AVAYA

**C3000 2.1
Microsoft Outlook
User Manual**

Contents

Useful Information About 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 **Outlook**. 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** for **Outlook**.

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 Outlook.

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 *Edition 1.0*
Author	Andreas Marquardt, Claudia Handel
Available as	PDF (Acrobat Reader) file

What has changed?

The following table shows the history of this document.

Version	Date	Change
2.0	01/14/2010	New Release
2.1	01/14/2011	- Play voice message on the phone

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 Microsoft Outlook

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: Microsoft Outlook. 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 Outlook 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 Outlook and view them on-screen.

SMS

User-friendly text messaging using 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 by telephone, you can also double-click on them in Outlook in order to play them back using your PC's audio equipment or forward them to listen to them on your extension (Wav-To-Phone).You can use the phone keypad to switch backwards or forwards in the message.

Forward received voice mail messages to any telephone number.

FAX printer

Generate fax documents from any application and send them using Outlook. Create broadcast circulars (mass fax/fax broadcasting) using the mail merge function of Microsoft Word or other programs and send them using **C3000**.

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 Web-Admin. 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

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 a 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**.

1. 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 incomming 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 / *Voice box*).

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.

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.

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)

Checkbox	*Using Outlook Out of Office assistant*

Activate this checkbox, so that the Outlook Out of Office memo is read out (via text to speech) instead of the info announcement in the TUI. The info announcement is then completely blanked out in the Mailbox menu. It is then not possible to activate the info announcement.

Default value: Deactivated

Selection field	*Languages*

Here you can choose up to three languages for the TUI from six specified fixed languages. The user 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 TUI language for the user.
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

Checkbox	*Speech control*

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

Default value: Deactivated

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.

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.
* **Username**
  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.
* **Greeting 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 tab

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 transfered 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, transfered 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 time in seconds.

Default value 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 skiped. 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 - 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

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

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-order 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 out-going messages only):

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

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

3. Click the **Execute** butto.n

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 Outlook

The functions set out in this section (forms, fax printer etc.) may possibly not be available on your workstation. If they are not, contact your system administrator to have the necessary privileges assigned.

Addressing

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

On installation of the C3000 Exchange Connector, Exchange and its client Outlook are notified of the following new address types:

- C3
- C3SMS
- FAX

Whereas the **C3** and **C3SMS** types are used for temporary addressing to any services of the C3000 UMS system (such as fax and SMS), the **FAX address type** evaluates the fax numbers in your Outlook address books.

Temporary with C3 syntax

An address can be entered on the standard Outlook send form. Temporary addresses (phone/fax numbers) require a special syntax, however. To enable Exchange/Outlook to identify the message as one that is to be sent via the C3000 UMS system, the following syntax must be adhered in the **TO**: line:

Example

[C3:FX3/040236583000] → FX3/04023658300

[C3:SMS/017223658300] → SMS/017223658300

The system recognizes the address types and converts them into the usual syntax, as shown in the examples above.

For a *FAX* transmission, select the service type *FX3* and for a text message (SMS) to a mobile phone select *SMS*.

This is set out again as an example of the standard send form.

Complete the following steps:

1. Enter an address in the required syntax and move to any other field.

    The address is recognized and converted.

2. Right-click on the address and choose **Properties** from the popup menu.

    The **Properties** window appears.

    You will see that the e-mail type **C3** is entered for both the **FX3** and **SMS** services.

3. As a comparison, you can enter any internet mail address, there the e-mail type is SMTP (**S**imple **M**ail **T**ransport **P**rotocol) for dispatch via the mail system's internet connection.

Examples for FAX:

[C3:FX3/+494092929292]

FX3/+494092929292

Addressee properties:

Displayed name: FX3/+494092929292

E-mail address: FX3/+494092929292

E-mail type: C3

Examples for SMS:

[C3:SMS/017239393939]

SMS/017239393939

Addressee properties:

Displayed name: SMS/+494092929292

E-mail address: SMS/+494092929292

E-mail type: C3

Example for e-mail:

smith@company.com

smith@company.com

Addressee properties:

Displayed name: mustermann@company.com

E-mail address: smith@company.com

E-mail type: SMTP

Temporary with address templates

To avoid the complicated process of inputting the required syntax, we recommend you use the system's C3000 address templates. This does require the templates to be available in your mail system. Ask your administrator how to do this, or look up the procedure yourself:

C3000 FAX

Complete the following steps:

1. In the standard send form, click the **To**... button to select addresses from your Contacts or from the global address book.

2. To generate a temporary address, click on **New entry**... in this window

   The **New entry** window appears.

3. Check the following option: **Only in this message**.

The list box that opens up lists the available address types. If C3000 address templates are installed, **C3000 FAX** and **C3000 SMS** also appear.

4. If you select the **C3000 FAX** entry, for example, and click **OK**, a window appears in which you only need to fill out the **Display** and **Number** fields.

5. The entry in the **Display** field is then displayed in the **To**... field of the message. You can fill out the field as you wish.

   In the **Number** field enter the recipient's fax number. You can now generate the entry temporarily (**An**, **Cc**, **Bcc** or button: **OK**) or import it into your personal address book to reuse later.

   In this case the generated fax address is treated like an e-mail, and created in the appropriate field. The Properties dialog box displays the same properties as the address generated with the syntax.

   Whether you now import the entry temporarily or select it from your addressbook, in both cases a message is generated to the UMS under the displayed name.

6. Type your text, as for a normal mail, and attach documents to it.

   Your text (the so-called *MEMO*) is displayed on the first page (cover sheet) of the fax.

   The **Subject** line is not included, and so does not form part of the fax (except when you are using cover sheets). Attached documents are prepared by the UMS for faxing (where appropriate on the configured letterhead paper - see below) and attached to the following pages of the fax.

Note	Not all document types are permissible as attachments. Your administrator will be able to tell you which document types (e.g. Word, Powerpoint, Excel, image formats) you can send as attachments.
	The permissible document types depend on the configuration of the C3000 server.

C3000 SMS

You apply the same method to temporary SMS addresses. Instead of **C3000 FAX** select **C3000 SMS** only.

1. Here, too, you can now generate the entry temporarily (T**o, Cc, Bcc** buttons, or **OK** button) or import it into your personal address book to reuse later.

   In the Properties dialog box for the address, instead of the fax address the e-mail type **C3SMS** is now displayed.

   Whether you now import the entry temporarily or select it from your addressbook, in both cases a message is generated to the UMS under the displayed name.

2. Type your text, as for a normal mail.

Note By default only the first 160 characters (including the subject line) of your SMS are transmitted. Depending on the configuration of the SMS link in the C3000 UMS system, a longer text (>160 characters) can be split into several text messages. Your administrator can provide you with details on this.

Address book You can also insert the new address types directly into your addressbook. Multiple addresses can be stored. Let's look at an example contact, *John Smith* in To:

Smith, John

Work: +49 (040) 93939393

Fax, work: +49 (040) 930989898

Fax, private: +49 (040) 72727272

E-mail: smith@company.com

E-mail 2: John Smith (SMS)

For this contact two fax addresses are recorded (work and private) and one SMS address (e-mail 2). The standard Outlook fax address fields can be evaluated by the UMS. This address type corresponds to the FAX type (see above).

For SMS addresses (and, where appropriate, additional fax addresses) you need to insert the E-mail field. To do so, enter the address in the field first as described above with the syntax

for an SMS address:

[C3SMS:SMS/0163737373]

or alternatively: *[C3:SMS/0163737373]*

for a fax address:

[C3:FX3/0163737373]

The address is recognized and displayed as

SMS/0163737373.

To enhance the informative nature of the entry and ensure it is distinguished from the *usual* e-mail address, we recommend you modify the displayed name.

Complete the following steps:

1. Right-click on **Address** and choose **Properties**.

    The **Properties** window appears.

2. Change the **Displayed Name**, for example to **John Smith (SMS)**

3. Click **OK**.

4. You can now enter address data in the usual way by selecting from your addressbook.

At this point you will also see the benefit of modifying the displayed name. The list initially shows only the name of the contact. The name of the address field (**Fax, work, e-mail or e-mail2**) is indicated in brackets. If there are several e-mail addresses of different types (**Internet mail, Fax or SMS**), no distinction is made here. It is made easier if the displayed name is varied (e.g. John Smith [Fax, work]; John Smith [Other fax]).

Recipient on subject line

The procedure is the same as for normal sending. The difference lies in a special address input (default: C3COM as global contact entry) as the recipient. In the Subject field you enter the actual recipient and send options.

Additional addressee information is written directly to the destination number/ address, separated by "/".

Example   FX3=0408161300/John Smith/Company/Any Street 99/12345 Any town; COVERSHEET=CoverSheetStandard;PRIO=H;New Appointments

Note   Outlook limit the maximum number of characters on the subject line to 255.

The fields correspond to the following fields on the cover sheet:

Recipient, Name, Company1, Company2, Company3

Variables and options are separated by "=" or ":". Multiple variables are separated by ";". As an option, you can enter the actual commentary as the last entry. The following table indicates which variables are available to you.

More examples   FX3:63552525/Peter Riga;COVERSHEET=StandardDB;PRIO=H

SMS=01726262626;My Comments

Note   You can only use the services for which you have been authorized. Ask your administrator which services are available to you.

Services table

	Service (short form)	Parameter	Meaning
FAX3	FX3 F3	<Number>	FAX Group 3 Send job
SMS		<Number>	SMS send job
OCR		Any address	OCR send job

Additional information in addressing

Addressee informa-tion	Parameter	Meaning
/Name///	<Name of the addres-see> e.g. Hugo Meier	Insert additional infor-mation in external send jobs (cover sheets)
//Company1//	<Company name>	Insert additional infor-mation in external send jobs (cover sheets)
///Company2/	<Company2>	Insert additional infor-mation in external send jobs (cover sheets)
////Company3	<Company3>	Insert additional infor-mation in external send jobs (cover sheets)

Variables table

Variable	Variable (short form)	Parameter	Meaning
TIME	T	HH:MM:SS [Hour:Minute:Second]	Send time
DATE		YYYY.MM.DD [Year.Month.Day]	Send date
ACCOUNT		<Cost centre> e.g. V4711 (up to 15 characters)	Transfer costs for cost centre into statistics program...

Variable	Variable (short form)	Parameter	Meaning
PRIORITY	PRIO	LOW (short form: L) NORMAL (short form: N) HIGH (short form: H)	Priority of the 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

Acknowledgements

For each send job you receive a confirmation that it has been successfully delivered or notification of an error in processing.

The indicated sender of these return receipts is the **System administrator** and the subject is **Sent**: or **Undeliverable**.

Requirements: Outlook Forms and Toolbars

For Outlook forms and toolbars, the following requirements apply to the Outlook version.

Fax/SMS forms

	ServicePack
Outlook 2010	
Outlook 2007	
Outlook 2003	

Toolbars

	ServicePack
Outlook 2010	
Outlook 2007	
Outlook 2003	

C3000 forms

With the C3000 forms, sending faxes and text messages (SMS) is made even more user-friendly.

Three specimen forms are included. They are available for use in the following applications:

*   Fax transmission
*   SMS transmission

To be able to use the forms they must first be made known to your Outlook client. This mechanism is called **Publishing forms**.

Publishing forms

There are two basic ways of doing this:

*   Publishing forms centrally: The forms are stored centrally on your mail server (forms library in Exchange)
*   Local Publication: You only use the forms personally, copying them from the file system.

Forms library: Publishing forms centrally

In the first case the forms are made accessible to you by your administrator by placing them in a public folder or a specially designated library (library for organizational forms/forms library). You can assign them to your inbox in Outlook using the Form Manager.

Complete the following steps:

1. Right-click on your **Inbox folder** and call up **Properties**. Click on the **Forms** tab. If you are not working with any other forms, this container is initially empty.

2. Click the **Manage...** button , to open the form manager. By default it shows the content of the forms library. If the forms are stored in it, they are displayed (if no other forms exist). The following uses the **C3000 Forms** library as an example.

    If the forms are located in other folders, use the **Setup** Button and the window that appears to navigate to them. Your administrator will be able to tell you where the C3000 forms are located.

3. Select the forms you want to use and assign them to your inbox by clicking the **Copy** button in the Form Manager. Note that the names of the forms used may differ from those in our example.

4. After copying, close the Form Manager. Your inbox's Properties dialog box remains open. Check whether the assigned forms are displayed.

5. Click **OK**.

You can now access the new forms in Outlook by choosing the **Actions** menu option. Please note, you will need to be in the **Inbox** view to do so. The first time you open the forms they need to install, but after that you can use them immediately. To access the forms from other views, repeat the operation set out above for other folders.

Local publication: Publishing forms locally

If the forms are not accessible from a forms library or another public folder, you can publish them locally with your Outlook client.

The only requirement for this is that you have access to the forms by means of the file system (on hard disk, CD drive or over a network).

Sequence:

1. In Outlook click on **Extras →Forms →Select form ...**

    The **Select form** window appears.

2. Click the **Browse...** button and search the file system for the forms.

    Ask your system administrator where they filed the forms for you. The original form names are:

    *   C3kFormFax.oft
    *   C3kFormSMS.oft

3. Select a form and click the **Open** button.

4. Within the form, open the **Tools** menu again. but this time choose **Forms →Publish forms as....**

    The **Publish forms as** window appears.

5. Here the **Search in** selection box offers you a range of options for storing the form in the Outlook/Exchange system. (Example: **Library for personal forms**).

The entries in the **Displayed name** and **Form name** fields can initially be made as you wish.

Note   If you want to use C3000 Toolbars for Outlook however (see below), the names entered must be as follows:

*   **C3000FAX** for the **C3kFormFAX** form
*   **C3000SMS** for the **C3kFormSMS** form

6. After choosing the name, **publish** the form by clicking the Publish button.

    A security prompt appears asking whether you want to check a checkbox.

7. Answer with **No**.

Note   If the system administrator has provided you with a particular variant of the forms, this security prompt will not appear.

8. Close the form without saving it. Do the same with the other forms.

9. To access your form: In Outlook, select the menu option **Tools →Forms →Select form ...** your form from the location where you published it (in our example **library for personal forms**). When a form is selected it is quickly installed.

10. If you assign the forms to your inbox you will have faster access to them.

Note   For more information refer to the section "Forms Library: Publish forms centrally" on page 33.

11. But in this case select **Library for personal forms** as the location and not **C3000Forms**.

12. If you only want to assign the form for your inbox, you can specify the inbox directly as the publication location in step 5. Step 10 is then not necessary in that case.

Using forms: C3000 Fax

On this send form you only need to enter the respective numbers as the address for temporary addressing purposes. You can also enter combined addresses (temporary, address book, e-mail, FAX, SMS). As fax send options you can select cover sheets, the priority and a fax send ID applicable only to this specific send job.

You can use the Outlook messaging options to configure a send date. Further information is available in the section "Send deferred fax" on page 37.

Below the three tabs you can see the **Save settings** checkbox.

Checkbox *Save settings*

Activate this checkbox to save the settings you have entered, if you change the form and reopen it.

Cover sheets tab

The cover sheet, letterhead and following page are individually preconfigured layout elements provided by the server.

Select your cover sheet, letterhead and following pages from the corresponding selection boxes.

Selection field *Cover sheet*

Select the cover sheet you want to use from here. When you use cover sheets, placeholders are also replaced automatically. In this way the positioning and formatting of dynamic cover sheet text elements (e.g. current date, recipient's name and address, a signature or introductory letter) can be taken into account when designing the cover sheet layout. All the possibilities of the RTF format can be utilized, including graphics and the full range of fonts and font sizes.

Selection field *Letterhead*

Select the letterhead you want to use from here. If you are sending a document attached to your message, you can assign a letterhead to it. When letterhead documents are sent the graphics created during conversion are simply overlaid, corresponding to the use of pre-printed letterhead when printing.

Selection field *Following page*
Select the letterhead paper to be used for page 2 and subsequent pages here.

Tab: Send options

Options *Priority*

You can underscore the urgency of your send job by increasing or reducing its priority. Select the option you want (**Low, Normal, High**). The UMS prioritizes higher-priority faxes if there is a queue.

Field *Fax send ID*

Normally your fax send ID (the sender number on the top status line of a fax) is preset by the system. If you enter a number in this field the system settings are overwritten.

As a general rule:

The fax send ID is composed of two parts: The basic ID and extension. The fax send ID is generated by the system based on the following rules:

- Rule 1: If a job-dependent fax send ID (defined in Outlook) exists, it is used. Otherwise rule 2 applies.
- Rule 2: If the user-specific fax send ID (defined in user management by the administrator) is set for the user concerned, it is used. Otherwise rule 3 applies.
- Rule 3: The system attempts to compile the ID from the default basic ID and the user-specific fax extension (defined in user management by the administrator). If the fax extension is also unknown, rule 4 applies.
- Rule 4: The ID is compiled from the default basic ID and the default extension.

Tab: View

Checkbox *Cc*

Check this checkbox to specify the recipients to whom you want to send a copy.

Checkbox *Bcc*

Check this checkbox to specify the recipients to whom you want to send a blind copy.

Selection field *Voice*

Select the tab/form language here: You can choose between DE for German and EN for English. Other languages (e.g. FR for French) have to be installed (see C3000 Installation Manual in the section *Install other languages*).

Send deferred fax

Note To send a deferred fax , i.e. at a later time, use the Outlook messaging options described in the following.

1. On the C3000 fax send form click the **Options** button.

   The **Messaging option**s window appears.
2. Activate the **Delay transmission until** checkbox.
3. Click on the arrow on the selection box.

   A calendar appears.
4. Select the required day.
5. Type in the required time by overwriting the time shown.
6. Click the **Close** button.

When you now click **Send** the fax is held in your **Outbox folder** until being sent at the set time and date.

Using forms: C3000SMS

In this send form you only need to enter the respective numbers as the address for temporary addressing purposes or you can select an SMS address (e-mail) from the address book by clicking [🐟] .

Tab: View

Selection field *Voice*

Select the tab/form language here: You can choose between DE for German and EN for English. Other languages (e.g. FR for French) have to be installed (see C3000 Installation Manual in the section *Install other languages).*

Button *Check SMS*

Click the Check SMS button [icon] to view the number of characters. If there are more than 160 characters the text is automatically split across multiple SMS text messages.

Below the three tabs you can see the **Save settings** checkbox.

Note By default only the first 160 characters of your SMS are transmitted. Depending on the configuration of the SMS link in the UMS, a longer text (> 160 characters) can be split into several text messages.

C3000 Toolbars

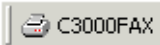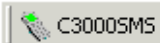With the C3000 Toolbars you can access the C3000 forms quickly and easily.

Requirements

The forms have previously been published under the names C3000FAX, C3000SMS and C3000VOICE.

Operation

After being installed the toolbars appear as additional buttons on the Outlook toolbar.

When you click on the new buttons the required form appears.

	Meaning
🖨 C3000FAX	Opens the FAX form.
🐟 C3000SMS	Opens the SMS form.

Deactivating buttons

You can also deactivate the new buttons. From the **View** menu choose **Toolbars** and deactivate the relevant entries.

Contacts

In your Contacts view select one or more entries and then click on one of the C3000 buttons. If corresponding telephone numbers are entered, they are automatically entered in the address line of the form.

Note   The only fields evaluated are:

- for fax addresses (C3000FAX) the field **Fax work**
- for text messages (C3000SMS) the field **Mobile phone**
- for voice messages (C3000VOICE) the field **Work**

Wav-to-Phone

With C3000 for Exchange 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, file extension .wav) in your Outlook inbox. You can play them back using the usual sound hardware. If you have no sound hardware on your PC, you can have the voice message forwarded to your telephone for playback. This is why this option is known as **Wav-to-Phone**.

Checking settings

All the settings applicable to you are usually made on installation. The **Wav-to-Phone** option is active by default. It can be deactivated however. In this case the messages are played back on your PC's audio hardware.

Note   Wav files not in the above format are not played back over your telephone.

To access the wav files directly from Outlook, first deactivate **Wav-to-Phone**. The file is then played back by Windows Media Player (or a comparable associated application).

Deactivating Wav-to-Phone

Sequence:

1. Select the menu **Extras→Options**.

    A window appears.

2. Click on the **WAV To Phone** tab and deactivate the **Activate the C3000 Wav To Phone Player** checkbox.

3. In the **Extension** field you can change your extension number or enter any other telephone number.

Note   When you double-click on the wav file the message is sent to your telephone: Your telephone rings. As soon as you pick up the wav file plays.

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.

Play voice message on the phone

In the message window
• Double-click the voice message.
• Click the right mouse button on the voice message.
  In the context menu, click **Play message on the phone**.

In the Outlook preview window
• Click the right mouse button on the voice message.
  In the context menu, click play **Play message on the phone**.

Restriction: The playback of the voice message by double-clicking is not supported in the preview window.

Error

• If you receive a message indicating **No Line Available (No Line Available!)** it may be due to the following causes:
• The application cannot be initialised 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.

C3000 fax

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

3. 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	• Advantage: Smaller photo files • Disadvantage: Lower output quality of coloured text and photos.
quality	• 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.

Depending on the selected setting, following successful conversion (=printing) either the standard Outlook mail window or the C3000FAX form is opened up and the document is attached as **C3000FAX.tif**.

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

5. Which form opens up is configured in the printer's **Properties**. When selecting the printer, before generating the print job click the Properties button and then **Advanced**. From the selection box in the window that opens you can then select **Outlook Fax** for the C3000Fax form or **Outlook Mail** for the standard mail window.

Note If you cannot change any of the settings contact your administrator.

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 **C3000 Fax** and click on **Properties**.

   The **C3000 Fax 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 **Outlook Fax** 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* (standard: C3COM) to send the messages, as in the case of recipient on subject line. However, addressing is not by way of the subject line in Outlook, but is entered in the form letter itself. On the last line a placeholder (command line) is inserted containing the type of service, the address and the send options. These fields can be used in the application for the mail merge function. The job is printed in the background, with no further input prompts or actions in Outlook itself.

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#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).
- 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.
- In Outlook parts of the identifier are transferred into the subject line, limited to 256 characters.
- If there are more than 256 characters the job is aborted and the form letter is not sent. So wherever possible you should use the short forms (see following tables).

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		<email address>	E-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 is 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
TIME	T	HH:MM:SS [Hour:Minute:Second]	Send time
DATE		JJJJ.MM.DD [Year.Month.Day]	Send date
PRIORITY	PRIO	LOW (short form: L) NORMAL (short form: N) HIGH (short form: H)	Priority of send job: Top priority jobs are processed first
COVERPAGE	COVER	<Cover sheet abbreviation>	Cover sheet
PAPER		<Cover sheet 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

Configuring send settings

The following settings can be made for sending form letters:

- Mail system to use
- Display global contact for sending
- Send status report

Complete the following steps:

1. Click on **Start →Execute**.

2. The **Execute** window appears.

3. Enter the following command in the **Open** field: **C:\Program Files\Avaya\C3000\Fax Printer\umsbmail**

Hinweis   The path depends on the Installlation.

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

5. In the window that appears check whether **Exchange** is selected as the mail system to use.

6. In the **Settings** area, enter the global send contact. Your administrator can tell you what it is. The standard entry is **C3COM**.

7. **Automatically quit send status** option

    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).

    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. Outlook notifies successful or failed transmission of each job individually. |

8. Click **OK**.

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.

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 Outlook.

2. Click the **Forward** button.

3. A message window appears.

4. In the **To** field: field make an entry in the following form:

   [C3:OCR/OCR]

   with **OCR** indicating the type of service.

Note The entry after the slash "/" 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 Outlook click on **Actions → New message**.

    A message window appears.

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

    [C3:FOD/Retrievalnumber]

    where **FOD** represents the service for the fax on demand and the FOD number representing the number (extension) from which the document can subsequently be retrieved as a fax.

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

4. Click on **Insert → File** and enter the document to be made available for fax on demand.

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

5. 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 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 47.

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 47.

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%

Tips and Tricks

Configuring Outlook XP

Outlook XP read receipt:

Transmission of a read receipt to the Exchange Server/C3000 Exchange Connector must be configured separately in Outlook XP. This is of special importance with regard to the use of C3000 signalling on the terminal device, as otherwise the signal would not be cleared after signalling.

1. From the Client menu choose **Tools →Options** and click on the **E-Mail Options** button.

2. Click the **Routing Options** button.

   A window appears.

3. Activate the **Always send a response** option.

Cover sheets in public folder

The cover sheets available on the C3000 server are made available by the Exchange Connector in a so-called **Public Folder**.

Default folder for cover sheets

The default folder is.

Public folders \ All public folders \ C3000\

Enter a different folder for cover sheets

A user can also create other folders under **Public Folders**.

You have to manually enter the new folders in the Windows registration in the character string **Registration address**. The character string is not generated by Setup.

HKEY_CURRENT_USER\SOFTWARE\Avaya\Outlook Client\Forms\Folder-CoverPage

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