Chapter 1: Introduction

Congratulations on your decision to purchase COMMUNICATE! *i2000*, 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, pager, Internet e-mail, Internet video phone, Internet audio-mail, Internet video-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! *i2000* 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! *i2000*, 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! *i2000*, 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! *i2000* 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! *i2000*
This section helps you explore in detail all the COMMUNICATE! *i2000* 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! *i2000* Features

COMMUNICATE! i2000 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, CallerID, or any combination

Regular fax & Internet 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 phone, Internet e-mail, and Internet web browsing

- Send and receive Internet e-mail
- Compatible with any POP and SMTP e-mail server
- Compatible with Windows Dial-up Networking
- Talk to others via the Internet and save on long distance charges
- H.323 compliant
- Full or half duplex sound card support
- Text-based chat mode
- Launch your web browser to the site specified in the contact manager

Internet video phone, Internet video/audio mail, Internet video monitoring

- Talk and see each other via the Internet
- H.323 compliant
- Send audio-mail and video-mail
- Watch your door with motion detection and notify you when a picture is captured and e-mailed to you
- Password protected video auto-answer to allow remote video monitoring

Text-to-speech to “listen” to e-mail

- Inbound e-mail messages can now be heard by either calling in remotely - similar to checking voice message - as well as telephone notification
- E-mail replies can be sent as audio mail 100% over the phone

Multi-line support

- Supports one analog line plus one optional dedicated Internet connection
- Opportunity to upgrade to support the simultaneous operation of 4 analog lines plus one optional dedicated Internet connection

Contact management

- Internet White Pages - to search for any publicly listed phone number
- Personal 411 service - to remotely search your contact database
- 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, audio-mail, video-mail, v-mail, paging
- 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, audio mail, video mail, v-mail and paging
- Resubmit unsuccessful broadcast jobs to queue

Remote management

- Call in to retrieve and manage new voice and e-mail messages
- Call in to redirect faxes to other locations
- Pager and telephone notification of new faxes, e-mails, 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
- Auto-forward voice message as audio mail
- Manage mailboxes, password, greetings, CallAnswer™ and administrative options
- Remotely change notification and forwarding destinations

Other features

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

Your Modem

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.

The type of modem you have determines how many of the COMMUNICATE! *i2000* features you can use.

To fully utilize all the features, COMMUNICATE! *i2000* requires a 100% compatible voice/speakerphone capable modem and an Internet connection.

COMMUNICATE! *i2000* 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! *i2000*, you can use the same modem for regular analog features (fax, telephone, paging, 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 plus up to 4 analog modems to perform simultaneous "modem pooling" operations, such as fax, telephone, voicemail, paging, and video-mail, all at the same time.

There are numerous combinations and COMMUNICATE! *i2000* automatically detects and supports them all.

The following table summarizes the various combinations.

Table 1: Modem Combinations & Features

Modem Types	Features Available	Internet Connection	Remarks
1 analog data modem	• Internet e-mail • audio/video mail • video phone • web browsing • paging • e-mail→pager notification • video monitoring	Windows dial-up networking	Very rare today since most modems are data/fax/voice/speakerphone capable.
1 analog data/fax modem	As above **plus** • fax sending/receiving • fax-to-e-mail forwarding • fax→pager notification • 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 and paging, 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**: • 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, paging, voicemail, and v-mail, will not be available during Internet connec-tion.
1 analog data/fax/ voice/speaker-phone modem	As above **plus**: • 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, paging, voicemail, v-mail, and speakerphone, will not be available during Internet connection.
1 analog data/fax/ voice/speaker-phone modem + 1 modem for Inter-net connection	As above	Windows dial-up networking	Good for more demanding users. Internet operations, such as e-mail and web browsing, can be accessed simultaneously with regular analog operations, such as fax, paging, voice-mail, and speakerphone.
2-4 analog data/ fax/voice/speaker-phone modems + 1 modem for Internet connec-tion	As above **plus** you now have an intelligent “modem pool” for simultaneous analog oper-ations, such as sending faxes while using the speaker-phone, and receiving voice-mail.	Windows dial-up networking	This combination satisfies very demanding communication needs but requires a very pow-erful PC since there could be a total of 5 modems running simultaneously doing differ-ent jobs.
1 analog modem + high speed cable or xDSL modem	As above except intelligent “modem pool” for simulta-neous analog operations.	Dedicated connection	Very good setup for more demanding users. You can perform any regular analog operation, such as fax, telephone, voicemail, and paging (depending on your analog modem type), while you simultaneously connect to the Inter-net through a high speed connection.

Table 1: Modem Combinations & Features

Modem Types	Features Available	Internet Connection	Remarks
2-4 analog modems + high speed cable or xDSL modem	You now have a "modem pool"	Dedicated connection	Excellent setup. You now have the capability to maximize utilization of all COMMUNICATE! *i2000* features. You have a "modem pool" to simultaneously operate multiple analog communication features, as well as simultaneous high speed Internet communication.

Real Life Examples

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).

The following are examples of everyday situations to help you identify how to best apply COMMUNICATE! *i2000* in your day-to-day life, in order to increase personal productivity.

***TIP**: To use COMMUNICATE! i2000 your PC must be turned on. It is strongly recommended to turn off any screen saver when COMMUNICATE! i2000 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

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! i2000 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.

This is the most common setup.
With COMMUNICATE! *i2000* 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! *i2000* supports an analog modem plus an Internet connection. A cable modem connection is a dedicated high-speed Internet connection. COMMUNICATE! *i2000* 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).

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

You must purchase an upgrade to support up to 4 analog modems.

3. Home office with 2 or more telephone lines

If you have 2 or more telephone lines, you may connect each line to a separate analog modem. COMMUNICATE! *i2000* supports a maximum of 4 analog modems. All lines will be working together as a "pool". This means you can be simultaneously sending and receiving a fax, plus talking using the speakerphone feature; or using multiple modems for simultaneous fax broadcasting.

When you initiate a call, COMMUNICATE! *i2000* will find the first available modem. When an Internet connection is required, COMMUNICATE! *i2000* will release a modem and launch Windows Dial-up Networking to establish an Internet connection.

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

4. Home office with 2 or more telephone lines + cable Internet connection

If you have 2 or more telephone lines, you may connect each line to a separate analog modem. COMMUNICATE! *i2000* supports a maximum of 4 analog modems. All lines will be working together as a "pool". This means you can be simultaneously sending and receiving a fax, plus talking using the speakerphone feature.

When you initiate a call, COMMUNICATE! *i2000* will find the first available modem. When an Internet connection is required, COMMUNICATE! *i2000* will not need to release any of the analog modems but will navigate directly to the Internet connection.

COMMUNICATE! i2000 supports a maximum of 4 analog modems, plus an Internet connection. This means a maximum of 5 modems can be installed if 4 modems are dedicated to analog operations and the 5th is used exclusively as an Internet connection

5. 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.

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 set. If you hear a dial tone and can successfully dial out, the line is compatible with a modem; otherwise, it is not.

6. Use COMMUNICATE! *i2000* as an intelligent answering machine

If you want to simply use COMMUNICATE! *i2000* 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! *i2000* will do the job for you. When someone calls, COMMUNICATE! *i2000* 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.

IMPORTANT! *on-line telephone conversation recording is illegal in some States. 01 Communique will not be responsible for any potential legal liability arising from the use of this feature.*

7. 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.

When Auto Record is set on, COMMUNICATE! *i2000* 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! *i2000* is intelligent enough to distinguish the difference.

8. Travelling and don't want to miss messages

The follow-me technique will be ideal. You can configure COMMUNICATE! *i2000* to automatically notify you through your pager and/or your cellular phone or any telephone number that is capable of receiving faxes, e-mails, or voicemail.

Your PC must be on to access this feature.

In addition, you can automatically forward fax to e-mail, or e-mail to fax. You can even change the forwarding and notification destination or turn this feature off and on, remotely.

9. Travelling and want access to your phone numbers

The personal 411 directory service is perfect for you. Thanks to the built-in contact manager now, if you forget a phone number or e-mail address, you can call COMMUNICATE! *i2000* and use the 411 feature to search for the information. COMMUNICATE! *i2000* will even connect you to the number you select or allow you to dictate an audio mail or v-mail message.

Your home PC must be connected to the ISP and you must know the IP address.

10. Travelling and want to periodically check in on your children

You can log on to the Internet remotely and "call" your PC at home using the Internet video phone capability to place a password protected "auto-answered" Internet video phone call.

11. Managing a sales team

The "Paging Broadcast" feature is ideal for sales team management. For instance, to schedule, cancel, or postpone a meeting, you can type a short message and then concurrently broadcast the message to the pagers or SMS devices of the entire sales team.

12. 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! *i2000* will even leave the message on an answering machine if no one answers the phone. A big time saver!

13. Use COMMUNICATE! *i2000* to act as a motion detector while you're out

"Monitor" is a very powerful feature that requires a PC installed camera. You can point the camera in the direction you want to monitor, such as the front door, then click the "Monitor" button. There is a 30 second delay before the monitoring mode is turned on. This gives you time to leave the room. Once the monitoring mode is turned on, whenever COMMUNICATE! *i2000* detects motion in the direction it has been positioned, it will capture the picture; date and time stamp the picture; and send the picture as an e-mail attachment to the e-mail address you designated. COMMUNICATE! *i2000* will then call the phone number you designate to notify you that a picture has been sent.

To turn off the monitoring feature remotely, you can call in to COMMUNICATE! *i2000* before returning home or entering the room. Otherwise, when you return home and want to turn off the monitoring feature, you can do so manually but a "false alarm" picture may be generated.

14. 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.

You must subscribe to the CallerID feature from your telephone service provider and your modem must support CallerID in order to use this feature.

15. 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! *i2000* 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.

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.

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

COMMUNICATE! *i2000* 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! *i2000* features.

Currently, COMMUNICATE! *i2000* supports "hot-link" to only Outlook, ACT!, and Maximizer. You can also import data into COMMUNICATE! *i2000* from Outllook, ACT!, Maximizer, Winfax, and any .DBF files.

Chapter 3: System Requirements

System Requirements

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

- Windows 95, Windows 98, Windows NT 4.0, Windows 2000 (ready)
- Pentium 100 or higher, 100% IBM compatible computer
- 32MB+ RAM
- Double-speed CD-ROM drive
- Creative Labs - compatible sound card, speakers, and microphone
- 45MB+ 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
- 100% compatible Rockwell (Conexant), US-Robotics, TI, Lucent, Motorola, ADI, ESS, PCTel, ST Microelectronics, Cirrus Logic voice or speakerphone modem/s.

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

Speakerphone feature requires a 100% compatible speakerphone capable modem.

For the latest list of compatible voice/speakerphone modems, visit our website at www.01com.com, e-mail us at help@01com.com or call us at 1-905-795-2888.

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! i2000

1. Power Up your computer and launch Windows 95, Windows 98, Windows NT 4.0, or Windows 2000.
2. Insert the COMMUNICATE! *i2000* 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.

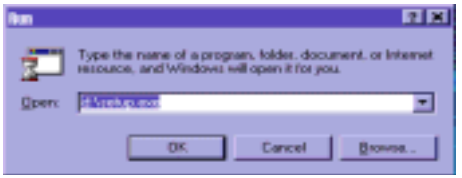


Figure 4.1 Run Setup

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

   The COMMUNICATE! *i2000* dialog box will appear.

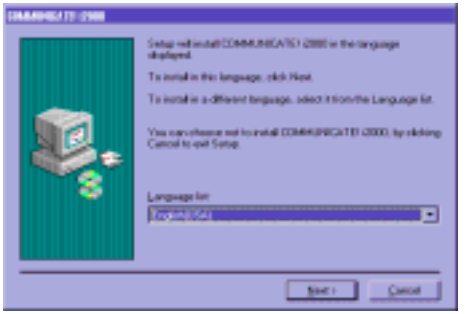


Figure 4.2 COMMUNICATE! *i2000*

*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.

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

The Software License Agreement dialog box will appear.

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

Figure 4.3 Software License Agreement

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.

Password *must be numeric, 1-4 digits. Used for remote operations, such as message retrieval, configuration, & 411 directory service.*

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

Figure 4.4 User Information

Fill in the blanks.

10. Enter a numeric 1-4 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.

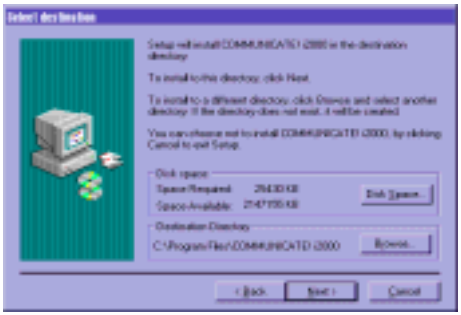


Figure 4.5 Select Destination

If you are re-installing COMMUNICATE! i2000 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! *i2000* 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.

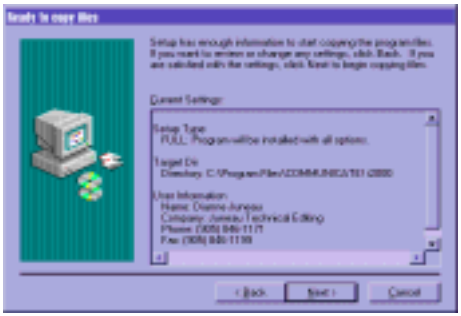


Figure 4.6 Ready to Copy Files

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. Once all files have been copied, the Select Program Folder dialog box will appear.

The Select Program Folder dialog box will appear.

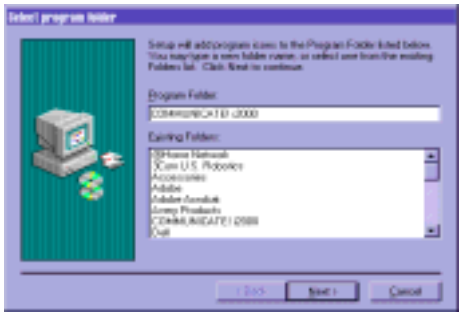


Figure 4.7 Select Program Folder

You are given the option of accepting the COMMUNICATE! *i2000* default folder or of selecting an existing folder.

15. 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.

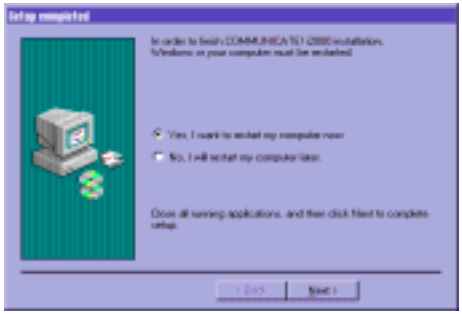


Figure 4.8 Setup Complete

This window advises that the COMMUNICATE! *i2000* setup is complete. You are reminded that COMMUNICATE! *i2000* cannot be used until Windows has been restarted. You have the option of automatically restarting Windows now or manually restarting Windows later.

16. Click ***Finish*** to continue.

Since COMMUNICATE! *i2000* integrates IBM's ViaVoice text-to-speech engine, the engine will automatically be installed the next time you launch Windows. If you elected to automatically restart Windows, the following informational notice will appear.

An informational notice will appear.

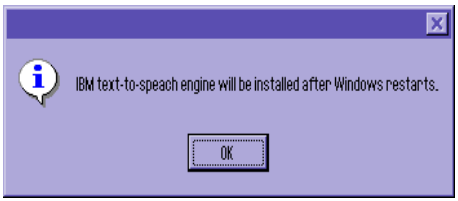


Figure 4.9 Text-to-Speech Notice

You will receive a notice that the IBM text-to-speech engine will be installed after Windows restarts.

17. Click ***OK***.

Windows will restart.

Installing IBM Text-to-Speech Engine

A Select Language to View License Agreement dialog box will appear.

Figure 4.10 Select Language

1. Confirm that your language of choice is selected.
2. Click ***Next*** to continue.

The Software License Agreement dialog box will appear.

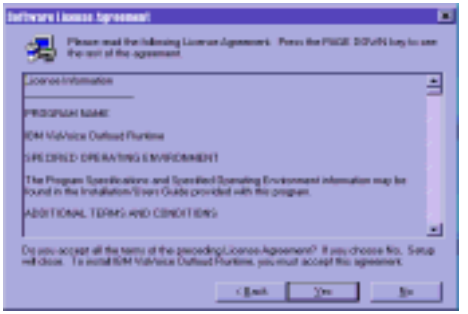


Figure 4.11 Software License Agreement

3. Read the Software License Agreement.
4. Click ***Yes*** to accept; ***No*** or ***Back*** to cancel installation.

The Choose Destination Location dialog box will appear.

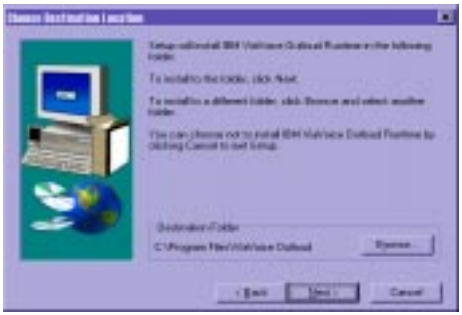


Figure 4.12 Choose Destination Location

You will be advised into which default folder IBM ViaVoice Outloud Runtime will be installed and given the opportunity to select a different folder by clicking Browse and selecting a folder of your choice.

5. Click ***Next*** to continue.

The Setup Complete dialog box will appear.

Figure 4.13 Setup Complete

The Setup Complete dialog box advises that the setup is complete and instructs you to click Finish to exit setup.

6. Click ***Finish*** to exit setup.

Chapter 5: Setting Up

Launching COMMUNICATE! i2000

Once installation is complete, you are ready to launch COMMUNICATE! *i2000*.

Double-click the COMMUNICATE! *i2000* icon on your desktop, or single-click the icon on the taskbar, or click start and click COMMUNICATE! *i2000*.

COMMUNICATE! i2000

The first time COMMUNICATE! *i2000* is run, the software will attempt to detect your modem(s). This process will take 1-3 minutes, depending on the number, type and installation of your modem(s). Once COMMUNICATE! *i2000* has completed this detection process once, it will not be repeated unless you change a modem or modems.

Figure 5.1 Initializing Modem

Assumptions

You have:

- successfully installed COMMUNICATE! *i2000;*
- at least 1 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! *i2000* by double-clicking its icon.

Basic Settings

Generally speaking, you should be able to use COMMUNICATE! *i2000* 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 video phone, audio/video mail, message forwarding, notification, remote e-mail replying, incoming call voice menu customizing, and multi-line operation, the "USING COMMUNICATE! *i2000"* 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.

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.

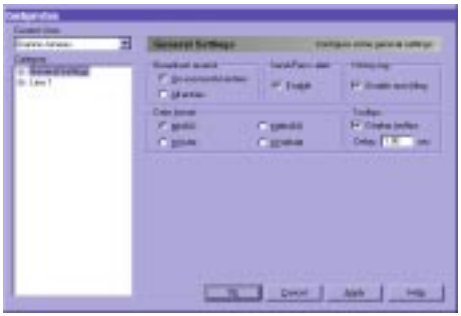


Figure 5.2 General Settings

2. Double-click the words "*Line 1*" or click the plus sign (+) to the left of the words "Line 1".

If you have more than 1 line, repeat this procedure for all lines since we cannot assume all lines subscribe to CallerID.

3. Click ***Telephony***.

The Telephony configuration screen will appear.

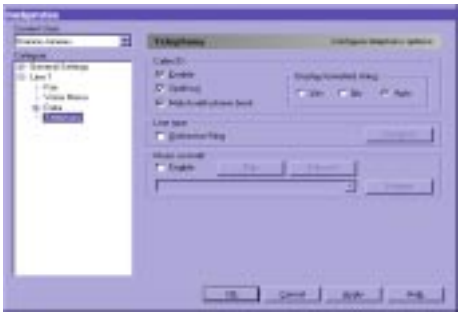


Figure 5.3 Telephony Configuration

You must configure COMMUNICATE! i2000 to wait at least 2 rings before pickup. This is essential because the CallerID information is received between the first and second rings.

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! *i2000*’s Internet related features, such as e-mail, video phone, and fax to e-mail forwarding.

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.

To set up your e-mail account information:

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

The Configuration dialog box will appear.

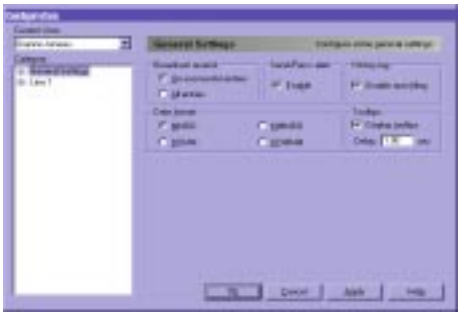


Figure 5.4 General Settings

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

The Accounts configuration dialog box will appear.

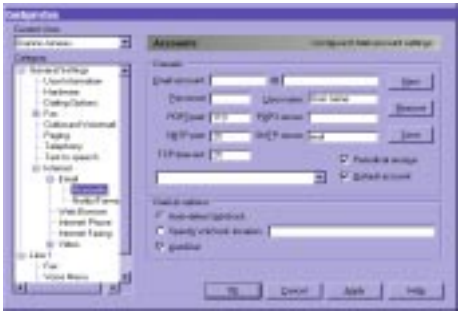


Figure 5.5 Account Configuration

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.

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

10. Click ***OK*** to exit.

Basic Operations

Now you can use all the basic COMMUNICATE! *i2000* features, such as:

- Fax
- E-mail
- V-mail (outbound voice mail)
- Paging
- 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

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

Thanks to its intuitive design, using COMMUNICATE! *i2000* 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.

After reviewing the Interface chapter, the *Quick Start* chapter will show you how easy it is to send a simple fax, e-mail, v-mail, video-mail, audio-mail or paging 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;
- Auto-forward a voice message as audio mail;
- Notify your pager or 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;
- Use Internet video phone to view and talk without paying long distance charges;
- Use video monitoring to detect motion in your home;
- Use video monitoring to monitor your home;
- Send a fax, e-mail, voicemail, video-mail, audio-mail or paging broadcast to multiple locations;

Part II of this User's Guide and Part III: References - Using COMMUNICATE! *i2000* - 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! *i2000* and explain the features and functions of each telephone interface section.

Launch COMMUNICATE! i2000

If COMMUNICATE! *i2000* is not already running, launch it by double-clicking the COMMUNICATE! *i2000* icon on the desktop.

COMMUNICATE! i2000

The icon is located in a newly created program group named COMMUNICATE! *i2000* or directly on your desktop. If you want to launch COMMUNICATE! *i2000* from the program group or the taskbar, simply click the icon.

The COMMUNICATE! *i2000* main interface will be displayed.

Figure 6.1 COMMUNICATE! *i2000*

COMMUNICATE! i2000 Main Interface

The COMMUNICATE! *i2000* interface resembles a modern speakerphone.

This makes using and understanding features and functions simpler.

Figure 6.2 COMMUNICATE! *i2000* Main Interface

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.

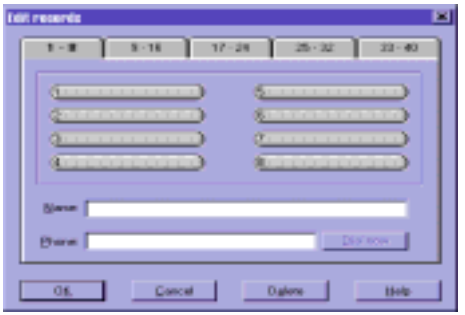


Figure 6.3 Edit Records

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! *i2000* or click ***Dial now*** to dial immediately.

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

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.

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.

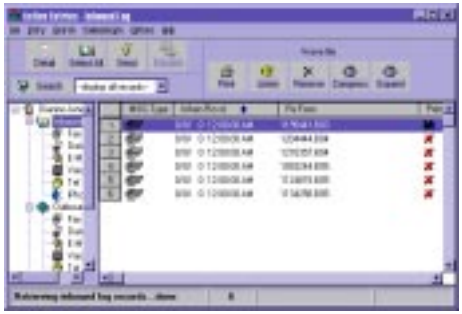


Figure 6.4 Inbound Log

Auto Receive:

COMMUNICATE! *i2000* can be set to automatically answer any incoming call. The Auto Receive button is used to enable/disable this feature.

Auto Record:

COMMUNICATE! *i2000* 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.

Video Monitor:

COMMUNICATE! *i2000* can be set to monitor motion and to activate the video camera. The Video Monitor button is used to enable/disable this feature.

Refer to Chapter 14: Other Functions for more details.

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.

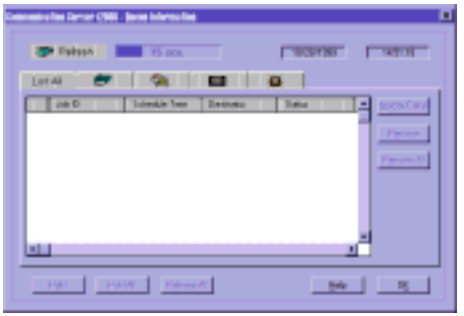


Figure 6.5 Queue Information

Refer to Chapter 12: Contact Manager for more details.

Phone Book:

The Phone Book button launches the built-in contact manager, as well as, the Internet Directory and the Internet White Pages feature.

Refer to Chapter 8: Sending Messages for more details.

Compose:

The Compose button allows you to prepare and send audio-mail, Internet faxes, pager messages, scan and fax, e-mail, regular faxes, voicemail, and video-mail.

Setup:

The Setup button accesses the COMMUNICATE! *i2000* configuration dialog box.

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

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.

WWW:

The WWW button launches an externally installed and configured web browser, such as Microsoft Internet Explorer or Netscape Navigator.

E-mail Send/Receive:

The E-mail Send and Receive buttons allow the sending and receiving of Internet e-mail through COMMUNICATE! *i2000* via a pre-configured Internet Service Provider (ISP).

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.

Online:

The on-line button initiates the Internet dial-up connection. This button will be activated automatically if COMMUNICATE! *i2000* detects an active Intranet setup.

New Call:

This option allows users to place new Internet phone calls.

Chat:

This option opens an on-line chat line between 2 remote users.

Hang Up:

This option allows users to hang up to terminate the active call.

COMMUNICATE! *i2000*:

Clicking on the words COMMUNICATE! *i2000* at the top of the main interface will display information about COMMUNICATE! *i2000*, 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! *i2000* 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! *i2000* application.

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! *i2000* 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! *i2000* 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! *i2000.*

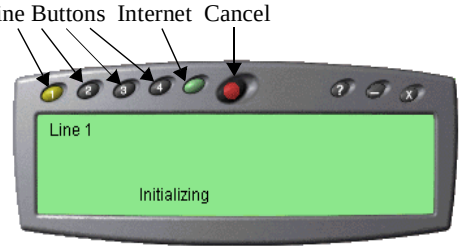


Figure 6.8 Modem Manager Interface

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

Line X:

If your configuration includes multiple modems, these buttons allow you to monitor the activities of the line you select.

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 buttons 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.

Video Interface

Figure 6.9 Video Interface

Reduce (-):
Clicking the reduction button will reduce the video phone screen.

Expand (+):
Clicking the expansion button will enlarge the video phone screen.

On Air:
Clicking the On Air button turns the camera capture at your end on and off. This means you can choose whether or not to allow the remote party to see or hear you.

Capture:
Clicking the capture button takes a still snapshot of the current video session.

Play, Stop, Record, Pause:
These buttons serve the same function as a regular tape recorder.

Preference:
This button is used to set up user preferences.

Chapter 7: Quick Start

This chapter will describe how easy it is to send or receive a fax, voice message, e-mail, pager message, audio-mail or video-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! *i2000* and Part III: References.

Because of COMMUNICATE i2000's totally integrated design, sending faxes, e-mail, v-mail, paging, audio mail and video 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 *i2000*; and
- Set up your e-mail account information as described in Chapter 5: *Setting Up* to allow COMMUNICATE *i2000* 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 ***Done***.

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! i2000* and Part III: *References*.

8. Click ***Send***.

COMMUNICATE! *i2000* 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! *i2000* 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.

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

Figure 7.4 Fax Sending Status

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.

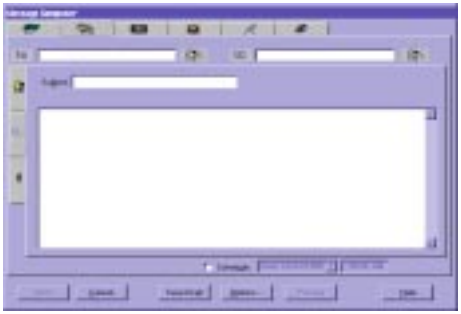


Figure 7.6 Message Composer

If you haven't set up your e-mail account information as described in Chapter 5: Setting Up, COMMUNICATE! i2000 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! *i2000* and Part III: References.

6. Click ***Send***.

COMMUNICATE! *i2000* 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! *i2000* 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! *i2000* picks up the job, it will send the e-mail immediately without any message.

COMMUNICATE! i2000 reads directly from your Dial-up Networking account settings.

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.

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 Short Message to a Pager

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

The Message Composer window will appear.

Figure 7.8 Message Composer

3. Enter the Pager Number where you are sending the message, as well as, the Dial-up number. Except for numeric-only pagers, the Dial-up number is very important. The Dial-up number allows the computer to access the pager and is provided by the Pager carrier.
4. Type a short message in the large open area, such as, "Thank you for the quote. I will get back to you tomorrow." If your pager is numeric only, then press 1234567.
5. Click ***Send***.

Most pager carriers limit the maximum message length to 256 characters.

COMMUNICATE! *i2000* will report whether or not the job was submitted successfully.

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

To set up more advanced options, please refer to Part II: Using COMMUNICATE! i2000 and Part III: References.

COMMUNICATE! *i2000* will:

1. Pick up the job from the job queue and prepare the modem for pager 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 pager number and send the short message.

During the sending process, the modem status line on the main interface will read “Sending to pager...”. 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 7.9 Pager Sending Status

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.

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 7.10 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 7.11 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.

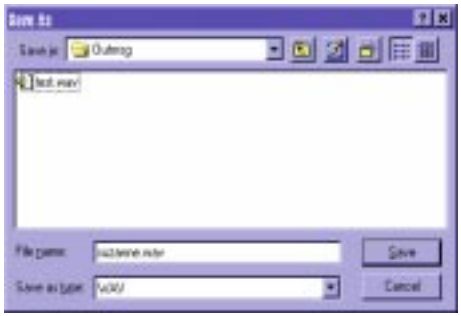


Figure 7.12 Save-As Window

To set up more advanced options, please refer to Part II: Using COMMUNICATE! i2000 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! *i2000* 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! *i2000* 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.

Figure 7.13 Voicemail Sending Status

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

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

Send an Audio-mail Message

Sending an Audio-mail message is a combination of an outbound voice message and Internet e-mail. This allows you to compose a voice message but, instead of sending it to a telephone it will be embedded in an audio player. A self-contained file will be sent as an Internet e-mail attachment.

1. Click ***Compose*** on the main interface.
2. Click ***Audio-mail***.

The Message Composer window will appear.

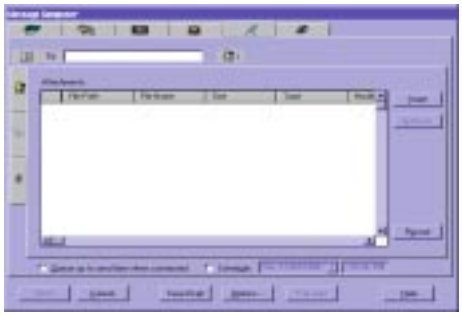


Figure 7.14 Message Composer

If you haven't set up your e-mail account information as described in Chapter 5: Setting Up, COMMUNICATE! i2000 will first present the e-mail account information setting screen.

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

3. Enter the Internet address of the person to whom you are sending the audio-mail message.
4. Click ***Record*** to record a voice message.
   OR
5. Click ***Insert*** to select a pre-recorded voice message.

If you clicked on ***Record***:

The "Playwave" window will appear.

Figure 7.15 Playwave Recording Device

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

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

A Save-As dialog box will appear.

Figure 7.16 Save-As Window

To set up more advanced options, please refer to Part II: Using COMMUNICATE! i2000 and Part III: References.

9. Name the file.
10. Click ***Save***.
11. Close the Playwave window.
12. Click ***Send***.

COMMUNICATE! *i2000* 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! *i2000* 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! i2000 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! *i2000* picks up the job, it will send the e-mail immediately advising that the job was sent successfully.

2. Send the audio-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 7.17 Audio-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.

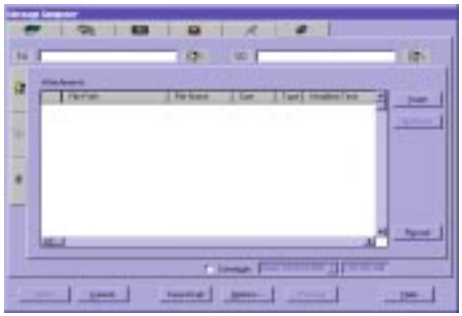
Send a Video-mail Message

Sending Video-mail is a combination of an outbound video clip and Internet e-mail. In order to take advantage of this feature, you must have a camera attached to your PC.

Video-mail takes considerably longer to send and receive than Audio-mail because of the amount of data involved.

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

The Message Composer window will appear.



If you haven’t set up your e-mail account information as described in Chapter 5: Setting Up, COMMUNICATE! i2000 will first present the e-mail account information setting screen.

Figure 7.18 Message Composer

3. Enter the Internet address of the person to whom you are sending the audio-mail message.

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

4. Click ***Record*** to record a video message.
   OR
5. Click ***Insert*** to select a pre-recorded video clip.

If you clicked on record:

The “Video Playwave” window will appear.

Figure 7.19 Video Playwave Recorder

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

6. Click ***Record***.
7. Record your video clip and message.
8. Click ***Stop***.

A Save-As dialog box will appear.

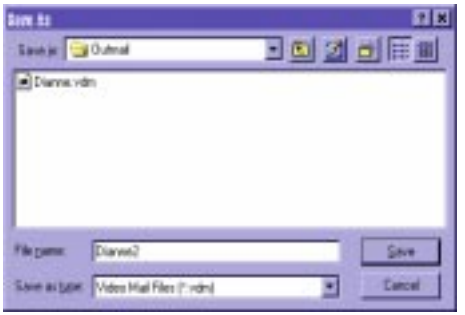


Figure 7.20 Video Save-As Window

To set up more advanced options, please refer to Part II: Using COMMUNICATE! i2000 and Part III: References.

9. Name the file.
10. Click ***Save***.
11. Close the Video Playwave window.
12. Click ***Send***.

COMMUNICATE! *i2000* 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! *i2000* 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! i2000 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! *i2000* picks up the job, it will send the e-mail immediately without any message.

2. Send the video-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.

Figure 7.21 Video-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.

RECEIVING:

Receive Your First Fax

COMMUNICATE! *i2000* 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! *i2000*;
- 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! *i2000* into thinking the call is coming from an individual and cause it to switch to voice mode rather than fax mode.

COMMUNICATE! *i2000* 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! *i2000* switch to fax mode to receive the fax.

Figure 7.22 Fax Receive Status

After receiving the fax, COMMUNICATE! *i2000* 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 7.23 Fax Inbound Log

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

The Fax will be opened in view mode.

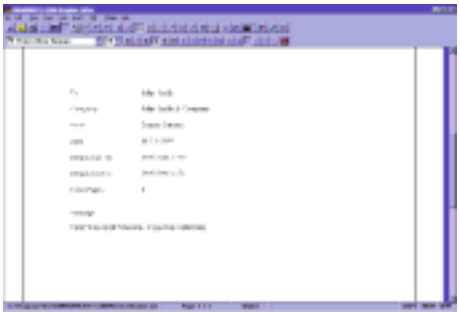


Figure 7.24 Fax Viewer

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! *i2000*;
- Set up your e-mail account information as described in Chapter 5: *Setting Up* to allow COMMUNICATE! *i2000* 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 and/or some audio and video mail.

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

COMMUNICATE! i2000 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! *i2000* picks up the job, it will receive the e-mail immediately without any message.

After connecting to the Internet, COMMUNICATE! *i2000* 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 7.25 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.

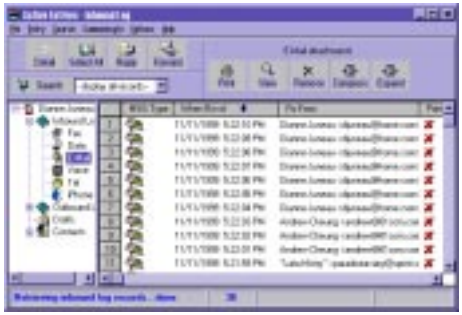


Figure 7.26 E-mail Inbound Log

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 7.27 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! *i2000*;
- 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! *i2000* 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! *i2000* 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. 28 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 7.29 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! *i2000*'s advanced features, reading Part II: Using COMMUNICATE! *i2000* is the next step. Some examples of the advanced features described in Part II are:

- Make video phone calls over the Internet, free of charge;
- Notify your pager or 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 and reply to e-mails by phone remotely;
- Use the video monitoring feature as a motion detector;
- 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;
- Broadcast short messages to multiple locations;
- 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! *i2000* 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! *i2000*™

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! *i2000*. 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! *i2000* and have set up your e-mail account information, as described in Chapter 5: *Setting Up*.

Thanks to the total integrated design of COMMUNICATE! *i2000*, faxes, e-mail, v-mail, pages, audio mail, and video 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***.

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 can click the Attachment tab to insert Word, Excel, or graphics files to include with the cover page. COMMUNICATE! i2000 supports many graphic file formats, such as TIFF, PCX, BMP, and JPEG.

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! *i2000* 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).

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***.

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

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.

COMMUNICATE! *i2000* 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.

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

Figure 8.2 Fax Sending Status

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! *i2000* 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.

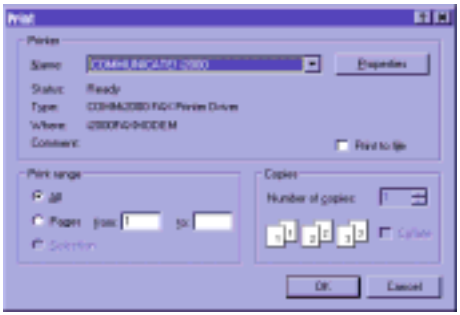


Figure 8.4 Print Selection Menu

5. Choose COMMUNICATE! *i2000* printer from the printer Name dropdown menu.
6. Click ***OK***.

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

The Fax Message Composer window will appear on top of the WordPad window.

7. Enter the destination Fax Number.
8. Click ***Send***.

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.
Internet Fax:	Click this button to send this fax as an Internet fax rather than a regular analog fax.
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: *General Configuration* 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 *Start* 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! *i2000* 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

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 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.

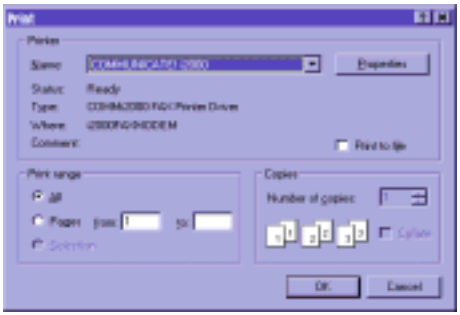


Figure 8.7 Print Dialog Box

2. Choose the COMMUNICATE! *i2000* 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.

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! *i2000* 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 try a merge broadcast, there is a built in sample cover page (merge1.gol) provided.

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.

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

Internet Fax

Internet Fax is a feature that allows you to send a fax via the Internet to avoid long distance charges from the telephone company. This means, similar to e-mail, you MUST have the ability to connect to the Internet, as well as have an e-mail account from an ISP (Internet Service Provider) before you can use Internet Fax.

As a rule of thumb, don't use Internet fax when your destination number is a local number. It is only economical to use Internet Fax to send or broadcast faxes to long distance destinations.

Assuming you have access to the Internet and have an e-mail account through an ISP (Internet Service Provider), you also need an Internet Fax account through an Internet Fax Service Provider. Using the Internet Fax is not really 100% free of charge because you must pay the Internet Fax Service Provider charges, however, the rate is much lower than those charged by a telephone company.

When you are trying to send your first Internet Fax by either clicking Compose on the main interface and choosing Internet Fax, or by checking the Internet Fax checkbox on the Message Composer, COMMUNICATE! *i2000* will help you set up your account.

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

The Internet Fax Account Information dialog box appears.

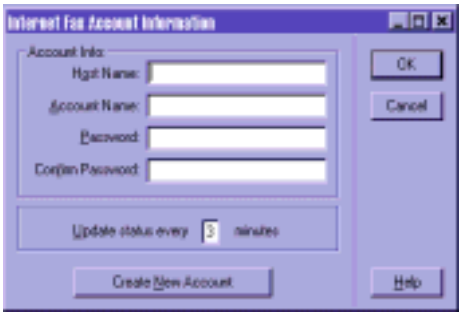


Figure 8.8 Internet Fax Account Information

3. Click ***Create New Account***.

The browser will launch and automatically bring you to the signup page of .comfax which is an Internet Fax Service Provider. You can sign up a trial account or simply query the rate. You can also go to any other Internet Fax Service Provider's site.

Internet Fax Service Providers are third parties without any relationship to COMMUNICATE! *i2000.*

Once you sign up for a trial account or a real account, you will receive Host Name, Account Name, and password information.

4. Fill in the Blanks.
5. Click ***OK***.

The fax composing screen that will appear is identical to the screen you see when sending a regular fax.

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.

Scan and Fax

COMMUNICATE! i2000 supports any TWAIN compatible scanner.

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.

There are 2 methods for scanning documents for fax:
a). From the main interface:

1. Click ***Compose***.
2. Click ***Scan and Fax***.

COMMUNICATE! *i2000* 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! *i2000* 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 8.9 Internet Shelf

2. Click ***Send***.

The E-mail Message Composer will appear.

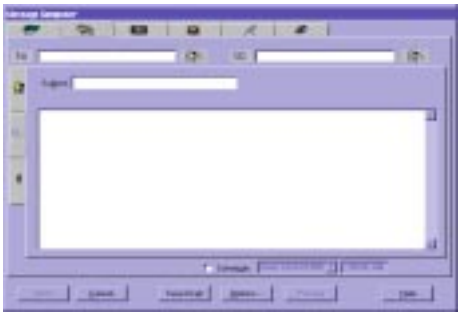


Figure 8.10 E-mail Message Composer

If you haven't set up your e-mail account information as described in Chapter 5: Setting Up, COMMUNICATE! i2000 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! *i2000* 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! *i2000* 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! *i2000* picks up the job, it will send the e-mail immediately without any message.

COMMUNICATE! i2000 reads directly from your Dial-up Networking account settings.

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 8.11 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 8.12 E-mail Message Composer

Table 4: E-mail Message Composer Options

Field	Description
To:	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.

Table 4: E-mail Message Composer Options

Field	Description
Add Button: (To the right of the *To* field)	This button will only be activated if you have typed an e-mail address into the To 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.
CC:	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
Add Button: (To the right of *CC* field)	This button will only be activated if you have typed an e-mail address into the CC 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 CC broadcast list.
Subject:	This field is available for a subject to identify the e-mail. You can type anything in this field.
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! *i2000* 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.

Table 4: E-mail Message Composer Options

Field	Description
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.

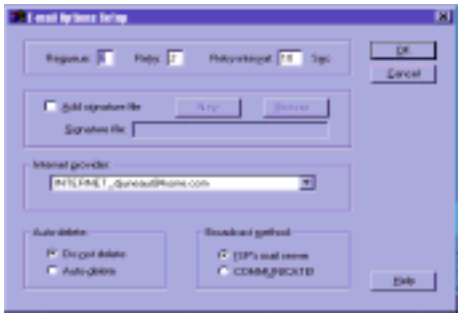


Figure 8.13 E-mail Options Setup

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: *General Configuration* 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.
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! *i2000* 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! *i2000* to handle the broadcasting one-by-one is slower but more reliable.

Pager Messages

Send a Short Message to a Pager

Most pager carriers limit the maximum message length to 256 characters.

1. Click ***Compose*** on the main interface. The Dial-up number allows the computer to access the pager which is provided by the Pager carrier. For numeric-only pagers, you can enter the pager number without the Dial-up number and the direct pager delay handling will be able to deliver the message as DTMF tone. However, if you have the Dial-up number from the pager carrier, you should use the Dial-up number rather than relying on delivery of the message as DTMF tone.
2. Choose ***Pager***.

   The Pager Message Composer will appear.

Figure 8.14 Pager Message Composer

3. Enter the destination Pager Number, as well as the Dial-up number.
4. Type a short message in the large open area, such as, “Thank you for the quote. I will get back to you tomorrow.”
5. Click ***Send***.

COMMUNICATE! *i2000* will report whether or not the job was submitted successfully.

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

COMMUNICATE! *i2000* will:

1. Pick up the job from the job queue and prepare the modem for pager 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 pager number and send the short message.

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

Figure 8.15 Pager 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.

The Pager Message Composer dialog box will appear

Figure 8.16 Pager Message Composer

Table 6: Pager Message Composer Options

Field	Description
Pager:	Destination Pager number, e.g. 555-1212.
Dial-up:	This is the dial-up access number provided by the pager company. Most major pager service companies offer a dial-up access number. However, for those who do not have an access number and the pager is numeric only, you can enter only a pager number and let COMMUNICATE! *i2000* handle the background process for you.

Table 6: Pager Message Composer Options

Field	Description
Phone Book Button:	Clicking this option will bring up the Phone Book (the built in contact manager) to allow you to choose multiple destinations for broadcasting your pager message.
Add Button:	This button will only be activated if you have typed something in either the Pager or Dial-up number fields. Clicking this button will add the new pager and Dial-up numbers into the contact manager and, at the same time, select those numbers to be included in the broadcast list.
Large Blank Area:	This area is available for typing a short message to be sent to the pager/s.
Schedule:	You can schedule to send the pager message later 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 a pager message but need to close the Message Composer before sending. You can save the message 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 pager message. There is a button that allows you to remove recipients from the list.

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

Figure 8.17 Paging Options Setup

Table 7: Paging Options Setup

Field	Description
Requeue:	Default=0 Number of times the paging 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: *General Configuration* 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 a paging message 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: Paging Options Setup

Field	Description
Pager type:	Default=Alphanumeric This option allows you to select the type of pager that will receive the message.
Direct Dialing Delay:	Default=10 seconds This option selects the time delay allowed for the Direct Dialing operation (i.e. numeric pager with pager number only and no Dial-up number).
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 paging message from the outbound log.

Voicemail Messages

Send a Voicemail 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 ***Voicemail***.

The Voicemail Message Composer will appear.

Figure 8.18 Voicemail Message Composer

3. Enter the destination Phone Number, such as 5551212.

4. Click ***Record***.

The "Playwave" window will appear.

Figure 8.19 Playwave Recording Device

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

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

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.

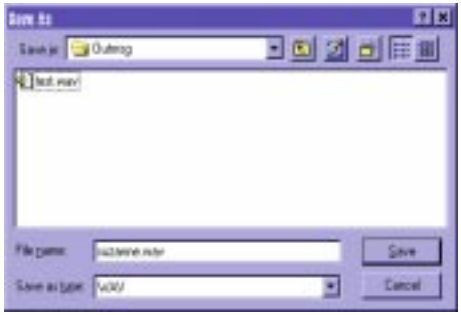


Figure 8.20 Save-As Window

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! *i2000* 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! *i2000* 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 8.21 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

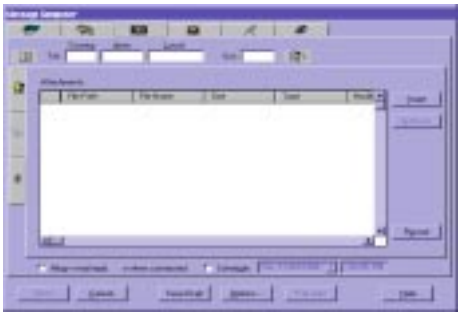


Figure 8.22 Voicemail Message Composer

Table 8: 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.
Message:	This is the area in which you can type a short message to be translated to voice using Text-to-speech.
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.

Table 8: Voicemail Message Composer Options

Field:	Description:
Record:	This button allows you to record your message.
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 8.23 Voicemail Options Setup

Table 9: 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: *General Configuration* 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 9: 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

Audio-mail

Sending an Audio-mail message is a combination of an outbound voice message and an Internet e-mail. This allows you to compose a voice message, but instead of sending it to a telephone, it will be embedded in an audio player. A self-contained executable (.exe) file will be sent as an Internet e-mail attachment.

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

The Audio-mail Message Composer will appear.

If you haven't set up your e-mail account information as described in Chapter 5: Setting Up, COMMUNICATE! i2000 will first present the e-mail account information setting screen.

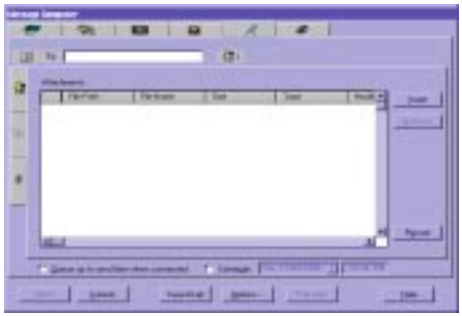


Figure 8.24 Audio-mail Message Composer

3. Enter the destination Internet address.We recommend you send the first audio-mail message to yourself (i.e. your own e-mail address). That way, you can use the message you sent to yourself to test receiving audio-mail.
4. Click ***Record*** to record a voice message.
   OR
5. Click ***Insert*** to select a pre-recorded voice message.

If you clicked on Record:

The “Playwave” window will appear.

Figure 8.25 Playwave Recording Device

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

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

A Save-As dialog box will appear.

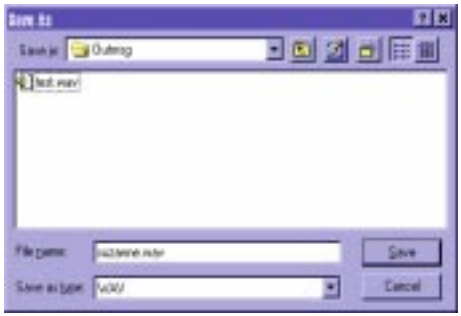


Figure 8.26 Save-As Window

9. Name the file.
10. Click ***Save***.
11. Close the Playwave window.
12. Click ***Send***.

COMMUNICATE! *i2000* 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! *i2000* 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! i2000 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! *i2000* picks up the job, it will send the e-mail immediately advising that the job was sent successfully.

2. Send the audio-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 8.27 Audio-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.

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

Video-mail

Send a Video-mail Message

Sending video-mail is a combination of an outbound video clip and Internet e-mail. In order to take advantage of this feature, you must have a camera attached to your PC.

Video-mail takes considerably longer to send and receive than Audio-mail because of the amount of data involved.

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

The Video-mail Message Composer will appear.

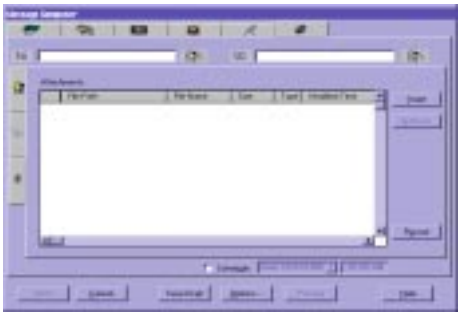


Figure 8.28 Video-mail Message Composer

If you haven't set up your e-mail account information as described in Chapter 5: Setting Up, COMMUNICATE! i2000 will first present the e-mail account information setting screen.

3. Enter the destination Internet address**.**

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

4. Click ***Record*** to record a video message.
   OR
5. Click ***Insert*** to select a pre-recorded video clip.

If you clicked on Record:

The "Video Playwave" window will appear.

Figure 8.29 Video Playwave Recorder

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

6. Click ***Record***.

7. Record your video clip message.
8. Click ***Stop***.

A Save-As dialog box will appear.

Figure 8.30 Video Save-As Window

9. Name the file.
10. Click ***Save***.
11. Close the Video Playwave window.
12. Click ***Send***.

COMMUNICATE! *i2000* 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! *i2000* 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! i2000 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! *i2000* picks up the job, it will send the e-mail immediately without any message.

2. Send the audio-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.

Figure 8.31 Video-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.

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

Folders

If you’re always sending a combination of the same documents/files in one message, COMMUNICATE! *i2000* lets you organize the files into folders. These folder files can be selected as groups instead of repeatedly spending time gathering them. COMMUNICATE! *i2000* 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.

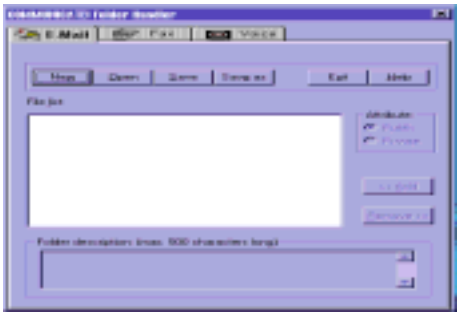


Figure 8.32 Folder Handler

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 8.33 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! *i2000* supports 3 ways to make live calls:

- Speakerphone
- Handset Mode
- Internet Phone (audio and video)

Speakerphone

COMMUNICATE! *i2000* 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

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.

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.

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 nam**e** 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.

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

If you hang up without clicking Stop, COMMUNICATE! *i2000* 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.

Flash

The Flash button in COMMUNICATE! *i2000* 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! *i2000* 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! *i2000* 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! *i2000* will call the number in speakerphone or handset mode.

Handset mode

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

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! *i2000* 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! *i2000* will automatically switch to handset mode.

A COMMUNICATE! *i2000* dialog box will appear.

Figure 9.3 Selecting Handset Mode

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

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

You are now in handset mode.

Internet Phone (audio and video)

Due to the nature of the Internet, expect some delays, similar to the delays experienced with long distance calls 15 years ago. With new technology, such as cable and xDSL, these delays will be minimized.

Some people refer to the Internet phone as Voice over IP or Video over IP. Internet phone makes use of the Internet connection to allow individuals to talk and/or see each other without the cost of long distance phone charges. COMMUNICATE! *i2000* supports both H.323 audio and video standards. This means the remote party doesn't have to be using COMMUNICATE! *i2000*, as long as they have H.323 compatible software (e.g. NetMeeting) or a device that can communicate with COMMUNICATE! *i2000*.

To use Internet Phone

1. Click the Internet Shelf on the main interface.

The Internet Shelf will appear.

Figure 9.4 Internet Shelf

If you are using a dedicated Internet connection, such as cable, DSL, via an Intranet, or you are currently connected to the Internet, COMMUNICATE! *i2000* will recognize the existence of the Internet and will immediately display the Internet IP address on the Internet Shelf. However, if you are not connected to the Internet, you need to connect now by clicking the On-Line button.

Dial-up Networking will appear.

2. Select the account you want to use. (For most users, there will only be one account to choose from.)

You must see the IP address displayed on the Internet Shelf before you can proceed to the next step.

The On-Line button is a toggle button. If you are not on-line, clicking this button will try to connect you. Conversely, if you are connected on-line, clicking the On-Line button will disconnect you from the Internet. The button will have no effect on dedicated Internet connections, such as cable, xDSL, and Intranet.

Dial-up Networking will dial out and connect you to the Internet. Once connected, the IP address will be displayed.

You can now call or receive Internet phone (audio and video) from any H.323 compatible software.

There are various ways to dial.

Dial Manually

1. Press the ***New Call*** button located on the button bar at the bottom of the display area. (You alternatively can click the virtual handset.)

A flashing cursor will appear in the Internet phone display above the IP address area.

2. Type the IP address of the intended destination, e.g. 198.235.10.221 and press Enter.

The IP address in the context of Internet phone is similar to phone numbers in the context of a regular telephone. See “How to look for IP addresses?” in the following section.

The destination IP address will be displayed on the screen with a color indicator beside it. The color code is as follows:

grey=in progress green=active
blue=on hold yellow=waiting

You will hear a simulated ringing sound from the speaker, similar to a normal telephone call. When the remote person answers the call, the indicator color will change to green. You can begin to talk. If you have a PC camera installed, and your remote party’s software also supports video phone, you will also see each other.

Depending on your sound card, COMMUNICATE! *i2000* will detect its full-duplex/half-duplex capability. This will be reflected by an “arrow” indicator beside your own IP address. If you have a half-duplex sound card, you cannot talk while the remote person is talking. You must wait, then click the green indicator button to talk - similar to an old style walky-talky. However, if you have a full-duplex sound card, you can hear the remote party speaking yet be able to talk at the same time.

Dial from the Phone Book

COMMUNICATE! *i2000* lets you connect with H.323 compliant Internet phone users via a Buddy List, as well as an Internet Directory List. If the target remote person has a dedicated Internet connection with a fixed IP address, you may save the IP address in the Contact Manager’s Internet page (similar to saving a phone number in the Brief page).

Refer to Chapter 12: Contact Manager for details about the Buddy List and the Internet Directory List.

1. Open the Phone Book.
2. Select the Target Internet number.
3. Choose ***Communicate/Internet Phone*** from the drop down menu or right-mouse click.

Answering

If someone is trying to call you on Internet Phone, a message similar to the following will appear and you will hear a ring similar to a regular telephone ring.

Figure 9.5 Internet Phone Call Notice

To answer the call:

1. Click ***Answer***.

To ignore the call:

2. Click ***Ignore***.

How to look for IP addresses?

There are 2 types of IP addresses, fixed and dial-up.

Fixed IP address

Fixed IP addresses are the easiest because, similar to regular telephone numbers, they rarely change. If a caller has a fixed IP address, you can type in that address when you want to call.

Dial-up IP address

Dial-up IP addresses are the most common type today and include dial-up connections using regular or ISDN modems. With dial-up IP addresses, the ISP (Internet Service Provider) will assign a different IP address each time you connect. You won't know a remote user's IP address without asking.

Refer to the Contact Manager's Internet Directory List for details on how to use it.

There are 2 ways to ask:
1. Make a short, real phone call and physically ask, hang up, then make the Internet call using the IP address.
2. Thanks to the ILS server from COMMUNICATE! and various other sites, COMMUNICATE! *i2000* will automatically register the IP address to the ILS server each time you connect to the Internet. This means you can go to the Contact Manager's Internet Directory List to look up those currently on the Internet, who has Internet phone capability and see their respective IP address for that particular session.

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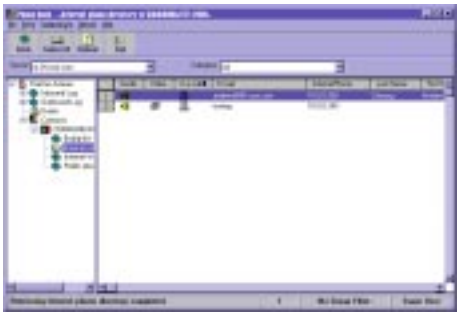


Figure 9.6 IP Addresses

Other Options

Text chat

If you experience unacceptable transmission delays during your Internet phone call, you may wish to initiate a live text-based chat with the other person.

1. Connect to the destination IP address.
2. Click the ***Chat*** button located on the button bar at the bottom of the display area.
3. A split window will appear with the remote person's IP address at the top.
4. Type your message in the area marked "Me".

This is "live" so there is no need to press Enter to send the text message. The message will appear at the remote user's site as you type it.

Figure 9.7 Internet Chat Window

5. Click the X to close the Chat window at any time.

Fine tuning the quality of a call

If the connection to any COMMUNICATE! *i2000* or COMMUNICATE! *PRO* user seems choppy or stilted, you may want to fine tune the connection.

1. Position the mouse pointer over your own IP address (next to the green indicator).
2. Press the right-mouse button.

3. Select ***Fine Tune***.

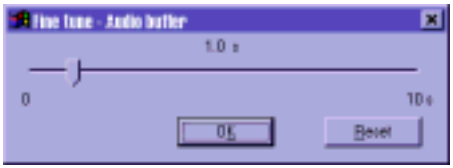


Figure 9.8 Fine tune - Audio buffer

By increasing the buffer size, the incoming audio stream will be smoother but the delay will be greater. On the other hand, reducing the buffer size means the audio stream may be more choppy but the delay will be reduced.

Advanced Information

Usually an irregular IP address like 10.0.0.134 would be an indication that your connection is via a proxy server. If you are still not sure, please consult your MIS department.

If you are in an office environment using a proxy server for a dedicated Internet connection, you need to exercise caution because a proxy server provides a virtual connection. This means that your IP address is only valid within the LAN, not to the real Internet world, e.g. 10.0.0.134. As a result, you can call other people but other people cannot call you by using the Internet address provided by the proxy server.

Chapter 10: Receiving Messages & Calls

In this chapter we will describe how to use COMMUNICATE! *i2000* 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

You must have a voice/data/fax modem to allow COMMUNICATE! i2000 to detect all 3 types of calls.

By default, COMMUNICATE! *i2000* answers all inbound calls automatically. This means that whenever your modem detects the phone ringing, COMMUNICATE! *i2000* 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! *i2000* 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! *i2000*, 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! *i2000* to switch to receive the fax.

The modem receives the CNG tones coming over the phone line and then passes to COMMUNICATE! i2000.

On the other hand, if the modem hears a data tone (the beeping sound from the data modem), it will have COMMUNICATE! *i2000* 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.

Manual Receive

If you turn Auto Receive off, you will be in manual-receive mode. Under manual-receive mode, COMMUNICATE! *i2000* 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! *i2000* 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! *i2000* to answer the call. COMMUNICATE! *i2000* 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! *i2000* 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! *i2000* 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! *i2000* 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! *i2000* - 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.

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

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 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.

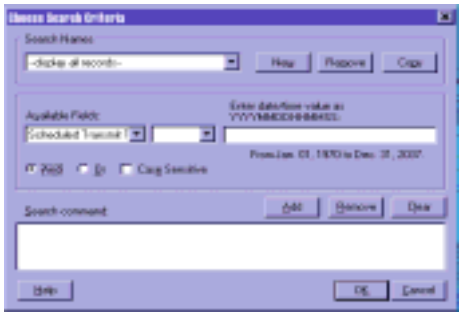


Figure 11.1 Choose Search Criteria

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.

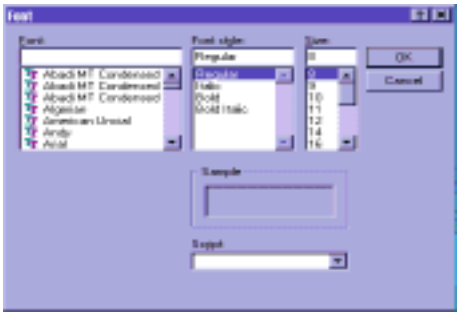


Figure 11.2 Font Selection Screen

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

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

The inbound and outbound logs can use different fonts.

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.

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*).

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

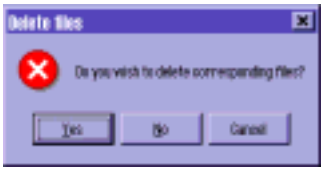


Figure 11.4 Delete Files dialog box

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.

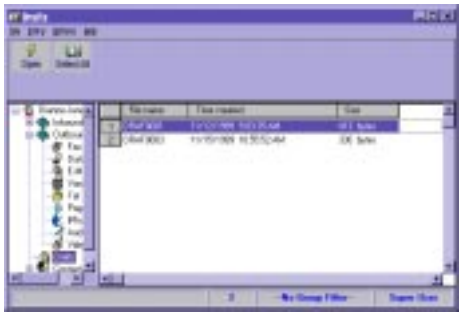


Figure 11.5 Draft Messages

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! *i2000* 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, voicemail, audio-mail and video-mail transmissions; data transfers; regular telephone and Internet phone calls; and pager messages.

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.

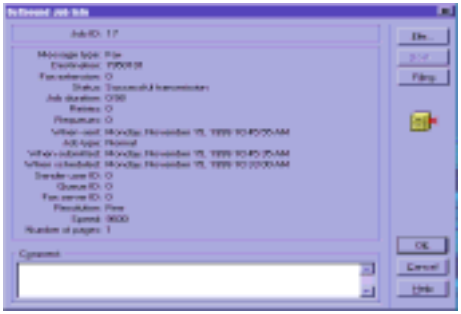


Figure 11.7 Outbound Job Information

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.

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.

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.

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 and Internet phone 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.

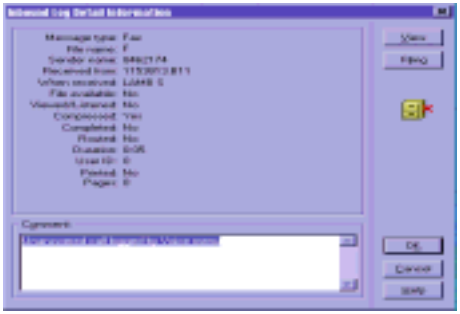


Figure 11.10 Inbound Log Detail

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 or Internet phone address.

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! *i2000*'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 4 phone books:

1. Buddy list.
2. Internet phone directory.
3. Internet White Page.
4. Public phone book.

Except for the public phone book, these system books cannot be removed.

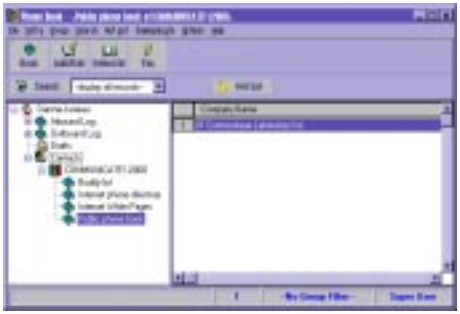


Figure 12.1 The Contacts Tree

If you have an earlier version of COMMUNICATE!'s line of products, such as COMMUNICATE! or COMMUNICATE! PRO 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.

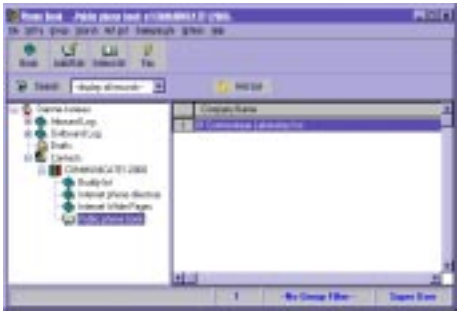


Figure 12.2 Public Phone Book

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.

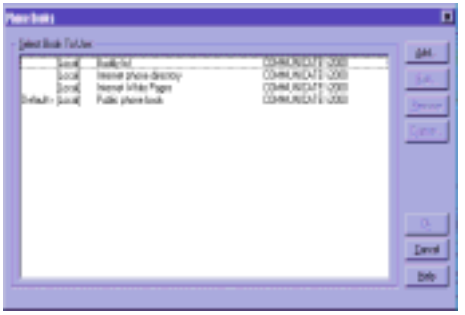


Figure 12.3 Phone Books

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.

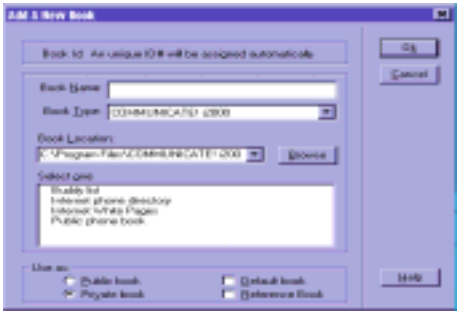


Figure 12.4 Add a New Book

The Public book and Private book selections only apply to the network version of COMMUNICATE! i2000.

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! *i2000*'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! *i2000* 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.

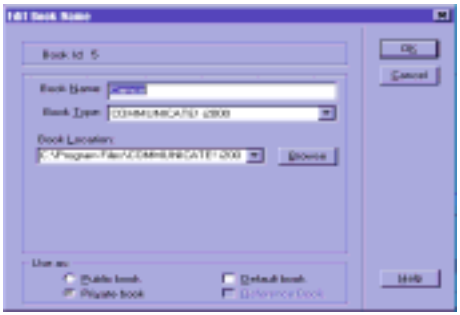


Figure 12.5 Edit Book Name

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! *i2000* 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! *i2000* 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

Each phone book can have its own 10 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***.

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.

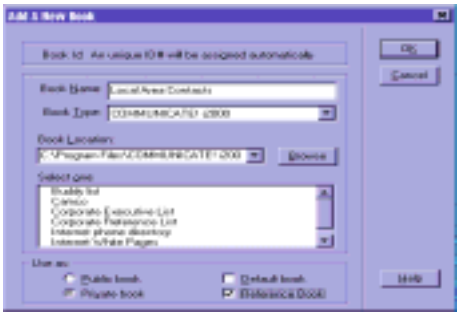


Figure 12.7 Add a New Book

Multi-user Support

This is important because during remote 411 telephone lookup users can only search for numbers in the books they are allowed to access.

COMMUNICATE! *i2000* 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.

The save button saves any changes for the current page.
The Undo button cancels any changes to the current page.

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.

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

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.

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! *i2000* 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! *i2000* 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! i2000 can interpret letters in phone numbers, i.e. 1-555-Classic will become 1-555-252-7742.

Figure 12.10 Phone Book Entry - Addr

Activity

Add or edit contact history.

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.

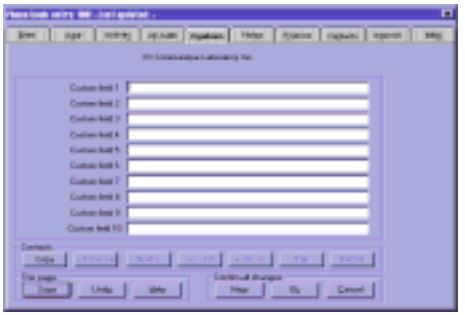


Figure 12.13 Phone Book Entry - Custom

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.

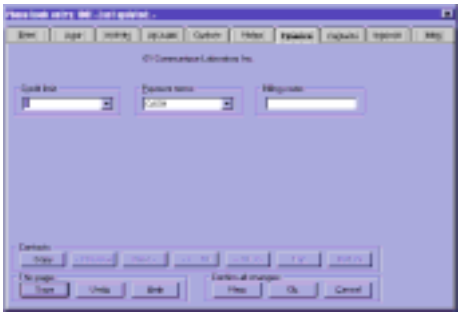


Figure 12.15 Phone Book Entry - Finance

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, video conference, 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! *i2000* 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.

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

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.

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.

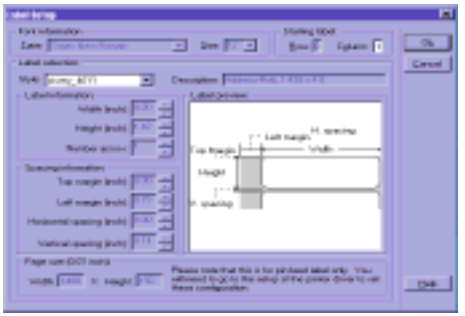


Figure 12.19 Label Setup

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:

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

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! *i2000* 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***.

BBS
This will generate a terminal message request for the selected phone record. COMMUNICATE! *i2000* 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! *i2000* to dial the selected telephone number.

Refer to Chapter 8: Sending Messages for more information on how to use the Internet phone.

Internet > Audio Mail/E-Mail/Video Mail/Phone/WWW
This will initiate an Internet connection for either Audio Mail, E-mail, Video Mail, Phone, or WWW. COMMUNICATE! *i2000* will display the E-mail Account configuration dialog box. Fill in the appropriate information and Click ***OK***.

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

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! *i2000* 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.

Paging > Automatic/Manual
This will generate an automatic or manual Pager message request for the contact record/s using their pager number/s. COMMUNICATE! *i2000* will display the Message Composer window with the Paging tab enabled and the selected contact/s entered in the recipient list. Fill in the appropriate sending information, type in a short message (or attach a .TXT file) and Click ***Send***. Each recipient in the list will be called and the selected short message will be sent to their pagers.

If you send a text message and the recipient has only a numeric pager, COMMUNICATE! i2000's main phone number will be transmitted instead.

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! *i2000* 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.

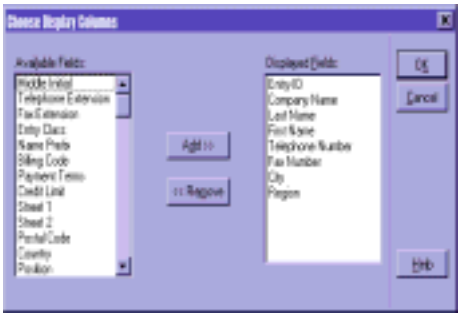


Figure 12.20 Choose Display Columns

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.

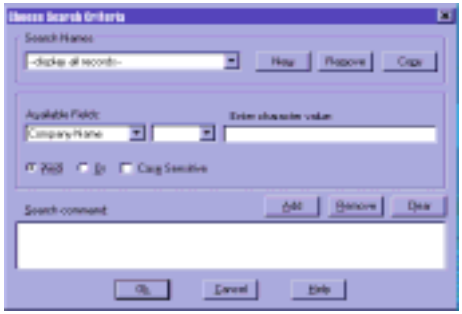


Figure 12.21 Choose Search Criteria

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.

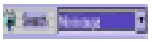
The new Search Name you created will appear in a drop-down list on the main phone book screen. The next time you require that specific search, select it from the dropdown list and the records will be sorted automatically.

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.

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

The Search Across Books dialog box will appear.

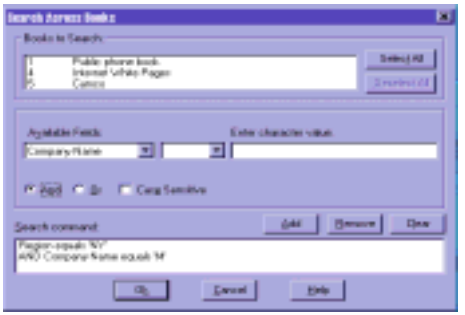


Figure 12.22 Search Across Books

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.

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

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***.

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.

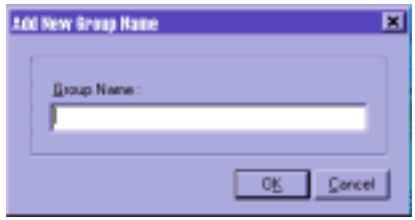


Figure 12.24 Add New Group Name

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 criteria 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.

Buddy List

You can tag specific records in Contact Manager as a Buddy (by checking the Buddy check box on the Internet tab page of a record). COMMUNICATE! *i2000* will search for these entries when you view the Buddy list, and display them if they are on-line. You can see if any of your “buddies” are connected to the Internet, and, if so, you can make an Internet phone call to them.

1. Click the Internet shelf on the main interface.
2. Press the ***On-line*** button to connect to the Internet.

Once connected, your IP address will be displayed.

3. Press the ***Phone Book*** button on the COMMUNICATE! *i2000* main interface.

The Contact Manager will appear.

4. Select the ***Buddy list*** book.

When the Buddy list appears, you will see the entries tagged as a “Buddy” displayed - with their on-line status and the capabilities of their connection.

Figure 12.25 Buddy List

5. Select the person with whom you want to connect.
6. Press the ***Call*** button.

Internet Directory List

You can view a list of all the people that are connected to a particular Internet directory sevice you choose. You can then try to make an Internet phone call to anyone on the list.

1. Click the Internet shelf on the main interface.
2. Press the ***On-line*** button to connect to the Internet.

Once connected, your IP address will be displayed.

3. Press the ***Phone Book*** button on the COMMUNICATE! *i2000* main interface.

The Contact Manager will appear.

4. Select the ***Internet phone directory*** book.

When the Internet phone directory appears, you'll see that the entries resemble the Buddy list: they will be displayed with their on-line status and the capabilities of their connection.

Figure 12.26 Internet Phone Directory

5. Select the person with whom you want to connect.
6. Press the ***Call*** button.

Internet White Pages

Using the Internet White Pages is the same as looking up a number in the telephone book.

1. Double-click the Internet White Pages book.

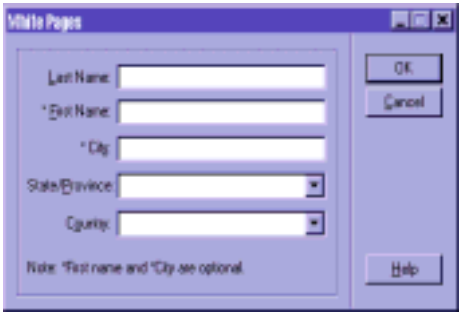


Figure 12.27 White Pages Search

COMMUNICATE! *i2000* will prompt you to enter the name of the person whose number you want to find. For example, you can enter John for the first name, Smith for the last name, Los Angeles for the city, CA for the state, and USA for the country.

2. Click ***OK***.

If you are currently connected to the Internet, COMMUNICATE! *i2000* will immediately begin to search for the person/s you specified. Otherwise, COMMUNICATE! *i2000* will prompt you to select the dial-up account to connect to the Internet.

If you have more than 1 modem, or your Internet connection does not use your modem (e.g. cable connection or xDSL), you can choose the person and click ***Call*** to dial the number as soon as it is located.

Chapter 13: Data Communications

This chapter explains the many features of COMMUNICATE! *i2000*'s built-in Data Communications functions.

Introduction

The built-in Data Communications features of COMMUNICATE! *i2000* 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! *i2000*'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! *i2000* 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! *i2000* 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! *i2000* 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 10: Quick Book Parameters

Item	Default Setting	Other Settings
Company name First name Last name	User defined User defined User defined	
• 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	
• 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! *i2000* to dial first. If busy, COMMUNICATE! *i2000* will try the others.		
Data	8	7
• Data packet parameter. It must match that of the remote site.		
Parity	N(No)	E(Even)/O(Odd)
• Data packet parameter. It must match that of the remote site.		
Stop	1	2
• Data packet parameter. It must match that of the remote site.		
Notes		
• General note regarding this entry.		
Flow control	RTS/CTS	DTR/DSR, XON/XOFF
• Specifies the flow control scheme to be used when connecting to the remote site.		
File transfer	ZMODEM	ASCII/ CompuServe B+/Kermit/ XMODEM/YMODEM
• 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 10: Quick Book Parameters

Item	Default Setting	Other Settings
• 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
• Specifies the method of dialing the number entered in Phone #1, #2, or #3.		
Auto line-feed	Unchecked	Checked
• Specifies whether or not to force a line feed after each line of the remote connection.		
Local echo	Unchecked	Checked
• Specifies whether or not to echo everything typed to the communication session window.		
Select login script		
• Specifies what login script will be used for this connection.		
Make/edit login script		
• Allows the creation/editing of a login script.		
Enable login script	Unchecked	Checked
• Specifies that the selected script will be used.		
Max speed	9600	300/600/1200/2400/ 4800/14400/19200/ 38400/57600/115200
• Maximum speed allowed for this communication session.		
Terminal	TTY	ANSI
• Specifies the terminal emulation mode to be used in this communication session.		
Change file capture	capture.txt	User definable
• 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 10: Quick Book Parameters

Item	Default Setting	Other Settings
Enable session capture • Specifies whether or not to enable the capturing of the data session to the name specified in the previous item.		
Overwrite • Specifies whether or not to overwrite the file or append the recorded data to the end of the "captured" file name.	Unchecked	Checked
Dial out now • 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! i2000 will initialize the modem based on the settings specified for this entry.

2. Click ***Dial*** on the tool bar.

Uploading and Downloading

You must know the basic operations of the remote computer.

COMMUNICATE! *i2000* 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.

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.

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.

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! *i2000*, or select Transfer, Start Upload/Send from the menu.

COMMUNICATE! *i2000* 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! *i2000* 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! *i2000*, or select Transfer, Start Download/Receive from the menu.

COMMUNICATE! *i2000* 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! *i2000* will start the download process.

The File Transfer Status dialog box will appear.

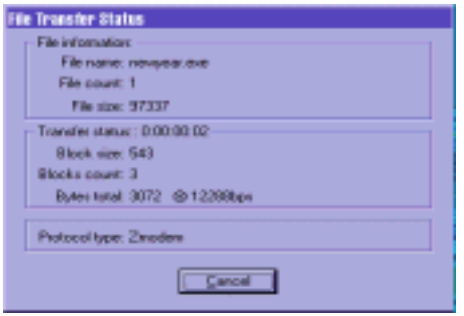


Figure 13.7 File Transfer Status

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.

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

Figure 13.8 Data Communication Setting

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

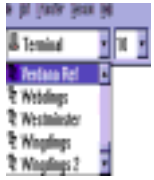
2. Make the changes you want.
3. Click ***OK***.

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***.

Chat

COMMUNICATE! *i2000* has a useful tool to facilitate on-line chatting with a remote party who has connected to your computer. Once you have entered the chat mode, COMMUNICATE! *i2000* will intelligently separate the session window into two halves; one displaying everything you type and the other displaying what the remote party types.

Once you have successfully connected to the other computer:

1. Click ***Chat*** or select Session/Chat.

A Split Screen will appear.

The Chat dialog box is accessible only after a successful connection is established.

Toggle from the Terminal window to Chat mode by clicking the Chat button as needed.

Figure 13.10 Chat Split Screen

A keyboard conversation is now possible with the remote operator. Your input appears in the upper half and the remote operator's input appears in the lower half.

2. Click ***Chat*** again to end the conversation.

Scroll Back Buffer

During a connected session, you can display all the information that has scrolled off the terminal window by using the scroll bar.

If you have configured Columns to 80 in the Terminal Emulation options, 64K will allow approximately 800 lines of text.

The scroll-back buffer controls how much data will be kept in the session window for scroll back viewing. You can adjust the size of the scroll-back buffer by selecting the Edit, Change Buffer Size menu item in the Terminal window.

The maximum buffer size allowed in COMMUNICATE! *i2000* is 64K.

After viewing the previous dialog, select the Edit, Clear Window item to clear the session window.

Receiving Data Calls

By default, COMMUNICATE! *i2000* 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! *i2000* will answer the inbound call in either Fax, Voice, BBS, or Dumb Terminal.

Fax
COMMUNICATE! *i2000* will answer the inbound call as a fax machine.

Voice
COMMUNICATE! *i2000* will answer the inbound call as a voice answering machine.

BBS
COMMUNICATE! *i2000* will answer the inbound call as a Mini-Host for unattended file transfers.

Dumb Terminal
COMMUNICATE! *i2000* will answer the inbound call as a data call and operate as a dumb terminal.

Setting Up Mini-Host and Users

COMMUNICATE! *i2000* 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 13.11 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.

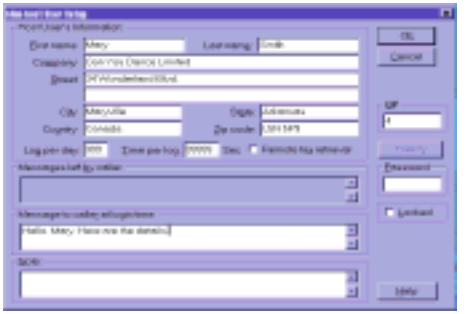


Figure 13.12 Mini-Host User Setup

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

Table 11: 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! *i2000* mini-host.

COMMUNICATE! *i2000* 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! *i2000* 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 12: 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 12: 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! *i2000* 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! *i2000* has a very easy-to-use login script language. In the current version of COMMUNICATE! *i2000* there are only 56 functions, 2 variable types, 4 operators, 6 comparison symbols, and 2 conditional statements.

Auto-Learn

COMMUNICATE! *i2000* 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.

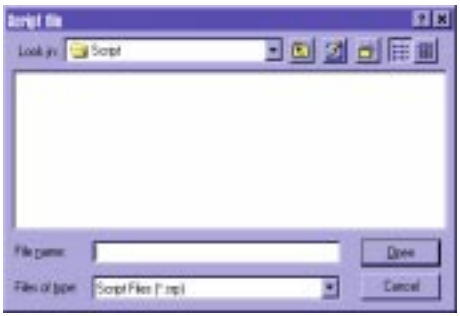


Figure13.13 Script File

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! *i2000* 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

Video Monitoring

Video monitoring is a powerful option that can detect motion, capture a series of pictures, and send them as an e-mail attachment to your e-mail account. Once the motion detection has been capture and sent, COMMUNICATE! *i2000* will call your regular or cellular phone to alert you that it has detected movement.You can then check your e-mail to see what the pictures reveal.

To use Video monitoring you must have a PC camera installed.

1. Point the camera in the direction you want to monitor, e.g. the main foyer.
2. Click the ***Video Monitor*** button.

You will be allowed 10 seconds to move away from the camera and leave. During that time, a beep will be heard every second, allowing you to calculate the remaining time. You can adjust this allowance by referencing Chapter 15: *General Configuration.* By default, the sensitivity is 81% and the motion qualified is 0.6 seconds.

Once activated, COMMUNICATE! *i2000* will "watch" your home.

When you return, you will want to turn off the video monitoring feature. COMMUNICATE! *i2000* does not provide inactive time for turning off the video monitoring. You have 2 options:
1. Live with 1 false alarm.
2. Remotely call your system to stop the video monitoring before you arrive.

The steps for remotely turning off the system are:

1. Call your system.
2. When COMMUNICATE! *i2000* answers, listen for the voice menu to start.
3. Press #.
4. Enter your UserID and Password when prompted.
5. Press 9 to stop Video Monitoring.

If Video Monitoring is not active, you can press #7 to enable it.

Tips about Motion Detection

The motion detection mechanism in the video monitoring feature is more than just motion detection.

- It detects even a rapid change in light intensity. An example of this is if your home lost power or someone actually switched on the light but the person did not show up in front of the camera, COMMUNICATE! *i2000* would still treat this as motion and activate.

You can use trial and error to calibrate a setting that will give you the most effective result.

- Motion detection is comprised of "Sensitivity" and "Motion Qualifier". This combination gives you virtually unlimited ways to adjust to your preferences. "Sensitivity" determines what the system will consider as motion, e.g. if the sensitivity is set to 100%, a fly would be detected. Sensitivity combined with "Motion Qualifier" will provide an intelligent determination. The motion qualifier controls how many second/s of continuous motion "seen" will qualify as real motion. (See Chapter 15: *General Configuration* for more details.)

Live Video Monitoring

This feature may be confused with Video Monitoring but Live Video Monitoring is not motion detection. Live Video Monitoring allows you to monitor your home visually. Therefore, it is called "live".

With H.323 Internet video phone, COMMUNICATE! *i2000* has powerful auto-answering features. This means that if you are connected to the Internet and know the IP address of your home PC, you can always call to see what is happening at home.

IMPORTANT:
Refer to the "Find your home PC's IP address" section later in this chapter to find the IP address of your home PC (the host).

To use live video monitoring you must:

1. Have a PC camera installed.
2. Know the IP address of your home PC's Internet connection.
3. Use COMMUNICATE! *i2000* to call the IP address of your home PC.

"Auto-answer" is a proprietary feature of COMMUNICATE! *i2000* and, although it is totally compatible with other H.323 Internet video phones, COMMUNICATE! *i2000* will NOT auto-answer any calls from a non-COMMUNICATE! *i2000* source.

Find your home PC's IP address

This is the heart and soul of the live monitoring feature.
Using a regular telephone as an example, for someone to call you:

1. You must plug your phone into the wall.
2. The caller must know your IP address (your phone number).

Using Internet phone, for someone to call you:

1. You must connect to the Internet (similar to plugging in your phone).
2. The caller must know your IP address (similar to knowing your phone number).

The complicated part is that unlike your regular phone number which remains the same, your IP address could be different every time you log on to the Internet. The following are the 2 most common ways to connect to the Internet.

If you are afraid of forgetting your IP address, you can configure COMMUNICATE! i2000 to list your name and IP address on the ILS server. The disadvantage of doing this is that you could lose some privacy.

Refer to Chapter 15: General Configuration for more details on Internet Phone configuration.

1. Direct Connection (cable, xDSL, T1, T3, LAN).

With a direct connection, your IP address is usually the same all the time. The address will be displayed on the Internet Shelf of COMMUNICATE! *i2000*. You can provide this IP address to your friends and associates the same way you would give them your regular phone number. If your home PC is connected directly - which is becoming very common nowadays - it will be easy to do live video monitoring. Since you already know your IP address, you can call the IP address with your User name/Password or the general password without the UserID, e.g. 216.123.056.231 (john:1234) where 216.123.056.231 is the IP address, john is the User name, and 1234 is the Password.

Alternatively, you can set up a general password to give anyone who calls your IP address the ability to see you. This is good when you are having a party and you want to have other people join you remotely. To set up a general password, refer to Chapter 15: *General Configuration* for more details on Internet Video Conferencing. People who know your general password do not need to provide a User name to be auto-answered, for example, 216.123.056.231 (12345678) where 216.123.056.231 is the IP address and 12345678 is the general password.

2. Dial-up Connection (regular phone or ISDN)

This is the most common type of connection. Unfortunately, the IP address will be different every time you connect. This means you will have to connect your home PC to the Internet whenever you want to use this feature.

COMMUNICATE! *i2000* provides a way to remotely let you tell the system to connect to the Internet and wait for your call. The mechanism is as follows:

1. Call in to COMMUNICATE! *i2000*.
2. When it answers, Press #.
3. Enter your UserID and Password when prompted.
4. Press 8 for Live Video Monitoring.

COMMUNICATE! *i2000* will check to see if there is a second line available to connect to the Internet while keeping you on the other line. If so, it will connect to the Internet and then read the IP address to you. Now that you know the Internet address you can:

5. Hang up.
6. Call your home PC using the IP address (using the password as described in the section on Direct Connection).

However, if you have only 1 phone line at home, COMMUNICATE! *i2000* cannot connect to the Internet while keeping you on-line to "tell" you the IP address. Therefore, you must hang up and allow about 3-5 minutes for COMMUNICATE! *i2000* at home to successfully dial up and connect to the Internet.

Refer to Chapter 12: Contact Manager for details on how to search the Internet Phone Directory.

You can then connect to the Internet yourself and search for your home PC on the Internet Phone Directory (ILS server) to find the IP address.

Refer to Chapter 15: General Configuration for details on Internet Phone configuration.

If you need to search for your home PC's IP address from the Internet Phone Directory, you must configure COMMUNICATE! *i2000* at home to list itself on the ILS server.

Multi-User Application

COMMUNICATE! *i2000*'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! *i2000*. 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! *i2000* 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.

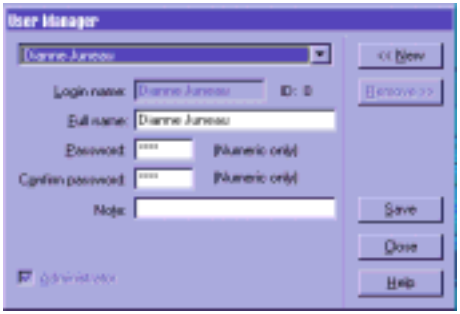


Figure 14.2 User Manager Screen

OCR

If you have installed COMMUNICATE! *i2000*'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.

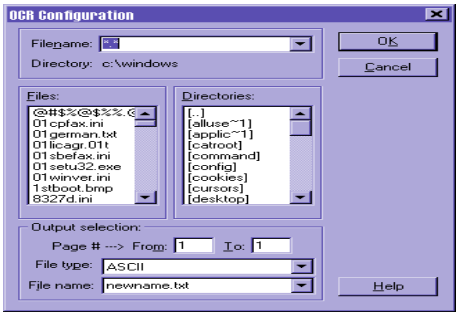


Figure 14.5 OCR Configuration Screen

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

COMMUNICATE! *i2000* can activate your TWAIN-compatible scanner to scan documents. Although your scanner is capable of scanning many different resolutions and color documents, COMMUNICATE! *i2000* will create only black-and-white images for fax transmission (fax resolutions only - 96 x 203 dpi or 196 x 203 dpi).

Almost all scanners currently on the market are TWAIN compatible.

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.

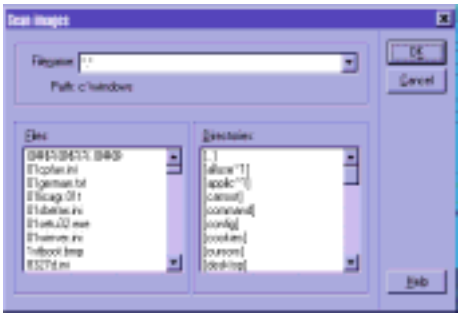


Figure 14.7 File Name Selection

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

The TWAIN device selection screen will appear.

Figure 14.8Select SourceSelect 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.

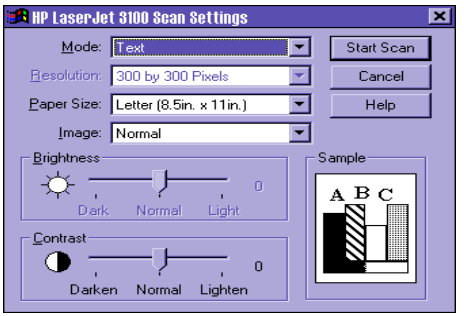


Figure 14.9 Scanner Screen

5. Select the target resolution.
6. 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

The TWAIN device selection screen will appear.

Figure 14.11 Select Source

2. 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.

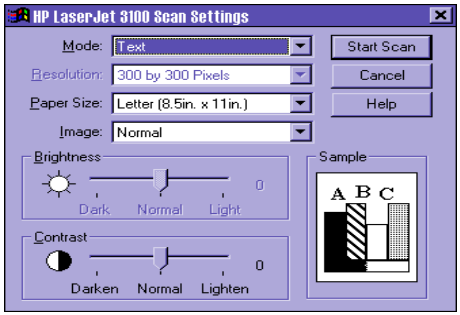


Figure 14.12 Scanner Screen

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

A print dialog box will appear.

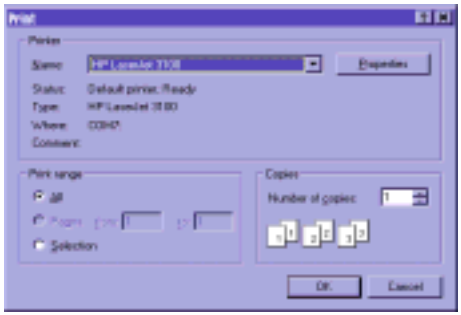


Figure 14.13 Print dialog box

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

COMMUNICATE! *i2000* 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! *i2000* automatically install print macros to MS-Word for Windows. This will create an item called “Use01COMMUNICATE!*i2000*” in the File menu of MS-Word. When this new item is selected, the document that is currently dis-

played in the application will print-to-fax and the COMMUNICATE! *i2000*'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! *i2000* will open MS-Word, install the macro, then close MS-Word automatically.

You will see a message, "A new file menu item --- Use01Communicate!*i2000* has been added."

4. Click ***OK***.

At this point, your MS-Word File menu will contain the "Use01COMMUNICATE!*i2000*" item.

Converting Images

COMMUNICATE! *i2000* 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.

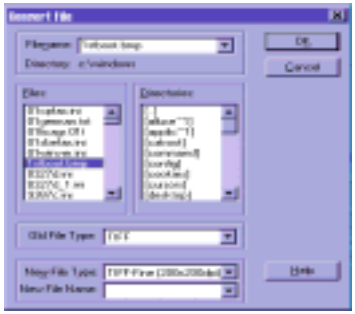


Figure 14.16 Convert File

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! *i2000* will convert the file according to your selection.

Converting Voice Files

COMMUNICATE! *i2000* can also convert voice files into text files.

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.

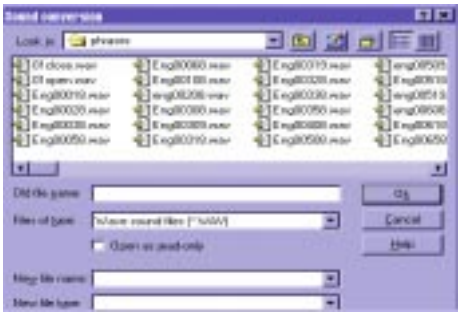


Figure 14.18 Sound conversion

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! *i2000* 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! *i2000*. 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.

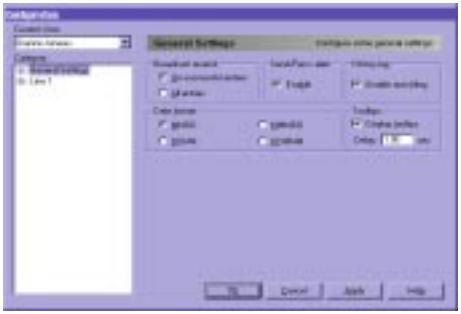


Figure 15.1 General Settings

Multi-user

Since COMMUNICATE! *i2000* 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.

Change as many screens as you want. When you're done:

2. Click ***OK*** to exit the Configuration Dialog Box.

User Information

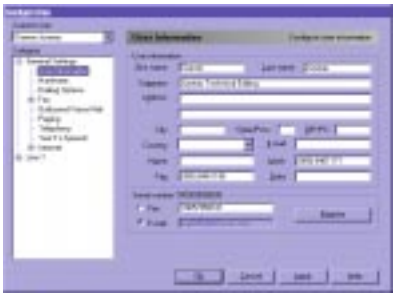


Figure 15.2 User Information

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

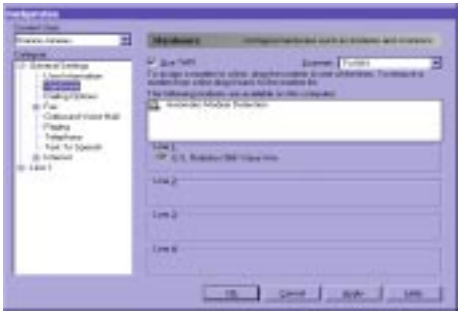


Figure 15.3 Hardware

Scanner:
COMMUNICATE! *i2000* supports virtually all TWAIN scanners.
TAPI:
COMMUNICATE! *i2000* supports both TAPI and direct modes when dealing with the modem. The default is TAPI.
Line 1,2,3,4:
You may drag the available modems into each line.

If you indicated "Automatic modem detection" for each line, COMMUNICATE! i2000 will try to detect the modem for each line. This may cause the initiation process to last 1 to 2 minutes.

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! *i2000* 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

Entering ',' will create a 2 second pause.

Pause symbol:
This controls which character in a dialing string will indicate a 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, paging, voicemail, video-mail, and audio-mail 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, pager message, 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 voicemail dialing.

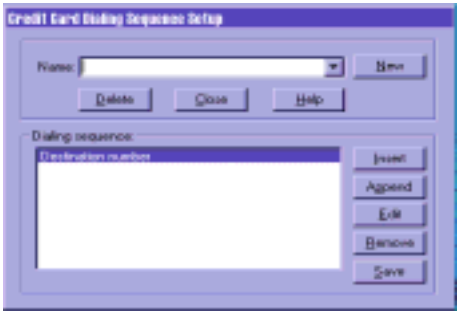


Figure 15.5 Credit Card Dialing Sequence

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

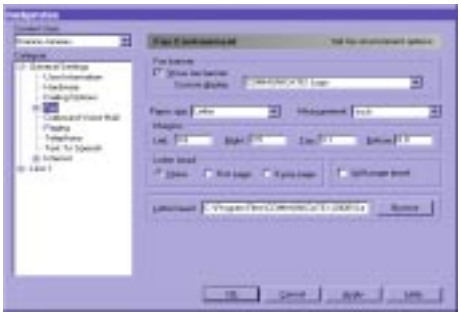


Figure 15.6 Fax Environment

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

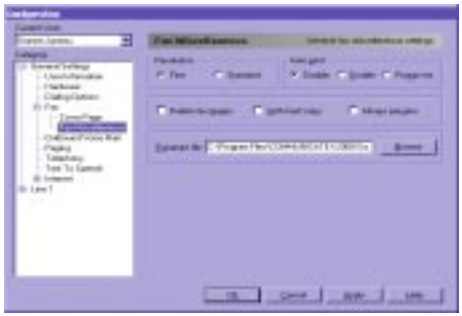


Figure 15.8 Fax Miscellaneous

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

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.

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! *i2000* and then cut it from the inbound fax image.

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

Paging Configuration

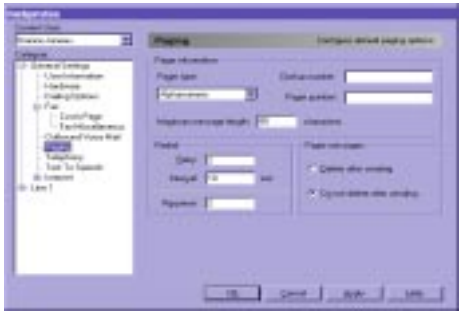


Figure 15.10 Paging

Usually, for a numeric pager, if you choose to do direct paging in the Message Composer, this is the only option you need to set.

Pager type:
This allows you to set up the default pager type. COMMUNICATE! *i2000* supports numeric, alphanumeric, as well as SMS (or GSM cellular phones) pager types.
Default = alphanumeric

Alphanumeric pager carriers will provide a pager server to allow a PC to send messages to their pagers. No dial-up number is necessary for numeric pagers.

Dial-up number:
This should be the default dial-up number of the pager company's server.
Pager number:
This should be the default pager number.

Maximum message length:
This controls the maximum number of characters allowed per pager message.
Default = 80
Retry:
Similar to fax, this controls the number of times the system will retry sending after an unsuccessful transmission.
Default = 3
Interval:
Similar to fax, this controls the time between attempts to send a message.
Default = 10 seconds
Requeue:
Similar to fax, this controls the number of times to requeue after an unsuccessful or partially successful transmission. The requeue interval will follow the setting in the general dialing options.
Pager message:
This controls whether or not to delete the text message after sending.
Default = do not delete

Similar to fax, if the message is deleted you save hard disk space but you will not be able to open and read the message from the Message Center.

Telephony Configuration

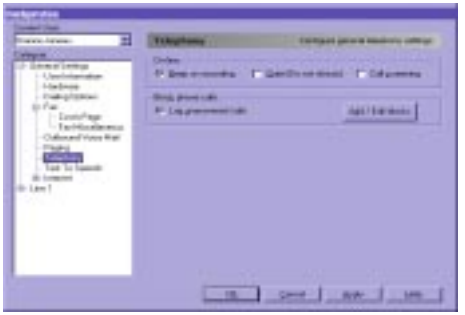


Figure 15.11 Telephony

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.

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! *i2000* 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! *i2000* 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! *i2000* 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! *i2000* will refuse when detected. COMMUNICATE! *i2000* 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.

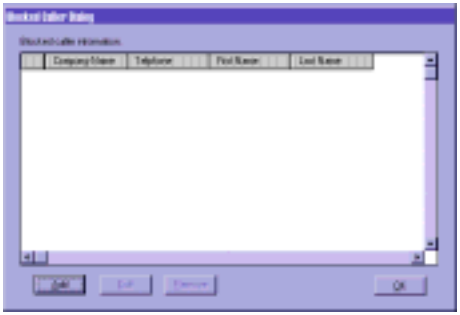


Figure 15.12 Call Blocking

Text To Speech Configuration

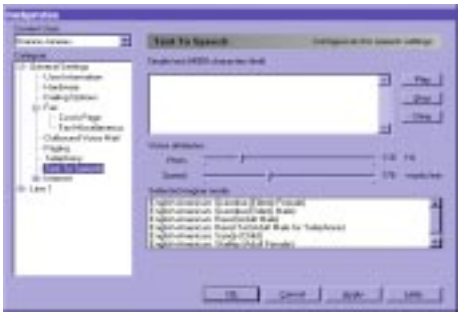


Figure 15.13 Text To Speech

You can configure the pitch and speed to use for the text-to-speech process. The default setting is believed to be the optimal setting but you can change it to suit your preference, for example, to sound like a child.

Do not set the speed too fast. If you do, broadcast of the text-to-speech e-mail message may not be clear.

Internet Configuration

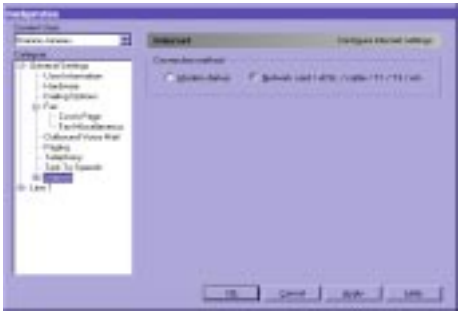


Figure 15.14 Internet

If you change to "Network card,...", COMMUNICATE! i2000 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.

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 15.15 Internet E-mail

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

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

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

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

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! i2000 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.

Broadcast method:
This determines whether to send all the broadcast instances at once via the ISP's e-mail server or let COMMUNICATE! *i2000* send them one at a time.
Default = ISP's mail server.

Auto-reception:
You can set up COMMUNICATE! *i2000* to automatically receive e-mail. There are 3 ways to do this.

1. Every time you launch COMMUNICATE! *i2000* - 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

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.

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.

Internet E-mail Accounts

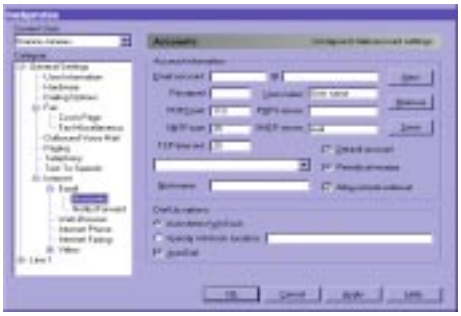


Figure 15.16 Internet E-mail Accounts

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.

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

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.

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
Nickname:
This is the name used to identify this e-mail account during remote retrieval/notification. COMMUNICATE! *i2000* will identify this account by using text-to-speech to read out the nickname of the account during remote retrieval or notification.

It is important to have a nickname defined if you have more than one e-mail account and are planning to retrieve your e-mail from all accounts remotely. If you have only 1 e-mail account, or if you plan to retrieve messages from 1 account only, a nickname is irrelevant.

Internet E-mail Notify/Forward

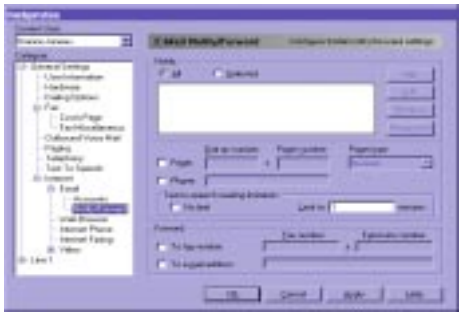


Figure 15.17 E-mail Notify/Forward

You can set up COMMUNICATE! *i2000* 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! *i2000* 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.

Pager:
This controls if you want your pager to be notified.
Default = not checked
Dial-up number:
This is the dial-up number of the server your pager carrier provides for a PC connection. For numeric pagers, often the pager carrier does not provide a server number because one is not required.
Pager number:
This is the actual pager number.
Pager type:
COMMUNICATE! *i2000* supports numeric, alphanumeric, and SMS (or GSM cellular phones) pager types.
Default = alphanumeric
Phone:
This is the phone number you want COMMUNICATE! *i2000* to notify, read the e-mail, and let you reply to the e-mail. This can be a regular phone, an analog cellular phone, or a digital cellular phone.

You might want to set a limit, say 1 minute, since you may receive long "junk-mail" messages which will use up your PC resources converting the messages into voicemail to read to you.

Text-to-speech reading limitation:
This allows you to put an upper limit on the length of a message to be read during e-mail notification and remote retrieval.
Default = no limit
Forward to fax number:
This controls whether or not to forward an e-mail message body automatically to a fax machine.

The system is not able to forward an attachment 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.

Web Browser

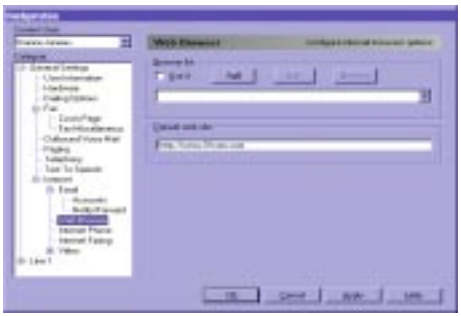


Figure 15.18 Web Browser

COMMUNICATE! *i2000* has the capability of launching an installed Web browser and optionally dialing a valid ISP from the Internet Shelf.

If Microsoft Internet Explorer or Netscape Navigator are installed on your computer, COMMUNICATE! i2000 will display them in this dropdown list.

Browser list:
Choose the browser to use when you click the WWW button on the main interface.
Default Web Site:
This determines the initial web site to open.
Default = www.01com.com
Add:
Click Add to add, edit, or remove a browser.

Internet Explorer and Netscape Navigator settings cannot be edited or removed.

Although you have the capability of editing the DDE items associated with your browser, changes are not recommended.

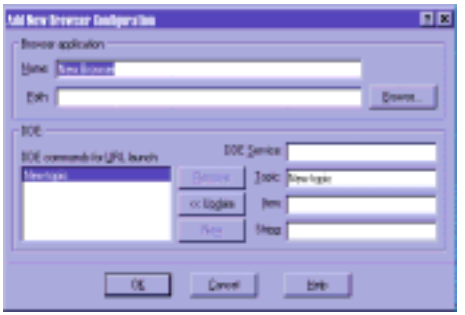


Figure 15.19 Add New Browser

Launching a Web Browser

Microsoft Internet Explorer or Netscape Navigator can be launched from two places within COMMUNICATE! *i2000.*

A: From the Internet Shelf

1. Select the Internet Shelf on the COMMUNICATE! *i2000* interface.
2. Click ***WWW.***

Your installed and configured web browser will launch and attempt to connect to the specified URL for this contact record.

B: From a Contact Record in the Contact Manager

1. Click ***Phone Book*** located on the COMMUNICATE! *i2000* main interface to launch the Contact Manager.
2. Right-mouse click on a contact record that contains an associated URL.

A dropdown menu will appear.

3. Select **Internet**.
4. Click ***WWW.***

Your installed and configured web browser will launch and attempt to connect to the specified URL for this contact record.

Internet Phone

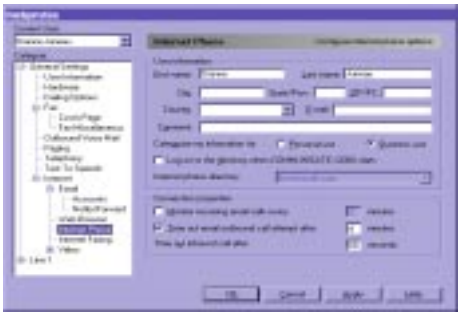


Figure 15.20 Internet Phone

This setting is used to set up how you want yourself listed on the Internet. COMMUNICATE! *i2000* will try to automatically list you and your current IP address on the ILS server/s so other people can contact you from all over the world. You must configure an e-mail address, otherwise, COMMUNICATE! *i2000* will not register you on the server.

You may choose to log on to any ILS server, such as ils.microsoft.com but COMMUNICATE! i2000 will always log you on to the ils.01com.com server as backup in case the server you selected goes down.

Because you may not want your real name listed on the server, you can configure this setting using any name or e-mail address. For example, you could list yourself as “Giant”. As long as people trying to communicate with you know your Internet name is “Giant”, they can search the ILS server for that name to lookup your IP address.

Internet Fax

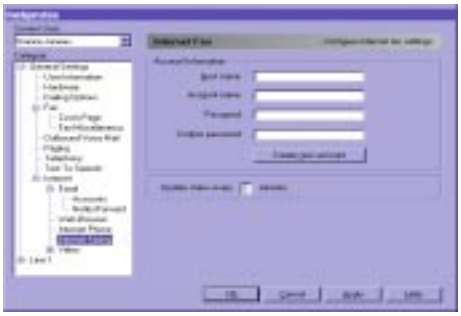


Figure 15.21 Internet Fax

You must set up an account with an Internet Fax Service Provider in order to send Internet faxes. This option helps you set up a new account. An Internet fax service provider, similar to an Internet Service Provider (ISP), is a third party company providing Internet fax services. Charges may vary from company to company.

Video Configuration

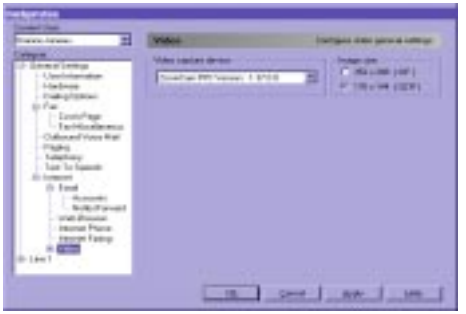


Figure 15.22 Video

If you have more than one camera you can choose which one to use.

If you choose the larger size, you will get better image quality but the frame rate will be slower, since it takes 4 times longer for bandwidth to transmit one frame of image.

Image size:
There are 2 image sizes to choose from: 176 x 144 and 352 x 288.
Default = 176 x 144

Video Mail

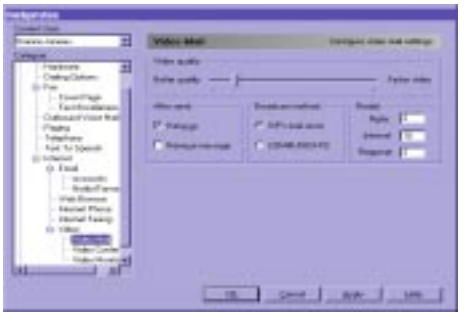


Figure 15.23 Video-Mail

You can choose between higher quality but slower video or lower quality but faster video. Similar to e-mail, you have the option of choosing whether or not to hang up and discon-

nect from the Internet after sending. Once again, this setting is irrelevant if you have a dedicated Internet connection, such as cable, xDSL, or a network card.

You can also choose the broadcast method, as well as retry, retry interval, and requeue times, similar to sending regular e-mail.

Video Conference

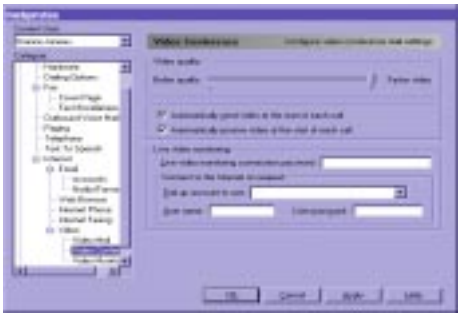


Figure 15.24 Video Conference

Like video-mail, you can choose between higher quality but slower video or lower quality but faster video.

Automatically send video at the start of each call:
This controls whether or not to send video data immediately at the start of a call.
Default = checked

Automatically receive video at the start of each call:
This controls whether or not to receive video data immediately at the start of a call.
Default = checked

It is strongly recommended that a password be used since you would not want an unsolicited person invoking a video session with your PC.

Live video monitoring connection password:
This defines the password to use for live video monitoring. This means that while COMMUNICATE! *i2000* is connected to the Internet waiting for Internet phone, only those people knowing the password can call in and automatically connect to the video-phone session.
Default = same as user's password

This feature is irrelevant if you are using a dedicated Internet connection through cable, xDSL, or a network card.

Connect to the Internet on request:
You can configure the dial-up account to be used when COMMUNICATE! *i2000* is requested to go on-line to wait for an Internet phone call connection. This is particularly useful if you only have a dial-up Internet connection and do not want to stay connected all the time. You can use the call-in feature to tell COMMUNICATE! *i2000* to go on-line to get ready to wait for your Internet phone call connection.

Video Monitoring

Figure 15.25 Video Monitoring

Start monitoring after ... seconds:
This controls the time allowance for you to leave the house before monitoring starts.
Default = 10 seconds

Disable for ... seconds after notification:
This controls the black-out time after motion detection notification.
Default = 30 seconds

Capture for ... seconds:
This controls the number of seconds of motion detected pictures to be captured.
Default = 2 seconds

Do not set the time period too high. This may result in too many pictures being sent when motion is detected. Usually, a few pictures are enough to show you what has been detected.

Cache path:
This is the default path where captured images are stored on the hard drive.
Default = C:\Program Files\COMMUNICATE! *i2000*\Users\xxxxx

High video interface:
This controls whether or not the video interface should be on the screen during capture.
Default = not checked

Notify:
This is the most important item to set for motion detection. You may want to set it up so that all captured images will be sent to your e-mail address as e-mail attachments. Those images will all be captured as standard .BMP files so any Windows e-mail application will be able to open them. You may also set up phone notification so that COMMUNICATE! *i2000* will call you to notify you that motion detected pictures have been sent to your e-mail address.

It is not practical to have files sent to an e-mail address without phone notification because you would have to check your e-mail too frequently

Sensitivity:
This controls the sensitivity of the motion detection. Since COMMUNICATE! *i2000*'s motion detection is very powerful, a very high sensitivity setting can result in "false alarms" because the sensor could detect something as insignificant as wind.

Motion qualifier:
This defines the length of time of continuous motion detection to consider as real motion before triggering a capture.
Default = 0.4 seconds

Setting for Specific Line/s

Settings can be applied to specific lines. A user may have a voice modem for line 1 and a fax/data modem for line 2. In this case, line 2 would not be able to receive voice messages.

Line x Configuration

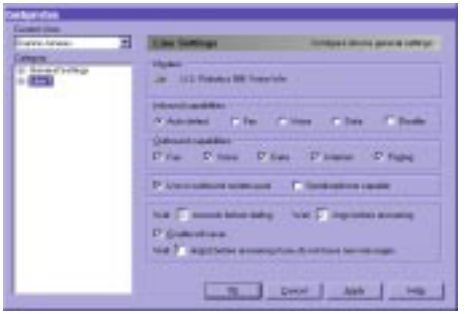


Figure 15.26 Line Settings

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! *i2000* answering the call. Long distance charges can be avoided by invoking this feature.
Default = enabled

This setting can never be smaller than the standard "rings before answer".

Wait ... rings before answering if you do not have new messages:
This works in conjunction with the toll-saver option.
Default = 4

Line x - Fax

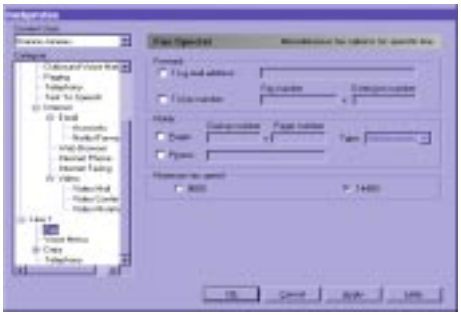


Figure 15.27 Fax Special

These forwarding and notification settings apply only to those faxes that are not received in any mail-box.

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 pager and telephone:
This determines if after receiving any general inbound faxes, COMMUNICATE! *i2000* will notify your pager and telephone.
Maximum fax speed:
This controls the maximum connect speed this fax line will attempt.
Default = 14400

Line x - Voice Menu

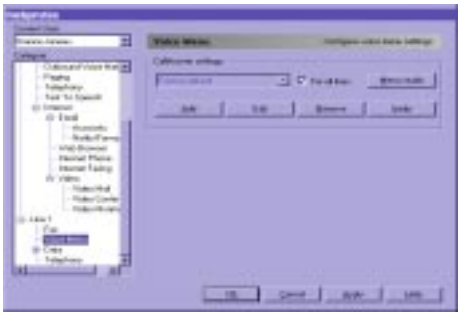


Figure 15.28 Voice Menu

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 x - Data Transfer Protocol

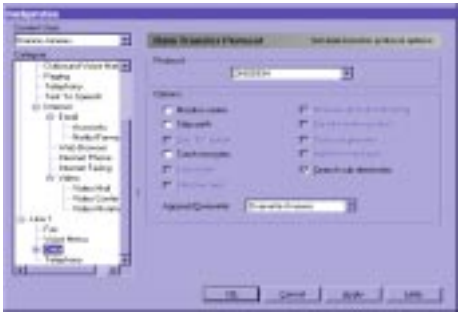


Figure 15.29 Data Transfer Protocol

The Data Transfer Protocol screen deals with the setup of rules your modem and another modem will use to communicate.

Table 13: Data Transfer Protocol Settings

Item	Default Setting	Other Settings
Monitor carrier	Unchecked	Checked
• Specifies whether or not to continue monitoring the carrier signal after connection has been made.		
Strip path	Unchecked	Checked
• 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
• Specifies whether or not to use the G option during file transfer.		
Crash recovery	Unchecked	Checked
• Specifies whether or not to activate crash recovery options.		
Text mode	Unchecked	Checked
• Specifies whether or not to treat data as a text file.		
Strip line feed	Unchecked	Checked
• Specifies whether or not to strip off the line feed character during a file transfer.		
Resume upon download	Unchecked	Checked
• Specifies whether or not to resume a file transfer from the point of a crash or the beginning.		
File information packet	Unchecked	Checked
• Specifies whether or not to use a file information packet during a file transfer.		
Data compression	Unchecked	Checked
• Specifies whether or not to use data compression during a file transfer.		
Additive checksum	Unchecked	Checked
• Specifies whether or not to use additive checksum during a file transfer.		

Table 13: Data Transfer Protocol Settings

Item	Default Setting	Other Settings
Search sub-directory	Checked	Unchecked
• 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
• 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 x - Data/Mini-Host

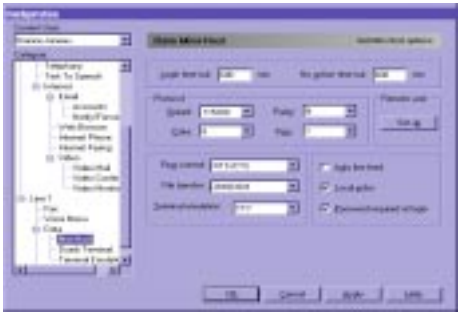


Figure 15.30 Data Mini-Host

Table 14: Mini-Host Settings

Item	Default Setting	Other Settings
Login time-out	600	User definable
• Time in seconds user has on host before user is logged out.		
No action time-out	600	User definable
• Time in seconds before user is logged out if there isn't any action on the host.		

Table 14: Mini-Host Settings

Item	Default Setting	Other Settings
Protocol:		
Speed	115,200	2400/4800/9600/38400 57600/115200/230400
• Maximum speed allowed for this communication section.		
Parity	N(No)	E(Even)/O(Odd)
• Data packet parameter. It must match that of the remote site.		
Data	8	7
• Data packet parameter. It must match that of the remote site.		
Stop	1	2
• Data packet parameter. It must match that of the remote site.		
Flow control	RTS/CTS	DTR/DSR, XON/XOFF
• Specifies the flow control scheme to be used when connecting to the remote site.		
File Transfer	ZMODEM	ASCII//CompuServe B+/Kermit/XMODEM/YMODEM
• Specifies the file transfer protocol to be used when uploading and downloading files.		
Terminal emulation	TTY	
• Specifies the terminal emulation mode to be used in this communication session.		
Auto line-feed	Unchecked	Checked
• Specifies whether or not to force a line feed after each line of the remote connection.		
Local echo	Checked	Unchecked
• Specifies whether or not to echo everything that is typed into the communication session window.		
Password required at login	Checked	Unchecked
• Specifies if a password must be entered when remote site is connecting. Not available for Dumb Terminal.		

Line x - Data/Dumb Terminal

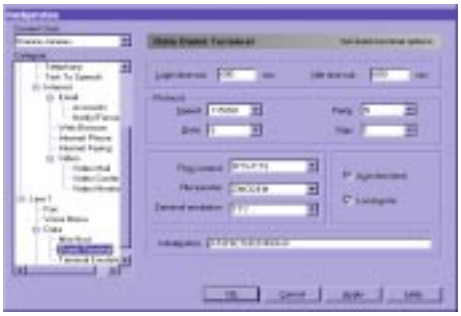


Figure 15.31 Data Dumb Terminal

Table 15: Dumb Terminal Settings

Item	Default Setting	Other Settings
Login time-out	600	User definable
• Time in seconds user has on host before user is logged out.		
Idle time-out	600	User definable
• 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
• Maximum speed allowed for this communication section.		
Parity	N(No)	E(Even)/O(Odd)
• Data packet parameter. It must match that of the remote site.		
Data	8	7
• Data packet parameter. It must match that of the remote site.		
Stop	1	2
• Data packet parameter. It must match that of the remote site.		

Table 15: Dumb Terminal Settings

Item	Default Setting	Other Settings
Flow control	RTS/CTS	DTR/DSR, XON/XOFF
• Specifies the flow control scheme to be used when connecting to the remote site.		
File Transfer	ZMODEM	ASCII//CompuServe B+/Kermit/XMODEM/YMODEM
• Specifies the file transfer protocol to be used when uploading and downloading files.		
Terminal emulation	TTY	
• Specifies the terminal emulation mode to be used in this communication session.		
Auto line-feed	Checked	Unchecked
• Specifies whether or not to force a line-feed after each line of the remote connection.		
Local echo	Checked	Unchecked
• Specifies whether or not to echo everything that is typed into the communication session window.		
Initialization	AT&F&CI&D2X4S0=0	
• String used to initiate the modem.		

Line x - Data/Terminal Emulation

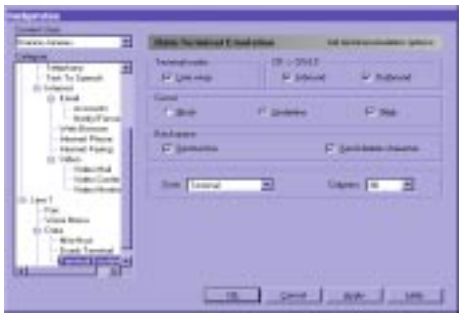


Figure 15.32 Data Terminal Emulation

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 16: Terminal Emulation

Item	Default Setting	Other Settings
Line wrap	Checked	Unchecked
• 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
• 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
• 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
• 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
• Specifies what font will be displayed in the terminal session window.		
Columns	80	50-256
• 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 x - Telephony

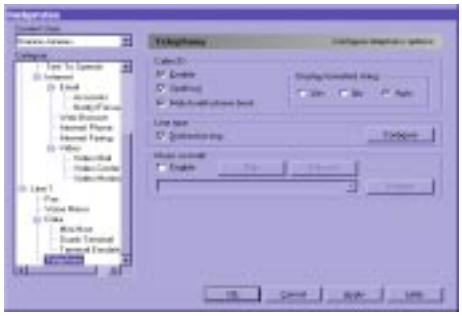


Figure 15.33 Telephony

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.

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

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 15.34 Distinctive Ring

Enable music 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

You may record a marketing message to play while on hold.

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! *i2000* 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! *i2000* Configuration dialog box.

To access the Configuration dialog box:

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

   The Configuration dialog box will appear.

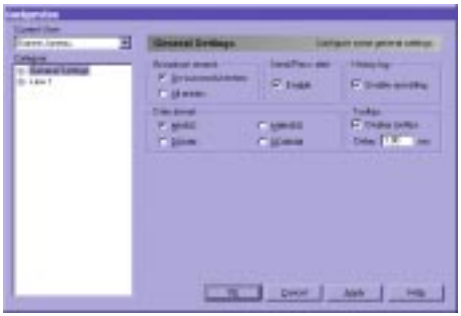


Figure 16.1 Configuration dialog box

2. Double-click *Line 1* (or other line # if you have multiple lines).
3. Click ***Voice Menu***.

The Voice Menu Configuration box will appear.

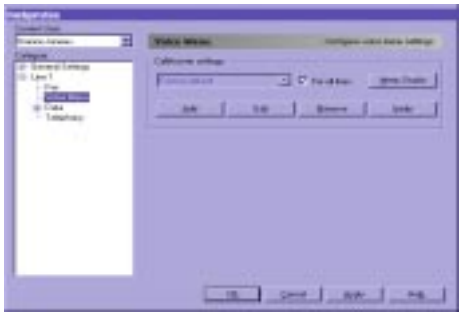


Figure 16.2 Voice Menu Configuration

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 “My Voice Menus” there is only 1 sample voice menu - called “Main Menu”. Until you change it, COMMUNICATE! *i2000* will answer all inbound calls using this menu.

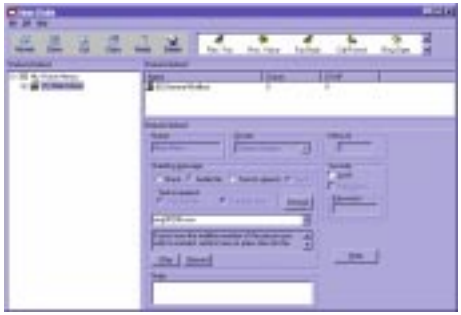


Figure 16.3 Menu Studio

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.

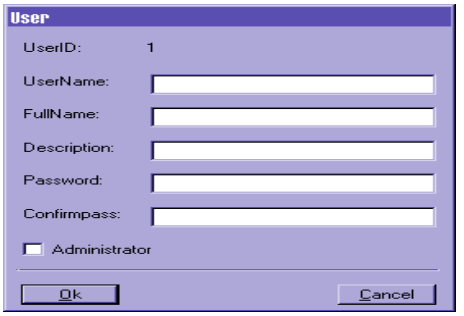


Figure 16.4 New User

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! *i2000*. 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.

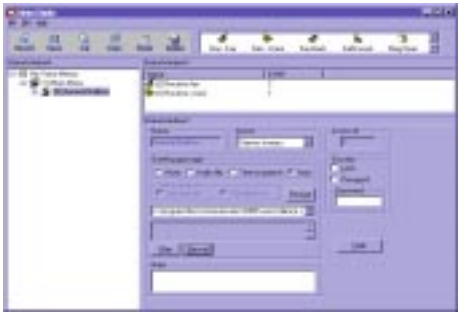


Figure 16.6 General Mailbox Detail

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! *i2000* will interpret silence as an indication to disconnect the call.

Forward:
You can have COMMUNICATE! *i2000* forward any new voice message received to an e-mail address as audio mail.

Notify:
COMMUNICATE! *i2000* has the option to notify the mailbox owner of new voice messages received by calling a pager and/or dialing a telephone number and playing a prompt.

Pager:
Specifies whether or not to enable pager notification for any new voice message received.

Dial-up #:
Specifies the data access number of the pager service provider. Alphanumeric pager carriers will provide a pager server to allow a PC to send messages to their pagers. No dial-up number is necessary for numeric pagers.

Contact your pager provider for your Dial-up #

Pager #:
Specifies what pager number will be dialed and notified.

Pager type:
Specifies what type of pager will be notified. Numeric pagers are capable of displaying numeric information, such as telephone numbers, but not text messages. The phone number that will be displayed on a numeric pager will be the phone number that was entered when COMMUNICATE! *i2000* was installed, or the caller's phone number if your phone line and modem support CallerID. Alphanumeric pagers are capable of displaying letters, as well as numbers.

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.

Please refer to the section on Remote Management and Message Retrieval for more details.

Notify:
You can have COMMUNICATE! *i2000* notify the mailbox owner of new fax messages received by calling a pager and/or dialing a telephone number and playing a prompt that says “You have 1 new fax message”. Then, you can call COMMUNICATE! *i2000* and have the new fax sent to a fax number you enter.

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! *i2000* 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! *i2000* 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.

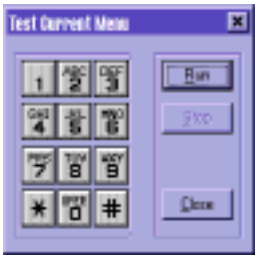


Figure 16.10 Test Current Menu

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*** (or other line # if you have multiple lines).
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 ***My Voice Menus***.
6. Select ***New/Simple Answering Machine***.

An Untitled folder appears under My Voice Menus.

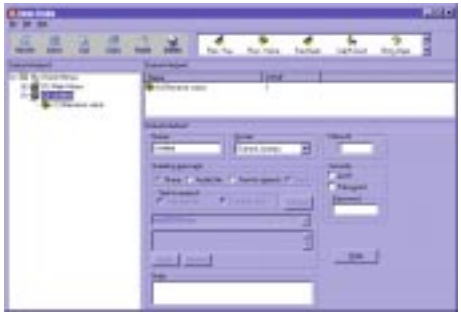


Figure 16.11 Untitled Folder

7. Name this new Voice Menus 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.

Make sure you select the correct input device in the Message Recorder before you start 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.

Text-to-speech:
You can either use an existing text file, or type in the greeting message in the text box provided. COMMUNICATE! *i2000* will convert the text to a voice prompt and play it to callers. In your greeting, you should prompt callers to leave a message after the beep.

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 pager/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*** (or other line # if you have multiple lines).
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 ***My Voice Menus***.
6. Select ***New/Voice Menu***.

An Untitled folder is created under My 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.

Please refer to the section on Remote Management and Message Retrieval for more details.

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! *i2000*.

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***.

Text-to-speech:
You can either use an existing text file, or type in the greeting message in the text box provided. COMMUNICATE! *i2000* will convert the text to a voice prompt and play it to callers. In your greeting, you should prompt callers to press the appropriate mailbox number.

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.

Figure 16.12 Voice Menu Studio Wizard

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 pager or 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 pager or 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.

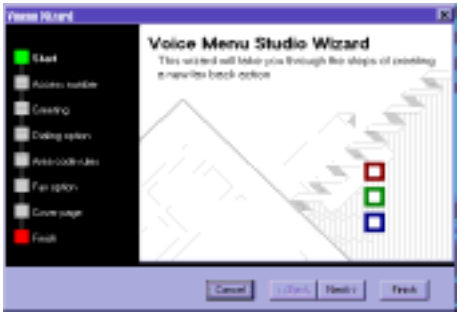


Figure 16.14 Voice Menu Studio Wizard

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*** (or other line # if you have multiple lines).
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 ***My Voice Menus***.
6. Select ***New/Voice Menu***.

An Untitled folder appears under My 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 pager or 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.

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***.

It is recommended that you use the same number of digits for the Access # for mailboxes at the same level.

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 Newbridge. 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.

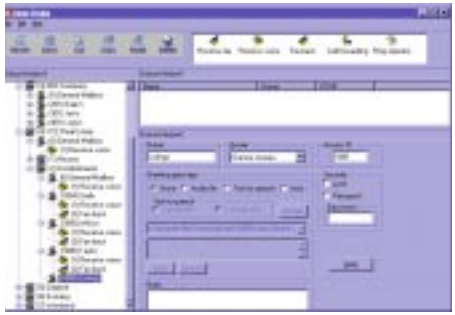


Figure 16.16 XYZ Voice Menu Tree

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! *i2000* 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

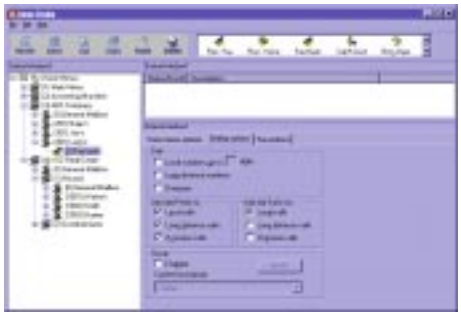


Figure 16.18 Fax back Dialing options

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.

Any group that is added or modified from here will also be available 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***.

Fax Options

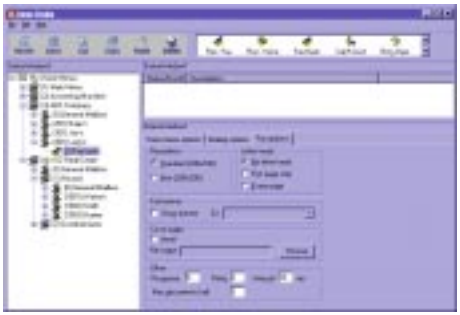


Figure 16.19 Fax back Options

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! *i2000* 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.

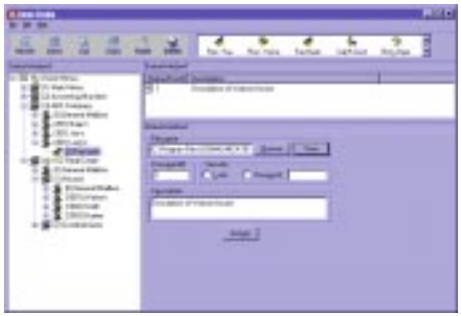


Figure 16.20 Fax back Document

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! *i2000*.

If you do not create your own index file, COMMUNICATE! i2000 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.

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! *i2000* 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.

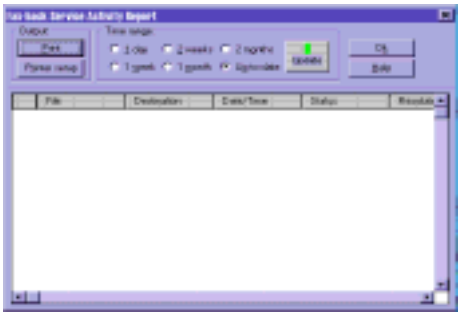


Figure 16.21 Fax back Service Activity

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! *i2000*'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, CallerID or any combination of these options.

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*** (or other line # if you have multiple lines).
4. Click ***Voice Menu***.
5. Click ***Add*** under CallAnswer™ settings in the Voice Configuration dialog box.

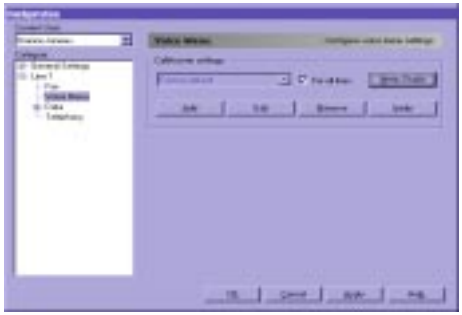


Figure 16.22 Voice Menu Configuration

The CallAnswer™ Wizard screen will appear.

Figure 16.23 CallAnswer™ Wizard

6. Click ***Next*** to continue.

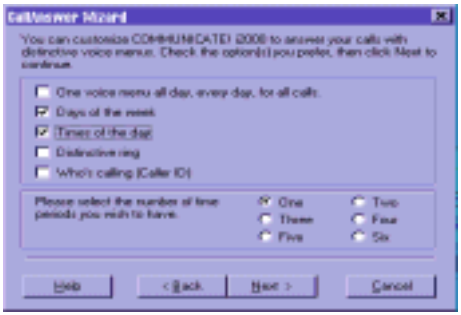


Figure 16.24 Select Options

7. 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.
8. Click ***Next*** to continue.

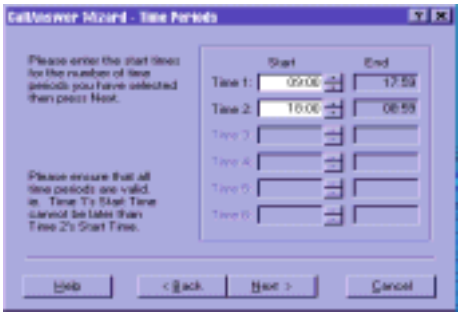


Figure 16.25 Time Periods

9. 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.

10. Click ***Next*** to continue.

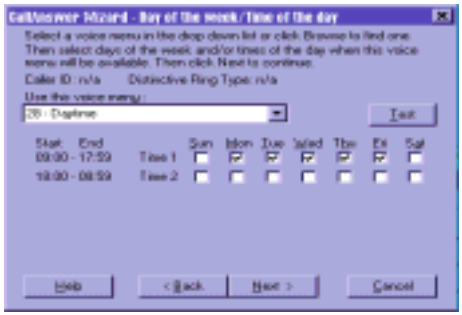


Figure 16.26 Daytime Menu Selection

11. 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.
12. Click ***Next*** to continue.

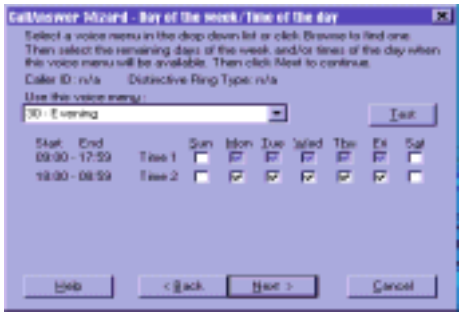


Figure 16.27 Evening Menu

13. Check the boxes for Time Period 2, Monday to Friday.
14. Select the voice menu that should be used to answer calls during week-nights.

15. Click ***Next*** to continue.

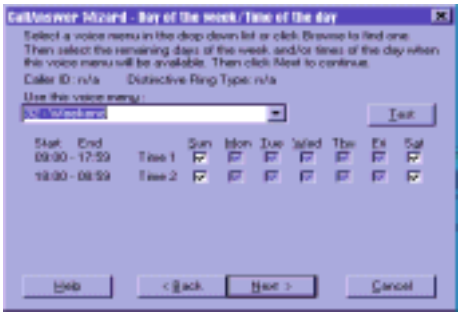


Figure 16.28 Weekend Menu

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.

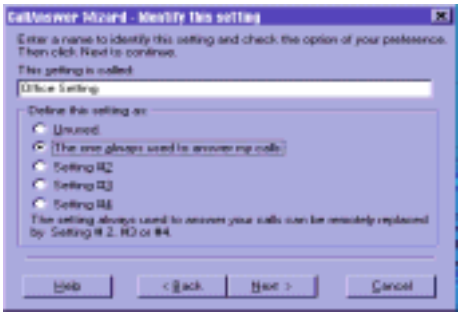


Figure 16.29 Identify Setting

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.

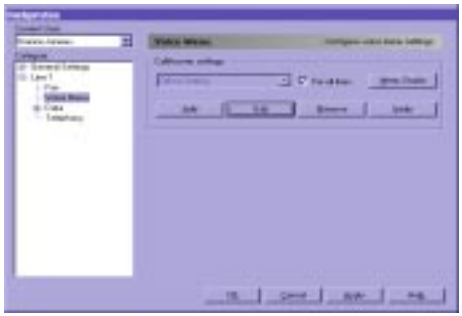


Figure 16.30 New Voice Menu Setting

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

3. Click ***Next*** to continue.

Figure 16.32 CallAnswer™ Wizard Simulator

4. Select the variables you want to test.
5. Click ***Next*** to continue.

The Test Current Menu dialog box will appear.

6. Click ***Run*** to begin testing.

CallAnswer™ setting based on Distinctive Ring

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.

CallAnswer™ Wizard allows COMMUNICATE! *i2000* to answer calls based on distinctive rings.

Here's how it's done.

1. Click ***Setup*** on the main interface.
2. Double-click ***Line 1*** (or other line # if you have multiple lines).
3. Click ***Telephony***.

The Telephony Configuration dialog box will appear.

4. Check ***Distinctive Ring***.
5. Click ***Configure***.
6. Set up the modes.

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.

You can set up different answer modes for Ring A, Ring B, and Ring C.

7. Click ***OK***.
8. Click ***Voice Menu***.

The Voice Menu Configuration dialog box will appear.

9. Click ***Add*** under the CallAnswer™ settings.
10. Click ***Next***.
11. Check ***Distinctive ring*** from the options list.
12. Click ***Next***.

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.

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.

CallAnswer™ setting based on CallerID

CallAnswer™ Wizard allows COMMUNICATE! *i2000* to answer differently, based on the CallerID information displayed in the COMMUNICATE! *i2000* 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*** (or other line # if you have multiple lines).

3. Click ***Telephony***.

The Telephony Configuration dialog box will appear.

4. Enable ***CallerID***.
5. Click ***Voice Menu*** under Line 1 (or other line # if you have multiple lines).

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.

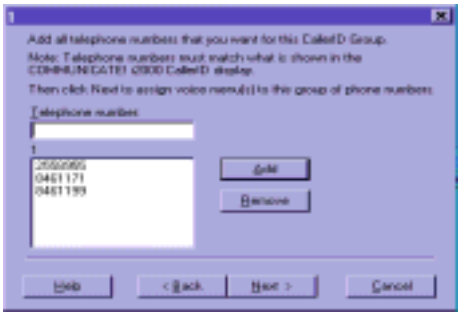


Figure 16.34 CallerID List

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! *i2000* 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! *i2000*'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, set administrative options, and even enable/disable video monitoring.

The person who installs COMMUNICATE! i2000 will have UserID 0 and will be granted Administrator rights automatically.

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! *i2000* 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! *i2000*.

When it answers:

2. Press the # key on the telephone dialpad.

COMMUNICATE! *i2000* will ask you to enter your UserID and password.

3. Enter your UserID and password.

After verifying that you have Administrator rights, you will be presented with the following options.

Users without Administrator rights can access only options 1, 3, and 4.

i) For voice menu options, press 1
ii) To retrieve system faxes, press 2
iii) To retrieve e-mail messages, press 3
iv) For 411 services, press 4
v) To change the current setting, press 5
vi) For room monitoring, press 6
vii) For video monitoring, press 7
viii) For live video monitoring, press 8
ix) To stop video monitoring, press 9

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! *i2000* 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! *i2000* 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! *i2000* 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! *i2000* will prompt you to enter the fax number where you want the new faxes sent.

iii) To retrieve e-mail messages, press 3

When you set up your e-mail account/s, be sure to specify the "User" who owns the account/s.

User's without Administrator rights can only check those e-mail accounts that are owned by their UserID. COMMUNICATE! *i2000* will advise you if there are any new e-mail messages. If there are new e-mails, you will hear 2 options.

1. To listen to your e-mail messages, press 1 now.
2. To return to the options menu, press the number sign.
When you press 1, COMMUNICATE! *i2000* will use the text-to-speech capabilities to read the e-mail message body to you. Then you will be presented with the following 5 options.

IMPORTANT:
Since each user can have multiple e-mail accounts, a nickname will be used to tell which e-mail account received the message.

1. To listen to your e-mail message, press 1.
2. To forward this message to a fax number, press 2.
3. To mark this message as read, press 3.
4. To reply to this e-mail, press 5.
5. To return to the options menu, press the number sign.

You can reply to the e-mail that you've just heard by pressing 5. You will hear a beep when you can start recording a voice message. COMMUNICATE! *i2000* will send this voice file as audio mail to reply to the e-mail you just heard.

iv) For 411 services, press 4
Using this feature, you can remotely look up the phone number and fax number of a particular contact in your phone book. You can even send them an audio-mail over the telephone.
You will be prompted to enter the first few letters of the person's last name on the dialpad to begin the search. Then you will hear the following 2 prompts:
1. To play the matches, press 1.
2. To filter by first name, press 2.

After COMMUNICATE! *i2000* has located the record you are searching for, it can read you the phone number and fax number. You can record a voice message and have COMMUNICATE! *i2000* make the phone call and play the message, or, send the voice message as audio mail to the e-mail address of that contact record.

v) 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! *i2000* will inform you that the number you have chosen is invalid.

Please refer to the CallAnswer™ Wizard section for details on creating different settings.

vi) For room monitoring, press 6
If you have a microphone and speakers attached to your speakerphone modem, you can call in remotely and listen to whatever sound that is captured by the microphone at that time.

A compatible speakerphone modem is required for this feature.

Once you press 6 for this option, you will hear a beep that starts the room monitoring. You are actually increasing the gain of the microphone and decreasing the volume of the speakers so that you can hear conversations or sounds that are received by the microphone. Your voice may not be heard through the speakers.

To speak to the person at the computer at that time, press the star(*) key. You will hear 2 beeps and the speaker volume is increased. To decrease the speaker volume, press the star(*) key again.

Depending on the speakerphone modem, you can decrease the volume of the speakers that are attached to it by a certain degree but you won't be able to turn them off completely. Therefore, any noise you make on the remote side may still be heard through the speakers.

vii) For video monitoring, press 7
You can remotely enable video monitoring by pressing 7. Please refer to Chapter 14: *Other Functions* and Chapter 15: *General Configuration* for details on using and configuring video monitoring.

viii) For live video monitoring, press 8
Choosing this option will cause COMMUNICATE! *i2000* to activate the live video monitoring feature, thus allowing video conferencing to take place, and you can see whatever is captured by the video camera “real time”. Please refer to Chapter 14: *Other Functions* for details on using this feature.

ix) To stop video monitoring, press 9
Pressing 9 will deactivate the video monitoring feature.

Users can also check messages from their own mailbox in the following manner:

1. Call in to COMMUNICATE! *i2000.*
2. Navigate the voice menu until reaching the mailbox.
3. Press 9 while the message is playing.
4. Verify the password.

The user will be presented with the following 3 options:
1. To retrieve your voice and fax messages, press 1.
2. To change your forward or notification settings, press 2.
3. To set person options, press 3.

Chapter 17: Graphics Editor

COMMUNICATE! *i2000* 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.

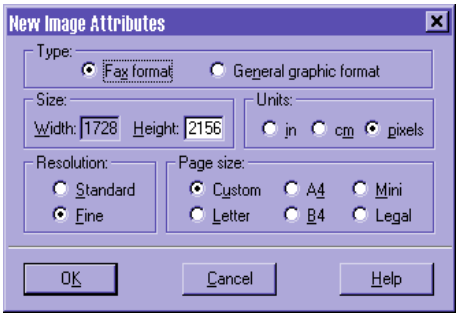


Figure 17.2 New Images Attributes

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! *i2000* 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 a 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 arrowhead.

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
5. 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

The copy feature is only available in the Object mode.

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.

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.

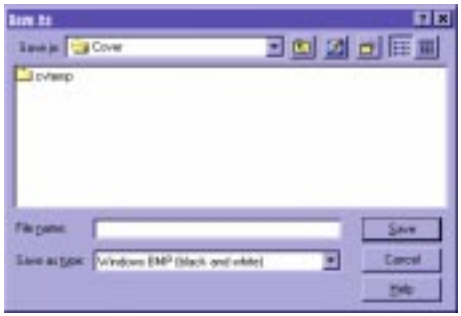


Figure 17.4 Save As dialog box

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! *i2000* 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.

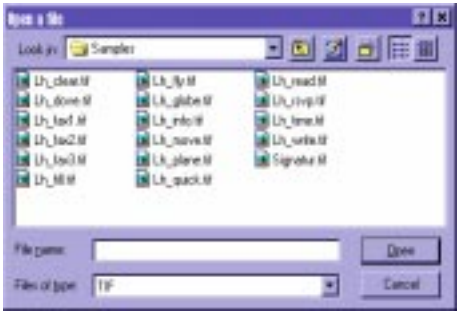


Figure 17.5 Import File

2. Locate and select the file you want to import.
3. Click ***OK***.

COMMUNICATE! *i2000* 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! *i2000*'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! *i2000*'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.

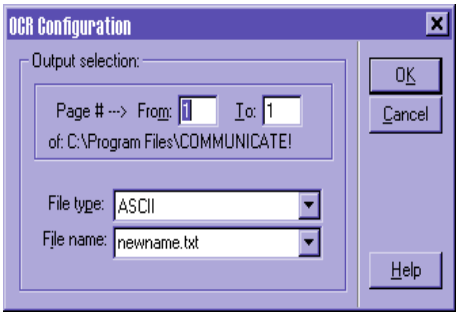


Figure 17.7 OCR Configuration

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.

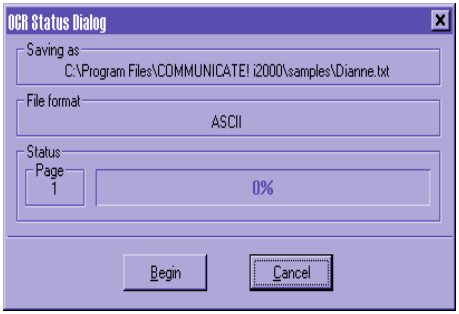


Figure 17.8 OCR Status

8. Click ***Begin***.

COMMUNICATE! *i2000* 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! *i2000* 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! *i2000*'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! *i2000* 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! *i2000* will replace them with their corresponding data from the configuration and the phone book.

COMMUNICATE! *i2000* 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! *i2000*'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! *i2000*'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.

.DBF is one of the most popular database file formats in the computer industry.

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! *i2000*'s phone books and log books are stored in .DBF format, accessing the information is relatively easy.

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! i2000'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! *i2000*'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	-
PAGER	Character	20	-
PAGER_EXT	Character	20	-
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	-

Field Name	Field Type	Length	Dec
USER_FLD10	Character	55	-
PAGER_TYPE	Numeric	1	-
FTP_SITE	Character	254	-
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! i2000's Terminal for speed dialing of BBS's.

Exporting Phone Book Records

Contact records in a COMMUNICATE! *i2000* phone book can be exported to .DBF, ASCII .SDF file format, or to other COMMUNICATE! *i2000* phone books.

Here's how it's done.

1. Open the desired COMMUNICATE! *i2000* 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.

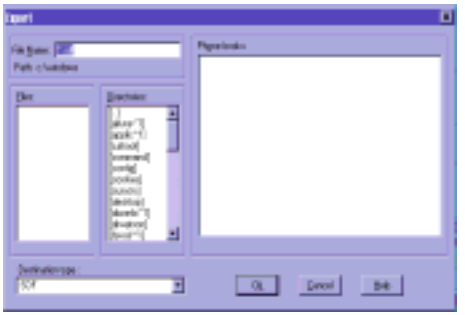


Figure 18.1 Export dialog box

4. Name the target file.
5. Select the target file type .SDF or .DBF from the dropdown list.
6. Click ***OK***.

COMMUNICATE! i2000 will begin exporting the selected records.

You also have the ability to export contact records from a current COMMUNICATE! *i2000* 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! *i2000* 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! *i2000* phone book. FoxPro .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! *i2000* 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.

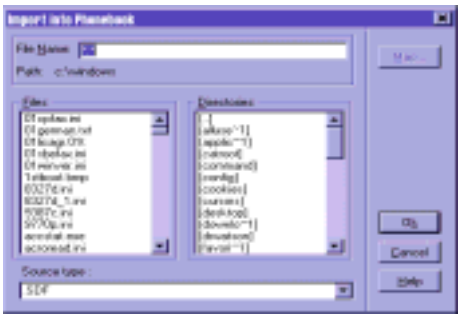


Figure 18.2 Import into Phonebook

Only 'memo' fields in FoxPro .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! i2000 will not be able to open your database.

3. Select the Source type.
4. Locate and select the desired file.
5. Click ***OK***.

Mapped Import

If you have data in a standard .DBF file format to be imported, you can use the mapping feature in COMMUNICATE! *i2000*. Field mapping tells COMMUNICATE! *i2000* what fields in your database should be transferred to their equivalent in COMMUNICATE! *i2000*'s own contact manager.

Here's how it's done.

1. Open the COMMUNICATE! *i2000* 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! i2000 phone book.

Mapped Fields displays those already matched.

Source's Fields displays those available in the .DBF file.

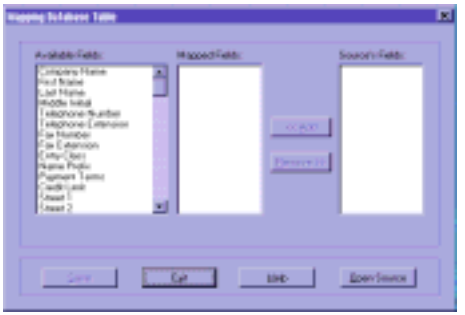


Figure 18.3 Mapping Database Table

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! *i2000* 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.

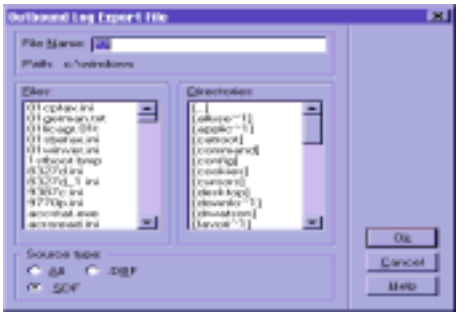


Figure 18.4 Outbound Log Export File

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! *i2000* will export the selected entries to a file with the structure outlined in Log Book Database Structure.

Chapter 19: Voice Prompts

COMMUNICATE! *i2000* 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.
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.
eng01088.wav	Enter your destination fax number to a maximum of...

Code	Corresponding Phrase
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 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.
eng02428.wav	...new fax message.

Code	Corresponding Phrase
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	...new messages.
eng02528.wav	...new 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.
eng04508.wav	To accept this fax destination, press 1. To change it, press 2.

Code	Corresponding Phrase
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.
eng09100.wav	Your video monitoring system has detected motion.
eng09101.wav	Sorry, but for room monitoring feature you need a speakerphone modem.
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.

Code	Corresponding Phrase
eng20048.wav	Four.
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.

Code	Corresponding Phrase
eng30008.wav	Zero.
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.

Code	Corresponding Phrase
eng60138.wav	Data transmission unsuccessful.
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.
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 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 (*).
eng9014.wav	To list the current last name matches, press 1. To retry a first name filter search, press 2.

Code	Corresponding Phrase
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.
eng9042.wav	To listen to your reply, press 2. To re-record your reply, press 3. To terminate this call, press number sign.

Code	Corresponding Phrase
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.
eng90097.wav	Enter a number now.
eng90098.wav	Fax extension setting.

Code	Corresponding Phrase
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.
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.
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.

Code	Corresponding Phrase
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...
eng90141.wav	First message...
eng90142.wav	Next message...
eng90143.wav	For voice menu options, press 1.

Code	Corresponding Phrase
eng90144.wav	To retrieve system faxes, press 2.
eng 90145.wav	To retrieve e-mail messages, press 3.
eng90146.wav	For 411 directory services, press 4.
eng90147.wav	To change the current settings, press 5.
eng90148.wav	For room monitoring, press 6.

Chapter 20: Accelerator Keys

Accelerator Keys

COMMUNICATE! *i2000*'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	*Enter*
Edit	*Shift+I*
Down one page	*Shift+down arrow*
Up one page	*Shift+up arrow*

Inbound Logs

Fax log	*Shift+F*
E-mail log	*Shift+E*
Voicemail log	*Shift+V*
Data file log	*Shift+D*

Mailbox Display

Next mailbox on list	*Ctrl+down arrow*
Previous mailbox on list	*Ctrl+up arrow*

Dialpad/Telephony and System Setup

Hold	*Alt+L*
Volume down	*Down arrow*
Volume up	*Up arrow*
Redial	*Alt+R*
Auto Receive	*Alt+A*
Quick Fax	*Alt+F*
Quiet	*Alt+Q*
Record	*Alt+C*
Screen	*Alt+N*
Handsfree	*Alt+D*
Input device	*Alt+I*
Output device	*Alt+O*
Setup	*Alt+S*
Help	*Alt+H*

Tape Recorder

Eject	*Shift+J*
Play	*Shift+P*
Stop	*Shift+S*
Record	*Shift+R*
Pause	*Pause*
Previous message	*Left arrow*
Next message	*Right arrow*

Message Functions

Compose Fax	*Ctrl+F*
Compose E-mail	*Ctrl+E*
Compose Voicemail	*Ctrl+V*
Compose Audio-mail	*Ctrl+A*
Compose Video-mail	*Ctrl+D*
Compose Pager message	*Ctrl+G*
Scan and fax	*Ctrl+S*
Internet fax	*Ctrl+X*
Phone Book	*Ctrl+P*
Message Center	*Ctrl+M*
Queue Status	*Ctrl+Q*
Data Terminal	*Ctrl+T*
Cover Page editor	*Ctrl+C*
Browser	*Ctrl+B*

Right-mouse-click Drop-down Menu

File menu	*Alt+F*
Edit menu	*Alt+E*
Options menu	*Alt+O*
Help menu	*Alt+H*