README File
Ver. 3.1
2/8/93

Thank you for purchasing Eclipse FAX. Most of your questions can be answered by looking in the Eclipse FAX manual or the on line help. However, there are a few other things we thought you should know. Here's a list of subjects covered:

ERROR MESSAGES YOU MAY ENCOUNTER
     "The CAS Resident Manager and Driver Software are not loaded. Please check the
     AUTOEXEC.BAT and CONFIG.SYS files and try again."

     "Modem Communication Error"

     "Cannot change modem parameters during communication."

     "The selected COM port is either not supported or is being used by another
     device, Select another port."

     "Word cannot open the document. (C:\EFAX\YOURFILE.DOC)"

REGISTRATION CARD
NEW PHONEBOOK OPERATION
EXPORTING INFORMATION FROM PHONEBOOKS
PACKRAT
SWITCHING BETWEEN CLASS 1 AND CLASS 2
CHANGING THE COM PORT
RE-SETTING YOUR MODEM
CAS BOARD USERS
SATISFAXTION 400E and 100
CUSTOM VIDEO DRIVERS
PCX FILES
LOTUS 1-2-3 FOR WINDOWS
STATION ID'S
ABORTING FAXES
PARTIALLY RECEIVED FAXES
BULKMAIL.DOC

ERROR MESSAGES YOU MAY ENCOUNTER
These error messages relate to modem installation and operation.

**"The CAS Resident Manager and Driver Software are not loaded. Please
check the AUTOEXEC.BAT and CONFIG.SYS files and try again."**
This error message means that you have told the installation program that you have a CAS modem, but the CAS driver software (which is included with the modem) was not found. Either install the CAS software, or reinstall the program choosing either Class 1 or Class 2 as your hardware type.

"Modem Communication Error"
You may have an address or interrupt conflict between your modem card and another device on your system (a scanner, mouse, network card, or sound board). If you run Eclipse FAX or Terminal and your mouse freezes, this means that your mouse is set to the same interrupt as your fax modem. Remember: Even if your DOS terminal software works fine with the modem, your Windows terminal software and Eclipse FAX may not because the mouse is only active in Windows, creating the conflict. This error may also mean that your fax modem is incompatible

with Eclipse FAX, or it may be installed as the wrong class. Use the procedure below to identify your modem using the Terminal program.

"Cannot change modem parameters during communication."
This may mean that Eclipse Fax was installed for the wrong kind of modem. (Class 1 vs. Class 2) Skip this section if you have a CAS modem from Intel.

1.   Find the Terminal icon in the Accessories Group and double click on it.

2.   Tell Terminal which COM port your modem is using by pulling down the Settings menu and choosing Communications. Use the scrolling list to choose the COM port. Click on 'OK'. Type "ATZ<Enter>" on the Terminal main screen. If the modem responds, "OK",   you know you've found the right port.

3.   After you've received an "OK" response, type "AT+FCLASS=?" If it says, (0, 1), you have a Class 1 modem. If it says (0,2), you have a Class 2 modem. If it says (0,1,2), your modem operates as either Class 1 or Class 2. We recommend installing these as   Class 1. If it says (0) or ERROR then you do not have an industry standard fax modem,   and should purchase one.

"The selected COM port is either not supported or is being used by another device, Select another port."
If you select the COM port you know your modem is on using Terminal and the Control Panel as described above and you get this message, this means another program is using the modem (e.g. a TSR in your autoexec.bat, a terminal program, or another fax program). Only one program can use a given COM port at a time.
IF YOU CAN'T USE YOUR CLASS 1 OR CLASS 2 FAX MODEM WITH THE WINDOWS TERMINAL PROGRAM, YOU WON T BE ABLE TO USE IT WITH E-FAX. TALK TO YOUR MODEM MANUFACTURER OR MICROSOFT TO GET YOUR MODEM WORKING WITH TERMINAL BEFORE YOU CALL US.

"(Application) cannot open the document."
If you have saved an OCR'd document in a word processor format and get this message when trying to open the file in your word processor, it means that you have attempted to save a document from the Edit Window when the OCR Output is set to File. E-FAX does not permit this operation. Simply change the output setting in the OCR Setup from File to Edit Window and save the document again.

REGISTRATION CARD
As you may have noticed, a Windows Write file of the registration card was placed in your Eclipse FAX group. For those of you who would rather fax us this card, our registration fax number is included in the program's phonebook. Simply fill in the blank areas (including the serial number) on the card by clicking on the appropriate section and typing in your information. Remember to use your mouse to position cursor in the fields; you cannot use the TAB key to move around a Write document! When the card is complete, choose 'Print' from the File menu (with E-FAX as the selected printer). The Send Fax dialog box will appear. Choose 'Phonebook 1' as your phonebook (if it is not already selected), then pull down the list of names by clicking the down arrow next to the 'Name' field. Click on 'Registration'. If you haven't filled in the home and current area code fields in the Send Setup (detailed in the manual) you should double check the number to be sure it dials '1' and any access number your phone system may require. Click on 'Send FAX' to send the registration card.

NEW PHONEBOOK OPERATION
The phonebook and prefix function has been modified somewhat to allow more flexibility when

faxing using prefixes. The field for the fax number has now been split into two parts. The left portion will be filled in with either the long distance or local prefix, depending on whether or not Eclipse FAX finds the current area code at the beginning of the phone number. The right portion contains the number to be dialed. Simply enter the number to be dialed in the right field as you normally would. If you don't want Eclipse FAX to dial your prefix for this particular fax, delete it from the left field. If you choose to add this recipient to your phonebook and this number doesn't have an area code, Eclipse FAX will save the number with the contents of the Current Area Code field (found in the Send Setup dialog). This ensures that the number will be dialed properly when you return to your home area code. To disable the automatic phone number generation, leave the Home and Current Area Code fields blank.

EXPORTING INFORMATION FROM PHONEBOOKS
Eclipse FAX can now export your phonebook entries to a text file. Pull down the File menu and click on Open Phonebook. Select a phonebook to export from and click on the Export button. Type a name for the export file and click OK. A text file containing all of the information from the selected phonebook will be created.

PACKRAT
See the insert included with the manual (or the on-line Help) for information about the PackRat-specific additions to E-FAX menus.

SWITCHING BETWEEN CLASS 1 AND CLASS 2
If you made the wrong choice while installing, you can switch between Class 1 and Class 2 without re-installing.

1.   Exit Eclipse FAX, if it is running, then open the file E-FAX.INI (located in your Windows directory) using a text editor.

2.   Under the [Modem] section change the line that reads "Fax Board=Class2" or "Fax Board=Class1" to the appropriate value.

3.   Save your changes and re-start Eclipse FAX.
         You can only use the above procedure to switch between Class 1 and Class 2. If you
              installed as a CAS modem by accident, you must reinstall the program to switch
to Class   1 or Class 2. Conversely, if you installed as Class 1 or Class 2 and you have a
CAS   board you must reinstall the program as CAS to switch to CAS.

CHANGING THE COM PORT
You can change Eclipse FAX to a different COM port using the Windows Control Panel by selecting "Printers", clicking on "E-FAX on XXX" and pressing the "Connect ..." button.

RE-SETTING YOUR MODEM
From time to time, Eclipse FAX will not be able to take control of your modem due to some unusual circumstance (dropped phone line, etc.) In these cases, the modem will carry on as though nothing were wrong and ignore commands from Eclipse FAX. To correct this on an external modem, exit the program and turn off the modem. Then turn it back on and restart the program. If you own an internal fax modem, exiting the program and restarting it will usually be sufficient. In some cases, the only way to reset an internal modem is to power off the computer. Also, clicking 'OK' in the Receive Setup dialog will send a reset command to the modem; this may work in some instances.

CAS BOARD USERS

Your CAS board has an on-board processor, and manufacturer-provided software to control it. Eclipse FAX works with this type of board by passing messages to the controlling software. In return, the CAS software sends messages to Eclipse FAX about the state of the board and received faxes. Because of this 'give-and-take' system, Eclipse FAX doesn't have direct control over the operation of your board. As a result, you do not have the Manual Send and Manual Receive functions.

Certain dialog boxes in the CAS version (such as the Send Setup and Receive Setup) will appear different from what is shown in the manual. This is because some settings are entered in the CAS control software, and do not need to be re-entered in Eclipse FAX.

CAS boards like the Intel SatisFAXtion use .DCX files by default. Because Eclipse FAX uses Group 3 TIF files by default, and you may have to change the file type on occasion (e.g., when saving a scanned image to a different file name).

If you find that faxes you send are not being transmitted (they appear as 'Pending' in the Send Log, but never get sent), try clearing any faxes marked as 'Error' in 'Logged Events' using Intel's FAX software, then restart your computer.

SATISFAXTION 400E and 100

The Intel SatisFAXtion 400e and 100 are modems that can function as either a Class 1 or a CAS device. We recommend installing these as a Class 1 and disabling the CAS software for best results with Eclipse Fax. In addition, if you've previously installed Faxability for one of these modems, then the Intel software has substituted proprietary COM port drivers for the ones provided with Windows. It may be neccessary to reactivate the Windows COM port drivers for successful operation with Eclipse Fax. See your Faxability manual for more information on this topic.

CUSTOM VIDEO DRIVERS

Some third party video drivers will cause Eclipse FAX do display its dialog boxes incorrectly. This problem may also appear using an EGA or CGA display. However, the problem is cosmetic and the program is still completely functional. We will do our best to resolve these incompatibilities as they appear.

PCX FILES

If you use Paintbrush to create or edit images for use in Eclipse FAX, turn off colors in the Image Attributes dialog. Images will appear distorted if you leave color turned on.

Faxes that have been edited and saved with Paintbrush will appear distorted when loaded back into Eclipse FAX. This is because Paintbrush changes the field that holds the resolution of a PCX file from 200 dpi (fine-mode fax) to 640 by 480 (default VGA resolution) pixels. You can avoid this distortion by faxing the image to file from within Paintbrush. Be sure to turn off the margins in the Page Setup dialog and click 'Use Printer Resolution' in the Print dialog.

LOTUS 1-2-3 FOR WINDOWS

Because of the way Lotus 1-2-3 for Windows uses memory during printing, Eclipse FAX functions that require secondary dialog boxes (Fax to File, Cover Page Notes, etc.) will cause the system to hang. Simply faxing without using these functions will work properly. If you must fax to file or include notes, send the fax and abort before a connection is established. Then open the aborted file from the Send Log and make your changes or additions before resending the fax.

STATION ID'S

Almost all standard fax machines have a Station ID capability; this is not necessarily true of

computer fax modems. Some units lack the capability to store this information, and the Station ID will not be displayed (or a nonsense string will be displayed) on your Status Dialog if you connect to such a machine.

ABORTING FAXES

It is best not to abort a transmission (either a send or receive) while the modems are handshaking. Handshaking is the exchange of tones (the hissing and screeching) that connect the two modems. Aborting during this process can cause the modem to 'hang'; that is, to ignore any further commands from Eclipse FAX. If this happens, you will need to re-set the modem (see the README entry on resetting your modem). We have tried to make it as difficult as possible to hang the modem, but it can still occur. In addition, if you abort a fax during transmission, the fax will continue until it reaches the end of the current page.

PARTIALLY RECEIVED FAXES

If a multiple page fax transmission should fail, any pages that have been fully received will be saved. This fax will appear in the log as 'Incomplete'. Have the sender retransmit the missing pages. In some cases, if the first page has not been fully received, you may find empty files in the EFAX\QUEUE\IN directory. This directory should be empty unless a fax is currently in transmission. Delete any empty faxes and their corresponding .CTL files, then restart the program.

BULKMAIL.DOC

This file contains macros for Microsoft Word for Windows which permit you to do mail merge and automatic faxing from Microsoft Word. This macro is intended as an example of how DDE can be used from other programs to automate faxing with Eclipse FAX. Consult your Word documentation for detailed instructions on using mail merge and macros within MS Word.
NOTE: The PackRat Integration Library also provides macros for these functions.