

Symantec Procomm Plus® User's Guide

PROCOMM **PLUS**™
VERSION 4.8

Symantec Procomm Plus User's Guide

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Introducing Procomm Plus

Welcome to Procomm Plus

Procomm Plus is an integrated, 32-bit communications package offering fax technology, terminal emulation, data communications, and Internet access designed for the Windows 95/98, Windows NT, and Windows 2000 operating systems.

The Procomm Plus Connection Directory supports all communication type and handles each of them automatically.

A Complete Communications Solution

With Procomm Plus's integrated communications features, you can:

- Access Telnet, FTP, Gopher, Mail, and News systems. Connections to the Internet can be automated using the ASPECT script language.
- Send and receive fax documents: Procomm Plus includes Microsoft Word™, WordPerfect™, and AmiPro™ script files that make faxing from these applications even easier!
- Use your computer as a terminal: Procomm Plus emulates 36 video-display terminals, allowing you to link your computer with mini and mainframe systems, bulletin boards, and information networks.
- Transfer files: Procomm Plus supports the most popular file transfer protocols to allow you to send and receive programs and data. Procomm Plus makes it easy to transfer files in the background while you use other Windows applications. Procomm Plus can even display CompuServe .GIF pictures while you download them!

- Run ASPECT scripts: Procomm Plus's ASPECT programming language is powerful and easy to use! You can write scripts to automate your online sessions or file transfers, or to perform other task in Procomm Plus. You can create applications of your own with ASPECT commands that create and manipulate Windows interface elements such as dialogs and menus.

System requirements

Minimum required hardware

- 486dx Processor (Pentium recommended)
- 8 MB RAM for Windows 95 (16 MB recommended)
- 16 MB RAM for Windows 98 and Windows NT 4.0
- 32 MB RAM for Windows 2000
- 60 MB of hard disk space
- VGA video
- CD-ROM drive

Recommended hardware

- Pentium processor
- 16 MB RAM for Windows 95
- 32 MB RAM for Windows 98 and Windows NT 4.0
- 64 MB RAM for Windows 2000

Installing Procomm Plus

Before you begin installing Procomm Plus, make sure that you have the following information available:

- Type of Internet connection - modem, direct connection, or network.

To install Procomm Plus:

- 1 Insert the CD into your computer's CD ROM drive.
- 2 Do one of the following procedures:
 - If Windows AutoPlay is enabled, click Install Symantec Procomm Plus on the Procomm installation screen.

- If Windows AutoPlay is not enabled, choose Run from the Windows 9x or Windows NT 4.0 Start menu and type \setup.exe in the Open text box. Click OK and follow the on-screen instructions.

Licensing Procomm Plus

The Procomm Plus program requires that you provide licensing information before continuing with the installation.

To license your copy of Procomm Plus:

- 1 Type your first and last name in the Name text box.
- 2 [optional] Type your company's name in the Company text box.
- 3 Click Next to continue with the installation.

Specifying the program folder

After the license information is entered, the installation program asks for the location of the folder where the files will be copied. A suggested folder appears in the Program Location dialog box.

To accept the displayed program folder

- Click Next to proceed with the installation. Procomm Plus is installed in the folder with the name appearing in the Destination Folder text box.

To change the program location

- 1 Click Browse to select a new destination, path and folder name.
- 2 Click Next to continue the installation.
- 3 Choose one of the following installations:
 - Full: This option installs a full version of Procomm Plus to the hard drive.
 - Custom: This option allows you to select the individual Procomm Plus components to install to the hard drive.
 - CD Minimal: This option installs a minimum number of files on the hard drive.

Note: The Procomm Plus CD is required to run Procomm Plus after a CD Minimal Install. Choose one of the other installation options if the program CD is not available.

If you select the Full or CD Minimal option, the Install Wizard prompts you to select the Windows 95/NT Start menu folder where it should place the Procomm Plus icons. By default, these are stored in the Procomm Plus folder. After you confirm or modify the folder name, the Install Wizard is ready to transfer files to your system!

If you select the Custom or CD Custom Install option, the Select Components dialog appears:

The Components list box lists the components that you can choose to install. Check the components you want installed, and uncheck any component you do not want installed.

Some of the items in the Components list box are actually groups of components. When one of these groups is selected in the list on the left, the individual components are shown in the list on the right. For example, the Fax Options component contains four individual components: Cover Sheets, Fax Cleaning, OCR, and Cover Sheet Editor. Click on a component to view a description of the component in the Description group box.

To add components:

- 1 Insert the installation disk, and select the Custom or CD Custom Install option.
- 2 Choose the Custom or CD Custom Install option, and select the components from the Select Components dialog box.
- 3 Click Next to continue the installation.
- 4 Click Finish when the installation is complete and reboot the system if prompted to do so.

To run Procomm Plus:

- Choose PROGRAMS > PROCOMM PLUS > PROCOMM PLUS from the Windows Start menu.

When Procomm Plus runs for the first time, it prompts you to confirm the settings selected during the installation, such as your name and fax number.

If more than one modem is installed, you are prompted to select the default modem to use with Procomm Plus. If you do not have modems installed in Windows, Procomm Plus offers to search your system for a modem.

After installing your modem, Procomm Plus runs a number of automated scripts that display helpful information. After running the scripts you can begin exploring the program.

An Introduction to Procomm Plus

Procomm Plus is a group of integrated communication modes. Each mode is designed to interact with the other, and be consistent in its interface. In addition, all Procomm Plus modes share major program components such as the Connection Directory and the Setup utility. The following communications modes are included in Procomm Plus:

- The Terminal window - provides terminal emulation and file transfer services, used to connect to host systems or BBSs over a modem or a direct serial connection. The Terminal window can also access network resources for a connection, either through an Asynchronous Communication Server (ACS), or through a telnet connection. The Terminal window handles any connection made with a Data- or Telnet-class Connection Directory entry.
- The Internet Mail window - allows you to send and receive Internet mail. It is associated with the Connection Directory Mail entry class.
- The Internet News window - provides access to the wide variety of Internet news groups. It is associated with the Connection Directory News entry class.
- The FTP window - allows connections to FTP servers on the Internet to transfer files. It also provides basic file management capabilities. The FTP window handles any connection made with an FTP-class Connection Directory entry.
- The Fax Status window - provides send and receive fax capability. It is run automatically whenever you send a fax, or request that Procomm Plus receive incoming fax calls. The Fax Status window also monitors and reports the progress of all fax operations and all fax-related modem activity.

A Window of Many Views

Although the communications modes are referred to as “windows,” the Terminal, FTP, Internet News and Internet Mail windows are actually different views that share a single window. You can change the view by selecting it from the Window > Change Window menu.

This design allows multiple sessions of Procomm Plus and simultaneous communication with various communication modes. For example, you can run the Terminal window and the Internet Mail window side-by-side by executing both from the Procomm Plus folder in the Windows Start menu.

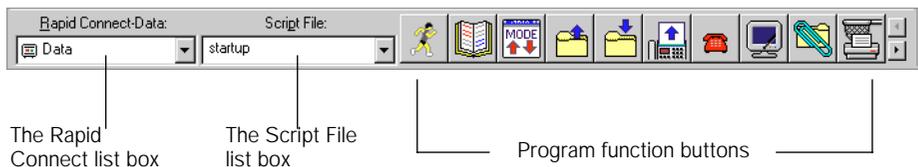
Common Window Elements

The following Procomm Plus elements are common to all communication windows:

- The program control area, which includes the title bar, menu bar, and Action Bar.
- The Status Line.
- The communications display area.

The Procomm Plus Action Bar[®]

The Procomm Plus Action Bar is located below the menu bar and acts as a graphical “control center,” providing access to the most commonly-used menu items with the click of a button. It allows you to quickly select Connection Directory entries or groups to connect with, and ASPECT scripts to execute if the module can use them. For example, instead of opening the Connection Directory to select and connect to an entry, you can select it from the Rapid Connect list box.

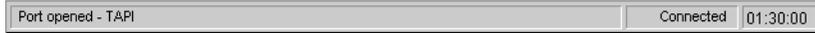


You can edit an existing Action Bar or create a new one with the Action Bar Editor. Refer to the Action Bar Editor online help for more information.

The Status Line

The Status Line appears at the bottom of a window and displays messages and program information, including the results of a connection attempt or a file transfer. For example, if you are connected to another computer

using a modem, the Status Line displays the word Connected, and the elapsed time of the connection.



To display the status line:

- Choose STATUS LINE from the View menu.

The Connection Directory

Introducing the Connection Directory

The Connection Directory is a key component in the Procomm Plus integrated communications strategy. The Connection Directory is a central location for all connection information and is available from all Procomm Plus communication modes.

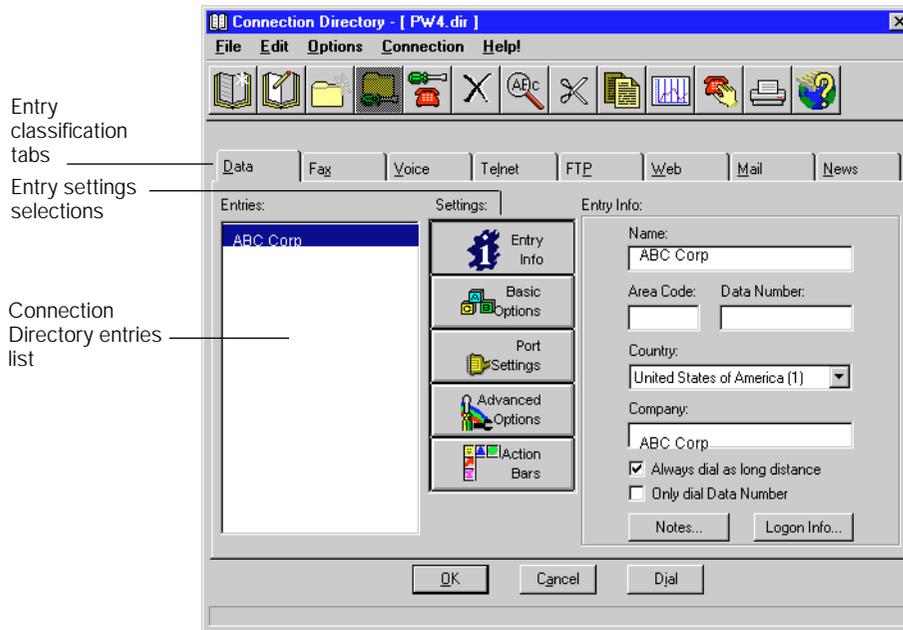
Connection information for fax connections, Internet addresses connections and voice connections are all maintained in this central Connection Directory. Select the connection entry from the Action Bar's Rapid Connect list or the Connection Directory itself.

To access the Connection Directory:

Do any of the following procedures:

- Choose CONNECTION DIRECTORY from the Procomm Plus File menu.
- Click the Connection Directory icon in the action bar.

The Connection Directory window appears and displays the name of the current directory file in its title bar.



Connection Directory Groups

Connection Directory groups are a logical way to store related entries, or multiple entries for a single system. The entries in a group can be selected as a single unit for editing, or connecting. For example, if you regularly send the same fax to several locations, you could create an entry for each location and place those entries in a group. Simply select the group to send a fax to all the members configured in the group.

Connection Directory Dialog Box

The Connection Directory dialog box is divided into four segments:

- The Connection Directory Action Bar and menus.
- The entry-class property pages.
- The entry list and settings panel.
- The Connection Directory command buttons.

The Entry Class property pages

The Connection Directory stores entries for each Procomm Plus connection. The entries are displayed by connection type or class, and by name.

A directory entry can contain any combination of classes. For example, to connect to Symantec by voice phone, or fax, choose the appropriate class, and select the "Symantec" entry.

Entry class property pages allow you to select the kind of entries you want to view, connect to, or edit. The available classes are:

- **Data Class:** entries that use a modem, COM port, or a network Asynchronous Communications Server (ACS) for terminal emulation, data entry or retrieval, and file transfers.

Typical uses for Data entries are connections to bulletin board systems (BBSs), information services such as CompuServe or GEnie, and mainframe or minicomputer host systems. Data entries are handled by the Procomm Plus Terminal window.

- **Fax Class:** entries used to send or receive fax documents. Fax entries are handled by the Procomm Plus Fax Status window.
- **Voice Class:** entries that need to establish a voice connection before continuing with the data connection. After dialing a Voice class entry, Procomm Plus prompts you to lift the telephone handset to have a voice conversation. Voice entries are handled by the Procomm Plus terminal window.

Most modems have two jacks - one for the data connection and one for a telephone. If the jacks are not labeled, refer to your modem's reference manual.

- **Telnet Class:** entries used for terminal emulation, data entry or retrieval, and file transfers to and from a Telnet host system. Telnet entries are a specific type of data connection and are handled by the Procomm Plus Terminal window.
- **FTP Class:** entries used for file transfers to and from an FTP host system. FTP entries are handled by the Procomm Plus FTP window.
- **Mail Class:** entries containing Internet mail addresses. Mail entries are handled by the Procomm Plus Internet Mail window.
- **News Class:** entries containing Internet newsgroup names. News entries are handled by the Procomm Plus Internet News window.

Note: The Telnet, FTP, Mail, and News entries connect using TCP/IP over a network connection, or using dial-up SLIP or PPP connections.

Class entries are automatically displayed under the appropriate Procomm Plus window. For example, when the connection directory is accessed from the Procomm Plus FTP window, all FTP class entries are listed. To display a different entry class, click on the appropriate tab.

Entry List and Settings Information

Entries and groups available for the selected class are displayed in the Entries list box. This list contains individual entries, groups of entries, or a combination of group and individual entries.

To select an entry or group:

- Do one of the following:
 - Click on the entry or group name.
 - Use the directional arrow keys to select the entry or group name.

To view or edit entry settings:

- 1 Select the entry or group name.
- 2 Click a setting button.

The current configuration for the selected setting is displayed on the right.

- 3 Edit the setting as needed.

Note: Connections are made using the settings configured for the selected entry. For example, if you connect with a Data-class entry, Procomm Plus uses the Terminal and Protocol specified in the Basic Options settings page, as well as the entry's other options.

If a group or entry contains more than one connection class, some fields, such as Name, are shared between the multiple classes. When a shared field is edited, the change is made to the field in all classes.

The Command Buttons

The Connection Directory's four command buttons are available at the bottom of the window:

- Click OK to save changes and close the directory without making a connection.
- Click Cancel to cancel changes and close the directory without making a connection.
- Click Connect (Telnet, FTP, and News property pages), Compose (Mail property page), Dial (Data and Voice property page), or Send (Fax property page) to save changes, close the directory, and to connect to the selected entry.
- Click Help to view the Connection Directory's online help information.

Adding an entry to the Connection Directory

The settings configured for an Connection Directory entry depend on the class of the entry being added.

To create a new Connection Directory entry:

- 1 Do one of the following to open the Connection Directory:
 - Choose CONNECTION DIRECTORY from the Procomm Plus File menu.
 - Click the Connection Directory icon in the action bar.
- 2 Select the class in which to add the new entry.
- 3 Choose New from the Connection Directory File menu, or click New Entry in the Connection Directory action bar.
- 4 Type a name for the new entry in the Name text box.
- 5 Type the dialing properties for this entry.

For modem connections:

- Type the area code and phone number this entry will dial.
- Check Always Dial As Long Distance to have Procomm Plus always include the area code with the number.
- Check Only Dial Number to have Procomm Plus only dial the number as entered in the phone number fields.

Note: Select the appropriate country code in the Country drop-down list if you are adding an international entry.

For Telnet and FTP connections:

- Type the Internet name or IP address of the Telnet or FTP host in the Host/IP Address text box.

For Mail connections:

Type the recipient's Internet mail address in the Mail Address field.

For Newsgroup connections:

- Type the name of the Internet Newsgroup in the News Group text box.

- 6 Specify other options as needed.

The entry name and dialing properties provide the minimum information Procomm Plus requires to make a connection.

Tip: Click the Help button on a dialog box for detailed information on the settings available in the dialog box.

Note: A Data-class entry must use Parity, Data, and Stop bits settings that meet the requirements of the host system. To edit these options, select the entry in the Connection Directory dialog box and click Port Settings > Modem/Connection Properties.

Data- and Telnet-class entries must also specify the Terminal setting that meet the host's requirements. These settings are configured in the Basic Options property page for Data and Telnet class entries.

If you're uncertain about either of these issues, please check with your host's system administrator before making a connection.

- 7 Add other entry classes, if desired.

A Connection Directory entry can have multiple entry classes. For example, in the default pw4.dir Connection Directory, there is an entry for each of the entry classes except the News-class. To add another class for your new entry, just click on the appropriate entry class tab and enter the required information.

- 8 Click OK to store the new entry.

Adding a New Group

A Connection Directory Group is an easy way to manage and maintain related multiple entries.

To create a new group:

- 1 Click the entry classification tab for the new group.
- 2 Select New Group from the Connection menu.

The Connection Directory group editor dialog box displays.



- 3 Type a unique name for the new group.
- 4 Select the entry you want to add in the Available Entries list.

Note: To select multiple entries, click on the first entry, then hold down the Ctrl key and select the other entries.

- 5 Click the right arrow button to add the selected entries to the Group Members list.
- 6 Click OK to close the Group Editor dialog box and return to the Connection Directory window.

The Terminal Window

Elements of the Terminal Window

The Terminal window provides terminal emulation and file transfer services for connections with host systems or Bulletin Board Systems (BBS) over a modem or a direct serial connection. The Terminal window can connect over a network using an Asynchronous Communication Server or ACS, or a telnet connection. The settings for these connections are stored in your Data and Telnet class Connection Directory entries.

To open the Terminal window:

- Choose PROGRAMS > PROCOMM PLUS > DATA TERMINAL from the Windows Start menu.

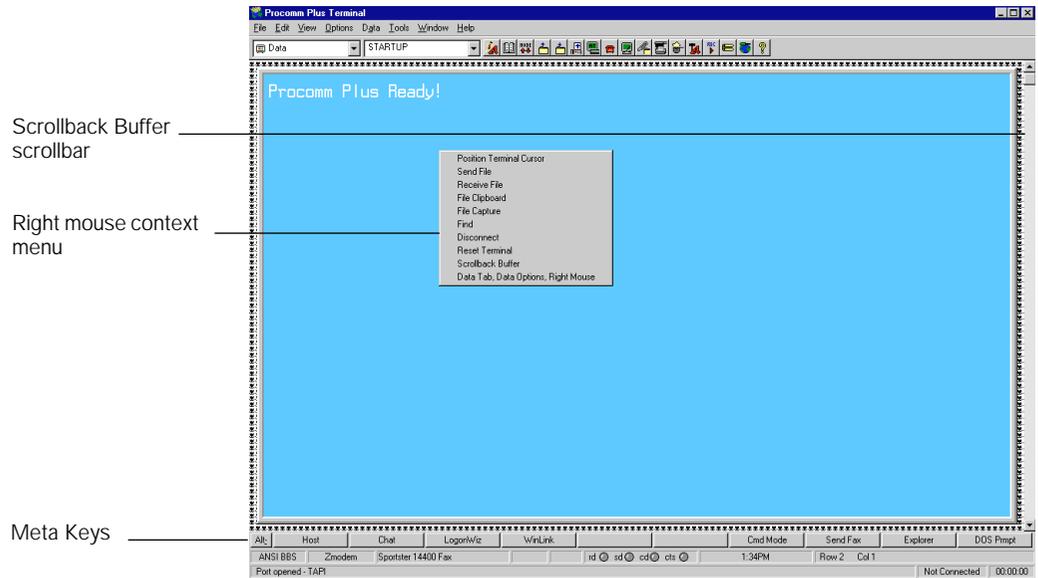
The Terminal Display Area

The Terminal display area consists of:

- The terminal window where information received by your computer is displayed
- Scrollback Buffer scrollbar

Most on-line systems send screens of information by scrolling lines of characters to the Terminal display. When receiving large amounts of data the text may scroll beyond the terminal window's view. Use the terminal window's Scrollback Buffer to view information that has scrolled beyond the terminal's viewing area.

The Terminal Window



To view the contents of the Scrollback Buffer:

Do one of the following procedures:

- Click the up scroll arrow.
- Click the Scrollback Buffer button on the Action Bar.

Note: The scrollbar changes color to indicate that you are viewing the Scrollback Buffer and not the real-time display.

To exit the Scrollback Buffer:

Do one of the following procedures:

- Press <Esc>
- Move the scroll slider down to the end of the scroll bar.

To edit the number of pages stored in the Scrollback Buffer:

- 1 Choose DATA OPTIONS > TERMINAL OPTIONS from the Options menu.
- 2 Type the number of pages you want stored in the Scrollback Pages edit box.
- 3 Click OK.

The Status Line Area

On the bottom of the Terminal window are three rows of buttons representing the following:

- **Meta Keys:** multipurpose, customizable buttons that allow automating tasks.
- **Quick Select line:** displays the current Procomm Plus settings in use. Click on any setting button to edit the properties.
- **Status Line:** displays messages and program information, such as connection information and file transfer status.

Meta Keys

Meta Keys are customizable buttons that allow you to automate many Procomm Plus tasks.

For example, if you run a particular application while you're using the Terminal window, or if you repeatedly send the same text to a host system, you can automate these tasks by assigning the action to a Meta Key button. Each Meta Key file can contain up to forty programmed buttons and can be used for any of the following tasks:

- Transmit text
- Run ASPECT scripts
- Run programs, including Windows applications
- Activate a terminal window menu item
- Generate special terminal emulation key sequences

Note: Meta Keys can be turned on and off from the View menu.

To open another Meta Key file or create a new file:

- 1 Choose DATA OPTIONS > SETUP FILES from the Options menu.
- 2 Do one of the following:
 - Select a new Meta Key file to use from the Meta Keys drop-down list box.
 - Select Create from the Meta Keys drop-down list box to create a new file.

For detailed information on configuring Meta Key file refer to [“Customizing a Meta Key”](#) on page 26.

The Quick Select Line

The Quick Select Line displays the Procomm Plus settings currently being used.



From left to right, the Quick Select Line displays:

- The terminal emulation
- The transfer protocol
- The connection type
- The baud rate and parity settings
- Custom fields.

To change any of the settings:

- 1 Click the setting you want to change.
- 2 Select the new value from the pop-up menu.

Note: The Quick Select line can be turned on and off from the View menu.

The Status Line

The Status Line is used to display messages and program information, including connection time and file transfer status. ASPECT scripts can also use the Status Line as a message area.

Note: The Status Line can be turned on and off from the View menu.

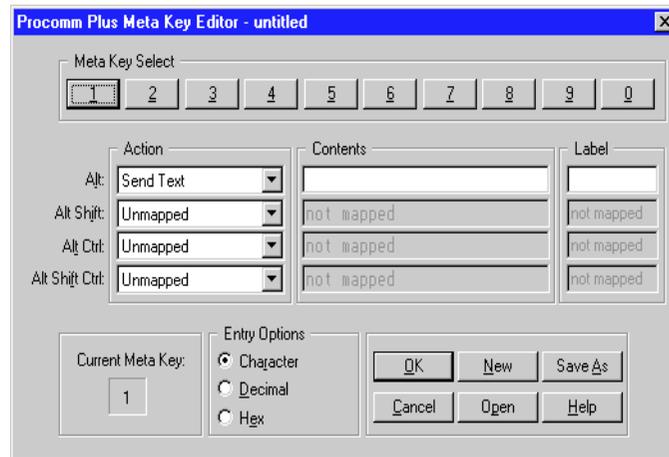
Customizing a Meta Key

A Meta Key is a programmable button that automates a task. For example, user names and passwords are usually required when logging on to a BBS or other host system. A meta key can be programmed to automatically enter these values for you.

To customize a meta key:

- 1 Choose META KEY EDITOR from the Options menu.

The Meta Key Editor displays with the name of the Meta Key file (.key) in the title bar.



- 2 Click the Meta Key button to edit.
- 3 Choose an action to assign to the Meta Key from the Action drop-down list box.

Note: You can select an action for each of four key combinations.

- 4 In the Contents text box enter the appropriate action information. For example, if the metal key is programmed to send text, type the text to send; if the action is to run a script, type the name of the script file.
- 5 Type a label identifier for this meta key in the Label text field.
- 6 Click OK to save the settings and return to the Terminal Window.

The new Meta Keys are displayed on the bottom of the Terminal Window.

File Transfer Protocols

File transfer protocols are used by computers to reduce errors when exchanging data. In any type of connection, both computers must use the same protocol. Some online services let you register a preferred protocol that is used automatically whenever you download a file. Others prompt you to select from a list of available file transfer protocols. Procomm Plus

offers a selection of the most popular file transfer protocols used by online services.

To choose or modify a file transfer protocol:

- 1 Choose DATA OPTIONS > TRANSFER PROTOCOL from the Options menu.
- 2 Select the file transfer protocol from the Current Transfer Protocol drop-down list.
- 3 Modify the protocol settings as required.

Note: Click the Help button on any protocol property page for detailed information on the settings available on the page.

Uploading and downloading files

Whether you are downloading (receiving files) or uploading (sending files), file transfer is a cooperative effort between two computers. To download files after establishing a connection, select one or more files and initiate a file transfer using commands dictated by the online service. To complete the operation you need to initiate file receiving at your end of the connection. Uploading files is much the same, except for the direction of the data flow.

Faxing with Procomm Plus

The Basics of Faxing

The Procomm Plus integrated fax support allows sending and receiving of fax transmissions. Documents from any Windows application can be sent as a fax. Procomm Plus can be configured to automatically answer an incoming phone call as a fax.

Procomm Plus supports fax forwarding and broadcasting, as well as polling for faxes available at other sites. Procomm Plus utilities allow you to view faxes, annotate faxes, process faxes with OCR, and create your own custom cover sheets.

The Telephone Consumer Protection Act

Please note the following special provisions of the Telephone Consumer Protection Act of 1991 as they apply to sending fax transmissions:

“It shall be unlawful for any person within the United States — to use a computer or other electronic device to send any message via a telephone facsimile machine unless such person clearly marks, in a margin at the top or bottom of each transmitted page of the message or on the first page of the transmission, the date and time it is sent and an identification of the business, other entity, or individual sending the message and the telephone number of the sending machine or of such business, other entity or individual.”

Procomm Plus is preconfigured to meet the above requirement. If you edit the fax header settings, verify that these requirements are met on the cover page, within the header, or by your fax modem.

Sending Faxes

Procomm Plus Faxes can be sent using any of the following methods:

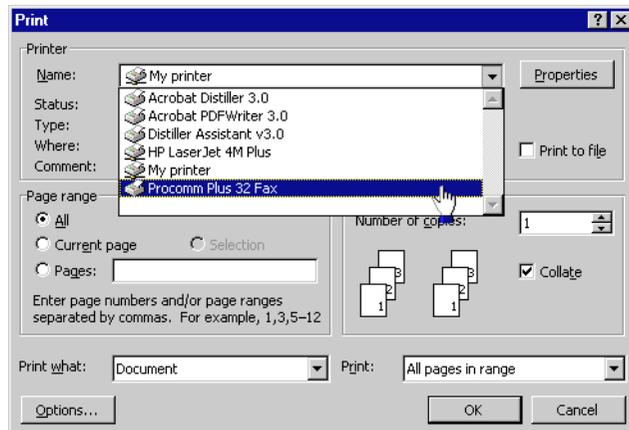
- From a Windows application
- From the Windows Explorer.
- From Procomm Plus

To send a fax from a Windows application:

- 1 Open the document.
- 2 Choose Print from the application's File menu.

The application's printer dialog box displays.

Microsoft's Word
print dialog box



- 3 Select Procomm Plus Fax from the Name drop-down list box and click OK.

The document is sent to the Procomm Plus fax driver and the Procomm Plus Send Fax dialog box displays.

- 4 Do one of the following procedures:
 - Click Connection Directory to select one or more recipients from the Connection Directory.
 - Type the name, fax number, and company name of a recipient in the appropriate text boxes, and click Add to Recipient List.

Note: Special dialing requirements must be included with the fax number when manually adding a fax recipient.

To send a fax from the Windows Explorer:

- 1 Choose FAX TOOLS > FAX STATUS from the Tools menu to open the Fax Status dialog box.
- 2 Select the files you want to fax from the Windows Explorer.
- 3 Right-click and drag the selected files to the Fax Status dialog box.

To send a fax from Procomm Plus:

Do any of the following procedures to open the Send Fax dialog box:

- Select a Fax-class group or entry from the Rapid Connect drop-down list box.
- Select a fax group or entry from the Connection Directory and click Send.
- Choose WIZARDS > SEND A FAX from the Help menu to run the Send A Fax wizard.

Receiving Faxes

If your modem supports Adaptive Answer capability, Procomm Plus can be configured to receive both data and fax calls. Check your modem's documentation if you are unsure.

To automatically receive faxes using Procomm Plus:

- 1 Choose ANSWER OPTIONS from the Options menu and select Procomm Plus Answers Calls.
- 2 Do one of the following procedures:
 - Choose ANSWER OPTIONS from the Options menu and check Data and Fax if your modem supports Adaptive Answer.
 - Choose ANSWER OPTIONS from the Options menu and check Fax only if your modem does not support Adaptive Answer.
- 3 Minimize the Procomm Plus window to continue using another Window application while Procomm Plus wait for the call.

To manually receive faxes using Procomm Plus:

- 1 Choose FAX TOOLS > FAX STATUS from the Tools menu to open the Fax Status dialog box.
- 2 Choose ANSWER FAX NOW from the Fax menu.

Creating a Fax Polling host list

Fax polling is an information distribution method. Fax files available on your host fax system can be downloaded by callers on the host list.

To create a fax polling list:

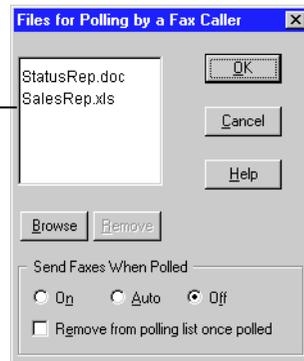
- 1 Choose SELECT FILES FOR POLLING from the Fax menu.
- 2 Click Browse to locate and select the files you want to make available.
- 3 Click Binary Send if you want to transmit the fax document in binary format instead of a fax image format.

Note: Binary documents are editable files while fax image documents are not editable.

- 4 Click Open.

The selected files are listed in the File For Polling By A Fax Caller dialog box.

Files selected for polling are displayed in this window



- 5 [optional] Select a file and click Remove to remove the file from the polling list.
- 6 Do any of the following:
 - Click ON to send the selected files when a caller polls for them.
 - Click Auto to automatically add files from incoming faxes to the fax polling list.
 - Click OFF to disable fax polling.
 - Check Remove From Polling List Once Polled to remove the files from the polling list after they are downloaded.

Note: Do not check the Remove From Polling List Once Polled option if more than one caller is polling for files.

- 7 Click OK to accept the settings and create the .fax and .bft files.
- 8 Choose ANSWER OPTIONS from the Options menu and select both Procomm Plus Answer Calls and Fax options.

Faxing from the Connection Directory

If one or more fax recipients are listed in the Connection Directory, you can send a fax using the preconfigured dialing information for each recipient.

To send a fax from the Connection Directory:

- 1 Do one of the following to open the Connection Directory:
 - Choose CONNECTION DIRECTORY from the Procomm Plus File menu.
 - Click the Connection Directory icon in the action bar.
- 2 Click the Fax tab.
- 3 Do one of the following procedures:
 - Click on a recipient and click Send.
 - Ctrl+click to select multiple recipients and click Send.

The Send Fax dialog box appears displaying the selected Connection Directory entries as fax recipients.

- 4 Click Browse to select the files to fax and click Open.
The selected files are listed in the File(s) To Send list box.
- 5 Click Send to begin the fax transmission.

Faxing During a Voice Call

If a modem has a handset attached, you can send a fax immediately after a voice conversation without making another connection. Use this feature when there is only one telephone line available.

To send a fax after a voice conversation:

- 1 Do any of the following to run the Send Fax wizard:
 - Choose SEND A FAX from the Procomm Plus Tools menu.

- Choose SEND A FAX From the Fax Status window.
 - Click the Send A Fax button on the Procomm Plus toolbar.
- 2 Select the Skip Wizard And Go To The Advanced Fax Utility option.
 - 3 Click Next.
 - 4 Click Browse and select the files you want to fax.

Note: Do not type a recipient name or number. The fax is sent using the voice telephone connection.

- 5 Click Send.
Procomm Plus processes the selected files. Please see [“Generating .fax Files”](#) on page 34 for more information.
- 6 Click Yes to confirm the files are being sent on the current voice connection.
- 7 Hang up the handset when you hear the fax data tone.
- 8 The recipient of the fax must hang up the handset when hearing the fax data tone.

Note: If the recipient is using Procomm Plus, choose Answer Fax Now from the Fax menu before hanging up the handset.

Generating .fax Files

After selecting files for fax transmission and clicking Send, Procomm Plus automatically generates the required .fax files for each selected file.

You can manually generate these .fax files, then use Fax Status or Fax Manager to send the fax or create a polling list at a later time. Use this feature to send the files unattended.

To generate a .fax file:

- 1 Open the document that you want to fax.
- 2 Choose PRINT from the application’s File menu, and select the Procomm Plus Fax printer as the active printer and click OK.
- 3 Click Time and Options on the Send Fax dialog box.
- 4 Check the Send To File option.
- 5 Click Send to generate the .FAX file.

Note: Fax files generated in this manner are stored in the Outbox folder specified in the Options > Fax Options > Fax Paths dialog box.

Annotating a Fax with Text

You can add text and graphics to an incoming fax using the Fax Viewer's annotation tools. After adding text or graphics to the received fax, merge your annotations with the fax, and save the modified fax.

To add text annotations to a fax:

- 1 Open the Fax Viewer using any of the following procedures:
 - Choose FAX TOOLS > FAX VIEWER from the Tools menu.
 - Choose PROCOMM PLUS > FAX VIEWER from the Windows Start menu.
- 2 Choose Open from the File menu and select a fax for viewing.
- 3 Select Show Annotation from the Annotation menu.
- 4 Do one of the following:
 - Click the Text button in the Annotation toolbar.
 - Choose DRAWING TOOLS > TEXT from the Annotation menu.The mouse pointer changes to a small cross-hair symbol.
- 5 Do one of the following:
 - Position the cross-hair symbol at the insertion point in the text and click the left mouse button.
 - Position the cross-hair symbol at the insertion point in the text, hold down the left mouse button as you size the text box, then release the left mouse button.
- 6 Type the new text in the text box.

Note: To modify the text properties, choose Text properties > Font from the Annotation menu.

To adjust the text box size and position:

- 1 Click the Select Object button on the Annotation toolbar.
The text box displays with vertical and horizontal handles.



- 2 Position the mouse over a handle until a directional arrow appears.
Hold down the left mouse button and drag to resize the text box.

To reposition the text box:

- 1 Click the Select Object button on the Annotation toolbar.
The text box displays with vertical and horizontal handles.
- 2 Click inside the text box and hold down the left mouse button while you drag the box to the new location.

To modify the properties of a text box:

- 1 Click the Select Object button on the Annotation toolbar.
The text box displays with vertical and horizontal handles.
- 2 Right-click in the text box and choose Line Width, Line Color, or Fill Color.

Tip: To remove the line around a text box, choose Line Color and select -None- from the Standard Colors drop-down list box.

To merge your annotations with the fax:

- 1 Choose MERGE ANNOTATION from the Annotation menu.
- 2 Choose SAVE from the File menu to save the annotations.

Using OCR to Process an Image

A fax is normally sent as an image of a document and not the actual file. This image document cannot be edited without first converting the image to text format. Procomm Plus provides OCR technology to allow you to convert your incoming faxes to text format.

To convert a fax to editable text:

- 1 Choose FAX TOOLS > FAX STATUS from the Tools menu.
- 2 Open the fax in the Fax Viewer.
- 3 Do one of the following procedures:
 - Choose OCR CURRENT PAGE from the Tools menu to convert the current page only.
 - Choose OCR SELECT PAGES from the Tools menu to select the individual pages you want to convert.

Note: For information on selecting individual pages from the fax viewer, please refer to “Fax Viewer, Selecting Pages,” in Procomm’s online help system.

- 4 Type a name for the output text file and click OK.
The text file is created and displayed in the Fax Viewer Editor.

Note: For more information about the OCR Editor, please refer to the Procomm Plus help system.

Editing the OCR file

After converting the fax to a text file format, Procomm Plus displays the file in the Fax Editor Window. Misspelled words and other unrecognizable text are highlighted.

To edit the OCR text file:

- 1 Do any of the following procedures:
 - Select the misspelled word and correct it or choose Mark Word As Correct from the Speller menu.
 - Choose Find Next from the Speller menu to locate the next highlighted text.
 - Choose Find Special Marker from the Find menu to locate any character determined unreadable by the OCR.

To close the editor and return to the Fax Viewer:

- Choose EXIT from the File menu.

Customizing Your Cover Sheet

The Procomm Plus Cover Sheet Editor lets you create personalized cover sheets for your outgoing faxes.

For detailed instructions on creating and modifying fax cover sheets, please refer to the Procomm Plus online help system. This information is indexed under "Cover Sheet Editor."

Working on the Internet

Introducing the Internet

Procomm Plus includes a fully integrated suite of Internet tools to allow quick access to your favorite Internet sites. You can add a Connection Directory entry for an Internet mail address, a Usenet newsgroup, or a Telnet host. Select the site from the Rapid Connect list to quickly connect.

Internet Basics

The Internet is a world-wide, global network composed of smaller, local networks. All systems on the Internet are interconnected using the Transmission Control Protocol/Internet Protocol (TCP/IP). In order to keep of all computers communicating, special addressing schemes and communication protocols are required.

Internet Addresses

All computers on the Internet have unique numerical addresses called IP addresses. These addresses are composed of four numbers separated by periods; each of these numbers is called an octet. For example, 149.17.36.10.

Since it is easier to remember names rather than four octets, computers referred to as domain name servers (DNS) link alphanumeric names to IP addresses. For example, if ftp.xyzcorp.com is associated with the IP address of 149.17.36.10, you can connect to the site by typing ftp.xyzcorp.com.

An IP address not only specifies the location of an Internet site, but identifies a computer when it is connected to the Internet. Some Internet Service Providers (ISP) assign an IP address to each user account. Others

assign IP addresses as they are needed; each time you log on to the service, a different IP address is assigned to your PC.

Procomm Plus Internet Tools

Procomm Plus includes the following set of integrated Internet tools:

- The Internet Mail Client allows you to conveniently retrieve, read, and reply to your Internet mail messages, and to compose messages to others. See [“Retrieving and Replying to Internet Mail”](#) on page 40 for more information.
- The Internet News Reader allows you to read, reply to, and navigate the large quantity of messages available within Usenet newsgroups. You can easily navigate the newsgroups while you are connected to the Internet, retrieve messages, and store them for off-line viewing. [“Searching for Newsgroups”](#) on page 41, [“UUdecoding a Binary File”](#) on page 42, [“Composing a Newsgroup Article”](#) on page 43, and [“Reading News Articles Off-line”](#) on page 44 provide all the details you need to immediately take advantage of the Usenet newsgroups.
- The FTP window allows you to transfer and manage files to and from an FTP host system. See [“Connecting to an FTP Host”](#) on page 45, and [“Sending and Receiving Files with FTP”](#) on page 46, for more information.
- The Telnet window provides terminal communication and file transfer over TCP/IP networks, to Telnet hosts. The Telnet window is a special version of the Terminal window, and supports many of the features described in [Chapter 3, “The Terminal Window”](#) on page 23.

Retrieving and Replying to Internet Mail

Procomm's Internet Mail Client allows you to retrieve, read, and reply to Internet mail.

To open the Internet Mail Client:

- Choose `CHANGE WINDOW > INTERNET MAIL` from the Window menu.

To retrieve mail:

- Choose `SEND AND RECEIVE MESSAGES` from the Message menu to retrieve mail from your mail server.

The Internet Mail Client checks the server identified in the Mail Server property page and lists all new mail messages.

Note: New messages are stored in the Inbox folder and appear in bold text until you view them.

Please refer to the Procomm Online Help system for more information about the Internet Mail Client.

To view messages:

- 1 Select a message in the message list.
- 2 Choose DISPLAY MESSAGE from the Message menu.

To reply to a message:

- 1 Choose REPLY from the Message menu.
- 2 Type the reply message and choose SEND MESSAGE from the Message menu.

Searching for Newsgroups

You can use the Internet News Reader to find information on the Internet if you have provided a news server IP address in the News Server property page.

To enter a new server address:

- 1 Choose NEWS OPTIONS > NEWS SERVER from the Options menu.
- 2 Type a news server DNS name in the News Server Address field.
- 3 Type a login name and password if required by the News Server.
- 4 Click OK to save your changes.

To search for newsgroups:

- 1 Choose New Window > News from the Window menu.
- 2 Choose FIND from the Edit menu.
- 3 Click newsgroups to search for a newsgroup name.
- 4 Type the keyword to use for the search and click Find First.

The Internet News Reader searches for the first occurrence of the keyword and updates the Find dialog Search Status group box with the complete name of the found newsgroup.

- 5 Click Find to continue to search.

To browse the newsgroup's headers:

- 1 Double-click on the folder representing the newsgroup in the Folders tree. The Internet News Reader retrieves the headers available for the newsgroup from your news server.

Note: If there is an arrow next to the newsgroup name, there are no articles available, but there are subfolders that might contain articles; click on the <+> indicator to expand its contents, and double-click on a folder to retrieve its headers.

- 2 Select a header and click the View Article button on the Action Bar to view the entire article in the Read Article window.
- 3 [optional] Choose Add Group to Connection Directory from the News menu to add this newsgroup to the connection directory.

Note: A newsgroup added to the connection directory can be quickly connected to at a later time by selecting the newsgroup from the Connection Directory list.

UUdecoding a Binary File

In addition to standard text messages, newsgroup articles can also contain binary files that have been encoded for transport across the Internet. Typically, these binary files are UUencoded for posting to Usenet newsgroups. To use an encoded file, you must first decode it.

To decode a binary file:

- 1 Determine if there is a UUencoded attachment.

An attached file is typically indicated in a newsgroup article by including a numbering sequence or filename in the article's Subject field. For example:

- A modeled ORC (orc.jpg 4/5)
- Network OSI (MODEL.GIF) (1/1)
- The newest graphic of the shuttle. 5/11

Note: Binary file attachments can include multiple articles. If several articles contain identical subject fields, with the exception of a fraction at the end, they probably contain an encoded binary file.

- 2 Do any of the following procedures:
 - Click on an article to select it.
 - Click on the first article, hold down the Shift key and click the last article to select all articles in a group.
 - Ctrl+click to select multiple articles not in a group.
- 3 Click the Get And Decode Articles button on the action bar.

The Internet News Reader begins retrieving the articles you selected and displays the Getting Article status dialog:

The decoded files are saved in the path specified in the Properties page of the Internet Setup dialog box.

Note: For more information on UUencoding and other encoding schemes, see the “Internet News Reader, encoding settings” and “UUdecoding” topics in the Procomm Plus help system.

Composing a Newsgroup Article

When you reply to an existing article in a newsgroup, your article becomes a thread to that article. If you have a question on a new topic, you must post a new article.

To compose a new article:

- 1 Choose COMPOSE NEW ARTICLE from the News menu.
- 2 Type the name of the newsgroup receiving the article.

Note: If you created a News entry for the newsgroup in the Connection Directory, you can select the entry from the drop-down list box.

- 3 Type a descriptive comment for your message in the Subject field.

Make your subject text clear and concise to allow users to locate and respond to your article. If you are attaching a file to your article, the Internet News Reader automatically provides the file name as the subject.
- 4 Type your article’s message in the edit box at the bottom of the New Article window. You can use the standard Windows editing keys, including copy, cut, and paste.

- 5 [optional] Do any of the following:
 - Choose IMPORT TEXT from the File menu to import the contents of a text file into the body of the message.
 - Choose ATTACH/ENCODE FILE from the News menu to attach a file to the article.
- 6 Choose POST/SEND ARTICLE from the News menu to post the new article to the newsgroup.

Note: The Internet News Reader automatically appends a signature file to the message if one is configured in the Internet Setup > User Info property page.

Reading News Articles Off-line

To reduce online connection costs, you can download selected articles to the local PC and review them after disconnecting from the Internet.

To download articles to the local PC:

- 1 Do one of the following to select articles:
 - Click on an article to select it.
 - Click Ctrl+article to select multiple articles.
- 2 Do one of the following to tag articles:

Choose MARK ARTICLES > TAG > ALL from the News menu to tag all articles.

Choose MARK ARTICLES > TAG > SELECTED from the News menu to tag only selected articles.
- 3 [optional] Choose MARK ARTICLE > UNTAG from the News menu to untag an article.
- 4 Choose Get Tagged Articles from the News menu to begin downloading the tagged articles.

The Internet News Reader displays a status dialog as it retrieves the articles.
- 5 View the retrieved articles in the Unread Newsgroups section.
- 6 Double-click a group folder to display the articles in the folder.

To read an article:

- 1 Do one of the following:
- 2 Double-click on the article.
- 3 Select the article and click the View Article button on the Action Bar.

Connecting to an FTP Host

You can connect to an FTP host using any of the following Procomm Plus modes:

- Connection Directory
- Rapid Connect list box
- Manual Connect

To connect using the Connection Directory:

- 1 Choose CONNECTION DIRECTORY from the File menu.
- 2 Click the FTP tab.
- 3 Click an entry to select it.
- 4 Choose CONNECT from the Connection menu.

To connect using Rapid Connect

- 1 Click the Rapid Connect list box to display the Connection Directory entries.
- 2 Click the Plus symbol (+) next to the FTP folder to view the entries in that folder.
- 3 Select the entry to connect to.

To connect manually:

You can connect to a host system without adding the host information to the Connection Directory.

- 1 Do one of the following:
 - Choose MANUAL CONNECT from the FTP menu in the FTP window.
 - Choose the FTP entry class selection and choose MANUAL CONNECT from the Connection menu in the Connection Directory window.
- 2 Type the FTP host address in the Host/IP field.
- 3 Click OK to start the connection.

Note: The settings in the Manual Connection dialog are similar to those available in an FTP-class Connection Directory entry. For more information on their usage, see the “FTP Entries” topic in the Procomm Plus help system.

Sending and Receiving Files with FTP

After connecting to an FTP host, you can browse folders on both the local and remote systems and transfer or receive selected files.

To transfer files:

- 1 Browse the folders on both systems.
The FTP window displays the files and folders in the current path of each system in separate window panes. The left pane displays the local path; the right pane displays the remote path. Each system’s current path is shown above its respective pane.

Note: To select a specific path, select CHANGE FOLDER from the File menu of the local or remote path.

- 2 Choose COPY from the Edit menu to copy the file to the Windows Clipboard.
- 3 Select the destination folder.
If you are sending a file, select the destination folder for the file in the Remote Path pane; if you are receiving, select the destination folder in the Local Path pane.
- 4 Paste your selection from the Clipboard.
Choose Paste from the Edit menu to paste the selected file to the destination folder.

Note: Some host systems may restrict file transfers. Contact the host system administrator for information regarding these restrictions.

Configuring Procomm Plus

An Introduction to Setup

The default settings used in Procomm Plus should satisfy most communication requirements. However, these default settings can be modified when necessary. Additionally, you can save the new settings as a separate configuration and selectively assign it to Connection Directory entries.

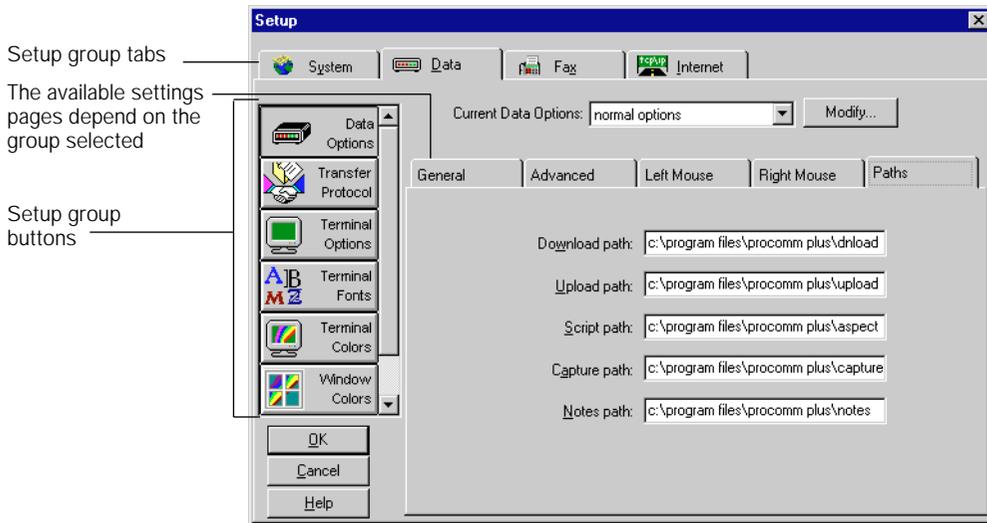
The Setup dialog boxes contain configurations for the following modes of operation:

- **System:** Global settings that affect all Procomm Plus communication modes.
- **Data:** Settings specific to the Terminal Emulation mode of operation.
- **Fax:** Settings specific to Procomm's fax operations.
- **Internet:** Settings specific to Procomm's Internet connections.

To modify a Procomm setting:

- 1 Choose DATA OPTIONS > GENERAL from the Options menu.

The Setup dialog box displays.



- 2 Click the appropriate tab to display the options dialog box.
- 3 Click the appropriate option group on the left to display the configurations available for the selected group.

Note: Click the Help button to display online help for the selected configurations.

- 4 Do one of the following procedures:
 - Click OK to save the changes and close the Setup dialog box.
 - Click Modify and Choose Save As to create a new configuration file.

To assign a configuration to a Connection Directory entry:

- 1 Do one of the following to open the Connection Directory:
 - Click the Connection Directory icon in the toolbar.
 - Choose CONNECTION DIRECTORY from the File menu.
- 2 Click an entry to select it; ctrl+click to select multiple entries.
- 3 Click Basic Options.
- 4 Choose the new configuration from the Data Options drop-down list and click OK.

The entries selected will use the settings configured in the data options configuration file.

Installing a New Modem

If your modem was connected to your PC when you installed Windows, the operating system added a modem in the Modems folder of the Windows control panel. Procomm Plus uses this modem definition for modem connections.

If your modem was not present at the time of the Windows installation, or if your modem has changed since the installation, run the Procomm Plus modem wizard to configure Procomm for the new modem.

To install a new modem:

Perform one of the following procedures:

- Choose WIZARDS from the Help menu and select Configure Modem.
- Choose SYSTEM OPTIONS>MODEM CONNECTION from the Options menu and click Add New Modem/Connection.

ISDN Modems

Integrated Services Digital Network (ISDN) is a digital telecommunication network that is becoming increasingly popular because of its ability to transmit data at speeds up to 10 times faster than modems.

Procomm Plus supports ISDN connections using the Telephony Application Programming Interface (TAPI).

Installing Dial-up Networking

Windows Dial-Up Networking must be installed on the PC before a dial up connection to the Internet can be made. Please consult your Windows documentation for information on Dial-up Networking installation.

Installing Remote Access Service In Windows NT 4.0

Windows NT Remote Access Service (RAS) must be installed on the PC before a dial up connection to the Internet can be made. Please consult your Windows documentation for information on Remote Access Service installation.

Procomm Plus Utilities

What are the Procomm Plus Utilities?

Procomm Plus includes utilities that help increase productivity. Some utilities, such as the ASPECT Editor and the Scheduler, are complete, stand-alone applications, while others, like the Action Bar Editor, are used with Procomm Plus.

Procomm Plus utilities include:

- **Action Bar Editor:** a tool that allows you to create your own Action Bars, or modify existing Procomm Action Bars. For more information, see the “Action Bar Editor” topics in the Procomm Plus help system.
- **ASPECT Editor:** a text editor capable of handling very large text files. Designed primarily for ASPECT programmers, it is an excellent general purpose Windows editor for any ASCII text file. The ASPECT Editor is detailed in the “ASPECT Editor” help system topics.
- **Caller ID Directory Editor:** a utility that allows you to create and maintain lists of Caller IDs. You can use these lists to grant or deny access to your computer, and to specify how Procomm Plus should respond when answering an incoming call from a particular Caller ID. For more information, see [“Adding a Caller ID Record”](#) on page 54.
- **Cover Sheet Editor:** a tool that allows you to create custom cover sheets for your faxes, or modify existing Procomm cover sheets. For more information, see [“Customizing Your Cover Sheet”](#) on page 38.
- **Dialog Editor:** a tool that allows you to create and edit ASPECT script file dialog boxes. For more information refer to the Dialog Editor online help system.
- **Image Viewer:** a utility that allows you to view graphic images, such as .jpg, .bmp, and .wmf files. For more information, please refer to the “Image Viewer” topic in the Procomm Plus help system.

- **QWK Mail Viewer:** a utility for reading and replying to messages and electronic mail from bulletin board systems that offer QWK mail services. For more information, see [“Retrieving and Opening a QWK Packet”](#) on page 56, and [“To create a QWK Mail Reply:”](#) on page 57.
- **Scheduler:** a utility that can run any DOS or Windows application, at a pre-determined date and time, or at regular intervals. For more information, see [“Scheduling a Task”](#) on page 52.
- **User Window Editor:** a tool that allows you to build graphic icons that display in the Procomm Plus Terminal workspace. For more information, please refer to the User Window Editor help topic in the Procomm Plus online help system.

Scheduling a Task

Use the Scheduler to run any DOS or Windows application, including Procomm Plus, at a pre-determined date and time, or at a regular intervals.

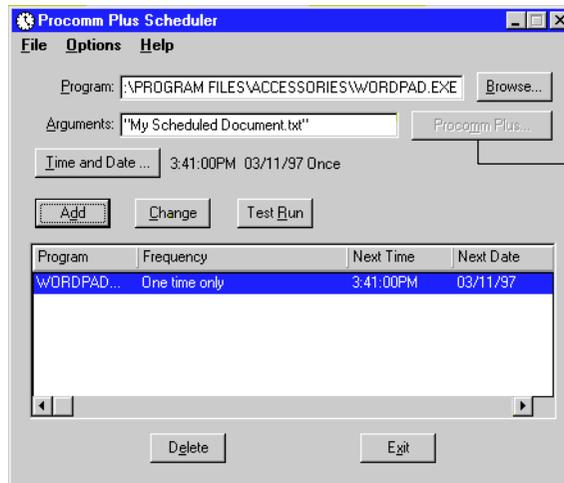
To run the Scheduler utility:

- 1 Do one of the following procedures:
 - Choose SCHEDULER from the Procomm Plus Tools menu.
 - Choose PROGRAMS > PROCOMM PLUS> PROCOMM PLUS UTILITIES > SCHEDULER, from the Windows Start menu.

To schedule a task:

- 1 Choose SCHEDULER from the Procomm Plus Tools menu.

The Procomm Plus Scheduler dialog box appears.



The Procomm Plus button is only available if pw4.exe is the scheduled executable

- 2 Do one of the following procedures:
 - Type the application or program to run, including the complete path to the application or program.
 - Click Browse to locate and select the application or program and click Open.
- 3 Type any arguments [commands], you want to pass to the application or program. For example, if you schedule to run Microsoft Word, type the name of a document to open.
- 4 Click Time And Date to select the date, time, and frequency of the scheduled task.
- 5 Click Add to add the task to the scheduled task list.
- 6 Click Test Run to verify that Scheduler can successfully run the task.
- 7 Click Exit to save your settings and return to the Procomm Plus terminal window.

Note: Scheduler must be running to launch a task. You can run Scheduler automatically each time you run Windows by creating a shortcut to pwsche32.exe. Consult your Windows documentation for information on creating shortcuts.

Scheduler Options

The options available in the Procomm Scheduler allow you to define the days and time of a work week, automatically run expired events and delete completed events.

To define the work week:

- 1 Choose SCHEDULER from the Procomm Plus Tools menu.
- 2 Choose DEFINE WORKDAYS from the Scheduler Options menu.
- 3 Check the days you want to include in a week.
- 4 Select the start and end time for a day.
- 5 Click OK.

To configure Scheduler to automatically run expired events:

- 1 Choose SCHEDULER from the Procomm Plus Tools menu.
- 2 Check Run Expired Events.

Scheduler must be running to launch a scheduled task. If Scheduler is not running when a task is scheduled, the expired scheduled event will automatically run the next time Scheduler is launched.

To delete completed scheduled events:

- 1 Choose SCHEDULER from the Procomm Plus Tools menu.
- 2 Check Delete Completed Events.

A scheduled event is automatically deleted from the scheduled task list after it is successfully run.

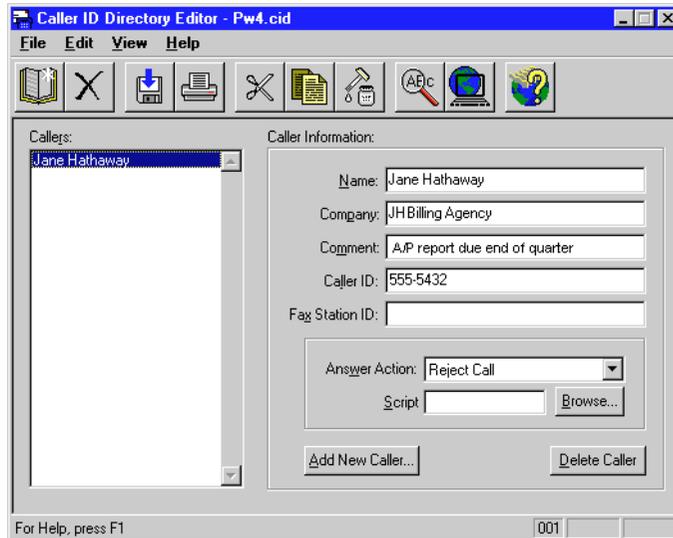
Adding a Caller ID Record

The Caller ID Directory Editor allows you to create and maintain lists of Caller ID's. You can then use these lists to grant or deny access to your computer, and to specify how Procomm Plus should respond when answering an incoming call from a particular Caller ID.

To add a Caller ID Record

- 1 Choose CALLER ID DIRECTORY EDITOR from the Procomm Plus Tools menu.
- 2 Click Add New Caller.

The Add New Caller dialog appears.



- 3 Type a name for this entry in the Name text box. This is the name displayed in the editor.
- 4 [optional] Type a Company name and Comment in the appropriate text box.
- 5 Type the Caller ID values for this entry.

The Caller ID information is usually the phone number of the caller, but you may need to verify this with your phone company. If the caller has a Fax Station ID, click in that text box and type the appropriate value.

- 6 Select the Answer response for this caller ID entry from the Answer Action drop-down list box.

If you select Connection Default, Procomm Plus answers the call based on the setting selected in the OPTIONS > ANSWER OPTIONS cascading menu. If you select the Data And Fax option, Procomm Plus relies on the Adaptive Answer capabilities of your modem and Windows to distinguish between a fax or data call. The Data And Fax option cause Procomm Plus to answer the incoming call with the Terminal or Fax Status window. If you select Reject This Call, Procomm Plus ignores any calls associated with this Caller ID entry.

To associate an ASPECT script with the caller, type the filename in the Script field, or click on the Browse button to locate and select a script from an Explorer dialog.

Click OK to add the entry to the database.

To configure Procomm Plus to use Caller ID entries:

- 1 Choose SYSTEM OPTIONS > SYSTEM OPTIONS from the Options menu.
- 2 Click the System tab.
- 3 Check the Use Caller ID system option.

Incoming calls are answered using the Caller ID Directory Editor options. (Refer to the Procomm online help system for more information. Index under EDITORS>CALLER INFORMATION EDITOR.)

Retrieving and Opening a QWK Packet

Many bulletin board services (BBS) offer QWK mail service to their clients. If you access a BBS that offers this service, you can read and reply to messages with the Procomm Plus QWK Mail Viewer.

To use QWK Mail:

- 1 Connect to a Bulletin Board Service (BBS) and download your message packet.

Note: The procedure for downloading packets and the protocol used are dependent upon the BBS you are calling. Following the instructions provided by the BBS you are calling.

- 2 Logoff the BBS.
- 3 Choose QWK MAIL VIEWER from the Procomm Tools menu.
- 4 Choose OPEN PACKET from the QWK Mail Viewer File menu.
- 5 Do one of the following:
 - Select the QWK packet you want to view.
 - Navigate to the folder containing the mail packet and select the packet you want to view.

The viewer expands and displays the first message in the packet.

- 6 Choose NEXT from the Messages menu to read the next message in the packet.

To create a QWK Mail Reply:

- 1 Choose **REPLY TO MESSAGE** from the Messages menu.
The viewer displays the reply dialog box with the From, To, and Subject fields filled in.
- 2 Type your message in the text box on the bottom of the reply dialog box
- 3 Click the Save button on the Viewer's action bar to add your message to a reply packet (.rep)
- 4 Reconnect to the BBS and upload your reply packet.

Service and Support Solutions

Service and Support information is available from the Online Help System of your Symantec product. Choose the Service and Support topic from the online Help Index page.

StandardCare Support

Connect to Symantec Service and Support site at www.service.symantec.com for a complete selection of technical support options and customer services, including product knowledgebases, interactive troubleshooter, Frequently Asked Questions (FAQ), Chat Now! (interactive chat), and more!

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Fee-based telephone support services are available to all registered customers. For complete information, please call our automated fax retrieval service, located in the United States, at (800) 554-4403 or (541) 984-2490, and request document 070.

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