

PhoneTools[®]

User's Guide

Fax

Speakerphone

Advanced Answering Machine

Data file transfer

Terminal emulation



Installing PhoneTools - The Status Bar



INSTALLING PHONETOOLS

Starting Setup:

1. Start Windows® (if it's not already running),
2. Insert the CD provided in the CD-ROM Drive; Setup Wizard starts automatically.

If Setup Wizard doesn't start:

1. Double-click the My Computer icon,
2. Double-click the icon for your CD-ROM drive,
3. Double-click SETUP.EXE

From that point on, a program assistant will guide you through the different steps required to install PhoneTools. During this process, if you choose to enable the Find Modem option, make sure the modem is installed, connected and turned on.

Attention


Some of the function's described in this User's Guide might not be available within PhoneTools. In this case, these functions are either grayed-out or not displayed.

Screen Shots

The screen shots in this manual correspond to the use of PhoneTools in a Windows® 95 or Windows® 98 environment. When running the application in other Windows® operating systems, the aspect of the screens may significantly change. This will not impair the software's functionality.

USING PHONETOOLS' STATUS BAR

The **Status Bar** gives access to all the functions featured in PhoneTools. You may select a menu option through the **Menu** button.


The "LCD" screen displays information which you can get acquainted with at a glance. Click on the buttons  to select the type of information to be displayed:

- The **All** and **New** selections indicate the number of received documents. To view new received documents click **Inbox** to directly access the window that displays the **Inbox** folder contents.
- **Info** displays warning messages and modem status.

Click to connect you to the PhoneTools Upgrade web site.

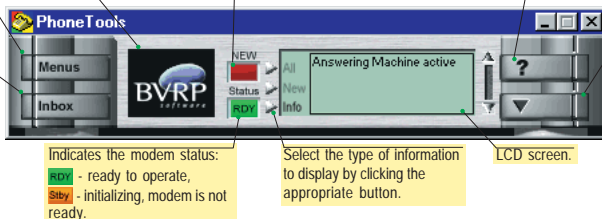
Displays all PhoneTools' menus.

Brings up the list of received documents.

 (flashing) - Indicates the presence of new documents in the **Inbox** folder.

PhoneTools has a context sensitive on-line help that can be accessed by clicking the Help button or the F1 key. All the information needed on how to use PhoneTools can be found in the help files.

Displays or hides the communication module. One module can be displayed at a time.



Indicates the modem status:
RDY - ready to operate,
Stby - initializing, modem is not ready.

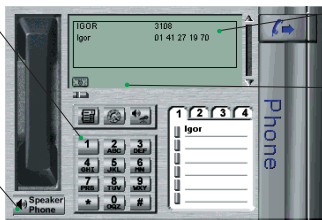
Select the type of information to display by clicking the appropriate button.

LCD screen.

Phone



Dialler: allows you to enter the number to call.







Displays call progress information when dialling and Last Calls list when idle.

Click here to activate the **SpeakerPhone** feature.

Several features are displayed dynamically depending on the context and on the modem's capabilities. To select one of these functions, click the button located beneath the icon. A green led indicates the function is currently enabled and its corresponding icon is displayed in the right-hand corner of the LCD screen.

MAKING A PHONE CALL

Different methods allow you to specify the number to call and start dialling:

-  Opens the **PhoneBook: Copy Mode** window that lets you extract existing correspondents' phone numbers.
-  Displays the **Dial box**. To make a phone call using the **Dial box**, enter your correspondent's details (name and phone number), and then click **OK**.
-  (toggle button) displays four buttons giving access to six **Quick Dial Memory Keys** each.
To make a phone call using the **Quick Dial Keys**, simply click the memory key () assigned to the correspondent you wish to call. The selected phone number is automatically dialled.
- You can also double-click an existing entry in the list of the latest calls to dial out directly.
- Finally you can use the **Dialler** or your keyboard to enter the number to call. You must click on the phone Handset to start dialling.

Click here to hang up.

Enables you to transfer calls.




Adjust the volume as needed by moving the sliders up or down with your mouse cursor when using the **SpeakerPhone**.

USING THE SPEAKERPHONE


The **SpeakerPhone** feature enables you to talk to your correspondents without using your phone handset.

To make and receive phone calls in SpeakerPhone mode:

Click the  **SpeakerPhone** button located just below the phone handset.

Click  (toggle button) to display the speaker and microphone volume control sliders.

Once you are connected with your correspondent, several options become available:

 **Mute.** Cuts your microphone off, allowing you to listen to your correspondent without being heard.

 **HLD Hold.** Cuts your microphone and speaker off.


 **Fax Reception Mode.** Allows you to start receiving a fax.

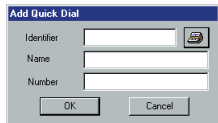
Note: *Certain options may not be supported by the modem.*

PROGRAMMING THE QUICK DIAL MEMORY KEYS

Quick Dial Memory Keys let you store frequently-used phone numbers, enabling you to dial a number quickly and easily.

To assign a phone number to a memory key:

1. Click  to display the **Quick Dial Memory Keys** (if they are hidden).
2. Click an entry to open the **Add Quick Dial box**.
3. In the **Identifier** edit box, enter the name assigned to the memory key.
4. In the **Name** box, enter your correspondent's full name.
5. In the **Number** box, enter the phone number that will be dialled when you click on the memory key, and click **OK**.
6. Click **OK** to validate.



Advanced Answering Machine



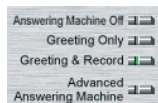
The **Voice Mail** module enables a computer equipped with a voice modem to be used as an advanced answering machine. It supports three operation modes:

- The **Greeting Only** mode issues a greeting message and then hangs up.
- The **Greeting & Record** mode issues a greeting message and then records the caller's message.
- The **Advanced Answering Machine** mode issues a greeting message that informs the caller of available options and lists what touch-tone numbers should be dialed to access them.



ACTIVATING/DEACTIVATING THE ANSWERING MACHINE

To turn the answering machine on, click the button corresponding to the wanted mode: **Greeting Only**, **Greeting & Record** or **Advanced Answering Machine**. The active mode is signalled by a green LED:



To turn the answering machine off, click the **Answering Machine Off** button.

To be operational, each mode requires the creation and selection of a specific minimum set of elements (greeting message, access code, mailboxes) that will be implemented by the answering machine.

ACCESSING THE ANSWERING MACHINE MODE SETUP WINDOW

The **Voice** tab allows you to set up all the PhoneTools answering machine operation modes (**Greeting Only**, **Greeting & Record** and **Advanced Answering Machine**).

To access the **Voice** tab, simply click in the **Voice Mail** module. The following window is displayed:

Displays the **Voice Server Setup** window that allows you to select multiple mailboxes and a specific message for each mailbox.

Click this button to display the **Mailbox Setup Wizard** which will help you create a new mailbox.

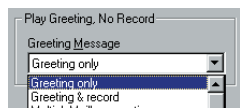
Displays the **Modify/Create Greetings** window (See **Recording a message** in the relevant section of this guide).

The **Advanced Setup** button lets you configure various advanced voice settings such as the modem speaker level, maximum recording time, etc. for all **PhoneTools Plus** answering machine modes.

Click here to access the **Remote Message Retrieval** dialogue box, which allows you to choose an **Access Code** (4 digits) for remote dialup message retrieval. You will dial this code when using **PhoneTools Plus** in **Greeting & Record** mode. You can also specify the phone keys that will allow you to play, go to next, delete, and replay all received messages.

SETTING UP THE GREETING ONLY MODE

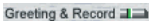


1. From the **Voice Mail** module, click to activate the **Greeting Only** mode.
2. Then click to display the **Voice** tab (see above).
3. From the **Greeting Message** drop-down list in the **Play Greeting, No record** section, select the greeting message to be issued. Click **OK**.



Advanced Answering Machine

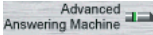





SETTING UP THE GREETING & RECORD MODE



1. From the **Voice Mail** module, click  to activate the **Greeting & Record** mode.
2. Then click  to display the **Voice** tab.
3. From the **Play Greeting & Record** drop-down list, select the message to be played. If you do not want to use the existing pre-recorded messages, record your own announcement (see the next page).
4. Click  to open the window that allows you to create mailboxes (see **Creating a mailbox** on the next page). By default, all messages left by callers will be recorded in the **Inbox**.
5. Choose your **Access Code** (4 digits) for the **Remote dialup message retrieval**.
6. When the **Greeting & Record** mode is set up, click **OK**.

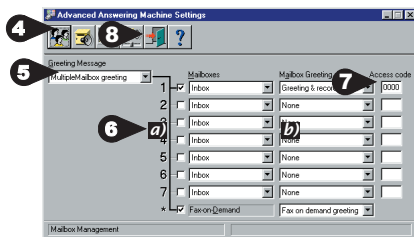
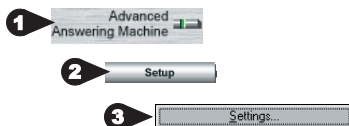
SETTING UP THE ADVANCED ANSWERING MACHINE MODE



Working principle: When the Advanced Answering Machine is called, the general Greeting Message is played. This announcement describes the options available to the caller: "To leave a message for Mr. Smith, press 1; to leave a message for Mr. Brown, press 2, ...". If the caller presses 1, Mr. Smith's mailbox greeting message prompts the caller to leave a message after the tone. If Mr. Smith wants to remotely listen to his messages, he will call the Advanced Answering Machine, select his mailbox, and then enter his access code.

1. From the **Voice Mail** module, click  to activate the **Advanced Answering Machine** mode.
2. Then click  to display the **Voice** tab.
3. From the **Voice** tab, click .
4. Click  to open the window that lets you create your mailboxes (see **Creating a mailbox** on the following page).
5. Record a general **Greeting Message** and additional greeting messages for each mailbox that will be used (see **Recording an announcement** on the next page).

The general **Greeting Message** should inform the caller of available options and touch-tone numbers that should be dialed to access the choices (for example: "To leave a message for Mr. Smith, press 1...").

6. Enable access to a mailbox. To do so:
 - a) Select a mailbox from the **Mailboxes** drop-down list next to the touch-tone/Mailbox number that will allow the caller to access it, and tick the box associated to it: .
 - b) Select the message that will be issued when the mailbox is accessed, i.e. when the caller dials the touch-tone.
7. Enter the access code for the remote message retrieval.
8. When the **Advanced Answering Machine** is set up, click  to exit the **Advanced Answering Machine Settings** window.





4.  These two buttons respectively display the **Mailbox** window and the **Modify/Create Greetings** window. How to create mailboxes and record messages are described on the next page.
5. 

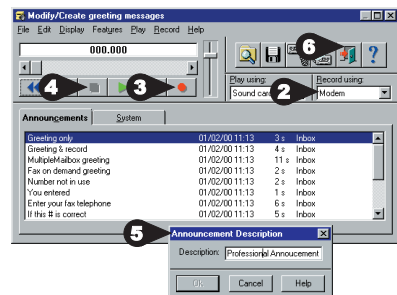
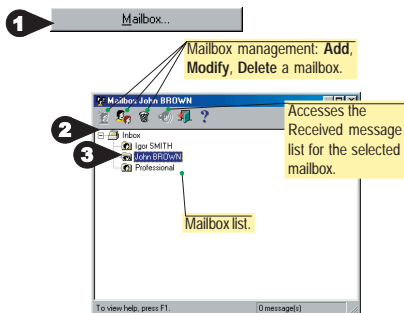
Advanced Answering Machine



CREATING A MAILBOX




Mailboxes are used to store incoming messages. To access the window that allows you to create mailboxes:

1. Open the **Advanced Answering Machine Settings** window. Click , the mailbox management window is displayed.
2. Select the **Inbox** folder with your mouse, and click .
3. Type in the name that will be associated to the new mailbox.
4. Press **Enter** to validate.



RECORDING AN ANNOUNCEMENT

Announcements (or greeting messages) are used to greet and guide the caller. You can either use the pre-recorded announcements, or record your own announcements.

1. From the **Advanced Answering Machine Settings** window, click .
2. Select where to record from (Modem, handset, sound card).
3. Click  to start recording.
4. Click  to stop recording.
5. A dialogue box prompts you to enter the announcement description. This description helps you to readily identify the message in the list. Click **OK**.
6. Exit the **Modify/Create Greetings** window.

HOW TO REMOTELY LISTEN TO RECEIVED MESSAGES


Warning: To remotely listen to received messages, the **Greeting & Record** or the **Advanced Answering Machine** mode must be activated.

When in **Greeting & Record** mode:

1. Call up **PhoneTools** remotely.
2. Immediately after hearing the **Greeting Message** (or while it is playing if this is supported by the modem), dial the **Access Code** you specified in the **Remote Message Retrieval** window to listen to your messages. Once listened to, they will be archived.

When in **Advanced Answering Machine** mode:

1. Call up **PhoneTools** remotely.
2. Immediately after hearing the **Greeting Message** (or while it is playing), dial the number of the mailbox that you would like to access.
3. Immediately after hearing the **Mailbox greeting Message** (or while it is playing), dial the corresponding **Access Code** to listen to received voice messages.


Note: You can specify phone keys that will allow you to replay, delete, etc. received messages in the **Remote Message Retrieval** window. To access this window click  from the **Voice** tab.




Advanced Answering Machine



LISTENING TO RECEIVED MESSAGES


To listen to received messages from the **Voice Mail** module:


1. In the list of **Received Voice Messages**, select the message you want hear by clicking it.
2. Select the play device by clicking the button placed just below its icon (the selected device is signalled by a green LED: .

-  Plays the messages through the modem's built-in speaker.
-  Plays the messages through the handset connected to the modem.
-  Plays the messages through the speakers connected to your sound card.



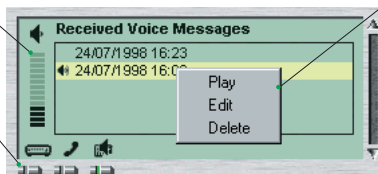
The play and record features available depend on the modem type and whether a sound card is connected to your PC.

3. Adjust the sound level by clicking the volume control vertical gauge.
4. To start playing the message directly from the **Voice** module, click  or right click a **Received Voice Messages** list item to display a menu that contains the **Play** option.


Played messages are differentiated from unheard messages by the icon  placed before the message in the list.

To adjust the volume, click the vertical gauge.

Select the **play** and **record** device to be used: Modem speaker, Handset or Sound Card.



Click a list item with your right mouse button to display this menu.

Note: Received messages can also be accessed from the window that contains the **Inbox** folder. From there, simply select the message you want to listen to, and click the **Listen** icon: .

Advanced Answering Machine

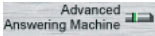




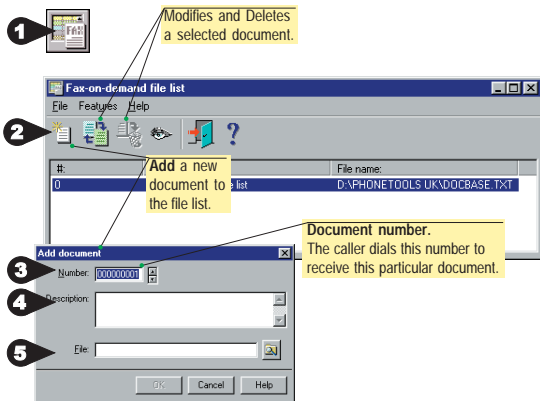
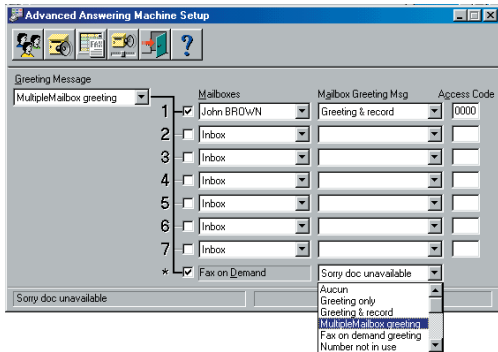
The PhoneTools answering machine is capable of managing an automated and interactive Fax on Demand system. Thanks to this system, you can continuously put at the disposal of your callers all sorts of documents (product sheets, price lists, etc.).

The process is simple and efficient: when the Fax on Demand server is called, the general **Greeting message** is played, and the caller dials *. A second greeting message prompts the caller to choose the document that he wants automatically faxed to him. The caller can obtain the list of all available documents by dialling 0. The server then asks him to enter his fax number.

SETTING UP THE FAX ON DEMAND SERVER

Before setting up the fax on demand server, you must add at least one document to the **Fax on Demand File List** (see Adding documents to the Fax on Demand server below).



1. From the **Voice Mail** module, click the  mode.
2. Click  to display the **Voice** tab.
3. From the **Voice** tab, click .
4. In the **Advanced Answering Machine Settings** window, tick the **Fax on Demand** option, and select the Mailbox Greeting Message to be issued when the caller chooses this option.



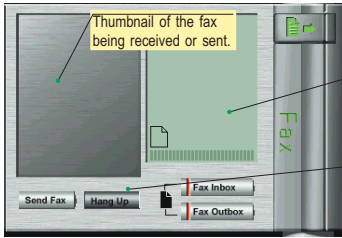
Supported formats are: BMP, DCX, DGR, GIF, PCX & TIF.

ADDING DOCUMENTS TO THE FAX ON DEMAND SERVER

To add a document to the File List:

1. Click  to access the **Fax on Demand File List** window.
2. Click  to open the **Add Document** dialog box.
3. An index number is automatically generated by the programme; you can change it if necessary by clicking the arrow cursors. Users will dial this number to specify the document.
4. Type in the document description that will appear on the document list sent to the calling users.
5. Type in the file's full path name or find it using the **Browse** button. Then click **OK**.

The Fax on Demand File List management includes an automatic index. The index document contains the information you entered in the **Add Document** window. Callers can retrieve this document by dialling the set number "0".



Send Fax

By default, this button starts the **Send Fax Wizard**. If you did not make this wizard available, the **Send Fax** window is displayed.

Hang Up

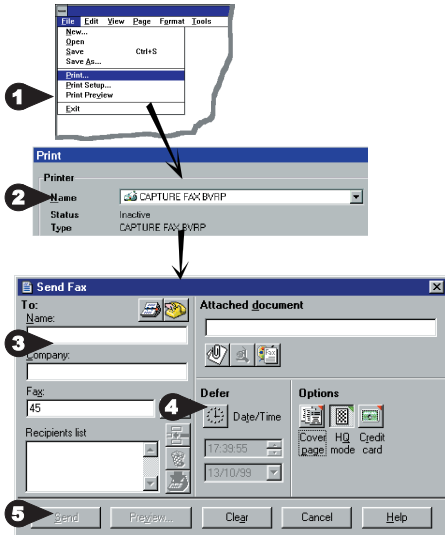
Interrupts the current fax transmission.

Fax Inbox

Displays the **Inbox** folder contents.

Fax Outbox

Displays the **Outbox** folder contents.



FAXING A DOCUMENT FROM ANY WINDOWS APPLICATION

This method, called «**Print Capture**», lets you fax a document directly from the Windows application in which you've created it, without opening PhoneTools.

1. You've just created a document in a Windows application: Word processor, graphic editor, spreadsheet, etc. To fax this document, keep the application and the document open and select the **Print** option from the **File** menu.
2. Select **CAPTURE FAX BVRP** as the printer driver, then click OK. The **Send Fax** window is displayed.
3. Type in the **recipients** details or extract them from the Phonebook.
4. Various transmission options are available. To enable an option, click on the corresponding button:



Defer call to a later date/time.



Open the cover page panel



Credit card dialling (must be set up in the Location tab in the



HQ mode (High quality fax)

General Configuration window)

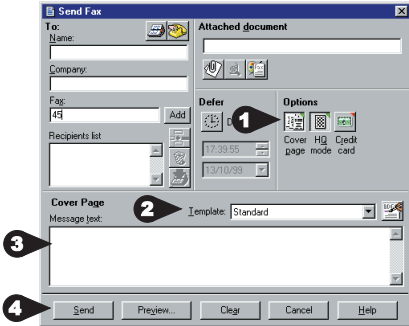
5. Click **Send** to start the transmission.



FAXING A FILE DIRECTLY FROM PHONETOOLS

1. From the main window, click **Send Fax**. By default, this button starts the **Send Fax Wizard**. If you did not make this wizard available, the **Send Fax** window is displayed.
2. Type in the **recipients** details or extract them from the Phonebook.
3. In the **Attached Document** section, click the **Select Document** button and select the file to be sent.
4. Various transmission options are available. To enable an option, click the corresponding button (see above).
5. Click **Send** to start the transmission.

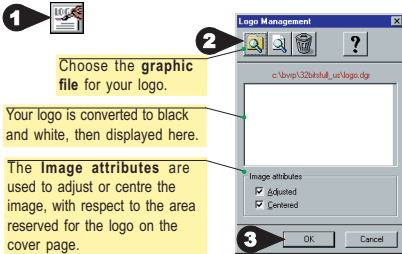
Note: Only graphic files (BMP, PCX, etc.) and ASCII files can be faxed directly. For other formats, use the **Faxing a document from any Windows application** described above.



SENDING A COVER PAGE ON ITS OWN OR ADDING A COVER PAGE TO YOUR FAX



Whatever method you choose to prepare and send a fax, you can add a cover page or even send the cover page on its own.

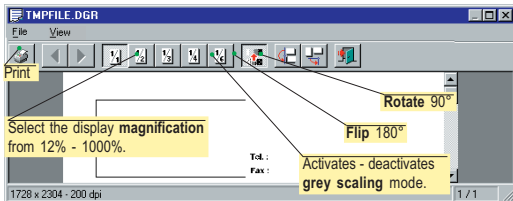
1. Click the **Cover Page** button to display the cover page section if it is hidden.
2. Select the cover page **Template** to use from the model drop-down window.
3. Right below it, in the Message edit box, type in the message that will appear on your cover page.
4. Click **Send** to start the transmission.



ADDING A LOGO TO THE COVER PAGE


The logo should be small in size and in a graphic format supported by PhoneTools: BMP, PCX, TIF, DIB, GIF, DCX.

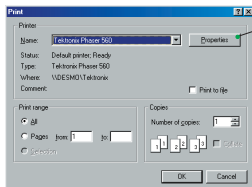
1. In the **Send Fax** window, click  to display the **Logo Management** window in order to choose the logo that will be placed on the cover page.
2. Click the **Browse** button  and select the logo graphic file.
3. Validate by clicking **OK**.




VIEWING AND PRINTING FAXES

Faxes can be viewed and printed not only from the **Inbox** and the **Outbox**, but also from the **Confirm Transmission** window.

To view a fax click the **View** button .



To print a fax, click the **Print** button .

Click this to set up options for this printer. The options available depend on the features of the printer.

Inbox/Outbox Management



PhoneTools lets you manage all your transmissions and received documents in a single window. All your transmissions are stored in a folder labelled **Outbox**, and received documents are kept in the **Inbox** folder. To display the **Inbox** folder contents, click on **Inbox** from PhoneTools' main screen. To view the **Outbox** folder contents, click on **Menu** from **PhoneTools**' main menu, then select **Outbox** from the **Send** Menu.

INBOX/OUTBOX FOLDERS - WINDOW DESCRIPTION

The window containing the **Inbox** and **Outbox** folders in which you can easily manage all your transmissions and received documents is divided into three main parts:

- the **command buttons** in the upper part of the window (available command buttons depend on the selected folder).
- the **folders**, and the highlighted folder contents in the centre.
- **transmission information** on the selected documents in the lower part.

The screenshot shows the PhoneTools window with the 'Inbox' folder selected. The window is divided into three main sections: a top bar with command buttons, a central list of documents, and a bottom section for detailed transmission information. Annotations point to various features:

- Buttons specific to the Inbox folder.** (Points to buttons like 'View', 'Print', 'Save' in the top bar)
- Buttons specific to the Outbox folder. They are active when you click on Outbox from the Send menu.** (Points to buttons like 'Send', 'Cancel' in the top bar)
- The Type and Status of the document is indicated by the following icons:** (Points to the 'Type' and 'Status' columns in the document list)
- Double-click on a folder to display its contents.** (Points to the 'Inbox' folder in the left pane)
- Transmission information about the selected document.** (Points to the detailed information at the bottom)
- Use these buttons to sort the list on the selected item.** (Points to the sort buttons in the document list header)
- Reduced view of the highlighted fax.** (Points to a small preview of a fax document)

The document list shows the following data:

Correspondent	Date/Time	Type	Status	Size	Attached file
	03/05/97 20:21			30 s	
	03/05/97 20:28			8 s	
	17/05/97 16:00			1 p	
	17/05/97 16:01			1 p	

The detailed information at the bottom shows:

- Document: RECU0009 T31
- Included Doc(s): None
- Correspondent Identifier: None
- Number: 1
- Report: Document received complete
- Diagnostic: None
- Length: 00 min 27 s
- Speed: 14 400 bps

COMMAND BUTTONS COMMON TO THE INBOX AND OUTBOX FOLDERS

Use	To...	Use	To...
	...View the highlighted document in the Graphic Viewer.		...Delete the highlighted document.
	...Print the highlighted document.		...Display information on the highlighted document.
	...Save the highlighted document to disk.		...Display the Help.

FOLDERS

This window always includes the following folders:

- The **Inbox** folder that lists all received documents. Its contents is automatically displayed when you click on **Inbox**.
- The **Outbox** folder that contains all transmissions (current, deferred, deactivated). Its content is automatically displayed when you select **Send - Outbox** from the **Menu** button.
- The **Finished Transmissions** folder contains all the finished transmissions (successful and cancelled) if you have configured Phone Tools to keep successful transmissions (see **What is the outbox?** on the following page). To display its contents click twice on the folder. From there you can modify and/or reactivate a transmission.

Inbox/Outbox Management



WHAT IS THE INBOX?

All received documents are stored in the **Inbox** folder. When a document is received, PhoneTools notifies you by displaying a **Document(s) received** warning (and emits a **beep** when this option is selected in the **Notifications** window). These notifications are removed when the document has been consulted.

A **double-click** on a received document will automatically display the document if it is a fax. If it is a voice message then the **Voice Player** window is displayed.

The **Inbox** folder can contain up to **1024 documents**, that are not limited in size. When the number of 1024 documents is reached, there is no more space to receive documents. It is advised to delete unnecessary documents. However, if you want to store copies of these documents, you can print them or save them to disk in another directory.

Command buttons specific to the Inbox folder

The following command buttons are available when the **Inbox** folder is selected.

Use	To...	Use	To...
	...Listen to the highlighted voice message.		...Change the status of a document: consulted to not consulted, printed to not printed, resent to not resent.
	...Resend the highlighted fax.		

WHAT IS THE OUTBOX?

All transmissions are stored in the **Outbox** folder, which acts as a transmission queue. If the transmission runs smoothly, the document is deleted and the information is then recorded in the **Send Log**.




If the option **Keep finished transmissions** is checked on the **Communications** folder tab found under the **General Configuration** menu, then all transmissions will not be deleted after being transmitted and will be added to the **Finished Transmissions** folder. The **Finished Transmissions** folder is limited to 1024 transmissions. You should delete regularly the documents stored in the **Finished Transmissions** folder to avoid reaching this limit.

If an error occurs, the transmission is cancelled and the document is saved in order to allow you to correct the error (wrong number, etc.).

To confirm that a document was sent correctly to a recipient, open the **Send Log** which contains the information concerning past transmissions.

Command buttons specific to the Outbox folder

The following command buttons are available when the **Outbox** folder is selected.

Use	To...	Use	To...
	...Modify the fax transmission schedule (phone number, date and hour).		...Reactivate a deferred or cancelled transmission.
	...Deactivate a deferred transmission.		

Phonebook



The **Phonebook** stores the names, phone, fax and modem numbers, and other information about each correspondent.

OPENING THE PHONEBOOK WINDOW

To open the **Phonebook**, click **Menu** from the **PhoneTools Status Bar**, then select the **Phonebook!** menu option. The **Phonebook** window appears, allowing you to add, modify, and delete Phonebook records:

From left to right, the first three buttons allow you to:

- Create a new Phonebook
- Open a Phonebook
- Import records from another phonebook.

The group list displays:

- the current Phonebook tree list
- the Search results folder where the results of a search are stored
- the Recycle bin (all deleted records are stored in this folder).

Phonebook records list: one record per line.

Create a new record

Save new record

Save changes

Display Previous/Next record.

Define and apply Search Criteria.

Select/Deselect current record.



Select all records.

Deselect all records.

Record editing area where you type in or modify Phonebook records. Click in this area to edit the displayed record.

CREATING NEW RECORDS

The **Phonebook** is empty when you first open it.

1. To start creating records, click  or click in the record editing area.
2. Enter all relevant information in the editing area.
3. Once you have entered information in the record, click  to save it. If this icon appears dimmed, it means you have not yet entered the minimum information required to complete a record. At least one field must be filled in (the **Name**, for example).

1. Click the New record icon.

2. Enter information in the editing area:

Mailing Address | Communication | Notes

First name: Igor | Mr./Ms.

Last name: Smith

Company: BVRP Software

Address: 1 bis rue Collange

City: | Zip code:

State/Country:

2. Enter information in the Communication section:

Phone 1: (717) 737 7797

Phone 2: (303) 459 0022

Fax: (303) 459 2200

Modem:

E-Mail:

Extension #: |

Miratel:

Cell phone 1:

Cell phone 2:

Server #:

3. Click the Save record icon.

2. Enter information in the Mailing address section:

Mailing address: |

Corresp.:

Corresp.:

Notes:

IMPORTING EXISTING RECORDS

If records already exist as files in a standard format used by other well-known information-storage applications such as databases or spreadsheets, you can import these records instead of typing them in again. For a detailed explanation on how to import records in another format, press F1 from the **Import Records** window.

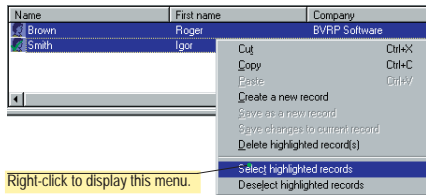
Phonebook



SELECTING RECORDS

You can **select records** in various ways:

- To make a **continuous selection**: click the first item to be selected. Next, press and hold the **[Shift]** key, and then click the last item to be selected. All items between (and including the first and last item) will be highlighted. Right-click the mouse button: a shortcut menu displays the **Select highlighted records** option.
- To make a **non-continuous selection** with the mouse, press and hold the **[Ctrl]** key. Click any item you want to add to the selection, then right-click the mouse button. A shortcut menu displays the **Select highlighted records** option.
- To select records using the **keyboard**, click a record, and then press the **[Spacebar]**.
Selected records are flagged with a green tick.



This feature, combined with the **Phonebook: Copy Mode**, provides an easy way to carry out a fax mailshot.



USING THE PHONEBOOK FOR DIALLING

Once a recipient has been entered in the Phonebook, you can open the **Phonebook: Copy Mode** window to automatically enter the recipient fields.

From the **Phone** module:

- Click . The **Phonebook: Copy Mode** window is automatically displayed.
- Click .

From the **Fax** module:

- Click  to display the **Send Fax** window, and then click .
- Then:

Use



To...

...Copy the current record details.



...Copy the record selected in current group.

Use



To...

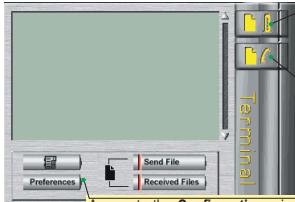
...Copy the current group.



...Copy the current Phonebook.

When the request comes from the **Send Fax** window and a **Cover Page** is used, the recipient's name and fax number are automatically added to the cover page.

Terminal Emulation




Starts a **direct connection**. This permits AT commands to be sent directly to the modem.

Starts a **connection by modem** allowing you to upload files to remote systems and to save them in a text file.

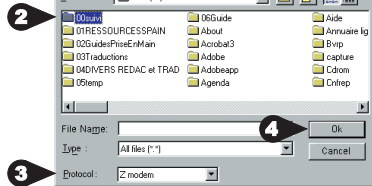
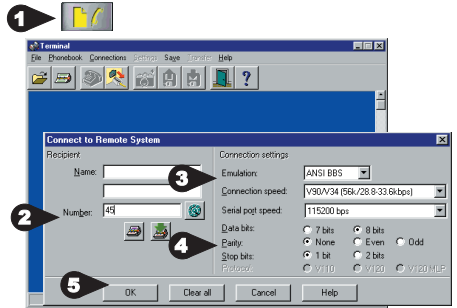
Access to the **Configuration window**.

Terminal emulation enables you to connect to various computers and online services to retrieve information, receive and send electronic mail, upload and download data files, etc.

STARTING A CONNECTION BY MODEM


1. Click  from the main window to display the **Connected to Remote System** window.
2. Enter the phone number of the server you want to connect to, or extract it from the **Phonebook**.
3. Select the **Emulation** mode you want to use.
4. Select the connection settings for the current connection.
5. Click **OK**. A call progress screen is displayed.

Note: To configure standard connection settings, choose **Connection** from the **Settings** menu in the **Terminal** window.





UPLOADING FILES TO A REMOTE SYSTEM DURING A CONNECTION BY MODEM

This feature can be accessed only during a connection by modem. From the **Terminal** window:

1. Click  to display the **Send file** window.
2. Specify the file name to be sent, including, if necessary, **Drive** and **Folder** specifications.
3. Select the relevant file transfer **Protocol**.
4. Click **OK** to begin the transfer.

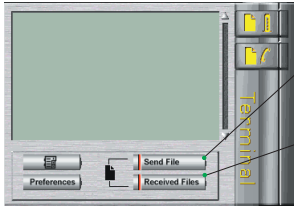
SAVING INFORMATION IN A TEXT FILE DURING A CONNECTION BY MODEM

This feature enables you to save information you exchange with a remote system to disk as a text file. From the **Terminal** window:

1. Click  to display the **Save as text** window.
2. Specify the file name, and location to store the text.
3. Click **Open** to enable the **Save as text** option.
While the **Save as text** option is on, information exchanged with the remote system is saved in the text file.
4. To stop saving in a text file, click  again.



Data File Transfer

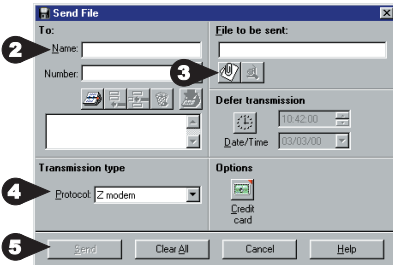


Opens the **Send File** window, which allows you to perform automatic data file transfer.





Displays **Inbox** folder contents.

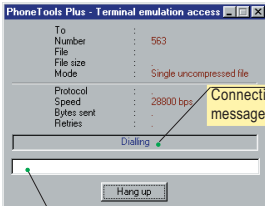
The **Data File Transfer** feature enables you to automatically send and receive data files using the **Kermit**, **X**, **Y** or **ZModem** protocol at the maximum speed supported by the modems at both ends.

1 Send File



SENDING A DATA FILE AUTOMATICALLY

1. From the main window, click **Send File** to display the **Send File** window.
2. Enter the **Recipient(s)** contact information or extract it from the **Phonebook** by clicking .
3. In the **Send Files** section, use the **Select document** button  to select the file you want to send.
Various transmission options are available. To enable an option, click the corresponding button:
 Defer transmission to a later date/time.
 Phone card dialing (must be set up in the **Location** tab in the **General Configuration** window).
4. Select the transmission protocol.
5. Click **Send** to start the transmission.



Connection message.

Text edit box for typing any text needed to log into the remote station.

It is sometimes necessary to log in before transmitting a data file. If so, when the **Sending Data** window opens and displays: "Connected, you may type a message (10s)" simply click inside the text edit box. There, you can type any text that is necessary to log in to the remote station.

The file is transmitted automatically, with no further action required by the user. If the recipient uses **PhoneTools**, the file will be received and added to the recipient's **Inbox** folder. If not, then your recipient should prepare the relevant communications application to receive in **ZModem** protocol.

To send more than one file in the same transmission, it is recommended that you use a software compression utility. This shortens transmission time, while permitting more than one file to be sent.

RECEIVING A DATA FILE AUTOMATICALLY

Receive mode, speed and protocol are set in the **Communication** tab of the **Configuration** window. To receive data files automatically, you should either:

- set the receive mode to **Data**, in which case **PhoneTools** will only be able to interpret data transmissions--fax transmissions will not be processed; or
- set this mode to **Auto voice / fax / data** so that **PhoneTools** will automatically interpret and process the type of incoming call being sent.

'Protocol' is the default file transfer protocol used for data transmissions you receive. **ZMODEM** is the most common, but can be changed if the remote system uses another protocol.

To access received data files, click **Received Files**.

Independent Mode



HOW DOES IT WORK?

Warning

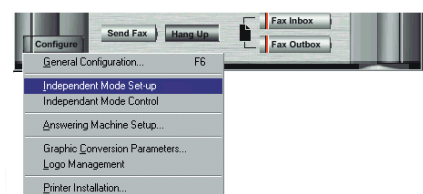
This section is designed for users with a modem able to operate in independent mode.

When the PC is on, with PhoneTools running, your modem will act like a classical modem. In addition, your modem is able to operate in **Independent mode**, i.e. it can receive and store in its flash memory incoming faxes and voice messages when PhoneTools is not running, or even when the PC is off.

ACCESSING THE INDEPENDENT MODE CONFIGURATION AND MONITORING WINDOWS

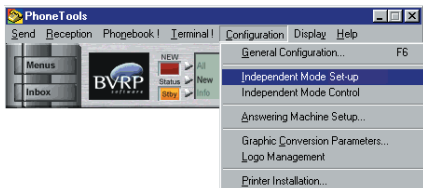
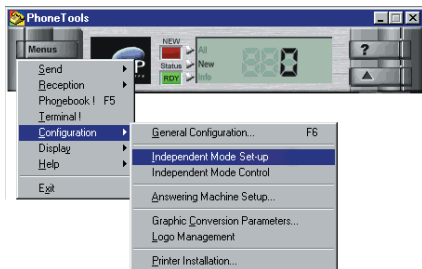
Setting up and monitoring the modem's Independent mode is performed through two different dialogue boxes: the **Independent Mode Settings** window, in which you can adjust modem settings, and the **Independent Mode Control** window, in which you actually use the independent functions.

To access these dialogue boxes, you have three possibilities:



1. Click the **Configure** button in the main screen and select **Independent Mode Set-up** or **Independent Mode Control**.

2. You can also access these dialogues from PhoneTools' **Status Bar** by clicking the **Menus** button. Then, select the **Configuration** menu option and choose **Independent Mode Settings** or **Independent Mode Control**.



3. Finally you can access these two dialogues from the menu bar located in the upper part of the main screen.

To display the menu bar:

1. Click the **Status Bar's Menu** button.
2. Choose the **View** menu option, and select **Show menu**.

Before using the **Independent Mode** for the first time, you need to download a greeting message to the modem.

By default, the **Independent Mode** is automatically enabled when you exit PhoneTools. This can be changed in the **Independent Mode Settings** dialogue, described on the next page.

Independent Mode



Warning

The features described here are not supported by all modems operating in independent mode. In that case, the corresponding controls are either hidden or greyed out. Consult the relevant section in your modem user's guide for more information.

RECORDING OR DOWNLOADING A GREETING MESSAGE

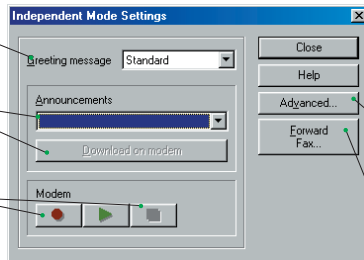
To be operational, the Independent Mode requires that one greeting message be recorded or transferred (downloaded) from PhoneTools to the modem.

Independent modems use a greeting message that can be customised, either by recording a new message directly on the modem, or by downloading announcements from PhoneTools to the modem.

Your independent modem uses a greeting message that can be customised.

To use a PhoneTools announcement, select the announcement from this drop-down list, then click the **Download on modem** button.

To record a new message directly on the modem, click the **Record** button, speak in the modem microphone, then click the **Stop** button to stop recording.



The **Independent Mode** configuration encompasses three aspects:

- activation mode,
- remote dial-up message retrieval,
- recording and downloading greeting messages.

Opens the **Advanced parameters** dialogue box that lets you specify all independent mode operating parameters.

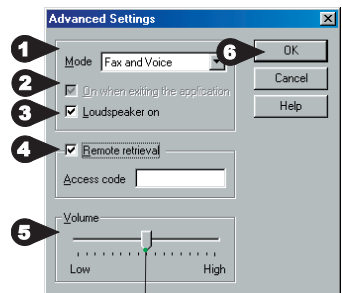
Click this button to configure the forwarding of received faxes.

ACTIVATING AND CONFIGURING THE INDEPENDENT MODE

The **Independent Mode Settings** dialogue box not only allows you to select a greeting message (see above) but also to choose how the Independent Mode will be enabled and to set up its operating options.

To access the **Advanced Settings** dialogue box that lets you specify these parameters, simply click the **Advanced...** button in the **Independent Mode Settings** window. Once the **Advanced Settings** window is displayed, proceed as follows:

1. Select the types of documents that will be processed by the modem when in Independent Mode.
2. Activates / Inhibits the modem speaker to work while a caller is leaving a message.
3. Tick the **Remote retrieval** box to enable dialup message retrieval and enter the 4-digit code. You should dial this code when retrieving messages remotely. **Note:** Some modems require that you send in a specific DTMF tone («#» for example) before you can listen to received messages from a remote location while the Independent Mode is enabled. Refer to your modem user's guide for detailed information.
4. Adjust the **Volume**.
5. Click **OK** to save your changes.



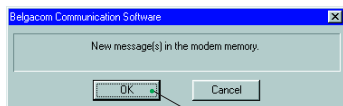
To adjust the volume, drag this cursor with your mouse.

Independent Mode



CONSULTING RECEIVED DOCUMENTS: INDEPENDENT MODE CONTROL WINDOW

When you start PhoneTools, the Independent Mode is automatically disabled and the modem is then controlled by the application. The following message notifies you if documents (faxes and voice messages) have been received while in Independent Mode:



Click **OK** to access the **Independent mode Control** window (see below).

The **Independent Mode Control** window allows you to access the documents (faxes and voice messages) received by the modem while in Independent Mode.

Warning

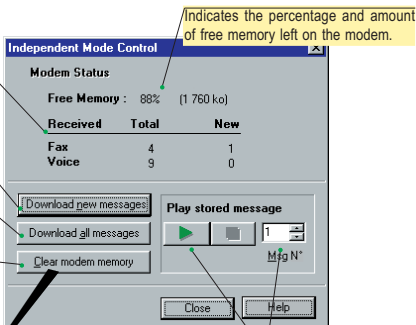
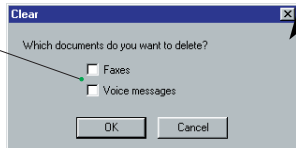
The features described here are not supported by all modems operating in independent mode. In that case, the corresponding controls are either hidden or greyed out.

Indicates the number of received messages. The **New** messages are those that haven't been previously transferred to PhoneTools.

Transfers **new** documents to PhoneTools' **Inbox** folder.
Transfers **all** documents to PhoneTools' **Inbox** folder.

Click here to delete documents from the modem's memory. The **Clear** window is displayed.

Choose the type of documents you want to delete, then click the **OK** button.



To play a specific message stored on the modem, select the message number, then click the **Play** button.

CONSULTING DOCUMENTS DOWNLOADED TO PHONETOOLS

Documents transferred from the modem to PhoneTools using the **Download new messages** or **Download all messages** button appear as new documents in the **Inbox** folder (see **Inbox/Outbox Management** earlier in this guide). Once the **Inbox** folder contents are displayed, double-click the desired item in the document list to view a fax or play a message.



Copyright

© 1991-2000 BVRP Software. All rights reserved

This document may not, in whole or part, be copied, photocopied, reproduced, translated or reduced to any electronic medium or machine-readable form without prior consent, in writing, from BVRP Software S.A.

Responsibility

All effort has been made to control and verify the information contained in this document. The instructions and the description of PhoneTools user manual when associated with a modem are in accordance when going to press. However, BVRP reserves the right to make improvements to the product described in this manual at any time and without notice. BVRP does not warrant or guarantee you uninterrupted service, the correction of any error, or elimination of any "bug". BVRP assumes no liability for any events arising out of the use of any technical information in this manual. BVRP expressly excludes and disclaims all other obligations, guarantees, liabilities, commitments, and similar undertakings expressed or implied, statutory or otherwise, as to the condition, quality, durability performance, merchantability and fitness for a particular use or purpose of the product.

Trademarks

BVRP Software, the BVRP logo, and PhoneTools are trademarks of BVRP Software S.A. Other trademarks mentioned in this document are the trademarks of their respective companies.

Conventions

It is important to understand the terms and conventions used in this manual. For information about the conventions used and how to use Windows, help, menus and dialog boxes, consult your Windows user's manual.

Minimum configuration

PhoneTools requires the Windows® 95, Windows® 98, Windows® 2000 or Windows NT™ operating system. For any information concerning upgrades, contact BVRP Software or your distributor.

For PhoneTools to operate properly, check the following points:

- Computer : Pentium 90 or higher.
- Local hard drive with 8 MB free.
- RAM memory 16MB for Windows® 95 and Windows® 98, RAM memory 64MB for Windows® 2000 or RAM memory 32MB for Windows NT™.

Limitations

PhoneTools is designed and tested to work with modems, and at the same time to follow the rules of using communication material with telephone systems. To avoid communication problems, it is not advised to use PhoneTools with any other modem than the one supplied with it.

If the modem supplied with PhoneTools does not have voice features, only the fax, data and terminal emulation features will be available.

BVRP Software
1 bis rue Collange
92593 Levallois-Perret Cedex - France
Phone: + 33 (0) 1 41 27 19 70
Fax: + 33 (0) 1 41 27 19 71
Web : www.bvrp.com



BVRP Software Inc.
1333 West 120th Ave., Suite 314
Westminster, CO 80234 - USA
Phone: + 1 (303) 450 1139
Fax: + 1 (303) 450 1154
Web: www.bvrp.com