AVAYA

C3000
IBM Lotus Notes
User Manual

Rel. 1.7 SP2

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Contents

Useful Information about this User Guide

Overview: About this User Guide

This section provides useful information about the User Guide. This section provides answers to several questions concerning this User Guide.

Questions About the User Guide

Before reading the User Guide, you may have some questions. In this section we answer several questions about the User Guide.

Who is the User Guide intended for?

This User Guide is intended for users wishing to use the **C3000** in conjunction with Lotus Notes. It doesn't matter whether you use the User Guide in printed form or online.

What information is available in the User Guide?

This User Guide contains information required to work with **C3000** for Lotus Notes as a user.

What information is not in the User Guide?

This User Guide does not contain any information about connecting **C3000** to telecommunication systems or configuration of ISDN cards.

This User Guide does not contain any information about installation, configuration or administration of **C3000**.

This User Guide does not contain any information about the telephone user interface (TUI).

How is the User Guide structured?

This User Guide describes how to use **C3000 for Lotus Notes**.

Which issue of the User Guide is this?

The following table contains information about this issue of the User Guide.

	Explanation
Created on	19.11.08
Basis	C3000 *Rel. 1.7 SP2*
Author	Claudia Handel
Available as	PDF (Acrobat Reader) file

What has changed?

The following table shows the history of this document.

	Change
1.5 SP1	Printer driver: New dither method: "C3000 fax printer" section on Page 26
1.5 SP1	TUI diagram 3: Private message
1.5 SP1	Corrections and revisions
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1.6	Notes printer: Update of "Operation" section on Page 23
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1.6	Notes on RTF format: "Fax-on-demand" section on Page 35
1.6	In the whole manual: Diesis (double dagger) replaced by hash symbol.
1.6	Corrections and revisions
1.7	Title sheet: New AVAYA TENOVIS logo
1.7	Telephone menu setup: "User tab - TUI configuration tab" section on Page 13
1.7	Selecting languages for the TUI: "User tab - TUI configuration tab" section on Page 13
1.7	Language control for the TUI: "User tab - TUI configuration tab" section on Page 13
1.7	Topic removed: Using the TUI
1.7	Topic removed: TUI flowcharts
1.7	New topic: "Where can you find more information?" section on Page 6
1.7	Additions to the index: "Index" on Page 42
1.7	Digital signature: New check box in C3000 message for sending faxes: "With C3000 Lotus Notes client add-on" on Page 21
1.7	New topic: "C3000 network printer" section on page 40
1.7	New topic: "Send e-mail, fax or SMS via UMS address book" section on Page 23
1.7	Telephone menu setup: "User tab - TUI configuration tab" section on Page 13
1.7	New topic: "Wav-to-Phone" section: "Switch forwards and backwards in messages" on Page 24
1.7	Network Printer
1.7 SP2	Title sheet: AVAYA logo, C3000 Fax Printer

Where can you find more information?

Additional information on the UMS is available in the following manuals:

- C3000 Installation Manual (installation, configuring ISDN cards, connecting to telecommunication systems)
- C3000 Administrator Manual
- C3000 TUI User Manual
- TTrace Installation and Configuration Manual
- TTraceConsole Instruction Manual

Introduction

Unified Messaging for Lotus Notes

Unified Messaging

In all communications processes, company employees are supported by modern technologies which at present still utilize different media: Voice mail, e-mail, fax and SMS text messaging. For the employees this means they must use and constantly check a variety of different, separate inboxes for messages. For the company this means several separate systems are operated and administered alongside each other in an expensive and time-consuming way. Consolidating all information channels onto one single user interface makes employees' workflows much more efficient and cuts out redundant administration processes: Unified Messaging System (for short: UMS).

Communication without Media Breaks

UMS provides users with centralized access to all messages in a mailbox. Whether phone calls, faxes, emails or SMS text messages; all information can be received, edited and sent using a unified user interface. In this way, Unified Messaging ensures that no messages are lost and that recipients are always reached promptly. The information is easily accessed using your familiar everyday work system: Lotus Notes. This means you can reorganise all communication processes to be more user-friendly and to react more quickly, without any additional training. Highly cost-effective in every way: Unified Messaging will bring your company significant cost savings and therefore ensure a faster return on investment. Harmonizing all communications services under a single user interface such as Lotus Notes and using the personalised UMS voice mailbox means it is no longer necessary to use separate hardware components such as fax machines and telephones.

The add-ons include:

FAX

Send your faxes like emails, including file attachments such as Microsoft Office documents.

Receive faxes with Lotus Notes and view them on-screen.

SMS

User-friendly text messaging with the UMS SMS form.

Receive SMS text messages in your inbox just like e-mails.

VOICE

Messages from your personalized voice mailbox are sent to your inbox. This means that, as well as checking your messages in the normal way over the telephone, you can also double-click on them in Lotus Notes to listen to them on your PC or open an Action menu to forward them to your extension (Wav-To-Phone). You can use the phone keypad to skip forwards and backwards in the messages.

Forward received voice mail messages to any telephone number.

FAX printer

Generate fax documents from any application and send them using Lotus Notes. Create broadcast circulars (mass faxes/fax broadcasting) using the mail-merge/print-merge function of Microsoft Word or other programs and send them using the UMS.

Optional services

In addition to the standard services (FAX, SMS, VOICE), other services such as text recognition modules (OCR) or archiving systems can also be added.

Configuring Your Own User Data

Your system administrator can assign you rights enabling you to configure your own user data using WebAdmin. This chapter describes the settings you can make. Settings you are not authorized to change are greyed-out in WebAdmin. You can read the settings, but you cannot change them yourself.

Signing on to WebAdmin

Enter the name of the C3000 server in the web browser. You can get this from your system administrator.

A login website is displayed.

You will need to make the following entries to log in. Ask your system administrator for the relevant data.

Field *Server address*

Enter the name of the C3000 server.

Field *Name*

Enter the full login name you received from your system administrator.

Field *Password*

Enter the password you were assigned by your system administrator.

You can also set the language for the web interface.

Click on the **Login** button.

Tab control overview

Once you have successfully logged onto WebAdmin you will see the following tabs:

Click on the **User** tab to view the following tabs:
*   General (Address data)
*   C3000 General (Location/Fax layout)
*   Routing rules
*   TUI configuration
*   TUI announcements/greetings

Click on the **Documents** tab to view the following tabs:
*   Filter settings
*   Display options

Note   Greyed-out fields signify: your system administrator has not assigned you the necessary rights to edit this data. You can change the other fields that are not greyed-out. Contact your system administrator for more information.

User tab

The user information is spread across the following tabs:
*   General (address data)
*   C3000 General (Location/Fax layout)
*   Routing rules
*   TUI configuration
*   TUI announcements/greetings

User tab - General tab

System *button* → **User** *tab* → **General** *tab*

Here you can change general address data.

Note   You can only change values in the grey fields if your system administrator has configured local user management and assigned you the relevant user rights.

User tab - C3000 general tab

System button →**User** tab →**C3000 General** tab

Selection field   *Location*

Here you enter your location.

Selection fields   *Cover sheet, Writing paper first page, Writing paper additional pages:*

Here you select your fax layout settings for the user concerned.

Field   *Signature file (TIFF)*

Ask your system administrator whether they have set up a signature file for you.

Note   Optimum signature display is achieved with the following values:

- Resolution: 96 dpi
- Height: approximately 150 pixels
- Colour intensity: 1 bit (2 colours).

If signature file has not yet been set up, a message underneath the field points this out.

Complete the following steps to assign yourself a new signature file:

1. Click on **Browse**.

2. Select a previously generated signature file and click on **Open**.

   The selected signature file is linked to your name and uploaded to the C3000 server.

The signature files are accepted by the C3000 server, provided they are in TIFF format.

Note   One signature file only can be stored for each user.

Note   TIFF is a commonly used graphics file format which can be created and edited by many graphics and scanner programs.

Example   *SIGNATURE_RIGA.TIF*

Field   *Signature name for the digital signature*

Do not make any entries here. Your system administrator completes this field for you.

User tab - Routing rules tab

Routing rules are usually set up by your system administrator.

User tab - TUI configuration tab

System button →**User** tab →**TUI configuration** tab

This is where you configure the TUI (**T**elephone **U**ser **I**nterface / *Voice box*).

Field   *Fax output number*

The fax number entered here is used if you want to forward incoming faxes using the TUI.

Note   Fax number rules: no blank spaces, no special characters, + sign prefixing country code permitted

Field   *Backup number*

Before the caller is routed to the recording section of the personal voice mailbox, they can decide whether to be put through to the backup (representative's) number entered here (call transfer).

The entry can also be made at the TUI.

The backup option is usually deactivated as the default value.

Note   Only basic accesses (MSN) of the telephone system are supported. (Telephone system extensions do not have standard call transfer functionality)

Checkbox   *Telephone menu setup*

If you, as a user, call up your new mailbox for the first time, the telephone menu setup opens. The telephone menu setup helps you to set up your basic mailbox.

If the check box for global telephone menu setup is activated in the net port configuration of WebAdmin, telephone menu setup is activated for each user who has not yet run through the telephone menu setup for their mailbox. A successful run through is saved for the user

• Activate this checkbox so that you, as user, can run through the telephone menu setup again.

• Deactivate this checkbox so that the telephone menu setup is no longer available to you as a user after it has successfully been run through.

Default value: Activated

Selection field   *Languages*

Here you can choose up to three languages for the TUI from six specified fixed languages. You can then switch between the languages set here in the TUI.

- If no language is set here the language settings of the net port are used.
- If a language is set here (or two or three languages), then the net port language settings no longer apply.

Complete the following steps to select a language:

1. Select a language from the selection field.

2. Click on **Add**.
   – The language appears in the list below with the prefixed **Recycle Bin** icon ▉ .
   – If there are already three languages in the list and you nevertheless choose a fourth language, a message appears stating that max three languages are supported.
   – The first language in the list is automatically the default language of the TUI.

3. Click on the **Recycle Bin** icon to remove a language from the list. ▉ .

You can choose from the following languages:

- German
- English
- French
- Italian
- Spanish
- Flemish
- Turkish

Checkbox   *Language control*

Activate this check box to switch on language control for the TUI.

Default value: Deactivated

Checkbox   *Activate private messages*

The C3000 TUI enables you to send personal spoken messages to external parties. To do this, record the message on your voice mailbox and assign it a PIN. External parties can dial in and listen to the message if they know the PIN. Only one message at a time can be recorded and stored. Set this option by activating the following checkboxes: **Activate private messages**.

Field   *PIN*

Here you enter the PIN for the **Private messages** function.

Selection fields   *Announcements/Greetings*

Here you set the type of announcement for your voice mailbox.

C3000 differentiates between internal and external calls. External calls are in turn differentiated by calls received during and outside normal business hours and calls received on public holidays.

You can choose from the following types of announcements:

- **Deactivated**
  No user-specific settings have yet been made. This is the system's default setting. The announcement states that it is a voice info system and gives the user's extension number.

- **With user name**
  The announcement is the same as for the **Deactivated** option, but a pre-recorded user name is given instead of the extension number.

- **User-defined or Announcement 0,1, 2...9**
  An individually recorded (personalised) announcement is played back.
  Only one personalised announcement can be recorded for internal calls,
  up to 10 different announcements can be recorded for external calls.
- **Without recording**
  An information announcement is played back only. The caller cannot
  leave a message.

Fields *Message memory*

You cannot change anything here. Your system administrator will enter these
settings for you.

Selection field *Message memory*

You cannot change anything here. Your system administrator will enter these
settings for you.

User tab - TUI announcements tab

System button →**User** tab →**TUI announcements** tab

Complete the following steps to assign wav files to the internal and external
announcements:

1. Click the relevant pencil icon .

   A field is displayed.
   – Click **Browse** to select a wav file.
   – Click , to upload the selected wav file. The status-bar indicator
     changes from **blank** to **available**. The wav file is not saved until you
     click the **Save** button.
   – Click on the red cross , to cancel the current action.

2. Assign more wav files.

3. Click **Save**.

Note   Ask your system administrator whether and where they have
            stored wav files for you.

            The wav file must be saved in A-Law 8-bit, mono 8 kHz for-
            mat.

            A-Law (or CCITT Standard G.711) is an audio compression
            method commonly used in telephony applications.

Documents tab

The document information is spread across the following tabs:

- Filter settings
- Display options

Here is where you manage your documents. An extensive range of filter rules are available for incoming and outgoing messages. The following actions are available for the displayed documents:

- Delete
- Mark as read
- Forward

More detailed information is available in the "Edit displayed documents (incoming)" chapter on Page 18.

Documents tab - Filter settings tab

System button →**Documents** tab →**Filter settings** tab

This tab is where you compile document filters.

You can use the filter settings to limit the number of documents found by specifying search criteria.

Here a distinction is made between general conditions (**User**, **Folder**, time limits **From** and **To**) and the conditions dependent on the document type.

Click the **Display** button to send an inquiry.

An inquiry can only ever be submitted for one document type at a time. I.e. incoming documents only or outgoing documents only.

The send requests are displayed for outgoing documents. The corresponding documents can be identified by the displayed document ID.

Option   *Incoming/Outgoing*

Here you select whether incoming or outgoing messages are filtered. The corresponding document status filters are evaluated depending on this setting.

Field   *Display hits*

Limiting the displayed hits. If the inquiry returns more hits than indicated here, a warning is issued that the inquiry returned n hits but only x of them are displayed.

Value range: 0 to 99999

Note   Large values sometimes result in very long loading times. You should therefore try to limit the results list.

Field   *User*

Limits the inquiry to one specific C3000 user only.

A valid user ID must be entered here.

Example: name@xx.yy

Field   *Folder*

Limits the inquiry so that only documents from a specific folder are displayed.

Example: *INBOX

Fields   *Date: From / To*

Limits the inquiry results to a specific period of time. A date is entered in these fields. It is possible to make an entry in one of the two fields only, i.e. to specify all documents before or after a specific date for example.

The From time is interpreted as 00:00:00 hours on the day in question if no From time is specified.

The To time is interpreted as 23:59:59 hours if no To time is specified.

Format: dd.mm.yy or dd.mm.yyyy

Example: 24.12.2002

Fields   *Time: From / To*

Further narrows down the limitations resulting from the date (from/to). The start and end times of the selection can be specified more precisely by entering the times. The times are only taken into consideration if the corresponding date is also set. I.e., it is not possible to filter out all documents between 10:00 and 15:00 hours on any day.

It is possible to make an entry in one of the two fields only.

Format: hh:mm

Example: 12:15

Selection field   *Service*

Select the service you want here (e.g. Fax/Voice/SMS). The Internal service (C3000 address) refers to messages sent within C3000. Your system administrator can provide you with more information.

Range   *Incoming/Outgoing*

Here you can select the status indicators. The corresponding document status filters are evaluated depending on this setting.

Checkbox   *Successful*

The message has successfully been sent.

Checkbox   *Failed*

An error occurred when sending the message.

Checkbox   *Waiting*

The message has not yet been sent.

Checkbox   *Active*

The message is currently being sent.

Checkbox   *Stopped*

The transmission was aborted while waiting.

Checkbox   *Authorize*

The message must be authorized for sending.

Checkbox   *In progress*

The message is currently being processed. .

Checkbox   *Tried*

An attempt has already been made to send the message; further attempts are pending.

Checkbox   *Authorization refused*

Authorization to send the message has been refused.

Field   *Document ID*

Enter a known document ID to find a specific document.

Field   *Send request ID*

Enter a known send request ID to find a specific transmitted document.

Button   *Clear filter*

This deletes the set filter.

Documents tab - Display options tab

System button → **Documents** tab → **Display options** tab

Here is where you configure the attributes to be displayed, and the order in which they are shown, separately for incoming and outgoing documents.

Activate the checkbox options you want and enter appropriate values in the selection fields.

Click **Display** to view the results.

Editing displayed (incoming) documents

The following three edit functions are available for incoming documents: **Forward, Mark as read, Delete**.

- Complete the following steps to forward a displayed document to another person:

1. Select the displayed document by activating the relevant checkbox.

2. Select **Forward** from the **Action** list box.

Note   The forwarding function is only available if you are authorized for the **Internal (C3000 address)** service.

Your system administrator can provide you with this right.

3. In the **Destination** (**User**) field, click the button ··· , to select a C3000 user. Only C3000 addresses are possible here.

4. Click the **Execute** button.

The selected document is forwarded to the corresponding C3000 user.

- Complete the following steps to mark a displayed document as read:

1. Select the displayed document by activating the relevant checkbox.

2. In the **Action** list box, select **Mark as read**.

3. Click the **Execute** button.

The selected document's status is set to **Read.**

- Complete the following steps to delete a displayed document:

1. Select the displayed document by activating the relevant checkbox.

2. In the **Action** list box, select **Delete**.

3. Click the **Execute** button.

The selected document is deleted.

Editing displayed (outgoing) documents

| **Note** | Queued send requests are automatically deleted after 24 hours and assigned the status **Failed**. |

The following edit functions are available for outgoing documents: **Delete, Re-send, Forward, Stop.**

- Complete the following steps to delete a displayed document:

1. Select the displayed document by activating the relevant checkbox.

2. In the **Action** list box, select **Delete**.

3. Click the **Execute** button.

The selected document is deleted.

- Complete the following steps to re-send a displayed document (failed outgoing messages only):

1. Select the displayed document by activating the relevant checkbox.

2. In the **Action** list box, select **Re-send**.

3. Click the **Execute** button.

The selected document is re-sent.

- Complete the following steps to forward a displayed document to another person:

1. Select the displayed document by activating the relevant checkbox.

2. Select **Forward** in the **Action** list box.

Note   This forwarding function is only available if you are authorized for the **Internal (C3000 address)** service.

Your system administrator can provide you with this right.

3. In the **Destination (User)** field, click the button `---` to select a C3000 user. Only C3000 addresses are possible here.

4. Click the **Execute** button.

The selected document is forwarded to the corresponding C3000 user.

• Complete the following steps to stop a displayed document (queued outgoing messages only):

1. Select the displayed document by activating the relevant checkbox.

2. In the **Action** list box, select **Stop.**

3. Click the **Execute** button.

The selected document (outgoing send request) is stopped, i.e. its status changes from **Waiting** to **Stopped.**

Reports via WebAdmin

You can have so-called reports emailed to you via WebAdmin. Further information is available from your system administrator and in the C3000 Administrator Manual 1.7, in the Reporting: *Scheduler section.*

Using C3000 for Lotus Notes

Without C3000 Lotus Notes client add-on

The new functions without use of the client add-on are presented first.

The **C3000 Lotus Notes Integration** can generally be used without any client-side installation being necessary. Incoming faxes and voice messages are received in Lotus Notes like normal emails, in which the messages themselves are attached (FAX as *.tiff files and voice messages as *.wav files). The files can then be viewed or played back using the appropriate image viewer or play-back hardware.

Temporary addressing

Documents are sent using the standard memo form in Lotus Notes. Implicit service selection (e.g. faxnumber@FAX, mobilenumber@SMS) in the address field (**To**:) of the memo form enables users to use C3000 for Lotus Notes.

Example: 0403888282@FAX

With C3000 Lotus Notes client add-on

Install the C3000 Lotus Notes client add-on to make the system more user- friendly.

The C3000 Lotus Notes client add-on consists of a several components:
- C3000 Faxprinter
- C3000 Wav-To-Phone add-on (to play back wav files over the telephone
- Selection of cover pages and writing paper

Inbox window

If the administrator has extended your mail templates to include the additional C3000 forms, views, sub-forms and agents from the **c3kaddon.nsf** file, further folders/views and functions will be available.

> Complete the following steps to bypass opening received emails by double-clicking on the message and then double-clicking on the attachments (C3000 view):

1. Select the C3000 Inbox view and click the **Open** button.

   A window appears with a view of received faxes or an application (e.g. Media Player) is started to play voice messages on your PC.

   Two forms are available for addressing: **C3000 Message** and **C3000 SMS.**

2. In the Lotus Notes window, click on **Create → C3000 Message** or **Create →C3000 SMS**.

3. Click the **C3000 Temp Number** button.

   A window for temporary phone numbers/addresses appears.

4. In it you can enter a temporary address for a selected service and enter additional information for an existing cover page.e.g.: Name and first name of the recipient, street, postcode and town/city, and the company name.

5. Click**OK**.

A window appears in which you can add further information. Your entries just made then appear in the **Recipient** field, separated by the # symbol.

Example:

Temp@0403882882#C3000#John#Smith#AnyFirm#PersonnelDept#Any Street 11#12345#AnyTown#FAX3@C3000

6. Click **C3000 Options** to assign a cover page or letterhead to the send job.

    The **Options** window appears.

7. Choose **Cover sheet** and **Letterhead/ Letterhead** p. 2.

8. Select a **Send time** and the **Priority.** Activate the **Return Receipt** checkbox to request confirmation of receipt. You can also enter a **Cost centre.**

9. Activate the **Digital signature** checkbox to digitally sign the fax.

10. If you have not selected a specific service in the temporary address (e.g. faxnumber@c3000), an implicit service can be specified using this form (**Service** selection box).

11. If you have made all the settings you want, click **OK**.

The message is then sent.

C3000 SMS

You can use the **C3000 SMS** to enter a mobile phone number and SMS text in a separate window.

1. Click the **Count characters** button to specify the length of the SMS text message.

    A window appears in which the number of characters is displayed. Click **OK** to close the window.

2. Click the **C3000 SMS Options** button.

3. The **SMS Options** window appears.

4. Select a send time (**immediately** or **Date/Time**), select the job priority and enter the user's cost centre. Activate the **Return Receipt** checkbox to request confirmation of receipt. Click **OK**.

Sent window   In the **C3000 Outbox** view you can check whether the send jobs have been successfully sent or not, and you can send them again.

1. In the Lotus Notes window, select the **C3000 Outbox** view in the directory tree and click on **Actions→ C3000 → Check Sent Items.**

    The sent items are checked and entered with the relevant status in the **C3000 Return Receipt** view.

Send e-mail, fax or SMS via UMS address book

Instead of temporary addressing, you can also use the UMS address book for addressing. This applies to emails, fax or SMS messages.

Complete the following steps:

1. In the Lotus Notes window, click on **Create → C3000 Message.**
2. Chick on the **Address ▼** button and then **UMS**.

    The **C3000 AddressDialog** appears.
3. Select an address book and/or a sort order.
4. Select the required service:

	Explanation
SmartService	Message is automatically sent as an e-mail, provided an e-mail address is available.
	If there is no e-mail address the message is automatically sent as a FAX.
Mail	Message is sent as an e-mail.
FAX	Message is sent as a fax.
SMS	Message is sent as a SMS.

5. Click the **To** button.

    The **Recipients selection** window appears.
6. Select a recipient and click **OK**.
7. The correct address is automatically entered in the area below.
8. If required, click on **Copy** and/or **Blind copy** and enter a recipient for each.
9. If the information about the user stored in the address book is appear on the cover sheets (e.g. address), activate the checkbox **Recipient info in cover sheets.**
10. Click **OK**.

    The message is sent to the recipient(s) in the required form.

Operation

Wav-to-Phone

With UMS for Lotus Notes you can also receive voice messages (from your personal voice mail) in the form of wav files (Windows format: CCITT A-Law, 8.00Khz, 8-bit, mono) in your Lotus Notes inbox. You can play them back using the usual sound hardware. If you have no sound hardware on your PC, the voice message can be forwarded to your telephone for playback. This is why this option is known as **Wav-to-Phone**.

If the Wav-to-Phone add-on is installed, a **C3000 button** is available in the **C3000 Inbox** view.

1. Select the voice message and click the C3000 button. The **Play voice message** menu appears.

Note   You can also open this menu via **Actions →C3000 → Play voice message.**

2.   Click **Play voice message**.

A window appears.

3.   Enter the telephone number to which you want to forward the voice message for playback.

The default entry is the number entered in the C3000 Lotus Notes Client Setup.

4.   Click **OK**.

The voice message is diverted to the telephone entered where it can then be listened to.

Note   If the **Line busy [No Line available!]** error occurs, it may be due to one of the following reasons:

- The application cannot be initialized by the C3000 system.
- The line is busy.
- The telephone number cannot be reached (non-existent).

Check your settings and try again a short time later. If the error persists, contact your administrator.

Wav-to-Phone: Switch backwards and forwards in messages

While you playback a Wav-to-Phone message on the phone you can skip forwards and backwards in this message.

1.   While the message is being played back, press the [7] on the phone keypad.

You then skip to 5 seconds later in the message. .

2.   While the message is being played back, press the [9] on the phone keypad.

You then skip to 5 seconds back in the message, i.e. the last 5 seconds are repeated.

Faxprinter

With the C3000 fax printer you can generate a fax from any print-compatible application. The document is converted into fax format locally on your computer.

Sequence:

1.   In the application, select the menu **File→ Print**.

2.   Select the fax printer as the printer; its name is **C3000 Fax**.

After successful conversion (=printing) you are prompted for a password for the Lotus Notes Client.

3.   Type in the password and click **OK.**

The **Notes Printer** window appears.

Note If you want to make the fax available as Fax on Demand, activate the **FOD** checkbox on the bottom left-hand side. Enter the number from which the fax can be retrieved in the **Number** field. Enter the FOD document name in the **Subject** field.

4. Enter additional cover sheet text in the **Overview** tab, if you selected cover sheets in the **Options** tab.

Note The fax just converted automatically appears in the **Attachments** area. Click the **Add** button to add more attachments. Click the **Remove** button to remove an attachment.

5. Click on the **Recipient** tab to address a message.

Note Optionally: If you want to manually enter an address that is not in your address book, click the **Temporary** button and type in the address details manually. Click **OK** to return to the Recipient tab.

6. Click the **Address Book** button.

The **Address Book** window appears.

7. Select the required address book in the **Address Books** area.

8. Select the required address from the **Addresses** area. To search for a specific address, enter the first letters of the surname in the **Starts with** field and click on the **Find** button.

Note If the **Search immediately** checkbox is activated, the search begins immediately as soon as an entry is made or changed in the **Starts with** field.

You should therefore only activate the checkbox for small address books, otherwise the search may take a very long time.

9. Select the address to send the fax to (option: **Fax (Private) / Fax (Office) / Notes abbreviation).**

10. Click the **To** button. If you want to send a copy or blind copy, select the address(es) to send to and click the relevant buttons.

11. Click the **Close** button to return to the **Recipient** tab. Here the selected addresses are entered in the **To, Cc** (copy) and **Bcc** (blind copy) areas.

12. Click on the **Options** tab to select cover sheets and letterhead. You can also specify the time of sending and prioritize the send job. Activate the **Long addressing** checkbox to import cover sheet information from the address data. If you are not using cover pages, you can deactivate the **Long addressing** checkbox; then only the fax number is displayed. Click on the **Overview** tab to view the final addressing data.

13. Click the **Send** button to send the message to the selected addresses.

Bypassing password input

To bypass the password prompt:

1. In the Lotus Notes Client click on **File → Extras → UserID**.

    The **User ID** window appears.

2. In it you can tick a checkbox to specify whether other Notes-based pro-grams prompt for a password.

C3000 fax printer

The settings in User mode show the **C3000 Option** entry only.

More printer configuration options can be set by accessing the printer via the operating system's Control Panel.

Note   As a user, you can read the following configuration options but cannot change them.

Complete the following steps:

1. Select **Start → Printers and Faxes**.

2. Right-click on the printer **C3000 Fax Printer** and click on **Properties**.

    The **C3000 Fax Printer Properties** window appears.

3. Click the **Device Settings** tab.

Note   Changes to the following settings are usually only by your sys-tem administrator.

4. Select **PDF** in the field **File Format**.

5. Use the standard default in the field **Temp Directory**. The system admi-nistrator can change the path if necessary.

6. Select **Lotus Notes** from the field **UM Option**.

7. Select **Mail client** from the field **Connect to**.

8. Click **OK** to save the settings.

C3000 mail merge function

In the mail merge function, addressing takes place not in the Notes form, but in the form letter itself. An identifier (command line) is inserted as the last line and contains the type of service, address and send options.

These fields can be parameterised in the application as a form letter. The job is printed in the background, with no further input prompts or actions in Lotus Notes itself.

Before we explain this procedure using the example of MS Word, check the configuration of the C3000 mail merge function.

Complete the following steps:

1. Click on **Start →Execute**.

2. The **Execute** window appears.

3. Enter the following command in the **Open** field: **c3ksbmail.**

4. Click on **Form Letter→Configuration**.

5. Check whether **Lotus Notes** is selected as the mail system to be used in the window that appears.

6. In the **Settings** area, activate the checkbox to display the C3000 Notes domain before printing. Deactivate the checkbox if you do not want this.

7. Select the required option in the **Automatically quit send status** area.

    Here you can decide whether to view the jobs created at the end of the print operation. This is of particular interest if errors have occurred. Select whether the send status is to be displayed always (**do not quit** option), only in the event of errors (**if OK** option) or never (**always** option).

    If you have activated the **Display C3000 Notes domain before printing** checkbox, a window appears in which you can enter the C3000 domain.

8. You can change the domain here if you want.

9. Click **Send**.

    Depending on which option you chose for displaying the send status, you will see a send status report.

    Example:

    Job No 1 to 'Temp@8120362#C3000#####FAX3@FAX'

    Job created.

    Job No 2to 'Temp@8122362#C3000#####FAX3@FAX'

    Job created.

    Job No 3to'Temp@8120362#C3000#####FAX3@FAX'

    Job created.

    Job No 4to'Temp@8120322#C3000#####FAX3@FAX'

    Job created.

    Send jobs containing errors are flagged accordingly.

Note　　　The send status only indicates whether a send job was able to be created for each address. Lotus Notes notifies successful (failed) transmission of each job individually (return receipt).

10. Click **OK.**

C3000 mail merge, example: MS Word3000

This function is explained using the example of creating form letters with MS Word, although you can do this in a similar way with any other text processing program.

Define an *ordinary* form letter in MS Word. The data source, i.e. the address origin, may be a Word data source or any other data source accepted by Word for form letters (e.g. an Excel worksheet).

The important thing is that the data source must include a field for the respective fax number of the addressee. You can name this field whatever you like. In the following example we use the field name **C3000Fax.**

When creating the text, insert an instruction (*identifier)* at the end (!) of the text, on a separate line (!), with the following general syntax:

Identifier

```
(C3#Service:PARAMETER;Variable1:PARAMETER;VariableX:PARAMETER;...#C3)
```

An identifier always begins with (C3# and ends with #C3). The various commands are embedded between the two identifiers. The identifier contains a service and 0..n variables. The order is irrelevant.

An error is displayed if an identifier contains several services or unknown services / variables. The document containing the error is not sent.

Note
- The last command is not followed by a semicolon, but is directly followed by the terminating identifier #C3).
- Position the identifier at the end of the document. The identifier is hidden when the document is imported into the fax. The document's formatting is retained.

Example A conceivable, simply structured command to send a text to fax number (040)223344 is:

(C3#FX3:040223344#C3)

Note
- The overall identifier may not extend beyond more than *one* line. If you use several variables in the identifier, you can minimize the font size so as not to exceed the line.
- The layout within an identifier must remain consistent, i.e. the font, font size and style may not be changed. The identifiers C3# and #C3 must be written with an upper-case C.
- If variables are contradictory, the error is displayed and the job is aborted.
- The identifier is limited to 500 characters in the printer driver.
- For Lotus Notes only: In Lotus Notes, parts of the identifier are imported into the Notes address.
- For Outlook only: In Outlook parts of the identifier are transferred into the subject line, limited to 256 characters.

Word form letter If you insert such a command in a form letter, instead of inserting the fax number manually you use the data source field:

Examples of identifiers for Word form letters:

```
(C3#FAX3:<<C3000Fax>>#C3)
```

or

```
(C3#<<Service>>:<<Address>>#C3)
```

If you are using multiple variables, e.g. to specify the time of sending too, separate each of these variables with a semicolon:

```
(C3#<<Service>>:<<Address>>;TIME:22:30:00#C3
```

Notations Different notations for variables and parameters

There are long and short forms for commands and their parameters, and occasionally abbreviations are also used. For example, instead of entering **HIGH** as the priority you can use the abbreviation **H**. Use the long form wherever possible, as it will be easier to associate later. The short forms are useful if you want to use a large number of variables and so would otherwise exceed the line limit.

Services table

	Service (short form)	Parameter	Meaning
FAX3	FX3 F3	<Number>	FAX Group 3 Send job
SMS		<Number>	SMS send job
SMTP		<E-Mail-address>	Internet Mail send job
SAP		<SAP-address>	SAP send job
FSI		<Address>	FSI send job
ARCHIVE		<Address>	Archive send job

Variables table

Variable	Variable (short form)	Parameter	Meaning
NAME		<Name of the addressee> e.g. NAME:Meier.Hugo (.Hugo ist optional)	Insert additional information in external send jobs (cover sheets)
COMPANY		<Company name>	Insert additional information in external send jobs (cover sheets)
COMPANY2		>Company add-on>	Insert additional information in external send jobs (cover sheets)
COMPANY3		>Company add-on>	Insert additional information in external send jobs (cover sheets)

Variable	Variable (short form)	Parameter	Meaning
ZIP		<Postcode>	Insert additional information in external send jobs (cover sheets)
CITY		<Town/city>	Insert additional information in external send jobs (cover sheets
STREET		<Street>	Insert additional information in external send jobs (cover sheets)
TIME	T	HH:MM:SS Hours:Minutes:Seconds]	Send time
DATE		JJJJ.MM.DD [Year.Month.Day]	Send date
PRIORITY	PRIO	LOW L NORMAL N HIGH H	Priority of send job: Top priority jobs are processed first
COVERPAGE	COVER	<Cover sheet abbreviation>	Cover sheet
PAPER		<Letterhead abbreviation>	Letterhead
PAPER2		<Letterhead abbreviation>	Additional pages Letterhead
ACCOUNT		<Cost centre> e.g. V4711 (up to 15 characters)	Transfer costs for cost centre into statistics program ...
FILE		Complete path and file name. Several files are each separated by a comma.	Attach files to document

OCR (automatic text recognition)

OCR =**O**ptical **C**haracter **R**ecognition

The **OCR** service is used to convert text documents in graphical format (e.g. faxes) into editable text documents.

OCR can be used to automatically convert incoming fax messages. You then receive a message with the original fax as in TIF file format plus the converted version in RTF format. Your system administrator uses routing rules to set up automatic conversion of incoming faxes for you.

As a user, you can also send faxes from your inbox to yourself manually via the **OCR** service. You then receive the converted documents in RTF (Rich Text Format) format in your inbox. This facility is described in this section.

Note You can only use **OCR** to send documents to yourself. You cannot send them to other addresses.

Two possible ways of sending faxes are described in the following:

• You can attach a fax document, available in any directory, to a message as an attachment and send this fax to yourself using the **OCR** service.

• You can use the **OCR** service to forward a fax document in your inbox to yourself as a message.

Sending a fax as an attachment with OCR

Complete the following steps:

1. In the Lotus Notes Mail view, click on the **Create →C3000 Message** menu.

2. The **C3000 send form** appears.

3. Click on the **C3000 Temp number** button.

4. The **C3000 Temp number** window appears.

5. Select the **OCR** entry in the **Service** selection field.

6. Enter **OCR** in the **Fax number** or **Address** field.

Note The system ignores this entry. You automatically receive the converted (RTF) file in your inbox again.

7. Click **OK**.

8. You are returned to the **C3000 send form**.

9. Enter a subject.

10. In the attachment, enter the file (e.g. fax) to be converted into an RTF file using OCR.

11. Send the message.

OCR converts the attachment into an RTF file and places it in your inbox.

Forwarding a fax with OCR

Complete the following steps:

1. Select the required fax in the Lotus Notes Mail view.

2. Click the **Forward** button.

3. A message window appears.

4. In the **To**: field, enter an address that ends with **@ocr,** e.g. **ocr@ocr.**

| Note | The system ignores the part of the address before **@ocr**, and so it can be anything you wish. You automatically receive the converted (RTF) file in your inbox again. |

5. Send the fax.

OCR converts the fax into an RTF file and places it in your inbox.

Fax-on-demand

Complete the following steps to make documents available for requesting from the fax-on-demand service in C3000:

1. In the Lotus Notes Mail view, click on the **Create →C3000 Message** menu.

    The **C3000 send form** appears.

2. Click on the **C3000 Temp number** button.

    The **C3000 Temp number** window appears.

3. Select the **FOD** entry in the **Service** selection field.

4. In the **Fax number or Address** field, enter the number (extension) from which the document can subsequently be requested as a fax.

5. Click **OK**.

    You are returned to the **C3000 send form**.

6. Enter a text for the document in the **Subject** field.

7. In the attachment, enter the file you want to make available for fax the fax-on-demand service.

Note　　　　The fax-on-demand document must be in RTF format.

8. Send the message.

    The document is now ready for requesting from the fax-on-demand service on the specified number.

SMTP Transmission with Pegasus Mail

This section describes SMTP transmission using the example of the **Pegasus Mail** program. Although you can use any e-mail client.

The functions described in this section may not be available at your workstation. If they are not, contact your system administrator to have the necessary privileges assigned.

Installing the e-mail client (Pegasus Mail)

Note   Skip this section if an e-mail client (e.g. Pegasus Mail) is already installed on your computer.

Complete the following steps to install **Pegasus Mail:**

1. Double-click on the installation (setup) file.

2. Follow the on-screen instructions. Click **Next** to move from one step to the next.

3. Specify an installation directory for the **Pegasus Mail** program and click **Next**.

4. Select other installation options (links, etc.) and click **Next.**

5. Click **Finish.**

   Pegasus Mail is installed.

6. When you launch **Pegasus Mail** for the first time, the **Pegasus Mail Internet Setup Wizard** appears to guide you through the configuration process.

   You are asked to enter the following settings:

Field/Option	Description
e-mail address	Enter your e-mail address. Example:
	John.Smith@company.com
POP3 server address	Enter the name of the POP3 server. This name does not usually contain the '@' symbol.
	A POP3 server is a computer on which new messages are stored for you until you retrieve them.
	You can obtain the name of the POP3 server from your system administrator.

Field/Option	Description
User name	Enter a user name. This is the name by which you download messages from the POP3 server.
	Your input is case-sensitive.
Password	Enter a password.
	Your input is case-sensitive.
SMTP server address	Enter the name of the SMTP server. This name does not usually contain the '@' symbol.
	An SMTP server is a computer which transmits your emails directly to their recipients.
	You can usually enter the name of the POP3 server here.
	You can obtain the name of the SMTP server from your system administrator.
Internet access methods Dialup/Network option	If your computer has a permanent connection to the Internet via a network, select **Network**.
	If you are not sure, ask your system administrator.

Setting up the e-mail client (Pegasus Mail)

If the **Pegasus Mail** program is already installed on your computer but your system administrator has not yet configured **Pegasus Mail** for SMTP transmission, you can do it yourself.

Complete the following steps:

1. Start Pegasus Mail and select the following menu **File→ Network Configuration.**

   The I**nternet Mail Settings** window appears.

   You can obtain your e-mail address, and the names of the POP3 and SMTP servers from your system administrator.

2. Click on the **General** tab and click the **Start Setup Wizard** button. Follow the on-screen instructions.

Alternatively, you can type the required data directly on the tabs described in the following table:

Tab	Description
General	• Change Internet e-mail address. • Click on the **Start Setup** Wizard button. Follow the on-screen instructions. See table in the "Installing e-mail client (Pegasus Mail)" chapter on Page 36.
Receive (POP3)	• Add, edit, remove POP3 server
Send (SMTP)	• Add, edit, remove SMTP server
Dialup	Leave the default settings.

Note   For more information on configuration refer to the Pegasus Mail Online Help.

Sending a message via SMTP

You can send and receive the following message types using any e-mail client, such as Pegasus Mail in the example given here:
• FAX
• SMS
• Voice message
• Internal e-mail
• External e-mail

Note   To be able to handle these message types, the e-mail client must fulfil certain requirements (RFC 3191). Ask your system administrator whether your e-mail client fulfils these requirements.

The following table shows you how to enter the individual message types in the standard e-mail window in the **To:** field.Examples are provided in each case by way of explanation.

<Number>: Enter an international (phone) number here. The following characters are allowed: "+" prefix, digits and as separators:

".", "-" and "/". Start an internal (phone) number with the letter "i".

Example of an internal number: i814123

Example of an external number: +49163123456789

<Domain>.<suffix>: Enter the addressee's domain and suffix here. Both must be known on your network. Ask your system administrator.

Example - internal: verbero.tco

Example - external: company.com

Message typ	Addressing in the To: field	Example
FAX	fax=\<number>@\<domain>.\<suffix>	fax=i814123@verbero.tco
SMS	sms=\<number>@\<domain>.\<suffix>	sms=+49163123456789@verbero.tco
Voice message	voice=\<nummer>@\<domain>.\<suffix>	voice=i814321@verbero.tco
Internal e-mail	Internal e-mail address	John.Smith@verbero.tco
External e-mail	External e-mail address	John.Smith@company.com

C3000 Network Printer

This topic describes how you can use the C3000 network printer to send documents as a fax or SMTP to send them as an e-mail.

Set up and send

You can use the C3000 Network Printer to send a fax or e-mail. You must set up a C3000 Network Printer first. Ask your system administrator for the name of the C3000 Network Printer.

Setting up a network printer

Complete the following steps to set up a network printer at your workstation.

1. Click **Start** - **Printers and Faxes**. The **Printers and Faxed** dialog box appears.
2. Click **Add Printer**. The **Add Printer Wizard** dialog box appears.
3. Click **Next**. The **Local or Network Printer** dialog box appears.
4. Select the option ⊙ **A network printer, or a printer attached to another computer**.
5. Click **Next**. The **Specify a Printer** dialog box appears.
6. Select the option ⊙ **Connect to the following printer.**
7. Enter the name of the printer or browse for a printer in the directory.
8. Click **Next**.
9. Click **Finish**. The network printer is set up.

How do I send a fax?

You can send a fax from any Windows application that can print.

Complete the following steps:

1. Start the Windows application from which you want to send the fax. Enter your fax text.

2. Enter the fax number and other details directly in the document via codes codes as described in Kapitel „Which code can you insert?" auf Seite 41.

3. Save the document.

4. Print the document. Select the printer. The document is now sent as a fax to the fax number given by you in the document.

How do I send an e-mail?

You can send an e-mail from any Windows application that can print.

Complete the following steps:

1. Start the Windows application from which you want to send the e-mail. Enter your email text.

2. Enter the e-mail address and other details directly in the document via codes codes as described in Kapitel „Which code can you insert?" auf Seite 41.

3. Save the document.

4. Print the document. Select the printer. The document is now sent as an e-mail to the e-mail address given by you in the document.

Codes in the document

Which code can you insert?

Examples of all codes to be directly entered by you in the document are given in the following:

	Codes used in the , in the C3000 Standard profile	Example in the C3000 Standard profile
To: Fax number	FAX	%FAX=04532-1234567%
To: E-mail address	SMTP	%SMTP=karl.muster@company.com%..........
Subject of an e-mail	SUBJECT	%SUBJECT=This is the subject% ....
Priority	PRIORITY	%PRIORITY=MEDIUM%
Required send date	DATE	%DATE=20050307%
Required send time	TIME	%TIME=103000%
Cost centre for statistics	COST_CENTRE	%COST_CENTRE=MarketingDepartment%
Fax cover sheet	COVER	%COVER=FaxTemplate_CoverSheet.doc%
Fax letterhead - 1st page	LETTERHEAD1	%STATIONERY1=FaxTemplate_1stPage.doc% 56
Fax letterhead (stationery)	LETTERHEAD2	%LETTERHEAD1=FaxTemplate_1stPage.doc% 56
Digital signature	DIGITAL_SIGNATURE	%DIGITAL_SIGNATURE=YES%...................

Recommendation

We recommend you enter the codes in the footer of the document to be sent. The codes are evaluated by the system and replaced with blank spaces. If the codes are outside the footer and are replaced by blank spaces, this could change the layout of the original document.

Note   The codes must be created in one character set which is the printer's standard character set.

For the code key (everything written in the above examples between "%" and "="), only letters and "_" are allowed.

The user's system administrator can change the code types in WebAdmin (**C3000 Network Printer** ☝ **Component** ☝ **Profile Administration** tab). The system administrator can also use other characters instead of "%" and "=".

Additional information

Further information is available to your system administrator in the *C3000 Administrator Manual* in the section *"How do I configure the C3000 network printer in C3000 WebAdmin?"*.

Example

The following text shows an example of a fax message.

Fax message

Firm Street Town/City

Sender's address

Tel: 04532 / 123456

Fax: 04532/123456

Recipient's name

Company name
Street
 Town

Town/City, Date

<This is the message text

Yours faithfully

signature

%FAX=123456789%
%COVER=FaxTemplate_CoverSheet.doc%
%LETTERHEAD1=FaxTemplate_Letterhead%
%LETTERHEAD2=FaxTemplate_FollowingPages%
%COST_CENTRE=MarketingDepartment%

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