

# *QuickLink MessageCenter:*

## *Fax/Data/Voice*

### QUICK START GUIDE





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## *QuickLink MessageCenter*

This guide explains how to install and use QuickLink MessageCenter. Further information on the software can be obtained via on-line help in the QuickLink MessageCenter application.

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### QuickLink MessageCenter Installation

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The following steps will guide you through the installation process.

1. Power on your computer and start Windows.
2. Insert the QuickLink MessageCenter diskette into your floppy drive.
3. From the Program manager in Windows 3.x, pull down **FILE** and choose **RUN**. In Windows 95, press the **START** button and select **RUN**.
4. In the *Command Line* field, type **A:\SETUP** (or **B:\SETUP**). Press ENTER or click OK.
5. The main installation dialog box appears on the screen with the default directory **C:\QLMCW** as the install directory for QuickLink MessageCenter's main program files. The default inbox and outbox are subdirectories of the install directory. To accept the defaults, press ENTER or select *Install*.
6. The Default Printer dialog box appears, asking if you want the QuickLink MessageCenter printer drivers to be your default Windows printer driver. Press ENTER if you want to keep your regular printer driver as the default. Click **YES** if you want the Fax driver to be the default Windows printer. This

setting can be changed later through the Windows Control Panel. A printer driver is a file that controls how and where a file is printed. The QuickLink driver will print jobs to your modem as faxes instead of sending them to your printer.

7. A QuickLink MessageCenter *Program Group* is automatically created in the Program Manager. There is also an icon labeled **Read Me!** which contains important information and an icon labelled **Uninstall QuickLink MessageCenter**.
8. Remove the QuickLink MessageCenter diskette from the drive and store it in a safe place, away from heat, dust, and magnetic fields.

Now that you have installed QuickLink MessageCenter, you are ready to begin communicating! Further information on the software can be obtained via on-line help in the QuickLink MessageCenter application.

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## Configuring Voice Options

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For most users, the default settings should work well. However, you may want to personalize and enhance your QuickLink MessageCenter setup.

The basic voice setup options which allow you to select and play and record basic settings are available by selecting

Voice under the SETUP menu. This dialog varies depending upon your voice hardware.



### *Play/Record options*

- *Record from*: use the drop-down list to select the device you wish to use for recording messages. The available options vary according to the type of voice hardware your modem uses.
- *Play to*: use the drop-down list to select the device you wish to use when playing messages. The available options vary according to the type of voice hardware your modem uses.

### *Sound Card Play Options*

These options are available only if you have a sound card which is supported by your modem's hardware on your system.

- *Convert sound files when message is*: select when you wish sound files to be converted to .WAV format so you can play them through your sound card.
- *Remove sound card files*: choose whether you wish sound card files to be deleted from your system. You can specify automatic removal after a time specified by the drop-down list.

*Message Quality*: use the drop-down list to specify the message quality you wish to use. Note that the higher the quality selected, the more hard drive space will be used for each incoming message.

*Speaker volume*: use the drop-down list to select the speaker volume to be used when playing messages.

### *Silence Detection Hangup*

These options allow you to specify the sensitivity at which MessageCenter will interpret silence as a prompt to hang up.

- *Sensitivity*: select the desired sensitivity level from the drop-down list.
- *Hang Up After*: specify the number of seconds silence must be detected before the modem will hang up.

*Monitor calls*: when selected, messages will be played through the modem's speaker while being recorded.

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## Working with Mailboxes

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All mailbox setup options are found in the QuickLink MessageCenter Log Manager. To access the Log Manager, click on the **Mail/Log** icon on the main Toolbar.

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## Creating Mailboxes

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You must be in multiple mailbox mode to create new mailboxes. To select multiple mailbox mode, use the Mailbox Mode option under the **VOICE** menu. Once you are in multiple mailbox mode, do the following to add new mailboxes:

1. Select *New Mailbox* from the **FILE** menu.
  2. Enter a name and specify the number for the new mailbox.
  3. Press **Add** to add more mailboxes, or **Close** to exit the New Mailbox dialog.
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## Configuring Individual Mailboxes

To configure a mailbox, highlight the mailbox you want to configure and press the **Options** button, or select **Options** from the **FILE** menu. The Mailbox Setup dialog box will appear. While four tabs are available, only the first two, *General* and *Messages*, will be discussed now. The other tabs are explained in the QuickLink MessageCenter on-line help.



*Name and Access Number:* shows the name and number of the currently selected mailbox. Any changes made to the voice setup will affect only this mailbox.

*Default action:* the drop-down list allows you to select the default action MessageCenter will perform after the greeting message is played. Other options can be selected by the caller via the caller's touch-tone keypad. Available options are:

**0 Page operator:** this option will page the operator by playing a tone or .WAV file through the computer's speaker. Note that this option will not be available if Operator Paging is disabled on the **Paging** tab.

**1 Go to Mailboxes:** this option allows the caller to access MessageCenter mailboxes.

**2 Leave Message:** this option allows the caller to leave a message.



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- 3 Receive Fax:** this option allows the caller to send a fax to your system. Note that this option will not be available if Fax Receiving is disabled on the **Fax** tab.
- 4 Fax on Demand:** This option allows the caller to receive a fax from your system. Note that this option will not be available if Fax Receiving is disabled on the **Fax** tab.
- 5 Hear Auxiliary Message:** this option allows the user to hear the auxiliary message. Note that this option will not be available if Auxiliary message is disabled on the **Messages** tab.
- 6 Call Transfer:** this option allows the call to be transferred. Note that this option will not be available if Call Transfer is disabled.
- 7 Replay Menu Options:** this option replays the menu options.
- 8 Hang Up:** this option causes your modem to hang up the line after playing the greeting message.
- 9 Administrative options:** this option allows you to access, delete, or forward any messages on your system. You can also retrieve faxes or change the greetings used by your system.
- D Receive Data:** this option allows the caller to make a data transfer to your system. MessageCenter will be placed in host mode to receive the data transfer.

*Password:* when enabled, a password will be required for local and remote retrieval of messages, or to change mailbox functions remotely for the specified mailbox. Press password to set up the password. If no password is specified, anyone can access your voice messages.

*Call transfer:* when enabled, incoming calls can be transferred to the number entered in the phone number field.

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When you are finished selecting the *General* options, select the *Messages* tab to configure your greetings.

*Greeting:* these options allow you to select the voice files to be used for both the primary and secondary greetings. For example, mailbox users may travel often and want to create Primary message stating that they are busy or on another line. The Secondary message could state that they are traveling, and give instructions on how to contact an associate.



- *Primary:* the Primary Message is the message which will normally be played when MessageCenter answers the phone line. Select the desired voice file you wish to use for the Primary Message from the drop-down list. Press **Play** to review the voice file, or **Record** to record a new message.
- *Secondary:* the Secondary Message allow you to easily switch to another message to be played when MessageCenter answers the phone line. Select the desired voice file you wish to use for the Primary Message from the drop-down list. Press **Play** to review the voice file, or **Record** to record a new message.

*Auxiliary Message:* when enabled, an auxiliary message will be available for callers to access. You may wish to do this when a special message is needed (e.g., directions to the office). Select the desired voice file you wish to use for the secondary message from the drop-down list. Press **Play** to review the voice file, or **Record** to record a new message.

## Recording

- *Announce message only*: when selected, MessageCenter will play the message selected above, but will not allow callers to leave voice messages on your system.
- *Maximum incoming message length*: select the maximum amount of time, in seconds, which MessageCenter will allow for a single incoming voice message.

## Playing Received Messages

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From the main QuickLink MessageCenter screen, press the **Voice** button on the message counter to play newly received messages. Alternately, open the QuickLink MessageCenter Log and press **Play New**, or select *Play New Messages* from the **VOICE** menu.

## Remote Operation

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Being able to access your voice messages remotely permits you to stay in contact with your callers even if you will be away from your phone for an extended period of time. To access your messages remotely, first call your system and let your computer answer. When you hear the **MainMail** message, press the number of your mailbox. No mailbox number is necessary if you are in Single Mailbox Mode.

When you hear your greeting message, press 9. If you wish to retrieve messages from a different mailbox, press 1, and then press the mailbox number you wish to access. Once the specified mailbox's outgoing message begins, press 9.

QuickLink MessageCenter will ask for the password for this mailbox if it is enabled. Enter your password using the numbers on your touch-tone phone.

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When QuickLink recognizes your password, MessageCenter will provide you with the following options:

**1 Play new messages:** plays all new messages received. New messages are all unplayed messages.

**2 Play old messages:** plays all messages that have been previously played.

**3 Play archived messages:** plays all messages that have been archived.

**7 Replay menu options:** replays the announcement describing all available administrator options.

**8 Hangup:** disconnects the current connection.

**9 Set Up Mailbox:** allows you to change the configuration for the current mailbox.

\* **Return to mailboxes:** returns you to the current mailbox's greeting.

QuickLink MessageCenter will provide voice prompts to inform you of all available options when performing remote options.

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## Speakerphone and Speed Dial

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When supported by your voice hardware, MessageCenter allows you to use your modem as a speakerphone, and to “speed dial” voice numbers with the click of a button. The speakerphone allows you to conduct all calls using a microphone as an input device, and speakers as the output device. Not all voice modem hardware types support speakerphone functions. However, any modem can be used to speed dial. Access these features by clicking on the **Phone** tool, or selecting the appropriate option under the **VIEW** menu.

To configure any of the speed dial keys, simply click on an unused button, or click on *Program Speed Dial* from the **SETUP** menu. This will show the Speed Dial Setup dialog box. Enter a name and the phone number you wish to dial when the button is selected in provided fields. Click on *Save* to save the changes, or *Save and Dial* if you wish to save your changes and immediately dial the number just entered. The selected key will now display the name you have chosen.

Clicking on a speed dial key which has a number entered will cause MessageCenter to automatically dial the number. When the number is dialed, you can press **Cancel** to cancel the call, or **Release Line**, to have the modem disconnect from the line, so you can talk through the phone connected to the back of the modem. You can also enter a number in the number list and press **Dial**, or press **Redial** to dial the last number called.

If your modem hardware supports speakerphone functions, the speakerphone options will be available. To set up the speakerphone, select *Speakerphone* from the **SETUP** menu. The resulting dialog box allows you to specify the character sequence used when the **Conference** button is pressed. You can also select whether you wish MessageCenter to store the last ten numbers dialed. When selected, these numbers can be accessed using the drop-down list under the number field.

The speaker volume and microphone volume may be adjusted with the slide controls. The **Flash** button allows you to toggle between lines for call waiting, three-way calling, or simply for the use of a second phone line. This button can also hang up to obtain a dial tone and clear the number in the number field. The **Mute** button is a toggle control which allows you to mute the call, so that you can hear the other party, but they cannot hear you. The **Conference** button allows you to conference another person in on the current call. Note that the **Flash**, **Mute**, and **Conference** buttons are only enabled when you are on-line.

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## Sending Faxes

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The most convenient way to send a fax is directly from your Windows program. QuickLink MessageCenter installs a print driver called *QuickLink MessageCenter on Fax/Modem*. When printing to this print driver, your document is converted to a faxable format, and then sent to the selected destination.

To send a fax from a Windows application:

1. Start the Windows application from which you wish to fax a document. Either open or create the document to fax.
2. Choose *QuickLink MessageCenter on Fax/Modem* as your current printer. This can be changed in most Windows applications under the **Print Setup** option. From this option, click on **Specific Printer** and choose *QuickLink MessageCenter Fax/Modem*.
3. Select *Print* from the **FILE** menu. After a pause, the Send Fax dialog box appears.
4. To send a fax to new recipients, complete the following fields:

*Fax Number*      **Telephone number of the recipient's fax machine or modem**

*Name*              **Name of the fax recipient**

*Company*         **Name of the fax recipient's company**

*Subject*          **Optional description of the fax topic**

5. Click on the **Send Fax** button to send this fax, or click on **Add to Phone Book** to add this recipient to the **Phone Book**.

*If you do not wish to send a cover page to the recipient, uncheck the **Send Cover Page** box. NOTE: The **Send Cover Page** box is checked by default.*

6. To send a fax to recipients in your **phone book**, click on **Open Phone Book**. Choose recipients by clicking on the **Fax to** field in the phone book until all recipients have been selected. Then click on **Close**.

*NOTE: If you decide not to send a fax to a selected recipient, click on the **Fax to** field in the phone book to de-select.*

7. To include a note with your fax, type the note in the *Cover page note* field.
8. To add attachments to the fax, click on the **Attachments** button.
9. Use the **Options** button to view more fax options.
  - To choose, modify, or create a cover page, use the **Cover Page** tab.
  - To send the fax at a future date and/or time, use the **Schedule** tab.
  - To add or remove attachments, click on the **Attachments** tab.
  - To specify resolution and delivery options, go to the **Settings** tab.
10. Click on **Send Fax** from the Send Fax dialog box to send the fax.

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## For Your Information

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It is also possible to send faxes directly from within the QuickLink MessageCenter application itself. Consult the on-line help file for more details on sending faxes in this manner.

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## Dialing a Modem Number

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QuickLink MessageCenter is your gateway for connecting your modem to a wide variety of bulletin board services (BBS) and on-line services. No matter what type of system you are calling, the concept remains the same.

This example will guide you through connecting to Smith-Micro's Software Support BBS, called American E-Mail. There is no charge for using this BBS, other than possible long distance tolls charged by your phone company. To connect to the American E-Mail BBS:

1. Click on the **Terminal** tool in the main QuickLink Message Center screen. The QuickLink MessageCenter Terminal Window appears.



2. Click on the **Book** tool or choose *Phone Book* in the **CONNECT** menu, then choose the Smith-Micro entry.
3. Press the **Data Call** tool, or choose *Data Call* from the **CONNECTION** menu.



*NOTE: You can also dial or answer calls manually by typing AT commands. You can connect automatically by running scripts, using command keys, or choosing a previously set up connection in the QuickLink MessageCenter Terminal Window.*

You will be connected to the American E-Mail BBS. If desired, follow the prompts to create a new user account. To disconnect from the BBS, press the Hangup tool, or pull down the **ON-LINE** menu and select *Hang Up*.

Unlike faxing, file transfers do not happen automatically; there are certain steps you will have to accomplish. Fortunately, QuickLink MessageCenter makes the process as intuitive as possible.

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## File Transfers

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File transfers are divided into two basic types: downloads and uploads. When you download a file, you are receiving a file from a remote computer to your PC. When you upload a file, you are copying a file from your PC to a remote computer. The following steps outline the general process used to transfer files.

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## Computer to Computer Transfers

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1. Establish communications with the remote system.

- Use the *Phone Book* or *Dialer* to call the remote system.
  - If the remote system is calling your PC, ensure the answer mode is selected in *Preferences* under the **SETUP** menu shows a data option. The actual connection will be automatic.
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Ensure that you can communicate with the remote side by typing a short message, then reading the reply.

2. Inform the remote user of the file(s) you wish to send or receive.
3. Inform the remote user of the file transfer protocol to use.
4. Push either the **Send File** or **Receive File** tool, or pull down the **ON-LINE** menu, and select either *Send File* or *Receive File*, depending on whether you are uploading (Send File), or downloading (Receive File).
5. Choose the protocol that was previously decided on in Step 3.
6. If uploading, select the file(s) you wish to send to the remote user and press **OK** for the file transfer to begin.

*NOTE: The Xmodem and ASCII protocols require you to name the file received on a download. The other available protocols will automatically acquire the name of the file being transferred.*



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