

WinSuite

User Guide

Welcome to DeTeWe

Thank you for choosing this DeTeWe product. Our products meet the highest demands concerning quality and are outstandingly designed.

The following instructions will guide you through the operation of your WinSuite communications software and answer your most important questions. If you should require any further technical assistance or information about other DeTeWe products, please visit our Web site at

www.detewe.de

Select "Support" and then the name of the product. In the section entitled "Useful Tips / FAQ" you can find additional information on the product. To download the latest user guide, go to the section entitled "Download Overview".

We hope you enjoy using your WinSuite communications software.

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The WinSuite communications software

Overview

WinSuite is a communications software package. In conjunction with the ISDN equipment you have purchased, WinSuite enables you to use the following modular applications to simplify communication and make operation easier:

Address book

The address book saves the most important data regarding your communications partners. You can access the address book from the individual applications (e.g. the fax centre). You can also work with other address management programs (Microsoft Outlook and Outlook Express). The scope of delivery only includes the WinSuite address book.

Answering device

The answering device application enables you to record and save callers' messages. The answering device is equipped with the following features: open listening, remote query, use of converted WAV files (format: PCM 8 kHz, 16 bit, mono) as announcement texts, text-message notification on receipt of messages (can be sent as e-mail attachments), and timer control of the various announcement texts.

The prerequisites for the answering device are a full-duplex sound card, microphone and loudspeaker or headset.

The recording duration can be set from five to 180 seconds per call. The time before the call is taken by the answering device can be set from 0 to 50 seconds.

Eurofile transfer

This application enables you to receive files in the Eurofile transfer standard on your PC or transfer them to other PCs. Several users can be managed.

You can be notified of unauthorised access attempts by text message (SMS) or e-mail.

Fax centre

The fax centre enables you to send and receive Class 3 and 4 faxes. The fax centre is also equipped with the following features: fax spam filter, direct access to the Outlook or Outlook Express address book (if installed), notification of new faxes by means of a text message (can also be sent as e-mail attachments).

Journal

The journal logs all the activities of the individual applications as well as keeping a call list. From the journal you can access all the applications directly. You can select the data to be displayed from a preset list. When the number of entries in a list has reached 65,000, any further new calls will overwrite the oldest entries.

Configuration wizard

The configuration wizard manages the WinSuite telephone numbers and settings.

PC telephone

The PC telephone application dials ISDN network telephone numbers directly from your PC. To make calls you need a full-duplex sound card, a microphone and a loudspeaker connected to your PC. A headset is available as an optional extra. In order to reduce your telephone costs, the PC telephone is equipped with a Least Cost Routing (LCR) function.

SMS/MMS wizard

The SMS/MMS wizard has the following features: suitable for SMS/MMS in mobile radio and fixed networks, multiple recipients possible, number of text/multimedia messages per month can be limited, notification of new messages by e-mail, sending of text messages with more than 160 characters (by chaining).

Dialling wizard

The dialling wizard dials your telephone numbers from the PC via a telephone connected to the ISDN device. This device is used to make the call.

Note

The dialling wizard can only be used over a PABX-System with analogue ports.

PC prerequisites

- A CPU with a speed of 266 MHz or higher, at least 64 Mbytes of RAM, and at least 20 Mbytes of free space on the hard disk
- Windows PC with Windows 98SE, Me, 2000 or Windows XP
- CD-ROM drive
- If required, Microsoft Outlook or Outlook Express
- Full-duplex sound card, microphone, loudspeaker / headset and printer optional

WinSuite is a communications software package that expands the functionality of your ISDN device. Details of these functions can be found in this user guide.

We recommend that you read this user guide before installing the communications software. Please note the Licence Agreement: you have to accept the conditions of the agreement before installing the software.

Subsequent to installation, you will find the individual applications on your desktop under the – WinSuite – shortcut.



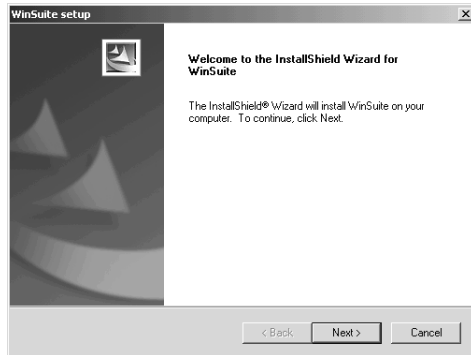
Scope of delivery

The scope of delivery includes:

1. Program software on the product CD of the ISDN device
2. User guide in the form of a PDF document on the product CD of the ISDN device.

Installation

If you have not already done so, insert the product CD of the ISDN device in the CD-ROM drive. Click on **WinSuite**.



Click on **Next**.

Follow the instructions:

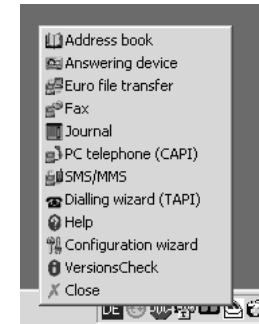
1. If you do not accept the conditions of the licence agreement, the installation will be aborted immediately.
2. Enter the user name and the name of the firm for which the product is to be licensed.
3. Specify the directory in which the software is to be installed or accept the default path: C:\Programs\WinSuite.
4. Start the copy procedure.
5. Create a shortcut on the desktop if desired.
6. Finish the installation.

The configuration wizard starts automatically (please see page 8).

Starting the applications

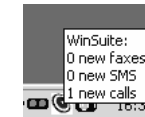
You can start the individual applications manually by clicking on the corresponding icons, or you can have them started automatically whenever Windows starts up. To do this, you use the configuration wizard to configure the application accordingly.

Alternatively, you can also start the applications from the context menu of the icon in the taskbar:



Move the mouse cursor onto the icon and click on it with the right-hand button. A context menu appears, which you can use to start the various applications.

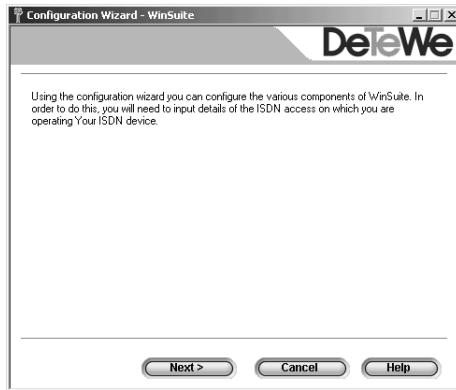
Message status



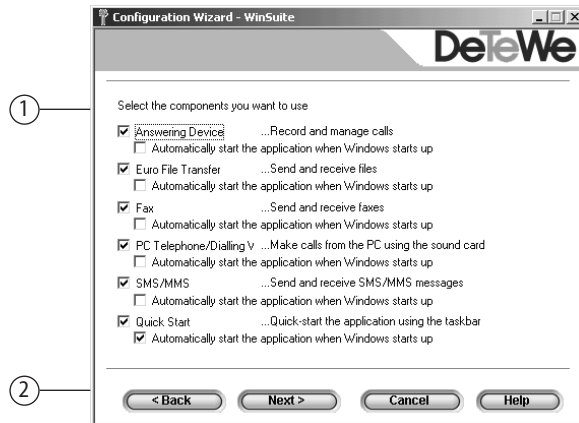
Move the mouse cursor onto the icon. The message status for the answering device, SMS/MMS wizard and fax centre applications appears ("none" or the number of messages received). A flashing envelope symbol above the icon signals the arrival of new messages.

Configuration wizard

During the initial installation, the configuration wizard is started automatically. Subsequently, you can start the wizard at any time by clicking on "Start > Programs > WinSuite".



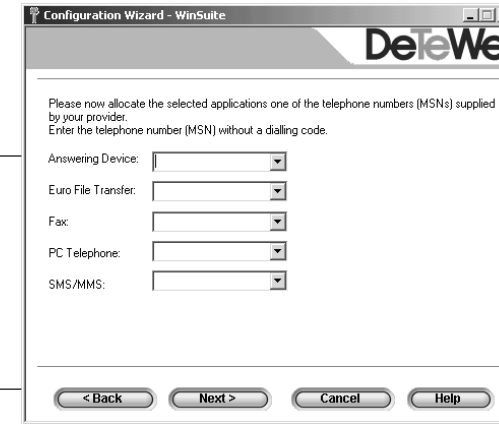
Click on **Next**.



1. Select the components (i.e. applications) you require. By activating (✓) the "Start application automatically..." checkbox, you specify which applications are to be activated automatically when Windows starts up. Having done this, you will not have to start frequently used applications manually any more.
2. Click on **Next**.

Note

When the software is installed, the "Typical" set-up option installs all the components. You now select those components you require.

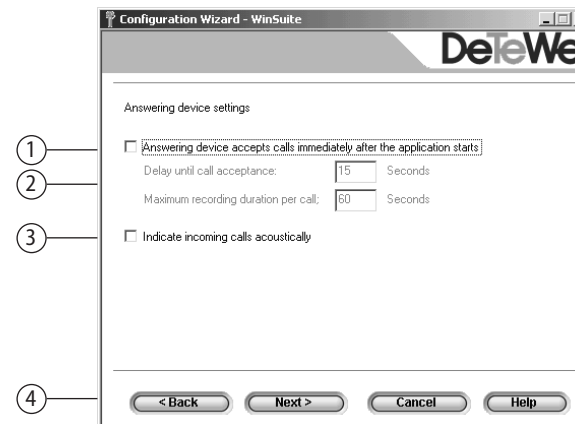


You have several telephone numbers (MSNs) for your ISDN access.

1. Allocate the telephone numbers to the corresponding applications. Note: if you do not enter a telephone number for the PC telephone function, it will signal all incoming calls.
2. Click on **Next**.

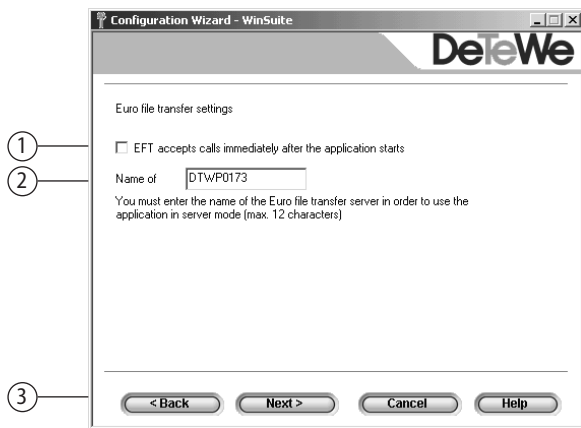
Note

The MSNs' which have been set in your terminal device cannot be automatically be used by WinSuite, but have to be re-entered manually.

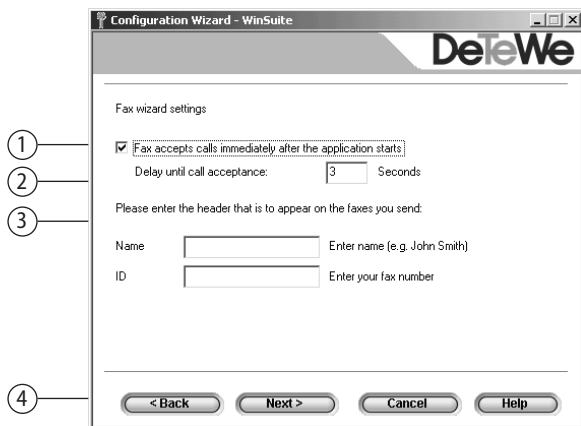


1. If you want the answering device to accept calls immediately after being started, activate the checkbox (✓).

- Here you enter the delay, i.e. the number of seconds that can elapse until the call is taken, and the time available for the caller to record a message.
- If you also want calls to generate an acoustic signal, activate the checkbox (✓).
- Click on **Next**.

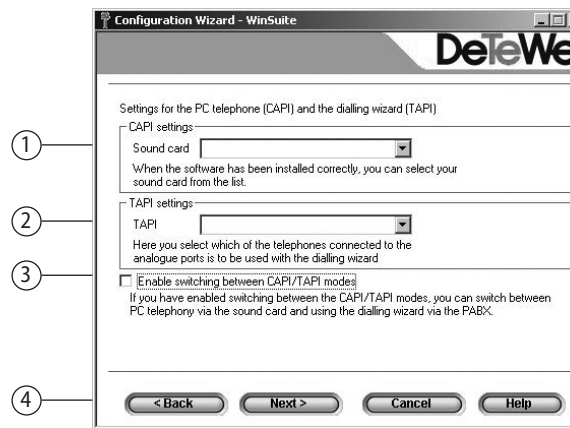


- If you want your PC to be available to other PCs as a Eurofile server immediately after being started, activate the checkbox (✓).
- Specify a name for your PC here if it is to function as a Eurofile server.
- Click on **Next**.



- If you want your PC to be able to receive faxes immediately after start-up, activate the checkbox (✓).

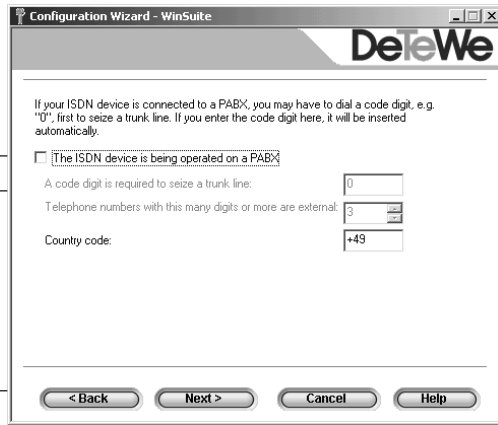
- Here you enter the delay, i.e. the number of seconds that can elapse until the call is accepted.
- Type in the header that is to appear on your outgoing faxes.
- Click on **Next**.



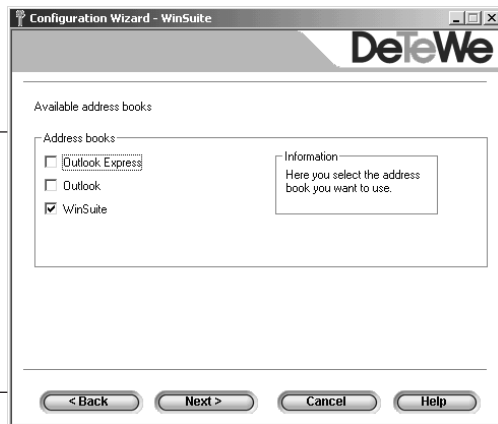
Note

If you also want to use your PC for telephony, you require a sound card and a headset. If you do not want to keep the headset on all the time but do not want to miss an incoming call, you will also require a loudspeaker.

- Select the type of sound card you want from the list provided (the installation software automatically detects the sound card on your system).
- For the dialing wizard you have to select the analogue port of your ISDN terminal device from the pull down menu which is linked to the corresponding telephone. (This does not apply to devices without telephone functions, like e.g. routers.). Depending on the ISDN device being used, the number of ports displayed will vary.
- If you want to make calls with the PC as well as with the analogue telephone, activate the checkbox (✓).
- Click on **Next**.

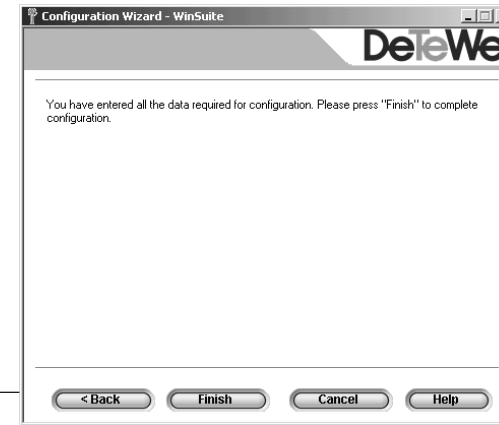


1. If your ISDN adapter is not connected directly to an NTBA but to a PABX, activate the checkbox (✓).
2. Here you enter the code digit required to seize a trunk line (external line). Please refer to your PABX user guide for assistance. The software then puts this digit in front of your outgoing external telephone numbers.
3. Click on **Next**.



1. You can use the entries in existing address books with WinSuite. Activate the checkbox(es) of the corresponding program(s).
2. Click on **Next**.

You have now completed the basic settings.



1. Click on **Finish**.

You can now access WinSuite by clicking on the icon / program group on the desktop or via "Start > Programs > WinSuite".



Note

You can start the configuration wizard at any time by clicking on "Start > Programs > WinSuite" or on the icon.



Address book

WinSuite - the address book

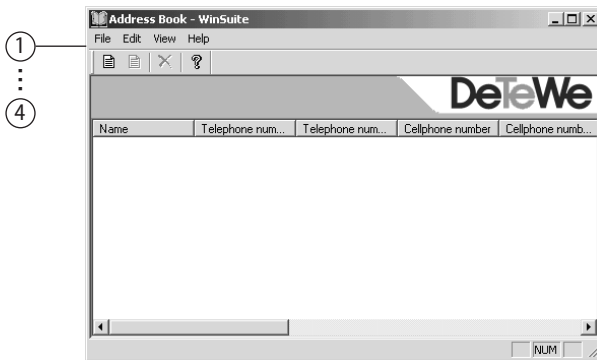
User interface

Start the application by double-clicking on the icon in the WinSuite window.

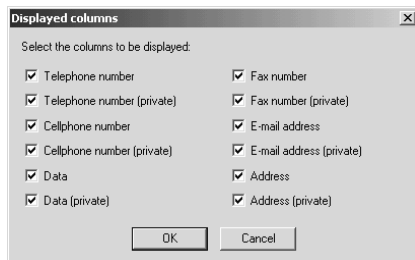


Addressbook

or via "Start > Programs > WinSuite > Address book".



1. After every start of the address book function you may choose under "View > Select column", which elements should be displayed in the address book.



2. You can now enter your addresses under "Edit > New entry".
3. You can also import existing address books: "File > Import ..." (It is possible to import files which are of a format where the different entries are separated by ";").
4. Under "Edit > Find", you will also find a text search function.

Note

Please note that you can only import .csv (comma separated value) files.

If you also want to use your e-mail program's address book, you must specify this in the configuration wizard (this runs during the initial installation).

All the WinSuite applications will then use the data contained in these address books for displaying the required information and/or dialling.

Answering device

WinSuite - the answering device

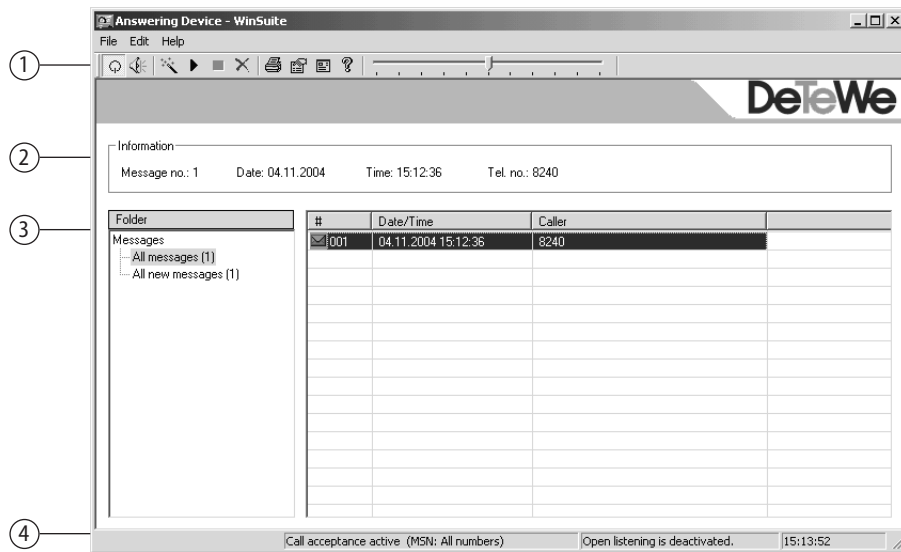
User interface

Start the application by double-clicking on the icon in the WinSuite window



Answering Device

or via "Start > Programs > WinSuite > Answering device".



1. You can control the answering device by means of either the menu or the toolbar.

Example: Place the cursor on the File menu and press the left-hand mouse button. In the selection that appears you will find the function "Print call list".

Place the cursor on the left-hand icon in the line. The "Call acceptance" function appears as "Quick info". Click on this to accept the call.

The answering device already contains an announcement text, which you can use as soon as you have switched the answering device on (Call acceptance active).

In the toolbar you will find further answering device functions such as **Play back**, **Stop** and **Delete**.

Answering device

If you want to listen to the calls, activate the open listening function by means of the loudspeaker symbol and use the bar to adjust the volume if necessary.

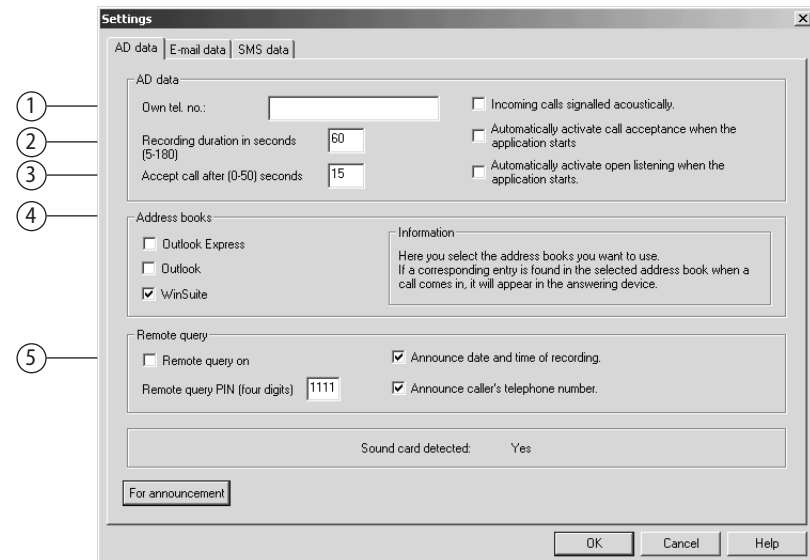
- Information about messages you select in the message list appears here.
- The list contains all the calls you have received ("All messages"). Under "All new messages" you will find those messages that have not been played back yet.
- The status bar tells you whether call acceptance and open listening are active or not. In the case of call acceptance, the MSN you configured for the answering device is displayed.

Note

In order to play back announcement texts and messages on your PC, you require a sound card and a loudspeaker or headset.

Configuring the answering device

You can configure the basic answering device settings to suit your requirements. Click on the **Settings** button and then the **AD data** tab.



- Own tel. no.:** this is the telephone number (MSN) you allocated to the answering device by means of the configuration wizard appears here.
- Recording duration:** this is the maximum time available for a caller to record a message.

3. **Accept call after:** the delay, i.e. the period that must expire, before the answering device takes the call.

You can activate the other functions as desired (✓ in the checkbox).

4. **Address books:** a ✓ in the checkbox indicates the active address book
5. **Remote query:** if the checkbox is marked (✓), you can check your answering device for messages from any other telephone in the public network. You can configure the PIN required for identification yourself. In the default setting it is "1 1 1 1".
Mark the checkboxes "Announce time and date of recording" and/or "Announce the caller's telephone number" (✓) to obtain the corresponding information during a remote query.

Making a remote query

Call the telephone number (MSN) you allocated to your answering device (please see the section on the configuration wizard on page 9 or paragraph 1 in this section).

Either during the announcement or after it, press the "0" key.

Enter the **remote query PIN**.

- If you enter the PIN incorrectly, you will hear an appropriate announcement and be disconnected.
- When you enter the PIN correctly, you will be in the Main menu of the answering device remote query.

Voice prompts will guide you through all further functions. Follow the instructions.

There is an overview of the menu structure in the appendix under "Tips and FAQs".

Remote activation and deactivation of the answering device

In order to deactivate the answering device, select the "Main settings" menu during a remote query. In this menu you then select the item "3 Message recording: on/off".

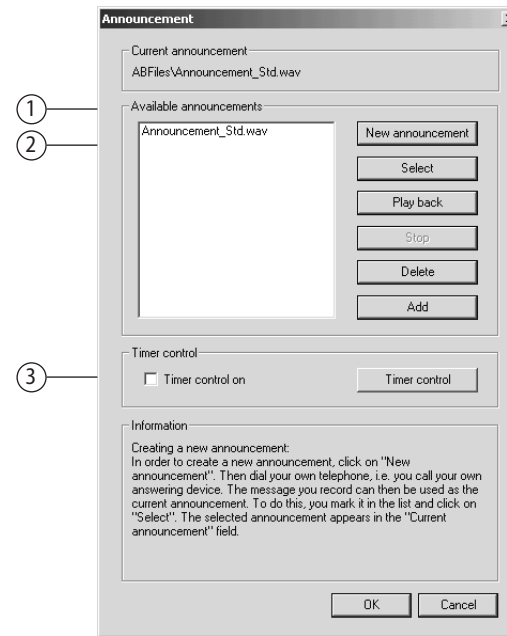
To reactivate the answering device, call the number you allocated to it. After approximately 55 seconds you will be in the remote query mode (**N.B.:** the "Remote query" checkbox in the "AD data" window - see above - must be activated). Enter your PIN and activate the answering device by selecting the "Main settings" menu, and then the item "3 Message recording: on/off".

Note

To use the remote query function you require a DTMF telephone or transmitter. In addition, call acceptance must be active for the answering device.

Recording and creating announcement texts

Select the "For announcement" button in the "AD data" tab.

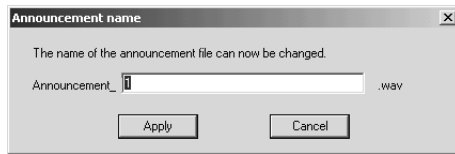


1. In the "Available announcements" list you will find all the available announcements, e.g. "Announcement_1.wav". If there is only one entry, then this is the active announcement. If there is more than one entry, select one and then click on the **Select** button. To check the announcement, play it back by clicking on the **Play back** button.
2. Announcements are saved in the form of .wav files. In order to create a new announcement, click on the **New announcement** button and follow the instructions under **Information**. When you have created the announcements you require, select one in the **Available announcements** list and activate it by clicking on **Select**. This is then the active announcement.

To remove an announcement from the list, select it and click on the **Delete** button.

To add announcement files in .wav format to the list, you use **Add**.

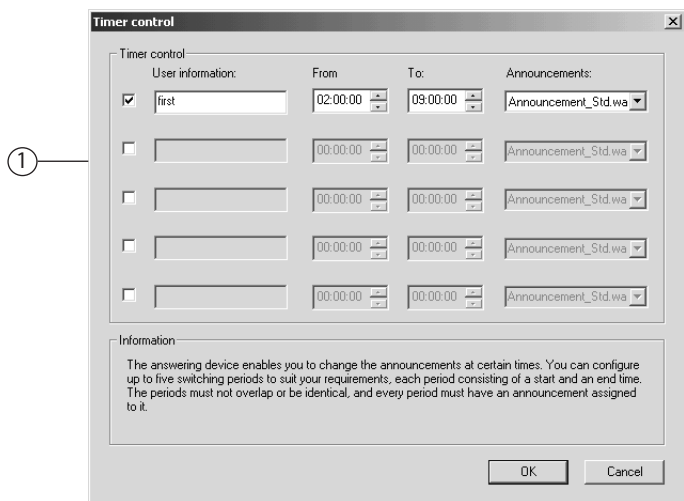
The application names the announcements automatically: "announcement_1.wav", "announcement_2.wav" and so on. You can rename an entry by double-clicking on it, except when it is the active announcement or when timer control is active.



Note

When you use your own wav-Files please note, that you can only use files in the 16-bit-mono size.

- If you want to use various announcements over a period of 24 hours, click on the **Timer control** button.

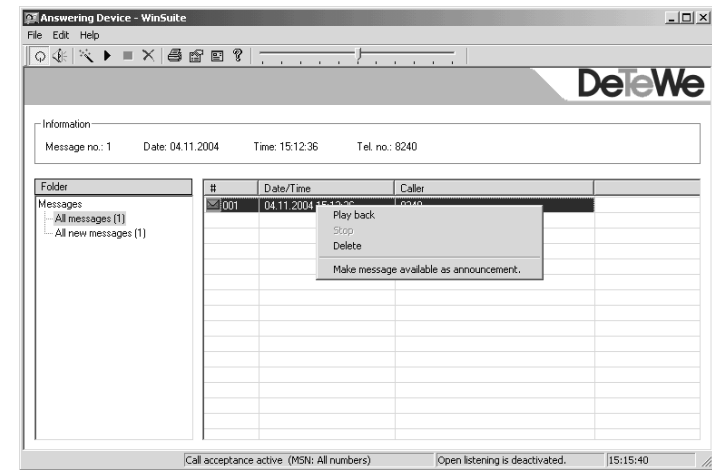


- Activate the checkbox (✓), input the required data and select an announcement from the **Announcements** list.

If desired, you can add comments under **User information**.

You switch the answering device's timer control feature on or off by activating (✓) or deactivating the **Timer control** checkbox.

Using a new message as a text



In order to define a newly-recorded message as an announcement, click with the right-hand mouse button on the corresponding message in the list in the "All new messages" folder. In the context menu that opens, select "Make message available as announcement".

Click on Edit > Settings > "AD data". For an announcement, select the announcement from the list, then click on the **Select** button to activate it (see page 19).

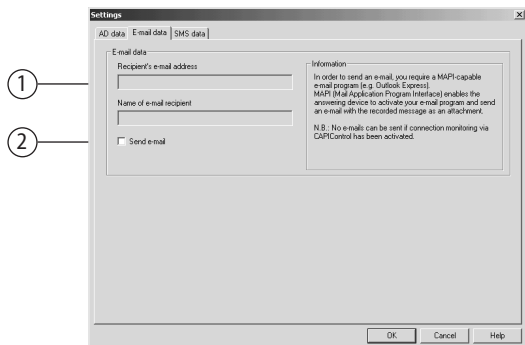
Note

If you have called yourself, in order to record a new announcement text, the call will not be logged in the journal.

Sending e-mails and/or text messages on receipt of new messages

In conjunction with an e-mail program, WinSuite can send recorded messages (.wav files) as e-mail attachments.

The E-mail data tab

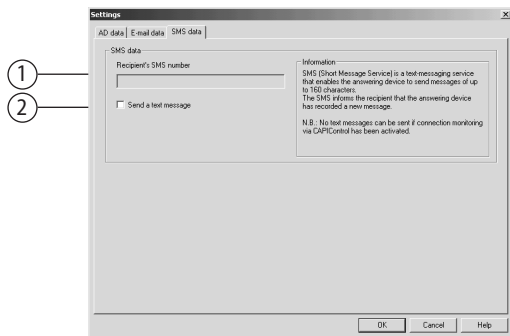


1. Enter the recipient.
2. Activate the function in the **Send e-mail** checkbox (✓).

Note

To ensure that e-mail notification works correctly, a properly functioning e-mail program that supports MAPI must be installed on your PC (for further information, please refer to "Tips and FAQs").

The SMS data tab



1. Enter the required input.
2. Activate the function in the **Send SMS** checkbox (✓).

Note

To ensure that SMS notification works automatically, you must deactivate the "Activate connection monitoring" checkbox in the "Security" tab in CAPIControl.

Eurofile transfer

WinSuite - Eurofile transfer

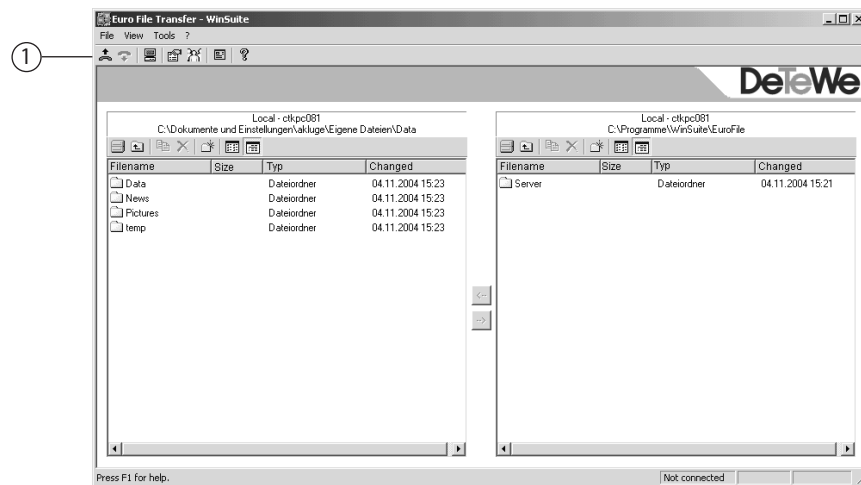
User interface

You start the application by double-clicking on the icon in the WinSuite window



Euro File Transfer

or via "Start > Programs > WinSuite > Eurofile transfer".

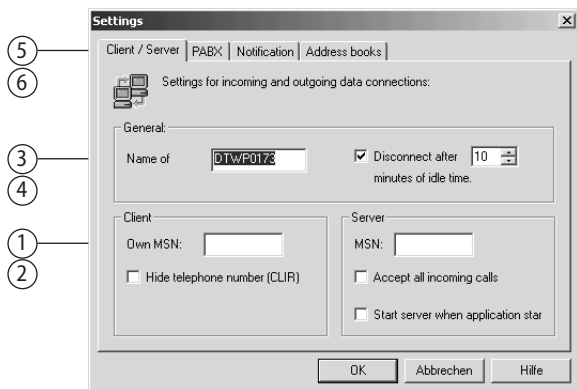


1. You can operate the Eurofile transfer application by means of either the menu or the toolbar.

The user interface is the equivalent of a file manager. On the left-hand side you see the directories on your own PC. On the right-hand side (if there is an active connection), you see the directory you are authorised to access on the remote computer.

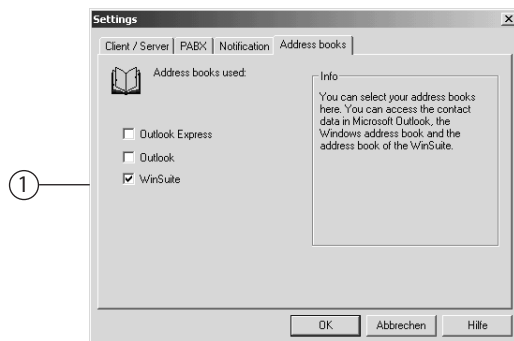
Configuring Eurofile transfer

Certain settings are necessary before files can be transferred between two computers via ISDN. If your PC is to take on the function of a client/server, select "Tools > Settings".



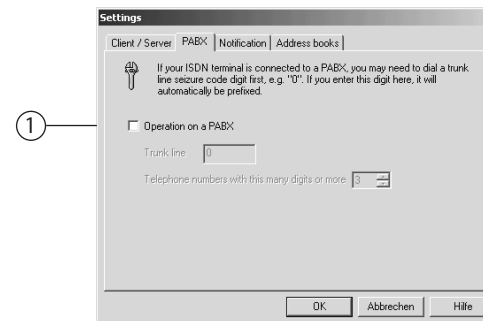
Enter the required input in the **Client/Server** tab:

- Own MSN:** The telephone number that is to be transmitted to the server. If you want to suppress transmission, activate the checkbox (✓).
- Server MSN:** This is the telephone number on which your PC can be reached as a server. If calls for all telephone numbers (MSNs) are to be taken, activate the checkbox (✓). If the server is to be started automatically when the application starts, activate (✓) the "Start server when application starts" checkbox.
- Name of computer:** Assign a name (max. 12 characters) to your PC as a server.
- If the "Disconnect after ... minutes' idle time" checkbox is activated (✓), you can set the time in minutes after which the connection is automatically cleared down if the software does not detect any data traffic.
- Select the **Address books** tab.



- Select the address books that are to be used in setting up connections.

- Select the **PABX** tab if your ISDN device is connected to a telecommunications system (PABX, Private Automatic Branch Exchange).

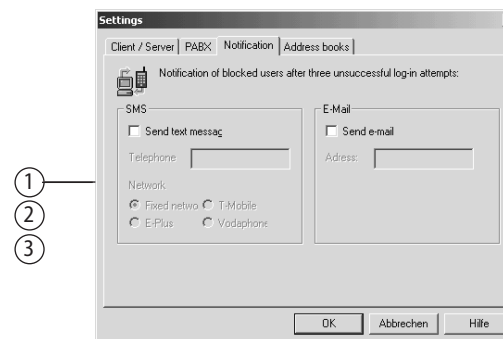


- Activate the checkbox if you are operating your ISDN device on a PABX.

Notification of unauthorised access attempts

If your PC functions as a server, WinSuite can send a text message and/or an e-mail message as notification if there are repeated attempts to access it using an incorrect password.

Select "Tools > Settings" and then the **Notification** tab.



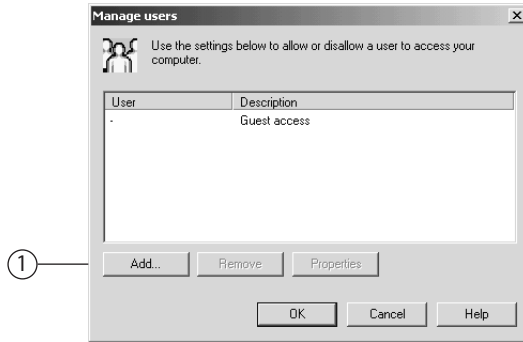
- Enter the necessary input and then activate the **Send SMS** and/or the **Send e-mail** checkboxes (✓).
- SMS:** Recipient's SMS number – Mobile or fixed network (fixed network only if the SMS function is available on that access).
- E-mail:** Recipient's e-mail address

Note

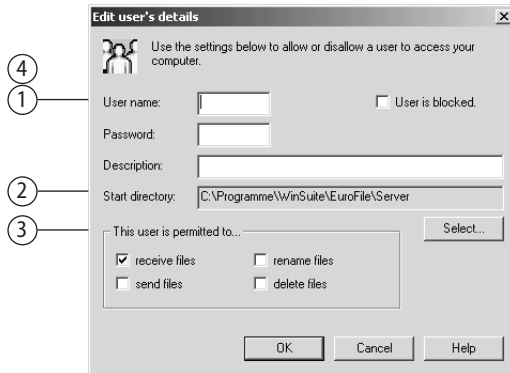
To ensure that e-mail notification works correctly, a properly functioning e-mail program that supports MAPI must be installed on your PC (for further information, please refer to "Tips and FAQs").

Specifying user rights

If your PC is to function as a server, select “Tools > User management”. You will find a list of all the users in the **User management** overview.



1. To create a new user, click on the **Add** button.



1. For every user who is to be authorised to access your PC, you must enter a **user name**, a **password** and a **description** in the appropriate fields.
2. Then select the directory in which the data is to be saved by clicking on the **Select** button.
3. Now you specify the user rights. By activating a checkbox (✓), you grant the user with this user name the right to perform the corresponding activities:
 - Receive files = download files from your server.
 - Send files = upload files to your server.
 - Rename files = edit names of files on your server.
 - Delete files = delete files on your server.

4. If you want to block users temporarily without deleting them, activate the **User is blocked** checkbox (✓).

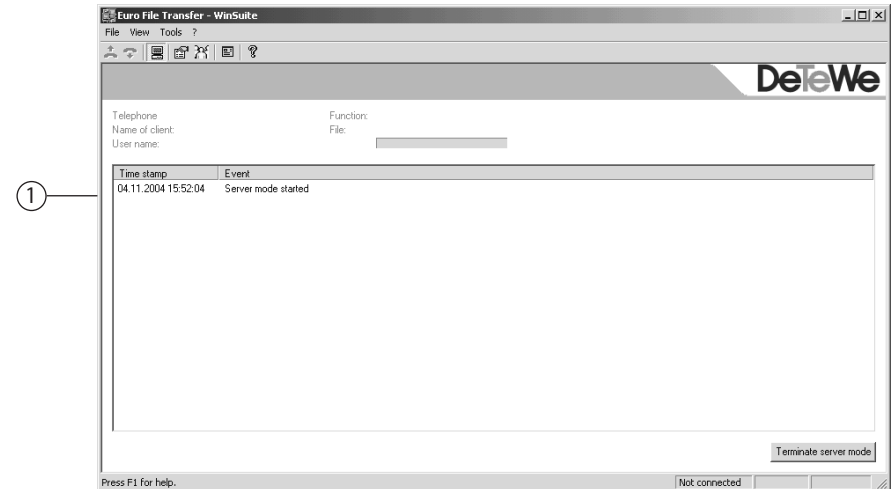
Note

If a user enters an incorrect password three times in succession, this user is then blocked and can only be unblocked by you.

Starting/ terminating the server mode

You can start the server mode by clicking on the icons (the PC symbol) in the toolbar or via “File > Start server mode”. You terminate the server mode by using the **Server mode** button or via “File > Terminate server mode”.

After starting up, the window changes to display the following view:

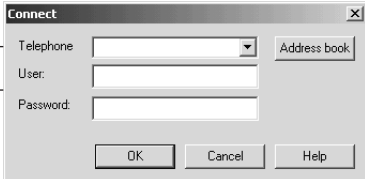


1. This list shows all server activity, and is saved to your PC as a log file (usually C:/Programs/WinSuite/EFT/ServerLog).

Establishing / clearing down a connection (client)

You can establish a connection in the client mode by clicking on the icon (Go off hook) or "File/Connect". You clear down the connection by clicking on the icon (Go on hook) or "File/Disconnect".

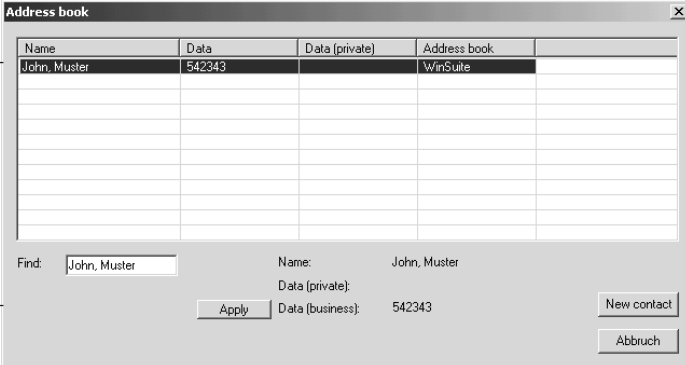
Before a connection can be established, you must enter your user data in the following input screen.



The 'Connect' dialog box contains the following fields and buttons:

- Telephone: A dropdown menu with an 'Address book' button to its right.
- User: A text input field.
- Password: A text input field.
- Buttons: OK, Cancel, and Help.

1. Here you can either key in the telephone number of the EFT server or select an existing number by clicking on the **Address book** button



The 'Address book' dialog box displays a table with the following data:

Name	Data	Data (private)	Address book
John, Muster	542343		WinSuite

Below the table, there is a 'Find' field containing 'John, Muster'. To the right, the 'Name' is 'John, Muster', 'Data (private)' is empty, and 'Data (business)' is '542343'. Buttons include 'Apply', 'New contact', and 'Abbruch'.

1. Select an entry in the address book.
2. Click on the **Apply** button.

2. Here you must enter the user data under which you are registered on the EFT server. Click on the **OK** button to connect.

Note

When using the "Find" function in order to find an address book entry, first and last names will be treated the same.

Fax Centre

WinSuite - the fax centre

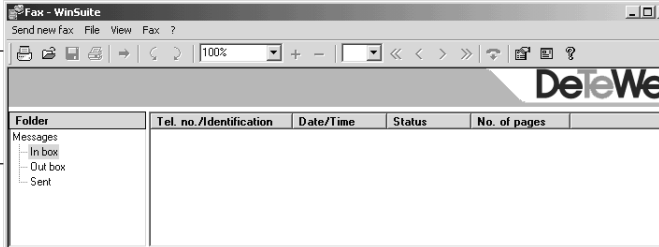
User interface

You start the application by double-clicking on the icon in the WinSuite window



Fax

or via "Start > Programs > WinSuite > Fax".



The 'Fax - WinSuite' window shows a toolbar with icons for sending, receiving, and deleting faxes. Below the toolbar is a table of messages:

Folder	Tel. no./identification	Date/Time	Status	No. of pages
Messages				
- In box				
- Out box				
- Sent				

1. You can operate the fax centre by means of either the menu or the toolbar.
2. You see three areas: **In box**, **Out box** and **Sent faxes**. The entries are listed in chronological order together with detailed information. In order to print a specific fax, select that fax by clicking on it. If no entry is selected, the entire list will be printed.

The fax centre manages all your faxes. Before you can work with the fax centre, however, certain settings are required. Select the menu "Fax > Settings".

Note

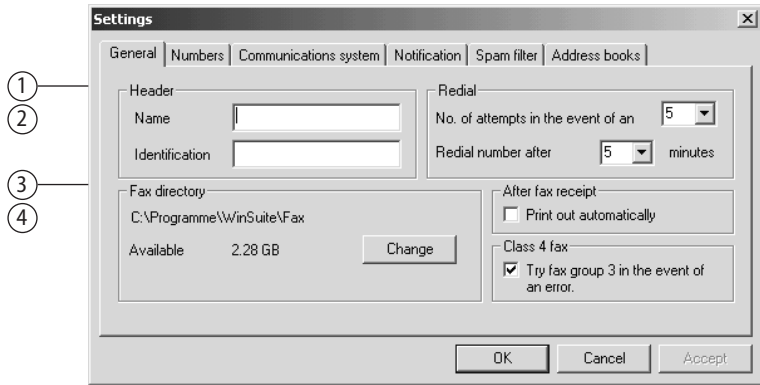
Sending faxes:

- is not a secure operation
- the signature on a fax is not necessarily valid in law.

Configuring the fax centre

Enter your data in the tabs from "General" to "Address books".

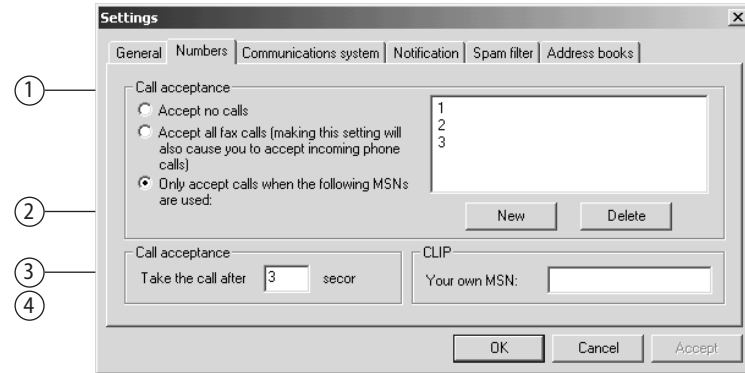
General tab



1. **Header:** Identification and Telephone number appear on the fax as it is received by the addressee. For example, these can be your name and your own fax number (i.e. the MSN under which you receive faxes).
2. **Redial:** in both cases you select a value from the list beneath the scroll bar.
3. **Fax directory :** a directory was created during the initial installation, e.g. "F:\Programs\WinSuite\Fax". If you want to create a different directory, click on the **Change** button.
4. **Print fax on reception :** if you want faxes to be printed out as soon as they have been received, activate the checkbox (✓).

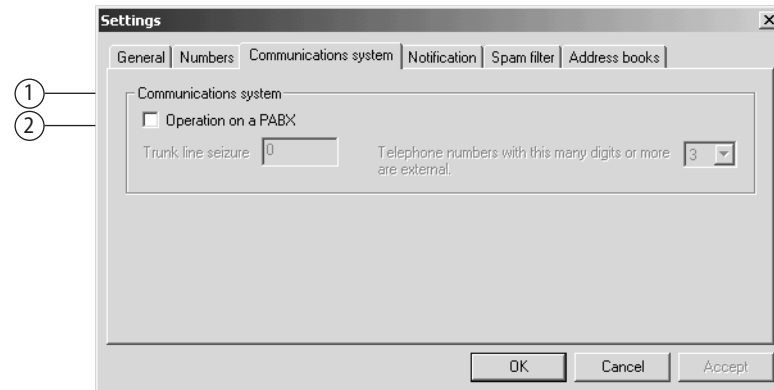
Telephone numbers tab

You have already specified a number for fax reception in the configuration wizard.



1. This telephone number is already entered in the **Call acceptance** field and the setting **Accept calls for the following MSNs only** is active.
2. You can add further telephone numbers to the list (click on the **New** button) and/or make other choices regarding call acceptance.
3. The delay until call acceptance can be set to between 0 and 50 seconds.
4. **Transmit outgoing telephone number:** here you enter the telephone number that is to be transmitted to the remote subscriber.

PABX tab



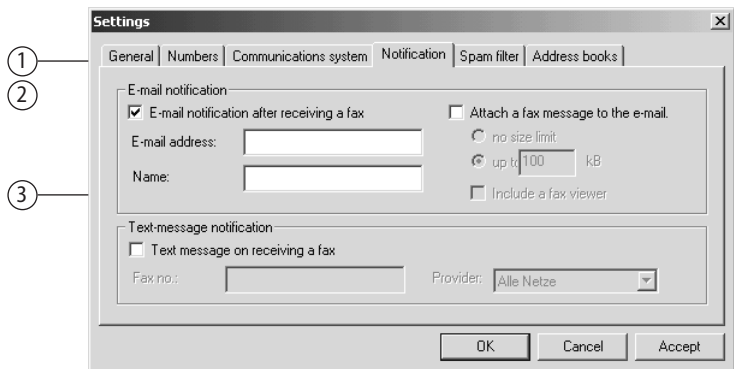
1. If the telecommunications system on which you have installed WinSuite is not connected directly to the ISDN network, then activate the **Operation on a PABX** checkbox. This item has already been dealt with during initial configuration. The trunk line (external line) seizure code is then also preset.

- If the PABX uses, for example, double-digit internal telephone numbers, then select "3" from the list. If a telephone number consisting of three or more digits is now dialled from a telephone, the number will automatically be detected as an external number.

Sending e-mails and/or text messages on receipt of new faxes

In conjunction with an e-mail program, WinSuite can send a received fax as an e-mail attachment. In addition or alternatively, WinSuite can also send a text message.

The Notification tab



- Enter the details under **E-mail notification** and activate the function by means of the **E-mail notification of received faxes** checkbox (✓).
- If you do not require the fax itself as an attachment, deactivate the **Attach fax to e-mail** checkbox. The preset value for the maximum size of the attachment is the equivalent of roughly four or five standard fax pages. You can change this value if required. If you activate the **Include fax viewer** checkbox, the fax file will be embedded in a viewer. The recipient can then read and save the fax file without any special software. This increases the size of the attached file by approx. 50 kB, which must be taken into consideration when activating any size restrictions.
- If in addition you want to send a text message, enter the details under **SMS notification** and activate the function by means of the **SMS notification of received faxes** (✓).

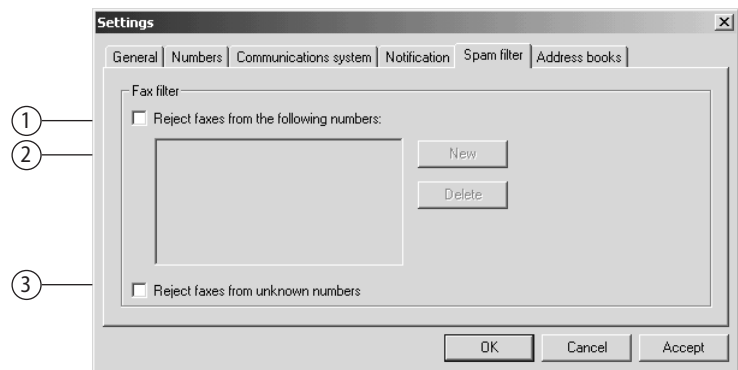
Note

To ensure that e-mail notification works correctly, a properly functioning e-mail program that supports MAPI must be installed on your PC (for further information, please refer to "Tips and FAQs").

Restricting fax reception (spam filter)

The settings on this tab can prevent or limit the recording of undesired faxes.

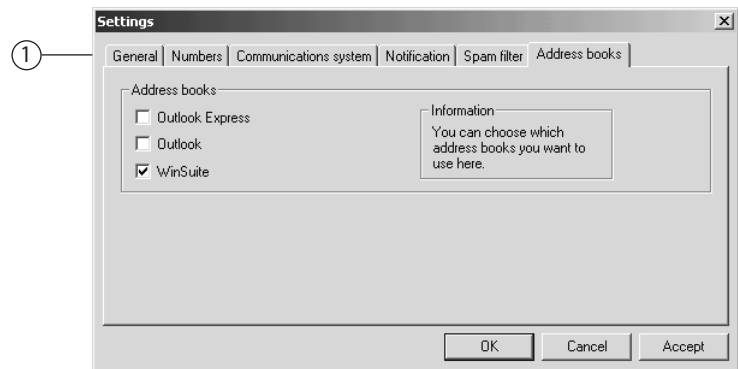
Spam filter tab



- If you want to reject faxes from certain known telephone numbers, activate the **Do not accept faxes from the following phone numbers** (✓).
- Enter these telephone numbers in the list together with their dialling codes by clicking on the **New** button.
- If you don't want to receive faxes with an unknown telephone number, please activate the checkbox (✓).

Using the address books

Address books tab



- The fax centre can also use entries from other address books (the appropriate software must be installed). You can specify which address books are to be used.

Sending a new fax

This function enables you to create and send a fax from the fax centre. In order to do this, the following settings are required:

1. Enter the telephone number or click on the **Address book** button and select it from an **address book**.
2. If you want to send a fax to more than one recipient, use the **Add** button to create a distribution list. You can delete entries from the list by means of the **Remove** button.
3. If you want to send your fax at a later point in time, click on the **Change time** button and set the desired time. Remember that your PC has to be running at this time in order for the fax to be sent. If this is not the case, then the first time you start up your PC subsequent to the time you set for sending the fax, you will receive a message to the effect that a fax is waiting to be sent. You will then have to confirm that you still want to send the fax.
4. If the addressee can receive Class 4 faxes, select **Options**, then **Send as Class 4 fax**. In order to be able to send a Class 4 fax, you must set the **WinSuite fax** printer driver to 200 dpi. You do this in **Properties/Resolution**.
5. Click on the **Next** button to start entering your fax message.

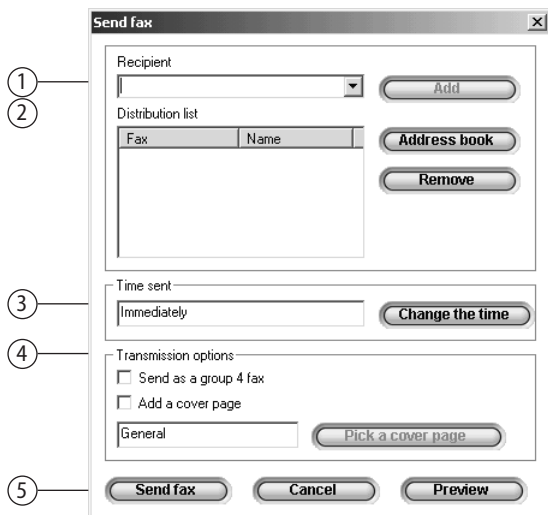
Note

Under Windows XP you select the printer driver by clicking on "File > Printing preferences". You then use "Advanced > Print quality" to set the resolution to 200 dpi.

1. Enter your sender details here.
2. Enter the recipient's details here.
3. Write a note on the contents of the fax here.
4. Create your fax here.
5. Using the **Preview**, **Send** and **Cancel** buttons, you can read your fax before sending it, send your fax or stop creating it respectively.

Sending a fax

With the aid of the driver configured during the installation you can send faxes from many different applications (e.g. Microsoft Word). In the application's File menu you select the "Print" item, then "WinSuite fax". Subsequently you edit the settings as required, such as the pages to be printed (in this case faxed), the number of copies, etc.



1. Enter the telephone number or use the **Address book** button to select one from a telephone book.
2. If you want to send a fax to more than one recipient, use the **Add** button to create a distribution list. You can remove entries from the list by means of the **Remove** button.
3. If you want to send your fax at a later point in time, click on the **Change time** button and set the desired time. Remember that your PC has to be running at this time in order for the fax to be sent. If this is not the case, then the first time you start up your PC subsequent to the time you set for sending the fax, you will receive a message to the effect that a fax is waiting to be sent. You will then have to confirm that you still want to send the fax.
4. If the addressee can receive Class 4 faxes, select **Options**, then **Send as Class 4 fax**. In order to be able to send a Class 4 fax, you must set the **WinSuite fax** printer driver to 200 dpi. You do this in **Properties/Resolution** (see the note on how to do this in Windows XP). If you click on **Add cover sheet**, you can then choose a cover sheet for your fax from a list. Click on **Select cover sheet** to view the list of available cover sheets.
5. You use the **Send fax** button to start the transmission of your fax. If you want to look at your fax again before sending it, click on the **Preview** button.

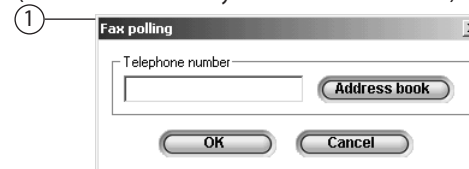
Note

Under Windows XP you select the printer driver by clicking on "File > Printing preferences". You then use "Advanced > Print quality" to set the resolution to 200 dpi.

If a Fax transmission is intentionally terminated, it will not be automatically restarted. Automatic retransmission is only triggered in case of terminations caused by poor line conditions.

Faxback

You start fax polling via "Fax > Faxback". This function enables you to retrieve faxes from a fax server (Please note: there may be a fee for this service.)



1. Here you can either key in the telephone number of the fax server or select an existing number by clicking on the **Address book** button. Click on **OK** to start retrieving the fax.

Note

The faxback feature does not support post-selection of documents or confirmation of retrieval.

Journal

WinSuite - the journal

User interface

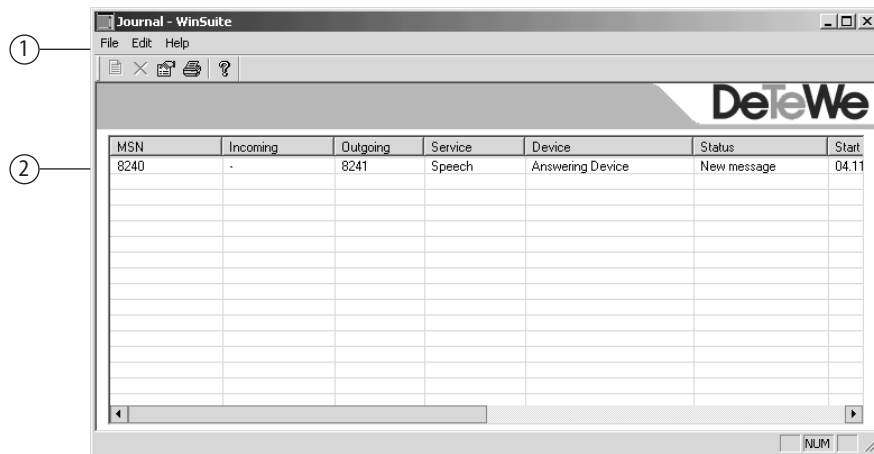
The journal numbers and logs all actions in a running list similar to a Microsoft Access 2000 database.

You start the application by double-clicking on the icon in the WinSuite window



Journal

or via "Start > Programs > WinSuite > Journal".



1. You can operate the journal by means of either the menu or the toolbar.
2. You can start an action directly by double-clicking an activated journal entry. Alternatively, you can start actions such as **Call**, **Play back** (answering device) and **Display** (SMS/MMS and fax), etc. in the "Edit > Details" menu.

Note

The import and export functions enable you to manage several journals.

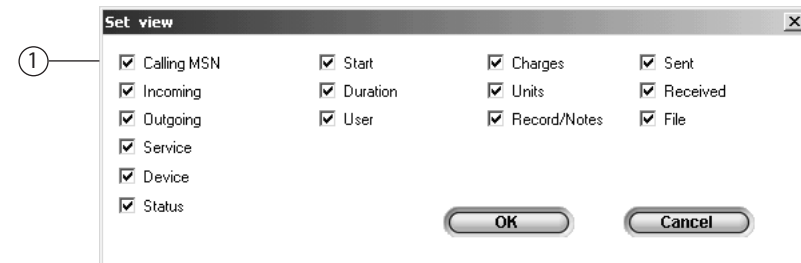
None of the entries deleted here are available in the other applications any longer (e.g. fax).

Up to 65,000 entries are possible. When this number is exceeded, the oldest entry is overwritten.

Journal

Journal settings (screen)

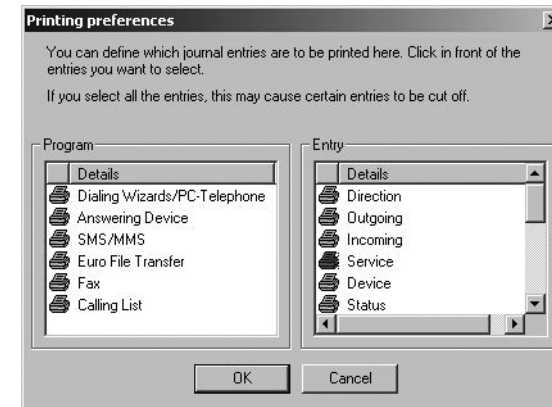
Select "File > Settings > Detailed".



1. Select the view that is to be displayed in the journal's columns (the screen view).

Journal settings (print)

Before printing the journal you similarly need to select the entries you require.



Click on "File > Printing preferences".

PC Telephone (CAPI)

WinSuite - PC telephone

User interface

You start the application by double-clicking on the icon in the WinSuite window

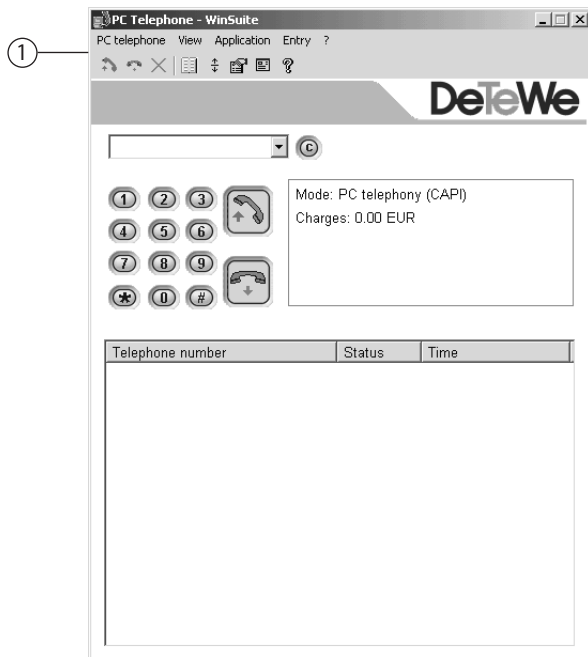


PC Telephone

or via "Start > Programs > WinSuite > PC telephone (CAPI)".

Note

You require a sound card and a headset to use this application.



1. You can operate the PC telephone by means of either the menu or the toolbar. The illustration shows the detailed view (**View > Detailed**) = default setting.

PC Telephone (CAPI)

You can use the "PC telephone/Keypad" menu to activate the keypad mode, e.g. in order to operate your T-NetBox.

During a live connection, you can use the **recording** function to document a conversation. When **recording** has been activated, the function changes from **Start** to **Stop**.

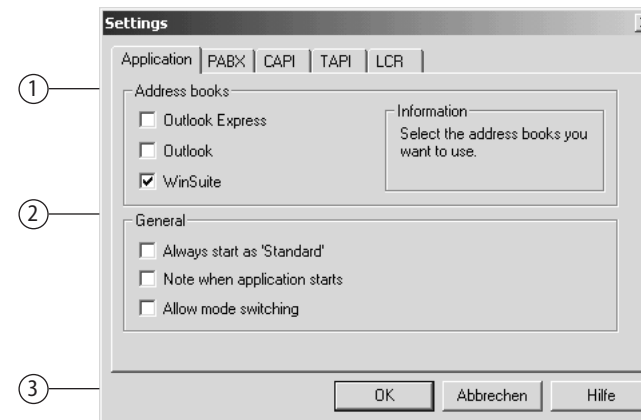
The "notes on conversation" function only becomes available when the connection is live. You can use the notes function to document a conversation. In order to create notes on a conversation, click on the **Notes** button during the conversation. You can then type your notes into the window that opens. Your notes will be saved automatically at the end of the conversation and can then be viewed in the journal at any time.

Note

For legal reasons, please inform the other party in your conversation that you are going to record it and get their consent.

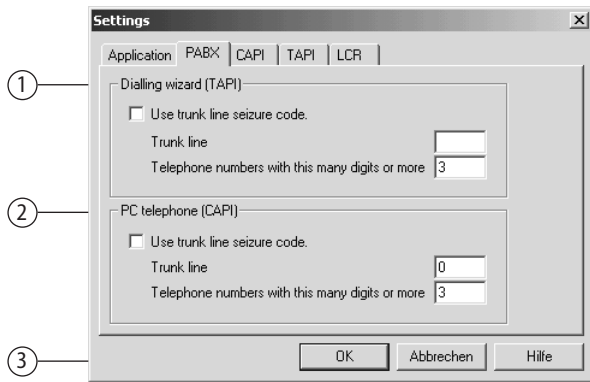
Configuring the PC telephone

In order to configure this application, click on "Applications > Settings" and then the **Application** tab.



1. Here you can select the address books the application is to use, e.g. Outlook (the corresponding program must be installed on your PC).
2. Under **General** you can perform the following settings by activating the checkboxes:
 - Always start as standard: the application starts with the standard view and not the detailed view.
 - Note when application starts: when the application starts you see a window with notes on this application.
 - Allow mode switching: if you allow mode switching between CAPI/TAPI, you can switch from PC telephony via the sound card and the dialling wizard using the ISDN device.
3. When you have edited your settings, you must activate the data by clicking on **Apply**. Complete your work on the settings by clicking on **OK**.

In order to define how your ISDN device is connected and the type of ISDN access to be used, select the **PABX** tab.



1. Example of a TAPI setting

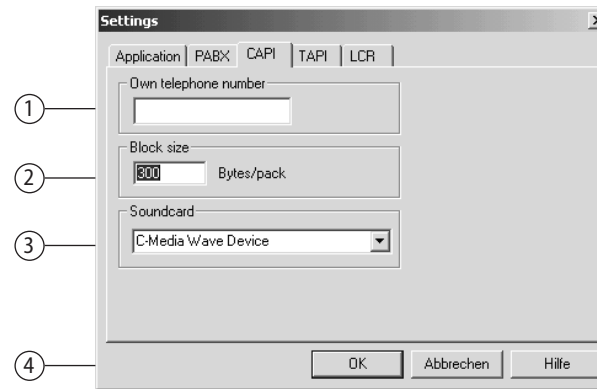
	connected	ISDN device directly to NTBA	ISDN device to master system
Use trunk line seizure code		Yes	Yes
Trunk line seizure code (X = trunk line seizure code for master system/PABX)		0	0x
Telephone numbers exceeding this length are external (X = Number of digits for an extension number in the master system/PABX)		3	x

2. Example of a PC telephone (CAPI) setting

	connected	ISDN device directly to NTBA	ISDN device to master system
Use trunk line seizure code		No	Yes
Trunk line seizure code (X = trunk line seizure code for master system/PABX)		-	x
Telephone numbers exceeding this length are external (X = Number of digits for an extension number in the master system/PABX)		-	x

3. When you have edited your settings, you must activate the data by clicking on **Apply**. Complete your work on the settings by clicking on **OK**.

To edit further settings, select the **CAPI** tab.

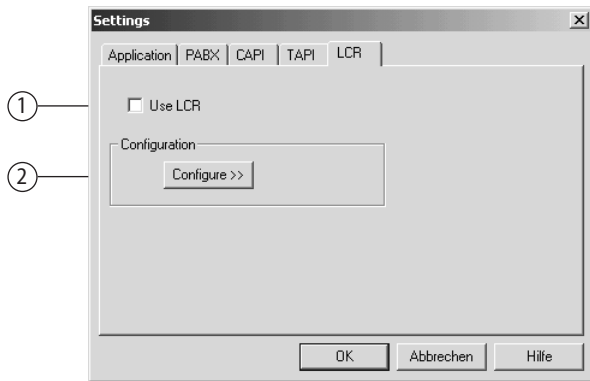


1. In the **Own telephone number** window you see the number you entered during the initial configuration.
2. You should only change the **Block size** presetting if the sound is distorted or disrupted by crackling noises. If you can hear crackling noises, increase the value. If the sound is distorted by an echo and/or reverberation, reduce the value.
3. In the **Sound card** window you see the type of sound card you selected during the initial configuration.
4. When you have edited your settings, you must activate the data by clicking on **Apply**. Complete your work on the settings by clicking on **OK**.

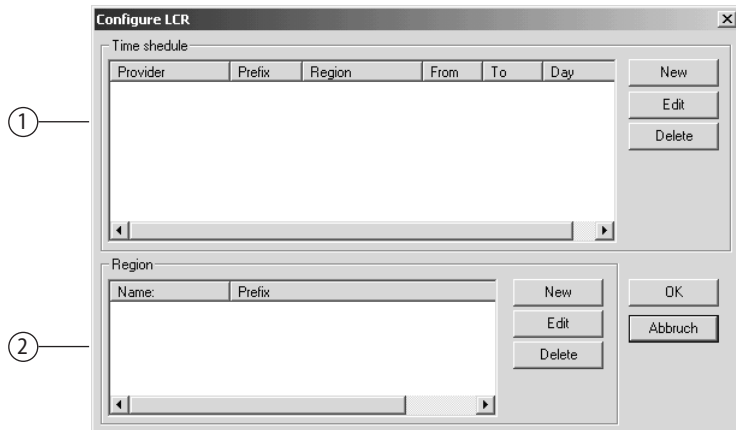
Note

If your ISDN device is a router you don't need the TAPI settings, because in this configuration the dialling wizard is not usefull. For further settings, please refer to the section entitled "Dialling wizard (TAPI)". For information on the configuration, please see pages 9, 11 and 12.

In order to edit the Least Cost Routing (LCR) settings, you select the **LCR** tab.



1. If you want to use Least Cost Routing (LCR) for PC telephony, activate the checkbox "Use LCR" (✓).
2. Before you can activate LCR you must configure the function: click on the **Configure LCR** button.

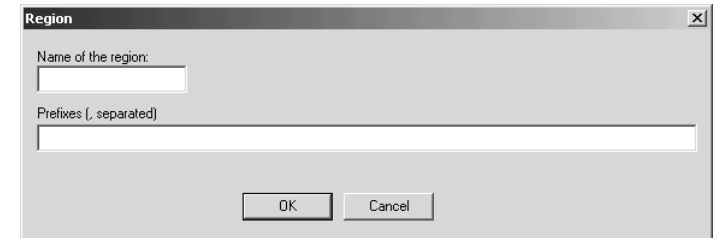


1. In this window you can edit, delete or create new schedules.



Enter the provider's name and dialling code as the definition. In addition, select one of the following regions, start and end times (from / to) for this provider and the corresponding weekday.

2. In this window you can define the different regions by means of dialling codes.



Note

You can define up to 10 provider and up to 50 areas.

SMS/MMS wizard

WinSuite - SMS/MMS

General notes on SMS/MMS in the fixed network

WinSuite enables you to use the mobile services SMS (Short Message Service) and MMS (Multimedia Messaging Service) in the fixed network (**if these are supported by your provider**). In order to use these services, you also require an ISDN device that supports them and/or the WinSuite communications software.

As in the fixed network, you cannot send or receive text messages (SMS) consisting of more than 160 characters and spaces.

In order to receive text messages, you must register with your provider's SMS centre.

If this service is available from your provider, you can also send and receive news, information and images, i.e. multimedia messages (MMS) in the fixed network.

In order to receive multimedia messages in the fixed network, you must register with your provider's SMS and MMS centre.

You can send SMS or MMS messages to one or more recipients (distribution list).

Note

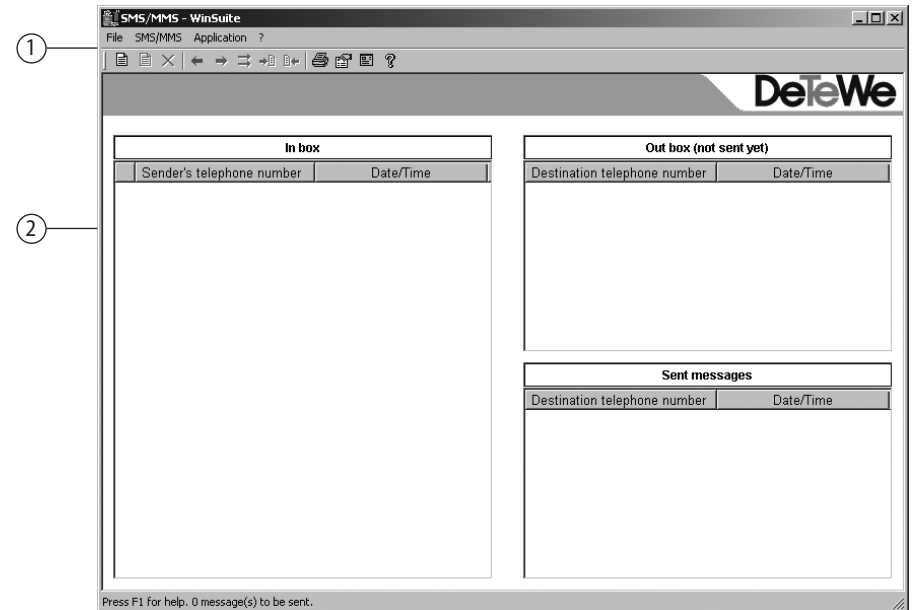
The feature "MMS in the fixed network" can only be used when your provider supported it.

User interface

You start the application by double-clicking on the icon in the WinSuite window



or via "Start > Programs > WinSuite > SMS/MMS".



1. You can operate the SMS/MMS wizard by means of either the menu or the toolbar.
2. You see three areas: **In box**, **Out box** and **Sent messages**. The entries are listed in chronological order together with detailed information. In order to print a specific message, select that message by clicking on it. If no entry is selected, the lists will be printed.

Note

If your ISDN device is equipped with a memory for SMS/MMS messages, it is possible to receive and store such messages also at times where your communication software WinSuite is inactive or your PC is switched off. The SMS/MMS messages will be stored in the memory of the ISDN device and a red message waiting LED on the ISDN device will be lit.

By clicking on the green arrow in the icon bar (s. item 1) you can poll the SMS/MMS messages from the memory of the ISDN device one by one. The messages will be listed in the mail entry list for further processing (e.g. reading, etc.).

When all SMS/MMS messages have been polled, the message LED on the ISDN device goes off, unless it is also being used for indicating other types of messages.

In case a SMS/MMS has not yet been polled from the terminal device, you can activate polling in the mouse menu. The function "Read" triggers the polling.

If you do not want to poll your SMS/MMS messages manually, you can also just boot your PC, start WinSuite and wait for it, to poll your messages automatically. This may require several minutes.

If you select "Printing" of an SMS/MMS from "Sent messages" the pre selected message will be printed by default.

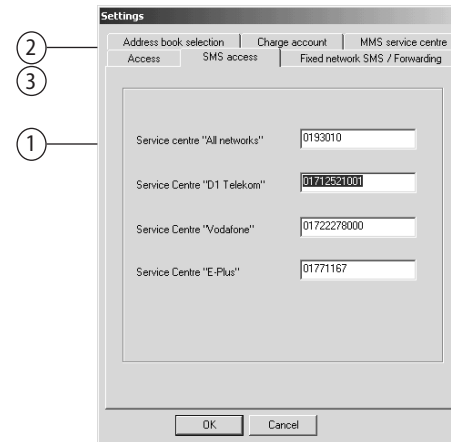
If you select a SMS/MMS by double click from "In box", it is displayed on the bottom "This message will be send as ...". This is to inform you that this message could now be sent.

When relaying a SMS/MMS it is only possible, to change the original receiver number after clicking on the "Forward" key.

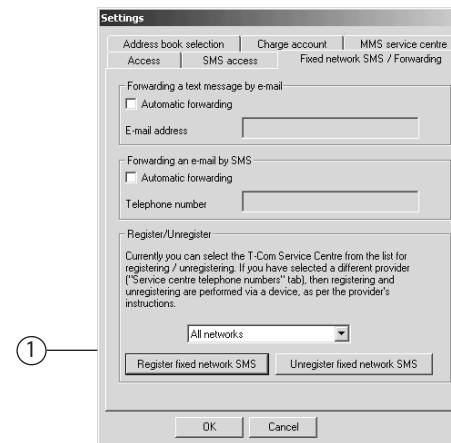
Registering SMS/MMS in the fixed network

Before you can receive SMS/MMS messages via the fixed network on your PC, you must register with a provider. Sending messages does not require registration.

Select "Application > Settings" and then the **SMS access** tab.



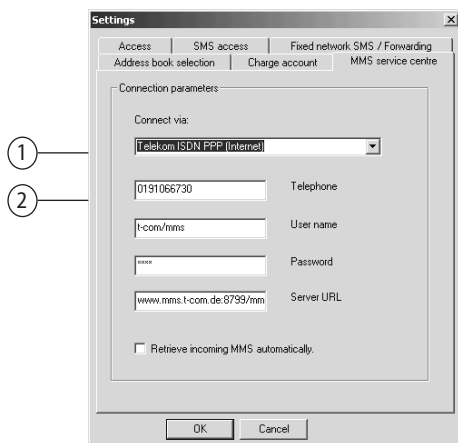
1. The telephone numbers that are currently valid for the provider's service centre are preset, but you can enter data for a different provider if you wish. In this case, registering and unregistering will not function as described in Step 2. You will have to register and unregister using a device as per your selected provider's instructions.
2. Select the **Fixed network SMS / Forwarding** tab.



1. Click on the **Register fixed network SMS** tab.

The PC now sends an SMS containing the text ANMELD to the provider with the telephone number, e.g. 01930100 (all networks). The registration process can take a few moments; please follow the instructions on the screen.

3. Select the **MMS service centre** tab.



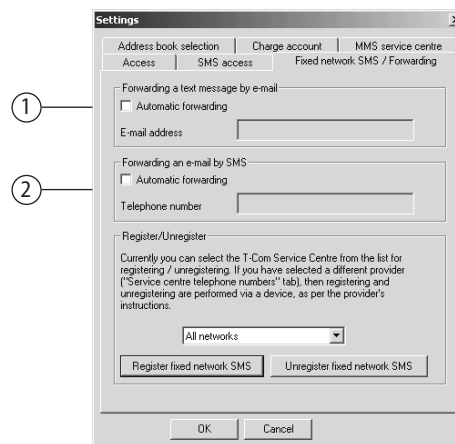
1. From the list you select the modem that is to be used for the connection (e.g. "DeTeWe ISDN").
2. Here you enter the data you will have received from your provider when you registered for MMS in the fixed network (the telephone number of the MMS service centre, your user name and password). The **Retrieve incoming MMS automatically** checkbox currently does not have a function: this will come into play in the future.

Note

When you receive a text message notifying you of an MMS message, you currently have two to three days to retrieve the MMS message before it is deleted.

Forwarding messages

Select "Application > Settings" and then the **Fixed network SMS / Forwarding** tab.



1. If you want to forward received text or MMS messages by e-mail, you activate the **Automatic forwarding** checkbox (✓), then enter the recipient's e-mail address and confirm the action by clicking on **OK**.
2. If you want to forward received e-mail by SMS, you activate the **Automatic forwarding** checkbox (✓), enter the recipient's telephone number and confirm this by clicking on **OK**.

Note

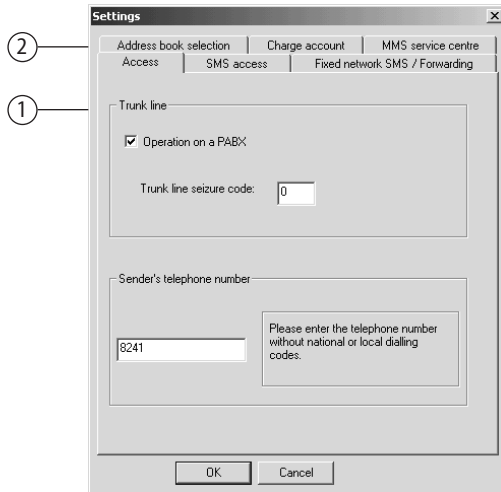
For users of Microsoft Outlook and Outlook Express:

In order to send an e-mail notifying someone of a received message, you must configure your e-mail program so that it sends **all mail** on starting (i.e. you cannot use the default **send and receive setting**).

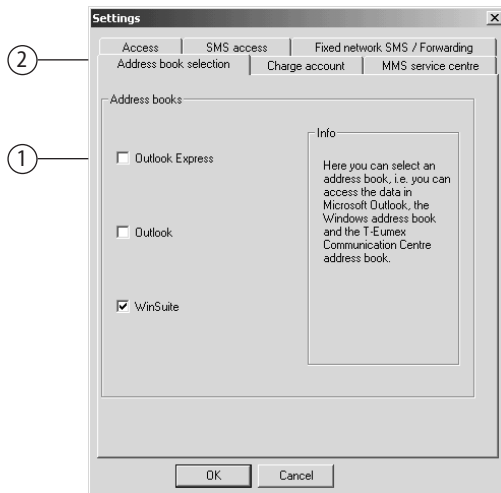
To ensure that e-mail notification works correctly, a properly functioning e-mail program that supports MAPI must be installed on your PC.

Configuring the SMS/MMS wizard

Select "Application > Settings" and then the **Access** tab.

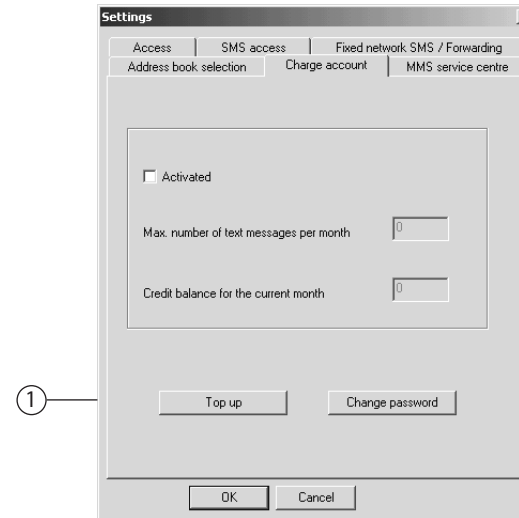


1. The settings were entered during the initial configuration. For operation on a PABX, please see page 12.
2. Select the **Address book** tab.



1. The activated address books are indicated by (✓) in the checkbox.
2. Select the **Charge account** tab.

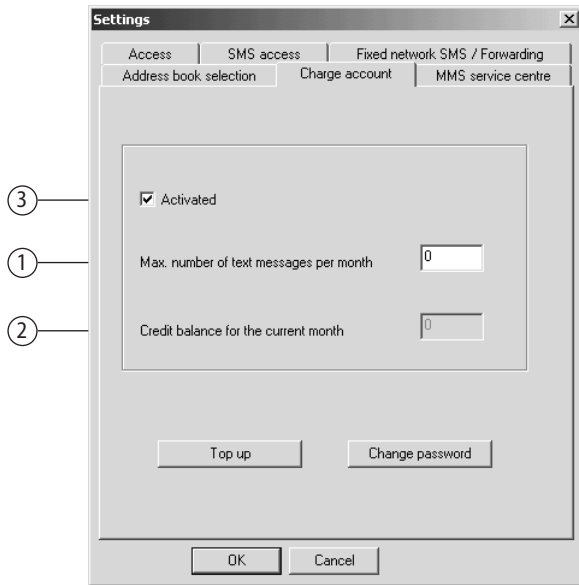
You can protect the settings in this tab by assigning a password. No password was assigned during the initial configuration.



1. Click on the **Change password** button.



1. If you enter a password in the two input fields here and then click on **OK**, you will subsequently require this password to access the **Charge account** tab.

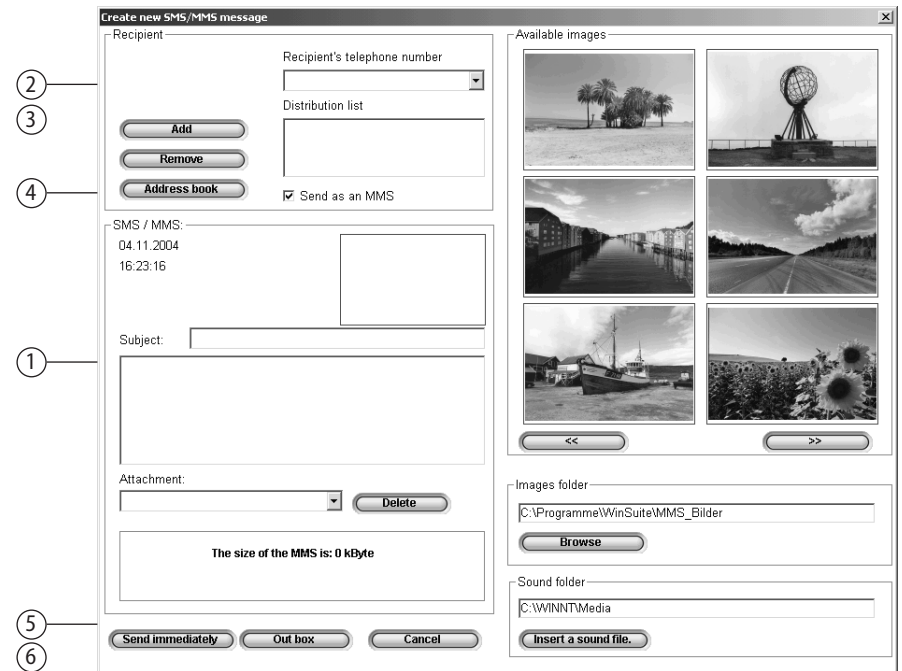


The following settings enable you to control the number of SMS/MMS messages created and/or forwarded from this PC.

1. Specify an upper limit and enter a value.
2. Automatic calculation of the credit balance.
3. Activate the function by clicking on the **Activated** checkbox (✓).

Creating, forwarding and answering SMS/MMS messages

Select "SMS/MMS > New SMS/MMS" or an SMS/MMS entry.



1. Create your message (only applies to new SMS/MMS messages).
2. Enter the telephone number or select one from an address book by clicking on the **Address book** button (only applies to new SMS/MMS and forwarded SMS/MMS messages).
For ISP selection for sending a SMS we recommend "All networks", because in this case you do not need to know the name of the receiver's ISP. If you do select a specific ISP, the message can only be successfully sent, if the receiver is actually registered with it.
3. If you want to send an SMS/MMS message to more than one recipient, click on the **Add** button to create a distribution list. You can remove entries from the list by means of the **Remove** button.
4. Select the type of message in the **Send as MMS** checkbox (✓ = MMS). When this checkbox is active, a window opens in which you can select the desired image.
5. Click on the **Send immediately** button to send the SMS/MMS message.
6. If you want to send the SMS/MMS message at a later point in time, put it in your out box by clicking on the **Out box** button.

- If you want to use a special character that is not on your keyboard in your SMS/MMS message, click on the **Symbols** button. The depicted table appears. Click on the desired character to copy it into your SMS/MMS message at the current cursor position.



- In order to select an image, go to the images folder on your PC to view the available images there. Click on an image to select it. The selected image will be displayed on the left-hand side above the "Contents" text field.

Note

If you have selected a SMS/MMS message and it is written below that it can only be sent in two messages, this is done due to its length.

Dialling wizard (TAPI)

WinSuite - the dialling wizard

The dialling wizard can only be use over a PABX-System with analogue ports.

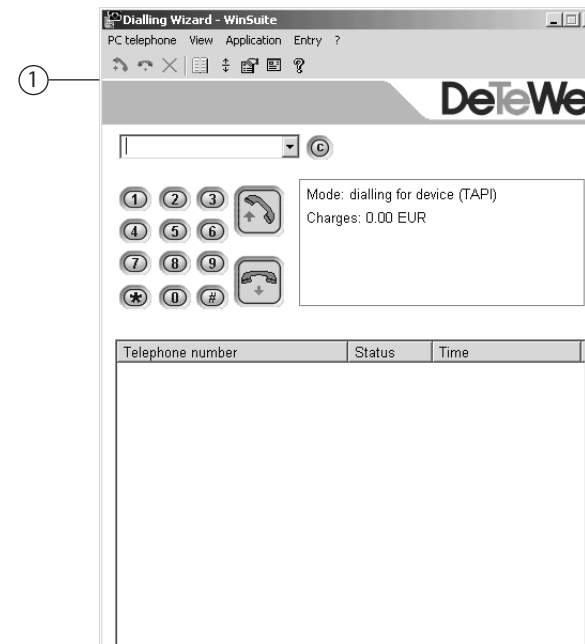
User interface

Start the application by double-clicking on the icon in the WinSuite window



Dialling Wizard

or via "Start > Programs > WinSuite > Dialling wizard (TAPI)".



- You can operate the dialling wizard by means of either the menu or the toolbar. The illustration shows the detailed view (**View > Detailed**) = default setting.

Dialling wizard (TAPI)

The “notes on conversation” function only becomes available when the connection is live. You can use the notes function to document a conversation. In order to create notes on a conversation, click on the **Notes** button during the conversation. You can then type your notes into the window that opens. Your notes will be saved automatically at the end of the conversation. You can view them later in the journal whenever you want.

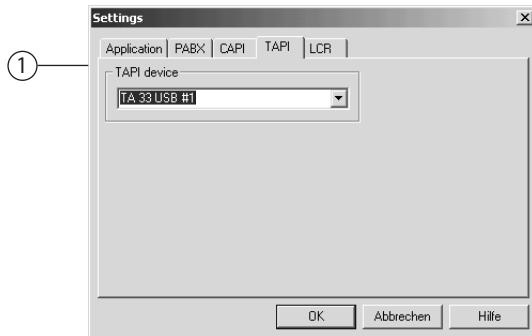
Note

For further information on the settings, please see the section on configuration on pages 9, 11 and 12.

Selecting an analogue telephone

In order to use a connected analogue telephone, click on “Application > Settings” and select the **Application** tab.

Edit the presettings as required, then select the **TAPI** tab.



1. In the list you select the analogue port to which the telephone is connected, e.g. “... #1” or “...#11”, provided this is the first analogue port on your ISDN device (please see page 11).

The help function

WinSuite - the help function

User interface

Start the application by double-clicking on the icon in the WinSuite window

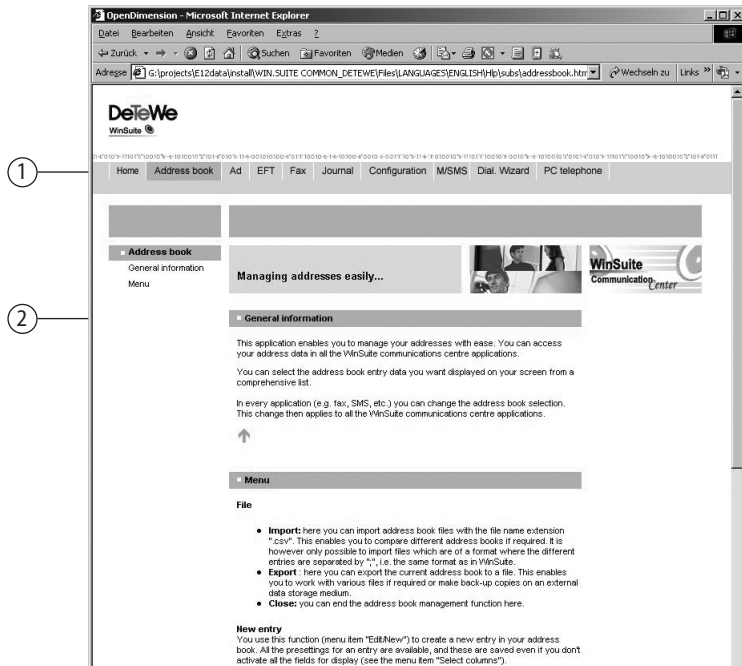


Help

or via “Start > Programs > WinSuite > Help”.



1. Click on Address book, for example.



1. Here you will find a list of the contents of the help file concerning the address book.
2. The **“General information”** text.

Every WinSuite application has its own chapter.

In all applications you press F1 to activate the online help function; press Ctrl-F1 for context-sensitive help.

Appendix

Tips & FAQs

Address books

If you open the address books to send a fax to a subscriber, only those subscribers for whom fax numbers have been entered will appear.

You can create new address book entries directly from the fax centre, dialling wizard/PC telephony, SMS/MMS wizard and Eurofile transfer applications. In order to do this, you change to the address selection in the application and click on the **“New contact”** button there. Then you select the address book and after clicking on **OK**, you can create the new entry.

When using the **“Find”** function in order to find an address book entry, first and last names will be treated the same.

General settings for e-mail notification

General settings for notification by e-mail and text messages

If you want to send e-mails or SMS messages automatically on receipt of messages, please first do the following:

- Configure a valid Internet Service Provider in the modem settings or install the provider's access software (e.g. T-Online).
- If necessary, deactivate telephone number blocking for this Internet Service Provider in the ISDN device. Activate this telephone number in the CAPI connection control (or deactivate connection control).

Settings for e-mail notification

The following settings are required for e-mail notification on receipt of a fax or a call. Notification will not be possible if the settings are incorrect.

- To ensure that e-mail notification works correctly, a properly functioning e-mail program that supports MAPI must be installed on your PC.
- You must have configured an e-mail account with an Internet Service Provider.
- Your e-mail program must be configured to connect automatically.
- Authentication of your account on accessing the mail server must be activated.
- Other applications must be able to access your e-mail program.
- Your e-mail program must be configured to disconnect automatically.

Example: configuring Outlook/Outlook Express

- Configure an e-mail account
In Outlook/Outlook Express you do this by selecting the "Tools" menu and then the "Accounts > Mail" tab.
- Activate Automatic connection
In Outlook/Outlook Express you do this by selecting the "Tools > Options > Send" menu, then activating the "Send immediately" checkbox. Furthermore, you must then click on "Control panel > Internet options > Connections", where you select the connection by clicking on it. Select "Settings > Properties > Security" and then activate the "Connect automatically" checkbox. This option only applies to Windows Me/2000 and then only if the "Outlook shares your Internet connection settings with Internet Explorer" checkbox in Outlook/Outlook Express is activated (default setting). This checkbox is found in "Tools > Options > Connection" under the heading "Internet Connection Settings".
- Authentication of your account when accessing the mail server
In Outlook/Outlook Express you activate this by selecting the "Tools > Accounts > Properties" menu, then the "Servers" tab. Here you activate the "My server requires authentication" checkbox. Enter your account name and password under "Settings" and activate the "Remember password" checkbox if these settings differ from those of your incoming mail server.
- Enable other applications to access your e-mail program
Under Windows XP you do this by selecting the "Security" menu and deactivating the "Warn me when other applications try to send mail as me" checkbox.
- Activate automatic disconnection
In order to do this you select the "Tools > Options" menu, then the "Connections" tab. Here you activate the "Hang up after sending and receiving" checkbox.

Software installation sequence

Please adhere to the following sequence when installing the software:

- Remove the CAPI driver for other manufacturers' ISDN devices if they have been installed.
- Install the CAPI/TAPI drivers and the configuration software of the ISDN device you purchased together with the communications software.
- Install WinSuite.

Answering device: timer control

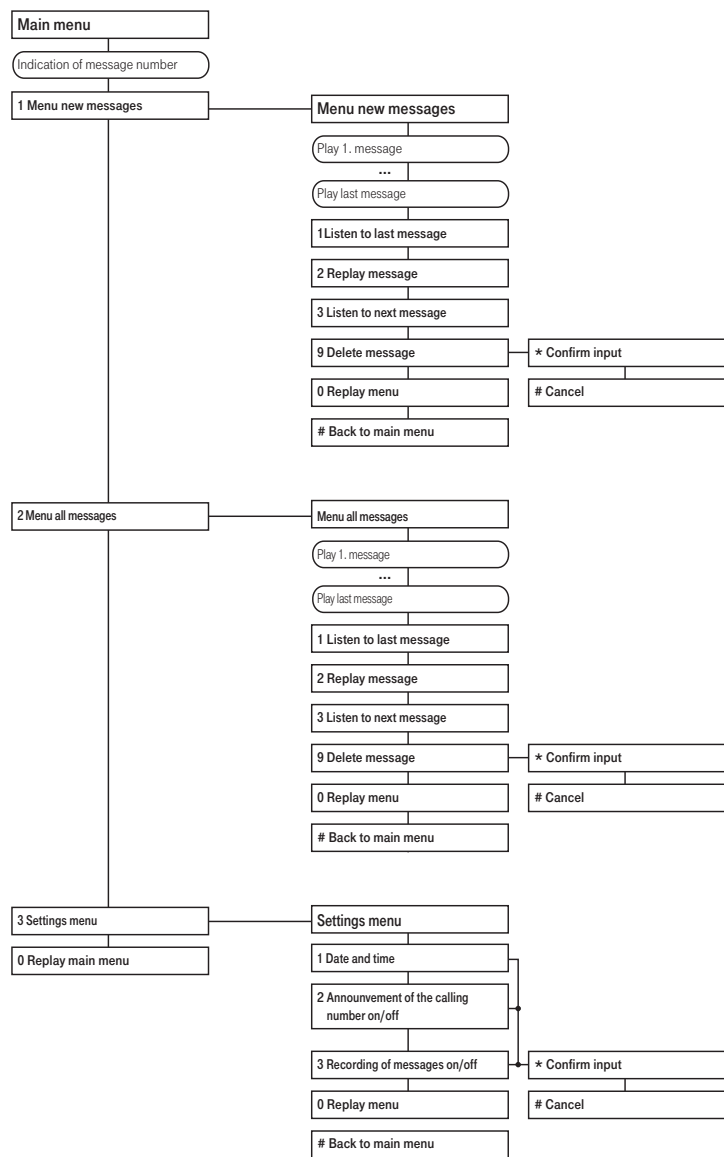
When you enter the periods for the timer control of the answering device announcements, please note that these periods must not overlap. Furthermore, the end time of a period must not be identical with the start time of the subsequent period (e.g. Period 1: Start time=13:00:00, End time=14:00:00; Period 2: Start time=14:00:01 ...).

Answering device: remote query

During a remote query you are guided through the menu by voice prompts. You enter a digit by pressing the appropriate key on your telephone. If you do not key in anything for longer than approx. five seconds, you will be prompted to press a key. If you still do not key in anything, the connection will be cleared down.

Starting from the Main menu, you go to the sub-menus containing new messages, recorded messages and central settings. The diagram below shows the remote query menu structure.

Answering device: remote query menu



Customer Service and warranty

In the event of problems, please contact our Consumer Support line in Berlin

**Tel. 09001 – DeTeWe (=09001 – 33 83 93)
(0,62 € / minute, out of the mobile network, please call the 01901 - 338393)**

Fax 01805 – 33 83 94 (0,12 € / minute)

or use our support forms, which you can find in the Internet under

www.detewe.de

Note

Please note the licence terms which you must accept during the software installation.

Glossary

B-channel

The bearer channel of an ISDN line. This channel transmits data at a rate of 64 kbit/s.

Basic ISDN access

ISDN access with two B-channels and one D-channel. The two B-channels can be used independently of each other for every type of ISDN service. For example, you can make a telephone call and send a fax simultaneously.

CAPI

Abbreviation for Common ISDN Application Programming Interface. This is a programming interface that enables Windows programs to access the functions of ISDN devices on PCs.

CAPI port driver

A Windows driver that simulates a serial port with a connected modem. This enables programs that rely on conventional modems to use the ISDN interface.

DTMF

Dual-tone multi-frequency. Also known as touch-tone dialling, this is a dialling mode that transmits the digits as tones of different frequencies.

E-mail

Electronic mail.

This term describes the sending of text messages via an online service or the Internet to another subscriber's e-mail address. The e-mail protocols used in the Internet permit all types of data (graphics, program files, etc.) to be attached to e-mails.

Eurofile transfer (EFT)

A procedure for transferring data between PCs via a telephone line.

External access rights

The external access rights regulate access to the trunk line (external line). For example, you can specify which subscribers are not allowed to make long-distance calls.

ISDN

Abbreviation for Integrated Services Digital Network.

MAPI (Messaging Application Programming Interface)

This is an interface in e-mail programs enabling other applications to access the address book as well as the send and receive functions.

MMS

Multimedia Messaging Service - messages transmitted in mobile and fixed networks that can contain images etc. in addition to text (see SMS).

Multiple subscriber number (MSN)

An external ISDN telephone number. Up to ten multiple subscriber numbers can be allocated to a multi-terminal basic ISDN access. The telephone numbers serve as target addresses for the connected terminals.

NTBA

Network Termination Basic Access. A device for terminating the ISDN network. Converts a two-wire line to a four-wire line leading to the S₀ interface.

PABX

Private Automatic Branch Exchange. These are private communications systems connected for external communications with the public telecommunications network. They are not limited to telephone services but provide a range of services for all office communications (voice, text, data and image transfer).

Personal identification number (PIN)

The personal identification number (PIN) is needed to access the configuration mode. At the time of delivery the PIN is set to "0 0 0 0" (four zeros). It is strongly recommended that you change the PIN and keep the new code in a safe place to prevent unauthorised access to the configuration mode.

SMS

Short Message Service – synonymous with the short text messages that are transmitted to and from mobile telephones and the fixed network.

TAPI

Abbreviation for Telephony Application Programming Interface. A programming interface in Microsoft Windows enabling Windows programs, e.g. dialling facilities, to control telephony functions.

Trunk line seizure

Depending on your requirements, trunk line (external line) seizure can be configured to be automatic, or it can require dialling a digit like "0" or "9" first. This means that when you want to dial an external number and you go off hook (pick up the handset), you will either hear the external dialling tone right away, or you will have to dial "0" first.

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