



User Manual
C3000 2.1
Novell GroupWise

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Useful Information About this User Guide

Overview: About this 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 Guide intended for?

This User Guide is intended for users wishing to use the **C3000** in conjunction with **GroupWise**. 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 provides information necessary to work as a user of **C3000** in conjunction with **GroupWise**.

What information is not in the User Guide?

This User Guide does not contain any information about interfacing the **C3000** with telephone systems or ISDN card configuration.

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 GroupWise.

Which issue of the User Guide is this?

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

	Explanation
Created on	01/14/2010
Basis	C3000 2.1
Author	Claudia Handel
Available as	PDF (Acrobat Reader) file

What has changed?

The following table shows the history of this document.

	Date	Change
2.0	01/14/2010	New release

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

C3000 Unified Messaging for Novell GroupWise

C3000 Unified Messaging

In all communications processes, company employees are supported by modern technologies which at present still utilize different media: Voice mail, email, 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: C3000 Unified Messaging.

Communication without Media Breaks

C3000 Unified Messaging provides users with centralized access to all messages in a mail box. 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 accessed using your familiar everyday work system: Novell GroupWise. 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, as well as delivering a faster return on investment. Harmonizing all communications services under a single user interface like GroupWise means that, with the personalized voice mail box of the C3000, 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 GroupWise and view them on-screen.

SMS

User-friendly text messaging with the C3000 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. Apart from normal inquiry via a telephone, you can therefore play them back using your PC audio equipment by double-clicking on messages in GroupWise or open an Action menu to forward them to your phone extension (Wav-To-Phone). You can use the phone keypad to switch backwards and forwards between messages.

Forward received voice mail messages to any telephone number.

FAX printer

Generate fax documents from any application and send them using GroupWise. Create broadcast faxes using the mail merge function of Microsoft Word or other programs and send them using the C3000 system.

Optional services

In addition to the standard services (FAX, SMS, VOICE), other services such as text recognition modules (OCR) or SAP 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:

- Common (address data)
- C3000 General (Location/Fax layout)
- Routing rules
- TUI - Configuration
- TUI - Announcements
- Mobility Service

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:

- Common (address data)
- C3000 General (Location/Fax layout)
- Routing rules
- TUI - Configuration
- TUI - Announcements
- Mobility Service

User tab - Common tab

System button → **User** tab → **Common** 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 field *Language for receipts*

Here you can choose the language for receipts.

Checkbox *Insert fax footer*

Activate this checkbox if a fax footer should be inserted.

Selection fields *Cover page, Letterhead first page, Letterhead subsequent 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_MEYER.TIF***Field** *Network printer URL*

Enter the path for the Network Printer

Option *Maximum number of messages in the mailbox*

Select the option **use global settings** or **limit to** and enter a value.

Is the max. number of messages reached, no new message can be received.

- Busy tone for incoming fax.
- Calls will be disconnected after the announcement: "unfortunately no message can be left".

Is the mailbox size not defined for a user then the global setting applies.

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 / **V**oice **B**ox).

Field *PIN*

This is where you enter the PIN for the TUI mailbox.

Field *Fax target*

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

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 *Call restriction profile Voice and Fax*

Default configuration: not restricted. No restriction profile is active.

Select one of the 9 profiles as restriction profile for the user.

It is possible to configure up to 9 restriction profiles in C3000 Communication Gateway. Within each restriction profile, you can block several initial digits.

- 0049 -> All the outgoing calls for Germany are blocked.
- 00 -> All the outgoing international calls are blocked.

Is a user sending a document, e.g. a fax, the system checks which profiles are assigned to this user. These profiles will be then aligned with the Communication Gateway profiles. Is a restriction profile assigned to the user but unknown to the Communication Gateway, the send order will be executed anyway.

Is a send order not executable because of some settings in the restriction profile, the user gets a negative receipt (in the configured language).

Field *Backup PIN*

Enter the backup pin. Your backup can access the main menu and play back new and old messages. Only the confidential messages won't be played back.

Checkbox *Activate the backup menu*

Default value: deactivated.

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

Field *Backup number*



A caller can decide, whether to be connected with the backup number (Call Transfer) before being able to record a message. It is possible to configure up to 9 backup numbers.

Selection field *Languages*

Here you can choose up to three languages for the TUI from five 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.
1. 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.
2. 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

Checkbox *Speech control*

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

Default value: Deactivated

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 *Messagestore*

Changes at these settings should be made only in consultation with the system administrator.

User tab - TUI - Announcements tab

System button → **User** tab → **TUI - Announcements** tab


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.

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

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 format.

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

User tab - Mobility Service

System button → **User** tab → **Mobility Service** tab

In the Mobility Service tab, you can consider following options:

- Enter and activate the FollowMe number
- Configuring profiles
- Configuring priority levels
- Configuring a schedule for the profiles

Checkbox *Usage allowed*

It is possible to use Mobility.

Checkbox *External targets allowed*

External targets outside of the PABX are possible.

Checkbox *Mailbox if no target is reachable*

If it is not possible to reach the user over the priority levels, the caller will be transferred to the mailbox.

If this option is not activated and the callee cannot be reached, the connection ends with “The person you have called is temporarily not available”.

Follow Me

The FollowMe number (diversion number) is always dialed first. After a configured time (timeout) the dial attempt is cancelled. The Mobility Service activated profile is then executed, transferred to the mailbox or ended.

To activate this option the FollowMe number must be edited.

Field *Target number*

Enter the FollowMe number.

Field *Timeout*

Enter the call time in seconds. Default is 20 seconds.

Accessibility profiles

Each user can have up to 5 profiles.

Each profile has 3 priority levels.

Each priority level has up to 3 numbers.

If the destinations of one priority level cannot be reached after a configured time, the dial attempts are cancelled and the system initiates a new call to reach destinations of the next priority level.

A profile or a schedule can be activated.

The callee is informed about who is calling. He can hang up to transfer the call to other numbers or to the voice mailbox or he can answer the call.

If the call is connected (QSig connection), a PathReplacement will be triggered. All other connections need 2 trunks for the time of the conversation.

Option *Do not use profiles, Use profile, Use schedule*

Select one of the following options:

- Do not use profiles
- Use profile und Select a profile
- Use schedule

Field *Timeout*

Enter the time in seconds. Default value is 20 second.

Button *Edit profiles/schedules*

Dialog Accessibility profiles

In the dialog Accessibility profiles, you can assign up to 3 priority levels a profile.

To each priority level you can assign up to 3 numbers. For every number, you can select the option *stop on busy*. Is the destination is busy, the connection will be cancelled. The call will be transfered on the mailbox or cancelled, depending on the settings.

To every priority level you can assign up to 3 caller numbers (VIP numbers). Is the caller number not a VIP number, the priority level will be skipped. If there is no VIP number specified, the priority level will be used for all the users.

Click the green tick mark  to apply the setting.

Click the red cross  to undo the selection.

Click the pencil  to edit the setting.

Click the wastebasket  to delete the configuration.

Schedule tab

In the Schedule tab you can assign a profile to a time of day for every day of the week.

Documents tab

The document information is spread across the following tabs:

- Filter settings
- View options

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

- Delete
- Set read
- Forward

More detailed information is available in the "Edit displayed documents (incoming)" chapter on Page 17.

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 *Hits shown*

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: incomming
- Field** *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
- 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** *To authorize*
The message must be authorized for sending.
- Checkbox** *In progress*
The message is currently being processed.
- Checkbox** *Already tried*
An attempt has already been made to send the message; further attempts are pending.
- Checkbox** *Authorization denied*
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 - View options tab

System button → **Documents** tab → **View 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 **Show** to view the results.

Editing displayed (incoming) documents

The following three edit functions are available for incoming documents: **Forward**, **Set 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** 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 mark a displayed document as read:
 1. Select the displayed document by activating the relevant checkbox.
 2. In the **Action** list box, select **Set 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, 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 **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 2.0, in the *Reporting: Scheduler* section.

Using C3000 for GroupWise

Without C3000 GroupWise client add-on

First the new functions of C3000 UMS without use of the client add-on are presented.

C3000 GroupWise Integration can generally be used without any client-side installation being necessary. Incoming fax and voice messages are received in GroupWise like normal e-mails, with the messages themselves as attachments (faxes as *.tiff files and voice messages as *.wav files). The files can then be viewed or played back using the appropriate viewer or media player.

Temporary addressing

An address can be entered on the standard GroupWise send form. Temporary addresses (phone/fax numbers) require a special syntax, however.

Sending fax or SMS messages involves sending an e-mail to the GroupWise Account by which the C3000 GroupWise Connector logs in to the GroupWise Postoffice. The actual recipient is notified to the Connector on the subject line. The actual subject can be appended, separated by a pipe symbol ("|").

Example For instance: "fax:08154711|This is the subject" or "sms:01708154711|This is the subject"

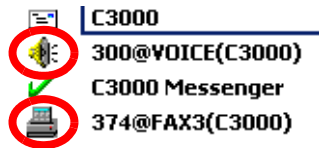
C3000 GroupWise client add-on

The C3000 GroupWise client add-on can be installed for greater user friendliness.


The C3000 GroupWise client add-on consists of a number of different components:


- C3000 fax printer
- C3000 add-on for addressing from the GroupWise address book
- C3000 WavToPhone add-on (play back Wav files over the phone)

Inbox window With the client add-ons for GroupWise, dedicated icons (fax, voice) are used to indicate newly received messages from the C3000 UMS system.



Addressing Two new buttons have been provided for addressing on the standard mail form.

The new address book button  opens up a special view of the address book with fax number entries. In contrast to the standard GroupWise address book, this button accesses the fax number and not the e-mail address.


The new address book button  provides fast temporary addressing of the fax and SMS services.

Both functions are accessed using the **Actions** menu:

Actions→**C3000 Address** or

Actions→**C3000 Temporary Address**

Temporary address Complete the following steps to use a temporary address:

1. Click on the new Address Book button  .
2. The temporary address window opens.
3. In the Name box, enter the recipient's first and last name. From the Service selection box select the service you want (fax or SMS). In the Address box enter the number (e.g. 040333959595).

The C3000 Connector Account is automatically entered as the recipient. The actual address information is contained in the attachment *C3000.OPT*. This file must not be deleted.

Configuring cover sheets synchronization

Alternatively, you can assign cover sheets and letterhead paper to your FAX job.

The cover sheets and letterheads stored on the C3000 server are automatically synchronized in the mailbox of the GroupWise Connector Account when the GroupWise Connector is launched.

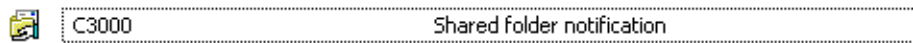
They are located in the **C3000 Layout** folder.

For a GroupWise user to be able to use the cover sheets, the user must be assigned read access to this folder.

Complete the following steps:


1. Right-click on the **C3000 Layout** folder
2. From the popup menu choose [**Properties**].
3. The [**Layout Properties**] window appears.
4. Click the [Sharing] tab.
5. Choose the [**Shared with**] option.
6. Enter the first and last name In the [**Name**] box.
7. Click the [**Add User**] button and assign the access rights.
8. Click **OK** on the [**Sharing**] tab.

The GroupWise user then receives a message with the C3000 Connector Account (e.g. C3000) as the sender.



9. Open the message.
You receive a notification indicating that a folder has been authorized for use and assigning you access rights.
10. Click **Next**.
11. In the following window/dialog box you can install the authorized **C3000 Layouts** folder. This folder synchronizes the cover sheets and letterheads held centrally on the server.
12. It is important for the folder to be moved to the topmost level of the folder structure. Click the **To Left** button.
The folder is moved to the topmost level of the folder structure.
13. Click **Finish**.
In the GroupWise window you can see the existing cover sheets in the **C3000 Layouts** folder.
The cover sheets and letterheads are assigned using the menu in the send form.
14. In the send form, select **Actions → C3000 Send Options**.
The Send Options window appears.
15. Select your layout elements in the selection boxes and click **OK**.

Note _____ If you are not able to select any entries, restart your GroupWise Client.

If you click on the Address Book button again  a list of existing address entries appears. You can edit and delete entries, or add new entries.

If you want to send SMS text messages as well as faxes, you can program the following using a registry key:

The fax number is not automatically addressed; instead, the user can choose between fax and SMS.

Once the choice has been made, the fax or mobile phone number is retrieved from the address book.

The registry key is:

HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\C3000 GroupWise Client\CONFIG\SELECTSERVICE = 1

with SELECTSERVICE representing a character string.

Operation

Wav-to-Phone

With C3000 UMS for GroupWise 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 GroupWise inbox. You can play them back using the usual sound hardware. If you have no sound hardware on your PC, the message can be forwarded to a telephone for playback. This is why this option is known as **Wav-to-Phone**.

If the **Wav-to-Phone** add-on is installed, a new menu item is included in open voice messages.

Complete the following steps to play back the voice message:

1. In the message window select the voice message icon.
2. Choose **Actions → Play C3000**.

The configured extension is called and the attached wav file is played back.

Note At present it is only possible to change the settings for the extension number, or for any required telephone numbers in the registry under

HKCU\Software\COM:ON\C3000 Communication Gateway Client.

Error If you receive a message indicating **No Line Available!** it may be due to the following causes:

- 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.

Fax printer

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.

Complete the following steps:

1. In the application, select the menu **File → Print**.
2. The Printer window appears.
3. Select the fax printer from the Printers selection box. It is called **C3000 Fax Printer**.
4. You can select the output quality using the so-called dither method. To do this, click the **Advanced** button.

A window appears in which you can configure the **Dither Method**.

Note The dither method is a means of converting colour images and documents into a black-and-white raster.

The **Advanced** button is only visible if your administrator has assigned you the relevant permission (via **User defined**).

The dither methods have the following meanings:

	Explanation
compact	<ul style="list-style-type: none"> • Advantage: Smaller photo files • Disadvantage: Lower output quality of coloured text and photos.
quality	<ul style="list-style-type: none"> • Advantage: Higher output quality of coloured text and photos. • Disadvantage: Larger photo files • If the document contains only black-and-white type the result is identical to the Compact setting.

After successful conversion (= printing) the standard GroupWise mail form is opened and the document is attached as **FAX.tif**.

5. You can address it in the way described above.

C3000 fax machine settings

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 made by your system administrator.

4. Select **PDF** in the field **File Format**.
5. Use the standard default in the field **Temp Directory**. The system administrator can change the path if necessary.
6. Select **Groupwise** 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

The mail merge function uses a global contact entry to send the messages, as in the case of *recipient on subject line*. The address is not entered using the subject field in GroupWise, but in the form letter itself.

An identifier (command line) is inserted as the last line, which contains the service type, 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 GroupWise itself.

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

Complete the following steps:

1. Click on **Start →Execute**.
The **Execute** window appears.
2. Enter the following command in the **Open** field: **C:\Program Files\Avaya\C3000\Fax Printer\umsbmail**
3. Click on **Form Letter →Configuration**.
4. In the dialog box that appears check whether **GroupWise** is selected as the mail system to use.
5. In the **Settings** area enter the global send contact. Your administrator can tell you what it is. By default it is the C3000 GroupWise Connector Account.
6. Select the required option in the **Close Status Dialog** 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. Choose whether the send status should always be displayed (**always** option), only in case of error (free of errors (**OK**)) or never (**never** option).
You receive a send status report.

Example:

Job no. 1 to C3COM - FX3=i8161300

Job created.

Job no. 2 to C3COM - FX3= i8161200

Job created.

Job no. 3 to C3COM - FX3=i8161300

Job created.

Job no. 4 to C3COM - FX3=i8161300

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. GroupWise notifies successful or failed transmission of each job individually.

5) 5) Click **OK**.

C3000 mail merge, example: MS Word

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 specify the field name as you like, or you can simply name it **Fax No.** or **Fax number**. 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#Dienst: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).
- Placeholders must be on the last page of the document. The identifier is hidden when the document is imported into the fax. The document's formatting is retained. Position the identifier at the end of the document.

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

```
(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.

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

Variables table

Variable	Variable (short form)	Parameter	Meaning
NAME		<Name of the addressee> e.g. NAME: Meier.Hugo (.Hugo is optional)	Insert additional information in external send jobs (cover sheets)

Variable	Variable (short form)	Parameter	Meaning
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 name suffix>	Insert additional information in external send jobs (cover sheets)
TIME	T	HH:MM:SS [Hour:Minute:Second]	Send time
DATE		YYYY.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>	Letterhead following pages
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 = Optical Character Recognition

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.

Fax routing:

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

Forwarding a fax with OCR

Complete the following steps:

1. Select the fax in GroupWise.
2. Click the **Forward** button.
3. A message window appears.

Note A fax sent using OCR is essentially an e-mail to the GroupWise Account by which the C3000 GroupWise Connector logs in to the GroupWise Postoffice. Ask your system administrator about the entry in the **To:** field.

Example: C3000.pohannover.pridom

4. In the **Subject** field make an entry in the following form:
ocr:ocr
with **ocr** indicating the type of service.

Note The entry after the colon is ignored by the system. 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 GroupWise open the standard message window for a new message.

Note A fax with an attachment to be sent as a document for fax retrieval is essentially an e-mail to the GroupWise Account by which the C3000 GroupWise Connector logs in to the GroupWise Postoffice. Ask your system administrator about the entry in the **To:** field.

Example: C3000.pohannover.pridom

2. In the **Subject** field make an entry in the following form:

fod:FoD number |Title of fax on demand document

Where **FOD** representing the service for the fax retrieval and fod number representing the number (extension) from which the document can subsequently be retrieved as a fax. After the "|" enter a title for the retrieved document.

3. Attach the fax retrieval document.

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

4. Click **Send**.

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

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 Faxes** 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 36.
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 36.
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
Form letter	LAST_PAGE	%LAST_PAGE=TRUE%

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 “=”.

Form letter

When printing a word form letter the codes must be on the last side of each records. Additionally to standard codes the code %LAST_PAGE=TRUE% must be added.

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%
%LAST_PAGE=TRUE%
```

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Symbole

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%COVER=FaxTemplate_CoverSheet.doc% ..	36
%DATE=20050307%	36
%FAX=04532-1234567%	36
%LETTERHEAD1=FaxTemplate_1stPage.doc	
%	36
%LETTERHEAD2=FaxTemplate_Following.doc	
%	36
%PRIORITY=MEDIUM%	36
%SMTP=karl.muster@company.com%	36
%SUBJECT=This is the subject%	36
%TIME=103000%	36