advanced options. These options will be explained in Part II: Using COMMUNICATE! 10.0 and Part III: References.

Because of COMMUNICATE! 10.0's totally integrated design, sending faxes, e-mail, and v-mail all share the same send interface. Therefore, learning one is all that is necessary.

Quick Start Assumptions

You have:

- Set up and successfully launched COMMUNICATE! 10.0; and
- Set up your e-mail account information as described in Chapter 5: *Setting Up* to allow COMMUNICATE! 10.0 to work with your e-mail account through your Internet Service Provider (ISP).

SENDING

Quick Fax

1. Click the **Fax Shelf** on the main interface.

The Fax Shelf will be visible.



Figure 7.1

Fax Shelf

2. Click **Quick Fax** on the Fax Shelf.

This will allow you to quickly compose a short, single-page fax using the default cover page.



Within a few seconds, the cover page input will be displayed. This is in WYSIWYG (what you see is what you get) style, so, it is very easy to use.

The Fax Cover Page will appear.



Figure 7.2

Fax Cover Page

3. Enter Name of person to whom you are sending the fax, such as John Smith.
4. Enter the company name (if any), such as 01 Communique Laboratory Inc.
5. Enter a short message, such as "Thank you for the quote. I will get back to you tomorrow."
6. Click **OK**.

The cover page input screen will be replaced by the Message Composer window.

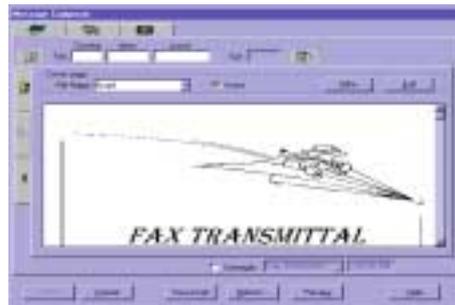


Figure 7.3

Message Composer

7. Enter the fax number of the recipient, such as 19057950101.

At this point, don't concern yourself with the other options available on the Message Composer window. This chapter is intended as a quick start, and demonstrates the simplest way to get started without going into the details of the various options. These options will be explained in Part II: *Using COMMUNICATE! 10.0* and Part III: *References*.

8. Click **Send**.

COMMUNICATE! 10.0 will report whether or not the job was submitted successfully.

9. Click **OK**. (If OK is not clicked, the report dialog box will automatically close after 5 seconds.)

COMMUNICATE! 10.0 will:

1. Pick up the job from the job queue and prepare the modem for fax mode.

If you have an external modem, you will see the modem lights flashing during this preparation process which will take from 2-10 seconds, depending on the individual modem.

2. Dial the specified fax number and send the fax.

During the sending process, the modem status line on the main interface will read "sending fax...". If you want to see the detailed status, double-click the Modem Manager icon on the system tray.



Figure 7.4

Fax Sending Status

You can click X at any time to close the modem manager detail status screen.

3. Log the status in the outbound log book, whether successful or not, as well as play an audio notification message to the sound card speaker.

Compose and Send an E-mail

1. Click the *Internet Shelf* on the main interface.



Figure 7.5

Internet Shelf

The Internet Shelf will be visible.

2. Click *Send*.

The Message Composer window will appear.



Figure 7.6

Message Composer

If you haven't set up your e-mail account information as described in Chapter 5: Setting Up, COMMUNICATE! 10.0 will first present the e-mail account information setting screen.

We recommend you send the first e-mail to yourself (i.e. your own e-mail address). That way, you can use the message you sent to yourself to test receiving an e-mail.

You can also initiate an e-mail by clicking the *Compose* button on the main interface and choose *Email*.

3. Enter the Internet address of the person to whom you are sending the e-mail.
4. Enter a Subject, e.g. Test.
5. Enter a short message in the large open area, such as, "Thank you for the quote. I will get back to you tomorrow."

To set up other advanced options, please refer to Part II: Using COMMUNICATE! 10.0 and Part III: References.

6. Click **Send**.

COMMUNICATE! 10.0 will report whether or not the job was submitted successfully.

7. Click **OK**. (If OK is not clicked, the report dialog box will automatically close after 5 seconds.)



COMMUNICATE! 10.0 will:

1. Pick up the job from the job queue.

You will be asked to connect to the Internet through your Internet Service Provider (ISP). If you have a dedicated Internet connection, or if you have already connected to the Internet when COMMUNICATE! 10.0 picks up the job, it will send the e-mail immediately without any message.

2. Send the e-mail message.
3. Disconnect from the Internet (unless you have a dedicated Internet connection.)

During the sending process, the modem status line on the main interface will read "Internet...". If you want to see the detailed status, double-click the Modem Manager icon on the system tray.

COMMUNICATE! 10.0 reads directly from your Dial-up Networking account settings.



Figure 7.7

E-mail Sending Status

You can click X at any time to close the modem manager detail status screen.

4. Log the status in the outbound log book, whether successful or not, as well as play an audio notification message to the sound card speaker.

Send a Voice Message

This feature will actually send a live voice message to single or multiple phone numbers. Messages can be sent to any telephone: regular or cellular.

1. Click **Compose** on the main interface.
2. Click **VoiceMail**.

The Message Composer window will appear.



Figure 7.8 Message Composer

3. Enter the Phone Number where you are sending the voice message, such as 5551212.
4. Click **Record**.

The "Playwave" window will appear.



Figure 7.9 Playwave Recording Device

Choose the appropriate input device, e.g. modem mic/mic on soundcard/handset attached to modem, to record your message.

The options on the Playwave recording device are: Play, Stop, Record, Pause, and Save.

5. Click **Record**.
6. Record a short message, such as "Thank you for the quote. I will get back to you tomorrow."
7. Click **Stop**.

A Save-As dialog box will appear.

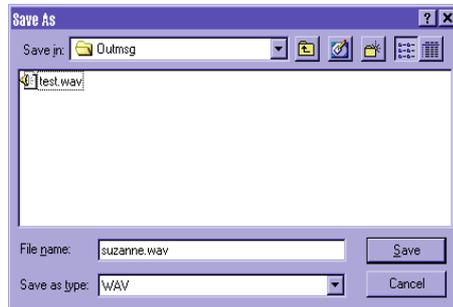


Figure 7.10 Save-As Window

To set up more advanced options, please refer to Part II: Using COMMUNICATE! 10.0 and Part III: References.

8. Name the file.
9. Click **Save**.
10. Close the Playwave window.

A message will appear asking if you want to include the newly recorded file in the list of files to send.

11. Click **Yes**.

The file you just recorded will appear in the Message Composer window.

12. Click **Send**.

COMMUNICATE! 10.0 will report whether or not the job was submitted successfully.

13. Click **OK**. (If OK is not clicked, the report dialog box will automatically close after 5 seconds.)

COMMUNICATE! 10.0 will:

1. Pick up the job from the job queue and prepare the modem.

If you have an external modem, you will see the modem lights flashing during this preparation process which will take from 2-10 seconds, depending on the individual modem.

2. Dial the specified phone number and play the voice message.

During the sending process, the modem status line on the main interface will read "Sending voicemail...". If you want to see the detailed status, double-click the Modem Manager icon on the system tray.



You can click X at any time to close the modem manager detail status screen.



Figure 7.11 Voicemail Sending Status

The voicemail call is logged as successful only if the recipient has pressed 1 to listen to the personal message.

When the message is delivered, the recipient will hear a voice announcing that they have a private message, and advising them to press 1 to listen to the message.

3. Log the status in the outbound log book, whether successful or not, as well as play an audio notification message to the sound card speaker.

RECEIVING:

Receive Your First Fax

COMMUNICATE! 10.0 has a very robust voice/fax/data auto detection mechanism, therefore, it will automatically detect and switch to the appropriate mode whether the incoming call is from a fax machine, a data modem, or an individual. As a result, to receive a fax, none of the defaults have to be reconfigured, as long as the following assumptions are valid:

ASSUMPTIONS:

You have:

- Set up and successfully launched COMMUNICATE! 10.0;
 - Successfully initiated the modem;
 - Switched on the Auto Receive button on the main interface; and
 - Correctly plugged the telephone line into the “Line” jack of your modem.
1. From a fax machine, call (or have someone else call) the fax number that is associated with the line plugged into your modem.

When sending a fax, dial the fax number using the keys on the fax machine - not the handset. Using the handset may mislead COMMUNICATE! 10.0 into thinking the call is coming from an individual and cause it to switch to voice mode rather than fax mode.

COMMUNICATE! 10.0 will initially answer in voice mode but as soon as the modem recognizes the CNG tone (the beep) generated by the remote fax machine, it will have COMMUNICATE! 10.0 switch to fax mode to receive the fax.



Figure 7.12

Fax Receive Status

After receiving the fax, COMMUNICATE! 10.0 will log the status in the inbound log book, whether successful or not, as well as playing an audio notification message to the sound card speaker.

The incoming fax indicator on the main interface will blink and indicate the number of new fax messages that have been received. (Unless you've received other faxes, this should be 1.)

2. Click the blinking fax button to launch the fax list in the inbound log book.
3. Select the record of the fax you want to view



The Active Entries Inbound Log will open.

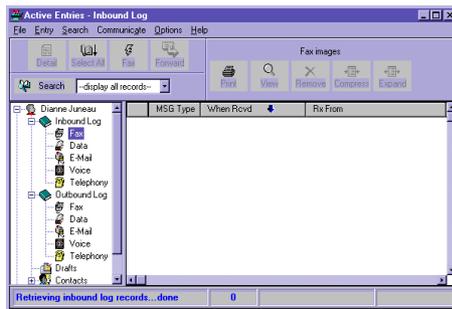


Figure 7.13 Fax Inbound Log

4. Click **View** to view the fax.

The Fax will be opened in view mode.

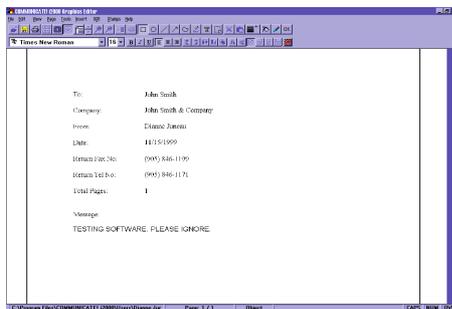


Figure 7.14 Fax Viewer

Receive Your First E-mail

To receive an e-mail, none of the defaults have to be reconfigured, as long as the following assumptions are valid:

ASSUMPTIONS:

You have:

- Set up and successfully launched COMMUNICATE! 10.0;
- Set up your e-mail account information as described in Chapter 5: *Setting Up* to allow COMMUNICATE! 10.0 to work with your e-mail account through your Internet Service Provider (ISP); and
- Send yourself, or had someone else send you, some regular e-mail messages.

You will be asked to connect to the Internet through your Internet Service Provider (ISP).

COMMUNICATE! 10.0 reads directly from your Dial-up Networking account settings.

If you have a dedicated Internet connection, or if you have already connected to the Internet when COMMUNICATE! 10.0 picks up the job, it will receive the e-mail immediately without any message.

After connecting to the Internet, COMMUNICATE! 10.0 will:

1. Check your e-mail account.
2. Receive any messages (if any).
3. Disconnect from the Internet.
4. Log the status in the inbound log book, whether successful or not, as well as play an audio notification message to the sound card speaker.



During the receiving process, the modem status line on the main interface will read “Internet...”. If you want to see the detailed status, double-click the Modem Manager icon on the system tray.

You can click X at any time to close the modem manager detail status screen.



Figure 7.15

E-mail Receiving Status

The incoming e-mail indicator on the main interface will blink and indicate the number of new e-mail messages that have been received. (Unless you’ve received other e-mail, this should be 1.)

1. Click the blinking e-mail button to launch the e-mail list in the inbound log book.



The Active Entries Inbound Log will open.



Figure 7.16 E-mail Inbound Log

2. Select the record of the e-mail you want to view.
3. Click **Detail** to view the e-mail. (You may also double-click on the inbound e-mail record.)

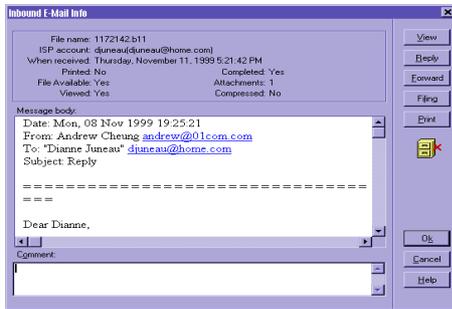


Figure 7.17 Inbound E-mail Info

Receive Your First Voicemail Message

To receive a voicemail message, none of the defaults have to be reconfigured, as long as the following assumptions are valid:

ASSUMPTIONS:

You have:

- Set up and successfully launched COMMUNICATE! 10.0;
 - Successfully initiated the voice modem;
 - Switched on the Auto Receive button on the main interface; and
 - Correctly plugged the telephone line into the “Line” jack of your modem.
1. Call yourself from a regular or cellular telephone, or have someone else call you, at the number that is associated with the line plugged into your modem.

COMMUNICATE! 10.0 will answer in voice mode and allow the caller to cruise the voice menu and leave a voice message.

After recording the voice message, COMMUNICATE! 10.0 will log the status in the inbound log book, whether successful or not, as well as playing an audio notification message to the sound card speaker.

The incoming voicemail indicator on the main interface will blink and indicate the number of new voicemail messages that have been received. (Unless you’ve received other voicemail, this should be 1.)

2. Click the blinking voicemail button to launch the voicemail list in the inbound log book.

The inbound log book will open.



Figure 7.18 Voicemail Inbound Log

3. Select the record of the voicemail you want to hear.
4. Click **Listen** to hear the voice message.

The Playwave Recorder will open and play the message.



Figure 7.19 Playwave Recorder

What's Next?

That's it! It is so easy to send and receive simple messages.

Now is the best time to spend a few minutes filling out the user information card and mailing it in to register your software. You can choose to fill in the information on-line and electronically register the software.

1. Click **Setup**.
2. Double-click **General Settings**.
3. Click **User Information**.
4. Fill in the information.
5. Select fax or e-mail.
6. Click **Register**.

To register by e-mail you must have set up your e-mail account information as described in Chapter 5: Setting Up.

There are many benefits to be gained by registering your software.

- Free technical support
- Receive upgrade information
- Discount on special future offers
- Automatic enrollment in our User Group

For many users, the information up to this point is all that will be required. However, for those users who want to do more and take advantage of COMMUNICATE! 10.0's advanced features, reading Part II: Using COMMUNICATE! 10.0 is the next step. Some examples of the advanced features described in Part II are:

- Notify your telephone/cellular phone of any incoming voice, e-mail or fax messages;

- Auto-forward e-mail to fax or other e-mail address;
- Auto-forward fax to e-mail or other fax machine;
- Listen to e-mails by phone - remotely;
- Broadcast faxes to multiple locations;
- Fax-merge broadcast to multiple locations so the cover page is personalized;
- Broadcast e-mail to multiple e-mail addresses;
- Record on-line telephone conversations;
- Use the contact manager to store and centralize your contact database for all types of communications; and
- Use as a data terminal.

Finally, Part III: References, will give you insight into the preferences you should use, as well as pointing out additional features. Examples of the advanced user preferences and additional features are:

- Types of telephone lines COMMUNICATE! 10.0 supports
- How to create your own fax cover pages
- Detailed description of how to tailor the default settings to best suit your environment

PART II:

USING COMMUNICATE! 10.0™

Chapter 8: Sending Messages

General

Some of the information in this chapter has been already covered in Chapter 7: *Quick Start* but, unlike Quick Start, this chapter is intended to demonstrate how easy it is to use the powerful sending options of COMMUNICATE! 10.0. In addition, it will illustrate the flexibility of the option selection for each type of message.

Most of the sending options have default settings that can be customized. Customizing the settings is beyond the scope of this chapter. Refer to Chapter 15: *General Configuration* in the References section of this User's Guide for details.

Similar to Chapter 7: *Quick Start*, we assume you have set up and successfully launched COMMUNICATE! 10.0 and have set up your e-mail account information, as described in Chapter 5: *Setting Up*.

Thanks to the total integrated design of COMMUNICATE! 10.0, faxes, e-mail, and v-mail all share the same send interface, therefore, learning one is all that is required.

Faxes

There are 3 ways to send a fax:

- 1. Quick Fax (Refer to Chapter 7: *Quick Start*).**
- 2. Compose a fax from the Message Composer.**

From the main interface:

1. Click *Compose*.
2. Click *Fax*.



E-mail
Fax
Scan and Fax
Voicemail

The Fax Message Composer will appear.

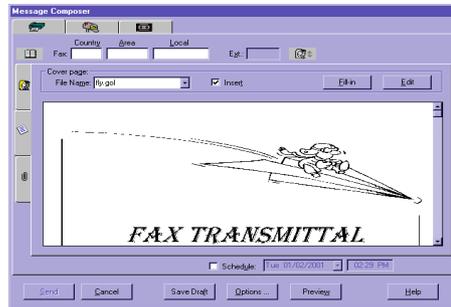


Figure 8.1 Fax Message Composer

In the cover page tab, the graphical display shows what the cover page will look like if you choose to include it.

3. Enter the destination Fax Number, e.g. 19057950101.

In this simple test, you will be sending only the cover page.

4. Click the **Insert** checkbox to indicate you want to include a cover page.

The Fill-in button will be activated.

5. Click the **Fill-in** button.

You will be presented with the cover page Fill-in screen. This is in WYSIWYG (What You See Is What You Get) format.

6. Fill the To field, e.g. John Smith.
7. Fill the Company field, John Smith & Company.
8. Scroll to the Message field.
9. Type a short message, such as "This is a Test".
10. Click **Done**.

You will return to the Message Composer.

The graphics display only shows how the cover page will look in generic form. It does not include the information you filled in. If you want to display the fax with the data you filled in, click **Preview**.

11. Click **Send**.

COMMUNICATE! 10.0 will advise whether or not the job was submitted successfully.

12. Click **OK** (If OK is not clicked, the window will close automatically within 5 seconds).

You can click the Attachment tab to insert Word, Excel, or graphics files to include with the cover page. COMMUNICATE! 10.0 supports many graphic file formats, such as TIFF, PCX, BMP, and JPEG.

Send

Saving Drafts

If you are in the middle of composing a long fax and you need to close the Message Composer for some reason, obviously, you don't want to lose what you have already compiled.

1. Click **Save Draft**.

Options

There is also an Options button that allows you to select some advanced sending options. Details on the available options are described in a table later in this chapter.



Refer to Chapter 11: Managing Messages for details on how to retrieve saved drafts.

COMMUNICATE! 10.0 will:

1. Pick up the job from the job queue and prepare the modem for fax mode.

If you have an external modem, you will see the modem lights flashing during this preparation process which will take from 2-10 seconds, depending on the individual modem.

2. Dial the specified fax number and send the fax.

During the sending process, the modem status line on the main interface will read "sending fax...". If you want to see the detailed status, double-click the Modem Manager icon on the system tray.



Figure 8.2

Fax Sending Status

You can click X at any time to close the modem manager detail status screen.

3. Log the status in the outbound log book, whether successful or not, as well as playing an audio notification message to the sound card speaker.

3. Send a fax from within any Windows application.

COMMUNICATE! 10.0 allows you to send a fax directly from within a Windows application by using the virtual print-to-fax printer driver. Here is an example of how this is accomplished from the built-in Windows WordPad application.

1. Click **Start** from the Windows Taskbar.
2. Choose **Programs/Accessories/WordPad**.

The WordPad Window will appear.

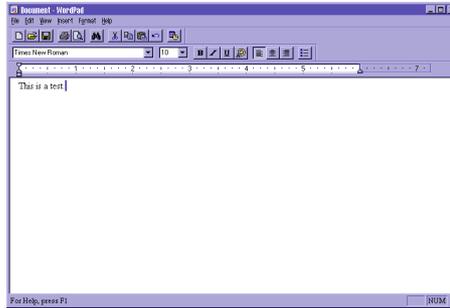


Figure 8.3 WordPad Window

3. Type a short message in WordPad, such as “This is a Test”.
4. Choose **File/Print** from the WordPad menu.

The Printer Selection dialog box will appear.

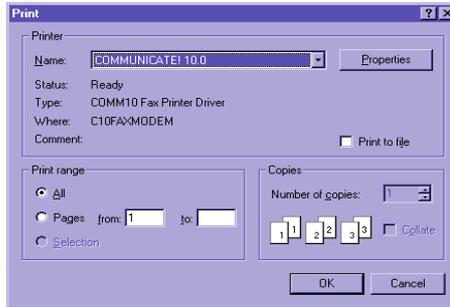


Figure 8.4 Print Selection Menu

5. Choose COMMUNICATE! 10.0 printer from the printer Name dropdown menu.
 6. Click **OK**.
- The Fax Message Composer window will appear on top of the WordPad window.
7. Enter the destination Fax Number.
 8. Click **Send**.

All the cover page and sending options described previously, also apply here.

The Fax Message Composer will appear.

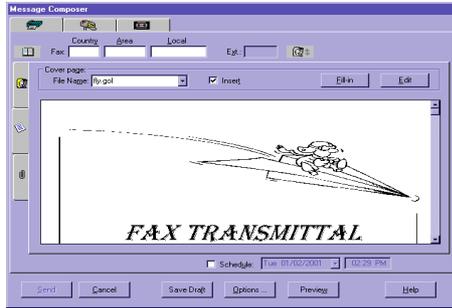


Figure 8.5 Fax Message Composer

Table 2: Fax Message Composer Options

Field:	Description:
Country:	Country code of the destination fax number.
Area:	Area code of the destination fax number.
Local:	Local number of the destination fax number.
Ext:	Fax extension. This is applicable if you are sending a fax to a T.30 sub-addressing compatible fax server.
Phone Book: 	Clicking this button will bring up the phone book (built in contact manager) to allow you to choose multiple addresses for broadcasting your fax message.
Add Button: 	This button will only be activated if you have typed something in the fax number field(s). This will add the new number into the contact manager and, at the same time, select this number to be included in the broadcast list.
Cover Page File Name:	Default = fly.gol This is the name of the cover page being used. Choose from the dropdown list to insert a cover page.
Insert Button:	Click this box to accept the cover page displayed in the cover page file name box.
Fill-In:	Click this option to begin filling in the fax data.

Table 2: Fax Message Composer Options

Field:	Description:
Edit:	Click this button to modify the cover page layout and design.
Schedule:	Click this button to schedule the fax to be sent later. You have the option of specifying the date and time you want the fax sent.
Send:	To submit the job.
Cancel:	To cancel the whole job.
Save Draft:	To save this job as a draft for retrieval later from the Message Center. This is helpful when you have spent time creating a fax message but need to close the Message Composer before sending the fax. You can save the fax and access it later for completion and sending.
Options:	To choose various sending options refer to the details in the next table.
Preview:	Click this button to preview the fax. This will be in WYSIWYG (What You See Is What You Get) format.
Recipient List Tab: 	This tab shows all the recipients listed to receive this fax broadcast. There is a button that allows you to remove recipients from the list.
Message Editor Tab: 	This tab allows you to fill-in and edit the cover page.
Add Attached Files Tab: 	This allows you to add and remove any graphics files to or from the fax.

When you click the *Options* button on the Fax Message Composer screen, the following options are available.

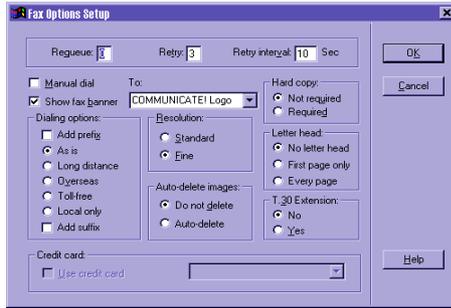


Figure 8.6 Fax Options Setup

Table 3: Fax Options Setup

Field:	Description:
Requeue:	Default=0 Number of times the fax job will automatically be re-entered into the queue if transmission is unsuccessful. The default requeue time is 10 minutes but can be changed. (Refer to Chapter 15: <i>General Configuration</i> in the Reference section for details). This is particularly meaningful for a broadcast job.
Retry:	Default=3 Number of times the system will retry sending the fax after an unsuccessful transmission.
Retry Interval:	Default=10 seconds Number of seconds to wait before trying again.
Manual Dial:	Default=Off You can enter the fax number on the Message Composer or you can manually dial the number and click <i>Start</i> after hearing the beep signal from the remote fax machine.
Show Fax Banner:	Default=On You have the option of showing or omitting the banner at the top of each fax page.

Table 3: Fax Options Setup

Field:	Description:
To:	On the fax banner (if you choose to show the banner), you can decide whether or not to show only the COMMUNICATE! 10.0 logo, or include the recipient name, the company name, or a short customized text message (maximum 40 characters).
Hard Copy:	Default=Not Required Choose whether or not to print a hard copy of the fax before sending.
Resolution:	Default=Fine Choose whether or not to send the fax in Standard mode (196x203 dpi) or Fine mode (203x203 dpi).
Auto-delete Images:	Default=Do not delete Choose whether or not to automatically delete the image files after the job is complete. If you choose to delete after send, later you will not be able to recall the content of the fax from the outbound log.
Letterhead:	Default=No letterhead Choose whether or not to automatically add the designated graphics at the top of only the first page or every page of the fax. Note: The letterhead graphics file is the one defined in Configuration.
T.30 Extension:	Default=No Option of whether or not to include the fax extension into the T.30 extension standard. This is only applicable to T.30 sub-addressing compatible fax servers, such as 01/FAX for WorkGroups.
Credit Card	Default = Not Checked
Dialing Options:	Default=As Is Choose whether or not to add a dialing prefix, such as 9 for some PBX or prefix of some calling cards. Choose whether or not to add a dialing suffix, such as trailing digits of some calling cards. Choose whether or not to dial as is - automatically add the long distance prefix, overseas prefix, toll-free prefix, or to trim to the local numbers only.

Print to File

You can send faxes with different pages from different Windows applications. In the print-to-fax virtual printer driver, there is a print-to-file option, therefore, you can go to different Windows applications to create “print-to-file” TIFF files.

From the same WordPad example you created earlier in this chapter:

1. Choose **File/Print**.

The Print dialog box will appear.

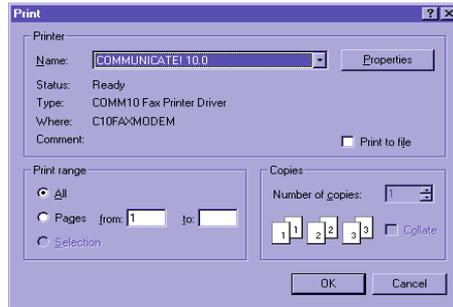


Figure 8.7 Print Dialog Box

2. Choose the COMMUNICATE! 10.0 printer driver.
3. Click **Properties**.
4. Click **Print-to-File** (TIFF Class F).
5. Highlight the TIFF Class F output file.
6. Change the file name, such as abc.tif.
7. Click **OK**.
8. The page/s will be captured as abc.tif in the user's fax\outfax directory.

When you are capturing a file as print-to-file from a Windows application, you can select to change to the e-mail tab to send the captured fax image as an e-mail attachment instead of a real fax to a fax machine.

You can repeat this exercise in various applications to create a collection of TIFF files to be added as attachments to fax jobs or for Fax back setup.

Fax Broadcasting to Multiple Locations

COMMUNICATE! 10.0 allows you to fax broadcast the same document to multiple locations (normal broadcast), as well as merging with the contact manager data to multiple locations so that each cover page has some different content, such as the company and recipient's name (merge broadcast).

To perform a merge broadcast, you **MUST** insert a cover page because the merging data applies only to the cover page. In addition, the cover page **MUST** have one or more merging fields. For instance, if your cover page has the First Name field it will replace the field by the real data in the broadcast list.

To try a merge broadcast, there is a built in sample cover page (merge1.gol) provided.

The **Preview** button will be meaningless for merge broadcast, since each broadcast instance will be different.

Scan and Fax

If you have a paper document you want to fax, it will have to be scanned in order to send it. You will need to have a scanner installed and accessible through your PC. We will assume you have a scanner installed and operating properly.

COMMUNICATE! 10.0 supports any TWAIN compatible scanner.

There are 2 methods for scanning documents for fax:

- a). From the main interface:
 1. Click **Compose**.
 2. Click **Scan and Fax**.

COMMUNICATE! 10.0 will try to activate the scanner. If successful, the document will be scanned and the image file will be given a random file name. The Message Composer will appear on the screen with the scanned image file as an attachment.

- b). From the fax mode of the Message Composer:
 1. Click the **Attachment** tab.
 2. Click **Scan Page**.

COMMUNICATE! 10.0 will ask you to give a name to the image file to be scanned.

3. Enter a file name.
4. Click **OK**.

From this point on, all sending options and descriptions will be identical to those for sending a regular fax. Please refer to the section on sending faxes described earlier in this chapter.



E-Mail Messages

1. Click the Internet Shelf on the main interface.

The Internet Shelf will be visible.



Figure 8.8

Internet Shelf

2. Click *Send*.

The E-mail Message Composer will appear.

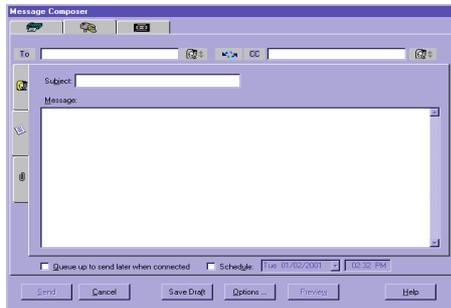


Figure 8.9

E-mail Message Composer

If you haven't set up your e-mail account information as described in Chapter 5: Setting Up, COMMUNICATE! 10.0 will first present the e-mail account information setting screen.

You can also initiate an e-mail by clicking the *Compose* button on the main interface and choose *Email*.

3. Enter the destination Internet address.
We recommend you send the first e-mail to yourself (i.e. your own e-mail address). That way, you can use the message you sent to yourself to test receiving an e-mail.
4. Enter a Subject, e.g. Test.
5. Enter a short message in the large open area, such as, "Thank you for the quote. I will get back to you tomorrow."
6. Click *Send*.



COMMUNICATE! 10.0 will report whether or not the job was submitted successfully.

7. Click **OK**. (If OK is not clicked, the report dialog box will automatically close after 5 seconds.)

COMMUNICATE! 10.0 will:

1. Pick up the job from the job queue.

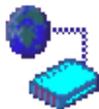
You will be asked to connect to the Internet through your Internet Service Provider (ISP).

*COMMUNICATE!
10.0 reads directly
from your Dial-up Net-
working account set-
tings.*

If you have a dedicated Internet connection, or if you have already connected to the Internet when COMMUNICATE! 10.0 picks up the job, it will send the e-mail immediately without any message.

2. Send the e-mail message.
3. Disconnect from the Internet (unless you have a dedicated Internet connection.)

During the sending process, the modem status line on the main interface will read “Internet...”. If you want to see the detailed status, double-click the Modem Manager icon on the system tray.



*You can click X at any
time to close the modem
manager detail status
screen.*



Figure 8.10

E-mail Sending Status

4. Log the status in the outbound log book, whether successful or not, as well as play an audio notification message to the sound card speaker.

The E-mail Message Composer

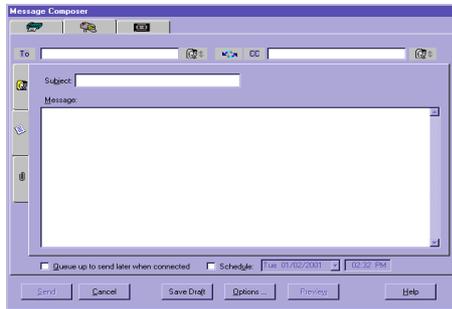


Figure 8.11 E-mail Message Composer

Table 4: E-mail Message Composer Options

Field	Description
<p>To:</p>	<p>Address where e-mail is to be sent, e.g. abc@isp.com. Clicking this button will bring up the phone book (the built-in contact manager) to allow you to choose multiple addresses for broadcasting your e-mail message.</p>
<p>Add Button: (To the right of the <i>To</i> field)</p> 	<p>This button will only be activated if you have typed an e-mail address into the <i>To</i> field. Clicking this button will add the new e-mail address into the contact manager and, at the same time, select the address to be included in the broadcast list.</p>
<p>CC:</p>	<p>Addresses for sending courtesy copies of the e-mail message. Clicking this button will bring up the Phone Book (the built-in contact manager) to allow you to choose multiple CC addresses for broadcasting your e-mail message</p>
<p>Add Button: (To the right of <i>CC</i> field)</p> 	<p>This button will only be activated if you have typed an e-mail address into the <i>CC</i> field. Clicking this button will add the new e-mail address into the contact manager and, at the same time, select the address to be included in the <i>CC</i> broadcast list.</p>
<p>Subject:</p>	<p>This field is available for a subject to identify the e-mail. You can type anything in this field.</p>

Table 4: E-mail Message Composer Options

Field	Description
Large Blank Area:	This area is available for typing the body of your e-mail message.
Queue Up to Send Later:	This option is applicable to users who access the Internet via a dial-up connection and don't want to wait for the dial-up, connecting, sending, and disconnecting. If a user has several e-mails to send, this queue feature can be extremely efficient. COMMUNICATE! 10.0 will hold the jobs until they have all been completed, and then send them all together when there is a live connection.
Schedule:	You can schedule your fax job by specifying a date and time.
Send:	Used to submit the job.
Cancel:	This button will cancel the whole job.
Save Draft:	This option will save the job as a draft for retrieval later from the Message Center. This is helpful when you have spent time creating an e-mail message but need to close the Message Composer before sending. You can save the e-mail and access it later for completion and sending.
Options:	To choose various sending options refer to the details in the next table.
Recipient List Tab: 	This tab shows all the recipients listed to received this e-mail message. There is a button that allows you to remove recipients from the list.
Add Attached Files Tab: 	This allows you to add and remove any attachment files to the e-mail message.

When you click the Options button on the E-mail Message Composer screen, the following options are available.

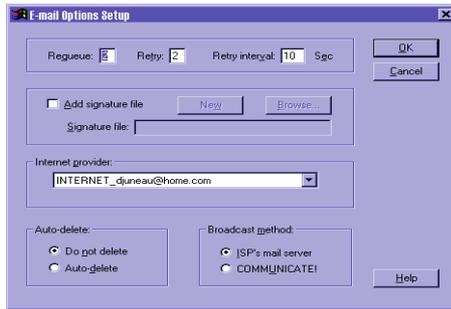


Figure 8.12 E-mail Options Setup

Table 5: E-Mail Options Setup

Field	Description
Requeue:	Default=0 Number of times the e-mail job will automatically be re-entered into the queue if transmission is unsuccessful. The default requeue time is 10 minutes but can be changed. (Refer to Chapter 15: <i>General Configuration</i> in the Reference section for details). This is particularly meaningful for a broadcast job.
Retry:	Default=3 Number of times the system will retry sending an e-mail after an unsuccessful transmission.
Retry interval:	Default=10 seconds Number of seconds to wait before trying again.
Add signature file:	Default=Unchecked (i.e. do not add) You can select an ASCII file to append to the end of the message body to identify yourself. For instance, you can create an ASCII file that includes your full address and contact information as a signature file.
New:	Create your new signature file.
Browse:	Select a signature file.

Table 5: E-Mail Options Setup

Field	Description
Internet provider:	This allows you to choose which account you want to use. This is applicable only if you have more than 1 provider.
Auto-delete:	Default=Do not delete Choose whether or not to automatically delete the message. If you choose to delete after send, later you will not be able to recall the content of the e-mail from the outbound log.
Broadcast method:	Default=ISP mail server Using ISP's server to broadcast is faster because COMMUNICATE! 10.0 will upload all the recipient addresses to the ISP mail server and let the ISP mail server handle the broadcasting. However, this is less personalized and less reliable as you have no guarantee the messages will all be delivered successfully. Using COMMUNICATE! 10.0 to handle the broadcasting one-by-one is slower but more reliable.

*Voice*mail Messages

Send a Voice

mail Message

This feature will actually send a live voice message to a single or multiple phone numbers. Messages can be sent to any telephone, regular or cellular.

1. Click **Compose** on the main interface.
2. Choose **Voice**mail.

The Voicemail Message Composer will appear.



Figure 8.13 Voicemail Message Composer

3. Enter the destination Phone Number, such as 5551212.
4. Click **Record**.

The “Playwave” window will appear.



Figure 8.14 Playwave Recording Device

The options on the Playwave recording device are: Play, Stop, Record, Pause, and Save.

5. Click **Record**.
6. Record a short message, such as “Thank you for the quote. I will get back to you tomorrow.”
7. Click **Stop**.

Choose the appropriate input device by toggling the Input button for recording your message.

A Save-As dialog box will appear.

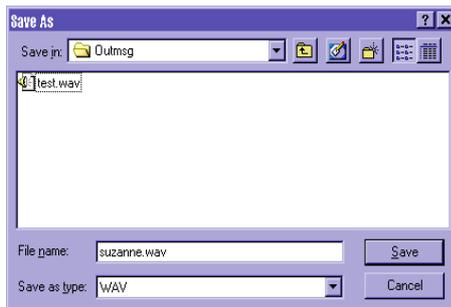


Figure 8.15 Save-As Window

8. Name the file.
9. Click **Save**.
10. Close the Playwave window.

A message will appear asking if you want to include the newly recorded file in the list of files to send.



11. Click *Yes*.

The file you just recorded will appear in the Message Composer window.

12. Click *Send*.

COMMUNICATE! 10.0 will report whether or not the job was submitted successfully.

13. Click *OK*. (If OK is not clicked, the report dialog box will automatically close after 5 seconds.)

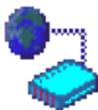
COMMUNICATE! 10.0 will:

1. Pick up the job from the job queue and prepare the modem.

If you have an external modem, you will see the modem lights flashing during this preparation process which will take from 2-10 seconds, depending on the individual modem.

2. Dial the specified phone number and play the voice message.

During the sending process, the modem status line on the main interface will read "Sending voicemail...". If you want to see the detailed status, double-click the Modem Manager icon on the system tray.



You can click X at any time to close the modem manager detail status screen.



Figure 8.16 Voicemail Sending Status

The voicemail call is logged as successful only if the recipient has pressed 1 to listen to the personal message.

When the message is delivered, the recipient will hear a voice announcing that they have a private message, and advising them to press 1 to listen to the message.

3. Log the status in the outbound log book, whether successful or not, as well as play an audio notification message to the sound card speaker.

The Voicemail Message Composer

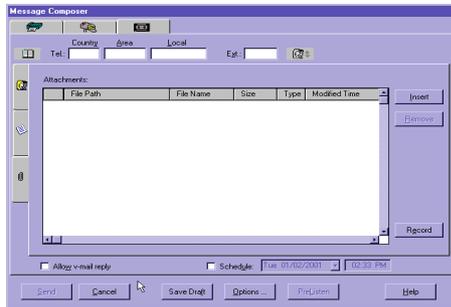


Figure 8.17 Voicemail Message Composer

Table 6: Voicemail Message Composer Options

Field:	Description:
Country:	Country code of the destination voicemail number.
Area:	Area code of the destination voicemail number.
Local:	Local number of the destination voicemail number.
Ext:	Extension number of the destination phone number.
Phone Book: 	Clicking this button will bring up the Phone Book (built in contact manager) to allow you to choose multiple addresses for broadcasting your voicemail message.
Add Button: 	This button will only be activated if you have typed something in the phone number field. This will add the new number into the contact manager and, at the same time, select this number to be included in the broadcast list.
Insert Button:	When you click the attachment tab, the insert button is available. Click this button if you want to choose a pre-recorded message to send (i.e. attachment).
Remove:	Clicking this button will remove the highlighted entry in the attachment list.
Record:	This button allows you to record your message.

Table 6: Voicemail Message Composer Options

Field:	Description:
Schedule:	Click this button to schedule the voicemail to be sent later. You have the option of specifying the date and time you want the voicemail sent.
Send:	To submit the job.
Cancel:	To cancel the whole job.
Save Draft:	To save this job as a draft for retrieval later from the Message Center. This is helpful when you have spent time creating a voicemail message but need to close the Message Composer before sending it. You can save the job and access it later for completion and sending.
Options:	To choose various sending options refer to the details in the next table.
Recipient List Tab: 	This tab shows all the recipients listed to receive this voicemail broadcast. There is a button that allows you to remove recipients from the list.

When you click the Options button on the Voicemail Message Composer screen, the following options are available.

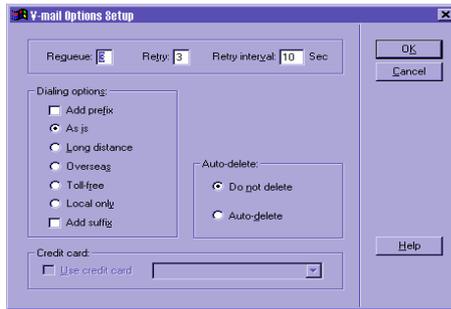


Figure 8.18 Voicemail Options Setup

Table 7: Voicemail Options Setup

Field:	Description:
Requeue:	Default=0 Number of times the voicemail job will automatically be re-entered into the queue if transmission is unsuccessful. The default requeue time is 10 minutes but can be changed. (Refer to Chapter 15: <i>General Configuration</i> in the Reference section for details). This is particularly meaningful for a broadcast job.
Retry:	Default=3 Number of times the system will retry to sending a voicemail after an unsuccessful transmission.
Retry Interval:	Default=10 seconds Number of seconds to wait before trying again.
Dialing options:	Default=As Is Choose whether or not to add a dialing prefix, such as 9, for some PBX or prefix of some calling cards. Choose whether or not to add a dialing suffix, such as trailing digits of some calling cards. Choose whether or not to dial as is - automatically add the long distance prefix, overseas prefix, toll-free prefix, or to trim to the local numbers only.

Table 7: Voicemail Options Setup

Field:	Description:
Auto-delete:	Default=Do not delete Choose whether or not to automatically delete the message. If you choose to delete after send, later you will not be able to recall the content of the e-mail from the outbound log.
Credit Card	Default=Not Checked

Folders

If you're always sending a combination of the same documents/files in one message, COMMUNICATE! 10.0 lets you organize the files into folders. These folder files can be selected as groups instead of repeatedly spending time gathering them. COMMUNICATE! 10.0 then sends their contents as one message.

Creating Folders

1. Right-mouse click on the main interface.
2. Select **File/Create/Edit Folders**.

The Folder Handler will appear with the e-mail tab selected.



Figure 8.19

Folder Handler

3. Click **New**.
4. Select the files you want to include in the folder.
5. Click **Add >>** to append them to the File list one by one. You can use the drag and drop feature to rearrange the order of the files within the folder.
6. Type any comments or notes in the Folder description text box.
7. Click **Save**.

8. Type a folder name for the newly created folder. By default, the folder will be saved under \Folder directory.
9. Click *Exit*.

Editing Folders

1. Right-mouse click on the main interface.
2. Select *File/Create/Edit Folders*.

The Folder Handler will appear with the e-mail tab selected.

3. Click *Open*.

The Folder Selection dialog box will appear.



Figure 8.20 Folder Selection

4. Select the folder, or, if the folder is not in the default directory, type the folder name and path.
5. Click *OK*. The contents of the folder will be displayed under the File list of the Folder Handler.
6. Add, remove, and drag and drop the files to rearrange the order, if desired.
7. Click *Save*.
8. Click *Exit*.

Sending Folders

1. Click *Compose* on the main interface.
2. Depending on what type of message you want to send select Fax/E-mail/or Voicemail.

The Message Composer will appear.

3. Click *Insert* beside the Attachments window.
4. Locate and select the folder.
5. Click *Add to >>*. The contents of the folder will be added to the Attachments list.
6. Click *Done*.

7. Enter all the appropriate recipient information and sending instructions.
8. Click *Send*.

Chapter 9: Making Live Calls

COMMUNICATE! 10.0 supports 3 ways to make live calls:

- Speakerphone
- Handset Mode

Speakerphone

COMMUNICATE! 10.0 has a full duplex speakerphone (handsfree) feature.

Having a voice modem with a sound card does not mean you will have speakerphone capability. Your modem has to be speakerphone ready to use this feature. If you are not sure, please consult your dealer. To verify whether your modem has speakerphone capability, a general rule of thumb is to check if there is a “Mic” jack and a “Spk” jack at the back of the modem next to the “Phone” and “Line” jacks. However, do not confuse these with the “Mic” and “Spk” jacks for the sound card.

Assuming your modem has speakerphone capability, you can invoke this feature to make a phone call as follows:

1. Click the Telephony Shelf from the main interface.

The Telephony Shelf will appear.



Figure 9.1

Telephony Shelf

2. Click *Handsfree*.

You will hear the dial tone and can use the mouse point-and-click to dial the numbers. Alternatively, you can use the numeric keys on your PC keyboard or use Speed Dial buttons to dial the numbers.



You can save one set of speakers if you connect the modem's "Spk" output into the sound card "Line In" input with a simple stereo wire.



Once connected, you can listen and talk to the destination in “handsfree” mode.

Speed Dial



This button invokes the Speed Dial setup screen. This allows you to set up a maximum of 40 one-touch speed dial settings.

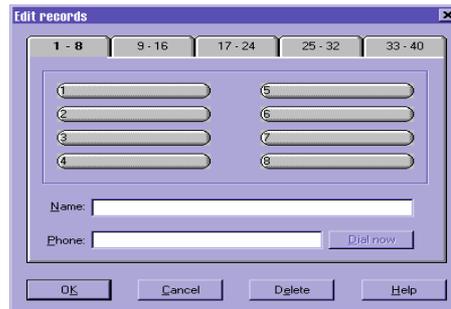


Figure 9.2 Speed Dial Edit Records

To setup speed dial numbers:

1. Click the elongated button you want to use.
2. Type the name you want to assign to the button. (The name you type will appear on the button.)
3. Type the phone number.
4. Click **OK**.

On-Line Telephony Conversation Recording

During the speakerphone or handset mode, you may want to record the on-line telephone conversation.

1. Click **Record** on the tape.

The tape will turn red and begin spinning.

You can click Stop at any time to stop recording yet continue with your conversation.

If you hang up without clicking Stop, COMMUNICATE! 10.0 will hang up the line, then log the call's phone number, time, and duration. You will then be presented with a Save As dialog box to identify a file name for saving the recording.

2. Type a name, such as "TestRec".
3. Click **OK**.

The default directory for saving recorded conversations is `\users\<xxx>\telephone` directory. You can change to any directory.

The tape is loaded and you can click Play to listen to the recorded conversation.



You can also play the file while you are still speaking to the connected party.

Flash

The Flash button in COMMUNICATE! 10.0 is the same as the Flash button on your regular telephone. However, like voicemail, you must have a compatible voice modem to take advantage of this feature. You can use the Flash button to:

- pick up a Call-Waiting call (provided you subscribe to Call-Waiting from the telephone company); and
- invoke 3-way conferencing (provided you subscribe to 3-way conferencing through the telephone company).



Hold

The Hold button in COMMUNICATE! 10.0 is the same as the Hold button on your regular telephone. However, you must have a compatible speakerphone modem to use this feature. Clicking the Hold button will place your call on hold so that neither party can hear each other. You can also have "Music-on-hold". By default, when a line is held, music will play to the line. You can change the music or disable it if you wish.



Mic and Spk Sliding Bar

The "Mic" slider controls the level of gain from the microphone during both message recording and during on-line telephone conversation recording.



The "Spk" slider button controls the level of output from the speaker during message playing or during speakerphone.

Redial

The Redial button works very much like the redial button on your telephone. It will simply redial the last number that was dialed. You need at least a voice modem to take advantage of this feature.



Screen

Clicking this button will screen all incoming calls. In other words, it will let you listen to the recording session of the voicemail process. Thus, you can decide to pick up only certain calls. You need to have at least a compatible voice modem to take advantage of this feature. Additionally, if your modem has speakerphone capability, you can combine the Screen button with the Hold button in speakerphone mode to provide a "half-holding" situation so the remote party cannot hear you but you can hear them.





Quiet

This is a simple button to control whether or not you hear the ring when an incoming call arrives. Note that this button is mutually exclusive to the Screen button. If you choose to screen your incoming calls, you obviously do not want to have the Quiet button invoked.

Dial from the Contact Manager

Refer to Chapter 12: *Contact Manager* for details on how to open, save records, and use the Contact Manager features.

Assuming you have loaded the phone book, you can now select numbers individually or in a group.

1. Highlight a number you want to call.
2. Click **Communicate/Telephony** in the pull down menu or right-mouse click from the selected record.

COMMUNICATE! 10.0 gives you the choice of which number to call.

There are 7 choices:

- | | | | | |
|-------------------|--------------|----------|---------|-------------|
| 1. Main | 2. Secondary | 3. Other | 4. Home | 5. 2nd Home |
| 6. Cellular phone | 7. Toll-free | | | |

3. Select the one you want to use (normally the main number).

COMMUNICATE! 10.0 will call the number in speakerphone or handset mode.

Sometimes, although you have the speakerphone feature, you may still want to use the handset to talk in the more familiar manner.

Handset mode

This allows the user to make telephone calls using the physical handset connected to the phone jack of the voice modem. You can connect a very basic, low-priced handset, yet COMMUNICATE! 10.0 can turn it into a sophisticated telephone that can do call-logging, last-number redial, one-touch speed dial, and on-line telephone conversation recording.

A speakerphone modem will definitely have the handset mode feature, as do almost all voice modems.



How to invoke handset mode?

Assuming your modem supports handset mode, the following steps will invoke the handset mode:

1. Click the “**virtual handset**”.

For those modems that report the handset activity, such as ELSA MicroLink Office, you can simply pick up the physical handset and COMMUNICATE! 10.0 will automatically switch to handset mode.

A COMMUNICATE! 10.0 dialog box will appear.



Figure 9.3 Selecting Handset Mode

2. Pick up the handset and Click “Yes” to use handset mode.

You are now in handset mode.

If you are using a speakerphone modem in speakerphone mode, clicking “virtual handset” will switch from speakerphone mode to handset mode.

Chapter 10: Receiving Messages & Calls

In this chapter we will describe how to use COMMUNICATE! 10.0 to answer a phone call, receive a fax, receive Internet e-mail messages, and perform data transfers. In general, there are two ways to receive: Auto Receive or Manual Receive.

Auto Receive

By default, COMMUNICATE! 10.0 answers all inbound calls automatically. This means that whenever your modem detects the phone ringing, COMMUNICATE! 10.0 will answer the call, decide if the call is either a voice, fax, or data transfer, and respond in the correct mode.

To switch the auto-receive mode on and off, click the Auto Receive button on and off.

Example:

When someone is calling and COMMUNICATE! 10.0 answers the phone, the caller will hear the voice menu start to play and can navigate the voice menu. However, if someone is using a fax machine to send a fax to COMMUNICATE! 10.0, the software will answer the phone in voice mode first. When the modem hears the CNG tone (the beeping sound from the fax machine), it will notify COMMUNICATE! 10.0 to switch to receive the fax.

On the other hand, if the modem hears a data tone (the beeping sound from the data modem), it will have COMMUNICATE! 10.0 switch to the Mini-Host mode. Some fax/data modems may not generate the CNG tone if the ^ switch is not used during dialing. In that case, the number must be dialed in the following format: ATDT^5551212. Some older fax machines may not generate the CNG tone if the fax is being sent by calling from the handset attached to the fax machine and manually pressing *Start* to begin transfer. In that case, the sender **MUST** use the automatic dialing feature of the fax machine, such as entering the number and pressing *Start* to let it automatically dial, connect, and send the document.

You must have a voice/data/fax modem to allow COMMUNICATE! 10.0 to detect all 3 types of calls.



The modem receives the CNG tones coming over the phone line and then passes to COMMUNICATE! 10.0.

Manual Receive



If you turn Auto Receive off, you will be in manual-receive mode. Under manual-receive mode, COMMUNICATE! 10.0 will let the phone ring and will not pick up the call for you. It is up to you to either click the ***Handsfree*** button or the virtual handset to invoke the speakerphone or the handset telephone conversation mode respectively.

If you are expecting a fax call, you can simply click ***Start*** on the Fax Shelf to begin fax receiving.

You can also do a manual receive from the menu by right-mouse clicking anywhere on the main interface and selecting ***File/Manual Receive***. This advises COMMUNICATE! 10.0 to answer the call for you and perform voice/fax/data detection.

Switch from Manual-Receive to Auto-Receive Mode

In many cases when you are home, you may turn off the Auto-Receive mode. Therefore, when the phone rings, you may have picked up the physical handset attached to the modem and invoked the speakerphone mode by clicking the ***Handsfree*** button. If you hear the CNG beeping tone that indicates the call was placed from a fax machine, you can immediately right-mouse click anywhere on the main interface and select ***File/Manual Receive*** to instruct COMMUNICATE! 10.0 to answer the call. COMMUNICATE! 10.0 will detect the CNG tone and switch to fax mode. If you are using the physical handset, you can hang up the handset at any time.

In many homes, lines are split. Therefore, if your PC is on the main floor and you picked up the call in the basement only to discover it is an incoming fax, you must physically go to the main floor to invoke the manual-receive mode. Unfortunately, when the modem and the software are not in auto-receive mode, there is no way for the split-out handset to tell the modem to answer the call.

Switch from Voice Menu to Telephone Mode

Many people prefer to leave COMMUNICATE! 10.0 in auto-receive mode and invoke the screening mode so they can hear the caller's recording and decide whether or not to answer. There are various ways to switch from voice menu to telephone mode.

1. Click ***Handsfree*** to immediately stop the voice menu and switch to the speakerphone mode.
2. Click the ***virtual handset*** to immediately stop the voice menu and switch to the handset mode.
3. If you have picked up a handset but are away from the PC that is split from the same line, since the modem is in active mode you can simply press *** to advise COMMUNI-

CATE! 10.0 to stop the voice menu immediately and hang up the line. Then you can talk on the split line.

Receiving E-mail Messages

Unlike fax/voicemail/data message and live phone calls, receiving e-mail messages is controlled by the user. In fact, e-mail messages are not sent directly to your PC. They are sent and stored on a mail server. You have an e-mail account on this server in order to retrieve your messages at your discretion. This means, similar to other e-mail software, the user has to tell COMMUNICATE! 10.0 to go and check for messages.

There are 4 ways to check for e-mail messages:

1. Manual Receive - Click **Receive** on the Internet Shelf.
2. Every time you launch COMMUNICATE! 10.0 - selected in your e-mail configuration.
3. Every time you successfully send an e-mail message - selected in your e-mail configuration.
4. At a specified hour/minute/second - selected in your e-mail configuration.

These 4 methods can be selected at the same time. In other words, you can choose to check your messages every time you launch the software, every time you successfully send an e-mail message, and every 15 minutes if you wish. As well, you can still manually check your e-mail at any time.



Refer to Chapter 15: General Configuration for more details on e-mail retrieval options.

Refer to Chapter 11: Managing Messages for details on reading, viewing, listening, and managing incoming messages.

Chapter 11: Managing Messages

This chapter will describe how to use the Message Center to view and manage inbound and outbound messages, including faxes, e-mails, and voice messages.

Accessing the Message Center

To open the Message Centre:

1. Click **Message Center** on the main interface.

This provides access to the inbound and outbound logs, as well as the Contact Manager.



This chapter will discuss only the inbound and outbound logs. Refer to Chapter 12 for information on the Contact Manager.

Both the inbound and outbound log books are designed similar to the contact manager. They include column sorting, quick searching, setting up of custom search criteria, font changing, as well as selecting which field/s to display.

Sort by column

Clicking any column heading will automatically sort the column. You can reverse the sort order any time by clicking the column heading again. An arrow in the sort column pointing up or down will indicate the current sort order.



Depending on the field type and the total database size, the sort time can vary from fractions of a second to minutes.

Quick Search

You can use the keyboard to do a quick search on the active column. The Message Center will try to match as you type. When it has determined there is no match, the system will beep to alert you.

Setting up Custom Searching Criteria

This feature is similar to that of the Contact Manager. For instance, you can set up a search criteria called "E-mail sent to John Smith" so that every time you select this search criteria, all outbound e-mail records sent to John Smith will be listed. Here is an example of how to set up such a criteria.

1. Click **Search**, or select Search/Define from the menu.



The Choose Search Criteria screen will appear.

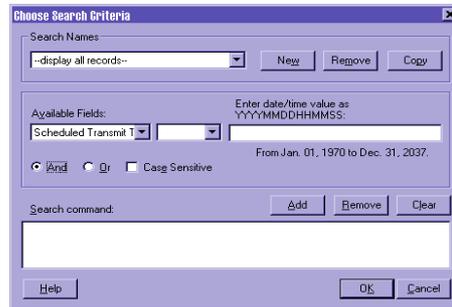


Figure 11.1 Choose Search Criteria

2. Click **New**.

You will be prompted to enter a name for this new search pattern.

3. Type "E-mail sent to John Smith".
4. Click **OK**.
5. Select **Sent To** in the Available Fields dropdown.
6. Select **equals** in the next column.
7. Type "JohnSmith@isp.com" in the character value box.
8. Click **Add**.

The searching criteria will be added to the list.

To remove any criteria, simply select it and click **Remove**.

If you want to add more conditions, either "and" or "or" together, you can repeat steps 5-8 for each search condition you want to add.

9. Click **OK**.

The name "E-mail Sent to John Smith" will appear in the search list to the right of the **Search** icon.

All custom search filters will appear in this list. To apply a search filter from the list, use the arrow of the dropdown list and click the desired search name. To deactivate any search list selected, choose **display all records**.

When a search criteria filter is activated, a magnifying-glass icon will appear beside the dropdown box.

Changing Fonts

You can change the font used to display the data in a list. You can increase the size of the font for easier viewing or you can decrease the size of the font to increase the number of fields displayed across the screen.

1. Select **Options/Fonts** from the menu.

The font selection screen will appear.

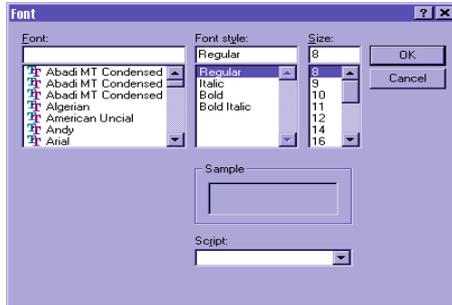


Figure 11.2 Font Selection Screen

2. Choose the desired font, style, and size.
3. Click **OK**.

The information on the screen will be refreshed with the newly selected font.

When you close the Message Center, the newly selected font will be stored in memory and used the next time you access the Message Center.

The inbound and out-bound logs can use different fonts.

Selecting Columns

You can select different fields and change the order in which they appear.

1. Select **Options/Columns** from the menu.

The Choose Display Columns dialog box will appear.

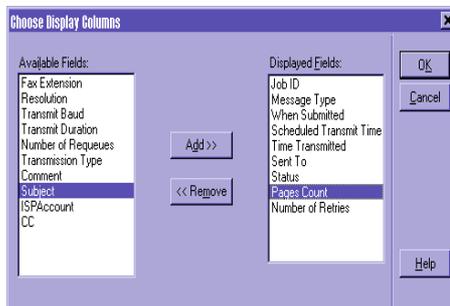


Figure 11.3 Choose Display Columns

2. Select the field you want to display in the list.
3. Click **Add>>** button.

You can also use the mouse to drag the field from Available Fields to Displayed Fields. You can change the order by dragging a field up or down within the Displayed Fields window.

4. Click **OK**.

The Message Center will refresh the list according to your choices.

When you close the Message Center, the newly selected displayed fields will be stored in memory and used the next time you access the Message Center.

Other Functions

You also can export a log record, print a record in a list, print pages of records, delete records, and recall or purge deleted records.

File/Print Log Record

This will print all the records in list form.

File/Print Selected

This will print all the selected records in list form.

File/Print Setup

This allows you to set up how you want the records printed, such as portrait or landscape.

File/Print Details

This will print all the details of the selected log records.

Entry/Delete

This function allows you to remove all the selected records to the trash. Once clicked, the Message Center will ask if you want to remove only the record or to remove all the associated files, such as the fax image file of a fax job or the original e-mail file of an e-mail job (not the attachment*).



Figure 11.4 Delete Files dialog box

**Note: E-mail attachments are not treated as associated files. The user must remove attachments separately if desired.*

Entry/Recall

This will only be active if the Message Center is currently displaying deleted records in the trash. This will recall any deleted records and move them back into the active list.

Only the record will be recalled. If you deleted all the associated files, those associated files will not be recovered when the record is recalled.

Entry/Show Active

This will revert to showing all active records. This item is disabled if active records are currently showing.

Entry/Show Deleted

Lists all deleted records - similar to a recycle bin.

Entry/Purge All Deleted

This will only be active if the Message Center is currently displaying deleted records. Selecting this option will permanently remove the deleted records from the trash and nothing can be recalled later.

Draft

As well as logging your inbound and outbound records, the Message Center allows you to recall any draft messages you created for future reference. Refer to Chapter 8: *Sending Messages* for more details on creating drafts.

1. Click *Drafts*.



A list of all previously created drafts will appear.

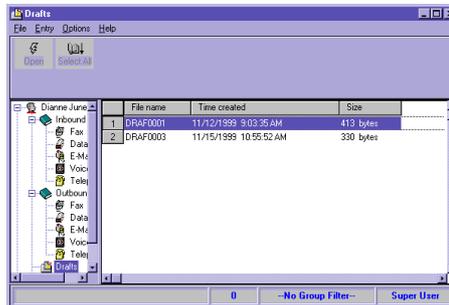


Figure 11.5 Draft Messages



2. Select the draft you want to open.
3. Click *Open*.

The Message Composer window will open automatically with the saved information displayed.

Multi-user

Since COMMUNICATE! 10.0 is a multi-user application, individual users will have their own set of inbound and outbound logs while the administrator (the installer) will see all logs.

Outbound Log Functions

The Outbound Log keeps a record of all outbound traffic, including fax, e-mail, and voice-mail transmissions; data transfers; and regular telephone calls.

You can list all or one message type.



To list all, click *Outbound Log*.

All message types will be listed in order of time received.

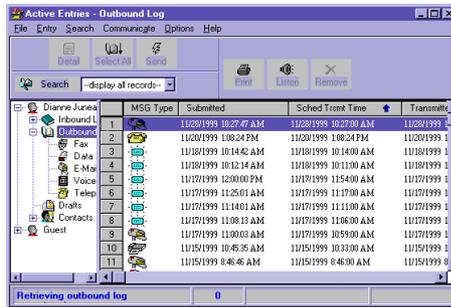


Figure 11.6 Outbound Log - All

To display an individual message type, click the desired type.

In the outbound log window there are many buttons and menu items that can be used to manage the messages.

Detail

When this button is selected, the Message Center will show detailed information about the selected record.

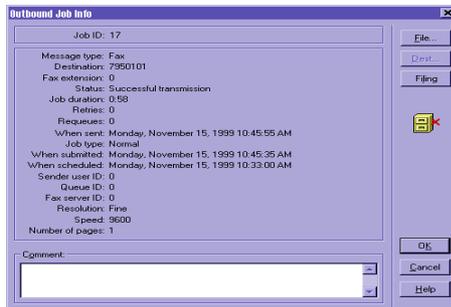


Figure 11.7 Outbound Job Information

If the selected record is a broadcast job, the **Dest...** button will be active so you can click to display a list of all recipients. Clicking **File** will show a list of any image file/s that were sent. If the selected job is associated with a record in the Contact Manager, the Filing button will be inactive and you will have an icon indicating that the job has been filed. Otherwise, the Filing button will be active, allowing you to click to link a record from the Contact Manager.



When you click the Filing button, the following screen will be displayed.

Figure 11.8 Filing Information

By entering the first few characters or numbers of a known contact in any of the available fields, the Message Center's flying matching capabilities will display the matched contacts. Once the correct contact or contacts are found, select them and press the ***File it now*** button. If the contact is not in any phone book, press the ***New*** button to add a new contact record to associate with this log record. Once a log record is associated with the Contact Manager, the contact history will be successfully cross-referenced into the Log Book. Refer to Chapter 12: *Contact Manager* for more details on contact history.

Select All

This will select all the entries shown in the log.

Resend

This will re-submit the job to send it again.

Print

This will print the file, such as the fax image for a fax job, and the e-mail message for an e-mail job.

View

This will view the fax image for a fax job and open the attachment for an e-mail job.

Remove

This will remove the fax image file for a fax job and the attachment file/s for an e-mail job.

Search

This will invoke the custom searching criteria creation feature.

To re-submit, the job selected must have been marked "Do not delete" in the Options Setup prior to being sent initially. Otherwise, there will be nothing to send.

Inbound Log Functions

The inbound log keeps a record of all the inbound traffic, including fax, data file (Mini-host), e-mail, voicemail reception, and regular telephone calls.

You can list all or one message type.

To list all, click **Inbound Log**. All message types will be listed in order of time received.

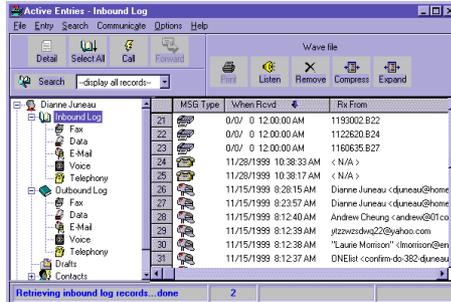


Figure 11.9 Inbound Log - All

To display an individual message type, click the desired type.

In the inbound log window there are many buttons and menu items that can be used to manage the messages.

Detail

When this button is selected, the Message Center will show detailed information about the selected record.

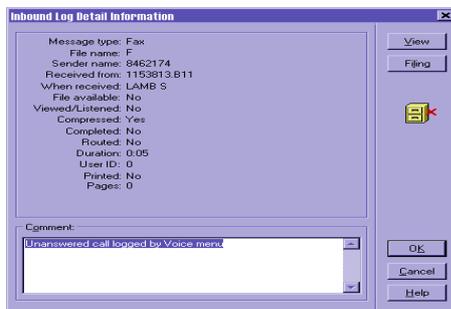


Figure 11.10 Inbound Log Detail

Clicking **View** will let you view the associated file, such as a fax image for a fax reception, or the attachments for an e-mail reception.

If the selected job is associated with a record in the Contact Manager, the **Filing** button will be inactive and you will have an icon indicating that the job has been filed. Otherwise, the **Filing** button will be active, allowing you to click to choose a record from the Contact Manager.



When you click the **Filing** button, the following screen will be displayed.

Figure 11.11

Filing Information

Refer to Chapter 12: Contact Manager for more details on contact history.

By entering the first few characters or numbers of a known contact in any of the available fields, the Message Center's fly matching capabilities will display the matched contacts. Once the correct contact or contacts are found, select them and press the **File it now** button. If the contact is not in any phone book, press the **New** button to add a new contact record to associate with this log record. Once a log record is associated with the Contact Manager, the contact history will be successfully cross-referenced into the log book.

The **Comment** box allows you to enter any text or memo about this job (up to a maximum of 240 characters).

Select All

This will select all the entries shown in the log.

Fax/Reply/V-Mail/Call/Send

Depending on the selected log record, this button will change its function accordingly.

This button will allow you to:

- re-fax an inbound fax to someone else;
- reply to an e-mail;
- re-transmit a voicemail message as an outbound v-mail to someone else; or
- call back the caller's regular telephone number.

Forward

This will forward an e-mail. This button will only be active for e-mail log records.

Print

This will print the file, such as the fax image for a fax job, and the e-mail message for an e-mail job.

View

This will view the fax image for a fax job and open the attachment for an e-mail job.

Remove

This will remove the fax image file for a fax job and the attachment file/s for an e-mail job.

Compress

This will compress the fax image for a fax log to save hard disk space. After compression, if you want to view the fax image, the Message Center will automatically expand it for viewing.

Expand

Expands the compressed fax image for a fax log to speed up access.

Search

This will invoke the custom searching criteria creation feature.

Chapter 12: Contact Manager

Besides allowing you to enter information of frequently contacted fax, voice, Internet e-mail and BBS locations, COMMUNICATE! 10.0's built-in Contact Manager lets you do many contact management functions, such as organize and search customer databases according to defined fields.

Accessing the Contact Manager

To access the Contact Manager:

Click *Phone Book* on the main interface. You can also access the Contact Manager by clicking *Message Center* on the main interface, then choosing Contacts.

The Contact Manager default setting includes a Public phone book.



Figure 12.1

The Contacts Tree

If you have an earlier version of COMMUNICATE!'s line of products, on the same PC or on a network, you can create a virtual book with hot linkage back to a book created in those earlier versions.

To access a book:

Double-click the book you want to open.



Figure 12.2 Public Phone Book

Sorting Order

All buttons can also be accessed from the menu bar.

By default, the Phone Book is sorted by the company name. It can be sorted in either ascending or descending order. An arrow indicates the current sort direction. To change direction, click on the column heading. The sort order and the arrow direction will change.

The following describes the functions of the Phone Book buttons.

Book

When **Book** is pressed, the Phone Book's dialog box showing all available phone books will be displayed. This dialog box allows you to create, edit, and modify your phone books.

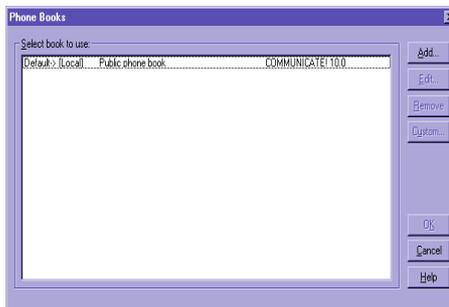


Figure 12.3 Phone Books

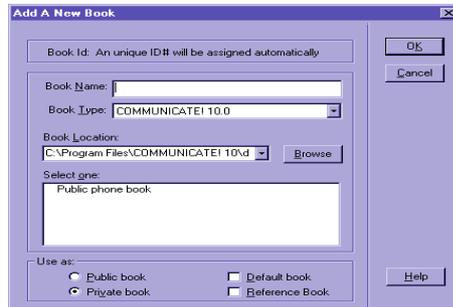
Adding a New Phone Book

You may wish to organize your contacts into different phone books with different titles to simplify locating a particular record.

To add a new phone book:

1. Click **Add**.

The Add a New Book dialog box will appear.



The Public book and Private book selections only apply to the network version of COMMUNICATE! 10.0.

Figure 12.4 Add a New Book

2. Enter a name for the new book.
3. Check the box marked Default book if you want this book opened every time the Phone Book button on COMMUNICATE! 10.0's main screen is pressed.
4. Click **OK**.

You can create a “hot-link” to existing ACT, Outlook, and Maximizer phone books. For example, if you choose Book Type as MS Outlook, COMMUNICATE! 10.0 will automatically launch Outlook.

Renaming an Existing Phone Book

1. Select the phone book you want to rename.
2. Click **Edit**.

The Edit Book Name dialog box will appear.



Figure 12.5

Edit Book Name

3. Enter the new name.
4. Click **OK**.

Removing a Phone Book

See the Deleting and Purging sections later in this chapter.

If you are attempting to remove a book that still contains contacts, COMMUNICATE! 10.0 will remind you to delete and purge all entries in the book first. This is a safeguard against accidentally removing a book.

Defining Custom Fields

COMMUNICATE! 10.0 allows you to define up to 10 custom fields in each phone book, in addition to those provided. This is very useful, especially when you have some uncommon information to monitor.

1. Select the phone book in which you want to define new fields.
2. Click **Custom**.

The Define Custom Fields dialog box will appear.

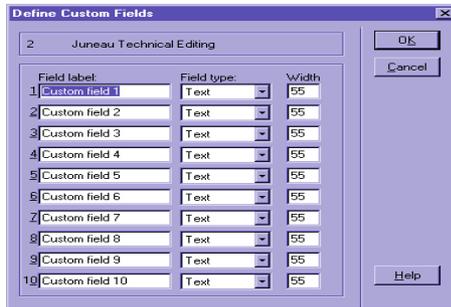


Figure 12.6 Define Custom Fields

3. Define your own fields by replacing the Field label with your own and selecting the type and length of the field.
4. Click **OK**.

Each phone book can have its own 10 custom fields.

Reference Book

You can create a reference book rather than a real phone book. In other words, the records in this book are simply linked to different records in various real books. This can be useful, for instance if you are creating a book called “Corporate information distribution list” and the list contains customers from many different books. The reference book is a perfect solution since, obviously, you don’t want to duplicate records. It is easy to move records into a reference book. Simply use the mouse to select the record/s and drag and drop the record/s into the destination reference book. (See Drag and Drop later in this chapter.)

When a record in the real book is deleted, the link will automatically be discarded.

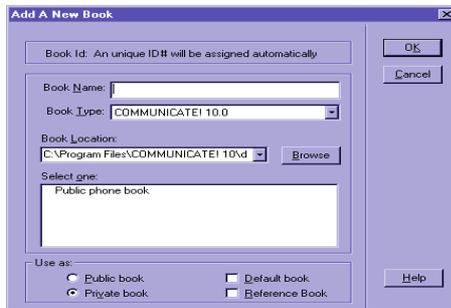


Figure 12.7 Add a New Book

Multi-user Support

COMMUNICATE! 10.0 supports multi-users. For instance, the administrator named John (the person who installed the software) creates 2 more users, Peter and Jim. Peter and Jim will only see the books that are assigned to them or they create themselves, whereas, John, the Administrator can see all the books.

Adding/Editing a Contact

To add a new contact:

1. Click **Phone Book** on the main interface, or right-mouse click and select Edit/Phone Book.

The default phone book will open.

2. Click **Add/Edit** on the button bar.

The Phone Book entry dialog box will appear with the Brief tab selected.

3. Click **New** to create a new record.

Copying a Contact

1. Click **Phone Book** on the main interface, or right-mouse click and select Edit/Phone Book.

The default phone book will open.

2. Select a contact entry.
3. Select **Entry/Copy** from the menu.

A new contact (minus personal items) with a new ID will appear with the Brief tab selected.

Drag and Drop

You can easily move records from one phone book to another. Simply click on the selected record, hold down the mouse button, drag the mouse pointer to the destination phone book, then release the mouse button.

You can copy records in a similar manner except you hold down the Ctrl key while you are performing the drag and drop exercise.



The save button saves any changes for the current page.

The Undo button cancels any changes to the current page.

Personal information fields, such as name, title, and e-mail address, are left blank in the newly copied contact.

Contact Information Windows

Brief

Add or edit the most commonly used contact information.

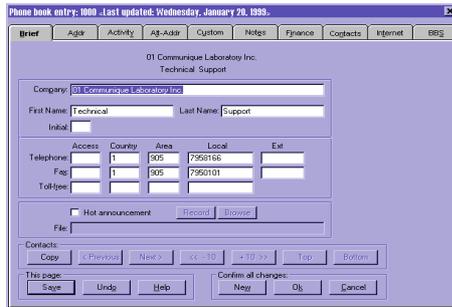


Figure 12.8 Phone Book Entry - Brief

Hot announcement

You can define a voice file related to a record so that when COMMUNICATE! 10.0 matches the incoming CallerID with the record, it will play the voice file accordingly.

In order for CallerID matching to work, the phone book must be active/running.

For example, you can record a voice file that says “Mom calling” so when the CallerID matches with this record’s main number, COMMUNICATE! 10.0 will play the “Mom calling” file to the sound card’s speakers. The limitation to this option is that this CallerID matching will only work with the main telephone number entered in the Brief page of the record.

Navigation:

While a Phone Book Entry dialog box is open, you can navigate from one record to another by using the following buttons.



Figure: 12.9 Phone Book Navigation Buttons

Addr

Add or edit mailing and communication information.

COMMUNICATE! 10.0 can interpret letters in phone numbers, i.e. 1-555-Classic will become 1-555-252-7742.

The screenshot shows the 'Addr' tab of the 'Phone book entry: 0001 -last updated...' window. The contact name is '01 Communique Laboratory Inc.'. The 'Street' field contains '1-555-Classic@9-Dms'. The 'City' is 'Mississauga', 'State' is 'Ontario', and 'Zip code' is 'L5T 2N5'. The 'Country' is 'Canada'. There are sections for 'Other telephones / faxes / web-site' with fields for Home, 2nd Home, Cellular, and Pager, each with sub-fields for Access, Country, Area, and Local. The 'Pager' field is set to 'SMS'. At the bottom, there are navigation buttons for 'Contacts' (Copy, Previous, Next, etc.) and 'This page' (Save, Undo, Help).

Figure 12.10 Phone Book Entry - Addr

Activity

Add or edit contact history.

The screenshot shows the 'Activity' tab of the 'Phone book entry: 0001 -last updated...' window. The contact name is '01 Communique Laboratory Inc.'. The 'Date first entered' is 'Friday, November 26, 1999'. There are fields for 'When last purchase/sale', 'When last contact', and 'When next contact'. The 'Last topic' dropdown menu is set to 'Sales Meeting'. The 'Next topic' dropdown menu is empty. At the bottom, there are navigation buttons for 'Contacts' (Copy, Previous, Next, etc.) and 'This page' (Save, Undo, Help).

Figure 12.11 Phone Book Entry - Activity

Alt-Addr

Add or edit secondary mailing and communication information.

Figure 12.12 Phone Book Entry - Alt-Addr

Custom

Add or edit information into the custom fields as described earlier in this chapter.

Refer to Defining Custom Fields earlier in this chapter.

Figure 12.13 Phone Book Entry - Custom

Notes

Add or edit brief notes for this contact.

You are allowed up to 256 characters for a short note and up to 64,000 characters for a memo.

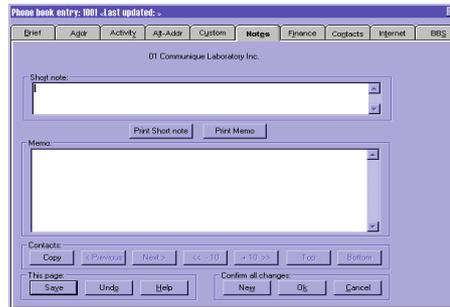


Figure 12.14 Phone Book Entry - Notes

Finance

Add or edit information on credit limits and payment terms.



Figure 12.15 Phone Book Entry - Finance

Contacts

Add or edit information for multiple contacts in the same company. The following functions are available:

- Click **Add** to create a new entry for this company.
- Click **Edit** to modify existing contact information.

- Click **Remove** to permanently remove an entry.



These contact phone numbers cannot be dialed through the phone book. They are for reference purposes only.

Figure 12.16 Phone Book Entry - Contacts

Internet

Add or edit information regarding Internet, e-mail, LAN and host-based e-mail, and URL addresses.

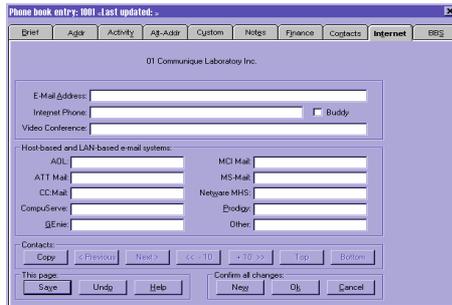


Figure 12.17 Phone Book Entry - Internet

BBS

Add or edit information regarding telephone and data communication settings for this contact's BBS.

For more details on Buddy Lists, refer to Chapter 15: General Configuration.

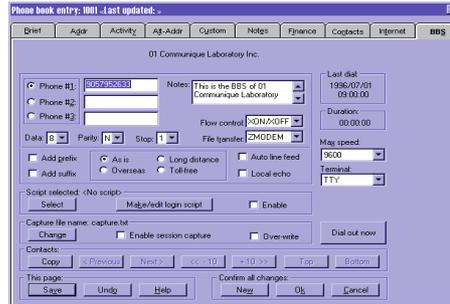


Figure 12.18 Phone Book Entry - BBS

Phone Book Buttons

See Chapter 8: Sending Messages for complete details on sending messages.

Select All

This will select all the entries shown in the current phone book.

Fax

Clicking this button will generate a fax message request for the selected phone record/s. COMMUNICATE! 10.0 will display the Message Composer window, with the selected contact/s entered in the recipient list. Fill in the appropriate sending information and Click *Send*.

Search

This feature is discussed in detail later in this chapter.

Hot List

This feature is discussed in detail later in this chapter.

Phone Book Menu Items

File:

Open Book...

When this is selected, the Phone Books dialog box (Figure 12.3) showing all the available phone books will be displayed. This dialog box allows you to create, edit, and modify phone books.

Import

Please refer to Chapter 18: *Exporting/Importing Data* for details on importing other phone book data.

Export

Please refer to Chapter 18: *Exporting/Importing Data* for details on exporting data from the Phone Book.

Print

Sends all the contact entries to the printer.

Print Selected

Sends all the highlighted entries to the printer.

Print Setup

Sets up the target printer for printing.

Print Labels

Selecting this item will send the address labels of the selected contact entries to the printer using the setting from Print Labels Setup.

Use the Columns function for setting up and printing the required fields.

If you are using pin-fed labels, you should adjust the length to the paper size in the printer setup just slightly larger than that of the label height.

Print Labels Setup

Choose a pre-defined Avery label or configure a custom label.

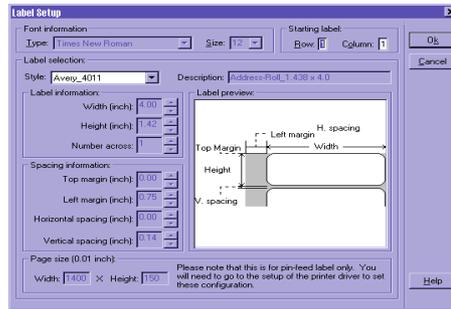


Figure 12.19

Label Setup

Indicate the starting row and column, choose the correct font and size, then Click **OK**.

Important: Be careful when defining the margins for labels. Most printers have a printable area smaller than the physical page size. For example, when printing a letter size paper 8.5"x11", the actual printable area is 8"x10.5". The size of the labels, including margins, horizontal and vertical spacing, cannot exceed the printable area of the printer. If you define the left margin as 0 you will get a margin of .25.

Print Details

Prints a detailed report of the selected contacts.

Exit

Closes the Phone Books dialog box.

Entry:

New

A blank Phone Book Entry will be displayed. Enter appropriate contact information by navigating from tab to tab.

Copy

Displays the Phone Book Entry dialog box with minimal information from the phone book entry you want to copy.

Edit

Displays the Phone Book Entry (Figure 12.7) for the selected record. Edit information as desired.

Delete

Removes the selected entry/ies from the displayed phone book.

Deleted entries are stored as trash and can be restored.

Recall

Restores from the trash any deleted phone book entries.

1. Select **Entry/Show Deleted**.
2. Select those entries you want to restore.
3. Select **Recall**.

Show Active

Toggles between active entries and deleted entries.

Show Deleted

Displays contacts that are currently in the trash.

Purge

Permanently removes deleted entries from trash. Purged records cannot be restored.

This command is used after Show Deleted.

Select All

Selects all the records displayed in the phone book.

Group:

Choose

Set up Group Pattern Matching. (See the Creating and Using Group Pattern Matching section later in this chapter.)

Enabled

Enables or disables the selected Group Pattern.

Search:

Query Current Book...

Setup of extensive search commands for the current phone book. (See the *Custom Sorting and Searching* section later in this chapter.)

Query Across Books...

Setup of extensive search commands across multiple phone books.

Hot-List:**Choose Range...**

Setup of extensive search criteria for entries that are scheduled for contact. (See the *Hot-List* section later in this chapter.)

Enabled

Enables or disables the selected Hot-List criteria.

Communicate:**Send Fax > Main/Secondary/Other/Home/2nd Home**

This will generate a fax message request for the contact record/s using the selected fax number. COMMUNICATE! 10.0 will display the Message Composer window with the Fax tab enabled and the selected contact/s entered in the recipient list. Fill in the appropriate sending information and Click *Send*.

See Chapter 8: Sending Messages for complete details on sending a message.

BBS

This will generate a terminal message request for the selected phone record. COMMUNICATE! 10.0 will launch the Terminal window and attempt to dial the BBS number for this contact.

Telephony > Main/Secondary/Other/Home/2nd Home/Cellular/Toll-free

This will cause COMMUNICATE! 10.0 to dial the selected telephone number.

Internet > E-Mail

This will initiate an Internet connection for E-mail. COMMUNICATE! 10.0 will display the E-mail Account configuration dialog box. Fill in the appropriate information and Click *OK*.

Voice Message > Main/Secondary/Other/Home/2nd Home/Cellular/Toll-free

This will generate a V-mail message request for the contact record/s using their phone numbers. COMMUNICATE! 10.0 will display the Message Composer window with the V-mail tab enabled and the selected contact/s entered in the recipient list. Fill in the appropriate sending information, select and record a voice message and Click *Send*. Each recipient in the list will be called and the selected voice message will be played for them.

This function requires a voice capable modem. Please refer to Chapter 5: Setting Up for more details.

Contact History

This will launch the Contact History display for the selected phone book record. When an outbound message is generated from the Phone Book, COMMUNICATE! 10.0 will log the correspondence automatically against the contact record/s. You can also file any inbound correspondence (from the In Log) against a phone book record, thus tracking the communication history with any of your contacts.

Options:

Font...

Select the font type and size that you prefer for displaying and printing the phone book records.

Columns...

Allows you to add or remove columns that are displayed in the phone book.

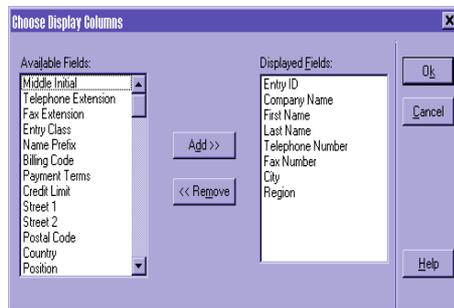


Figure 12.20 Choose Display Columns

The window on the left shows the available fields and the window on the right shows the fields that are currently displayed in the phone book.

To add a new column:

Select the desired field from Available Fields and click **Add**, or drag and drop the field from Available Fields to Displayed Fields.

To remove a column:

Select the desired field from Available Fields and click **Remove**, or drag and drop the field from Displayed Fields to Available Fields. (The cursor will turn into a trash can.)

If you are not sure what to do regarding re-indexing a database, you may wish to consult your dealer for more details.

Re-index Database

You only need to use this function under exceptional circumstances, such as when your database files have been corrupted. Corrupted files may only return as empty database files.

Custom Sorting and Searching

Sorting, and Current and Across Book searching are very useful tools which allow you to extract and display phone book entries by different criteria.

Sorting by Columns

1. Open the Phone Book.
2. Click any column heading in the main screen.

The entries will automatically sort themselves by the newly selected column heading.

Setting up a Current Book Query

Let's create a search for company entries that are in the city of New York (NY) and begin with the letter C.

1. Open the Phone Book.
2. Click **Search** or select Search/Query Current Book... from the menu.

The Choose Search Criteria dialog box will appear.

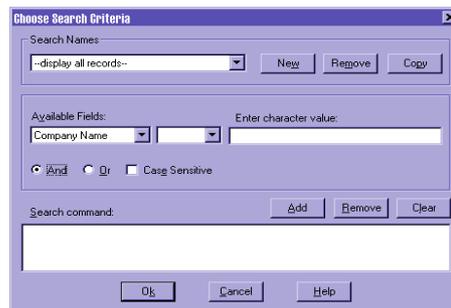


Figure 12.21

Choose Search Criteria

3. Select **City** from the Available Fields list.
4. Select **equals** from the next list.
5. Specify the state in the next text box (i.e. NY).
6. Click **Add**.

The first piece of the search request will be added to the search command list.

7. Select **Company Name** from the Available Fields list.
8. Select **equals** from the list.
9. Type the letter C in the next text box.
10. Click **Add**.

The second piece of the search request will be added to the search command list.

11. Click **OK**.

The search filter you've created has immediately come into effect. The resulting search will be shown in the Phone Book screen.

A magnifying glass will appear beside the new Search Name indicating a search was done.

Setting up Search Names

If you often search on the same set of conditions, you may want to create semi-permanent search names.

1. Open the Phone Book.
2. Click **Search** or select Search/Query Current Book... from the menu.

The Choose Search Criteria dialog box will appear.

3. Click **New**.

You will be prompted to enter a Search Pattern Name.

4. Type a name for your search file.
5. Follow steps 3-11 under Setting up a Current Book Query to create your specific search request.

The new Search Name you created will appear in a drop-down list on the main phone book screen. The next time you require that specific search, select it from the dropdown list and the records will be sorted automatically.

Create Searches Based on Previous Requests

1. Open the Phone Book.
2. Click **Search** or select Search/Query Current Book... from the menu.

The Choose Search Criteria dialog box will appear.

3. Select a search pattern that you've already created from the dropdown list under the Search Names section.
4. Click **Copy**.
5. Enter the Search Pattern Name.
6. Click **OK**.
7. Add/remove whatever search condition/s you desire from the search command list.
8. Click **OK**.



The new Search Name you created will appear in a dropdown list on the main phone book screen along with the original Search Name.

Setting up an Across Book Query

Let's create a search for company entries that are in the city of New York (NY) and begin with the letter C.

1. Open the Phone Book.
2. Select **Search/Query Across Books...** from the menu.

The Search Across Books dialog box will appear.

Query Across Book lets you search across as many phone books as are created.

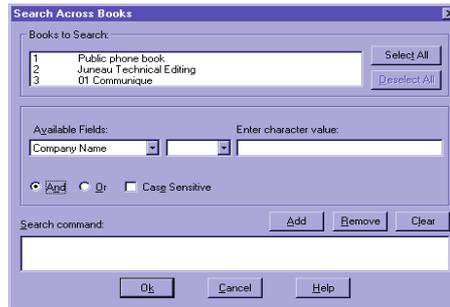


Figure 12.22 Search Across Books

3. Select some or all available phone books to search.
4. Follow steps 3-11 under Setting up a Current Book Query to create your specific search request.

A report of the number of matching records in various phone books will appear.

5. Select a phone book.
6. Click **Launch**.

Those records matching your criteria will be displayed.

Using the Hot-List

If you have input a date in the Next Contact Date field in the phone book, Hot List allows you to extract contacts based on that field.

1. Open the Phone Book.
2. Click **Hot List**, or select Hot-List/Choose Range from the menu.

The Hot List Range dialog box will appear.

3. Manually enter the date range (or use the dropdown boxes) that you want to search, e.g. from today to the end of next week.
4. Click **OK**.



Across Book Query does not allow the setting up of search names.

Those contacts whose next contact date falls in the range you selected will be extracted from the phone book.

The next time you want to use this Hot-List criteria, select Hot-List/Enabled from the menu items or click the Hot-List button. A Hot List for the date range you previously set will appear. If you want to pull out the Hot List for the range that is relative to today's date, make sure you have checked the *Relative to today* box. The hand with the phone receiver shows that a Hot-List search has been done.

This will function as is regardless of the access code or country code settings.

Creating and Using Group Pattern Matching

Group Pattern Matching allows you to set up different phone/fax number pattern groups so that extracting and sorting a particular group of contacts is easy.

For example, you could create a group called Toronto-local which would include the following information:

Access Code	Country Code	Area Code	Local No.
--	--	905	795
--	--	905	890
--	--	905	897

Using this criteria would mean that any phone number beginning with 795, 890, or 897 and an area code of 905 would be extracted from the phone book.

This feature is especially useful when you want to do a message broadcast to only those numbers which are local to your area.

1. Select *Group/Choose...* from the menu list.

The Select Group To Use dialog box will appear.



Figure 12.23 Select Group To Use

Adding a New Group:

2. Click *New Group*.

The Add New Group Name dialog box will appear.



Figure 12.24 Add New Group Name

3. Enter the new Group Name.
4. Click **OK**.
5. Highlight the newly created group name.
6. Under the Group Match List, type in the required information for access code, country code, area code, and local exchange.

If the criterion for the group is lengthy, click the **Add Match** button to append to this group.

Add Group Filter To:

Indicate whether or not to apply this group filter to the telephone number, fax number, or both.

Matching Options:

Indicate whether or not to Show Matching Records or Exclude Matching Records.

7. Click **OK**.

Edit an Existing Group

1. Select **Group/Choose...** from the menu list to access the Select Group To Use.

The Select Group To Use dialog box will appear.

2. Select the group name you would like to edit from the Group Name list.
3. Click **Edit Group**.
4. Enter the new name for this group and change any of the search criteria using the **Delete Match** and/or **Add Match** buttons.
5. Click **OK**.

Removing an Existing Group

1. Select **Group/Choose...** from the menu list to access the Select Group To Use.

The Select Group To Use dialog box will appear.

2. Select the group name you would like to remove from the Group Name list.
3. Click **Remove**.

No Group:

1. Select **Group/Choose...** from the menu list to access the Select Group To Use.

The Select Group To Use dialog box will appear.

2. Click **No Group**.

This will display all the contacts in the current phone book.

Chapter 13: Data Communications

This chapter explains the many features of COMMUNICATE! 10.0's built-in Data Communications functions.

Introduction

The built-in Data Communications features of COMMUNICATE! 10.0 allows you to:

- Connect to an on-line service, such as CompuServe, Prodigy, and even your own Internet Service Provider (ISP);
- Keep track of your contacts's BBS information by seamlessly integrating with COMMUNICATE! 10.0's built-in contact manager;
- Transfer text and/or binary files using any of the common protocols, such as XMODEM, YMODEM, ZMODEM, CompuServe B+, and Kermit;
- Emulate dumb terminals, such as TTY and ANSI;
- Allow unattended mini-host (BBS) operation; and
- Automatically detect and distinguish between inbound data/voice/fax calls.

Making a Data Connection

Making outgoing data calls is simple. For now, we won't go into the details of setting up your Quick Phone book entries for auto-dialing and auto-connection. Just follow the steps below to make an outbound call to a BBS or an on-line service.

1. Click **Terminal** located on the COMMUNICATE! 10.0 main interface.

The Data Communication Session window will appear.

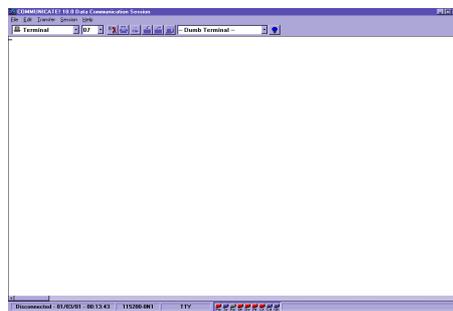


Figure 13.1 Data Communication Session

2. Type ATDT1234567 in the session window (substitute the numbers with the number you want to reach)

3. Press *Enter*.

COMMUNICATE! 10.0 will dial the number and attempt to connect. By default, it will retry 3 times if the line is busy.

The Dialing Status dialog box will appear.



Figure 13.2

Dialing Status



To disconnect, type ATH followed by the Enter key or just press the Hang-Up button on the toolbar.

The following material describes the functions of the buttons/items used in terminal mode.

The Quick Phone Book

In Terminal mode, there is a quick phone book for speed dialing to frequently used BBS or on-line locations.

Add, edit or remove a Quick Phone Book entry:

1. Click *Terminal* located on the COMMUNICATE! 10.0 main interface.
2. Select *Edit, Quick Phone Book* from the Data Communication Data Session window.

The Quick Phone Book selection menu will appear.



Figure 13.3 Quick Book Selection Menu

To add a record:

1. Click *New*.

The Data Communications Setting dialog box will appear.

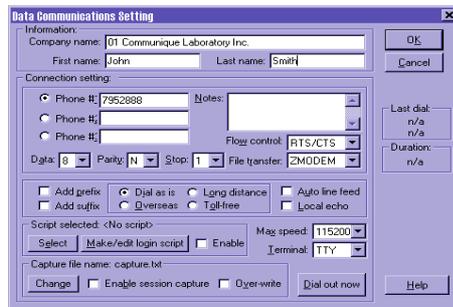


Figure 13.4 Data Communications Setting

2. Enter the necessary information, as well as the data communications settings required to connect your modem to this BBS.
3. Click *OK*.

In order for two modems to connect and communicate they must be set to a matching set of communication parameters. The contact you are calling will have their modem set to specific parameters which your modem must match for a proper connection.

Table 8: Quick Book Parameters

Item	Default Setting	Other Settings
Company name	User defined	
First name	User defined	
Last name	User defined	
<ul style="list-style-type: none"> This is the identification of the entry. You must fill in at least one of them for each Quick Book entry. 		
Phone #1, #2, #3	User defined	
<ul style="list-style-type: none"> These are the phone numbers of the Quick Book entry. You may supply up to 3 numbers. Select the button next to the number you want COMMUNICATE! 10.0 to dial first. If busy, COMMUNICATE! 10.0 will try the others. 		
Data	8	7
<ul style="list-style-type: none"> Data packet parameter. It must match that of the remote site. 		
Parity	N(No)	E(Even)/O(Odd)
<ul style="list-style-type: none"> Data packet parameter. It must match that of the remote site. 		
Stop	1	2
<ul style="list-style-type: none"> Data packet parameter. It must match that of the remote site. 		
Notes		
<ul style="list-style-type: none"> General note regarding this entry. 		
Flow control	RTS/CTS	DTR/DSR, XON/XOFF
<ul style="list-style-type: none"> Specifies the flow control scheme to be used when connecting to the remote site. 		
File transfer	ZMODEM	ASCII/ CompuServe B+/Kermit/ XMODEM/YMODEM
<ul style="list-style-type: none"> Specifies the file transfer protocol to be used when uploading and downloading. 		
Add prefix, Add suffix	Unchecked	Checked

Prefix and Suffix are specified under General Configuration in Chapter 15.

Table 8: Quick Book Parameters

Item	Default Setting	Other Settings
<ul style="list-style-type: none"> Specifies whether or not to include the dialing prefix or the dialing suffix. For instance, if you need to dial 9 to access an outside line, you will need prefix selected. 		
Dial	Dial as is	Long distance /Overseas/Toll-free
<ul style="list-style-type: none"> Specifies the method of dialing the number entered in Phone #1, #2, or #3. 		
Auto line-feed	Unchecked	Checked
<ul style="list-style-type: none"> Specifies whether or not to force a line feed after each line of the remote connection. 		
Local echo	Unchecked	Checked
<ul style="list-style-type: none"> Specifies whether or not to echo everything typed to the communication session window. 		
Select login script		
<ul style="list-style-type: none"> Specifies what login script will be used for this connection. 		
Make/edit login script		
<ul style="list-style-type: none"> Allows the creation/editing of a login script. 		
Enable login script	Unchecked	Checked
<ul style="list-style-type: none"> Specifies that the selected script will be used. 		
Max speed	9600	300/600/1200/2400/ 4800/14400/19200/ 38400/57600/115200
<ul style="list-style-type: none"> Maximum speed allowed for this communication session. 		
Terminal	TTY	ANSI
<ul style="list-style-type: none"> Specifies the terminal emulation mode to be used in this communication session. 		
Change file capture	capture.txt	User definable
<ul style="list-style-type: none"> Specifies the file name of the text file that will contain a recording of the complete data session. 		

Dialing options are specified under General Configuration in Chapter 15.

Table 8: Quick Book Parameters

Item	Default Setting	Other Settings
Enable session capture		<ul style="list-style-type: none"> Specifies whether or not to enable the capturing of the data session to the name specified in the previous item.
Overwrite	Unchecked	Checked
		<ul style="list-style-type: none"> Specifies whether or not to overwrite the file or append the recorded data to the end of the “captured” file name.
Dial out now		<ul style="list-style-type: none"> Immediately dials the number of the remote site.

Connect Using the Quick Book

1. Select the Quick Book entry from the drop-down list located in the tool bar of the main Data Communications window.



Figure 13.5 Select Quick Book Entry

COMMUNICATE! 10.0 will initialize the modem based on the settings specified for this entry.



2. Click *Dial* on the tool bar.

Uploading and Downloading

COMMUNICATE! 10.0 allows you to exchange files with other systems easily. Binary or text files can be uploaded (sending files to another system) or downloaded (receiving files from another system).

Before you can upload or download any binary or text file, you must have made an outbound call and connected successfully to a host. Refer to the sections “Making a Data Connection” and “The Quick Phone Book” for more information on how to connect to a host.

You must know the basic operations of the remote computer.

Uploading

Once the connection is established, your screen should display a menu, or some instructions should be received from the remote system.

1. Instruct the remote system that you want to upload data.

The instructions vary with different host systems. For example, for CompuServe, you first go to a Forum by typing something like “go mail”, select “Upload message”, at which point you choose a transfer protocol, such as XMODEM.

Your host will respond with a message saying that it is ready to receive your data. Once again, the working of this message varies with different host service providers. Usually the message is very easy to understand.

2. Click **Upload** on the tool bar of the communication session window of COMMUNICATE! 10.0, or select Transfer, Start Upload/Send from the menu.

You may need to select the transfer protocol to match that of the remote computer. See “Changing the Session Setup During Connection” later in this chapter.



COMMUNICATE! 10.0 will ask you to select the file you are going to upload.

A file selection screen will be displayed.

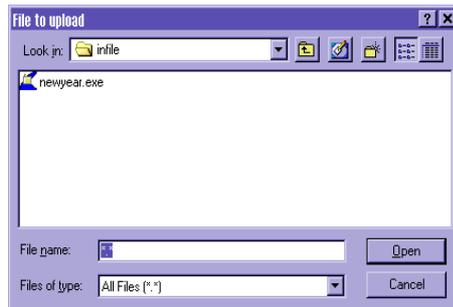


Figure 13.6 File Selection

3. Enter the name of the file to upload.
4. Click **OK**.

COMMUNICATE! 10.0 will start the uploading process automatically.

Downloading

Once the connection is established, your screen should display a menu or instructions sent by the remote system.

1. Instruct the remote system that you want to download data.

The instructions vary depending on the host system, for example, for CompuServe, you first go to a Forum by typing something such as “go mail”, select “Download message”, then choose a transfer protocol, such as XMODEM.

Your host will respond with a message that it is ready to send data. Once again, the message varies according to the host service providers

2. Click **Download** on the tool bar of the communication session window of COMMUNICATE! 10.0, or select Transfer, Start Download/Receive from the menu.

COMMUNICATE! 10.0 will ask you to enter the name of the file you want to download.

3. Type the name of the file, including the extension.

COMMUNICATE! 10.0 will start the download process.

The File Transfer Status dialog box will appear.



Figure 13.7

File Transfer Status

Changing the Session Setup During Connection

You may want to change the session setting while the connection is still on. An example would be switching to another data transfer protocol in order to match that of the remote computer.

1. Select Session/Edit Current Session from the main screen of the communication session window.

The Data Communication Setting dialog box will appear.

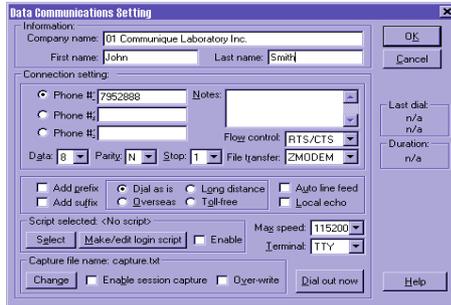


Figure 13.8 Data Communication Setting

Only Transfer Protocol, Local Echo On/Off, and Terminal Emulation can be changed during a connection.

The Session Setup dialog box is accessible only after a successful connection.

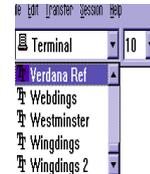
2. Make the changes you want.
3. Click **OK**.

Changing the Terminal Window Font

There are two ways to change the font characteristics on the terminal screen.

A: From the Button Bar

Select the desired font and size from the drop-down menu on the button bar. The whole data communication session window will automatically be adjusted.



B: From the Edit Menu

1. Select *File/Choose Font* from the menu.

The Font dialog box will appear.

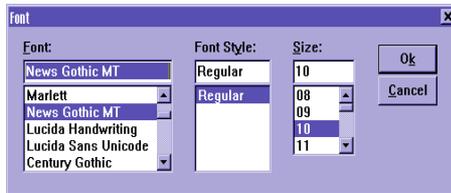


Figure 13.9 Font Dialog Box

2. Select the desired font and size.
3. Click **OK**.

Receiving Data Calls

By default, COMMUNICATE! 10.0 is set to answer in All (Auto-detect) mode. To change the default or to switch it to be ready for receiving data only, refer to Chapter 15: *General Configuration*, and select one of the following receive modes from the Hardware tab:

All (Auto-detect)

COMMUNICATE! 10.0 will answer the inbound call in either Fax, Voice, BBS, or Dumb Terminal.

Fax

COMMUNICATE! 10.0 will answer the inbound call as a fax machine.

Voice

COMMUNICATE! 10.0 will answer the inbound call as a voice answering machine.

BBS

COMMUNICATE! 10.0 will answer the inbound call as a Mini-Host for unattended file transfers.

Dumb Terminal

COMMUNICATE! 10.0 will answer the inbound call as a data call and operate as a dumb terminal.

Setting Up Mini-Host and Users

COMMUNICATE! 10.0 has built in mini-host (BBS) capabilities that allow users to perform the following unattended electronic bulletin board functions:

- File transfer: uploading and downloading
- Set up user accounts with password protection
- Private and public messages
- Fax/data message retrieval
- Chatting with sysop (system operator)

Defining Mini-Host Users

Setting up user accounts for the mini-host is easy.

1. Select *File, Remote User Setup* from the main window of the data communication session.

The Mini-Host User List will appear.

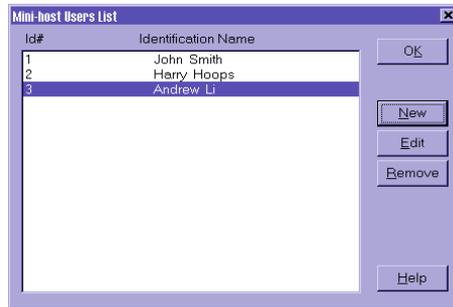


Figure 13.10 Mini-Host User List

To add a new mini-host user:

2. Click **New**.

To edit an existing mini-host user, highlight the name and click **Edit**.

The Mini-Host Setup dialog box will appear.

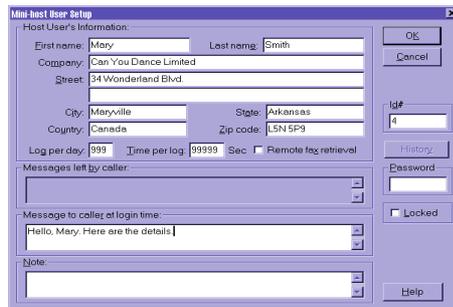


Figure 13.11 Mini-Host User Setup

The following table details the items in the mini-host user information:

Table 9: Mini-Host Setup Information

Field	Comments
ID#	This is the account's identification number. The caller will have to use this as a login name when dialing into the mini-host.
Password	This is the account's login password and is optional. If nothing has been typed in, the caller will not need a password to login.
Locked	You may select whether or not to lock this account. If it has been locked, no caller can login with this account number even if a correct password is provided.
First name, Last name, Company name, Address	These are the account's information.
Log per day	Number of logins allowed per day for this account.
Time per log (in seconds)	Maximum duration allowed per session.
Message left by user	Private message for the System Operator.
Message to user at login time	This message will be displayed when the caller logs in.
Notes	Notes about this mini-host account.
How Callers Use the Mini-Host	Callers should configure their communications software to 8 data bits, no parity and 1 stop bit before dialing into the COMMUNICATE! 10.0 mini-host.

COMMUNICATE! 10.0 must be set to either All (Auto-detect) or BBS mode for callers to be able to access files.

When callers dial in and connect, COMMUNICATE! 10.0 will ask them to type in their login name and password. The information should match what has been set up for their accounts.

After a successful login, callers will see a menu on the terminal screen and be prompted to enter one of the following choices.

Table 10: Terminal Choices

Character	Explanation
F	Display directory of downloadable files List of files in the download directory will be displayed to the remote user.
D	Download (receive) file(s) from Mini-host Remote user can choose this option when they are ready to receive files from the mini-host. They can only download files from the following directory: <main path>\datacomm\outfile.
U	Upload (send) file to Mini-host Remote users can choose this option when they are ready to send files from the mini-host. All files that remote users upload to the mini-host will be stored in the following directory: <main path>\datacomm\infile.
T	Transfer protocol selection Allows remote users to select the file transfer protocol to be used when uploading or downloading files.
C	Chat with sysop The host will “ring” for on-screen chatting. Normally, remote users will then enter into the “split-screen chatting mode” to chat with the system operator.
M	Leave a message to sysop (System Operator) This option allows the remote user to leave a private message for the system operator.
R	Retrieve fax images Remote users are able to retrieve inbound faxes. Mini-host will scan for new faxes received and ask the remote user to select the one to retrieve.

Table 10: Terminal Choices

Character	Explanation
L	Login as different user The remote user will be asked for a new login name and password to login as a different mini-host user.
P	Change the login password Allows the remote user to change their login password.
Q	Quit Mini-host session Allows the remote user to log out, terminate the mini-host session, and hang up the telephone line.

Configuring the Mini-Host Session

To configure the setup of the Mini-host receive mode session, refer to Chapter 15: *General Configuration* for more details.

Configuring Dumb Terminal

Dumb Terminal mode is the most rudimentary data communication method. In this mode, everything must be done manually. COMMUNICATE! 10.0 simply answers the incoming call and establishes a valid connection with the remote caller. That's it! Now, if the remote party types "abc", your session window will show "abc". If you type "def", the remote party session window will show "def". If you wish to upload a file, you will need to manually start your uploading while the remote party manually starts the downloading.

To configure the Dumb Terminal operations, refer to Chapter 15: *General Configuration* for more details.

Configuring File Transfer Protocol

Different file transfer protocols have different characteristics. To specify the options for different File Transfer Protocols, refer to Chapter 15: *General Configuration* for more details.

Configuring Terminal Emulation

When connected to a bulletin board or other service, your computer is simulating a terminal connected to that remote location. The remote computer may use special commands, such as where to position the cursor and when to clear the screen. Your computer must be able to interpret those commands in order to correctly display the data received.

To specify the options for various Terminal Emulation modes, refer to Chapter 15: *General Configuration* for more detail.

Script Language

Each phone book record can utilize a script language to make often repeated tasks, like connecting to a BBS or other services, a one-step process. The script file can be used to call, select certain options, then disconnect, thus automating an entire session. Most people will use the script commands to make login easier.

COMMUNICATE! 10.0 has a very easy-to-use login script language. In the current version of COMMUNICATE! 10.0 there are only 56 functions, 2 variable types, 4 operators, 6 comparison symbols, and 2 conditional statements.

Auto-Learn

COMMUNICATE! 10.0 has an intelligent auto-learning capability for login scripts. Using this feature, login scripts for many BBS can be generated automatically, saved, and then used repeatedly.

Before establishing a connection to a remote computer:

1. Click **Auto-Learn**.

The Script File dialog box will appear.



Figure13.12

Script File

2. Type a file name to store the new script.
3. Click **OK**.

The auto-learner has been activated and the Auto-learn button is flashing.

4. Make your outbound connection.

COMMUNICATE! 10.0 will record all the conversation between your terminal and the remote site.



To stop recording:

5. Click the flashing *Auto-learn* button.

The Auto-learn button will stop flashing and a new script file with the file name you entered will have been generated.

You will be prompted whether or not you want to use the new script every time you log in to this particular remote site.

6. Click *Yes* or *No*.

Chapter 14: Other Functions

Multi-User Application

COMMUNICATE! 10.0's is a multi-user application. There are two types of users: The Administrator and General Users.

Administrator

There is only one Administrator - the user who installs COMMUNICATE! 10.0. The Administrator has access rights to all phone books created by all users, as well as access to all the inbound and outbound records of all users.

If you are the only user of the software, there is probably no need to create any general users.

General Users

There can be many general users. A general user is created by the Administrator. General users can access all the COMMUNICATE! 10.0 features but can only access those phone books, inbound/outbound log records, and mailboxes created by or belonging to them.

Each user will have a separate set of configurations.

To create/edit users:

1. Right-mouse click on the main interface.

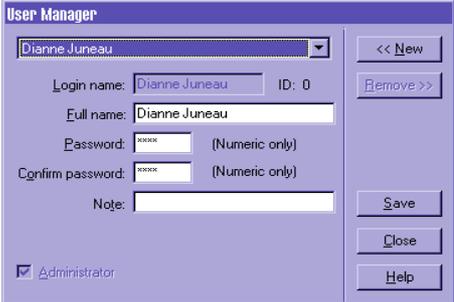


Figure 14.1

Menu Options

2. Select *User/User manager*.

The User Manager screen will appear.



The screenshot shows a window titled "User Manager" with a purple header. It contains a dropdown menu at the top left with "Dianne Juneau" selected. Below this are fields for "Login name:" (Dianne Juneau), "ID:" (0), "Full name:" (Dianne Juneau), "Password:" (masked with asterisks), "Confirm password:" (masked with asterisks), and "Note:" (empty). On the right side, there are buttons for "<< New", "Remove >>", "Save", "Close", and "Help". At the bottom left, there is a checked checkbox labeled "Administrator".

Figure 14.2

User Manager Screen

OCR

If you have installed COMMUNICATE! 10.0's optional OCR (Optical Character Recognition) engine, you can convert fax images into other formats for editing.

There are 2 ways to invoke the OCR engine.

1. Click the **OCR** menu, from the fax viewer.

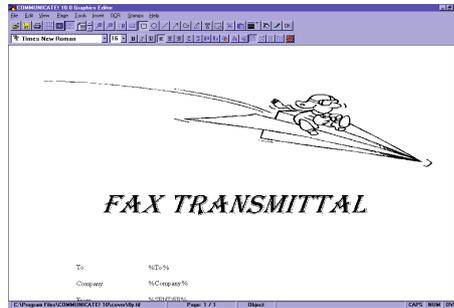


Figure 14.3

Fax Viewer

OR

2. Right-mouse click on the main interface.



Figure 14.4

Menu Options

3. Select **File/OCR**.

The OCR Configuration screen will appear.

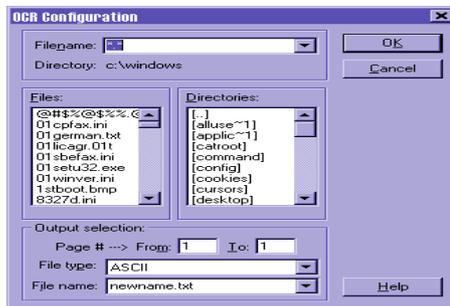


Figure 14.5 OCR Configuration Screen

4. Select the source file.
5. Select a file type.
6. Type an output file name.
7. Click **OK**.

The OCR process will begin.

Depending on the length and complexity of the document, the OCR process can take from a few seconds to a few minutes.

The accuracy of the OCR conversion will depend on the clarity of the source document.

Scanning Images

Almost all scanners currently on the market are TWAIN compatible.

COMMUNICATE! 10.0 can activate your TWAIN-compatible scanner to scan documents. Although your scanner is capable of scanning many different resolutions and color documents, COMMUNICATE! 10.0 will create only black-and-white images for fax transmission (fax resolutions only - 96 x 203 dpi or 196 x 203 dpi).

To invoke the scanning option:

1. Right-mouse click on the main interface.



Figure 14.6

Menu Options

2. Select **File/Scan Image**.

You will be prompted to select a file name to store the scanned image.

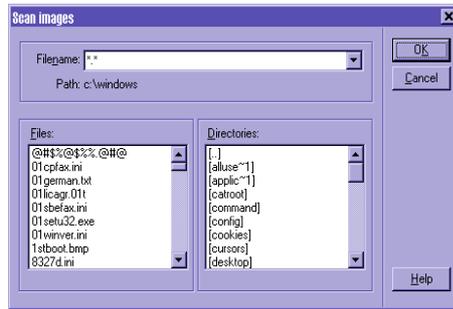


Figure 14.7 File Name Selection

3. Type a file name.
4. Click **OK**.

The TWAIN device selection screen will appear.

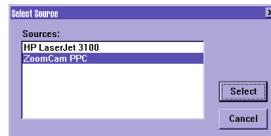


Figure 14.8 Select Source

5. Select the scanner device you want to use (usually there is only one).

The Scan Settings screen will appear.

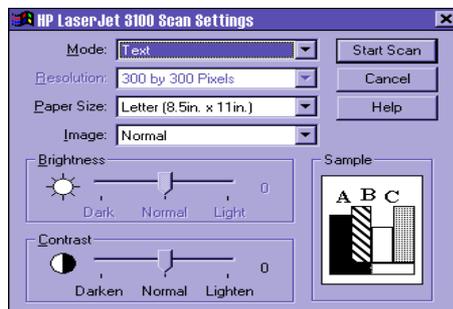


Figure 14.9 Scanner Screen

This scanner interface may be different, depending upon your scanner model/driver version.

6. Select the target resolution.
7. Click **Start Scan**.

The scanning process will begin. Depending on the scanner, this process usually takes about 10 seconds.

Photocopying

This option makes use of the TWAIN-compatible scanner and the printer to perform a photocopying function. However, the copying resolution is limited to fax-fine (196 x 203 dpi).

You must have a TWAIN-compatible scanner and a printer - both properly installed - to use the photocopying feature.

To invoke the photocopying option:

1. Right-mouse click on the main interface.



Figure 14.10

Menu Options

2. Select **File/Photocopy**.

The TWAIN device selection screen will appear.

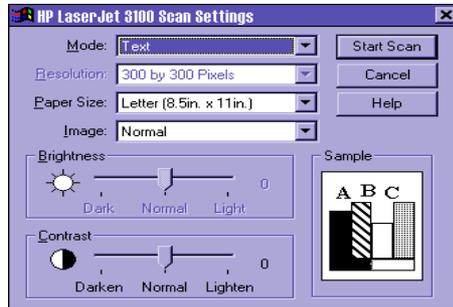


Figure 14.11

Select Source

3. Select the scanner device you want to use (usually there is only one).

The Scan Settings screen will appear.



This scanner interface may be different, depending upon your scanner model/driver version.

Figure 14.12 Scanner Screen

4. Select the target resolution.
5. Click **Start Scan**.

A print dialog box will appear.

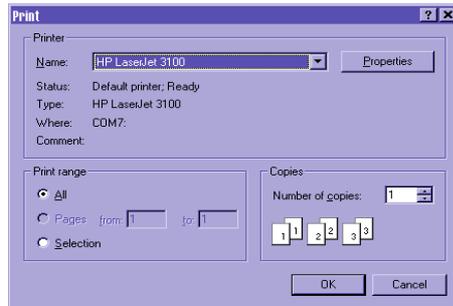


Figure 14.13 Print dialog box

6. Complete the appropriate information, i.e. number of copies.
7. Click **OK**.

COMMUNICATE! 10.0 will activate the scanner in the same way it does for scanning an image file except the scanned image will be printed to the printer rather than stored as an image file.

Installing a Print Macro

You can have COMMUNICATE! 10.0 automatically install print macros to MS-Word for Windows. This will create an item called “Use01COMMUNICATE!” in the File menu of MS-Word. When this new item is selected, the document that is currently displayed in the

application will print-to-fax and the COMMUNICATE! 10.0's Message Composer will appear in fax mode where you can enter the destination information.

This provides a one-step process for sending a fax. Changing the destination printer and restoring it to the original setting is no longer required.

To install a print macro:

1. Right-mouse click on the main interface.



Figure 14.14

Menu Options

2. Select *Options/Install macro for MS-WORD* or (*Install macro for MS-WORD (Office 97)*).

Before proceeding, Microsoft Word will present a warning that the document you are about to open contains macros and that macros may contain viruses which could harm your computer. It is perfectly safe to enable the macros in this document.

3. Click *Enable Macros*.

COMMUNICATE! 10.0 will open MS-Word, install the macro, then close MS-Word automatically.

You will see a message, "A new file menu item --- Use01Communicate! has been added."

4. Click *OK*.

At this point, your MS-Word File menu will contain the "Use01COMMUNICATE!" item.

Converting Images

COMMUNICATE! 10.0 supports a number of different graphic file formats that can be converted from one file format to another.

Here's how it's done:

1. Right-mouse click on the main interface.



Figure 14.15 Menu Options

2. Click **File/Convert Image**.

The Convert File dialog box will appear.

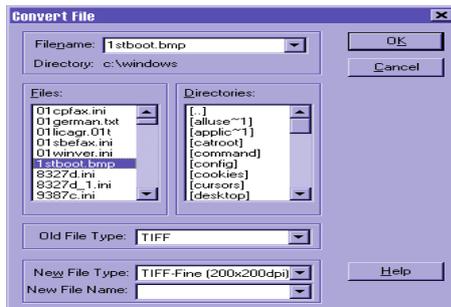


Figure 14.16 Convert File

3. Select the source file and new file type.
4. Name the target file and select the type of file it will become.
5. Click **OK**.

COMMUNICATE! 10.0 will convert the file according to your selection.

Converting Voice Files

COMMUNICATE! 10.0 can also convert voice files from one format to another.

Here's how it's done:

1. Right-mouse click on the main interface.



Figure 14.17

Menu Options

2. Click **File/Convert Sound**.

The Sound conversion screen will appear.

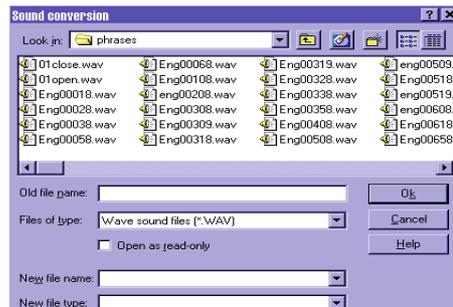


Figure 14.18

Sound conversion

3. Select the source file name.
4. Enter the target file type you want to use and a new file name.
5. Click **OK**.

COMMUNICATE! 10.0 will convert the source file into the target file type. The old file will be overwritten with the new file format.

PART III:
REFERENCES

Chapter 15: General Configuration

Data Communication Configuration

Introduction

Most general users may not need to access this chapter to use COMMUNICATE! 10.0. However, the application is so powerful you can tailor almost any setting to suit your particular preference; this chapter will describe how this is done.

Unlike other chapters, this one contains higher level technical issues. If you have difficulty understanding any material please contact our technical support.

All setup and configuration features are accessed from one place, the SetUp button on the Main Interface. To access Set Up:

1. Click **Setup** on the main interface.

The Configuration dialog box will appear.

You also can access the Configuration dialog box by right-mouse clicking and selecting Options/Configuration.

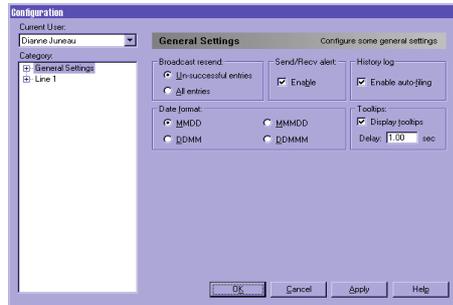


Figure 15.1

General Settings

Multi-user

Since COMMUNICATE! 10.0 is a multi-user software application, each user will have a separate configuration.

General Settings

These settings apply to all lines. This is where you enter or change preferences, such as user information and hardware configuration.

After making changes on any configuration screen:

1. Click **Apply** to accept the changes you made.
2. Click **OK** to exit the Configuration Dialog Box.

User Information

Figure 15.2 User Information

To register via e-mail, you must have set up your e-mail account.

To register via fax, a long distance fax call may be required.

The company name, first name, and last name you enter will be used as the fax banner line. The balance of the information will only be used as a record and for registration purposes. You may choose to electronically register the software by fax or e-mail.

Hardware Configuration

Figure 15.3 Hardware

Scanner:

COMMUNICATE! 10.0 supports virtually all TWAIN scanners.

TAPI:

COMMUNICATE! 10.0 supports both TAPI and direct modes when dealing with the modem. The default is TAPI.

Dialing Options

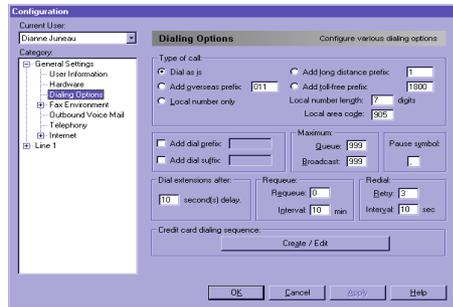


Figure 15.4

Dialing Options

“Local number length” works in conjunction with the “local number only” setting. When choosing to dial a local number only, it will dial only the number of digits specified in the “local number length” counting from the right.

Type of call:

This sets up the default setting used during fax and outbound voicemail dialing.

Default = 7

Local area code:

This controls the telephone dialing. When you make a telephony call from the phone book, based on this setting, COMMUNICATE! 10.0 will automatically determine if a ‘1’ must be added or the area code should be trimmed.

Default = area code you entered during installation

Add dial prefix:

This results in a prefix being added to the front of any call.

Default = not checked (For example, ‘9’ when calling from a hotel room.)

Add dial suffix:

This results in a suffix being added to the end of any call.

Default = not checked

Maximum queue:

This is the maximum number of jobs that can accumulate in the job queue. Default = 999

Maximum broadcast:

This is the maximum number of broadcast destinations you can send at a time.

Default = 999

Pause symbol:

This controls which character in a dialing string will indicate a pause.

Entering ',' will create a 2 second pause.

Default = ,

Dial extension after:

This controls the delays between dialing the main number and the extension during a telephone or outbound voicemail call. Dial extensions help get through most PBX systems to reach a user.

Default = 10 seconds

Requeue:

This controls how many times to requeue each outbound fax, e-mail, or voicemail job. Requeue is only meaningful for broadcast jobs. This feature will automatically re-submit the job after completing the whole list without successfully reaching 100% of the destinations.

Retry:

This controls how many times to retry after each unsuccessful transmission of an outbound fax, e-mail, or voicemail.

Default = 3

Interval:

This controls the time delay for each retry.

Default = 10 seconds

Credit card dialing sequence:

This sets up one or more credit card dialing sequences to use for outbound fax and voice-mail dialing.

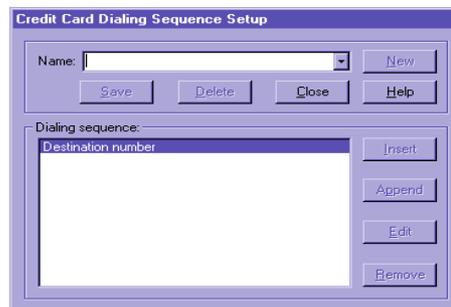


Figure 15.5 Credit Card Dialing Sequence

If you have more than 1 calling card, you can create different sequences and identify each setting with a unique name. The mechanism is set to define the calling and delay sequences before and after the dialing string. The dialing string will be a combination of the main dialing string plus any settings indicated in this dialing option.

The following is an example of a dialing sequence setting:

- Credit card logic prefix (if any)
- Any prefix general selection (if any)
- Destination number**
- Any suffix general selection (if any)
- Credit card logic suffix (if any)

Fax Configuration

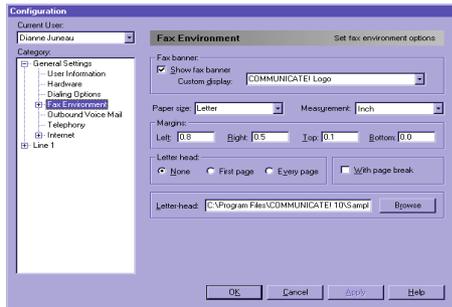


Figure 15.6 Fax Environment

Show fax banner:

This controls whether or not to display the fax banner.

Default = checked

Custom display:

This controls the display of the 2nd field from the right of the fax banner. You may choose to display the destination’s company name, first name, last name or customize - 40 char max. If you do not wish to display anything, choose “customize” - 40 char max and delete the text.

Default = COMMUNICATE! Logo

Paper size/Measurement/Margins/With page break:

These settings control how to format a plain text file as an outbound fax. Plain text files (no format ASCII files) are rarely used nowadays.

Letterhead:

This controls whether or not to add a letterhead image to the first or all pages of the outbound fax. You can select the letterhead file in the edit box below this setting.

Default = none

Fax Cover Page

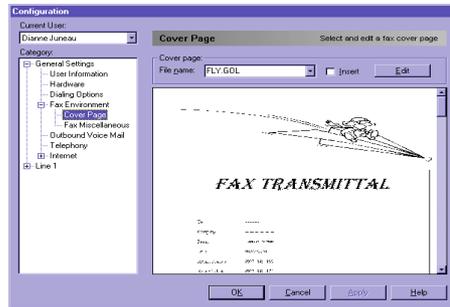


Figure 15.7

Fax Cover Page

The preview box lets you view the currently selected cover page.

This screen allows you to define whether or not, by default, to insert a cover page when composing an outbound fax message.

Default = not checked

You may also change the default cover page or edit/create one yourself.

Fax Miscellaneous

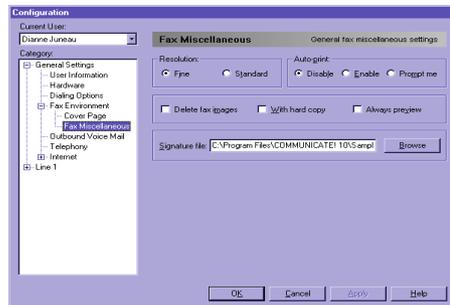


Figure 15.8

Fax Miscellaneous

Resolution:

This sets the default resolution when composing an outbound fax.

Default = fine

Auto-print:

This controls whether or not you want inbound faxes automatically sent to the printer. You can choose to print using the default printer or to be prompted to select a printer.

Default = disabled

Delete fax images:

This controls the default setting in the Message Composer that determines whether or not to automatically delete fax images after sending.

Default = not checked

With hard copy:

This controls whether or not to automatically print a hard copy before sending.

Default = not checked

Always preview:

This controls whether or not you preview the fax before sending.

Default = not checked

Signature file:

This defines the graphics file of your signature so you can conveniently add it during preview of an outbound fax. You can create your signature image by signing a piece of paper, scanning the signature, using the Graphics Editor to cut it, and then exporting it as a black and white .tif file; or you can fax a copy of your signature to COMMUNICATE! 10.0 and then cut it from the inbound fax image.

The advantage to deleting fax images after sending is to save hard disk space. The disadvantage is that you will not be able to view the fax image again in the outbound log.

Outbound Voicemail

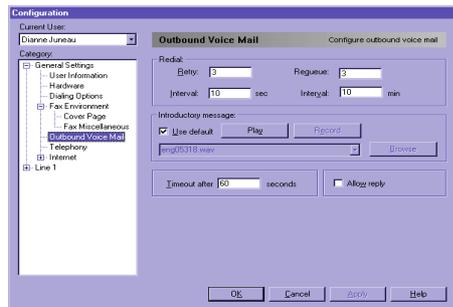


Figure 15.9 Outbound Voicemail

Redial/Interval:

Similar to fax, this controls the number of redial cycles and the interval between each redial.

Default = 3 times, 10 seconds

Requeue/Interval:

Similar to fax, this controls the number of requeue cycles and the interval between each cycle.

Default = 3 times, 10 seconds

Introductory message:

This controls whether to use the default introductory message or to record your own message.

Default = use default message

Time-out after:

This controls the maximum time to allow the introductory message to play before playing the outbound voice message. This is effective when the destination address uses an answering machine and there is no one to press 1 to listen to your message. This will ensure a message is recorded.

Allow reply:

This controls whether or not the Message Composer will allow a reply during the composing of the outbound voice message. Allowing a reply means the remote listener can choose to record a message for reply in the General Mailbox.

Default = not checked

Telephony Configuration

IMPORTANT:

In some jurisdictions, it is a legal requirement to emit a beep during on-line conversation recording. In other jurisdictions, it is illegal to capture on-line conversations unless both parties are aware of this activity. If you are unsure of the requirements in your jurisdiction, please clarify with legal authorities before using this feature.

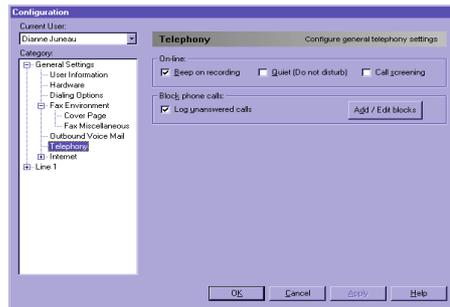


Figure 15.10

Telephony

Beep on recording:

This controls whether or not to emit a beep before beginning the on-line conversation recording.

Default = checked

Quiet:

This controls whether or not COMMUNICATE! 10.0 should ring when detecting an incoming call. This is the same setting as the Quiet button on the main interface.

Default = not checked



Call screening:

This controls whether or not COMMUNICATE! 10.0 should play the whole inbound voicemail process to the sound card so you can decide whether or not to pick up the call. This is the same setting as the Screen button on the main interface.
Default = not checked

Log unanswered calls:

This controls whether or not to log all the calls that hang up before COMMUNICATE! 10.0 can answer the line.
Default = checked

Block phone calls:

This allows you to block selected phone calls. You can define a list of phone numbers that COMMUNICATE! 10.0 will refuse when detected. COMMUNICATE! 10.0 will inform the caller that the phone number they have dialed is not available.
Default = empty



You must subscribe to the CallerID service from your phone company and have a modem that supports CallerID in order for this feature to work.

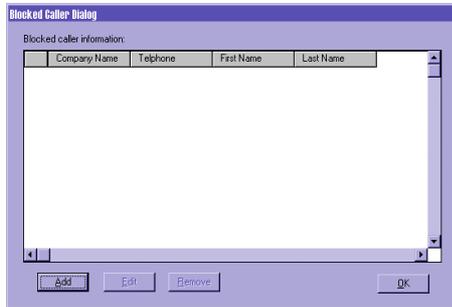


Figure 15.11 Call Blocking

Internet Configuration

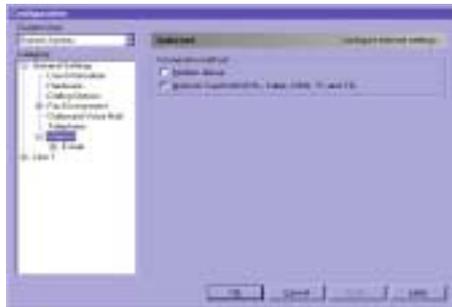


Figure 15.12 Internet

If you change to "Network card,...", COMMUNICATE! 10.0 will immediately start a search for the IP address of your current session. If found, the IP address will be displayed on the Internet Shelf.

Some service providers may impose additional charges if you leave too many messages on their e-mail servers.

If your Internet Service Provider (ISP) charges by connection time, you may want to automatically hang up to save money.

The disadvantage of using the ISP's mail server is that there is usually a limit on the number of broadcasts allowed, plus each recipient will see the names of all recipients of the broadcast. If you have COMMUNICATE! 10.0 do the broadcast one at a time, it may take longer to complete the broadcast but there is no limit to the number of broadcast instances, plus each recipient sees only their own name.

Connection method:

Identify which connection method to use: modem dial-up, or high-speed dedicated connection method via a network card, xDSL, cable, T1, or T3.

Default = modem dial-up

Internet E-mail

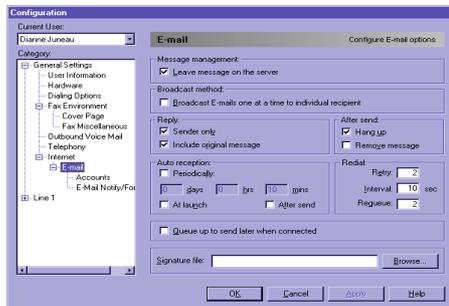


Figure 15.13

Internet E-mail

Message management:

This controls whether or not the message should be removed from the e-mail server after retrieval. You may want to leave your messages on the server for retrieval in case you accidentally delete a message in the Message Center. However, there is a limit to how many messages you can store on the e-mail server. You can check with your ISP about the limit.

Default = remove message from ISP

After send:

You can choose to automatically hang up and disconnect the Internet connection after sending or receiving an e-mail. This option is irrelevant to anyone using a dedicated connection through a network card, xDSL, or cable.

Default = Hang up

Reply:

This determines whether or not to automatically include the original message in your reply.

Default = Include original message

Broadcast method:

This determines whether to send all the broadcast instances at once via the ISP's e-mail server or let COMMUNICATE! 10.0 send them one at a time.

Default = ISP's mail server.

Auto-reception:

You can set up COMMUNICATE! 10.0 to automatically receive e-mail. There are 3 ways to do this.

1. Every time you launch COMMUNICATE! 10.0 - selected in your e-mail configuration.
2. Every time you successfully send an e-mail message - selected in your e-mail configuration.
3. At a specified hour/minute/second - selected in your e-mail configuration.

You can select all three methods.

Default = none

Retry/Interval/Requeue:

Similar to fax, this will set up the default number of retries, the requeue time, as well as the interval between retries.

Default = 3/10 seconds/0

Queue up to send later when connected:

This will allow outbound e-mail to accumulate and to be sent together when an Internet connection is established. This is very useful when you have a lot of e-mail to send but you connect through a dial-up connection. You avoid having to dial, send, and hang up for each message.

Default = not checked

Signature file:

This is the ASCII .TXT file you can append to the end of each e-mail message.

Don't choose too short a time interval between automatic e-mail retrieval. This will tie up too much time on your ISP's e-mail server.

Internet E-mail Accounts

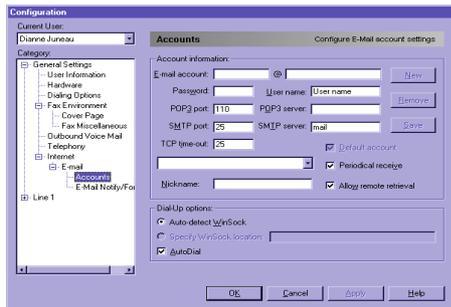


Figure 15.14 Internet E-mail Accounts

This is a very important setting. You can configure multiple e-mail accounts.

To add a new account:

1. Click **New**.
2. Fill in the following information.

If you are not sure of the user name, password, POP3/SMTP server addresses, consult your ISP's technical support line. They will be able to provide this information.

E-mail account:

This is the e-mail identifier, such as JohnSmith@isp.com.

User name:

This is the e-mail account name your ISP gave you. In many cases, it is the same as your e-mail name, such as JohnSmith. However, in some cases, it can be a different combination of numbers and letters.

Password:

This is the e-mail account password. Without this, you will not be able to receive any e-mail.

POP3port:

This is the port to use in Winsock to connect to the POP3 server. The unwritten standard is 110. However, if your ISP uses a different number you will need to contact their technical support for this information.

Default = 110

TCP timeout:

This is the length of time allowed without any action from the TCP connection before dropping the connection.

Default = 25

Default account:

This indicates if you want the current account to be the default account used for inbound and outbound e-mail activity. Only one account can be the default, therefore, if you have more than one account, other accounts will automatically be unchecked.

Periodical receive:

This tells whether or not the account will be checked periodically.

Default = checked

Allow remote retrieval:

This allows you to check remotely for e-mail.

Default = not checked

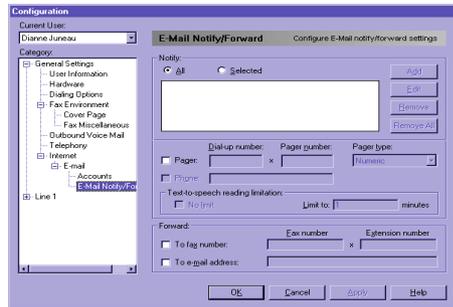
Internet E-mail Notify/Forward

Figure 15.15 E-mail Notify/Forward

You can set up COMMUNICATE! 10.0 to notify you only when you receive e-mail from selected addresses, or to notify you every time you receive any e-mail.

Selected Notification:

COMMUNICATE! 10.0 allows you to select whether to be notified of all inbound e-mail messages or only messages from selected senders. This feature is useful if you only want to be notified of e-mail messages from certain customers or contacts. To activate this feature, click the *selected* radio button, then use the *add* button to create your desired list.

Phone:

This is the phone number you want COMMUNICATE! 10.0 to notify. This can be a regular phone, an analog cellular phone, or a digital cellular phone.

Forward to fax number:

This controls whether or not to forward an e-mail message body automatically to a fax machine.

Forward to e-mail address:

This controls whether or not to forward the e-mail message automatically to another e-mail address.

The system is not able to forward an attachment to a fax machine.

Line Settings

Line - Configuration

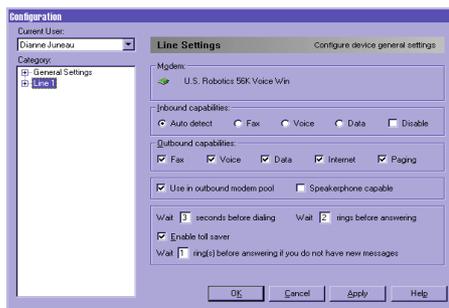


Figure 15.16

Line Settings

Modem:

This indicates which modem has been assigned to this line.

Inbound capabilities:

This sets the inbound capability of the line. This setting depends on the maximum capability of the modem assigned to the line.

Default = Auto detect

Outbound capabilities:

This sets the outbound capability of the line. This setting depends on the maximum capability of the modem assigned to the line.

Default = everything

Use in outbound modem pool:

This controls whether this modem will be part of the outbound modem pool.

Default = checked

Wait ... seconds before dialing:

This controls the time delay between hearing the dial tone and dialing the first digit.

Default = 3 seconds

Wait ... rings before answering:

This controls the number of rings before picking up the line.

Default = 2

Enable toll saver:

This controls whether or not to enable the toll-saver feature. The toll-saver feature allows the system to answer after fewer rings if there are new messages in the mailbox but answer after a greater number of rings if the mailboxes are empty. This notifies the user of new messages without COMMUNICATE! 10.0 answering the call. Long distance charges can be avoided by invoking this feature.

Default = enabled

Wait ... rings before answering if you do not have new messages:

This works in conjunction with the toll-saver option.

Default = 4

This setting can never be smaller than the standard "rings before answer".

Line - Fax

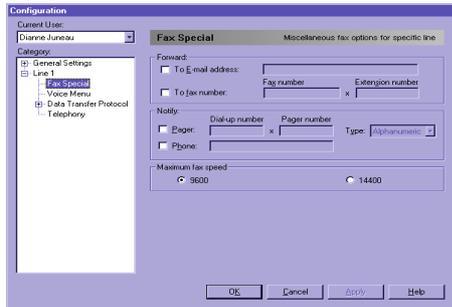


Figure 15.17

Fax Special

Forward to e-mail address/fax number:

This determines if the general inbound faxes are going to be forwarded to a fax machine or an e-mail address as an attachment.

Notify telephone:

This determines if after receiving any general inbound faxes, COMMUNICATE! 10.0 will notify your telephone.

Maximum fax speed:

This controls the maximum connect speed this fax line will attempt.

Default = 14400

These forwarding and notification settings apply only to those faxes that are not received in any mailbox.

Line - Voice Menu

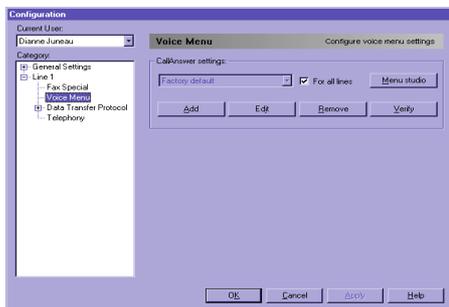


Figure 15.18 Voice Menu

The Voice Menu configuration options are extensive and involve many more options than most configuration topics. Therefore, we have elaborated on the options more fully and presented them separately in Chapter 16.

Line - Data Transfer Protocol

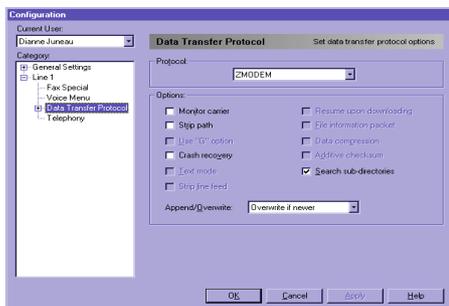


Figure 15.19 Data Transfer Protocol

The Data Transfer Protocol screen deals with the setup of rules your modem and another modem will use to communicate.

Table 11: Data Transfer Protocol Settings

Item	Default Setting	Other Settings
Monitor carrier	Unchecked	Checked
<ul style="list-style-type: none"> Specifies whether or not to continue monitoring the carrier signal after connection has been made. 		
Strip path	Unchecked	Checked
<ul style="list-style-type: none"> Specifies whether or not to strip out the path (i.e. leave only the file name portion) during file transfer. 		
Use G option	Unchecked	Checked
<ul style="list-style-type: none"> Specifies whether or not to use the G option during file transfer. 		
Crash recovery	Unchecked	Checked
<ul style="list-style-type: none"> Specifies whether or not to activate crash recovery options. 		
Text mode	Unchecked	Checked
<ul style="list-style-type: none"> Specifies whether or not to treat data as a text file. 		
Strip line feed	Unchecked	Checked
<ul style="list-style-type: none"> Specifies whether or not to strip off the line feed character during a file transfer. 		
Resume upon download	Unchecked	Checked
<ul style="list-style-type: none"> Specifies whether or not to resume a file transfer from the point of a crash or the beginning. 		
File information packet	Unchecked	Checked
<ul style="list-style-type: none"> Specifies whether or not to use a file information packet during a file transfer. 		
Data compression	Unchecked	Checked
<ul style="list-style-type: none"> Specifies whether or not to use data compression during a file transfer. 		
Additive checksum	Unchecked	Checked
<ul style="list-style-type: none"> Specifies whether or not to use additive checksum during a file transfer. 		

Table 11: Data Transfer Protocol Settings

Item	Default Setting	Other Settings
Search sub-directory	Checked	Unchecked
		<ul style="list-style-type: none"> Specifies whether or not to search all sub-directories during a file transfer.
Append/Overwrite	Overwrite if never	None Never or longer Append to file Overwrite always CRC differs Overwrite if protected Never append/overwrite
		<ul style="list-style-type: none"> Specifies whether or not to add to the end of a file or to overwrite the file when the same file name already exists during file transfer.

Line - Data/Mini-Host

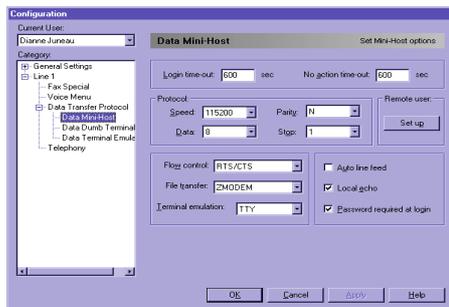


Figure 15.20

Data Mini-Host

Table 12: Mini-Host Settings

Item	Default Setting	Other Settings
Login time-out	600	User definable
		<ul style="list-style-type: none"> Time in seconds user has on host before user is logged out.
No action time-out	600	User definable
		<ul style="list-style-type: none"> Time in seconds before user is logged out if there isn't any action on the host.

Table 12: Mini-Host Settings

Item	Default Setting	Other Settings
Protocol:		
Speed	115,200	2400/4800/9600/38400 57600/115200/230400
<ul style="list-style-type: none"> Maximum speed allowed for this communication section. 		
Parity	N(No)	E(Even)/O(Odd)
<ul style="list-style-type: none"> Data packet parameter. It must match that of the remote site. 		
Data	8	7
<ul style="list-style-type: none"> Data packet parameter. It must match that of the remote site. 		
Stop	1	2
<ul style="list-style-type: none"> Data packet parameter. It must match that of the remote site. 		
Flow control	RTS/CTS	DTR/DSR, XON/XOFF
<ul style="list-style-type: none"> Specifies the flow control scheme to be used when connecting to the remote site. 		
File Transfer	ZMODEM	ASCII//CompuServe B+/Kermit/XMODEM/YMODEM
<ul style="list-style-type: none"> Specifies the file transfer protocol to be used when uploading and downloading files. 		
Terminal emulation	TTY	
<ul style="list-style-type: none"> Specifies the terminal emulation mode to be used in this communication session. 		
Auto line-feed	Unchecked	Checked
<ul style="list-style-type: none"> Specifies whether or not to force a line feed after each line of the remote connection. 		
Local echo	Checked	Unchecked
<ul style="list-style-type: none"> Specifies whether or not to echo everything that is typed into the communication session window. 		
Password required at login	Checked	Unchecked
<ul style="list-style-type: none"> Specifies if a password must be entered when remote site is connecting. Not available for Dumb Terminal. 		

Line - Data/Dumb Terminal

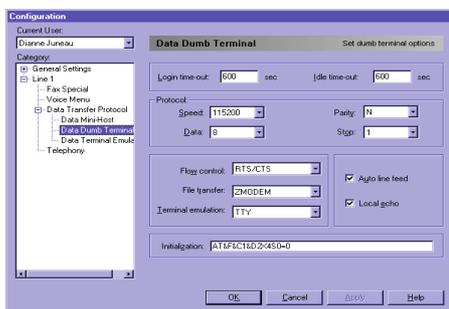


Figure 15.21 Data Dumb Terminal

Table 13: Dumb Terminal Settings

Item	Default Setting	Other Settings
Login time-out	600	User definable
<ul style="list-style-type: none"> Time in seconds user has on host before user is logged out. 		
Idle time-out	600	User definable
<ul style="list-style-type: none"> Time in seconds before the user is logged out if there isn't any action on the host. 		
Protocol:		
Item	Default Setting	Other Settings
Speed	115,200	2400/4800/9600/38400 57600/115200/230400
<ul style="list-style-type: none"> Maximum speed allowed for this communication section. 		
Parity	N(No)	E(Event)/O(Odd)
<ul style="list-style-type: none"> Data packet parameter. It must match that of the remote site. 		
Data	8	7
<ul style="list-style-type: none"> Data packet parameter. It must match that of the remote site. 		
Stop	1	2
<ul style="list-style-type: none"> Data packet parameter. It must match that of the remote site. 		

Table 13: Dumb Terminal Settings

Item	Default Setting	Other Settings
Flow control	RTS/CTS	DTR/DSR, XON/XOFF
		<ul style="list-style-type: none"> Specifies the flow control scheme to be used when connecting to the remote site.
File Transfer	ZMODEM	ASCII//CompuServe B+/Kermit/XMODEM/YMODEM
		<ul style="list-style-type: none"> Specifies the file transfer protocol to be used when uploading and downloading files.
Terminal emulation	TTY	
		<ul style="list-style-type: none"> Specifies the terminal emulation mode to be used in this communication session.
Auto line-feed	Checked	Unchecked
		<ul style="list-style-type: none"> Specifies whether or not to force a line-feed after each line of the remote connection.
Local echo	Checked	Unchecked
		<ul style="list-style-type: none"> Specifies whether or not to echo everything that is typed into the communication session window.
Initialization	AT&F&CI&D2X4S0=0	
		<ul style="list-style-type: none"> String used to initiate the modem.

Line - Data/Terminal Emulation

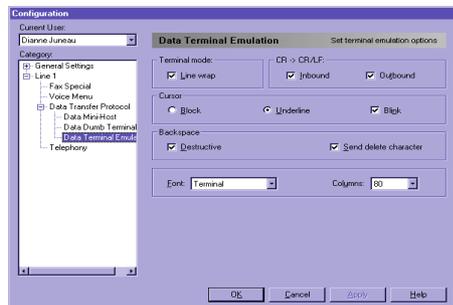


Figure 15.22

Data Terminal Emulation

When connected to a bulletin board or other service, your computer is simulating a terminal connection to that remote location. The remote computer may use special commands to perform certain functions, such as position the cursor and clear the screen, so your computer must be able to interpret these commands for the correct display of data.

Table 14: Terminal Emulation

Item	Default Setting	Other Settings
Line wrap	Checked	Unchecked
<ul style="list-style-type: none"> Specifies whether or not the text typed in the terminal window should wrap at the end of a line. 		
CR→CR/LF		
Inbound	Checked	Unchecked
Outbound	Checked	Unchecked
<ul style="list-style-type: none"> Specifies whether or not to convert a CR (carriage return) into a CR followed by a LF (line-feed). Can be configured for both inbound and outbound traffic. 		
Cursor:		
Block	Unchecked	Checked
Underline	Checked	Unchecked
Blink	Checked	Unchecked
<ul style="list-style-type: none"> Specifies whether or not to have a block or an underline as the cursor. You can also choose to have the cursor blink or not blink. 		
Backspace:		
Destructive	Checked	Unchecked
Send delete character	Checked	Unchecked
<ul style="list-style-type: none"> This controls how to handle the backspace character. Checking the box for Destructive indicates that the backspace key will move the cursor left one character position and erase the previous character on the session window. You may also select whether or not to send a DEL character to the remote site. 		
Font	System	Available fonts installed in computer
<ul style="list-style-type: none"> Specifies what font will be displayed in the terminal session window. 		
Columns	80	50-256
<ul style="list-style-type: none"> Specifies the number of columns that will be displayed in the terminal session window. 		

Under most situations, both inbound and outbound data traffic should have this option checked unless the remote terminal has automatic line-feed. If so, there will be an extra line-feed for each line of data.

Line - Telephony

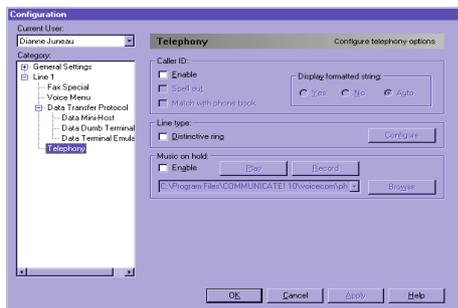


Figure 15.23

Telephony

Enable CallerID:

Allows you to enable CallerID support.

Default = Disabled

CallerID comes between the first and second ring. Therefore, you must set the “rings before answer” to at least 2 for this function to work.

Spell out CallerID:

This allows you to configure whether or not to announce the CallerID to the sound card.

Default = disabled

Match with phone book:

This determines whether or not to look up the phone number from the active phone book automatically and display the details on the screen if data is found.

Default = disabled

Display formatted string:

This is a backward compatible setting that controls whether or not to expect formatted CallerID information or unformatted CallerID information from the modem.

Default = Auto

Line type:

This allows you to select the distinctive ring feature of the telephone line. You can set each ring separately: Ring A can be set for automatic call detection, Ring B can be set to answer in fax mode, and Ring C can be used to answer with a voice menu.

Default = disabled

You must subscribe to the CallerID service from your local telephone company and ensure your modem is CallerID capable in order to use the CallerID related features.

Similar to CallerID, you must subscribe to the Distinctive Ring feature through your local telephone company and the modem must be Distinctive Ring capable in order to take advantage of this feature.



Figure 15.24

Distinctive Ring

Enable music on hold:

You may record a marketing message to play while on hold.

This allows you to define whether or not to use the default voice file or a defined one when a call is placed on hold.
Default = disabled

Chapter 16: Voice Menu Configuration

Voice Menu Configuration

This chapter will describe how to set up voice menus to answer incoming voice calls, as well as setting up your own fax back or fax-on-demand system.

COMMUNICATE! 10.0 lets you create multiple, completely customizable mailboxes - each with its own greeting and capabilities.

All setup and configuration features are accessed from one place, the COMMUNICATE! 10.0 Configuration dialog box.

To access the Configuration dialog box:

1. Click **Setup** on the main interface.

The Configuration dialog box will appear.

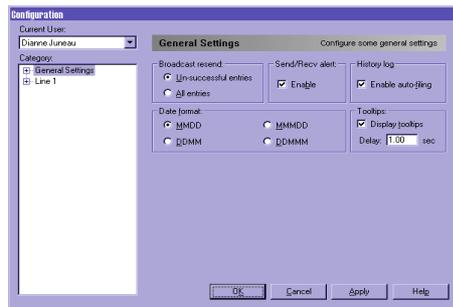


Figure 16.1 Configuration dialog box

2. Double-click *Line 1*.
3. Click **Voice Menu**.

The Voice Menu Configuration box will appear.

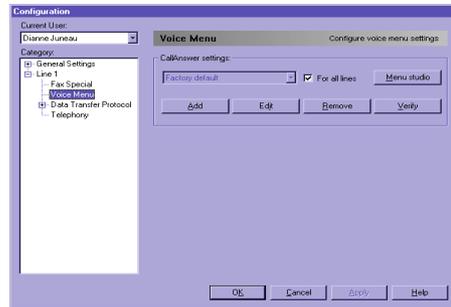


Figure 16.2 Voice Menu Configuration

4. Click *Menu studio* to access the window where you can set up your voice menus.

Quick Tour of the Menu Studio and Sample Voice Menu

When you first access the Menu Studio window, notice that under “Voice Menus” there is only 1 sample voice menu - called “Main Menu”. Until you change it, COMMUNICATE! 10.0 will answer all inbound calls using this menu.



Figure 16.3 Menu Studio

The right side of the window shows the details of the “Main Menu”.

Name:

This is the name of the currently selected voice menu. You can change it at any time.

Owner:

This shows the owner of the voice menu. By default, the user name that you typed during installation will be shown as the owner of the Main Menu. You can create more users by selecting File/New/User from the menu. The following dialog box will appear.

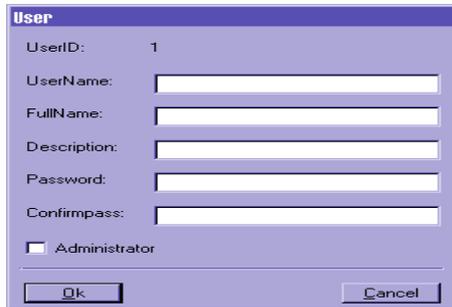


Figure 16.4

New User

Notice that each user has a unique UserID. You will need to enter your UserID and password when you remotely call in to check messages or change any settings in COMMUNICATE! 10.0. A user who has been given Administrator rights can check messages in all the mailboxes, access all data in the phone book, and even change system settings. Users who have no Administrator rights can only check messages or change settings of those mailboxes owned by them.

Please refer to the section on Remote Management & Message Retrieval for more details.

Menu #:

This is the ID of the voice menu. Every voice menu should have a unique Menu #. You need to know the Menu # when you remotely call in to check messages.

Greeting message:

This is the first greeting of the Main Menu. The audio file that is chosen is “eng00208.wav” which is one of the pre-recorded voice prompts provided in the program. The script of this greeting appears in the box below its identification.

A list of the built-in voice prompts you can use is located in the \voicecom\phrases subdirectory.

Play:

When you click **Play**, the Message Recorder will be displayed and play the greeting.



Figure 16.5

Message Recorder



If you want to listen to the greeting again, press the Play arrow on the Message Recorder. You can also switch to another output device by toggling the Output button.

**Record:**

To record a greeting, press **Record**. The Message Recorder will appear. Select the appropriate Input device by pressing the Input button. Press **Start** and begin speaking. Press **Stop** when you have finished recording. You will be prompted to save the new file. To listen to the new file, press **Play**.

Note:

You can type notes for this voice menu.

There is only 1 mailbox created in the Main Menu - the General Mailbox. If you double-click **General Mailbox**:

The General Mailbox detail dialog box will appear.



Figure 16.6 General Mailbox Detail

Access #:

The Access # for this mailbox is 0 and it cannot be changed. Callers press 0 to access this mailbox and will be prompted for an action. This is especially useful when callers do not know the mailbox number of an individual and would like to leave a message. The Access # for this mailbox will also be used as the Mailbox ID. You need to know the Mailbox ID when you want to remotely check messages for a particular mailbox.

Greeting message:

For this General Mailbox, the "Auto" radio button is checked. This means that, depending on the actions you have set up for the General Mailbox, it will play the corresponding default system prompts.

Since there are 2 actions set up for this mailbox - (1) Receive voice and (2) Receive fax, the default system prompts will be: "To leave a message press 1, To leave a fax message press 2", prompting callers to press the appropriate number for the desired action.

Security:

You can set up a password for this General Mailbox under the Security section. If a password is set up, you will need to enter the correct password when you remotely check the messages or want to change options in this mailbox. Only select the Lock item when you don't want this mailbox to be immediately available.

If you click *Receive Voice* action under *General Mailbox*:

The Receive Voice Action dialog box will appear.

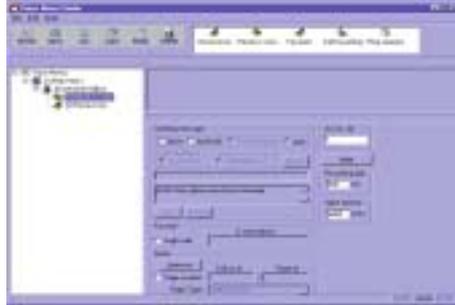


Figure 16.7 Receive Voice Action

Access #:

The Access # for this action is 1. Callers press 1 to leave a voice message.

Recording limit:

Callers can leave a message up to 600 seconds in duration. You can change the recording limit.

Silent timeout:

This specifies in milliseconds the maximum length of time that COMMUNICATE! 10.0 will interpret silence as an indication to disconnect the call.

Notify:

COMMUNICATE! 10.0 has the option to notify the mailbox owner of new voice messages received by dialing a telephone number and playing a prompt.

Phone number:

Specifies what phone number should be dialed when a new voice message is received.

If you click the *Receive Fax* action under *General Mailbox*:

The Receive Fax Action dialog box will appear.



Figure 16.8 Receive Fax

Access

The Access # for this action is 2. Callers press 2 if they want to send a fax. They will be prompted to press Start on the fax machine when they hear the fax tone.

Forward:

You can set it up so that faxes received in this mailbox will be forwarded automatically to another fax number or an e-mail address.

Notify:

You can have COMMUNICATE! 10.0 notify the mailbox owner of new fax messages received by dialing a telephone number and playing a prompt that says “You have 1 new fax message”. Then, you can call COMMUNICATE! 10.0 and have the new fax sent to a fax number you enter.

Please refer to the section on Remote Management and Message Retrieval for more details.

Besides receiving Voice and Fax messages, you can set up a mailbox for additional action, such as the following:

Fax-back:

Callers will hear your pre-recorded greeting and be prompted to enter a document number. COMMUNICATE! 10.0 disconnects and faxes the requested documents to the caller’s fax number.

Please refer to the Fax-back section for more details.

Call Forward:

If you have subscribed to the 3-way conference feature with your telephone company, you can call forward an incoming call to talk to another phone number. When a caller reaches Call Forward, COMMUNICATE! 10.0 will put the caller on hold, flash, and call the phone number that you set up for call forwarding, and then conference in the caller to talk to you.

Call Forwarding dialog box.



Figure 16.9 Call Forwarding

A password can be enabled for Call Forwarding. This is especially useful if you do not want everyone to contact you at the specified forwarded phone #.

Ring Operator:

Callers will be able to generate a ring sound you can hear (via speakers) and respond to. If you don't respond to the ringing, the caller will be prompted to terminate the call or return to the main menu.

To listen to what callers will hear when calling this voice menu:

1. Right-mouse click on *Main Menu*.
2. Select *Test*.

The Test Current Menu dialog box will appear.

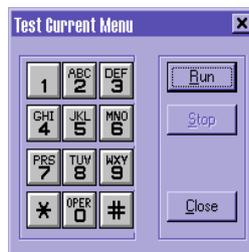


Figure 16.10 Test Current Menu

3. Click *Run*.

You will hear the greetings associated with the Main Menu folder. Press 0 to hear the General Mailbox greeting. Press 1 to hear the prompt that asks callers to record a message.

Press 2 to hear the greeting that prompts callers to press the Start button on the fax machine to begin faxing.

Creating Your Voice Menu

Before you begin setting up your own voice menu, it is best to plan how many levels and mail boxes you will have, as well as their functions. The following are a few examples of voice menus of different complexity. You can create your own menus after reviewing these examples.

Simple Answering Machine

If all you want is a simple answering machine setting, follow these steps.

1. Click **Setup** on the main interface.
2. Double-click **Line 1**.
3. Click **Voice Menu**.

The Voice Menu Configuration dialog box will appear.

4. Click **Menu studio**.

The Menu Studio Configuration dialog box will appear.

5. Right-mouse click on **Voice Menus**.
6. Select **New/Simple Answering Machine**.

An Untitled folder appears under Voice Menus.

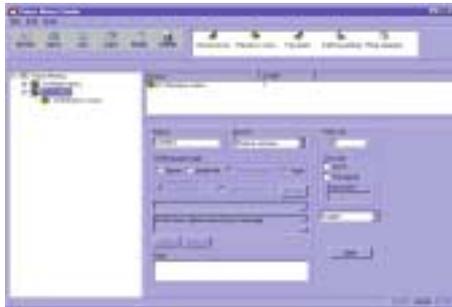


Figure 16.11

Untitled Folder

7. Name this new Voice Menu folder by replacing “Untitled”, e.g. “Answering Machine”.

Based on the last menu number you used, the system will automatically assign the next number to this new voice menu.

8. Select the greeting message.

If you don't record your own message, the default system prompts will be played: "At the tone, please record your message. When you have finished recording, press the number sign." Callers will then hear a beep and can begin recording.

Audio file:

You can select a voice file by using the Browse button, or you can use the Record button to record your own greeting. In your greeting, you should prompt callers to leave a message after the beep, and press number sign when they have finished recording.

Make sure you select the correct input device in the Message Recorder before you start recording.

Password:

You can set up a password to protect this simple answering machine mailbox and for remote message retrieval.

9. Select **Receive voice**.

You will only need to access this page if you want to set up phone notification for the new messages received or set up forward voicemail messages to e-mail, or you want to change the maximum duration allowed for a message left by a caller.

For the Simple Answering Machine setting, callers will hear the greeting you selected, and then a beep. They can then start to leave their message.

A Custom Voice Menu with Multiple Mailboxes

In this example, we will create a voice menu with 3 mailboxes: the General Mailbox, Brian's Mailbox, and Joe's Mailbox. They will all be associated with different greetings and actions.

1. Click **Setup** on the main interface.
2. Double-click **Line 1**.
3. Click **Voice Menu**.

The Voice Menu Configuration dialog box will appear.

4. Click **Menu studio**.

The Menu Studio Configuration dialog box will appear.

5. Right-mouse click on **Voice Menus**.
6. Select **New/Voice Menu**.

An Untitled folder is created under Voice Menus.

7. Name this new Voice Menus folder by replacing "Untitled", e.g. "ABC Company".

Based on the last menu number you used, the system will automatically assign the next number to this new voice menu.

You can also select the "Owner" of this voice menu. This is useful when you have set up multiple users. Individual users may only access their own mailboxes and phone book data remotely, whereas users with Administrator rights can remotely check messages in all the

mailboxes, access all phone book data, and change other settings in COMMUNICATE! 10.0.

8. Select the greeting message.

Audio file:

You can select a voice file by using the Browse button, or you can use the Record button to record your own greeting. A suggested sample script would be, “Hello, you have reached ABC Company. If you know the mailbox number of the person you wish to reach, enter it now, or press 0 for the General Mailbox.”

9. Click **Stop** when you have finished recording.
10. Save the file.

To listen to the new file, press **Play**.

Note: A General Mailbox is automatically added under the main folder for callers to leave messages when they don’t know the mailbox number of an individual. The Access # for this mailbox is 0 and it cannot be changed.

11. Click **General Mailbox** to display its configuration page.
12. Record a greeting for the General Mailbox.

A suggested sample script for the General Mailbox is, “You have reached the General Mailbox of ABC Company.”

You can set up a password for the General Mailbox for remote message retrieval.

13. Right-mouse click **General Mailbox** and select **New**.

A file menu will be displayed where you can set up the actions allowed in this mailbox.

14. Choose **Receive Voice**.

A Voice Menu Studio Wizard for Receive Voice action will be displayed.

Please refer to the section on Remote Management and Message Retrieval for more details.



Figure 16.12 Voice Menu Studio Wizard

Chapter 16: Voice Menu Configuration

The Voice Menu Studio Wizard will guide you through setting up the Access number, the greeting, forwarding voice message to e-mail address, and setting up the phone notification for any new voice messages received in the General Mailbox.

In your Receive Voice greeting, you should prompt callers to leave a voice message after the beep. If you choose “Auto”, the default system prompts will be heard.

15. Right-mouse click **General Mailbox** and select **New**.
16. Choose **Receive Fax** to set up the second action in the General Mailbox.

The Voice Menu Studio Wizard for Receive Fax Action will be displayed.



Figure 16.13 Voice Menu Studio Wizard

The Voice Menu Studio Wizard will guide you through setting up the Access number, the greeting, forwarding faxes to another fax number or e-mail address, and setting up phone notification for any new fax messages received in the General Mailbox.

In your Receive Fax greeting, you should prompt callers to press the Start button on the fax machine when they hear the fax tone. Alternatively, you can choose “Auto” so the default system prompts will be heard.

17. Right-mouse click **General Mailbox** and select **New**.
18. Choose **Fax back** to set up the third action in the General Mailbox.

The Voice Menu Studio Wizard for Fax Back action will appear.



Figure 16.14 Voice Menu Studio Wizard

Please refer to the section on Fax back for more details on setting up fax-back documents and dialing options.

We will only set up 3 types of actions in the General Mailbox and go on to create more mailboxes.

19. Right-mouse click the **ABC Company** folder.
20. Choose **New/Mailbox**.
21. Set up the Mailbox name, Access #, greeting and password for this mailbox using the Voice Menu Wizard.

For example, use “Brian’s mailbox” for the name, 201 for the Access #, and the message “Please press 1 to leave a message, or press 2 to have the operator page me”.

Now let’s set up the 2 actions allowed as prompted in Brian’s mailbox.

22. Right-mouse click the **Brian’s mailbox** folder.
23. Choose **New/Receive voice**.

The Voice Menu Studio Wizard will guide you through setting up the Access #, the greeting, and setting up a password. Be sure to put 1 as the Access # to match what has been prompted in the greeting.

24. Right-mouse click the **Brian’s mailbox** folder.
25. Select **New/Ring Operator**.

The Voice Menu Studio Wizard will guide you through setting up the Ring Operator functions.

26. Choose 2 as the Access # as prompted in the greeting.
27. Choose none for the greeting. (A greeting is not normally required for this action.)
28. Choose the default ring, or select any other ringing sound.

When callers press 2 from Brian’s mailbox, the system will play the sound file you selected. If you do not pick up the call at this time, callers will be prompted to terminate the call or return to the main menu.

We will set up 1 more mailbox for the ABC Company.

29. Right-mouse click on the ABC Company folder.
30. Select **New/Mailbox**.
31. Set up the Mailbox name, Access #, greeting, and password for this mailbox using the Voice Menu Wizard.

For example, use “Joe’s mailbox” for the name, 301 for the Access #, and leave the message “You have reached Joe’s mailbox. I am not available to take your call right now. Please press 1 to leave a message, or if this is urgent, press 9 to have the system forward the call to me immediately”.

Now let’s set up the 2 actions allowed as prompted in Joe’s mailbox.

32. Right-mouse click the **Joe’s mailbox** folder.
33. Choose **New/Receive voice**.

The Voice Menu Studio Wizard will guide you through setting up the Access #, the greeting, and setting up a password. Be sure to put 1 as the Access # to match what has been prompted in the greeting.

34. Right-mouse click the **Joe’s mailbox** folder.
35. Select **New/Call Forwarding**.

The Voice Menu Studio Wizard will guide you through setting up the Access #, the greeting, the forwarding telephone number, and setting up a password. Be sure to put 9 as the Access # to match what has been prompted in the greeting. If you only want certain people to be able to access this call forwarding feature, be sure to assign a password. Callers will need to enter the password before the system will forward a call.

36. Click **Save** to save all your settings for the ABC Company voice menu.

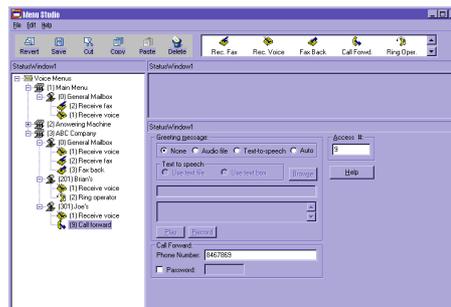


Figure 16.15 ABC Company Voice Menu

37. Right-mouse click on the ABC Company folder and select **Test** to test run this voice menu.

Custom Voice Menu with Multiple Levels and Mailboxes

In this example, we will create a voice menu for a real estate agent which has multiple levels and mailboxes by making use of the Group box action. This menu system will consist of a Houses folder and a Condominiums folder. Under both these folders we will create mailboxes where callers can listen to details of particular listings, leave messages, as well as request fax-back information about the listings.

1. Click **Setup** on the main interface.
2. Double-click **Line 1**.
3. Click **Voice Menu**.

The Voice Menu Configuration dialog box will appear.

4. Click **Menu studio**.

The Menu Studio Configuration dialog box will appear.

5. Right-mouse click on **Voice Menus**.
6. Select **New/Voice Menu**.

An Untitled folder appears under Voice Menus.

7. Name this new voice menus folder by replacing “Untitled”, e.g. “XYZ Real Estate”.

Based on the last menu number you used, the system will automatically assign the next number to this new voice menu.

8. Create the greeting message by checking Audio file and pressing Record.

The Message Recorder will appear to allow you to record your greeting. A suggested sample script for this greeting is: *“Thank you for calling XYZ Real Estate. To get information on our current listing of houses, press 1 now. To get information on our current listing of condominiums, press 2 now. If you want to list your house for sale with us or leave a message, press 0 now.”*

Please note that a General Mailbox was automatically added to the XYZ Real Estate folder. The Account # for this mailbox is 0 and cannot be changed. In our XYZ Real Estate greeting we have prompted callers who want to list their houses for sale or leave a message to press 0, therefore, you should configure the General Mailbox greeting to reflect this. A suggested sample script is: *“If you are planning to sell your house, or need advice from our professional and experienced agents, please press 1 and leave us your name and phone number after the beep. We will get back to you shortly.”*

You can set up a password for the General Mailbox.

9. Right-mouse click the **General Mailbox**.
10. Choose **New/Receive voice**.

The Voice Menu Studio Wizard will appear and guide you through setting up the Access #, the greeting and setting up the phone notification for any new voice messages received in the General Mailbox. Use 1 as the Access number and choose “None” for the greeting for this Receive voice folder. When callers press 1 after hearing your prompts in the General Mailbox, they will immediately hear a beep and can begin recording their message.

Now we'll create the other two folders that are mentioned in the main greeting: the Houses folder and the Condominiums folder.

First the Houses Folder

11. Right-mouse click the *XYZ Real Estate* folder.
12. Click *New/Group box*.

A New Group Mailbox will be created.

13. Select the New Group Mailbox folder.
14. Change the name to *Houses*.
15. Use 1 as the Access # as prompted in the main greeting.
16. Record your greeting message.

It is recommended that you use the same number of digits for the Access # for mailboxes at the same level.

A suggested sample script is: *"If you know the listing number of the house you've seen in our advertisement, please enter that number now. If you do not know the listing number, press 1000 now"*.

17. Right-mouse click the *Houses* folder.
18. Click *New/Mailbox*.

The Voice Menu Studio Wizard will guide you through the setup of a new mailbox where you can describe details of a particular house.

19. Assign an Access #.

In this case, you should use the listing number of a house as the Access #, e.g. 1001.

20. Assign a mailbox name, e.g. *Watson* (for Mr. Watson's house).
21. Record a brief description of this house as the greeting.

A suggested sample script would be: *"This house is located at 1000 Queens Road in New-bridge. It is a 5-year-old house with 4 bedrooms, and 2 garages. The list price is \$250,000. If you are interested in viewing this house, please press 1 now, or you can press 2 to get fax-back information on this house"*.

Now you can create the two actions that you've mentioned in the greeting in the Watson's house mailbox.

22. Right-mouse click the *Watson* folder.
23. Click *New/Receive voice*.

The Voice Menu Studio Wizard will guide you through setting up the folder.

24. Use 1 as the Access #.
25. Record a greeting telling callers to leave their information after the beep so an agent can call them back to set up an appointment to view the house.
26. Right-mouse click the *Watson* folder.
27. Click *New/Fax back*.

Please refer to the section on Fax back for full details.

The Voice Menu Studio Wizard will guide you through the setup of the fax-back action.

Once you have created the Watson mailbox, you must create a mailbox under the Houses folder that callers can access when they do not know the listing number of any houses.

28. Repeat Steps 17 & 18.

29. Assign the Access #. Use 1000 as the Access Number as prompted in the main greeting.
30. Assign a folder name, e.g. Houses-General.
31. Record a message. This is the mailbox where callers can retrieve the listing number of all the houses, by fax. Therefore, a suggested suitable script would be: *“To have the system send you a listing of houses for sale, press 1 now, or you can press 2 to leave a message”*.
32. Right-mouse click the **Houses-General** mailbox.
33. Click **New/Fax back**.

The Voice Menu Studio Wizard will guide you through the setup of the fax back.

34. Use 1 as the Access #.
35. Record an appropriate greeting for this action.

You can add as many house listings as you would like by repeating steps 17 through 27 but changing the Access #, the name of the mailbox, and the house description.

Next the Condominiums Folder

36. Right-mouse click the **XYZ Real Estate** folder.
 37. Click **New/Group box**.
- A New Group Mailbox will be created.
38. Select the **New Group Mailbox** folder.
 39. Change the name to **Condominiums**.
 40. Use 2 as the Access # as prompted in the main greeting.
 41. Record your greeting message.

A suggested sample script is: *“If you know the listing number of the condominium you’ve seen in our advertisement, please enter that number now. If you do not know the listing number, press 1000 now.”*

Repeat steps 17-27 to add as many mailboxes as you want for callers to get information on your condominium listings.

The following shows what the XYZ Real Estate voice menu tree will look like when it is complete.

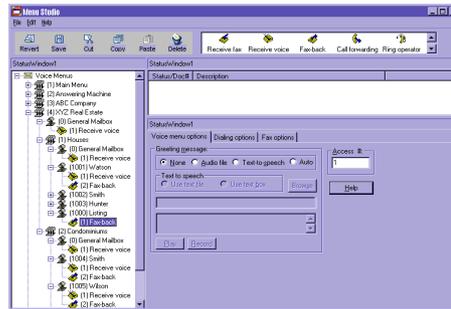


Figure 16.16 XYZ Voice Menu Tree

It is always recommended that you use the Test feature to test the voice menu first before you make it "live".

The preceding example shows how you can use the Group box action to create a voice menu with multiple levels. The best way to create your own voice menus is to plan how many levels, mailboxes, actions, and locations of fax-back documents you will need, sketch a tree diagram to show the flow of the voice menu, then use COMMUNICATE! 10.0 to create the menu structure.

Fax Back

Mailboxes can also be used for Fax back. The following shows how this is done:

1. Right-mouse click a mailbox folder.
2. Click *New/Fax back*.

The Voice Menu Studio Wizard will appear.

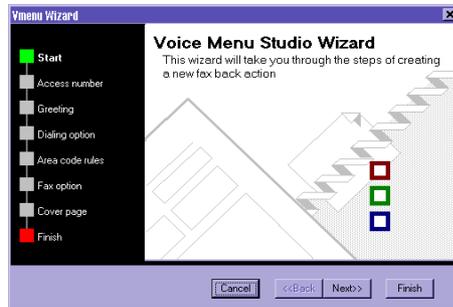


Figure 16.17 Voice Menu Studio Wizard

3. Enter an Access # (the number callers must press in order to access this Fax-back action).
4. Choose a greeting.

If you choose “Auto”, the following default system prompt will play: *“If you know the document number, please enter it now. To receive a list of available documents, press 0.”* From then on, callers will be prompted to enter another document number, specify if they are calling from a fax machine (i.e. they can receive the requested documents in the same call), or enter their fax numbers (i.e. the system will fax the requested documents after the caller hangs up). If you record your own script, your messages should be similar to the system prompts, i.e. prompt callers to enter the document number or press 0 for the index list of available documents.

You can set up your dialing and fax options for your fax-back system.

Dialing options

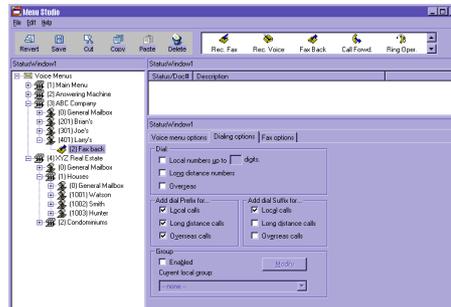


Figure 16.18 Fax back Dialing options

Local numbers up to XX digits:

Specifies how many digits in a fax number are recognized as being a local (non long-distance) number.

Long distance numbers:

Specifies whether or not to send requested documents to numbers that are long distance.

Overseas:

Specifies whether or not to send requested documents to fax numbers that are overseas.

Add dial Prefix for...:

Specifies whether or not to add the dial prefix as specified in the General Settings before dialing fax-back requests.

Add dial Suffix for...:

Specifies whether or not to add the dial suffix as specified in the General Settings before dialing fax-back requests.

Area code rules/Group:

Specifies whether or not to enable Group Pattern Matching as specified in the Contact Manager.

This is useful if there are long distance fax numbers which are in the same area code as you or local fax numbers that have a different area code than yours. You can set up a local number group here (or in the Contact Manager) to determine if a fax-back request is from long distance.

To add a new group or modify an existing group, click **Modify**.

Any group that is added or modified from here will also be available in the Contact Manager.

Fax Options

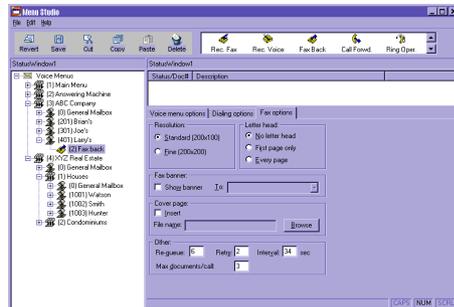


Figure 16.19 Fax back Options

Resolution:

Specifies at what resolution the fax documents will be sent. Default = Fine res.=200x200 dpi, Standard res.=200x100 dpi.

Letterhead:

Specifies whether or not to include the letterhead and, if so, first page only or on every page. The letterhead file that is configured in the General Settings - Fax will be used. Default = No letterhead

Show fax banner:

Specifies whether or not to include a fax banner when sending fax-back documents. Default = unchecked

Cover page:

Specifies whether or not to include a cover page when sending fax-back documents. You can specify the cover page you want for all your fax back documents. Default = unchecked

Requeue:

Number of automatic re-submissions to the queue of unsuccessful fax-back calls after retrying. Default = 0

Retry:

Specifies the number of times an unsuccessful fax-back call will be redialed. Default = 3

Interval:

Specifies how long COMMUNICATE! 10.0 will wait (in seconds) before retrying.
Default = 34 sec.

Max documents/call:

Specifies the maximum number of documents allowed for each call requesting fax-back documents.
Default = 3

Setting Up Fax-back Documents

Once you have set up a fax-back mailbox, you can set up the list of fax-back documents that callers can retrieve. Here's how this is done.

1. Right-mouse click the *Fax-back mailbox*.
2. Click *New/Fax back document*.

The Voice Menu Studio Wizard will guide you through setting up the new fax back document.

You must use .TIF (class F) files for your fax-back documents.

Please refer to Chapter 8: *Sending Messages* for details on how to create .TIF files from Windows applications.

3. Prepare the fax back document.
4. Click *Finish*.

You will be returned to the Menu Studio configuration screen where the document and its details are displayed.

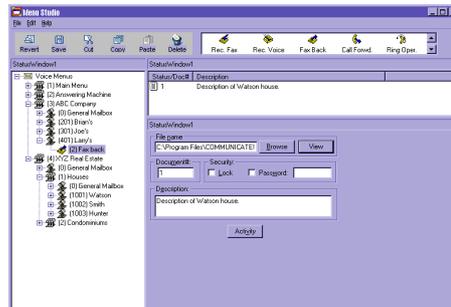


Figure 16.20 Fax back Document

To preview and/or edit the fax-back document file, click *View* to launch the Graphics Editor.

Each document should have its own unique document number. This number is what callers will enter when requesting a fax back. Use the number 0 only if that file will be used as the index of available documents.

5. Enter a description for the fax-back document.

This description, together with the document number, will be shown on the index file that's generated automatically by COMMUNICATE! 10.0.

You can password protect any fax-back document. You can also select the Lock item if you don't want this document to be available immediately for fax back.

COMMUNICATE! 10.0 lets you easily monitor and generate reports of when and where a particular document was faxed. Click **Activity** and the Fax back configuration dialog box of the selected document will appear.

If you do not create your own index file, COMMUNICATE! 10.0 will automatically generate one that shows the document numbers and the descriptions. Callers should always be prompted to press 0 to get the index list of available documents.

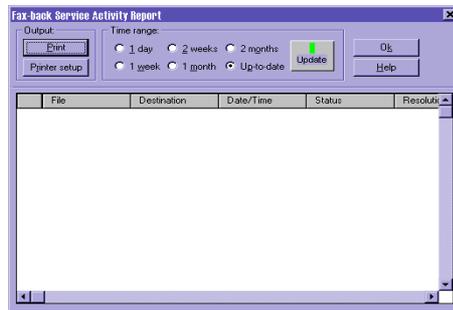


Figure 16.21 Fax back Service Activity

6. Select the desired time range and click **Update**.

The list shows when the document was sent, where it was sent, and if the transmission was successful. You can scroll to the right for more information.

You also have the option of printing the report by clicking **Print**.

CallAnswer™ Wizard

COMMUNICATE! 10.0's CallAnswer™ Wizard allows you to use different voice menus to answer your calls at different Times of the Day, Days of the Week, Distinctive Ring, or CallerID.

The following examples will show how each of the CallAnswer™ answering options can be set up.

CallAnswer™ setting based on Times of Day, Days of Week

We will set up a weekday voice menu to answer during business hours (9am to 6pm, Monday to Friday), and another voice menu to answer during weeknights. On Saturday and Sunday, a weekend voice menu will be used.

1. Create the three different voice menus needed by following the detailed instructions provided in the previous section.
2. Click **Setup** on the main interface.
3. Double-click **Line 1**.
4. Click **Voice Menu**.
5. Click **Add** under CallAnswer™ settings in the Voice Configuration dialog box.

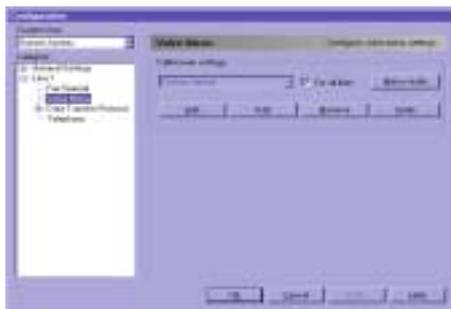


Figure 16.22 Voice Menu Configuration

The CallAnswer™ Wizard screen will appear.



Figure 16.23 CallAnswer™ Wizard

- Click *Next* to continue.

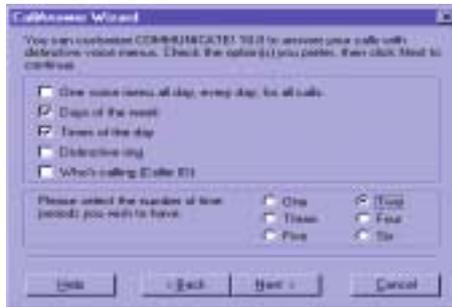


Figure 16.24 Select Options

- Select the Options that you require from the options list. Our scenario requires that the Days of the Week and Times of Day options be selected, as well as 2 time periods.
- Click *Next* to continue.

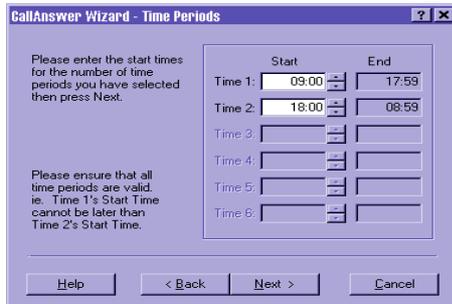


Figure 16.25 Time Periods

- Input the Start Time for each of the time periods. For our scenario, enter 09:00 as the Start Time of Time Period 1, and 18:00 as the Start Time of Time Period 2. Click on the End Time box and the correct ending time of each period will be updated automatically.

- Click *Next* to continue.

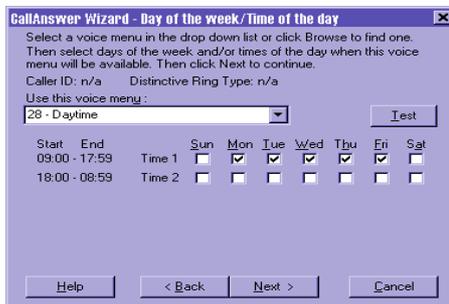


Figure 16.26 Daytime Menu Selection

- Select the appropriate voice menu from the dropdown list that you want for answering calls between 9am and 6pm, Monday to Friday. You can click *Test* to run through the menu that has been selected.
- Click *Next* to continue.

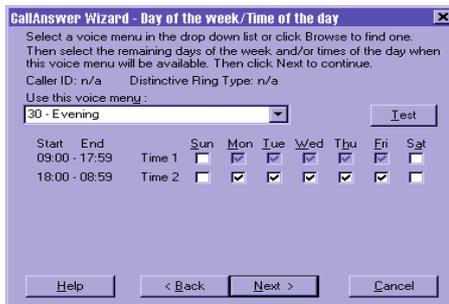


Figure 16.27 Evening Menu

- Check the boxes for Time Period 2, Monday to Friday.
- Select the voice menu that should be used to answer calls during week-nights.

15. Click *Next* to continue.

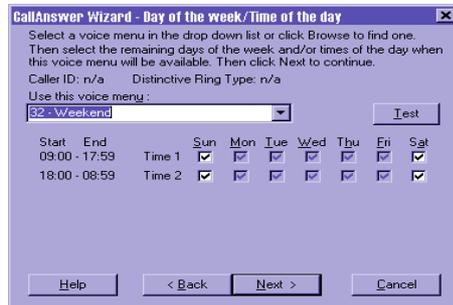


Figure 16.28 Weekend Menu

16. Check the remaining boxes, i.e. Time 1 and Time 2, Saturday and Sunday.
17. Select the voice menu that will be used to answer calls during weekends.
18. Click *Next* to continue.

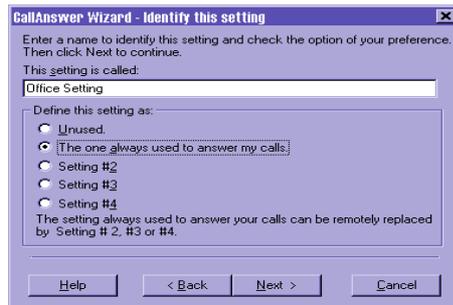


Figure 16.29 Identify Setting

The CallAnswer™ Wizard will now prompt you to save this Setting.

19. Name the setting, e.g. Office Setting and select “The one always used to answer my calls.”

You can create up to 5 settings:

- 0 = unused/under construction
- 1 = the one always used to answer my calls
- 2 to 4 can be changed remotely to replace setting 1 for answering incoming calls.

20. Click *Next* to continue.

You will be asked if you want this newly created setting to answer your incoming calls.

21. Follow the on-screen instructions to complete the setup.

When finished, you will return to the Voice Menu configuration dialog box.

Notice that the new Office Setting is displayed in the CallAnswer™ settings dropdown menu.

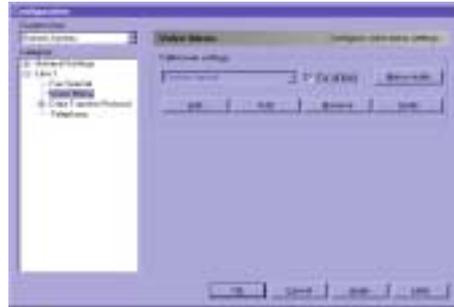


Figure 16.30 New Voice Menu Setting

Verifying the CallAnswer™ Settings

The CallAnswer™ Wizard allows you to verify that the settings (days of the week, times of the day) are correct by simulating the appropriate environment so you can test variables without having to change your computer system date or time.

1. Select the desired Setting name from the dropdown menu in the Voice Menu configuration dialog box.
2. Click *Verify*.

The Call Answer Simulator will appear.



Figure 16.31 CallAnswer™ Simulator

- Click *Next* to continue.

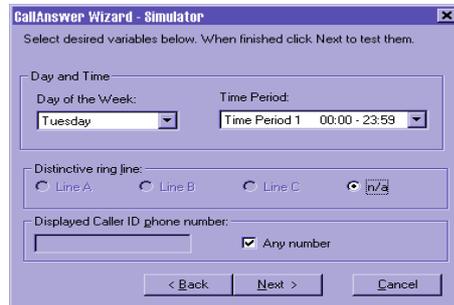


Figure 16.32 CallAnswer™ Wizard Simulator

- Select the variables you want to test.
- Click *Next* to continue.

The Test Current Menu dialog box will appear.

- Click *Run* to begin testing.

CallAnswer™ setting based on Distinctive Ring

CallAnswer™ Wizard allows COMMUNICATE! 10.0 to answer calls based on distinctive rings.

Here's how it's done.

- Click *Setup* on the main interface.
- Double-click *Line 1*.
- Click *Telephony*.

The Telephony Configuration dialog box will appear.

- Check *Distinctive Ring*.
- Click *Configure*.
- Set up the modes.

You can set up different answer modes for Ring A, Ring B, and Ring C.

- Click *OK*.
- Click *Voice Menu*.

The Voice Menu Configuration dialog box will appear.

- Click *Add* under the CallAnswer™ settings.
- Click *Next*.
- Check *Distinctive ring* from the options list.
- Click *Next*.

You must subscribe to the distinctive ring option through the telephone company to take advantage of this feature. Also, you must have a voice/data/fax modem that supports distinctive ring for this feature to function.

At least one of the Rings must be set to either Voice or Auto Detect in order to be used as part of a CallAnswer™ setting.

The Ring A menu selection will appear.

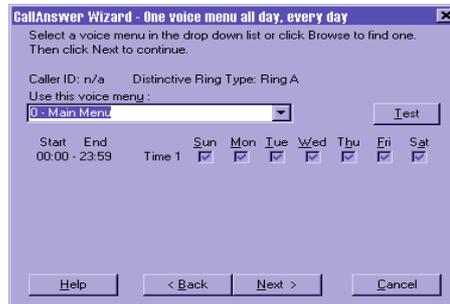


Figure 16.33 Ring Menu Selection

13. Select a voice menu from the dropdown list that you would like to associate with Ring A.
14. Click *Next*.

The Ring Menu Selection dialog box will appear again where you can configure Ring B, then repeat for Ring C (if you have configured them as Voice/Auto Detect).

When you have finished, the CallAnswer™ Wizard will prompt you to save this Setting.

15. Name the Setting, e.g. Distinctive Ring Setting and select “The one always used to answer my calls”.

You can create up to 5 settings:

- 0 = unused/underconstruction
 - 1 = the one always used to answer my calls
 - 2 to 4 can be changed remotely to replace setting 1 for answering incoming calls.
16. Click *Next* to continue.

You will be asked if you want this newly created setting to answer your incoming calls.

17. Follow the on-screen instructions to complete the setup.

When finished, you will return to the Voice Menu configuration dialog box.

CallAnswer™ setting based on CallerID

CallAnswer™ Wizard allows COMMUNICATE! 10.0 to answer differently, based on the CallerID information displayed in the COMMUNICATE! 10.0 main display area.

Groups of CallerID phone numbers are created and then assigned to different voice menus.

Here's how it's done.

1. Click *Setup* on the main interface.
2. Double-click *Line 1*.

You must subscribe to the CallerID feature through the telephone company. You also must have a voice/data/fax modem that supports CallerID for this feature to function.

3. Click **Telephony**.

The Telephony Configuration dialog box will appear.

4. Enable **CallerID**.
5. Click **Voice Menu** under Line 1.

The Voice Menu Configuration dialog box will be displayed.

6. Click **Add** under CallAnswer™ settings.

The CallAnswer™ Wizard will appear.

7. Click **Next**.
8. Check **Who's calling (CallerID)** from the options list.
9. Follow the on-screen instructions to create different CallerID groups.

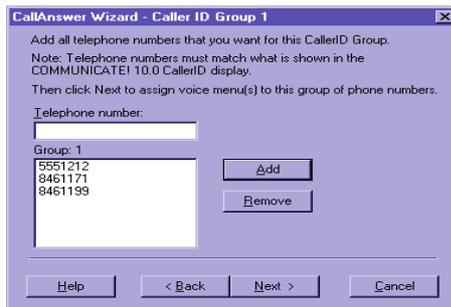


Figure 16.34

CallerID List

Enter as many phone numbers as you wish for the Group 1 Telephone Number list. The numbers must match what is displayed in the COMMUNICATE! 10.0 main display.

10. Click **Next**.
11. Select the voice menu that should be used to answer calls for this group of phone numbers.
12. Click **Next**.

You will be prompted whether or not you would like to create another CallerID Group.

13. Click **No** for now.

You can create as many groups as you need later.

The All Other Callers dialog box will appear.



Figure 16.35 All Other Callers Selection

14. Assign a voice menu to be heard by any callers who do not belong to a CallerID group you have created.
15. Click *Next*.
16. Follow the on-screen instructions to complete and name this CallAnswer™ Setting.

Once you understand all the options available in the CallAnswer™ Wizard, you can create your own settings by using any combination.

Remote Management and Message Retrieval

COMMUNICATE! 10.0's remote management capabilities allow you to call in to check messages, forward faxes and e-mail to other locations, check information from your phone books, and set administrative options.

All these features are available when you call in and press the # key while it is playing the first greeting. The # option is not mentioned in any voice prompt since you wouldn't want to give outside callers any type of administrative access to your COMMUNICATE! 10.0 settings. Users who have not been granted administrator rights can access only messages or change options in those mailboxes owned by them.

Here's how it's done.

1. Call in to COMMUNICATE! 10.0.

When it answers:

2. Press the # key on the telephone dialpad. COMMUNICATE! 10.0 will ask you to enter your UserID and password.
3. Enter your UserID and password.

The person who installs COMMUNICATE! 10.0 will have UserID 0 and will be granted Administrator rights automatically.

After verifying that you have Administrator rights, you will be presented with the following options.

- i) For voice menu options, press 1
- ii) To retrieve system faxes, press 2
- iii) To change the current setting, press 5

Users without Administrator rights can access only options 1, 3, and 4.

i) For voice menu options, press 1

You will be prompted to enter the voice menu ID, the mailbox ID and the password (if a password has been setup). You will then be presented with 3 options.

1. To retrieve your voice and fax messages, press 1.
2. To change the forward or notification settings, press 2.
3. To set personal options, press 3.

Press 1 and COMMUNICATE! 10.0 will advise you if there are any new messages in the mailbox. If there are new messages, you will hear the message: "To retrieve new voice messages, press 1. To retrieve fax messages, press 2".

After retrieving voice messages (option 1) you will hear 3 more options.

1. For date and time, press 5.
2. To keep this message as new, press 7.
3. To hear available options, press 9.

When you press 7, you will be given 4 options.

1. To repeat this message, press 1.
2. For date and time, press 5.
3. To cancel this option and return to the previous menu, press the number sign.
4. To terminate this call, press star(*)

When you press 9 for other available options, you will hear 3 options.

1. For the next message, press 6 (if you have more than 1 message).
2. To cancel this option and return to the previous menu, press the number sign.
3. To complete this call, press star(*)

For retrieving fax message (option 2), you will hear the following prompt: "Enter your fax number followed by the number sign."

When this call is complete, COMMUNICATE! 10.0 will dial the number you entered and send you any new faxes received in this mailbox.

If you have chosen to change your forward and notification setting, you will hear 2 prompts.

1. To change voice setting, press 1.
2. To change fax setting, press 2.

Then you will hear 2 options.

1. To change notification setting, press 1.
2. To change forward setting, press 2.

The system will walk you through enabling/disabling a setting, or entering a number for your message notification/forwarding.

If you choose to set personal options, you will hear 3 options.

1. To change your outgoing message, press 1.
2. To change your passcode, press 2.
3. To exit, press the number sign.

ii) To retrieve system faxes, press 2

If callers use a fax machine to send you faxes, COMMUNICATE! 10.0 will switch to receive the faxes automatically. All these faxes will be received as system faxes. They are not in any particular mailbox and only users with Administrator rights can remotely retrieve them. COMMUNICATE! 10.0 will prompt you to enter the fax number where you want the new faxes sent.

iii) To change the current setting, press 5

You will be prompted to enter the new system setting. You can enter either 2, 3, or 4. These numbers represent the Setting 2, 3, and 4 that you specified in the CallAnswer™ Wizard (Figure 16.35). If you have only set up the Current voice menu, COMMUNICATE! 10.0 will inform you that the number you have chosen is invalid.

Please refer to the CallAnswer™ Wizard section for details on creating different settings.

Chapter 17: Graphics Editor

COMMUNICATE! 10.0 includes a powerful color Graphics Editor for creating and editing faxes, fax cover sheets, and other computer graphics.

Accessing the Graphics Editor

The Graphics Editor can be accessed in several ways.

- From the main interface, press Ctrl+C. This means pressing C while holding down the Ctrl key.
- Right-mouse click on the main interface, then select *Edit/Graphics Editor*.
- After receiving a fax, go to the Message Center (Inbound Log) to view it.
- After sending a fax, go to the Message Center (Outbound Log) to view the outbound fax again.
- In the Fax Message Composer, click the *Edit* button.

The Graphics Editor dialog box will appear.



Figure 17.1

Graphics Editor

Creating a New Drawing

1. Click **File/New** from the menu.

The New Image Attributes dialog box will appear.

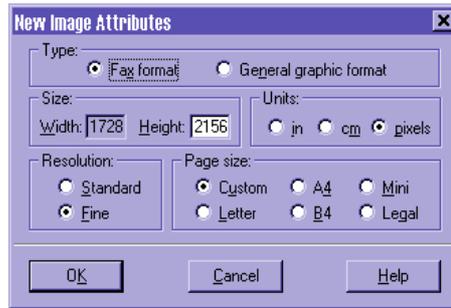


Figure 17.2

New Images Attributes

2. Select **Fine** for resolution if you want a higher quality image. Select **Standard** when reducing the cost of the fax transmission is more important than the quality of the fax image.

If you are going to create your own cover page, the international fax standard page width of 1728 pixels is suggested.

3. Click **OK**.
A blank page will appear with the specifications you selected.

You can begin drawing or import existing graphics.

Opening an Existing Image

1. Click **Open** on the button bar or click *File/Open* from the menu.

The Open a file dialog box will appear.



Figure 17.3 Open a file dialog box

2. Locate and select the file you want to display/edit.
3. Click **OK**.

COMMUNICATE! 10.0 will open the selected file for you.

Display Modes

There are different display modes that can be accessed by either clicking buttons on the button bar, or by selecting the appropriate menu item.

Multi-page (read only)

This mode allows you to review up to 6 pages at once.



It will only give you an idea of what the fax looks like. You will not be able to read the contents clearly.

Page

This mode fits one page in a screen. You may be able to see and edit some of the contents on the page if the image is big enough.



Read

This displays the actual size of the paper on the screen. For a full letter size image, you may need to scroll several times in order to read the whole page.



You will be able to see and edit the contents in the page unless the words are too small or unclear.

Enlarge

In this mode, you can view the image pixel by pixel (by using the Zoom-in tool). Since your screen (assuming VGA) is only 640 x 480 pixels, this mode can only show about 1/13 of a full letter size image (8.5" x 11") on one screen at a time.



You may need to scroll several times, both horizontally and vertically, in order to go through the whole page.

You can see every detail of the image in this mode. You can even edit pixel by pixel to clean up spots in the image.

**Object/Pixel Mode**

In the Page, Read or Enlarge display mode, you can choose to work on the Object layer or the Pixel layer. You can switch between the Object mode and the Pixel mode by clicking on its menu item under the view menu, or you can toggle the Pixel mode button. The status bar at the bottom of the Graphics Editor screen will display the current mode.

1. Under the Object mode, you create objects. You can select previously drawn objects and have them resized, moved to different positions and layers, aligned, or filled with another color.
2. Under the Pixel mode, you can edit the drawings pixel by pixel. If you want to touch up images drawn in the Object mode, you need to confirm their positions first (by using the Confirm Object tool under the Edit menu) before switching to the Pixel mode. Once the position of an object has been confirmed, you can no longer select, resize, or move it.

Viewing Tools

The viewing tools are used to help you view the open image. You can use the following tools in Page, Read and Enlarge modes.

Scroll Up/Down

Click the *Scroll Up* or *Scroll Down* button, or press the Page Up/Page Down key on your keyboard.

Page Up

Go to the previous page by clicking the *Page Up* button or the Page Up item from the Page Control menu.

**Page Down**

Go to the next page by clicking the Page Down button or the Page Down item from the Page Control menu.

Go to Page...

You can specify a particular page by clicking *Page/Go to Page...* from the menu.

Inverse Color

Click the *Inverse* button or select *Tools/Inverse* from the menu.

With this feature, you change the image from black on white to white on black or vice versa.



Horizontal Flipping

You can flip the whole fax image horizontally by clicking the Horizontal Flip button, or by selecting *Tools/Horizontal Flip* from the menu.



Vertical Flipping

You can flip the whole image vertically by clicking the *Vertical Flip* button, or by selecting *Tools/Vertical Flip* from the menu.



Rotate

You have the ability to rotate the whole graphic or fax image in a clockwise or counter-clockwise direction. Clicking the desired button or selecting *Tools/Rotate* from the menu, will rotate the image.



Drawing Tools

You can use the drawing tools under Page, Read and Enlarge display modes in the object mode. Objects drawn are given a default line and fill color. You can change the defaults by choosing the Pen color and Fill color without re-selecting any object.

The following are descriptions and methods of use for all drawing tools. They can be accessed from the Tools menu of the Graphics Editor's main screen or by clicking their buttons.

Choose Line Width

Selecting this function or multi-clicking on the button allows you to set the width of the next line created or one that is currently selected. 1-8 pixels are available, as well as an option to enter a custom line width. This line width will remain in effect until it is manually changed.



Line

To draw a line:

1. Click the *Line* tool.
2. Position the mouse cursor at the point where you want to start drawing.
3. Hold down the left mouse button while dragging the mouse cursor.



4. Release the mouse button at the point where you want the line to end.

To set the style of the next line created or one that is currently selected, choose *Tools/Line Style* from the menu. This style will remain in effect until it is manually changed.

Arrow

To draw an arrow:



1. Click the **arrow** tool to select it.
2. Position the mouse cursor at the point where you want the arrow tail.
3. Hold down the left mouse button while dragging the mouse cursor.
4. Release the mouse button at the point where you want to have your arrow-head.

To set the style of the next arrow line created or one that is currently selected, choose *Tools/Arrow Style* from the menu. This style will remain in effect until it is manually changed.

Text

To set the style of the next text item created or one that is currently selected:



Click the **Bold**, **Italic**, **Underline**, **Left**, **Center** or **Right Justified** speed buttons, or select *Tools/Text Style* from the menu. Any styles selected will remain in effect until manually changed.

You can also change the style and/or size of the text by selecting the appropriate font type and size from the dropdown lists.

Create a text object by:

1. Click the **Text** tool to select it.
2. Position the mouse cursor at the point where you want to start typing text.
3. Hold down the left mouse button while dragging the mouse cursor to create a text box of the desired size.
4. Release the mouse button at the point where you want the text box to end.
5. Begin typing the text.

You can use the Select tool to select the text box to move it to another position or to change its attributes.

Circle

With the Circle tool, you can draw circles or oval shapes.



1. Click the **Circle** tool to select it.
2. Position the mouse cursor at the point where you want the center of the circle.

3. Hold down the left mouse button while dragging the cursor. You will see the circle change in size and shape.
4. Release the mouse button when the circle is the desired size and shape.

Box

With the **Box** tool, you can draw square or rectangular objects.

1. Click the **Box** tool to select it.
2. Position the mouse cursor at the point where you want to draw the square or rectangle.
3. Hold down the left mouse button while dragging the mouse along the diagonal. You will see the object change in size and shape.
4. Release the mouse button when the object is the desired size and shape.



Polygon

With the **Polygon** tool, you can draw multi-sided objects.

1. Click the **Polygon** tool to select it.
2. Position the mouse cursor at the point where you want to begin drawing the polygon.
3. Click the left mouse button. This will be the first corner of the new polygon.
4. Move the mouse to the location of the second and subsequent corners and click the left mouse button at each corner.
5. Double-click the left mouse button when you have created the last corner. This will end the process.



Pen (freehand drawing)

With this tool, you can draw on any displayed image.

1. Click the **Pen** button or select *Tools/Pen* from the menu.
2. Position the mouse cursor at the point where you want to start the freehand drawing.
3. Hold down the left mouse button. The mouse cursor takes the shape of a pen.
4. Click the right-mouse button when you want to stop drawing.



The Fill and Pen color can be changed by selecting *Tools/Fill Color* or *Tools/Pen Color* from the menu.

Editing Tools

Grid

Selecting this function will create a superimposed grid over the current image. This grid allows for easy aligning of newly imported, or created images.

Snap to Grid

With the Snap to Grid option on, objects are pulled into alignment to the nearest grid line.

Select



1. Click **Select** or *Tools/Select* from the menu.
2. In Object Mode, select the object by clicking on it. To select more than one object you have created, hold the Shift key on your keyboard while you click the objects one by one.
3. In Pixel mode, hold down the mouse button while dragging a rectangle around the area you want to select. You will see the rectangle changing in size and shape.
4. Release the mouse button when you have surrounded the area you want to select.
5. After selecting the objects/area, you can use Cut, Export and other tools.

Zoom In

Change to the Pixel mode by clicking the **Pixel mode** button.



1. In the Enlarge display mode, click the Zoom In button and the mouse cursor will become a small rectangle.
2. Position the rectangle over the area you want to zoom.
3. Click the left mouse button. The selected area will be enlarged.
4. Select the Pen color. You can now do pixel by pixel editing to clear up/refine your fax image.

Zoom Out

This is only used after you have chosen Zoom In.

Clicking the **Zoom Out** button will show the original fax image in its Enlarge display mode.



Copy

1. First use the Select tool to select the object you want to copy.
2. Select **Edit/Copy** from the menu. A copy of the selected object will be placed in the Window's clipboard.

The copy feature is only available in the Object mode.

Cut

1. First use the Select tool to select an object or an area in Pixel mode that you want to cut.
2. Click the **Cut** speed button or select *Edit/Cut* from the menu. The selected part will be placed in the Window's clipboard.



Paste

Use this tool only if you have previously copied or cut something into the Window's clipboard.

1. Position the cursor on the page where you want the object to be pasted.
2. Click the **Paste** button, or select *Edit/Paste* from the menu.
3. If you cut something in the Pixel mode, when using paste, the object will switch back to the Object mode, since what you have cut will be pasted as an object.
4. The image that was previously placed into the Window's clipboard will appear on the screen. You can now resize and drag the image as desired.



Transparent

Enabling the Transparent item under the Edit menu will paste the imported object in such a way that you can still see the original image layer underneath. Disabling the Transparent item will have the pasted object cover up the original image layer.

Undo

This tool is used to “undo” what you have done in the last edit session. An edit session is defined as whatever you have done before choosing another tool.



Confirm Object

Selecting this option modifies the original graphic image by embedding any new selected objects into the current graphic image. This action can be undone using the Undo item, as long as the image has not been saved. Pixel by pixel editing requires that an object's position be confirmed first.

Delete

Selecting Edit, Delete from the menu will remove a selected object.

Delete All

Selecting Edit, Delete All from the menu will remove all existing objects currently displayed, regardless of whether they are selected or not.

Object Tools

You can use the Object Tools under Page, Read and Enlarge display modes. The following are descriptions and methods for using the Object Tools.

Access the Object Tools from the Tools menu of the Graphics Editor main screen, or by clicking their buttons.



Left Align

Selecting this function will allow you to left align (relative to each other) two or more objects.

Select two or more objects then click the **Left Align** button. The objects will align themselves to the left edge of the last object selected.



Right Align

Selecting this function will allow you to right align (relative to each other) two or more objects.

Select two or more objects then click the **Right Align** button. The objects will align themselves to the right edge of the last object selected.



Top Align

Selecting this function will allow you to top align (relative to each other) two or more objects.

Select two or more objects then click the **Top Align** button. The objects will align themselves to the top edge of the last object selected.



Bottom Align

Selecting this function will allow you to bottom align (relative to each other) two or more objects.

Select two or more objects then click the **Bottom Align** button. The objects will align themselves to the bottom edge of the last object selected.

Stamps

Signature/Letterhead

Speed importing of your letterhead and signature files. Just specify the path of the relevant files in the Directories Configuration and you can have “one-click” stamping of your letterhead or signature onto the open graphic.

Built-in Stamps

These stamps are available for embellishing your current graphic file or outbound faxes.

Select

This allows you to select any other compatible stamp file of your choice and immediately stamp it to the current graphic.

Order/Bring Object to Back/Bring Object to Front

To arrange the order of selected objects on a single layer, select Tools, Objects, Order. A sub-menu will appear. Select an object from the list, and while holding down the left mouse button, move the object to the desired position.

To bring an object to the front or move an object to the back:

1. Right-mouse click on a selected object.
2. Select from the pop-up menu.



Exporting an Image

While in Pixel mode, you can select a portion of the fax image and export it to another file format with another file name.

1. Click the *Pixel* mode button.
2. Click *Select* or select *Tools/Select* from the menu.
3. Select the area you want to export.
4. Choose the Export item from the File menu.

The Save As dialog box will appear.

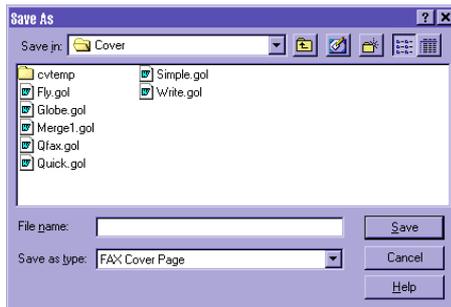


Figure 17.4 Save As dialog box

5. Enter the new name of the file in the Filename text box.
6. Select the file type you want to export from the Save-As Type dropdown list.
7. Click **OK**.

COMMUNICATE! 10.0 will export the image in the selected file format to the location you specified.

If you are importing an object while in Pixel mode, Graphics Editor will switch to Object mode automatically.

Importing an Image

You can import a graphics file to your current image from over 18 file formats.

1. Click **File/Import** from the menu.

The Import File dialog box will appear.

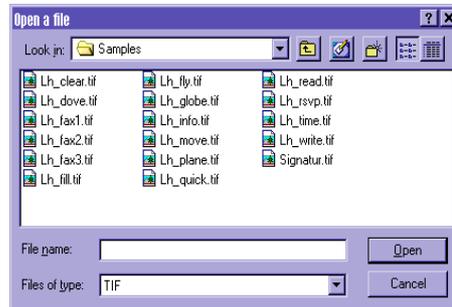


Figure 17.5

Import File

2. Locate and select the file you want to import.
3. Click **OK**.

COMMUNICATE! 10.0 will import the specified graphics file and place it as an object onto the open page.

4. Use the mouse to resize and drag the imported image to the desired position.

Saving an Image

You can save the whole opened image file in its original file name and file type by just choosing the **Save** speed button or **File/Save** from the menu. Or, you can save it in another file name or even another file type.

1. Click **File/Save As** from the menu.

The screen prompting you for the file name and file type will appear.

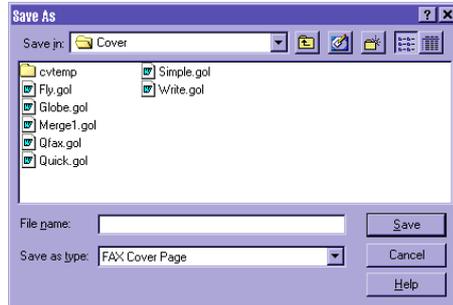


Figure 17.6 Save As dialog box

2. Enter the new name of the file in the Filename text box.
3. Select the file type from the Save as type dropdown list.
4. Click **OK**.

Saving a fax image as a .GOL (Graphic Object Layer) file will allow you to edit the “objects” later. If the file has been saved as another format, you will only be able to edit the image in the Pixel mode.

OCR (Optical Character Recognition)

If you have purchased and installed COMMUNICATE! 10.0’s optional OCR engine, you can convert fax image files into real text formats, such as ASCII, WordPerfect, WordStar, Microsoft Word or Ami Pro, so you can use your word processor for further editing.

COMMUNICATE! 10.0’s OCR engine is incorporated into the Graphics Editor.

Here’s how OCR works on a fax:

1. Use the editing tools to clean up any unwanted graphics. The better the quality of the received fax image, the higher the accuracy rate of the resulting output file.
2. Save any changes by selecting **File/Save** from the menu.
3. Click **Select**, then select the area you want to OCR. If you want to OCR the whole page or fax, do not select anything.
4. Select the OCR menu item.

The OCR Configuration dialog box will appear.

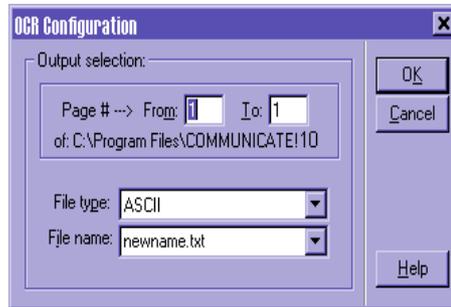


Figure 17.7 OCR Configuration

5. Identify the pages you want to OCR.
6. Select the file type and assign a file name. (e.g. ASCII and newname.txt)
7. Click **OK**.

The OCR Status dialog box will appear.

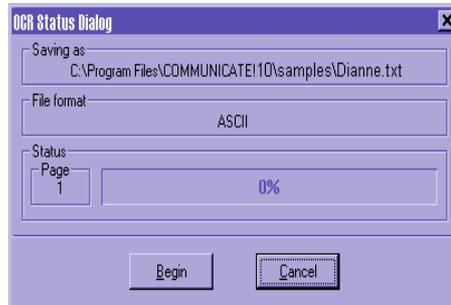


Figure 17.8 OCR Status

8. Click **Begin**.

COMMUNICATE! 10.0 will proceed with the OCR process.

Upon completion of the OCR process, you can use your word processor to open and edit the new output file.

Creating Cover Pages

You can use different tools in the Graphics Editor to create your fax cover sheets. Keywords for System Macros, Fax Merging, and User Input fields can be inserted onto the cover sheet. COMMUNICATE! 10.0 will replace them with their corresponding meanings when faxing. Just make sure the newly created file is saved in .GOL format.

The keywords you can insert onto the cover sheet are listed below:

System Macros

These fields access and insert information relating to the sender of the fax.

These include:

Sender's name	Time
Sender's company	Sender's fax number
Month/day/year	Sender's phone number
Day/month/year	Total pages
Long month/day/year	Greeting time
Long day/month/year	

Fax Merging

When you have chosen contacts from COMMUNICATE! 10.0's built-in contact manager, Fax Merging fields access and insert information relating to the recipient of the fax.

These include:

First name	Phone extension
Last name	Street 1
Company name	Street 2
Fax number	City
Fax extension	State
Phone number	Zip code

User Input

These fields allow you to create areas to enter single-line or multi-line notes to the cover page before COMMUNICATE! 10.0 sends the fax.

The user input fields include single line and multiple lines.

Creating a .GOL Cover Sheet

1. Click *File/New* and enter the desired fax cover sheet image attributes.
2. Using the Drawing and Viewing tools, add objects, such as graphics or text items to the cover sheet.
3. To add either System Macros, Fax Merging keywords, or User Input fields, select them from the Insert menu item. For User Input fields, you will be prompted to enter a title. If you have selected Multiple Lines, when you click **OK**, a blank text box will be inserted into the cover sheet. You can then move and resize it.
4. Position the new fields in the desired locations, then select the font type and size.
5. Select File, Save from the menu when you have finished creating the cover sheet.
6. Assign a name to the file and select the Fax Cover Page .GOL file type.

Now send a fax with the newly created .GOL cover sheet.

If the cover sheet contains User Input fields, you can type in a message when you click the Fill In button in the Fax Message Composer. If it contains system macros or fax merging keywords, COMMUNICATE! 10.0 will replace them with their corresponding data from the configuration and the phone book.

COMMUNICATE! 10.0 comes with a few sample cover pages you can use. They are located in the \Cover directory. One of them contains fax merging keywords - Merge1.gol. You can modify or reference these samples and create your own cover pages. Please remember to save your newly created cover page file in the \Cover directory.

Chapter 18: Exporting/Importing Data

This chapter is considerably technical. To benefit from this chapter, you should have a fundamental knowledge of various computer file formats. We will describe how you can import and export data from COMMUNICATE! 10.0's phone books and log books.

If you encounter problems understanding this chapter, please contact our technical support.

Introduction

Importing and exporting capabilities are very important since most applications refer to data stored in other application formats. For instance, you may want to import information from your customer database to COMMUNICATE! 10.0's phone book in order to do a message broadcast. However, data import and export is often easier said than done because different applications may use different file formats.

To import and export data from one file to another, one approach is to use a 'middleman' that both applications understand. An example of this is the .DBF file. Most database applications can import or export .DBF files in one form or another.

Since COMMUNICATE! 10.0's phone books and log books are stored in .DBF format, accessing the information is relatively easy.

.DBF is one of the most popular database file formats in the computer industry.

General Exporting Concepts

1. Choose the record/s to be exported.
2. Choose the target export format (ASCII .SDF or .DBF).
3. Export the record/s.

COMMUNICATE! 10.0's required file format structure is explained later in this chapter.

General Importing Concepts

1. Compose your data in ASCII .SDF or .DBF format.
2. Import the data file into COMMUNICATE! 10.0's phone book/s.

Phone Book Database Structure

The following outlines the database structure of a phone book file that has been exported to .DBF format.

*This structure
must be used
when importing.*

Field Name	Field Type	Length	Dec
CUS_ID	Numeric	9	0
COM_NAME	Character	40	-
FIRST_NAME	Character	15	-
LAST_NAME	Character	15	-
MIDDLE_INI	Character	1	-
TEL	Character	20	-
TEL_EXT	Character	7	-
FAX	Character	20	-
FAX_EXT	Character	7	-
CLASS	Numeric	1	0
PREFIX	Character	4	-
PAY_TERM	Character	14	-
LIMIT	Numeric	8	-
STREET_1_1	Character	40	-
STREET_1_2	Character	40	-
CITY_1	Character	20	-
STATE_1	Character	20	-
ZIPCODE_1	Character	12	-
COUNTRY_1	Character	20	-
POSITION	Character	40	-
FIRSTENTER	Date	8	-

Field Name	Field Type	Length	Dec
LAST_PUR	Date	8	-
LASTCONTCT	Date	8	-
LAST_TOPIC	Character	254	-
NEXTCONTCT	Date	8	-
NEXT_TOPIC	Character	254	-
STREET_2_1	Character	40	-
STREET_2_2	Character	40	-
CITY_2	Character	20	-
STATE_2	Character	20	-
ZIPCODE_2	Character	12	-
COUNTRY_2	Character	20	-
TEL_2	Character	20	-
TEL-EXT_2	Character	7	-
FAX_2	Character	20	-
FAX_EXT_2	Character	7	-
QUICKNOTE1	Character	254	-
NOTE	Memo	10	-
BILLING	Character	20	-
PHONE_NUM1	Character	45	-
PHONE_NUM2	Character	45	-
PHONE_NUM3	Character	45	-
MAX_SPEED	Numeric	8	-
DATA	Numeric	1	-
PARITY	Character	1	-

This Memo field does not exist for .SDF files.

Field Name	Field Type	Length	Dec
STOP	Numeric	1	-
TERMINAL	Character	20	-
CAPTURE_TO	Character	254	-
FLOW_CTRL	Character	20	-
PROTOCOL	Character	20	-
SCRIPTFILE	Character	254	-
BBS_NOTE	Character	254	-
AUTO_LF	Logical	1	-
ECHO	Logical	1	-
LASTDIAL	Character	14	-
LASTDUR	Numeric	8	-
ENBLSCRIPT	Logical	1	-
SESSION_MD	Numeric	5	-
DEFAULT_DL	Numeric	1	-
INTERNET	Character	70	-
INTERNETPH	Character	70	-
INTERNETVC	Character	70	-
NETWAREMHS	Character	70	-
CCMAIL	Character	70	-
MSMAIL	Character	70	-
OTHERMAIL	Character	70	-
COMPUSERVE	Character	20	-
AOL	Character	20	-
PRODIGY	Character	20	-

Field Name	Field Type	Length	Dec
GENIE	Character	20	-
MCIMAIL	Character	20	-
ATTMAIL	Character	20	-
OTHERHOST	Character	20	-
CELLULAR	Character	20	-
HOME	Character	20	-
HOME_FAX	Character	20	-
COTTAGE	Character	20	-
COTTAGEFAX	Character	20	-
OTHER	Character	20	-
OTHER_FAX	Character	20	-
WEB_SITE	Character	254	-
TOLL_FREE	Character	20	-
USER_FLD1	Character	55	-
USER_FLD2	Character	55	-
USER_FLD3	Character	55	-
USER_FLD4	Character	55	-
USER_FLD5	Character	55	-
USER_FLD6	Character	55	-
USER_FLD7	Character	55	-
USER_FLD8	Character	55	-
USER_FLD9	Character	55	-
USER_FLD10	Character	55	-
FTP_SITE	Character	254	-

Field Name	Field Type	Length	Dec
RADIO	Character	254	-
GOPHER	Character	254	-
NEWS	Character	254	-
IFAXSERVER	Character	254	-

When exporting to an ASCII file, all Memo fields will be skipped. The ASCII file will contain the data in a continuous way with no separation between fields. Different records will be separated by a carriage return and line feed: ASCII 13 and 10.

You can also export records to the Quick Book of COMMUNICATE! 10.0's Terminal for speed dialing of BBS's.

Exporting Phone Book Records

Contact records in a COMMUNICATE! 10.0 phone book can be exported to .DBF, ASCII .SDF file format, or to other COMMUNICATE! 10.0 phone books.

Here's how it's done.

1. Open the desired COMMUNICATE! 10.0 phone book.
2. Select all or just those records you wish to export.
3. Select **File/Export** from the menu list.

The Export dialog box will appear.

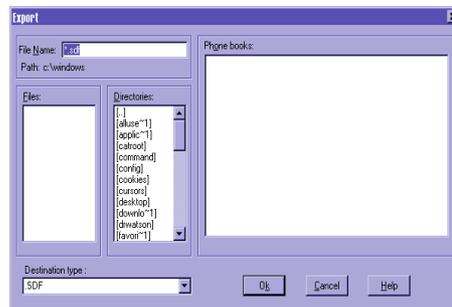


Figure 18.1

Export dialog box

4. Name the target file.
5. Select the target file type .SDF or .DBF from the dropdown list.
6. Click **OK**.

COMMUNICATE! 10.0 will begin exporting the selected records.

You also have the ability to export contact records from a current COMMUNICATE! 10.0 phone book to another.

1. Select “**Existing phone book**” as the Destination type.

2. Select the target book from the list.
3. Click **OK**.

The selected records will be added to that phone book.

Unexpected data will be imported if the .DBF file does not follow the required Phone Book Database Structure.

Importing Phone Book Records

COMMUNICATE! 10.0 allows data to be imported to its phone books in different ways.

Direct Import

Phone book data from ACT!2 for Windows and WinFax PROv.3 and PROv.4 can be directly imported to a COMMUNICATE! 10.0 phone book. Fox.DBF files can also be directly imported as long as they are created in the format outlined in the Phone Book Database Structure.

Here's how it's done.

1. Open the COMMUNICATE! 10.0 phone book where the new imported information will be placed.
2. Select **File/Import** from the menu list.

The Import into Phonebook dialog box will appear.

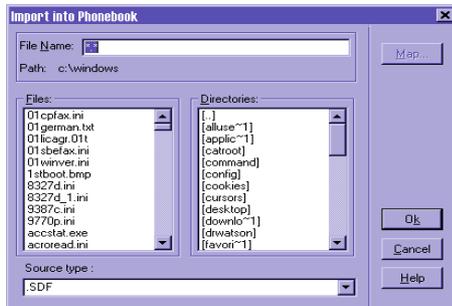


Figure 18.2 Import into Phonebook

3. Select the Source type.
4. Locate and select the desired file.
5. Click **OK**.

Only 'memo' fields in Fox.DBF files can be imported. For .DBF files in Clipper or dBase formats, memo fields must be removed before you can use the field mapping utility. Otherwise, COMMUNICATE! 10.0 will not be able to open your database.

Mapped Import

If you have data in a standard .DBF file format to be imported, you can use the mapping feature in COMMUNICATE! 10.0. Field mapping tells COMMUNICATE! 10.0 what fields in your database should be transferred to their equivalent in COMMUNICATE! 10.0's own contact manager.

Here's how it's done.

1. Open the COMMUNICATE! 10.0 phone book where the new imported information will be placed.
2. Select **File/Import** from the menu list.

The Import into Phonebook dialog box will appear.

3. Select .DBF as the Source type.
4. Locate and select the desired .DBF file.
5. Click **Map**.

The Mapping Database Table dialog box will appear.

Available Fields displays those available in a COMMUNICATE! 10.0 phone book.

Mapped Fields displays those already matched.

Source's Fields displays those available in the .DBF file.

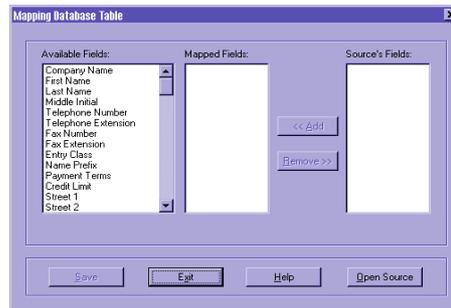


Figure 18.3 Mapping Database Table

6. Select a field name from the Available Fields.
7. Select the corresponding field from the Source's Fields.
8. Click **Add**.

The field will be added to the Mapped Fields display.

9. Repeat steps 5-7 until all the necessary source fields have been mapped.
10. Click **Save**.
11. Click **Exit**.
12. Click **OK** from the Import into Phonebook dialog box.

COMMUNICATE! 10.0 will import the new records.

To remove a mapped field, select it and click **Remove**.

Log Book Database Structure

The following outlines the database structure of a log book that has been exported to .DBF format.

Outbound Log

Field Name	Field Type	Length	Dec
SMT_TIME	Character	14	-
SCH_TIME	Character	14	-
SNT_TIME	Character	14	-
SENT_TO	Character	240	-
FAXEXTEN	Character	7	-
STATUS*	Numeric	5	0
RESOLUTION	Character	9	-
TRANSMISS	Character	6	-
NO_PAGES	Numeric	3	0
DURATION	Numeric	10	0
RETRY	Numeric	2	0
REQUEUE	Numeric	2	0
TYPE	Character	2	-
CHARGE_BK	Character	20	-
JOB_ID	Numeric	9	0
USER_ID	Numeric	5	0
QUEUE_ID	Numeric	5	0
FSERVER_ID	Numeric	5	0
DELETE	Logical	1	-
REF	Character	55	-

Field Name	Field Type	Length	Dec
MSG_TYPE	Numeric	1	0
SUBJECT	Character	254	-
ISPACCOUNT	Character	254	-
CC	Character	240	-
IND_CUS_ID	Numeric	9	0
IND_STATUS	Numeric	2	0
IND-TRANS	Numeric	6	0
IND_DUR	Numeric	10	0
IND_RETRY	Numeric	2	0

*Status Codes:

0 = Successful transmission	7 = No answer
1 = No dial tone	8 = Transmission interrupted
2 = Dialing problem	9 = Image file not found
3 = Bad media	10 = Phonebook entry not found
4 = Bad handshake	11 = Partially successful
5 = Bad file transmission	12 = Failure
6 = Line busy	13 = User abort

Inbound Log

Field Name	Field Type	Length	Dec
USER_ID	Numeric	5	0
RECV_TIME	Character	14	-
SENDER	Character	35	-
RECV_FROM	Character	20	-
FILE NAME	Character	12	-
PRINTED	Logical	1	-
IMAGE_AVA	Logical	1	-
VIEWED	Logical	1	-
COMPRESS	Logical	1	-
COMPLETED	Logical	1	-
ROUTED	Logical	1	-
RESOLUTION	Character	9	-
TRANSMISS	Numeric	5	0
NO_PAGES	Numeric	3	0
DURATION	Numeric	10	0
DELETE	Logical	1	-
REF	Character	240	-
MSG_TYPE	Numeric	1	0
ATTACH	Character	12	-
SUBJECT	Character	254	-
ISPACCOUNT	Character	254	-
ORIGINAL	Character	254	-

See Chapter 11: *Managing Messages* for details on how to use the Log Books.

Exporting Data from a Log Book

The data in both the inbound and outbound log books can be exported for use in another application. One example where log book data could be useful is for cost analysis and customer billing in accounting software.

Here's how it's done.

1. Click the *Message Center* button on the main interface.
2. Click on either the Inbound or Outbound Log.
3. Select all or some of the displayed records for export.
4. Select *File/Export* from the menu items.

The Log Export File dialog box will appear.



Figure 18.4 Outbound Log Export File

When exporting ASCII file, all Memo fields will be skipped. The ASCII file will contain the data in a continuous way with no separation between fields. Different records will be separated by a carriage return and line feed: ASCII 13 and 10.

5. Select the Source type you'd like for the exported file.
6. Name the new file.
7. Click **OK**.

COMMUNICATE! 10.0 will export the selected entries to a file with the structure outlined in Log Book Database Structure.

Chapter 19: Voice Prompts

COMMUNICATE! 10.0 has a long list of professionally recorded phrases to make up the whole voice menu system. At a certain point in the menu, it will use a certain phrase or combine 2 or more phrases to make up a longer sentence.

If you prefer to have your own voice reflected in the voice menu, you can use the following list to record the phrases.

The voice files are located in <main directory>\voicecom\phrases directory. The file name MUST be exactly the same. For example, the voice file saying “Good morning” must be recorded as eng00018.wav.

Voice Prompts

Code	Corresponding Phrase
eng00018.wav	Good morning.
eng00028.wav	Good afternoon.
eng00038.wav	Good evening.
eng00058.wav	You have reached an automated messaging system. If you are calling from a touch-tone phone, press any key to continue.
eng00068.wav	If you are calling from a rotary phone, please stay on the line.
eng00108.wav	Thank you for calling.
eng00208.wav	If you know the mailbox number of the person you wish to contact, enter it now or press zero for the general mailbox.
eng00308.wav	To page the operator, press zero.
eng00309.wav	To page the operator, press...
eng00318.wav	To page the mailbox owner, press zero.
eng00319.wav	To page the mailbox owner, press...
eng00328.wav	Please wait while I process your request.
eng00338.wav	<Ringing tone>

Code	Corresponding Phrase
eng00358.wav	There is no answer.
eng00408.wav	To terminate this call, press star (*).
eng00508.wav	To leave a voice message, press 1.
eng00509.wav	To leave a voice message, press...
eng00518.wav	To leave a fax message, press 2.
eng00519.wav	To leave a fax message, press...
eng00608.wav	This is not a valid choice.
eng00618.wav	That is an invalid number.
eng00658.wav	To set personal options, press 3.
eng00678.wav	Thank you for calling. Good-bye.
eng00698.wav	Enter your choice now.
eng00708.wav	At the tone, please record your message.
eng00718.wav	When you have finished recording, please press number sign.
eng00768.wav	To request a fax, press 3.
eng00769.wav	To request a fax, press...
eng00808.wav	To accept your message and return to the previous menu, press 1. To listen to your message, press 2. To re-record your message, press 3.
eng00818.wav	To accept your message and terminate this call, press number sign. To accept your message and return to the previous menu, press 1. To listen to your message, press 2. To re-record your message, press 3.
eng00908.wav	To cancel this option and return to the previous menu, press star (*).
eng00918.wav	To cancel this option and return to the previous menu, press number sign.
eng00968.wav	This operation could not be completed. Please try again later.
eng00978.wav	Sorry, this mailbox is full. Please try again later.
eng01008.wav	When you hear the fax tone, press the "start" key on your fax machine to begin fax transmission.

Code	Corresponding Phrase
eng01088.wav	Enter your destination fax number to a maximum of...
eng01098.wav	...digits, followed by the number sign.
eng01108.wav	If you are calling from your fax machine telephone, press number sign, otherwise press star (*).
eng01118.wav	Enter your fax number followed by number sign.
eng01178.wav	Enter the area code and fax number followed by number sign.
eng01198.wav	If the fax destination will be overseas, press 1. Otherwise, press 2.
eng01268.wav	If you know the document number, enter it now. To receive a list of available documents, press 0.
eng01278.wav	Please enter the next document number or press number sign to end document selection.
eng01288.wav	Sorry, there are no documents available at this time.
eng01308.wav	If you are finished selecting, press number sign.
eng01508.wav	Enter the fax area code followed by number sign.
eng01528.wav	Enter the fax country code followed by number sign.
eng01608.wav	Your faxes will be sent to you as soon as possible.
eng01808.wav	Enter your mailbox number now.
eng01908.wav	Enter your pass-code now.
eng01918.wav	Pass-code is not required. Press 1 to continue.
eng01948.wav	Enter your new 4 digit pass-code now.
eng02008.wav	The pass-code you entered is incorrect.
eng02108.wav	Your pass-code has been confirmed.
eng02308.wav	You have...
eng02318.wav	You have more than twenty...
eng02408.wav	...new voice message.
eng02418.wav	...new voice messages.

Code	Corresponding Phrase
eng02428.wav	...new fax message.
eng02438.wav	...new fax messages.
eng02448.wav	...new e-mail message.
eng02458.wav	...new e-mail messages.
eng02468.wav	...new data file.
eng02478.wav	...new data files.
eng02508.wav	... messages.
eng02528.wav	... message.
eng02578.wav	To retrieve voice messages, press 1.
eng02588.wav	To retrieve fax messages, press 2.
eng02598.wav	You have no new messages.
eng02808.wav	Outside caller.
eng02908.wav	at...
eng03008.wav	...left.
eng03108.wav	...today.
eng03208.wav	Yesterday.
eng03308.wav	...days ago.
eng03408.wav	To repeat this message, press 1.
eng03448.wav	For date and time, press 5.
eng03458.wav	There are no more messages in that directory.
eng03468.wav	For the next message, press 6.
eng03478.wav	To keep this message as new, press 7.
eng03488.wav	To keep this message as new, press 7. To hear available options, press 9.
eng03498.wav	To repeat this message, press 1. For the next message, press 6.

Code	Corresponding Phrase
eng04508.wav	To accept this fax destination, press 1. To change it, press 2.
eng04518.wav	To accept this country code, press 1. To change it, press 2.
eng04528.wav	To accept this area code, press 1. To change it, press 2.
eng05308.wav	Thank you for your time. Good-bye.
eng05318.wav	The following recording is a personal voice message. To listen to it, press 1 now.
eng07008.wav	To change your outgoing message, press 1. To change your pass-code, press 2. To exit, press number sign.
eng07018.wav	To change the current system menu, press 3.
eng07028.wav	Enter your choice for the new system menu now.
eng07038.wav	The new system menu will be active on the next call.
eng07048.wav	To change the current CallAnswer™ setting, press 3.
eng07058.wav	Enter your choice for the new CallAnswer™ setting now.
eng07068.wav	The new CallAnswer™ setting will be active with the next call.
eng07708.wav	To confirm this change, re-enter your pass-code now.
eng09308.wav	The number you have entered is...
eng09408.wav	If this is correct, press 1. To re-enter, press 2.
eng11108.wav	a.m.
eng11208.wav	p.m.
eng12018.wav	Oh.
eng20008.wav	No...
eng20018.wav	One.
eng20028.wav	Two.
eng20038.wav	Three.
eng20048.wav	Four.

Code	Corresponding Phrase
eng20058.wav	Five.
eng20068.wav	Six.
eng20078.wav	Seven.
eng20088.wav	Eight.
eng20098.wav	Nine.
eng20108.wav	Ten.
eng20118.wav	Eleven.
eng20128.wav	Twelve.
eng20138.wav	Thirteen.
eng20148.wav	Fourteen.
eng20158.wav	Fifteen.
eng20168.wav	Sixteen.
eng20178.wav	Seventeen.
eng20188.wav	Eighteen.
eng20198.wav	Nineteen.
eng20208.wav	Twenty.
eng20308.wav	Thirty.
eng20408.wav	Forty.
eng20508.wav	Fifty.
eng20608.wav	Sixty.
eng20708.wav	Seventy.
eng20808.wav	Eighty.
eng20908.wav	Ninety.
eng30008.wav	Zero.

Code	Corresponding Phrase
eng30018.wav	Hundred.
eng30028.wav	Thousand.
eng35018.wav	You have a new voice message.
eng35028.wav	You have a new fax message.
eng35038.wav	You have a new E-mail message.
eng35058.wav	Now preparing the line for remote access. Please hang up, call back and remote access will answer the call.
eng35068.wav	Sorry. The remote access software cannot be found.
eng40008.wav	<Tone>
eng50008.wav	Unknown caller.
eng51008.wav	Wireless phone call.
eng60008.wav	Voice transmission successful.
eng60018.wav	Voice transmission unsuccessful.
eng60028.wav	Voice reception successful.
eng60038.wav	Voice reception unsuccessful.
eng60048.wav	Fax transmission successful.
eng60058.wav	Fax transmission unsuccessful.
eng60068.wav	Fax reception successful.
eng60078.wav	Fax reception unsuccessful.
eng60088.wav	E-mail transmission successful.
eng60098.wav	E-mail transmission unsuccessful.
eng60108.wav	E-mail reception successful.
eng60118.wav	E-mail reception unsuccessful.
eng60128.wav	Data transmission successful.
eng60138.wav	Data transmission unsuccessful.

Code	Corresponding Phrase
eng60148.wav	Data reception successful.
eng60158.wav	Data reception unsuccessful.
eng60168.wav	Page transmission successful.
eng60178.wav	Page transmission unsuccessful.
eng9001.wav	Please enter the voice menu ID followed by number sign.
eng9002.wav	Please enter the mailbox ID followed by number sign.
eng9003.wav	To retrieve your voice and fax messages, press 1. To change your forward or notification settings, press 2.
eng9004.wav	Please enter your UserID followed by number sign.
eng9005.wav	For voice menu options, press 1. To retrieve system faxes, press 2. To retrieve e-mails, press 3. For 411 services, press 4. For room monitoring, press 5.
eng9006.wav	For user options, press 1. For voice menu options, press 2.
eng90051.wav	For voice menu options, press 1. To retrieve system faxes, press 2. To retrieve 3-mail messages, press 3.
eng90052.wav	For voice menu options, press 1. To retrieve system faxes, press 2.
eng9007.wav	Please enter the first few letters of the person's last name, followed by number sign.
eng9008.wav	Press the number sign at any time to stop room monitoring and return to the previous menu.
eng9009.wav	To change your voicemail notification settings, press 1. To change your fax notification and forwarding settings, press 2.
eng9010.wav	Press the number sign to stop room monitoring and return to the previous menu at any time.
eng9011.wav	Please wait while I forward this call.
eng9012.wav	No matches found.
eng9013.wav	To begin a new search, press star (*).

Code	Corresponding Phrase
eng9014.wav	To list the current last name matches, press 1. To retry a first name filter search, press 2.
eng9015.wav	Please enter the first few letters of the person's first name, followed by number sign.
eng9016.wav	...match.
eng9017.wav	...matches.
eng9018.wav	If this is the correct person, press 1.
eng9019.wav	For the business number, press 1. For the home number, press 2. For the cell number, press 3. For the fax number, press 4. To return to the previous menu, press 6.
eng9020.wav	To call this number, press 1.
eng9021.wav	To begin a new search, press star (*).
eng9022.wav	To return to the options menu, press number sign.
eng9023.wav	To play these matches, press 1. To filter these matches by first name, press 2.
eng9024.wav	The business number is...
eng9025.wav	The home number is...
eng9026.wav	The cell number is...
eng9027.wav	The fax number is...
eng9028.wav	To hear the next match, press 2.
eng9029.wav	To replay the list from the beginning, press 3.
eng9030.wav	To reply to this message, press 1. Otherwise press number sign.
eng9031.wav	To accept your message and terminate this call, press number sign. To listen to your message, press 2. To re-record your message, press 3.
eng9040.wav	The telephone number you have dialed is not available.
eng9041.wav	To listen to this message again, press 2. To reply to this message, press 3. To terminate this call, press number sign.

Code	Corresponding Phrase
eng9042.wav	To listen to your reply, press 2. To re-record your reply, press 3. To terminate this call, press number sign.
eng9078.wav	To listen to your e-mail messages, press 1 now.
eng9079.wav	To forward this message to a fax, press 2.
eng9080.wav	To mark this message as read, press 3.
eng9081.wav	To go to the next new e-mail, press 4.
eng9098.wav	Phone number.
eng9099.wav	First name, last name.
eng90083.wav	To change your notification settings, press 1. Press number sign to return to the main menu.
eng90084.wav	To change fax forward notification settings, press 1. To change voice notification settings, press 2. Press number sign to return to the main menu.
eng90085.wav	To change forward settings, press 1.
eng90086.wav	To retrieve your fax and voice messages, press 1.
eng90087.wav	To re-enter a number, press 1. To save this number, press 2.
eng90088.wav	The notify number is...
eng90089.wav	To change this number, press 1.
eng90090.wav	To return to the mailbox options, press number sign.
eng90091.wav	To enable notification, press 1.
eng90092.wav	To change pager notification settings, press 1. To change phone notification settings, press 2.
eng90093.wav	To change notification settings, press 1. To change forward settings, press 2.
eng90094.wav	To change voice settings, press 1. To change fax settings, press 2.
eng90095.wav	The existing number is...
eng90096.wav	There is no number available. To enter a number, press 1.

Code	Corresponding Phrase
eng90097.wav	Enter a number now.
eng90098.wav	Fax extension setting.
eng90099.wav	Pager number setting.
eng90100.wav	For alphanumeric, press 1. For numeric, press 2. For SMS, press 3.
eng90101.wav	To reply to this e-mail, press 5.
eng90102.wav	At the tone, please record the subject.
eng90103.wav	To listen to your e-mail message, press 1.
eng90104.wav	To repeat this message, press 1.
eng90105.wav	To keep this message as new, press 3.
eng90106.wav	To re-record your message, press 2.
eng90107.wav	To send this message, press 1.
eng90108.wav	To listen to your message, press 1.
eng90109.wav	For the business number, press 1. For the home number, press 2. For the cell number, press 3. For the fax number, press 4. To send an e-mail message, press 5. To return to the previous menu, press 6.
eng90110.wav	For the business number, press 1.
eng90111.wav	For the home phone number, press 2.
eng90112.wav	For the cell phone number, press 3.
eng90113.wav	For the fax number, press 4.
eng90114.wav	To send an e-mail message, press 5.
eng90115.wav	To return to the previous menu, press 6.
eng90116.wav	To send a fax to this number, press 1.
eng90117.wav	For video monitoring, press 7. For live video monitoring, press 8. To stop video monitoring, press 9.
eng90118.wav	Video monitoring has been activated. To return to the main menu, press 1. To terminate this call, press 2.

Code	Corresponding Phrase
eng90119.wav	Video monitoring has been deactivated. To return to the main menu, press 1. To terminate this call, press 2.
eng90120.wav	If you are already connected to the Internet, please press 1. Otherwise, please press 2 now.
eng90121.wav	The IP address is...
eng90122.wav	...dot...
eng90123.wav	To repeat, press 1. To terminate this call, press 2.
eng90124.wav	Please hang up now and allow me to connect to the Internet. Wait 5 minutes, then check the Internet directory for my IP address and call me.
eng90125.wav	Please wait for me to connect to the Internet. It may take a few minutes.
eng90126.wav	Dialing.
eng90127.wav	Logging on to network.
eng90128.wav	Verifying user name and password.
eng90129.wav	Successfully connected to the Internet.
eng90130.wav	Failed to connect.
eng90131.wav	Sorry, I was unable to connect to the Internet. Please try again later.
eng90132.wav	I will connect to you. Please enter your IP address followed by number sign. Use the star(*) key to represent the dot.
eng90133.wav	Please hang up and I will attempt to automatically connect to you.
eng90134.wav	Invalid IP address.
eng90135.wav	To listen to it, press 1 now.
eng90136.wav	To reply to this message, press 2.
eng90137.wav	To listen to your message, press 3.
eng90138.wav	Sender...
eng90139.wav	Subject...
eng90140.wav	Message...

Code	Corresponding Phrase
eng90141.wav	First message...
eng90142.wav	Next message...
eng90143.wav	For voice menu options, press 1.
eng90144.wav	To retrieve system faxes, press 2.
eng 90145.wav	To retrieve e-mail messages, press 3.
eng90147.wav	To change the current settings, press 5.
eng90149.wav	To call this number, press 1.
eng90150.wav	To disable this option, press 2.
eng90151.wav	Option disabled.
eng90152.wav	For the letter Q, press 7. For the letter Z, press 2.
eng90153.wav	Received from server.
eng90154.wav	To record and send a voice message to this number, press 2.
eng90155.wav	When you are finished, press the number sign.
eng90156.wav	To enter a number, press 1.
eng90157.wav	For the letter Q, press 7. For the letter Z, press 9. (International)
eng90158.wav	In order to use this feature, you need to setup your dialup account.
eng90159.wav	To forward this message to the fax, press 5.
eng90160.wav	<3 seconds of silence>
eng09100.wav	Your video monitoring system has detected motion.
eng09101.wav	Sorry, but for room monitoring feature you need a speakerphone modem.
eng09120.wav	To listen to new e-mails, press 1.
eng09121.wav	To check for new e-mail on the mail server, press 2.
eng09122.wav	Please choose an e-mail account from the following selections.
eng09123.wav	There is no modem available. Your request will process after you hang up the phone.

Code	Corresponding Phrase
eng09124.wav	The process will take a few minutes, please wait OR...
eng09125.wav	You did not set up an e-mail account, operation failure!
eng09126.wav	Check e-mail successful.
eng09127.wav	Check e-mail unsuccessful.
eng09131.wav	Press 1 to retrieve e-mail from.
eng09132.wav	Press 2 to retrieve e-mail from.
eng09133.wav	Press 3 to retrieve e-mail from.
eng09134.wav	Press 4 to retrieve e-mail from.
eng09135.wav	Press 5 to retrieve e-mail from.
eng09136.wav	Press 6 to retrieve e-mail from.
eng09137.wav	Press 7 to retrieve e-mail from.
eng09138.wav	Press 8 to retrieve e-mail from.
eng09139.wav	Press 9 to retrieve e-mail from.
eng90161.wav	To forward this message to an e-mail address, press 6.
eng90162.wav	The person you have selected has no e-mail address.
eng90163.wav	The e-mail you selected is ...
eng90164.wav	To forward the e-mail to this address, press 1.
eng90165.wav	To forward this message as a voicemail, press 7.
eng90166.wav	To select the phone number from your phone book, press 2.
eng90167.wav	To forward the voice message to this address, press 1.
eng90168.wav	To forward this message to a phone number, press 2.
eng90169.wav	To forward this message to an e-mail address, press 3.
eng90170.wav	To forward these faxes to a fax machine, press 1.
eng90171.wav	To forward these faxes to your default e-mail address, press 2.

Code	Corresponding Phrase
eng90172.wav	To forward these faxes to an e-mail address from your phone book, press 3.
eng90173.wav	To return to the main menu, press number sign.
eng90174.wav	To forward these faxes to a fax machine, press 4.

Chapter 20: Accelerator Keys

Accelerator Keys

COMMUNICATE! 10.0's functions are all available and accessible through the main interface, but also can be activated using keyboard controls. The keyboard shortcuts for all main interface functions are listed below.

Exit

Alt+W

Telephone Receiver and Speed Dial Navigation

Hang up	<i>Enter</i>
Edit	<i>Shift+I</i>
Down one page	<i>Shift+down arrow</i>
Up one page	<i>Shift+up arrow</i>

Inbound Logs

Fax log	<i>Shift+F</i>
E-mail log	<i>Shift+E</i>
Voicemail log	<i>Shift+V</i>
Data file log	<i>Shift+D</i>

Mailbox Display

Next mailbox on list	<i>Ctrl+down arrow</i>
Previous mailbox on list	<i>Ctrl+up arrow</i>

Dialpad/Telephony and System Setup

Hold	<i>Alt+L</i>
Volume down	<i>Down arrow</i>
Volume up	<i>Up arrow</i>
Redial	<i>Alt+R</i>
Auto Receive	<i>Alt+A</i>
Quick Fax	<i>Alt+F</i>
Quiet	<i>Alt+Q</i>
Record	<i>Alt+C</i>
Screen	<i>Alt+N</i>
Handsfree	<i>Alt+D</i>
Input device	<i>Alt+I</i>
Output device	<i>Alt+O</i>
Setup	<i>Alt+S</i>
Help	<i>Alt+H</i>

Tape Recorder

Eject	<i>Shift+J</i>
Play	<i>Shift+P</i>
Stop	<i>Shift+S</i>
Record	<i>Shift+R</i>
Pause	<i>Pause</i>
Previous message	<i>Left arrow</i>
Next message	<i>Right arrow</i>

Message Functions

Compose Fax	<i>Ctrl+F</i>
Compose E-mail	<i>Ctrl+E</i>
Compose Voicemail	<i>Ctrl+V</i>
Scan and fax	<i>Ctrl+S</i>
Phone Book	<i>Ctrl+P</i>
Message Center	<i>Ctrl+M</i>
Queue Status	<i>Ctrl+Q</i>
Data Terminal	<i>Ctrl+T</i>
Cover Page editor	<i>Ctrl+C</i>
Browser	<i>Ctrl+B</i>

Right-mouse-click Drop-down Menu

File menu	<i>Alt+F</i>
Edit menu	<i>Alt+E</i>
Options menu	<i>Alt+O</i>
Help menu	<i>Alt+H</i>