

STFax

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Chapter 1

STFax

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STFax Pro Documentation Contents Page

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1.2 STFax Pro Documentation - Introduction

It all began almost two years ago, when for the first time I needed to send a fax... "Well", I said, "I've got a fax modem, I can send it from home...".

Unfortunately I had no fax software: the ones provided with the modem were just for MS-Dos and Windows, as usual.

So I started looking around for fax programs for my Amiga: there were only two commercial packages, but as I'm almost always out-of-money, I thought it was a good idea to look in the shareware before.

I did, but with no luck: I just saw a couple of programs, one worse than the other.

Thus, I sat down and began to type...

I tried to put in STFax all the functions I thought I would need, like:

- Nice, handy user interface
- Phonebook
- Scheduler
- Reports
- ARexx port
- Datatypes support for image conversion
- On-line help
- Printer driver to redirect all print-outs to a fax file

Due to the popularity of the shareware version of STFax, and the increased demand for voice support, I was approached in Summer by Active Software to develop a commercial version to rival some of the commercial fax/voice software found within the Windows market (Supervoice Pro, WinFax Pro etc).

We decided that advanced voice support was a priority due to nearly every modern modem being shipped with voice functionality. Other ideas included a new "mail program" style interface, fax on demand support, remote access, point-and-click BBS creation and, perhaps, video-conferencing and/or Internet phone support.

STFax Professional supports nearly all our ideas. It allows you to create your own home office: people can call your home, be presented with a list of options (press 1 to leave a message, 2 to hear a recorded message or 3 to send a fax), then choose to leave a message for a member of your family or hear a message from a member of your family.

STFax Professional is ideal for the small business. Not only does it support advanced voice scripting, it allows you to remotely access any voice mailbox from an external source, setup a collection of faxes which can be sent to the customer on demand (fax on demand) or why not create a BBS so customers can upload or download files from your computer?

1.3 STFax Pro Documentation - Copyrights

STFax Pro © 1996-97 by Simone Tellini & Active Technologies. All Rights Reserved.

1.4 STFax Pro Documentation - Credits and Acknowledgements

My thanks go to:

- Mario Branchi
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format. :)
- all those who sent me suggestions and comments on STFax
- all those who registered the shareware version

Some code of STFax derived from other programs' sources. These copyrights apply:

```
/* g3topbm.c - read a Group 3 FAX file and produce a portable bitmap
**
** Copyright (C) 1989 by Paul Haeberli .
**
** Permission to use, copy, modify, and distribute this software and its
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** that the above copyright notice appear in all copies and that both that
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** documentation. This software is provided "as is" without express or
** implied warranty.
*/

---

/* gdevdfax.c
*
```

```
* DigiBoard, Inc. DigiFAX driver for Ghostscript.
*
*      Copyright 1992 DigiBoard, Inc. All rights reserved
*
* Permission to use, copy, modify, and distribute this software and its
* documentation for any purpose and without fee is hereby granted.
* This software is provided "as is" without express or implied warranty.
*/
```

```
/* t.30.h
*
* Copyright (c) 1990-1996 Sam Leffler
* Copyright (c) 1991-1996 Silicon Graphics, Inc.
* HylaFAX is a trademark of Silicon Graphics
*
* Permission to use, copy, modify, distribute, and sell this software and
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* LIABILITY, ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE
* OF THIS SOFTWARE.
*/
```

1.5 STFax Pro Documentation - Getting Started

2.0 Getting Started

2.1 What's in the Box?

STFax Professional should ship with:

- A disk containing MUI (Magic User Interface)
- A disk containing STFax Pro
- This accompanying manual
- Registration card with serial/license code

2.2 Making a Backup

We recommend that you make a backup copy of your master disks before you install your software.

You can copy your disks via Workbench (see your Workbench manual for further instructions) or via a program like SuperDuper or X-Copy.

The only time you should use your master copies are when making backup copies, always use the backup copies for installing your software.

2.3 Installing your Software

STFax Pro requires Magic User Interface (MUI) to be installed on your system, so if you do not have MUI installed, please install this from the MUI disk before you continue.

2.31 Installing MUI

Put the MUI disk into your disk drive and double click on the "Install-MUI" icon. The standard Amiga installer window will appear, select the installation mode you require (we recommend "intermediate") and then click to proceed.

Once MUI is installed into your system you will need to reboot your computer. Once you have rebooted, MUI will be recognised automatically and you are now able to proceed with the installation of STFax Pro.

2.32 Installing STFax Pro

STFax Pro needs to have MUI already installed on your system to operate. If you have a new version of MUI (v3.8+) then you can proceed with the STFax Pro installation, if not then you should go back to the section about installing MUI on your system.

Insert the disk labelled "STFax_Install" into any disk drive and double-click on "Install". The standard Amiga installer window will appear and you will be asked which installation mode you require (we recommend "intermediate") and then click to proceed.

The installation process will ask you where you want to install STFax Pro and will create the necessary drawers and copy the accompanying files.

1.6 STFax Pro Documentation - Getting to Grips with the Interface

3.2 The Icon Bar

New Fax Icon - Click this button to be able to create a new fax internally. You will be presented with an interface that enables you to create a fax via a text or image file or from an internal text editor.

Edit Fax Icon - To edit a previously created internal or external fax, click this button. You will be able to add further pages or remove pages.

View Fax Icon - When clicked, this button will show the fax you have highlighted within the group list. ie. if you highlight a fax within the "received" group it will display when you click view fax.

Transmit Fax Icon - Send a fax which you have highlighted within the group list.

Receive Fax Icon - Receive a fax manually by clicking this icon. STFax Pro will be forced into answering an incoming call and will assume it is an incoming fax.

Schedule Fax Icon - You can schedule a fax within the stored group or re-schedule a fax which is scheduled within the "scheduled" list (which is the same as double clicking a fax within the scheduled group list).

Dial Icon - This launches the dialler window which enables you to dial a phone number and to hear this via the modem speakerphone.

The dial icon is mainly used to create a voice call.

Answer Icon - This will manually answer an incoming voice call. If someone is calling you, and you are running STFax Pro, you can manually force the program to answer the call and you can hear/speak (to) the person via head/microphones connected to your modem.

Note that if you have set STFax Pro to automatically answer any incoming phone call within, say, two rings you might find that manually answering an incoming call cannot be achieved after the automatic pickup.

Print Icon - Print any highlighted fax or BBS message.

Remove Icon - Remove a fax from a list, a message from a voice mailbox, a file from a BBS list or a message within a BBS group.

3.3 Bubble Help

STFax utilise the excellent MUI bubble help feature. If you hold your mouse pointer stationary over certain gadgets, after a few moments a speech bubble will present a short statement of the function of that gadget.

You can control the use of the bubble help within MUI prefs. Within MUI prefs goto the "System" option and then alter the sliders to suit your needs. You can switch off the bubble help by moving both sliders to the left so they are set to zero.

1.7 STFax Pro Documentation - Creating and Sending a Fascimile

4.11 Creating a Fax from an External Program

There are a number of ways to create a fax however the most obvious use would be for a user to create a document within a program such as Wordworth and then "print" the document to STFax rather than their printer.

Firstly make sure that "printer driver" is checked on within the preferences menu.

Now start the program (such as Wordworth, Pagestream) you want to create the document and create the document in the normal manner. The number of pages does not matter as these pages will be sent by STFax as multiple pages.

Once you have proof-read and completed the document you will be ready to print. Goto print the document in the normal manner but make sure you select STFaxPRT from the list of printers and press print!

Note: If you cannot select an alternative printer from the program you are using to create your fax (a text editor is a good example), and you want to create a fax file without having STFax in memory, then you will have to edit the printer preferences within your "prefs" drawer on your Workbench partition. Make sure you select "STFaxPRT".

A requestor will appear, give your document/fax a name and the documented will be "printed" to STFax. In effect, the document is just being stored on your hard drive.

Once this process is completed, STFax will present a "send fax..." window which will offer you some options.

Press "cancel" for the moment and the fax will be stored within your hard drive and available within the "stored" group or read the section about "sending your fax" for further information,

1.8 STFax Pro Documentation - Creating a Fax Internally

STFax Pro allows you to create a fax from a number of different sources such as an image, a text file or simply by entering text into a mini internal text editor.

Click on the "New Fax" button on the main STFax Pro window and a window will appear.

This window has two main tasks: it allows you to create a new fax from scratch and edit a fax at a later date.

The options within "selected page" allow you to view a fax page, re-arrange the fax pages, delete a fax page or edit (if it was created internally with the texteditor).

You can create one or more pages and these will be sent one-by-one by STFax Pro when you transmit the fax.

The options within "new page" allow you to create a new page for your fax. You can create a page from an image (a requestor will appear asking you for the image file), from a text file or via the internal text editor.

If you load an image to be converted to a fax, unless it is smaller than an A4 page (297 x 210mm or 1728 x 2000 pixels) it needs to be scaled to fit within the page. Check the "scale image" box before you convert your image.

You can create a basic text message via the internal editor. Simply type text into the main window. You can even load an external text file via the rmb context menu and then edit this. You can also call an external editor which is configured within MUI prefs (see the section on configuring MUI for further information).

Press "ok" in the edit fax box to save the newly created internal fax. STFax Pro will save this to your hard drive and it will appear within the "stored" group list.

You can choose to send/transmit this fax at any time in the future by highlighting the fax and clicking the transmit button.

1.9 STFax Pro Documentation - Sending Your Fax

Whether you created your fax externally or internally, at some time in the future you will want to transmit/send your fax (unless you decide to delete it).

When you create a fax externally the send window will appear automatically once you have chosen a name for your fax. When you create a fax internally, you will have to manually select the "transmit" button to send your fax.

Either way, you'll see the "Send Fax" window.

Enter the fax number you want to send the fax within the "Send to:" box or select one or more numbers from the drop down menu. Note that if you select multiple fax numbers from the drop down menu, the fax will be sent to these numbers synchronously.

Choose to "Send Now" (the fax will be sent immediately, so make sure your modem is connected to your phone line!), "Schedule" (you can choose to send the fax at a later date - but STFax and your modem would need to be on at this scheduled time in order for the fax to be sent automatically) or you can choose to cancel the transmission of this fax.

If you do choose to schedule the fax, a window will appear where you can set various times/dates.

The fax will now be stored on your hard drive within the "Stored" list and, if scheduled, within the "Scheduled" list as well.

If everything goes well, you should see a transmission window. STFax will dial the fax machine, connect and then well send your fax page by page.

1.10 STFax Pro Documentation - Receiving a Fax

4.2 Receiving a Fax

4.21 Receiving a Fax Automatically

This method should work quite simply and easily. Set up STFax Pro (read the section on setting up the preferences), turn on your modem and your computer and then make sure the modem is connected to your phone line.

Leave your computer on, turn your monitor off and let STFax Pro do the rest of the work. Any incoming calls will be answered by STFax and, if it is an incoming fax, STFax will automatically switch into fax mode and receive the fax.

This is quite a professional system as it offers two choices. Say, for example, you wanted to use one phone number for two purposes. Firstly you advertise it as the "fax line" and secondly you tell your customers that it is an "information line".

You would then setup STFax to greet the users (see the section on using voice with STFax Pro) with a message which would direct callers using a telephone to the correct information. A caller wanting to send fax would only hear the message if their fax machine has a speaker and would assume it is a fax only line as STFax Pro will automatically switch to fax-receive modem when it hears an incoming fax tone.

Note: you can set STFax to automatically print an incoming fax so you have a printed copy of all faxes as soon as they arrive. STFax will use the currently selected Workbench printer for this process.

When one or more faxes have been received by STFax, they will be listed within the "received" section of the listtree.

You can see the date they arrived, the exact time, the duration of the actual fax transmission, the name of the sender and number (subject to the sender correctly setting their "station id") within the main window. The name of the person sending the fax will only be shown if the same number is found within the phonebook. If no number is found, STFax will display "N/A".

If you double-click an incoming fax you will be able to view the contents (see the section on viewing a fax for more information).

Lastly, you can choose to remove a fax from the list or even forward an incoming fax to another fax machine by using the options available within the right mouse button context menu.

4.22 Receiving a Fax Manually

If you have de-checked "Auto Answer" within the misc section of the STFax preferences, STFax will not answer any incoming call unless you do so manually.

Therefore, you have to be aware when an incoming fax is expected or you can pick up the phone, hear the fax and start STFax Pro as quickly as possible!

In this case you would press "receive" on the main interface and STFax would answer the call, play the normal greeting and, if it was an incoming fax, would switch to fax mode as quickly as possible.

The fax will be received in the normal way.

1.11 STFax Pro Documentation - Viewing a Fax

When you have received a fax you will want to see it (although you could just chose to print it instead). To do this you would highlight the fax you want to view and press the view button on the main interface or simply double-click any received fax and it will be viewed automatically.

You will see the fax within the "View Page" window. The buttons (and menu options) allow you to print the fax, goto/back another page, flip and rotate the fax and scale the current window.

The menu has one more additional feature, it allows you to save any viewed fax as an IFF file which then could be edited within a paint package (subject to you having enough chip mem to load a large IFF into your paint package).

You can save the fax in the current chosen scale. If you are currently viewing a fax at scale 50% STFax will save the image at 50% if you select "Save IFF".

1.12 STFax Pro Documentation - Using Voice with STFax Pro

5.0 Using Voice with STFax Pro

5.1 What is Voice?

A voice modem is near to the next best thing to installing a full-time receptionist. For instance, it's quite easy to build an advanced voice mail based system with multiple mailboxes to store messages separately for each member of the family or office.

Voice systems even allow you to sort responses from enquiries. Firstly you could re-direct a caller to a specialised operator by asking them to specify their technical query. Hewlett Packard, for example, ask you to press a key on your phone depending which printer you need technical support for.

Another example would be an Internet Service Provider. They could set up a

system which directed you a particular operator with experience with particular machines.

The second example would be using an advanced voice scripting system to auto-respond with specific answers to general/specific queries. If one of your customers called outside office hours they could press a series of key options which leads them to a set of possible answers. They would just hang up if they heard their query being answered.

Voice systems are excellent for multiple users of one phone. A family or small business could direct its users to leave messages for particular members of the house or office.

Voice systems are also superb for the small business who wants to seem much larger than they really are. For instance there is no reason why you couldn't set up a number of faxes and then allow a user to receive a fax (by demand) from the list 24 hours a day. Fancy being able to offer your customers fax-on-demand information about all your products without even having to be in the office!

Lastly another good use of a voice script is to avoid wrong numbers, delay or put off cold sales calls etc.

5.2 Setting up the Voice System

You can set up a small, simple greeting message which just answers the phone and records a message or a large script that answers, directs users to leave a message for a particular person, demand a fax, call and operator or listen to some pre-recorded messages. Either way, you need to make STFax Pro ready for action.

Goto the voice menu and select "Voice Settings" and a window will appear which allows you to edit you pre-recorded messages, add/remove voice boxes and create the advanced voice script.

5.21 Creating Some Pre-Recorded Messages

Before you go ahead and create your advanced voice script, you need to create some pre-recorded messages.

Our suggestion is to think in your mind what you want your voice script to look like (try drawing a flow chart on paper or see the section about creating an advanced voice script) and then try to draft a list of all the possible messages (including error messages) you will require.

There are some messages within the messages section of the "Voice Settings" GUI which cannot be removed from the list. These are internal STFax Pro messages which will be played if an error occurs. STFax will mark them with a "*" when you need to record them (when you install STFax for the first time or if you delete them).

Please note that you still need to record all messages in order for them to be played! Also, some messages cannot be deleted as they are system

necessary. For instance, "timeout" is a system message which will play if the caller leaves a message which is too long. You cannot therefore delete "Timeout", but on the other hand it still has to be recorded in order to play a message!

There are numerous default messages:

Greeting	<p>The message used by the provided default script. Usually, this message is something like:</p> <p>"Hi, I'm not here at the moment. If you want, you can leave a message after the tone."</p>
Choose	<p>The default message you should play with the CHOOSE BOX script command.</p>
BoxNotFound	<p>This will be played by STFax when an user requests a "Voice Box" that doesn't exists. It should be something like:</p> <p>"The voice box you requested doesn't exists. Press 0 to select another box or any other key to disconnect."</p>
Timeout	<p>This sample will be played everytime STFax detects a timeout, for example when it's waiting for a touchtones sequence. Example:</p> <p>"Sorry, your time is over."</p>
Panic	<p>This will be played if a serious error occurs.</p>
FaxNotFound	<p>This will be played when a user requests a non-existing fax with the "FAX ON DEMAND" service.</p>
WrongPwd	<p>When you need to remote access to a voice box, you'll be asked to enter a password (if previously set). This message will be played if the password entered is wrong.</p> <p>Example:</p> <p>"You entered a wrong password!"</p> <p>After 3 bad attempts, STFax will hang up.</p>
NoMoreMsgs	<p>You can browse through your new voice messages from a remote telephone. This sample will be used to tell you when you have listened to all your messages or when you don't have any new message. Example:</p> <p>"There aren't other new messages for you"</p>
Invalid Input	<p>You have pressed a touchtone which is not recognised by STFax Pro. Please press a touchtone which is required.</p>
AfterRecMenu	<p>You have the option to replay or re-record your message or simply hangup.</p>

NoOperator	When the operator doesn't answer, STFax will return to the previous menu. So the user can either select again the call operator item or choose another item, e.g. leave a message
------------	---

You can record these messages simply by pressing the record button when you have highlighted a script.

You can record via the handset on your telephone (if your modem has a telephone pass through on the back panel and you can connect your phone to this), or via a microphone connected to the microphone socket on your modem.

Simply press the record button and the recording window should appear.

You will have to wait a few seconds till the modem is initialised (the actually recording of the voice is done via the modem chipset) and then it will be ready to record. Just talk in a normal manner and when you are finished, press the stop button.

You can choose to listen to your voice message by highlighting the message in the list, choosing whether to listen via the telephone handset, headphones connected to the modem or via the standard Amiga audio and then pressing the play button.

We suggest you add some text into the "Note:" box so you can remember what the message states, without having to play it each time.

5.22 Adding Voice Boxes

Once you have created all the messages you think you will need (don't worry if you haven't, you can always go back and do this later) you will have to create a mailbox for any family member or office user who needs one.

You should have one default mailbox which, ironically, is called "default". This can be renamed if necessary and should be used if you only want a one mailbox system.

To add further boxes, click on "Add", a requestor will appear and you will have to select or create a directory to store the messages. By default, STFax Pro will point to the "STFax:messages/" drawer but you will need to create a sub-directory within this. Call you directory "0002" or something.

You will need to set some other data, here is some information:

ID	The number the user should type on his telephone to choose that box. You should set a different ID for each box. If two or more voice boxes have the same ID, the first one will be used.
Name	The name given to the mailbox. This will appear within the listtree on the main interface.

Path	Directory where to put the incoming messages. This must be different for each box.
Password	You can set a password for the mailbox. This is needed if you want to access your mailbox remotely. You can only enter numeric digits into this box and a maximum of nine digits.
Timeout	Maximum amount of seconds for the incoming messages. STFax will abort recording after this timeout.

1.13 STFax Pro Documentation - Voice Scripting

5.23 Basic Voice Scripting

Now you have created your messages and one or more mailboxes, you are now ready to start creating that all-important voice script.

- * Click the "Add Command" button and select "Menu" from the list of available options.
- * A window will appear and click the drop down menu adjacent to the "Play File" box and choose your "Greeting" message

Enter "1" within the touchtones box. This means that you are able to press one touchtone in order to proceed.

For this example we are assuming that your greeting says something similar to: "Hi, we are not here at the moment. If you want to leave a message for someone, press "1" on your telephone or just hangup and call again soon".

For practical reasons this may soon a little cold, feel free to choose your own greeting.

- * Now make sure "Menu" is highlighted within the Commands window and then click on the "Add To Menu" button.

Enter the touchtone/ID number you want STFax to recognise in order to enter the Choose Box section. We have just told STFax to listen for one touchtone, this is the touchtone it will recognise.

- * Make sure the "1" is highlighted within the Commands window and then click on the "Add Command" button again and "Choose Box".
- * Choose Box will appear in the Commands window. Highlight the "1" in the Commands window again, click on the "Add to Command" button and choose "RECORD MSG".

A little window will appear which will allow you to choose a pre-recorded message to play to your caller when they reach this stage.

Let's assume your message says "Please record your message after the tone and press the hash sign when you are finished or hangup. Recording after the beep".

Our suggestion is to experiment with the basic commands at first. Read the section about testing your voice script in order to test the new script you have created.

5.24 Advanced Voice Scripting

Ok, so you have got to grips with the basics now? You should know how to create a simple script with one touchtone option. This is a very simple mailbox system, but STFax Pro offers you so much more!

Let's assume you are a small business with three employees and you want to create a comprehensive voice mail system. Firstly you draft what you want the voice system to achieve:

- * It has to greet the caller and quickly route them to an operator (touchtone 1) for sales, to the voice mailbox choices (2), to hear a recorded announcement(s) (3) and to receive a fax (4).
- * It has to call an operator for sales, try the operator for a set number of "rings" then, if not answered, ask the caller if they want to try again or leave basic contact details so that they can be contacted.
- * Give the choice of leaving a message for each of the three employees. The caller should be able to replay and re-record their message where possible.
- * Play a set announcement.
- * Ask the user which fax they require (or even play a list of faxes available, but in this example we are going to assume that there are too many faxes to list and that the caller previously is aware which fax they want to receive) and send them the fax.

Ok, you should have an understanding in your mind how the system will work. We suggest you record your messages first or simply create text based msg's so you can create a draft script.

Let's create this advanced script based on the above example.

- * Click on "Add Command" and choose the "Menu" option. The menu window will appear, choose "Greeting" (your greeting message) from the pop down menu, set touchtones to "1" and press ok.
- * Highlight menu entry within the command box and press "Add to Menu" and add "1" into the box.
- * Highlight the entry ID "1" within the command box and press "Add Command" and choose "Call Operator" from the list.

Choose the message you want played when calling the operator. Record something like "please wait...contacting sales...please wait...". Choose a message for any problem (ie. timeout/non-answer by operator) and click to give the option to try again or leave a message.

STFax will automatically play the NoOperator message when the operator doesn't answer, then it will return to the previous menu. So the user can 1) select again the call op item 2) choose another item, e.g. leave a msg

Choose a warning/alarm sound which should be played when contacting the operator. You could put a ringing tone in here.

Press ok on the call operator window.

- * Highlight the menu entry within the command box and click "Add to Menu". Add "2" into the item ID box.
- * Highlight "2" within the command box, click "Add Command" and select "Choose Box".
- * Highlight the menu entry within the command box and click "Add to Menu" and add "3" into the item ID box.
- * Highlight "3" within the command box and press "Add to Command". Choose "Play Message" and select the message you want played.
- * Highlight the menu entry within the command box and click "Add to Menu". Add "4" into the item ID box.
- * Highlight "4" within the command box, click "Add to Command" and select "Fax on Demand".

You can add/remove stored faxes (faxes previously created) into the list and assign an ID to them. This ID is needed for when a caller choose the fax they want to receive.

Choose the message you want played when the user enters this fax on demand service.

Note that once the user has received their faxe(s) STFax will automatically hangup and there is no way for a user to go back in order to receive another fax (or do anything else like record a message) without redialling your number again.

We recommend you read the next section about testing your advanced voice script before you use it for real!

1.14 STFax Pro Documentation - Testing Your Voice Script

There are two ways to test your new voice script. Firstly you can test it using the built in test window.

Using headphones connected to your modem you can click the test button and proceed with the test.

However, there is a snag. The built in test script cannot test the fax on demand service neither can it allow you to test the built in BBS.

The seconds choice is to test your script "live". If you have two phone

lines then testing will be easy. Choose a time when no-one is likely to call you (late at night?) and setup your modem, computer and STFax Pro.

Dial your number from your other phone and try the various options available. Listen for any problems, fix them and try again.

There is another snag. Most likely you don't have two computers and two phone lines. Therefore it will be difficult to actually try sending a fax, using the fax on demand service, testing your BBS etc. We suggest you go to a friends house (who has a computer, be it an Amiga or PC!) and test your system as much as possible to avoid any embarrassing moments from a dodgy voice script!

1.15 STFax Pro Documentation - Voice Tips

* Create text messages first. You could, if you prefer, create text based messages within the message creation window before you actually record them. This would allow you to select your message(s) when using the advanced script editor without the lengthy task of having to record all your messages before you use the script editor.

* Record messages often. It is best advised to record messages often, if not daily. There is nothing worse than a message which never changes, a message which is out of date or a message which is simply wrong.

ie. you don't want a caller hearing "we are on holiday at the moment and won't be here for the next two weeks" or something equally as vague when you are actually out at the local shop!

If you are a small business you don't want a person to try and contact sales, leave a message for a particular employee and for their voice mail to say "I am out of the office today" when this referred to the previous day.

* Listen to as many automated systems as possible. Call other companies and try their voice scripts, see how they work (or don't work in some cases).

* Call yourself. Think how you would feel being faced with the greeting message from hell! Try to make it short and to the point.

If you are a small business, you want your customers to be put through to sales as quickly and efficiently as possible or you will lose their custom due to the amount of time needed to trek through your voice script!

* Use a good quality new modem. Unfortunately a lot of people buy cheap, unbranded modems thinking that they are "the same as the branded equivalents". Often they aren't.

A good quality modem will normally offer a better quality recording option with less hiss and background noise.

* Use a better microphone. If you find that your recordings are very poor quality or have a lot of background noise, you could always try using a better quality microphone to record your messages.

1.16 STFax Pro Documentation - Script commands reference

In this section you'll find a description of the commands you can use in your voice scripts and their parameters.

AREXX SCRIPT
CALL OPERATOR
CHOOSE BOX
FAX ON DEMAND
MENU
PLAY MSG
RECEIVE FAX
RECORD MSG

1.17 AREXX SCRIPT

FUNCTION
Executes an ARexx script.

OPTIONS
Script ARexx script to execute.

1.18 CALL OPERATOR

FUNCTION
Request the operator intervention.

OPTIONS

Play File	Message that will be played when the command is executed. For instance, you could record a message like "The operator is being called, please wait".
Error Message	This message will be played if the operator doesn't answer the call.
Alarm	Enter here the path of a sample that STFax will play to call the operator.
Timeout	Number of seconds which STFax will wait before giving up.
Script	ARexx script you want to execute when this

command is executed.

1.19 CHOOSE BOX

FUNCTION

Ask the user for a voice box that will be used by the following commands.

EXAMPLE

```
|  
+ CHOOSE BOX  
+ RECORD MSG
```

OPTIONS

Play File	Message to play to the remote user (e.g. "Press 1 to leave a message for Michael or 2 for George").
Touchtones	Number of touchtones STFax will expect. For example, if you enter 2, STFax will wait for a sequence of 2 touchtones, like "11" or "03". If you set it to 0, STFax will expect the user to mark the id with * and #: e.g. *11#, *3#...
Timeout	As usual, number of seconds after which STFax will abort the command if no selection is made.

1.20 FAX ON DEMAND

FUNCTION

Let a remote user choose and retrieve a fax from your system.

OPTIONS

Add	Add a fax to the list of available ones.
Remove	Remove a fax from the list.
ID	Number the remote user will need to enter to select the highlighted fax.
Play File	Message to play to the user. Usually it will be a list of the available faxes.
Touchtones	Number of touchtones STFax will expect. For example, if you enter 2, STFax will wait for a sequence of 2 touchtones, like "11" or "03". If you set it to 0, STFax will expect the

user to mark the id with * and #: e.g.
*11#, *3#...

1.21 MENU

FUNCTION

Offer the remote user a list of options

EXAMPLE

```
|  
+ MENU  
  |  
  + 1. RECORD MSG  
  |  
  + 2. FAX ON DEMAND
```

OPTIONS

Play File	Message to play to the user.
Touchtones	Number of touchtones STFax will expect. For example, if you enter 2, STFax will wait for a sequence of 2 touchtones, like "11" or "03". If you set it to 0, STFax will expect the user to mark the id with * and #: e.g. *11#, *3#...
Timeout	As usual, number of seconds after which STFax will abort the command if no selection is made.
Use user greeting	If checked STFax will search for the Caller ID in the phonebook. If it finds it and the phonebook entry has a valid Greeting field, this message will be played instead of Play File to the user.

1.22 PLAY MSG

FUNCTION

Play a message.

OPTIONS

Play File	Message to play to the user.
Use user greeting	If checked STFax will search for the Caller ID in the phonebook. If it finds it and the phonebook entry has a valid Greeting field, this message will be played instead of Play File to the user.

1.23 RECEIVE FAX

FUNCTION

Force STFax into fax receive mode.

1.24 RECORD MSG

FUNCTION

Record a message.

OPTIONS

Play File	Message to play to the user.
Timeout	As usual, number of seconds after which STFax will abort the command if no selection is made.
Skip with touchtone	If set, the user can skip this command pressing a touchtone.

Example:

Record a message like "Please leave a message or press a key for further options" and use it in Play File. Than build a script like:

```
|
+ RECORD MSG
+ MENU
  + 1 FAX ON DEMAND
  + 2 CALL OPERATOR
...
```

Use user greeting	If checked STFax will search for the Caller ID in the phonebook. If it finds it and the phonebook entry has a valid Greeting field, this message will be played instead of Play File to the user.
After record menu	If set, the user can press # after leaving his message and enter a small menu.
Timeout	Timeout used for the above menu.

1.25 STFax Pro Documentation - Touchtone commands reference

STFax uses a pre-defined set of touchtone commands to control some of the voice operations remotely. In these tables you'll find the commands used:

Remote Access System

#	Press this touchtone while STFax is playing the greeting
---	--

message to enter the remote access system. If you have created more than one voice box, you'll need to enter the number of the box you want to access: just enter 1 digit if you have up to 9 boxes, 2 digits (e.g. 01, 23...) if you have up to 99 boxes and so on... Then you may need to enter the box password, if previously set. STFax expects you to mark the password with * and #: i.e., if your password is 123, you need to enter *123#.

Once you have entered the system, the following commands will be available.

- 1 Play the next new message, if any.
- 2 Play the previous message.
- 3 Replay the current message.
- 4 Delete the current message from the voice box.
- 5 Forward the new faxes to a specified number. After issuing this command, you'll need to enter the number of the fax machine where to forward the new faxes to, followed by the # touchtone (example: 03445467#).

The new faxes you have received, if any, will be forwarded to that number after you hang up.

- 6 Quit the remote access system

After Record Menu

When you edit your voice script, you can enable the After Record Menu among the RECORD MSG settings. If it is enabled, users can press the # touchtone after they have recorded a message to enter this menu:

- 1 Replay the message they have recorded
- 2 Re-record the message
- Hang Up Confirm the message.

Choose Box command

When an user is prompted to choose a voice box via this command and he enters an illegal value, he can press the 0 touchtone to try again, or he should hang up.

1.26 STFax Pro Documentation - Using STFax Pro as a Telephone

Strangely one of the most frequently asked questions is "can I use my voice modem as a telephone?". Yes, with STFax Pro!

There are two ways of using a voice modem as a telephone. If your modem has a speakerphone/microphone you can use this as a hands-free telephone (although the quality is usually pretty dire) or you can connect a micro/headphone to the in/out sockets on your modem and carry out a receptionist-style hands free telephone conversation.

To dial another telephone goto the voice menu and select dial or press the dial button on the main interface.

You can choose a telephone number to dial from the drop down menu (if you have previously entered this into your phonebook) or dial the number manually by pressing the buttons on the keypad. Alter the volume if necessary (you can alter the volume whilst in mid conversation without the other person being aware).

Press dial to dial the number. You should be able to talk in the normal manner and press hanup when you want to end the conversation.

You can manually answer an incoming call by click the answer button on the main page or by selecting "Answer" from the voice menu. You should be able to alter the volume as necessary and hangup when you want to finish the conversation.

If you set the preferences to "voice only" (prefs/misc) STFax will answer the incoming call when "auto answer" is set on within the STFax preferences.

1.27 STFax Pro Documentation - The Status window

When STFax answers in voice mode, it'll open a status window.

In the Status line you will be able to see what STFax/the remote user is doing: e.g. STFax is answering, the remote user is leaving a message, he's in the fax on demand system, and so on...

If the Caller ID service is active in the place where you live, STFax will also show the caller's id, provided that the modem is able to recognize it.

Moreover, this window also contains a button which allows you to interrupt STFax and activate the speakerphone mode: for example, let's say you have just come back home, you hear the phone ringing and STFax starts the answering process; you can press this button to stop STFax and talk with the caller.

The "Manual Answer" gadget can't be used at any time though: STFax will ghost it after some time, when the current process can't be interrupted.

There is also an "Intercept" gadget which aborts everything STFax is doing: it can be useful if you want to answer the call with your telephone.

1.28 STFax Pro Documentation - Mini BBS

6.0 What is a Mini-BBS?

A mini-BBS could server a number of purposes. It is excellent for the small business to allow their customers to download or upload files to a quick and efficient server. An example could be a graphics design company who asks a client to upload a document for printing and they can only do this outside office hours. The BBS can be left on 24hours a day.

Another example could be where a company leaves some important files for a client in a closed door. The client can log onto the BBS in their free time, enter the closed door (with the user/pass) and download the files.

A family may benefit from a closed BBS. In this electronic age a lot of people are processing and developing digital pictures themselves, but how do you send these to your friends and relatives? They are too big to send by email, you might not have enough web space to put them on your free web site, so the other alternative is setup your own BBS!

This way a relative can call late at night, choose all the pictures they want to download and then just leave it going!

6.1 Configuring and Activating the BBS

Goto the preferences menu and select "BBS settings". On the General page (first page) check the activate button and leave the baud set at 38400.

Let's assume you are a small business and want two doors. The first door will be the main (default) unrestricted area for all users, the other will be the closed door for other employees.

In the doors folder press "Add" and "-Unnamed door-" will appear within the door name. Rename this to "Main", choose a directory where files will be stored and then add a greeting and menu if you require.

The greeting and menu can be a pre-created text file. If you do not want to create your own menu, leave STFax Pro to create its own. STFax Pro will create a menu from the files you want stored in that door.

The greeting message will be shown to users entering that particular door and, if no message is selected, they will be greeted with:

"You have entered the [name of door] door".

Ok, let's add another door. Click on "Add" again, rename this door "Internal", click the restricted button and enter a username and password so that only authorised users can enter this door.

When a caller enters the BBS and tries to search for other doors, restricted doors will be listed but the user will have to enter the correct user/pass in order to continue.

Press the quit button situated at the top left of the BBS Settings GUI and you will be back to the main interface. You should see your two new doors added to the listtree.

Finally, in order for your BBS to automatically answer an incoming data call you need to select "Mode: FAX/DATA" from the misc section within the STFax Pro preferences.

6.2 Adding or Removing Files

Now you have created your doors you will want to add some files for other users to download from your BBS.

On the main interface click on the "Files" section within one of your doors on the listtree. Now simply drag the files from Workbench to the files list on the main page or, by using the right mouse button context menu, add files by selecting "Add" and they should appear within the file list.

When you add a file a little window will appear asking you to add a note/information to the file.

This note/information will give your callers a brief description of the file.

6.3 Uploads and Recognising Filetypes

Callers can upload files to your BBS. If a caller (or callers) uploads a file(s) to your BBS they will appear within the "Uploads" list within a particular door within the listtree.

Using the right mouse button context menu you can choose to move a file to another location on your computer, rename the file or remove it. You can also view it by double-clicking on the file.

If STFax recognises the type of file you are trying to view, it will execute the correct program. However, you have to tell STFax which program you want to execute in order to view a particular file. You do this within the filetypes settings.

1.29 STFax Pro Documentation - Fax Settings

Company	Insert your name or company. This will be used in the fax cover.	
Fax #	Insert here your fax number. This number is the ID of your machine. You can enter anything you want, but please remember that not all characters are allowed, according to the fax standard. Allowed characters are digits 0-9, + and the space.	
	Examples:	
	+39 522 123456	OK
	+39-522-123456	Not defined

HELLO WORLD Not defined

You should never have trouble even with no defined sequences, but if a fax machine misteriously hangs up to your calls, check that this number is ok.

Phone #	Insert here your phone/voice number.
LetterHead	Here you can insert the name of an image or ASCII file that STFax will put in the top of every page.
Signature	Same as LetterHead, but this will be put at the bottom of every page.
Text Font	The font to be used when converting ASCII files into a fax. We suggest you to use a quite large font.
Margins Left	These are the margins used to layout the text while converting it. They are expressed in characters.
Paginate	If selected STFax will create a new page every tot lines, depending of what you've entered in the following gadget. Otherwise, STFax will create a single page. Please note that if you create a very long page, probably you won't be able to view it due to lack of memory.
Lines	Number of lines per page.
Fine Resolution	If checked, STFax will create fax in Fine Resolution. Note that you need a quite big font (height ≥ 24) to create fax in fine resolution, otherwise the characters will appear very small at the other end.

1.30 STFax Pro Documentation - Modem settings

Device	Serial device to use.
Unit	Unit of the serial device. If you don't own a multiport card, this will probably be 0.
Rings	Number of rings to wait for before answering.
Shared	If selected, the serial port will be opened in shared mode. Use this gadget if you need to share the serial port among more than one program, for example, between STFax and a mailer.
Retry	Minimum number of attempts STFax should do when sending a fax.
Redial Delay	Delay between two attempts.
Init	Init string for your modem.

Dial Mode	This tells STFax if it should call in tone or pulse mode. If you can, you'd better use tone mode.
Dial Prefix	Prefix to use in the dial command. For example, if you need to use the command "ATD0Wnnnn" to dial the number "nnnn", insert "0W" here.
Prefix String	This is a command sequence that will precede the 'D' in the dial command. i.e. if you enter X3 here, STFax will use the command "ATX3Dnnnn" to dial "nnnn".
Use Class 1	Checking this box will force STFax to use the Class 1 protocol for fax operation. This can be very useful with US Robotics modems: most of them have a defective Class 2.0 support, thus you will get many errors trying to send/receive a fax without setting this gadget.
Max 9600 Baud using	If your fax modem supports only Class 1 or you're using the above gadget, you may experience some unknown errors during fax transmissions. In fact, the Class 1 protocol needs a quite fast CPU in order to work correctly at high speeds (a 68020 should be enough even for 14400 bauds, but background tasks can stole too much CPU power from STFax); moreover, some modems doesn't like a speed higher than 9600.
DTR Hangup	If you think that STFax is slow during hang ups, check this box. In order to have DTR Hangup to work, the modem must be configured to hang up when DTR drops. Usually this can be achieved with the &D2&Q5 command sequence, but you should check your modem manual to be sure.

1.31 STFax Pro Documentation - Misc settings

Auto Answer	If checked, STFax will automatically answer the phone when it detects an incoming call. STFax will wait until the number of rings set in the modem preferences requester are detected.
Quiet Modem	Selecting this, STFax will set the modem speaker off.
Silent Answer	This will activate (if your modem supports it) the Silent Answer feature, that means that STFax will answer

	only to fax or data calls, but it won't answer to voice calls, leaving your telephone ring. ↵
Make Icons	If checked, STFax will create an icon for the faxes it saves.
Close = Iconify will	If checked, the close gadget of STFax's main window will cause STFax to be iconified, not quitted. ↵
Auto Print incoming	If checked, STFax will automatically print the incoming faxes. ↵
Buttons Type	Select the different style of buttons for your button bar on the main window. The choices are graphics, graphics and text and text only.
Mode	<p>You have four options: FAX/DATA, ONLY FAX, VOICE/FAX and VOICE ONLY.</p> <p>In the first mode, STFax will spawn the external program set in the External programs requester when a data call is detected and the mini bbs is not active.</p> <p>Instead, in the ONLY FAX mode, STFax will send out the text saved in the file STFax:Data/NoData.txt when a data call is detected and then it will hang up. If the file doesn't exists, it will only hang up.</p> <p>The third mode is the same as the first, but STFax will also handle incoming voice calls. ↵</p> <p>In VOICE ONLY mode STFax will work only as a speakerphone: if Auto Answer is on, STFax will answer automatically to incoming calls and you'll be able to talk via your headset.</p>
Refuse data call text	Press this to edit the text that will be displayed to refuse data calls in the ONLY FAX mode.
Log	<p>Here you can set the logging level. Higher the level is, more the informations put in the log file (STFax:STFax.log) are.</p> <p>NOTE: "Debug" level is the highest and if you have troubles with STFax, you should send me the log produced with this level along with your bug report. ↵</p>
Expire after (days) Stored	Number of days after which STFax will delete the stored faxes from the list. ↵
Voice messages max	Maximum amount of seconds for a message (recorded

locally)

1.32 STFax Pro Documentation - Hooks settings

Answer Hook	STFax can launch an external ARexx script after a fax is received. Thus you can automatically print your faxes with the included fax2ps command or have an ARexx script that forwards them via EMail over internet or a local intranet
Voice Hook voice	As above, but it's executed after an user leaves a ↵ message.
Ring Hook	This script will be executed when STFax detects the first ring of an incoming call. You can use here a ↵ script that uniconifies STFax, for example.
Hang Up Hook	This one will be executed during the hang up.

1.33 STFax Pro Documentation - Strings Settings

In this requester you can set the strings that are used by your modem to communicate the events to the program.

You should change these strings only in the case that you own a very exotic modem. For example, some modems returns "NO DIAL TONE" instead of "NO DIALTONE".

1.34 STFax Pro Documentation - Paths settings

Fax In	Directory in which STFax will store the received faxes.
Fax Out	Directory in which STFax will store the outgoing faxes.
Images	Default directory for the "From image..." button in the Edit fax window.
Texts	Default directory for the "From text..." button in the Edit fax window.
Log	Path for the log file.

1.35 STFax Pro Documentation - Program settings

Editor This is the command line used by STFax to invoke the editor when needed. "%s" is replaced by the name (and the path) of the file to edit.

Note: the editor should not detach itself from the parent process ↔
!

So, if you use such an editor (like CygnusEd), you should put the right parameter in the command line to prevent it from detaching itself. For example, if you use CygnusEd, you should use a command line like:

```
Ced %s -keepio
```

Or if you use GoldEd:

```
Ed %s STICKY
```

Data Call Here you can set the external program that STFax will spawn when a data call is detected.

To be able to use these feature, you should set both STFax and the external program to open the serial device in shared mode.

STFax expects the hang up to be done by the external program.

You can use these symbols in the command line:

%d	Serial device to use
%u	Device unit
%b	Baud rate of the serial port
%f	Flags of the serial port
%c	Connection baud rate

1.36 STFax Pro Documentation - Timeout settings

With this requester you can configure the timeouts that STFax uses in the modem handling.

The default values should be fine to you, anyway if your modem behaves differently, you can change them.

Above all, the Connect and Answer timeouts are the most subjected to changes.

NOTE: the "Modem" timeout is a bit special. It is the delay inserted by STFax between two consecutive commands to the modem and it is expressed in 1/50th of second. You can set it to 0 if your modem is able to handle incoming commands at full speed, otherwise try increasing it. You should increase it if you notice that STFax tries to reset the modem many times when you load it and keeps the busy pointer too much...

1.37 STFax Pro Documentation - The Phonebook

The phonebook is used to store both fax numbers (needed for transmitting and scheduling a fax) and phone numbers (when using the dial window) and is a quick and easy way of storing all the most frequent numbers you dial with STFax Pro.

In this listview you can see the numbers stored in your phonebook. By double-clicking on one item the "edit phonebook entry" window will appear (see below for a description).

When using the phonebook with STFax Pro, you can select more than one item by clicking on the item you want to select while pressing the SHIFT key.

New	Adds a new item to the phonebook. This launches the "Edit phonebook entry" window as described separately.
Delete	Remove the selected entries from the list.
Select All	Select all the items.
Deselect All	Deselect all the items.
Edit	Edit the selected items. You can achieve the same result by double clicking on one item.
Sort	Sort the entries in alphabetic order.
Load	Load a new phonebook into memory. If you save the prefs, that phonebook will be used by default.
Save	Save the phonebook.

When you click "new" or double-click an entry within the phonebook, this "Edit phonebook entry" window will appear:

Name	Name of the person/company.
Fax	Their Fax number.
Phone	Their telephone or voice number (for dial purposes)
Note	Anything you want.
Make Cover	If checked, when you send a fax to that person the "Make Cover" function will be automatically activated.
ATTN	Person to whom the fax should be addressed.
LetterHead	If this is not checked, the global preference set in the Fax prefs requester will be used. If checked, the file you specify here will be used when sending faxes to this person. You can leave the

gadget empty not to use any letterhead.

1.38 STFax Pro Documentation - ARexx commands

STFax has got an ARexx interface. It's port is called 'STFAX.1'.

These are the commands available in the current version:

```
ADDIMAGE
ADDTEXT
AUTOANSWER

DEVICE
DIAL

GETLASTMESSAGE
GETLASTRECEIVED

HIDE

INITMODEM

NEW

OPEN

PBENTRY
PRINT
PRTDRIVER

QUIT

RECEIVE

SAVE
SAVEAS
SCALEIMAGES
SCHEDULE
SEND
SHOW

VIEW
```

1.39 ADDIMAGE

```
TEMPLATE
        ADDIMAGE    FILE/A
```

```
FUNCTION
        Add a new page to the fax converting it from an image.
```

```
INPUTS
```

FILE/A image to add

1.40 ADDTEXT

TEMPLATE
ADDIMAGE FILE/A

FUNCTION
Convert a text to fax.

INPUTS
FILE/A text file to convert

1.41 AUTOANSWER

TEMPLATE
AUTOANSWER ON/S,OFF/S

FUNCTION
Turns the Auto Answer on or off.

INPUTS
ON/S to turn the auto answer on
OFF/S to turn it off

NOTES
If neither ON nor OFF are specified, nothing happens.
If both ON and OFF are specified, the AutoAnswer is turned OFF.

1.42 DEVICE

TEMPLATE
DEVICE NAME/A,UNIT/N/A,FLAGS/N/K,BAUD/N/K

FUNCTION
Set the serial device used by STFax.

INPUTS
NAME/A name of the device
UNIT/N/A unit of the device
FLAGS/N/K flags of the serial port. Currently not used.
BAUD/N/K speed of the serial port. This parameter exists only for backward compability.

RETURNS

0	No errors
20	Couldn't open the device

1.43 DIAL

TEMPLATE

DIAL NUMBER/A

FUNCTION

Calls a number in speakerphone mode.

INPUTS

NUMBER/A number to dial

RETURNS

0	No errors
20	Couldn't open the dial window

1.44 GETLASTMESSAGE

TEMPLATE

GETLASTMESSAGE

FUNCTION

Returns the file name of the last recorded message.

NOTES

If no messages have been recorded since STFax started, this will return an empty string.

1.45 GETLASTRECEIVED

TEMPLATE

GETLASTRECEIVED

FUNCTION

Returns the file name of the last received fax.

NOTES

If no faxes have been received since STFax start, this will return an empty string.

1.46 HIDE

TEMPLATE

HIDE

FUNCTION
Iconifies STFax.

1.47 INITMODEM

TEMPLATE
INITMODEM

FUNCTION
Forces STFax to initialize the modem.

1.48 NEW

TEMPLATE
NEW FORCE/S

FUNCTION
Remove the current fax from memory.

INPUTS
FORCE/S if specified, the fax will be discarded
 even if it has not been saved yet.
 Otherwise, the user will be asked whether
 STFax should proceed or not.

RESULT
0 No errors
5 The fax was not removed from memory

1.49 OPEN

TEMPLATE
OPEN FILE/A

FUNCTION
OPEN will load the specified fax into STFax.

INPUTS
FILE/A name of the file to load

RETURNS
0 no errors
20 the fax couldn't be open

1.50 PBENTRY

TEMPLATE

PBENTRY NAME/A, NUMBER/K, NOTE/K, COVER/S, ATTN/K,
LETTERHEAD/K, SIGNATURE/K, DELETE/S, PHONE/K

FUNCTION

Edit a phonebook entry. If the entry doesn't exists,
it'll be added to the phonebook, otherwise it's data
will be updated.

INPUTS

NAME/A	Name of the user
NUMBER/K	Fax number
NOTE/K	Note
COVER/S	If specified, a cover will be made by default for this user.
ATTN/K	ATTN field
LETTERHEAD/K	If specified, it will override the default letterhead.
SIGNATURE/K	If specified, it will override the default signature.
DELETE/S	If specified, the entry will be removed from the phonebook.
PHONE/K	Telephone number

RESULT

20	If the entry couldn't be added
0	If all went OK.

1.51 PRINT

TEMPLATE

PRINT

FUNCTION

Prints the current fax (if there's a fax in memory).

1.52 PRTDRIVER

TEMPLATE

PRTDRIVER ON/S, OFF/S

FUNCTION

Turns the printer driver of STFax on or off.

INPUTS

ON/S to turn the printer driver on
OFF/S to turn it off

NOTES

If neither ON nor OFF are specified, nothing happens.
If both ON and OFF are specified, the driver is turned OFF.

1.53 QUIT

TEMPLATE

QUIT

FUNCTION

Quits STFax.

1.54 RECEIVE

TEMPLATE

RECEIVE FAXCLASS/N,NOANSWER/S

FUNCTION

Tells STFax to start the reception of a fax.

INPUTS

FAXCLASS/N FaxClass to use. These are the available classes:

0 Class 1
1 Class 2
2 Class 2.0

NOANSWER/S Tells STFax not to answer. This should be used when the call has already been answered, e.g. from a Fidonet mailer.

RESULT

0 No errors
20 Illegal class specified

1.55 SAVE

TEMPLATE

SAVE

FUNCTION

Will save the current fax. If the fax has not been saved yet, a file requester will pop up to choose the

name of the file.

1.56 SAVEAS

TEMPLATE

SAVEAS FILE

FUNCTION

Save the fax.

INPUTS

FILE name of the file to save the fax in. If it is not specified, a requester will pop up.

1.57 SCALEIMAGES

TEMPLATE

SCALEIMAGES ON/S,OFF/S

FUNCTION

Decide if STFax has to scale the images when converting them to fax or not.

INPUTS

ON/S to scale the images
OFF/S to use the original size

NOTES

If neither ON nor OFF are specified, nothing happens.
If both ON and OFF are specified, this feature is turned OFF.

1.58 SCHEDULE

TEMPLATE

SCHEDULE FAX/A,TO/K/A,PHONEBOOK/S,DATE/K/A,TIME/K/A

FUNCTION

Add a fax to the scheduler queue.

INPUTS

FAX/A Name of the fax file to send

TO/K/A Destination number

PHONEBOOK/S If specified, the TO parameter specifies the name of a phonebook entry.

DATE/K/A Date in which the fax should be sent.
Format: dd-mm-yy

	TIME/K/A	Time in which the fax should be sent. Format: hh:mm:ss
RESULT	0	no errors
	5	One of the argument was wrong
EXAMPLE	SCHEDULE "STFax:Fax_Out/Test.stf" TO "123456" DATE "14-06-97" TIME "15:02:00"	

1.59 SEND

TEMPLATE	SEND NUMBER/A,PHONEBOOK/S,EDIT/S	
FUNCTION	Sends the current fax to the specified number. Note that this command won't have any effect if there's no fax in memory; moreover, you need to save the fax before sending it.	
INPUTS	NUMBER/A	number to send the fax to.
	PHONEBOOK/S	if specified, NUMBER is taken as a name of a PhoneBook entry.
	EDIT/S	if set, STFax will open the edit window before sending the fax.
RESULT	0	if the fax was sent succesfully
	10	if the transmission failed
	15	if the fax has not been saved

1.60 SHOW

TEMPLATE	SHOW
FUNCTION	Uniconifies STFax.

1.61 VIEW

TEMPLATE

VIEW PAGE/N

FUNCTION

View the current fax. This command won't have any result if there's no fax in memory.

INPUTS

PAGE/N Number of the page to show. The default is the first page.

RESULT

0 no errors
10 if the page number was greater than the number of the pages of the fax.

1.62 STFax Pro Documentation - Obtaining support

You can obtain support (registered users only - when contacting us please have your serial code ready) by telephone, facsimile, via e-mail or, best of all, from the STFax mailing list:

Active Technologies
Oval House
113 Victoria Road
Darlington
DL1 5JH

Telephone : +44 (0)1325 460116
Facsimile : +44 (0)1325 460117
E-Mail : support@active-net.co.uk
Web : <http://www.active-net.co.uk>
Mailing List : stfax-request@vapor.com (put "ADD" in your email)

The author of STFax can be reached at the address wiz@pragmanet.it, but please refer to the mailing list whenever possible.

1.63 STFax Pro Documentation - Frequently Asked Questions

- Q: How can I send/receive a fax from a person I'm talking to via telephone without having to hang up and dial again?
- A: To receive a fax, just click on the Receive button once you hear the typical fax tones from the handset.
To send one, just leave the "Send to" gadget empty in the Transmit fax window and press "Send Now".
- Q: STFax fails when trying to dial/answer in voice mode. How come?
-

A: In order to use STFax as a speakerphone, your modem must support this feature. Not all does, so it's likely yours doesn't.

Q: STFax seems to work fine when I set Log to Debug, but it fails otherwise. Why?

A: It seems like your modem is receiving commands too quickly: when Log is set to Debug, STFax writes a log line after each command, thus inserting a small delay between the commands.
You can solve this problem increasing the "Modem" timeout in the Timeouts preferences panel.

Q: When starting, STFax doesn't recognize my modem: it states it's a modem it can't handle. Can I do something to solve this problem?

A: If you are really sure that STFax should work with your modem, you can try increasing the Modem timeout: chances are that STFax sends the commands to the modem too quickly, causing some problems. If this doesn't work, please turn the Log gadget to Debug, save the prefs, quit, reload STFax and send me the file STFax:STFax.log

Q: Why the faxes I send with STFax appears very small after the transmission?

A: The resolution of a fax is very high. A typical fax in fine resolution is about 1728 x 2000 pixels. So you should use a quite big font to create the faxes. I use a Times 45, for example.
If you create your faxes with Wordworth, FinalWriter or whatever and the printer driver of STFax, you won't have this problem.

Q: I've got an US Robotics modem and STFax complains of an "Unknown error" when sending a fax. How can I avoid this?

A: Most of USR modems have a defective Class 2.0 chip. You can try to avoid this kind of problems setting the MAX9600 checkbox in the Modem panel of the preferences. This will force STFax not to use a speed higher than 9600 baud, which is more reliable.
If this don't work, set the CLASS1 checkbox too.

Q: I cannot receive faxes: STFax hangs up or crashes. Can you help me?

A: Check the following:

- The Fax In directory you specified in Preferences/Paths exists.
 - Your modem is not in auto answer mode (usually S0 different from 0). If so, add S0=0 to your init string. If you want STFax to automatically answer to incoming calls check the Auto Answer gadget
-

in Preferences/Misc

Q: I've got a 28.8 modem, but STFax reports a speed of 9600 when sending or receiving a fax. Shouldn't it go faster?

A: No. Fax transmissions follow a fixed standard, which allows the speed to be one of these:

2400, 4800, 7200, 9600, 12000, 14400

The speed is set by the two fax machines during the handshake. Please note that many fax machines can not use a speed higher than 9600.

Q: STFax doesn't behave correctly during a fax transmission. What should I do ↵?

A: Check the configuration of your modem. If it still doesn't work go to the Miscellaneous Prefs requester and set the log level to Debug. Then, save the prefs, quit and reload STFax. Try to send (or receive) again the fax and send me the file STFax:STFax.log. This way I can see what went wrong and possibly tell you how to correct your configuration.

Q: The left side of the fax I send doesn't appear when the fax has been received. Why? What can I do to avoid this?

A: Normal fax machines (not faxmodems) cannot print the first columns of a standard size (1728 pixels wide) fax. Thus, you'll have to increase the Left Margin in the Fax Preferences.

1.64 STFax Pro Documentation - Solving problems

In the case you have a problem with STFax Pro, please read all the documentation. Above all, read carefully the FAQs section.

If you still can't solve your problem, contact us. Here you can find how.
