FRITZ!

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Typographical Conventions

The following typographical conventions and symbols are used in this manual to make it more readable and to emphasize important information:

Highlighting

The following table presents a short overview of the highlighting conventions used in this manual.

<table>
<thead>
<tr>
<th>Highlighting</th>
<th>Function</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quotation marks</td>
<td>Keys, buttons, program icons, settings</td>
<td>“Start / Programs” or “Enter”</td>
</tr>
<tr>
<td></td>
<td>pages, menus, commands</td>
<td></td>
</tr>
<tr>
<td>Capitals</td>
<td>Paths and file names in running text</td>
<td>DOCS\PCI.PDF or CAPIPORT.HLP</td>
</tr>
<tr>
<td>Pointed brackets</td>
<td>Variables</td>
<td>&lt;CD-ROM drive&gt;</td>
</tr>
<tr>
<td>Typewriter font</td>
<td>Entries made using the keyboard</td>
<td>a:\setup</td>
</tr>
<tr>
<td>Gray italics</td>
<td>Hints, instructions and warnings; always accompanied by a symbols in the margin</td>
<td>... For more information, see...</td>
</tr>
</tbody>
</table>

Symbols

The following symbols used in the manual always appear with gray, italicized text:

*Indicates especially important instructions that absolutely must be observed to ensure correct functioning.*

*FRITZ! marks useful tips to assist you in working with the product.*
1 Introduction

Welcome to FRITZ!, the compact and capable software for PC-based telecommunications over ISDN!

FRITZ! consists of several software modules that make the various ISDN services convenient to use:

FRITZ!web permits simple dial-up Internet access. Thanks to channel bundling and data compression, Internet connections with extremely high data transmission speeds can be established. The option of automatically clearing down idle connections saves connection charges, regardless of the rate charged on the line. By creating a schedule to change providers automatically, you can take advantage of the lowest rates for every time of day.

FRITZ!fax allows you to send telefax documents (Group 3 = common analog fax) without leaving your Windows applications, and to receive faxes directly on your PC. Incoming faxes can be forwarded by e-mail as attachments. To reject unwanted commercial faxes, you can restrict incoming call acceptance in the program’s settings.

FRITZ!data is a file manager which allows fast, secure data transfer from one computer to another over ISDN, without always relying on an Internet service. You can also access FTP servers during an active Internet connection.

With FRITZ!fon you can make phone calls using your computer and take advantage of many ISDN telephony features. FRITZ!fon allows your computer to exchange SMS messages over an SMS center. In the integrated answering machine, individual messages can be configured for calls from various numbers or callers, or at various times of day. Incoming messages can be forwarded as e-mail attachments.

The FRITZ! Address Book stores your communications partners’ numbers, together with all the connection parameters. The Address Book provides each FRITZ! module with the information needed for its connections.
1.1 Installation Requirements

To install and use FRITZ! you will need:

- A computer with an Intel or AMD processor and hardware suitable for the operating system
- Microsoft Windows XP, Me, 2000 or Windows 98
- An ISDN-Controller with CAPI 2.0 driver software to support the protocols X.25, X.75 and Group 3 fax. We recommend the AVM FRITZ! family of ISDN-Controllers and the AVM ISDN-Controller B1 family. The ISDN-Controller should be installed before you begin installing FRITZ!. See your ISDN-Controller manual for instructions.
- To operate FRITZ!fon, you must have a sound card and driver with full-duplex capability, and suitable sound input/output equipment (such as a headset).
- To ensure security during remote playback of your FRITZ!fon answering machine, the driver software of your ISDN-Controller must support DTMF (touch-tone) dialing.

If your system meets these requirements, follow the instructions in the next chapter to install FRITZ!.

1.2 Package Contents

The FRITZ! package contains:

- The software on CD
- This manual
2 Installing FRITZ!

This chapter describes the first installation of the FRITZ! communications software.

2.1 Starting Installation

If you have bought a FRITZ!Card, the first step is generally to install the card in the computer (follow the installation procedure in your ISDN-Controller manual). Then the FRITZ! software can be installed using the integrated installation program for all software components.

As soon as the installation of the driver software for your FRITZ!Card has been completed, you can install the FRITZ! communication software. Read the following sections for instructions.

2.2 Configuration During Installation

1. After the welcome screen, you are prompted to enter the name of the folder in which the FRITZ! communications software is to be installed.

2. Next, specify the program group for FRITZ! in the Start menu.

3. Then choose between performing a simple installation or an installation with configuration.
   - If you choose “Installation”, FRITZ! will be installed with the default parameters. All default settings can be changed in the individual FRITZ! modules after installation. See the Online Help for more information. If you choose “Installation”, FRITZ! is installed on your computer now. To complete the installation, continue reading from Step 7 on page 10.
   - If you choose “Installation and configuration”, you will be prompted to set a number of basic options. Confirm each of your entries by clicking “Continue”. Enter the settings as follows:
4. First you are asked whether your ISDN line is a PBX extension. If your computer’s ISDN adapter is connected directly to the ISDN BRI, make sure the “Private Branch Exchange (PBX)” option is not checked. If your ISDN adapter is connected to a PBX extension, but the extension is set for automatic outside line access (i.e., without an outside line prefix), then you should also make sure this option is not checked.

5. If your line is a PBX extension that requires a prefix for outside dialing, check the “Private Branch Exchange” option. This activates the additional options below.

**Outside Line Access**
Enter your outside dialing prefix (the digit you must dial to obtain an outside line, usually “0”).

**Minimum length of external numbers**
Enter the minimum number of digits that external numbers have. For example, if extension numbers in your PBX have three digits, enter “4”.

The FRITZ! modules use this entry to determine whether the numbers you dial are extensions within your PBX or outside calls, and add the outside dialing prefix where appropriate.

For most ISDN PBX systems you can simply confirm the default settings, “0” for the “Outside Line Access” and “4” for “Minimum length of external numbers”.

6. Next, the setup program asks you to enter the following parameters for FRITZ!fax.

**Fax Number (MSN)**
Enter the MSN (Multiple Subscriber Number) of the ISDN line to be used to send and receive faxes on your PC.

**Station Code**
The station code is the number that appears on the display of the receiving fax machine or fax software when you send a fax. Usually this should be the number at which you would like to receive faxes, i.e. the same num-
ber entered in “Fax Number” above. The station code may have up to 20 characters, and consist of digits, spaces and the plus sign “+” only.

Header
The fax header can consist of up to 32 characters (including spaces). This text appears at the top of each fax page you send.

7. Next, choose which FRITZ! application modules should be started automatically when Windows starts up.

8. If messages now appear for the Windows Logo Test, it is safe to ignore them and to select the button “Continue Anyway”.

9. Finally, you may install the AVM ISDN CAPI Port Driver. For more information, see the manual of your ISDN-Controller or the Help file CAPIPORT.HLP.

10. After all of the necessary information has been entered, the program files are copied to the specified folder. Afterwards you are prompted to restart Windows.

This concludes the installation of FRITZ!. You can start the FRITZ! program modules using the shortcuts in the Start menu.

2.3 Where to Find What After Installation

The setup program installs an icon to the desktop called “FRITZ! ISDN and Internet”. Double-click this FRITZ! icon to view a menu of all the FRITZ! modules for faster launching.

As you work with FRITZ!, for instance collecting Address Book entries and other information, certain data is updated frequently on your computer. These files are saved in the “FRITZ!” folder under Windows’ “Application Data”. The default path depends on your operating system:

- Windows XP/2000
  C:\DOCUMENTS AND SETTINGS\USER NAME\APPLICATION DATA\FRITZ!

- Windows Me/98
  C:\WINDOWS\APPLICATION DATA\FRITZ!

10   FRITZ! – 2 Installing FRITZ!
2.4 The Next Steps

Before FRITZ! can go online, the applications interface CAPI 2.0 for your ISDN-Controller must be loaded. See your ISDN-Controller manual for details.

If you performed an installation with configuration, you can start working with FRITZ! immediately by opening the programs from the Start menu. If you performed a simple installation, open a FRITZ! module and check the settings for operation at a PBX first before you begin working.

If you want to operate FRITZ!fax and FRITZ!fon at the same time, each module must be assigned a unique multiple subscriber number (MSN).

FRITZ!fax and FRITZ!fon both respond to the service indicator “Audio”. If both of these modules used one ISDN number, incoming fax calls would be answered by FRITZ!fon. Calls can be directed to the correct application only by assigning distinct MSNs!

Start each program and open its “Settings” dialog. Click the “ISDN” tab and then enter a different one of your ISDN line’s MSNs for each module. For more information, see the sections on the individual modules in this manual and in the Online Help.

For the latest information about FRITZ! which was not yet available at the time of printing, see the FRITZ! README file in the FRITZ! program group.
2.5 Removing FRITZ!

FRITZ! can be completely removed from your system by clicking the Add/Remove Programs icon in the Windows Control Panel.

*If you then want to re-install FRITZ! and retain existing entries in your Fax Journal, Access Protection database or Address Book, you should make backup copies of certain files before removing the program. To find these files, see “Where to Find What After Installation” on page 10.*

To remove FRITZ! from your computer, proceed as follows:

1. Select “Start / (Settings) / Control Panel”, then double-click the “Add/Remove Programs” icon.
2. Click the “Change/Remove” button.
3. Select the entry “AVM FRITZ!” in the following list and confirm with “Change/Remove”.
4. If the uninstall program reports that not all files could be removed completely, delete the remaining files in the FRITZ! folder using the Windows Explorer.
3 FRITZ! in Brief

This chapter presents basic information about the FRITZ! modules.

The first section describes the basic configuration settings of the FRITZ! modules which should be made by all users. This is followed by short instructions about the individual FRITZ! modules.

For more detailed information on configuration and operation of the FRITZ! modules, see the comprehensive chapters in this manual and in the Online Help.

3.1 General Settings

Individual settings can be configured for each FRITZ! module. Specify your individual preferences using the “Settings” command available in each module.

The following settings should be configured before you start working with FRITZ!.

- If your ISDN line is a PBX extension, make sure FRITZ! is configured accordingly.
- Define the MSNs for which each individual FRITZ! module accepts incoming calls.
- Select telephone service providers (call-by-call providers) to reduce your telephone charges.

Make the settings for operation at a PBX and the selections for call-by-call providers in one FRITZ! module; they will be applied to the other FRITZ! modules automatically.

See the following sections for instructions about how to make the general settings.
Using FRITZ! on a PBX Extension Line

Select the options required for operation on a PBX extension line on the “PBX” page.

*Settings on the “PBX” page affect all FRITZ! modules.*

If your ISDN line is a PBX extension with automatic outside dialing, the “Private Branch Exchange (PBX)” option must be deactivated.

If your computer is connected to an extension which requires a prefix for outside dialing (usually “0”), activate the checkbox “Private Branch Exchange (PBX)”. The following options are then available:

**Outside line access**

Enter here the number used in your PBX to obtain an outside line, usually “0”.

**Minimum length of external numbers**

Enter the minimum number of digits that external numbers have. For example, if extension numbers in your PBX have three digits, enter “4”.

**Unit charge**

Enter here the charge for one unit of transmission from your ISDN provider.

**Numbers**

Activate the option “Replace ‘+’ in number with” if you use the plus sign “+” in as an international dialing prefix in your Address Books. FRITZ! can automatically convert the “+” into your international dialing prefix on dialing.

For more information, see the comprehensive Online Help.
Controlling Call Acceptance

The “ISDN” dialog page contains settings for call acceptance. This page is found in the Settings dialog in the modules FRITZ!data, FRITZ!fax and FRITZ!fon.

Incoming fax call acceptance
FRITZ!fax and FRITZ!fon both use the “voice” service indicator, it is necessary to disable the “all incoming calls” option and assign these modules different MSNs.

My MSN (outgoing caller ID)
This is the number that the FRITZ! module uses to make outgoing calls. When a connection is established, this number is the caller ID displayed to the remote partner. Select the option “Suppress caller ID (CLIR)” to prevent transmission of the number entered here.

The “CLIR” feature must be supported by the local exchange.

All other options on the “ISDN” page are specific to the individual programs. They are described in the Online Help for each FRITZ! module.
Cost-saving Connections with Call by Call

The “Call by Call” page allows you to select the cheapest telephone carrier for each connection individually, just as you can when dialing a telephone. This allows you to save connection costs with the FRITZ! modules. The “Call by Call” page is available in the modules FRITZ!fax, FRITZ!data and FRITZ!fon.

Settings on the “Call by Call” page affect all FRITZ! modules.

Proceed as follows:

1. Activate the “Use carrier prefix” option.
2. Once this option is active, designate one carrier for long-distance connections and one for local connections.
3. The “Area codes” section allows you to define which calls are local. This determines which area codes FRITZ! dials through your long-distance carrier, and which are dialed through the local carrier.
4. Here you also have the opportunity to update the list of telephone carriers to ensure that the most economical carrier for your needs is always included.

For further instructions on FRITZ! settings, access the Online Help from any module using the “F1” key.

3.2 FRITZ!web Quick Start

FRITZ!web facilitates simple dial-up Internet access. Thanks to channel bundling and data compression, Internet connections with extremely high data transmission speeds can be established.

Setting up an Internet Connection

The first time you start FRITZ!web, you are prompted to set up your default Internet connection. The default connection should be to the Internet Service Provider you use most often.

The “Manage Internet Connections” command in the context menu allows you to configure additional connections and schedules for the connections at any time.
Connecting to the Internet

1. If you selected “Start FRITZ!web automatically when Windows starts” in the “Options” page of the FRITZ!web Settings dialog, then your default Internet connection is automatically standing by as soon as Windows starts.

2. Start your web browser.

3. When your browser or other Internet application requests data from an Internet server, FRITZ!web dials up your Internet connection automatically.

Testing FRITZ!web

To test the FRITZ!web program, dial into the example entry “AVM Fast Internet”. The entire Internet content of the AVM homepage is available over this entry. Other Internet pages are not available. Standard telephone charges will be incurred for this connection.

3.3 FRITZ!fax Quick Start

How to Send Faxes

The “FRITZ!fax” printer is configured during the FRITZ! installation. Fax documents can be created in text processing programs:

1. With a Windows application, open or create a document to send as a fax.

2. Select the “Print” command in your application, then select FRITZ!fax as the printer to use. Confirm with “OK”.

3. The FRITZ!fax “Send” dialog appears. Enter the recipient’s fax number here and start transmission.

How to Receive Faxes

In order to receive incoming faxes, your computer must be switched on with FRITZ!fax active.
Enter the MSN for fax reception in the settings on the “ISDN” page. Disable the “Answer all incoming fax calls” option to prevent FRITZ!fax from answering incoming voice calls.

Received faxes are signaled by an icon in the task bar and/or by a message box. Specify the desired type of notification on the “Notification” page in the FRITZ!fax settings.

To Test FRITZ!fax

- Dial the fax number (MSN) assigned to FRITZ!fax on a telephone. If FRITZ!fax answers this call and you hear a fax tone in your telephone handset, then FRITZ!fax is ready to receive incoming faxes.

- Compose a short test fax and send it to your telephone number. Pick up the handset. If you hear a fax tone in your telephone handset, then FRITZ!fax is ready to transmit your outgoing faxes.

3.4 FRITZ!data Quick Start

FRITZ!data lets you exchange files between different computers over ISDN. One computer must be in Server Mode, set to receive incoming calls. The computer which initiates the connection operates in active mode.

Computer in Server Mode

1. Select the menu command “Access Protection / Edit” to assign callers a user ID and password, and define assign access rights and times.

   *Read the section “Access Protection” on page 43 to learn how to protect your computer from unauthorized access. Delete the “Guest access” user entry to prevent access by callers without a user name and password.*

2. Start Server Mode to set the computer for reception. Click the “Server Mode” button.

3. To exit Server Mode, click this button again.
Computer in Active Mode

1. Click the “Dial” button in the toolbar.
2. Enter the ISDN number of the remote computer, along with your user ID and password for access to the remote server.
3. Depending on your access privileges, you can now copy, move and delete files and folders.

The connection can be terminated from either end, either by ending Server Mode, or in active mode by clicking the “Clear connection” icon in the FRITZ!data toolbar.

3.5 FRITZ!fon Quick Start

FRITZ!fon allows you to make telephone calls using your computer. Convenient functions like routing, call suspension, call forwarding and three-party conferences are also available. SMS messages can also be sent and received.

FRITZ!fon includes a powerful answering machine. You can use a variety of answering profiles and schedules to specify which messages are played at particular times and for specific callers. Incoming messages can be forwarded as e-mail attachments.

A full-duplex sound card plus a headset or earphones and a microphone are required to use FRITZ!fon.

How to Make Calls with FRITZ!fon

1. Enter a phone number or select a number from the FRITZ! Address Book.
2. Establish a connection by clicking the “Dial” button.
   Once you have established a second connection, you can also join the two calls into a three-way conference call.
3. Disconnect the connection using the “Clear” button.

The FRITZ!fon Journal keeps a list of your calls.
How to Configure the answering Machine

You can set up the answering machine so that different callers hear different messages at different times.

1. Open the Settings.
2. On the “Answering Profiles” section of the “Answering Machine” page, define which greetings and message texts are to be played.
3. On the “Schedule” section of the “Answering Machine” page, assign the times at which each answering profile is active.
4. Select a profile on the “ISDN” page and specify the greetings to be played for specific callers.

How to Send an SMS

1. Select “Fon / Send SMS”. The “Send SMS” dialog appears.
2. In the “Send SMS” window, enter the number or select a number from the Address Book.
3. Enter the message or insert a text from a txt file using the “Load saved message” command.
4. Close the dialog by clicking “OK”.

Receiving SMS Messages

To receive SMS messages as text, your line must be registered with the given SMS center.
3.6 Address Book Quick Start

In the Address Book you may store frequently dialed ISDN numbers for the modules FRITZ!data, FRITZ!fax and FRITZ!fon, along with connection parameters for each specific application. The FRITZ! Address Book allows you to create several separate Address Book files, or to use other existing address databases.

How to Make a New Entry

1. Click the button shown at left to create a new record.
2. Fill in the fields required. The most important fields are the “Description” and the ISDN number to dial for each communication service. These numbers are available for dialing in each FRITZ! module.
3. If a FRITZ! module is started at the same time, you must select from the context menu the command “Update names” or “Update”, respectively, to accept the new entry and view it in the module immediately.

Creating an Address Book

1. Select “Database / New Database”. Enter a name for the new Address Book and save it.
2. The new Address Book is opened and you can now create new user entries.

How to Use Other Address Databases

You also have the option of using one of your own databases in dBase format or an “Outlook” address database rather than the FRITZ! Address Books.
4 FRITZ!web

The FRITZ!web module makes Internet access quick and simple by controlling your dial-up connection automatically. Just start FRITZ!web, define a default connection and open your web browser: you’re on the Net!

To save connection charges, you can create a schedule. In the schedule you specify which Internet access, i.e. which Internet Service Provider, should be used for each time of day and day of the week. Thus you can always take advantage of the best online rates automatically.

In the settings you can specify that an Internet program (such as a web browser) be started automatically every time you start FRITZ!web.

Use the WebWatch utility to monitor the quality of your Internet connection and see the route taken by data packets from your computer to an Internet server.

As long as FRITZ! is active, all TCP/IP connections from your computer are routed through FRITZ!. If your computer is connected to a Local Area Network (LAN), it may not be possible to access LAN printers or servers via TCP/IP during this time. After exiting FRITZ!web you can work with your LAN applications as usual.

4.1 Your First Internet Connection

To dial into the Internet, first define a default Internet access. The default connection should be the Internet Service Provider (ISP) that you use most often.

The first time you start FRITZ!web, the “New Internet Connection” dialog appears automatically. Proceed as follows:

1. Choose from the list the Internet Service Provider (ISP) for your default connection. After you have selected your provider, you are prompted to enter the access information for your account.
The access information required is supplied by your Internet Service Provider.

2. Follow the instructions on the screen and confirm your input with “Finish”.

If you would like to set up additional Internet connections, open the context menu and click “Manage Internet Connections / New Connection / New Schedule / New Internet Connection”.

Dial Up a Connection

Now you can start your web browser or other Internet client program. The connection to the Internet is dialed automatically.

The Status Window

By default, FRITZ!web appears as a small status window with no title bar:

A FRITZ!web connection is active, data is being transmitted

If you keep this status window visible on your desktop, it displays the data loads sent and received over the active Internet connection.
The FRITZ! Commands

FRITZ!web can be operated using the buttons in the window and the context menu of the right mouse button.

As soon as you have started FRITZ!web, an icon also appears in the system tray. Click this icon with either mouse button to operate FRITZ!web.

The Connection LEDs

Along the right edge of the FRITZ!web window are four LED symbols. Information on data compression and the connection status of both B channels is presented here. These symbols are highlighted in colors that change during operation to indicate the current status of the selected Internet connection. For an explanation of each LED’s colors, please see the Online Help.

4.2 FRITZ!web Features

FRITZ!web provides the following capabilities:

Automatic Idle Timeout

In the FRITZ!web settings you can specify how many seconds the line is allowed to remain idle before the existing connection to the Internet is terminated automatically. An example: You request a web page and view it in your browser. While you read this page, no further data is requested over the Internet connection. After the delay you have specified in the settings, FRITZ!web hangs up the idle connection. After the delay you have specified in the settings, FRITZ! hangs up the idle connection to avoid incurring further charges. The connection is restored automatically when you click a link to another page or type in another URL. Thanks to FRITZ!web’s fast dial-up, you will hardly notice that the connection is being restored.

During an online banking or chat session, you should turn off the “Automatic idle timeout” (timer) feature in order to prevent unintentional termination of the Internet connection during the session.
The settings for the inactivity timeout can be defined for all configured Internet connections, or special settings can be configured for individual Internet connections.

*If your Internet Service Provider charges a fee for each call, then you should be careful not to set the timer delay for the automatic idle timeout too low.*

**Switching Internet Service Providers**

FRITZ!web allows you to define connections to any number of Internet Service Providers. This means you can always select the provider with the cheapest rates, or resort to a second provider when your regular provider’s access network is overloaded.

To switch to a different provider, just select the provider from the context menu. The connection to the Internet is then set up through the new Internet Service Provider.

**Switch Automatically to the Most Economical Internet Service Provider**

To save connection charges, you can create a schedule for Internet connections. In the schedule you specify which Internet Service Provider should be used for each time of day and day of the week. In this way you can always take advantage of the best online rates automatically.

**Setting Warning Thresholds**

To keep track of your online costs, you can define threshold values for time online and data capacity for each Internet Service Provider. A message will notify you when these thresholds have been reached. A red bar is also displayed in the FRITZ!web window.
Faster Data Communications: Channel Bundling

FRITZ!web allows you to increase the data transfer speed to and from the Internet considerably by using both of the ISDN line’s B channels for your Internet connection. You may either click the “2-channel” button to activate the second B channel manually, or allow FRITZ!web to activate the second channel automatically.

Automatic channel bundling can be tailored to your individual needs using the options on the “Channel Bundling” page in the “Settings” dialog. These options allow you to specify the data loads at which the second B channel is added to the connection and dropped again.

Example: Entering the thresholds for channel bundling

When the average transmission rate on one B channel exceeds 80% in the above example, the second B channel will be connected as well. As soon as less than 50% of the transmission capacity of both B channels is used, the second B channel is cleared automatically.

If you set the threshold for clearing the second B channel to 0%, both B channels will be cleared when the charge interval has lapsed.

For more information, see the Online Help.

When the second B channel is active, you will incur double the standard charges for the connection.

Automatically Starting an Application

You can set an Internet program to start automatically whenever the FRITZ!web program is started. The default browser or any other program can be selected. This function can be set up in the settings on the “Options” settings page.
4.3 The Journals

In FRITZ! all connections and events are recorded in a log. The logs can be accessed using the context menu of the right mouse button. Select the command “Journal / Connections”, for example, to see a list of the connections dialed to all Internet Service Providers. Select “Journal / Events” for information about key program events, with the date and time they occurred. Such information includes the time at which FRITZ!web went on standby, and whether a connection was selected.

For more information, see the Online Help.

4.4 AVM WebWatch

You can start “AVM WebWatch” by selecting the corresponding command in the FRITZ!web context menu. Then enter the name of any Internet host and click “Start”.

The program sends “ping” signals of various packet sizes to the specified URL. The response times are displayed as curves in two graphs. The blue curve represents the path from your computer to your Internet Service Provider, while the orange curve represents the entire path to the specified URL. To assess the quality of your Internet connection, compare these curves with the green curve showing a theoretically optimal connection. The closer the measured results are to the optimal curve, the better your Internet connection.

*The optimal curve shows the response times during transmission without compression. If your measured curves are below the optimal curve during transmission of larger packets, the test data will be compressed for transmission.*

The right side of the window lists the names of the routers that forward your computer’s data packets through the Internet.
5 FRITZ!fax

FRITZ!fax lets you use your PC to receive faxes, send faxes, and poll fax servers. When you poll a fax server, you call a remote fax machine using FRITZ!fax, but receive a fax over the connection you dialed rather than sending one. Incoming faxes can be forwarded by e-mail as attachments.

In order to send and receive faxes, FRITZ!fax must be started.

FRITZ!fax also includes a Journal in which all incoming and outgoing faxes are recorded. The Journal allows you to view, forward, print and archive your faxes.

5.1 Test Fax

Perform the following test to check the installation of FRITZ!fax.

- On the “Settings / ISDN / Incoming fax call acceptance” specify that all incoming calls should be answered.

  Dial the fax number configured for FRITZ!fax using a telephone. If FRITZ!fax answers this call and you hear a fax tone in your telephone handset, then FRITZ!fax is ready to receive incoming faxes.

  Reset the desired option under “Settings / ISDN / Incoming fax call acceptance”.

- Compose a short test fax and send it to your telephone number. When your telephone rings, pick up the handset. If you hear a fax tone in your telephone handset, then FRITZ!fax is ready to transmit your outgoing faxes.
5.2 Send a Fax

You can write your faxes in any Windows application and send them to FRITZ!fax using the print command.

Composing a Fax in Your Windows Application

1. Start the application you want to use to create a fax document, such as Microsoft Word. Write the fax or open the file to be sent as a fax.

2. Select the “Print” command in your application. In the Print dialog, select “FRITZ!fax Printer” as the printer to use. If you want to send a color fax, select “FRITZ!fax Color Printer”.  

3. Depending on the application, you may be able to specify additional settings such as the number of copies or the range to be printed. In Word’s Print dialog you may also click the “Properties” button to set the fax resolution (98 or 196 dpi). Color faxes are always sent with a resolution of 200 dpi.

Depending on the type of data, large fax files may result when sending color faxes. As a result, the fax transmission takes longer. The FRITZ! Send window displays the fax file size.

4. Set the desired options and confirm by clicking “OK”.

The FRITZ!fax Send Dialog

Once you have confirmed the print job, the FRITZ!fax Send window appears.

1. Enter the fax number of the recipient in the “Number” field. Alternatively, select an entry from the “Name” list. This list is an excerpt from the FRITZ! Address Book.

2. To send the fax to multiple recipients on the list, select the desired entries in the list. The FRITZ!fax Journal lists a separate entry for each addressee.

3. In the “Comment” field you may enter any text that describes the document being sent. This comment will appear later in the Fax Journal entry for this document. A descriptive comment text will help you identify the document in the FRITZ!fax Journal.

4. Click the “Preview” button to display the fax in FRITZ!view. Thus you can check how the fax will arrive at the recipient before sending it.
5. If you want to provide a fax document to fax polling callers, activate the option “Print to file”. See the section “FRITZ!fax as a Fax Polling Server” on page 34 for more information.

6. If you do not want to send the fax immediately, set the transmission time using the “Options” button. Click “Later” and enter the desired time. Note that your PC must be turned on and FRITZ!fax loaded at the specified time in order for the fax to be sent on schedule!

Sending

1. To start the fax transmission, click “OK” in the Send dialog.

2. If FRITZ!fax is not active, a message inquires whether it should be started. If you do not start FRITZ!fax at this time, the fax will be sent automatically the next time the program is started. Then FRITZ!fax is automatically sent to the specified number.

Because FRITZ!fax is installed in the operating system as a printer, you can also send documents as faxes using other printing methods that Windows offers, such as drag-and-drop, or the “Send to” command in the context menu. For details, please see the FRITZ!fax Online Help.

Canceling a Fax

To cancel the transmission of an outgoing fax, click the “Cancel” button in the toolbar.
Disable Send Function

Fax transmission can be disabled using a button in the tool bar. Any pending fax jobs are saved with the status “Sending” in the Journal and can be edited. They are processed as soon as fax transmission is enabled again.

Verifying Fax Transmission in the Fax Journal

See the “Message” column of the Journal to determine whether the fax transmission was successful.

For further information on the Fax Journal, please see the section “Information in the FRITZ!fax Journal” on page 35, and the Online Help.

Send a Fax Again

Use the “Repeat...” command to resend any fax from the FRITZ!fax Journal.

Select the desired entry in the Journal, then the menu command “Entries / Repeat”. A dialog box appears in which you can enter the new addressee’s number and any comment you wish. A new entry is created in the Journal for the new fax transmission.

Multiple faxes can be forwarded to one recipient in a single step. Select the entries and then “Entries / Repeat”.

Forwarding Faxes as E-mail Attachments

FRITZ!fax can automatically forward incoming faxes by e-mail. To do so, your PC must have a MAPI-compatible e-mail program installed and an active Internet connection. On the “Notification” page of the settings, specify the e-mail address to which the incoming faxes are to be forwarded automatically.
5.3 Receiving Faxes

Start by loading FRITZ!fax so that your PC is ready to answer incoming fax calls.

Once a fax has arrived, an icon in the task bar appears and/or the message “New Faxes Arrived!” The method of notification depends on the settings you specified on the “Notification” settings page.

The new fax is designated in the FRITZ!fax Journal by a star. Double-click the FRITZ!fax Journal entry to read the fax.

Restricted Fax Reception

To protect yourself from undesired faxes, call acceptance can be restricted. In the “FRITZ!fax” settings you can specify whether faxes without a number, or faxes without a sender ID are to be accepted or rejected.

If you have activated the setting “Reject faxes without caller ID”, then FRITZ!fax accepts incoming fax calls only if the caller’s number is signaled by the CLIP feature. This generally means that no faxes are accepted from analog telephone lines, which ordinarily do not have the CLIP feature.
5.4 Fax Polling

In the fax polling procedure, FRITZ!fax signals the answering fax machine to send it a document.

*Please note that the caller bears the connection costs for fax polling.*

To start fax polling, select the “Start fax polling” button. A Send window opens. Enter the fax polling number and confirm it with “OK”.

**Example: Fax polling**

**FRITZ!fax as a Fax Polling Server**

FRITZ!fax allows you to make fax documents (.sff files) available for polling. This feature is also called “fax on demand”. When a remote user dials into your server with the fax polling function activated, a specified document on your system is sent to the remote site. Multiple documents can be specified for polling by assigning each document its own Multiple Subscriber Number (MSN) on your ISDN line.
How To Create Fax Documents

To create a fax document, proceed as follows:

1. Create a document in any Windows application, such as Microsoft Word.
2. Select FRITZ!fax as the printer and print the document.
3. In the FRITZ!fax Send dialog (see page 30), activate the option “Print to file” and click “OK”.
4. Specify a file name for the fax document and click the “Save” button.

Now you can make the file available by selecting it in “Settings / Fax Polling”.

5.5 Managing Faxes

FRITZ!fax lists all incoming and outgoing faxes in a Journal. Comprehensive information about the fax actions are listed here, and the faxes can be displayed, edited, forwarded or printed.

Information in the FRITZ!fax Journal

All faxes that have been sent, received and polled are included in the Journal. Even cancelled transmissions are documented here. The Journal contains detailed information about each fax, including the date and time of transmission, the number of the recipient, the number of pages, the cost of transmission and the transmission status (for example, “Sent”). Under “View / Columns” you can specify what information is to be shown for each fax.

New faxes that have not been read yet are designated in the FRITZ!fax Journal by a star.

In order to make the Journal more readable, you can display the different categories of faxes in different colors and fonts.
Viewing Faxes

Select the desired fax in the Journal, then click the “View fax” button in the toolbar. The selected fax is opened in the fax viewer FRITZ!view.

In FRITZ!view you can page through the fax, rotate the fax, zoom the fax display and edit the fax. Comprehensive information about all commands is available in the FRITZ!view Online Help.

Editing Fax Documents

Faxes you have received or sent out can be edited for subsequent forwarding. In some cases you may wish to add your comments to a document you have received before sending it on, for example. To edit a fax, proceed as follows:

1. Make sure you have specified an application for editing images in FRITZ!view. Select the menu command “File / Settings”.

   The program you specify must be able to reduce the image size in order to produce a standard letter-sized fax document.

2. Open the fax you want to edit by double-clicking the corresponding Journal entry.

3. Double-click the fax in FRITZ!view. The fax is opened for editing in the specified program.

4. Once you have made the desired changes, save the fax as an image file.

5. Send the document using the “Print” command.

Saving Faxes

All faxes in the Journal are labeled with an internal file name and saved in the folder specified under “Fax / Settings”. The faxes are saved in the *.sff (sff = Standard Fax Format) by default.
Use the “Save fax as ...” command to save a fax under a specific file name in any folder. You may also convert the fax to *.pcx or *.tif format for editing as an image file in other applications.

When saving a fax of several pages in PCX format, each page may be saved in a separate file. To do so, select the option “Separate pages” in the Save dialog. For instance, if you save a file with three pages under the name IMPORTANT.PCX, the files IMPORTANT0.PCX, IMPORTANT1.PCX and IMPORTANT2.PCX will be generated.

Receiving Faxes

To make a large Journal more readable, you can archive FRITZ!fax Journal entries.

First select the desired entries in the Journal and then select the “Archive” command from the context menu. The selected Journal entries are sent to an archive file in the *.dbf format. Subsequent archiving simply adds more entries to this file rather than replacing it.

Use the context menu to switch between display of the FRITZ!fax Journal and display of the archive.

Printing Faxes

To print a fax, select the corresponding entry in the Journal and then click the “Print fax” button. The fax is printed on the active printer. To choose a different printer, select the “Print” command in the “Entries” menu.

You can also configure FRITZ!fax to print out incoming faxes on the Windows default printer immediately on reception. To do so, activate the “Print at once” option on the “FRITZ!fax” page in the FRITZ! Settings dialog.

Printing the Journal

Use the “Print Journal” command to print the FRITZ!fax Journal. The printout includes the current date and time as well as the other information displayed in the FRITZ!fax Journal.
Printing Records of Fax Transmissions

With FRITZ!fax you have the option of printing out a record of faxes sent and received. Select the corresponding fax in the FRITZ!fax Journal. Select the “Print record” command in the “Entries” menu.

The printed record consists of the first part of the fax document itself and an information field containing the date and time of the fax transmission, the number of the remote station, and the duration of the connection.

Deleting Journal Entries

To delete all entries in the FRITZ!fax Journal, select the “Fax / Delete Journal ” command.

To delete individual FRITZ!fax Journal entries, select them and click the “Delete Journal Entry” button.

The journal database is packed automatically after entries are deleted. You may also pack it manually by selecting the “Pack” command in the “Journal” menu.
6 FRITZ!data

FRITZ!data is a file manager for ISDN file transfer. Data are transmitted over a direct ISDN connection. With FRITZ!data you can send files from your computer or pick up files from a remote computer without having to rely on an Internet service. You can also access FTP servers during an active Internet connection.

FRITZ!data is started in active mode. Everything is ready for a connection to be established to the remote site immediately. Once you have dialed up a connection to a remote computer, you can perform such operations as transferring files, creating folders, and deleting files and folders.

FRITZ!data also can be run in Server Mode to make your computer's files available to remote callers. Secure and flexible access protection mechanisms are an integral part of FRITZ!data. By assigning your file transfer partners a user name, password and access privileges and times, you can restrict access to your computer for each caller individually. It is also possible to identify callers by their Caller ID, transported over the ISDN D channel.

*Read the section “Access Protection” from page 43 to learn how to protect your computer from unauthorized access. Delete the Guest user entry to prevent access by callers without a user name and password.*
6.1 Your First Connection with FRITZ!data

In order for you to dial up a connection to a remote system, it must be running FRITZ!data or a compatible file transfer program in Server Mode. Furthermore, if the remote system does not allow Guest access without user name and password, you must have a valid user name and password.

Dial

For test purposes you can establish a connection to the AVM Data Call Center (ADC) in Berlin. The ADC provides driver files for all AVM ISDN-Controllers, software updates, and information on all AVM products.

1. Click the “Change Drive” button in the toolbar to select the drive and folder on your computer in which you want to receive the downloaded files.

2. Click the “Dial” button. A dialog appears with fields in which you can enter information about the remote computer to be dialed.

3. Enter the number of the AVM Data Call Center. This number is contained in the FRITZ! Address Book. Take over the number by double-clicking on it in the address section and then selecting “OK”.

“Dial” dialog
You do not need a user name or password to connect to the AVM Data Call Center. On other servers, however, this information may be required since access is often restricted to certain users (see the section “Access Protection” from page 43).

4. Select the transmission protocol. This selection should be the same as the protocol used at the remote site. The AVM Data Call Center uses the IDtrans protocol.

In order to set up a connection to a remote computer with FRITZ!data, the same transfer protocol must be selected on both computers.

5. For the IDtrans protocol, two more options can be activated: 2-channel transfer and data compression.

If you activate the “2-channel transfer” option, both B channels of your ISDN line are used for file transfer. This doubles the data transfer rate to 128 kbit/s.

*When using 2-channel transfer, please remember that your ISDN provider charges you for each B-channel connection.*

You may also select the internal data compression option to accelerate data transfer. The data is then automatically compressed for transmission over the ISDN connection. Data compression is only advantageous if the files being transferred have not already been compressed using archive utilities. The option is recommended for highly compressible data such as image and text files.

6. If you activate the option “CAPI SoftCompression X.75/V.42bis” in addition to FRITZ!data's own compression function, data transfer rates can be increased significantly, depending on the data type. The remote system must also support V.42 data compression.

7. Click “OK” to confirm these entries and begin dialing.

When the connection has been established, the files and folders of the AVM Data Call Center appear in the right half of the window. The title bar of the window which has the focus is highlighted.
"FRITZ!data" window, when connected

Now you can copy, move and delete files and folders.

File Transfer

Once you have successfully connected to the AVM Data Call Center, you can practice using the file transfer operations. In the ADC file list on the right, open the PUBLIC folder. This folder on the ADC server was created especially for practice and demonstration purposes, and contains a number of sample files. Here you can experiment with creating and deleting folders and copying and moving files and folders.

No safety prompt appears when existing folders are replaced in the course of such a transfer!

Files and folders deleted with FRITZ!data cannot be retrieved!
6.2 Access Protection

Before putting your computer in Server Mode, you should regulate access to your data so that only certain trusted callers are able to perform actions such as deleting folders. This is the purpose of the access protection database. Callers without access privileges are rejected.

In the Access Protection database you may assign each user who is to access your computer a unique user name and password, as well as individual access rights and times. Your files are then safe from unauthorized users.

The Eurofile transfer protocol only allows you to grant users rights to a single start folder, whereas the IDtrans protocol allows you to accord users access to several folders. You should therefore define one of these protocols as the primary protocol and organize the users’ access rights accordingly.

The database already contains an entry for Guest access: this is an entry with the user name and password left blank. If you do not want users to access your PC without providing a name and password, then delete this entry.

For instructions on adding users, assigning them access rights and times, and using the Caller ID for user authentication, please see the Online Help.
6.3 Server Mode

In Server Mode your computer answers incoming calls from remote computers and allows remote users to copy your computer’s files or to transfer files to your disk drive. You can monitor the operations initiated by the remote user in the FRITZ!data window.

If a connection to any remote computer is active, it must be cleared down before starting Server Mode. Then check the following settings:

- The file transfer protocol set here must match the protocol used by the file transfer software running on the remote computer. The options are IDtrans and Eurofile. *Server Mode is not available for the FTP protocol.*

Look at the status bar at the bottom of the “FRITZ!data File Transfer” window to see which protocol is currently active. To change the protocol, select the “Transfer Protocol” command in the “Data” menu. You also have the option of activating automatic protocol detection. Select the “Detect protocol” option on the “ISDN” page of the FRITZ!data settings. FRITZ!data then automatically detects which protocol the remote site expects, and uses the detected protocol for the current connection. *This option is only available with an AVM ISDN-Controller in conjunction with the latest driver software.*

- Notify your users of the Multiple Subscriber Number (MSN) at which FRITZ!data accepts incoming calls. This is the MSN you set under “Call Acceptance” on the “ISDN” settings page.
- Define the access protection data for the users who are to have access to your computer, and inform each caller of the name and password you have assigned.

Starting and Ending Server Mode

Start and exit Server Mode by clicking the “Server Mode” button in the toolbar.
FRITZ!fon turns your computer into an ISDN telephone complete with an answering machine. Combined with a sound card with full-duplex drivers and an appropriate voice input/output device like a headset, you can make telephone calls directly with your PC. SMS messages can also be sent and received.

Or, simply use FRITZ!fon as a convenient answering machine. Incoming calls are answered when the computer is turned on and FRITZ!fon is loaded. You can define different profiles by setting up individual message texts for various numbers, callers or times of day.

FRITZ!fon must be started for you to accept incoming calls. If you would like to use the answering machine, it must be activated in FRITZ!fon.

FRITZ!fon can be used to call telephones connected to ISDN, telephones in analog networks, mobile phones and other PCs equipped with telephony software.

You do not have to enter a phone number if the party you are calling is stored in the FRITZ! Address Book or in the Quick-Dial list. The numbers of callers to FRITZ!fon are also displayed on your screen.

FRITZ!fon and FRITZ!fax use the same “Voice” service indicator. If you use both modules at the same time, you must assign them different MSNs so that incoming calls can be routed correctly.
7.1 Making Phone Calls with FRITZ!fon

FRITZ!fon allows you to use your PC as a telephone. You can record phone numbers in a Quick-Dial list, select numbers to call from your FRITZ! Address Book, and compose a dialing list.

Testing the Sound Card

The first time the program is started, a test program starts automatically to check whether the connected sound card is working correctly. Speak into your microphone. If you can hear yourself over the speakers or earphones, your sound card is suitable for operation with FRITZ!fon. This test can also be performed at any time by selecting the menu command “Fon / Test Sound Card”.

Make sure that the microphone and headset or the speakers are connected to your sound card correctly. For more information, see the manual of your sound card.

Using Several Sound Cards

FRITZ!fon can be used with any sound cards installed in a computer. Specify which of your sound cards is to be used in the settings on the “FRITZ!fon” page.

How to Make a Call

If you have already entered the telephone number you want to call in the FRITZ! Address Book, click the “Address Book” tab at the right in the FRITZ!fon window. A selection from the Address Book appears containing all records which have an entry in the “FRITZ!fon” field. Select a number by double-clicking on it in the list. FRITZ!fon dials the number immediately.

Alternatively, enter the telephone number manually in the line under “Number”. Click the “Dial” button to begin dialing.
The active connections are displayed in the “Connections” panel:

![Connections Panel](image)

**Connection display**

During dialing, the number being called is highlighted in yellow. During a connection the entry is highlighted in green, and the information displayed includes the number dialed, the name of the party called (if included in the FRITZ! Address Book), the duration of the connection and the charges accrued so far.

To end the conversation, click the “Clear” button.

Once the conversation has been concluded, the call is displayed in the lower section of the window, the Journal, along with information about the number, duration and charges for the call.

**Quick-Dial Configuration**

For numbers you call frequently you can set up a quick-dial number.

Click the “Quick-Dial” tab in the right-hand section of the window and proceed as follows:

1. Click with the right mouse button in the Quick-Dial panel. Select the “New” command in the context menu.
2. Enter the name and number of the person you call frequently.
3. Alternatively, select an entry from the FRITZ! Address Book by clicking the “Address Book” button. The list that appears shows all the Address Book entries which include a telephone number.
4. Click “OK”.

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FRITZ! – 7 FRITZ!fon 47
Dialing List

To dial a number in this list, simply double-click the desired entry.

Dialing List

If you want to call several people one after another and be sure you haven’t missed anyone, create a “dialing list”. Each number you call successfully is then automatically dropped from the list. The entry remains in the list if the line was busy or the call was not answered.

To create a new entry in your dialing list, proceed as follows:

- When calling numbers which are already stored in the FRITZ! Address Book, click the “Address Book” tab at right in the FRITZ!fon window. Add an entry to the Dialing List by clicking on it with the right mouse button and then selecting “Add to dialing list” in the context menu.

- To include in the Dialing List individual numbers which are not stored in the FRITZ! Address Book, click in the “Dialing List” panel with the right mouse button. Select the “New” command in the context menu. Enter the name and the number of the person to be called. Confirm your entries by clicking “OK”.

To call a person in the dialing list, simply double-click the desired entry.
Answering Calls

When you receive a call with FRITZ!fon, a signal tone notifies you about the incoming call. At the same time, a message box appears showing the number or name of the caller, if available. If Caller ID is activated on the caller’s line, FRITZ!fon displays the caller’s number.

To answer the call, click the “Answer” button. If you do not want to accept the telephone call, click “Hang up”.

If you would like FRITZ!fon to ignore the call so that you can pick it up on another telephone, select the “Ignore” button.

You can transfer the call to the answering machine if it is active. Select “Answering Machine”.

7.2 Configuring the Answering Machine

Before FRITZ!fon can accept calls, certain information must be provided, as for any answering machine. These include such settings as the outgoing message played to callers and the number of rings before the call is answered.

Before describing the settings, first an short explanation of how to use profiles to program your answering machine flexibly.

What Are Profiles?

There are two kinds of profiles for the answering machine: answering profiles and schedules.

Answering Profiles

The answering profile defines the message texts and the signal tone for the answering machine. The profile also contains settings such as the maximum recording time and the delay before a call is answered.
Sequence for Configuring the Answering Machine

**Schedules**

You must set up a schedule in order to use different answering profiles. This is where you define which profile is used when. Up to four answering profiles can be used in one schedule.

For instance, you can create one message for business hours and save it as the “Business” profile. For calls outside of business hours, you can select another message which is then saved as the “Private” profile. Then you can create a schedule to specify which set of messages is used at what times.

**Sequence for Configuring the Answering Machine**

To adjust your answering machine's behavior as desired, perform the following steps:

1. Select “Settings / Answering Machine”.
2. Define one or more answering profiles.
3. If desired, define a schedule.
4. On the “ISDN” settings page, select the profile to be used by the answering machine. You may choose whether one profile or schedule applies to all incoming calls, or whether separate profiles and schedules are used depending on which of your ISDN line's Multiple Subscriber Numbers (MSNs) the caller dialed.
Creating a Profile

First create a profile.

1. To create a new profile, select “Settings / Answering Machine / Answering profile”.

2. Click the “New entry” button.

3. In the “Name” field, enter a name for the new profile, such as “Business”. Select the sound files to be played to the caller. You may use the WAV files supplied with FRITZ!, or record your own using a microphone connected to your sound card. Confirm your choices by clicking “OK”.

4. Repeat these steps to create additional profiles.

To record incoming messages in optimum quality with FRITZ!fon, the recommended audio format setting on the “Sounds” page is “16000 Hz, 16 bits”.

Recording Your Own Sound Files

To create sound files for messages in the correct format with FRITZ!fon, select the option “Record audio file” in the “Fon” menu and follow the instructions on the screen. Then select this file as the message to be used by clicking the “Answering profile” button on the “Answering Machine” settings page.
Creating Schedules

With the “Schedule” button on the “Answering Machine” dialog page you can specify which answering profiles are active on which days of the week and at what times of day.

1. To create a new schedule, click the “New entry” button. To edit an existing profile, click “Edit entry”. The “Schedule” dialog appears.

2. Select up to four answering profiles to be used in this schedule in the list boxes labeled “Profile 1” to “Profile 4” at the bottom of the dialog.

3. Click in the time chart and drag the mouse with the left button held to select a time block.

4. In the dialog that appears, choose an answering profile for the selected time period.

5. Repeat steps 3 and 4 until profiles have been assigned to all time periods and then finish the schedule by clicking “OK”.

The Online Help includes a detailed example of how to create a schedule.
7.3 Activating the Answering Machine

A profile must be selected on the “Settings / ISDN” page in order to activate the answering machine. If this is the case, the answering machine can be activated by clicking the “Answer” button.

Test your answering machine settings by calling up FRITZ!fon yourself. If you have selected different profiles and schedules for your ISDN line’s various multiple subscriber numbers, then call each number. If you are running FRITZ!fax at the same time, then send yourself a test fax to the number assigned to the FRITZ!fax module to make sure that each module is answering the calls intended for it.

Playing and Managing Messages

To listen to all new messages, click the “Play new messages” button in the toolbar.

To listen to certain messages, select the desired entries in the Journal and then select the “Play back message” command in the “Journal” menu.

Remote Playback

When you are not home to listen to your messages, use the remote playback feature. Call FRITZ!fon from a touch-tone telephone. After the beep, enter the code number for new messages or for all messages on the telephone’s dialing keypad. Before you can use this feature, you must specify the playback code numbers on the “Answering Machine” page in the settings.
7.4 Convenient Functions in FRITZ!fon

With FRITZ!fon you can use all of the functions available on your ISDN line. The graphic interface facilitates simple use and management of these functions.

**Call Forwarding**

FRITZ!fon allows you to forward incoming calls. This can be useful when you are temporarily at another workplace and want to receive your calls there.

1. To activate call forwarding, open the FRITZ!fon settings and click the “ISDN” page.
2. Click the “Call forwarding” button and then “New entry”.
3. The “Call Forwarding” window is opened. Enter here the number for which FRITZ!fon accepts incoming calls.
4. In the “Forward to” field, enter the number at which you want to take the incoming calls.
5. Finally, specify the condition under which calls should be forwarded.

*This feature can be used on the internal S₀ bus of a PBX only if the PBX supports the ISDN supplementary service “Call Forwarding” and conforms to the ISDN operator’s switching protocol.*

**Pick Up Call from the Answering Machine**

You can screen incoming calls by having FRITZ!fon take the call first. When the answering machine has been activated on the “Answering Machine” page and the option “Hear incoming messages” has been selected, you can screen incoming messages as they are recorded. For the answering machine to pick up the call, wait until the answering machine becomes active or click the “Answer” button in the FRITZ!fon message window.
To pick up the call from the answering machine, click the “Pick up” button in FRITZ!fon. The answering machine stops recording and you can now talk with the caller.

**Call Holding**

FRITZ!fon also allows you to put a call on hold while you answer or dial a second call, and to alternate between the active connection and the one on hold.

These functions are activated using the “Hold” or “R” button as follows:

- A connection is currently active. Click the “Hold” button to place it on hold. You can now talk with someone else in the room with you; the person at the other end of the connection cannot hear you.
- A connection is currently active. Click “R”; the existing connection is now on hold so that you can dial a second call. When the second connection has been established, you can click the “Hold” button to alternate between the two calls.

The LEDs indicate the status of each connection by the colors yellow, green and orange.

<table>
<thead>
<tr>
<th>Color</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yellow</td>
<td>The connection is being set up or cleared down.</td>
</tr>
<tr>
<td>Green</td>
<td>The connection is active.</td>
</tr>
<tr>
<td>Orange</td>
<td>The connection is on hold.</td>
</tr>
</tbody>
</table>

**Three-party Conference Calls**

When one connection is active and another is on hold, you can set up a three-party conference call. Rather than alternating between the two callers, you can then talk to both of them simultaneously, and they can talk to each other as well. Click the “Three-party” button to start a three-party conference call. The LEDs for both connections are now green; both are active simultaneously.
Recording Calls

You can end the three-party conference by terminating both calls. You can do this in two ways:

- Clear the connection by the usual method, using the button to the left.
- Put one of the parties on hold again, and end the other connection.

Recording Calls

Once a connection has been established, the “Record call” function is available. Click the “Record call” button to begin recording the call. To stop recording, click the button again or hang up the connection.

The recorded call is saved as the file FRITZFON.WAV, which is replaced each time a call is recorded. If you want to keep the file longer, you must rename it.

Suspend/Resume

A call can be parked at the So bus in FRITZ!fon. An example: Interrupt the call. The call is held on the line and you can pick it up at another workplace or in another location.

For call suspension, what is known as a connection code is required, an ID between 0 and 99 specified by the user. Enter this code in the “Suspended call ID” field on the “ISDN” page.

Select the “Suspend call” command in the “Fon” menu to suspend this call. To resume the call at another telephone, enter the caller ID defined in FRITZ!fon. See the telephone’s manual for instructions.

Please note that the “Suspend” and “Resume” functions are only available when FRITZ!fon and the other terminal device are connected to the same point-to-multipoint ISDN line.
Send SMS

With FRITZ!fon you can send and receive SMS messages via an SMS center. The recipient can be selected from the FRITZ! Address Book or by hand. In addition to entering the messages manually, you also have the option of importing texts from txt files.

Proceed as follows to send an SMS:

1. Select “Fon / Send SMS”. The “Send SMS” dialog appears.
2. In the “Send SMS” window, enter the number or select a number from the Address Book.
3. Enter the message or insert a text from a txt file using the “Load saved message” command.
4. Close the dialog by clicking “OK”.

Receiving SMS Messages

To receive SMS messages as text using FRITZ!fon, your line must be registered with the given SMS center.

Forwarding Messages as E-mail Attachments

Incoming voice messages recorded by the answering machine and SMS text messages received by FRITZ!fon can be automatically forwarded to an e-mail address. To do so, your PC must have a MAPI-compatible e-mail program installed and an active Internet connection. On the “Answering Machine” page of the settings, specify the e-mail address to which the incoming messages are to be forwarded automatically.
7.5 The Journal

The FRITZ!fon Journal lists all incoming and outgoing calls, SMS messages, and voice messages on the answering machine. The following information is listed for each entry: The various kinds of FRITZ!fon Journal entries are labeled with corresponding icons. In order to make larger Journals more readable, you can display the different categories of entries in different colors and fonts.

Archiving Calls

To make a large FRITZ!fon Journal more readable, you can archive Journal entries.

Select the desired entries in the FRITZ!fon Journal and select the “Archive...” command from the context menu. The selected entries are sent to an archive file in the *.dbf format. Subsequent archiving adds more entries to this archive file rather than replacing it.

Use the context menu to switch between display of the FRITZ!fon Journal and display of the archive.

For more information about the Journal, see the Online Help.

Delete Messages

To delete individual calls from the Journal, select the corresponding entries and select “Journal / Delete”. After you have deleted a number of files from the Journal, you should pack the message database by selecting the corresponding command in the “Journal” menu.

Notes

You can create a file for notes about a telephone or SMS contact in the FRITZ! Address Book. To do so, you must have an Address Book entry for your contact. If no address book entry exists for the party you are calling, create an entry for this party first. To open the Notes file, select the desired entry in the FRITZ!fon Journal and select the “Notes” command in the context menu.
8 Address Book

Frequently required numbers and other connection parameters for the FRITZ!data, FRITZ!fax and FRITZ!fon can be entered and stored in the FRITZ! Address Book. All Address Book entries are then available in these modules and can be dialed by a simple double-click.

You may also compile several different Address Books, or use existing Outlook 2000/98 address books and dBase database files with FRITZ!. Please see the instructions in the section “Creating and Using Multiple Address Books” from page 61.

8.1 Adding a New Entry

AVM’s address is included in the Address Book upon installation of FRITZ!. To enter additional numbers, proceed as follows:

Open the Address Book by selecting it from either the FRITZ! program group or one of the program modules. Click the “New Record” button in the Address Book toolbar to create a new record.

In the “Address” section, enter general information about the remote site. Assign an unambiguous name for the user entry under “Description”. This field is displayed along with the ISDN number in the list that appears when you click “Address Book” when dialing from the individual FRITZ! modules.

Enter the phone, mobile phone and fax numbers of the remote site in the “FRITZ!fon” and “FRITZ!fax” fields. For FRITZ!data, enter the number or the FTP address, the corresponding transmission protocol and, if necessary, the user ID and password for access to the remote site.

You can create a note for each record if you wish.

Enter the e-mail and Internet addresses in the “Internet” section.
Managing Address Book Entries

Save the new entry by clicking the “Save record” button or “Save and insert new record” button.

The record is saved automatically if the corresponding option is selected on the “Options” page in the Address Book settings.

Address Book entries often differ only in one or two fields: for example, different people at the same company have separate extensions. In such cases it is convenient to edit a copy of an existing record rather than entering the duplicate information again. Click the “Copy Record” button in the toolbar to create a new copy of the current record. Enter a new description, change the desired fields and save the new record.

For detailed information on the individual fields in an Address Book entry, please see the Online Help.

8.2 Managing Address Book Entries

The four navigation buttons in the toolbar make it easy to browse back and forth in the Address Book, or to jump to the first or last entry.

Finding a Record

Use the find function to search the Address Book for any information desired. You can search for specific text strings or even for numbers.

Select the first record in the list. Click the “Find” button. A window opens. Enter here the string to be searched for. You can search for words or numbers. The first record which contains the string is selected in the list.

Select “Find Next” to continue searching for matching records in the list.
Deleting a Record

Records are deleted in two steps. First a record is marked for deletion; then, in a separate operation, any records marked are actually erased from the database. Click the “Delete Record” button in the toolbar to mark a record for deletion. Click the button again to deselect the delete marker. The selected entries will not actually be deleted from the Address Book until you the next time you pack the address book. Select “File / Pack”.

8.3 Creating and Using Multiple Address Books

To create a number of address books for different purposes, such as one for personal correspondents and another for business contacts, proceed as follows:

1. Select “Database / New Database”.
2. In the “File name” field, enter the desired name for the new address book, for instance, “PRIVATE.DBF”.
3. Click “Open”.
4. The new Address Book is opened and you can now create new user entries.

When you click the Address Book button in any FRITZ! module, the list that appears is that address book file which was opened last. To change the current database, start the FRITZ! Address Book and select “File / Open”.

Instead of the default FRITZ! Address Book, you may also use your own database (in dBase IV format) or addresses from “Outlook”.

To switch Address Books in the FRITZ!fax module, select “Options” in the send window and then the desired address book in the “Options” window. In FRITZ!fon you can switch address books using “Settings / Address Books”.

If you want to use your own database in the Address Book, it must contain certain fields with defined field names and lengths. For more information about the required database structure, see the Online Help.
9 Information, Updates and Support

AVM provides numerous sources of information to assist you if any questions or problems arise. Whether this information is located in manuals, updates or support—here you will find the important assistance you require.

In many cases problems which arise during operation can be resolved by installing the current Microsoft Service Pack for your operating system. The current service pack can be obtained directly from Microsoft.

9.1 Information Sources

Information about all components of FRITZ! is available here:

Documentation

FRITZ! includes comprehensive documentation in various formats:

- Readme about the FRITZ! program in the “FRITZ!” program group: The Readme file contains current information which was not yet available at the time the manual was printed.

- Help files for the AVM system drivers: If you install an AVM system driver, such as the CAPI Port Driver, a shortcut to the corresponding Help file is created on your desktop. The Help files can also be found in the folders SOFTWARE\CAPIPORT\CAPIPORT.<OPERATING SYSTEM> on the CD.

- Help for FRITZ!: In all FRITZ! modules you can open the detailed Online Help by pressing “F1” or clicking the Help button.

- The FRITZ! manual: A PDF version of the manual is included in the FRITZ! package in the SOFTWARE folder on the CD. If you need to install the Acrobat Reader to read the PDF file, you can do so using the installation program included in the SOFTWARE\INFO folder on the CD.
Internet

AVM provides comprehensive information in the Internet. Enter the following address:

www.avm.de/en

The “Products” category provides detailed information about all AVM products as well as announcements of new products and product versions.

9.2 Updates

New drivers and software updates for your FRITZ! are available for downloading free of charge from AVM’s Internet site or the AVM Data Call Center (ADC).

Internet

To download updates from the Internet, please enter the following URL:

www.avm.de/en/download

The AVM FTP server can also be used to download current software drivers. The download area of the FTP server can be accessed by clicking the “FTP Server” link or entering the following address:

www.avm.de/ftp

AVM Data Call Center (ADC)

All the programs and drivers available on AVM’s Internet site can also be downloaded from the AVM Data Call Center (ADC).

Dial the AVM Data Call Center using Connect32 or FRITZ!data (IDtrans or FTP protocol) at:

+49 (0) 30 / 39 98 43 00

*For faster file transfer, enable the options “2-channel transfer” and “data compression”.*
9.3 Assistance from AVM Support

Please use the information sources described above before contacting the support.

For direct assistance, AVM Support is available to provide help when problems arise during installation and your first steps in operating FRITZ!

The support desk can be reached by e-mail or by fax. AVM Support then will contact you to assist in resolving your problem. You will receive an e-mail or a fax.

Should problems establishing connections arise, please try to establish a test connection to the AVM Data Call Center (ADC) before contacting Support. Please see the instructions in the section “Your First Connection with FRITZ!data” from page 40. Since the ADC receives a great number of calls, please try several times if the line is busy. In the case of an error, write down the exact wording of the error message. Support requires this information to rectify the error.

Support by E-mail

Support requests can be sent to AVM by e-mail. Please use the support request form at:

http://www.avm.de/en/service/support/

Fill out the form and send it to AVM support by clicking the “Send” button.

Support by Fax

If necessary, you can reach FRITZ! Support at the fax number:

+49 (0) 30 / 39 97 62 66

The following information should be included in your fax:

- An e-mail address or fax number at which you can be reached.
- Personal data like your name and address.
- The Product Identification Code which is printed on the back of the CD case. Support staff will always check this number to ensure that you are a registered user.
• Which operating system are you using (e.g., Windows XP?)
• Which D-channel protocol is being used?
• Is your ISDN-Controller operating on a PBX line?
• At what step of the installation or in which FRITZ! application does an error message appear? What is the exact wording of the message?

Once you have put together all of this information, please fax them to AVM Support. Our support team will do everything it can to assist you in resolving the problem.
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