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Welcome!

Welcome to FaxWorks 3.0 with Voice. FaxWorks was designed for you to automatically answer your phone and to receive both faxes and voice messages.

With FaxWorks you can send a fax from any Windows application that uses the Print command. You can also send a quick, one-page fax from within FaxWorks. You decide whether to send the fax immediately or later.

When you send a fax, FaxWorks converts your file into a bitmap file suitable for faxing. The file is no longer text and graphics, but is rather an image made up of a series of dots. You can display, manipulate, and edit this image in FaxWorks. You can use the Gray Scale feature to enhance the image for viewing only. Use Zoom to magnify any part of the image.

You can receive a fax any time you have FaxWorks running on your computer. FaxWorks can notify you when a fax comes in, and you can choose whether you want to review the fax immediately or later.

You can "mark up" or "assemble" a received fax and return it to the sender, along with your comments.

Keeping track of both faxes and voice messages are also easy, too. All sent and received faxes and messages are placed into their respective logs. The fax logs displays information about each fax transmission, such as when the fax was sent or received, who sent the fax, and the status of the fax. The Voice logs allow you to play back messages and displays information about the voice message, such as when the message was made as well as its duration.

Use a touch-tone phone to remotely access your mailbox to listen to voice messages and to retrieve faxes from their respective logs. You can also perform mailbox maintenance, such as change your mailbox greeting and password.

Callers can call in to the FaxWorks system and receive specific voice messages and faxes by entering a 4-digit code or choose the fax or faxes they want by listening to a brief description of it.


System Requirements

- Microsoft Windows version 3.0 and above, and a mouse.
- 386-, or 486-based computer.
- 2 MB RAM.
- Hard drive with at least 1.5 MB of free-space available.

Things to Keep in Mind

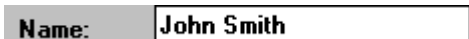
- This manual assumes that you have a basic understanding of how Microsoft Windows works.
- This manual uses the following terminology for mouse commands:
 - When instructed to "Choose," point the mouse cursor on an object, then press and release the left mouse button.
 - When instructed to "Double-click", point the mouse cursor and then quickly press and release the left mouse button twice.
 - When instructed to "Drag", move the mouse cursor on an object. Then press and hold down the left mouse button as you move the mouse to the location you want, then release the button.
 - When instructed to "Type", point the mouse cursor in the far left-hand corner of the instructed information field. Click left. This anchors the cursor in the information field. You can now enter the necessary information as instructed.
- You must select the OK button to save changes made to a dialog box.




-  Check boxes indicate whether you want to use an option. To indicate that you want to use the option, place your mouse pointer inside the box and click left. An X will appear indicating that the option is selected. The check box will appear empty if the option is not selected.



- Radio buttons let you choose one option between two or more choices. To indicate that you want to choose one of the options, place your mouse pointer inside the radio button and click left. A filled-in circle will appear inside the radio button, indicating that the option is selected. An empty circle in the radio button indicates that the option is not selected.

-  Information fields, such as Name and Prefix/Fax allow you enter names or numbers. To enter data into an information field, point the mouse cursor in the far left-hand corner of the information field. Click left. This anchors the cursor in the information field. You can now enter the necessary information as instructed. Use the Back Space key to erase or change what you typed.

-  A Combination box is a combination of an edit field and list box. To use a combination box, move your mouse pointer over the box, click left and release the mouse button. A list appears. To select, click on the name or file from the list.

- DOS commands, as well as filenames, are in upper case, bold, italic characters.
- You can get help at any time by selecting Help from the menu bar, or by clicking on the Help button on certain dialog boxes.
- You can exit FaxWorks at any time by using one of the following methods:
 - Pulling down the FaxWorks File menu and selecting Exit.
 - Pressing ALT+F4.
 - Double-clicking on the Control-menu box in the upper left-hand corner of

the window.

- Pulling down the system menu and selecting Close.

Setting Up FaxWorks

Although your computer has FaxWorks 3.0 with Voice already installed in your computer, you still need to run the setup program to define your preferences, and configure FaxWorks so that it will work properly with your voice modem. The Setup program also gives you the opportunity to register this software. Becoming a registered user gives you access to new product and update information.

1. Choose the Call Center Icon from the FaxWorks Group to start the FaxWorks Setup program.
2. The FaxWorks - Banner Sheet dialog box appears.

A banner is information, such as your name, company name, fax and voice numbers, as well as the time and date that is printed at the top of each fax page.

Enter the information in the appropriate fields. When done, choose the Continue button.

Note: *The Current Federal Communications Commission regulation part 68, Section 68.318 (c) (3) states that it is illegal to transmit a fax in the United States which does not contain the following sender information:*

"...in a margin on the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business, other entity, or individual sending the message and the telephone number of the sending machine of such business, other entity or individual."

3. The FaxWorks - Phone Line dialog box appears.

Select the type of phone line, Tone or Pulse, that your phone system uses.

When done, choose the Continue button.

4. The FaxWorks - Station ID dialog box appears.

When you send a fax, FaxWorks broadcasts the Station ID to the receiving device.

Type in your fax number or name in the Station ID field.

When done, choose the Continue button.

5. The FaxWorks - Current Area Code dialog box appears.

FaxWorks automatically determines if the fax number you are dialing is a local or long distance call based on the area code you provide in this field.

Enter your area code in the Current Area Code field.

When done, choose the Continue button.

6. The FaxWorks - Local Dial Prefix dialog box appears.

If your phone system requires a prefix code to get an outside line, then enter the number or numbers in the Dial prefix field, followed by a comma. The comma produces a pause so that your phone system has a chance to respond to the previous input.

Note: *Leave this field blank if you do not need to dial prefix code to access an outside line.*

For example, in some offices, you might need to dial **9** to get a local or outside line.

When done, choose the Continue button.

7. The FaxWorks - Long Distance Prefix dialog box appears.

If your phone system requires a prefix code to get an outside line for long distance calls, then enter the number or numbers in the Long Distance Prefix field, followed by a comma. The comma produces a pause so that your phone system has a chance to respond to the previous input.

For example, in some offices, you might need to dial **9** followed by a **1** to make a long distance call.

When done, choose the Continue button.

8. The FaxWorks - International Prefix dialog box appears.

If your phone system requires a prefix code to get an outside line, to dial an international number, then enter the number or numbers in the International Prefix field, followed by a comma. The comma produces a pause so that your phone system has a chance to respond to the previous input.

Note: *You can leave this field blank if you do not plan to send faxes out of your own country.*

For example, in some offices, you might need to dial **9** to get a local or outside line before dialing the international access number.

When done, choose the Continue button.

9. The FaxWorks - Country Code dialog box appears.

FaxWorks automatically determines if the fax number you are dialing is an international call based on the country code you provide in this field.

Enter your country code in the Current Country Code field.

When done, choose the Continue button.

10. The FaxWorks 3.0 Toll Saver dialog box appears.

Select the appropriate option to enable or disable the Toll Saver Option.

When done, choose the Continue button.

11. The FaxWorks 3.0 Prompt for Fax dialog box appears.

Select the appropriate option to enable or disable the Prompt for Fax Option.

When done, choose the Continue button.

12. The FaxWorks 3.0 Prompt for Message dialog box appears.

Select the appropriate option to enable or disable the Prompt for Message Option.

When done, choose the Continue button.

13. The FaxWorks 3.0 Mailbox Name dialog box appears.

To personalize your mailbox, enter your name in the Mailbox 1 Name field.

Note: *You will be able to create other mailboxes when the Setup program is complete.*

14. The FaxWorks 3.0 Mailbox Password dialog box appears.

Regardless of whether you plan to use FaxWorks as a single mailbox or as a multi-mailbox system, you must define the password for your first mailbox.

Define the password for the first mailbox user.

This will make FaxWorks ready use immediately after completing the Setup program.

15. Decide whether you want FaxWorks to be the default printer.

Select. If...

..

- Yes** you send a lot of faxes. By selecting this option, all applications with a print command will automatically have FaxWorks set as the current printer.
- No** you will use your printer more often than sending faxes. You can change to the FaxWorks 3.0 printer driver at any time by using the Print Setup command in your Windows application.

16. The FaxWorks Registration dialog box appears.

Choose the Register Now button to continue.

<u>If..</u>	Then...
the registration is successful	proceed to step 17.
you are unable or choose not to register electronically	try to register later by choosing the Register icon located in the the FaxWorks group.

Choose the OK button to continue.

17. Congratulations you have successfully setup FaxWorks 3.0 with Voice.

Registering FaxWorks

You can register as a FaxWorks user during installation or you can choose to register later by clicking on the Registration icon from the FaxWorks group. We recommend that you register during installation. When you register, FaxWorks determines the type of modem you are using and makes a toll-free call to SofNet, to register you electronically.

If you choose to register during installation, the Registration dialog box appears.

Registering as a FaxWorks User

1. Type the required information in the appropriate information fields.
2. Choose the OK button. FaxWorks calls in your registration.

Note: *If you receive an error message:*

- *Check if the displayed local Dialing Prefix number is correct.*
 - *If the prefix number is wrong, you can change the prefix number in the FaxWorks registration dialog box, and choose the Retry button.*
 - *If you do not need to dial a prefix number, leave this field empty.*
3. When done, choose the OK button to continue.

Setting Up a Banner

A banner is information, such as your name, fax number, company, time, and date that is usually printed at the top of each fax page.

Banner Setup also positions information about the fax recipient, such as the recipients name and company. This information is retrieved from the phonebook.


Accessing Banner Setup


To make changes to your banner any time after the installation, access the Banner Setup dialog box.

From...

the Call Center

Then...

1. Choose the  button. The More dialog box appears.

2. Choose the  button. The Banner Setup dialog box appears.

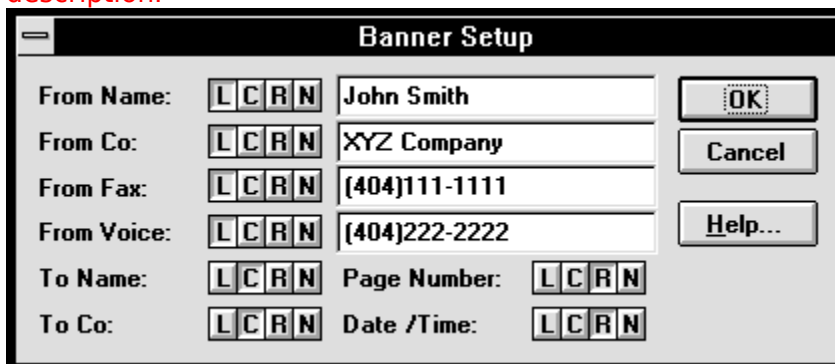
the FaxWorks Viewer

from the Fax pull-down menu, select the Banner Setup menu item. The Banner Setup dialog box appears.

Defining your Banner

The Banner Setup dialog box appears as part of the installation process. To make changes to your banner any time after the installation select the Banner Setup menu item from the Fax pull-down menu. The Banner Setup dialog box appears.

Click on any button to display a pop-up description. Click again to remove the pop-up description.



The image shows a screenshot of the 'Banner Setup' dialog box. It has a title bar with a minus sign and the text 'Banner Setup'. The dialog contains several input fields and buttons. On the left, there are labels for 'From Name:', 'From Co:', 'From Fax:', 'From Voice:', 'To Name:', and 'To Co:'. Each label is followed by a small 'LCRN' button and a text input field. The 'From Name' field contains 'John Smith', 'From Co' contains 'XYZ Company', 'From Fax' contains '(404)111-1111', and 'From Voice' contains '(404)222-2222'. To the right of these fields are three buttons: 'OK', 'Cancel', and 'Help...'. Below the 'From' fields, there are labels for 'Page Number:' and 'Date /Time:', each followed by an 'LCRN' button and a text input field.

1. Type and align the information you want to appear on the top of each fax page.
2. Choose the OK button to save your changes. The banner information appears on all pages of your faxes.

If you registered during installation, some of the information from the registration dialog box appears in the "From" banner information fields. If you want to change the information, or if you did not register when you installed FaxWorks , click left in the "From" banner information field you want to change, and type the information you want to appear. Select OK when done to save the changes.

Fax Setup

Use Fax Setup to define information for FaxWorks ' Modem, Send, and Receive settings. The Modem Settings set the parameters for your fax modem so that you can send and receive faxes effectively. You can also use Modem Settings to select Show Fax Status. When this option is selected, FaxWorks displays the fax status when the FaxWorks icon is minimized.

Use the Send and Receive settings to set your preferences for sending and receiving faxes. For example, you can have FaxWorks notify you when you receive a fax and how many attempts to make if the receiving fax device is busy.

If you have a dedicated fax number, you should set FaxWorks for Automatic Reception. To receive faxes automatically, FaxWorks must be running in the background.


You can change your Fax Setup at any time. Select Fax Setup from the Fax menu to display the Fax Setup dialog box.

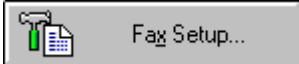
Accessing Fax Setup

From...

the Call Center

Then...

1. Choose the  button. The More dialog box appears.

2. Choose the  button. The Fax Setup dialog box appears.

the FaxWorks Viewer

from the Fax pull-down menu, select the Fax Setup menu item. The Fax Setup dialog box appears.

Click on any button to display a pop-up description. Click again to remove the pop-up description.

Fax Setup

Modem Settings

Detect Dial Tone Station ID:

Show Fax Status Initialization String:

Tone Pulse Exit String:

Flow Control

Xon/Xoff Speaker: ↓

CTS Volume: ↓

Enable Subaddressing Connect Time (sec):

Receive Settings

Max. Rx Rate: ↓

Notify on Reception

Print on Reception

Automatic Reception

Rings Until Answer:

Send Settings

Max Retries: Max. Tx Rate: ↓

Retry Time (sec): Min. Tx Rate: ↓

Current Area Code: Local Dial Prefix:

Country Code: Long Distance Dial Prefix:

Software Padding International Prefix:

Credit Card Setup

FaxWorks gives you the option to send faxes using your credit or phone card with your preferred long distance carrier.

The credit card setup depends on how you access the long distance carrier, and how the long distance carrier uses the various numbers, such as your intended dialing and account numbers.


Accessing the Credit Card Dialing Setup

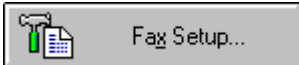
To make changes to your Credit Card setup at any time, access the Credit Card Setup dialog box.

From...

the Call Center

Then...

1. Choose the  button. The More dialog box appears.

2. Choose the  button. The Fax Setup dialog box appears.

3. Choose the Credit Card button. The Credit Card Dialing Setup dialog box appears.

the FaxWorks
Viewer

from the Fax pull-down menu, select the Banner Setup menu item. The Credit Card Dialing Setup dialog box appears.

Click on any button to display a pop-up description. Click again to remove the pop-up description.

Credit Card Dialing Setup

Long Distance Carrier Access

Credit Card Prefix:

Access Number:

Wait for dialtone after dialing

Delay after dialing access number

Delay (seconds) :

Fax Number

Wait for dialtone after dialing

Delay after dialing fax number

Delay (seconds) :

Credit Card

Account Number:

Dialing Options

Enable Credit Card Dialing for Local Calls

Enable Credit Card Dialing for Long Distance Calls

Dialing Order

Access, Telephone, Credit Card

Access, Credit Card, Telephone

OK
Cancel
Help...

Using Credit Card Dialing

1. Complete the Send To information from the Send Fax dialog box in Windows or the Fax Information screen in DOS.
2. Select the Credit Card check box option and choose the appropriate button to send the fax.
3. The fax is sent and billed to your credit or phone account.

Overview

This section of the manual describes the administrative and mailbox user features of FaxWorks .

There are two ways you can set up and use FaxWorks .

1. As a single mailbox system.
2. As a multi-mailbox system.

Regardless of how you set up or use FaxWorks , the features and options available are the same.

Use the mailbox options and features to automatically answer your phone and to receive both faxes and voice messages. If you are away from your office, FaxWorks can notify you by forwarding a [Quick Fax](#) to another fax device, indicating that you have received either a new fax or voice message. If you want the fax itself, it can be forwarded to another fax device. If you have a digital pager, FaxWorks can notify you of either a new fax or voice message by calling your digital pager.

Use a touch-tone phone to remotely access your mailbox to listen to voice messages and to retrieve faxes from their respective logs. You can also perform mailbox maintenance, such as change your mailbox greeting and password.

Callers can call in to the FaxWorks system and receive specific voice messages and faxes by entering a 4-digit code, or choose the fax or faxes they want by listening to a brief description of it.

Related Topics:

[Checking for New Messages and Faxes](#)

Call Center

Choose this button to access the Call Center.

See Also:

[The Call Center](#)

Using FaxWorks as a Single Mailbox System

FaxWorks comes ready to use immediately as a single mailbox system. One mailbox, a generic greeting and all the necessary voice message instructions are already set and defined.

Related Topics:

[Using FaxWorks as a Multi-Mailbox System](#)
[The Call Center](#)

The Call Center (Speakerphone version)

The Call Center allows you to quickly see if you have received new voice messages and faxes, as well as access any FaxWorks option or feature from one location.

Accessing the Call Center

If...

you are set up as a single mailbox system


Then...

the Call Center automatically appears when you start the FaxWorks program, or when you receive either a new fax, voice message or both.

you are set up as a multi-mailbox system

the Select Mailbox dialog box appears if you received either a new fax, voice message or both. Choose your mailbox and the Call Center appears.

The Call Center Command button


Regardless if you are set up as a single or multi-mailbox system, you can choose the  button located at the top left-hand corner of every dialog box and select the Call Center menu item.


Click on any button to display a pop-up description. Click again to remove the pop-up description.







The Call Center allows you to see the status of both the voice and fax logs. You can hear both new and old voice messages as well as view new or old faxes.

When you move your mouse cursor over certain fields and buttons, the cursor


changes to a hand pointer .

- To hear your voice message(s), move the  over the appropriate message indicator and click on it. The voice message indicator illuminates.

Choose the  to hear the voice message.

- To view faxes, move the  over the appropriate fax indicator and click on it. The fax indicator illuminates.
Choose the  to view the fax in the FaxWorks Viewer.
- Choose the appropriate memory dial button to place a voice call from the Call Center or choose the  and select the appropriate numbers from the keypad to place the call you want.
 - Choose the Control button, located in the upper left corner of the Call Center. A menu drops down. Select the Minimized menu item to remove the Call Center from the screen, allowing you to access another Windows application. The Call Center



icon  appears at the bottom of the screen, enabling FaxWorks to receive messages and faxes in the background. You can access the Call Center at any time by pressing the <ALT> + <TAB> keys to "fast switch" to another program. You can also choose the



button located at the top left-hand corner of every dialog box and select the Call Center menu item.

- You can also access the logs change your current greeting message and access the More dialog box.

Related Topics:

[More Dialog Box](#)

[Using FaxWorks as a Single Mailbox System](#)

[Using FaxWorks as a Multi-Mailbox System](#)

The Call Center (Non-Speakerphone version)

The Call Center allows you to quickly see if you have received new voice messages and faxes, as well as access any FaxWorks option or feature from one location.

Accessing the Call Center

If...

you are set up as a single mailbox system


Then...

the Call Center automatically appears when you start the FaxWorks program, or when you receive either a new fax, voice message or both.

you are set up as a multi-mailbox system

the Select Mailbox dialog box appears if you received either a new fax, voice message or both. Choose your mailbox and the Call Center appears.

The Call Center Command button


Regardless if you are set up as a single or multi-mailbox system, you can choose the  button located at the top left-hand corner of every dialog box and select the Call Center menu item.


Click on any button to display a pop-up description. Click again to remove the pop-up description.






The Call Center allows you to see the status of both the voice and fax logs. You can hear both new and old voice messages as well as view new or old faxes.


When you move your mouse cursor over certain fields and buttons, the cursor

changes to a hand pointer .

- To hear your voice message(s), move the  over the appropriate message indicator and click on it. The voice message indicator illuminates.

Choose the  to hear the voice message.

- To view faxes, move the  over the appropriate fax indicator and click on it. The fax indicator illuminates.
- Choose the  to view the fax in the FaxWorks Viewer.
- Choose the appropriate memory dial button to place a voice call from the Call Center

or choose the  and select the appropriate numbers from the keypad to place the the call you want.

- Choose the Control button, located in the upper left corner of the Call Center. A menu drops down. Select the Minimized menu item to remove the Call Center from the screen, allowing you to access another Windows application. The Call Center



icon **Call Center** appears at the bottom of the screen, enabling FaxWorks to receive messages and faxes in the background. You can access the Call Center at any time by pressing the <ALT> + <TAB> keys to "fast switch" to another program. You can also choose the



button located at the top left-hand corner of every dialog box and select the Call Center menu item.

- You can also access the logs change your current greeting message and access the More dialog box.

Related Topics:

[More Dialog Box](#)

[Using FaxWorks as a Single Mailbox System](#)

[Using FaxWorks as a Multi-Mailbox System](#)

Open Mailbox

Select this menu item to access another mailbox.

Note: *This button is only available if you are setup as a Multi-Mailbox User System.*


Related Topics:

[Using FaxWorks as a Single Mailbox System](#)

[Using FaxWorks as a Multi-Mailbox System](#)

Preferences

Select this menu item to define system wide program preferences for the following features:

- To enable or disable the Cue Card feature.
- To enable or disable the Call Center Command Button ()
- To enable or disable the Port Share/Idle Time Notification feature.

See Also:


[Cue Cards \(Preferences\)](#)

[Port Sharing \(Preferences\)](#)

[Command Button \(Preferences\)](#)

Preferences

Choose this button to define system wide program preferences for the following features:

- To enable or disable the Cue Card feature.
- To enable or disable the Call Center Command Button ()
- To enable or disable the Port Share/Idle Time Notification feature.

See Also:

[Cue Cards \(Preferences\)](#)

[Port Sharing \(Preferences\)](#)

[Command Button \(Preferences\)](#)

Cue Cards (Preferences)

Select the appropriate radio button to enable or disable the Cue Card feature.

Note: Use the Cue Cards option to get instant information about most buttons and menu items.


If the Cue Cards option is disabled, press the <SHIFT> key and move the mouse cursor over the button or menu item to get a quick reminder.


See Also:

[Port Sharing \(Preferences\)](#)

[Command Button \(Preferences\)](#)

Command Button (Preferences)

Select the appropriate radio button to enable or disable the the Call Center Command Button ().

Choose the Call Center Command button -  from any active Windows title bar to quickly access the Call Center, Open Logs, Send a Quick Fax, Leave a Voice Memo for the current mailbox, Receive a fax manually and if you are setup as a Multi-Mailbox User System, you can access other mailboxes.

Note: *If you have other command buttons, you can offset the Call Center Command button in pixels.*

See Also:

[Port Sharing \(Preferences\)](#)

[Cue Cards \(Preferences\)](#)

Playback

Select the appropriate method that you want to hear all voice messages.

Record Settings

Select the appropriate method that you want to record all voice messages.

Answer Calls

Select this option to enable/disable the FaxWorks voice features. If you do de-select this option. You can still send faxes and manually receive faxes.

Default Setting: On.

Enable Toll Saver

Select this option to enable/disable the toll saver feature.

Default Setting: On.

See Also:

[Toll Saver Options](#)

Monitor Calls

Select this option to enable/disable the ability to screen incoming calls as they are being recorded. If you want to speak to the caller, choose the Answer Call button and pick up the handset.

If you de-select this option, you will not be able to hear incoming calls as they are being recorded

Default Setting: On.

Prompt for Fax

Select this option to enable/disable the standard voice prompt asking callers to press 0 (zero) if they want to send a fax.

Note: *If you de-select this option, you might want to include the instructions of how to send a fax in your greeting message.*

Prompt for Message

Select this option to enable/disable the standard voice prompt indicating to callers when they can start recording their message.

Note: *If you de-select this option, you might want to include in your greeting message when callers should begin their message.*

Enable Answering Machine

Select this option to enable/disable the answering capabilities of FaxWorks.

Restore Viewer

Select this menu item to bring back the FaxWorks Viewer that was displaying the fax, before you minimized the Viewer.

Open Mailbox

Choose this button to access another mailbox.

Note: *This button is only available if you are setup as a Multi-Mailbox User System.*

Related Topics:

[Using FaxWorks as a Single Mailbox System](#)

[Using FaxWorks as a Multi-Mailbox System](#)

More

Choose this button to access the More dialog box.

The More dialog box allows you to access most FaxWorks options and features from a single location.

Related Topic:

[More Dialog Box](#)

View

Choose this button to view faxes, in the FaxWorks Viewer, from the appropriate fax log.

Related Topic:

[The Fax Logs](#)

Play

Choose this button to hear voice messages from the appropriate voice log.

Related Topics:

[The Voice Logs](#)

[The Recorded Calls Log](#)

Manual Receive

Select this menu item if you want to receive a fax and if your voice and fax lines share the same number.

Old Message Display Window

This display window indicates the number of old voice messages you have in the Old Message log.

See Also:

[The Voice Logs](#)

Old Fax Display Window

This display window indicates the number of old faxes you have in the Viewed Fax log.

See Also:

[The Fax Logs](#)

Open Sound File

Choose this button to hear the FaxWorks voice prompts.

Mailbox Setup

Choose this button to create and delete mailbox users, as well as change existing mailbox user settings. You can also setup your remote notification settings and change your personal greeting message.

Note *In a multi-mailbox user system, only the Administrator can create and delete mailbox users.*

See Also:

[Setting Up Mailboxes: Overview](#)

Voice Setup

Choose this button to setup or change the voice play back settings.

See Also:

[Setting Up Voice Message Playback](#)

Banner Setup

Choose this button to setup or change your banner settings.

See Also:

[Setting Up a Banner](#)

Fax on Demand

Choose this button to create or change Fax on Demand documents.

See Also:

[The Fax On Demand Feature](#)

Private Fax on Demand

Choose this button to create or change Private Fax on Demand documents.

See Also:

[The Private Fax On Demand Feature](#)

Message Retrieval

Choose this button to create or change Message Retrieval voice messages.

See Also:

[The Message Retrieval Feature](#)

Document Retrieval

Choose this button to create or change Document Retrieval documents.

See Also:

[The Document Retrieval Feature](#)

Close

Choose this button to close the More dialog box and return to the Call Center.

Require Password to Open Mailbox

Select this option if you want the maximum security for your mailbox, by requiring the 4-digit password to access your mailbox.

Default Settings: Off

Voice Memo

Select this menu item to leave a voice memo for the selected mailbox user.

More Dialog Box

Accessing the More Dialog Box

The More dialog box allows you to access any FaxWorks option and feature from a single location.

The table below describes how to access the More dialog box. Follow the appropriate instructions based on the type of system, single or multi-mailbox, set up you have.

If...

you are set up as a single mailbox system

you are set up as a multi-mailbox system

Then...

access the Call Center and choose the More button. The More dialog box appears.

access the Select Mailbox dialog box and choose the your Mailbox.

Note: If you want to Create or Delete a Mailbox, choose the Administrator mailbox selection.

The Call Center appears. Choose the More button. The More dialog box appears.

Click on any button to display a pop-up description. Click again to remove the pop-up description.



Related Topics:


[The Call Center](#)

TheFaxWorksDialer.2103

This section was removed for packard bell. The relating jumps and links were not deleted.

Dial Phone Feature

Use the Dial Phone feature to quickly make voice calls to anyone while you are in any Windows application.


Choose the Call Center Command button -  from any active Windows title bar. Select the Dial Phone menu item. The Call Center appears with the Keypad feature enabled. Use the Keypad feature to dial the voice number of the person with whom you want to have a conversation with.

See Also:

[The Call Center](#)

The FaxWorks Dialer Feature

Use the Dial Phone feature to quickly make voice calls to anyone while you are in any Windows application.

Choose the Call Center Command button -  from any active Windows title bar. Select the Dial Phone menu item. The Call Center appears with the Keypad feature enabled. Use the Keypad feature to dial the voice number of the person with whom you want to have a conversation with.

See Also:

[The Call Center](#)


Telephone Keypad

Use the telephone keypad to manually dial a voice phone number.

Memory Dial Icon

Choose the appropriate memory dial number icon that you want FaxWorks to dial.

Note: To view which name, company and phone number you assigned to a Memory Dial

icon, move the  over a Memory Dial button. The appropriate information appears in the Call Center display window.

See Also:

[Creating Memory Dial Entries: Overview](#)

The FaxWorks Dialer Display Window

The display windows indicates the number FaxWorks is currently dialing.

Close Dialer

Choose this button to close the FaxWorks Dialer and return you to the previous screen.

Dial

Choose this button to instruct FaxWorks to dial the number in the FaxWorks Dialer Display Window.

Redial

Choose this button to dial the last voice number again.

Hang Up

Choose this button to reset the phone line and modem.

Hang Up

Select this menu item to reset the phone line and modem.

Port Sharing (Preferences)

Select the appropriate radio button to enable or disable the Port Sharing feature.

- Enable Port Sharing - Select this feature to enable the FaxWorks program to temporarily yield the COM port to another program, such as the Windows Terminal program whenever it is started. When you exit the other program using the COM Port, FaxWorks takes control of the COM port again.
- Enable Idle Time Notification - Select this option if the other program using the same COM port as faxWorks, has no activity going through it for X minutes. X is the number of minutes you define before FaxWorks disables the other program from using the COM port.

See Also:

[Command Button \(Preferences\)](#)

[Cue Cards \(Preferences\)](#)

Prefix

Choose this button to redefine the current local, long distance and international prefixes as well as the current and country code.

See Also:

[Changing Prefix Numbers](#)

Memory Dial

Choose this button to assign the most commonly voice numbers to a memory icon.

See Also:

[Creating Memory Dial Entries: Overview](#)

addchangingDialerEntry.2104

This section was removed for packard bell. The relating jumps and links were not deleted.

Add/Change

Choose this button to:

- add a new phonebook entry
- change the information to an existing phonebook entry

to the current phonebook.

Extension

Enter in this field the extension number of the person.

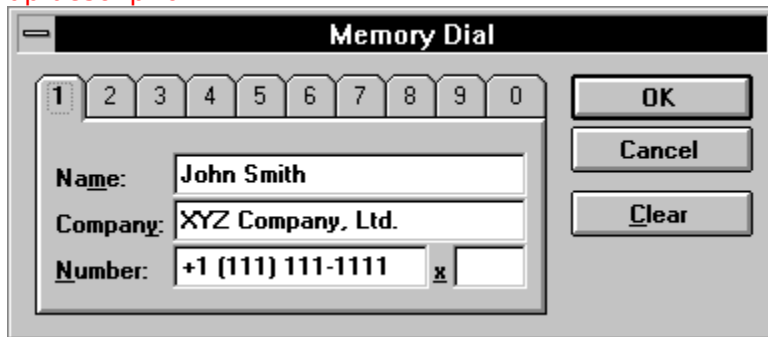
Note: *If none, leave blank.*

Creating Memory Dial Entries

You can assign 10 voice numbers that you call most often to a memory dial number.

1. Choose the Memory button from the Phonebook dialog box. The Memory Dial dialog box appears.

Click on any button or field to display a pop-up description. Click again to remove the pop-up description.



The screenshot shows a dialog box titled "Memory Dial". At the top, there is a row of 10 numbered tabs (1 through 0). Below the tabs, there are three input fields: "Name:" with the text "John Smith", "Company:" with the text "XYZ Company, Ltd.", and "Number:" with the text "+1 (111) 111-1111". To the right of these input fields, there are three buttons: "OK", "Cancel", and "Clear".

2. Select a numbered tab.
3. Enter a the callers name, company name and voice phone number.
4. Choose the OK button. The entry is added to the selected number tab.
5. When you want to place a call, move the mouse pointer over the Memory Dial buttons, the memory dial information appears in the Call Center Main Display. If the information in the Call Center Main Display is the number you want, Choose the choose that memory dial number icon and FaxWorks automatically dials the number.

Number Tab

Choose a tab that you want to assign a voice number to it.

Browse

Choose this button to access the Phonebook dialog box. Select a phonebook and a phonebook entry that you want to add to the selected memory dial icon.

Clear

Choose this button to reset the information in the selected numbered tab.

Changing Prefix Numbers

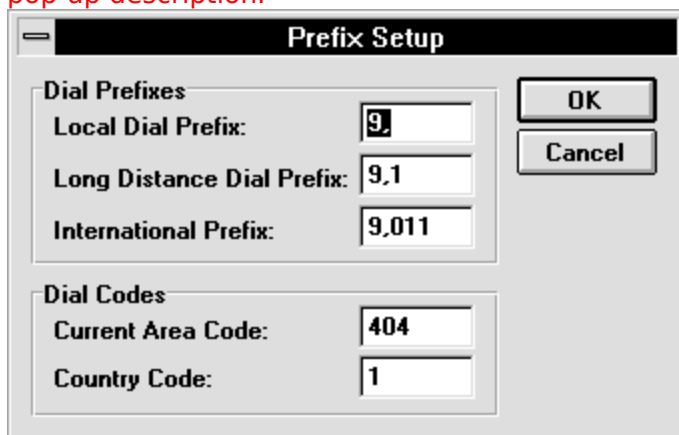
FaxWorks accommodates you no matter where you might be at any given time by allowing you to make changes to the Send Settings, thereby allowing to send faxes without re-entering the entire fax number each time you are in a different city or county.

FaxWorks determines whether your call is local, long distance or international based on the settings you defined to the Send Settings group in the Fax Setup dialog box and the number you are dialing.

Therefore, if :

- You are using FaxWorks on a portable computer and are traveling between area codes and countries.
 - You move to different area code or country.
1. Choose this Prefix icon and the Prefix Setup dialog box appears.

Click on any button or field to display a pop-up description. Click again to remove the pop-up description.



Prefix Setup	
Dial Prefixes	
Local Dial Prefix:	9
Long Distance Dial Prefix:	9,1
International Prefix:	9,011
Dial Codes	
Current Area Code:	404
Country Code:	1
OK	
Cancel	

2. Make the necessary changes and choose the OK button.

Related Topics:

[Creating Memory Dial Entries: Overview](#)

See Also:

[Dialing Procedures](#)

[Special Long Distance and International Dialing Procedures](#)

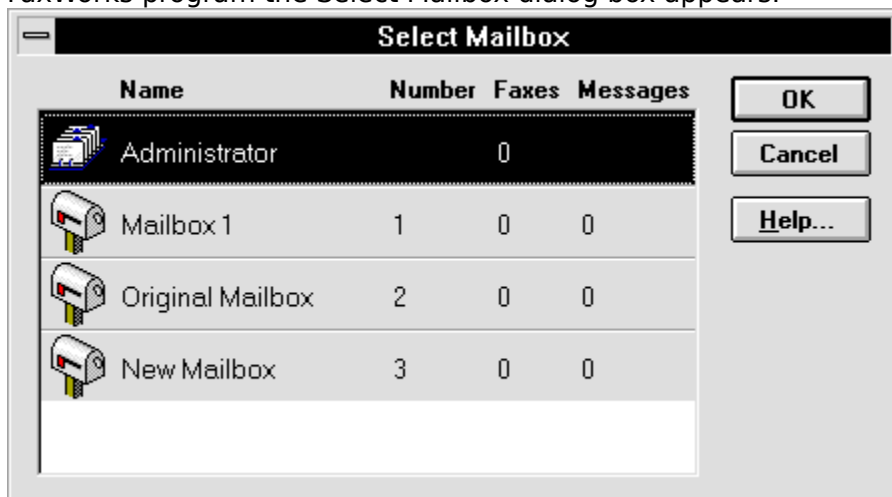
Close Mailbox

Choose this button to logout the current mailbox user. All unrouted voice messages and faxes will appear in the Administrators logs.

Note: *This button is only available if you are setup as a multi-mailbox user system*

Using FaxWorks as a Multi-Mailbox System

If FaxWorks is set up as a multi-mailbox system, then when you first start the FaxWorks program the Select Mailbox dialog box appears.



If you were using FaxWorks as a single mailbox system, that is having only *one* mailbox, and you create a new mailbox, making a multi-mailbox system, then the following happens:

- FaxWorks creates an Administrator.
- Your original mailbox as well as the mailbox you created appear in the Select Mailbox dialog box.
- Each time you start FaxWorks, the Select Mailbox dialog box appears.

Note: The **Administrator** selection is not a user mailbox.

Note: If you have a multi-mailbox system, then you might want to assign the Administrator a 4-digit password for added security.

Note: You can change the name of the default mailbox user, **Mailbox 1**, name you want. See [Setting Up Mailboxes: Overview](#) for more information.

You might want to personalize the greeting message as well as set up your notification preferences for when you are away from your home or office. See [Personal and Main Greeting Setup](#) and [Remote Notification Setup](#) for more information.

- If you want to have a multi-mailbox system, or more than one mailbox, then choose the **Administrator** selection to create and delete mailbox users.

Note: The Administrator also forwards any faxes that were not routed by the caller to a specific mailbox.

Related Topics:

[The Call Center](#)
[Checking for New Messages and Faxes](#)

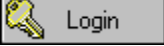

See Also:

[Using FaxWorks as a Single Mailbox System](#)

Logging In and Out

If you have a multi-mailbox system, then you might want to log yourself out of the system when you are done so that other people will be able to access your mailbox.

To login or logout, select the login/logout menu item from the File pull-down menu or

select the  button to login as the current user or choose the  to logout the current mailbox user.





Checking for New Messages and Faxes

(Multi-Mailbox User System)

When you start the FaxWorks program, the Select Mailbox dialog box appears. You can quickly see if you have received either new faxes or messages by viewing your mailbox.

Choose your Mailbox selection to access the Call Center. From the Call Center you can listen to messages, view faxes and access other FaxWorks options.

The following table displays what you will see if you receive new voice messages, faxes, both or neither.

Mailbox Graphic	Description
	You have new faxes in your New Faxes log.
	You have new voice messages in your New Messages log.
	You have both new voice messages and new faxes in their respective logs.
	You have no new voice messages or new faxes.

Related Topics:

[The Call Center](#)

Checking for New Messages and Faxes

(Single Mailbox User System)

When you start the FaxWorks program, the Call Center appears. From the Call Center you can listen to messages, view faxes and access other FaxWorks options.

Note: *The New and Old fax indicators, as well as the View New and Old buttons will only appear if you have faxes in your logs.*

Related Topics:

[The Call Center](#)

Reserved Numbers and Characters

The following numbers are reserved:

Reserved Number	Function
1 - 5	<u>Quick mailbox</u> access.
6000-6999	Personal mailbox ID number.
7000-7999	Private message retrieval ID number
8000-8999	Private document retrieval ID number
9	To access the Fax On Demand menu.
*	To send a fax from the current line.
0	To access the Mailbox and FaxWorks options.
#	To move the caller back up one level in the system.

Setting Up Mailboxes: Overview

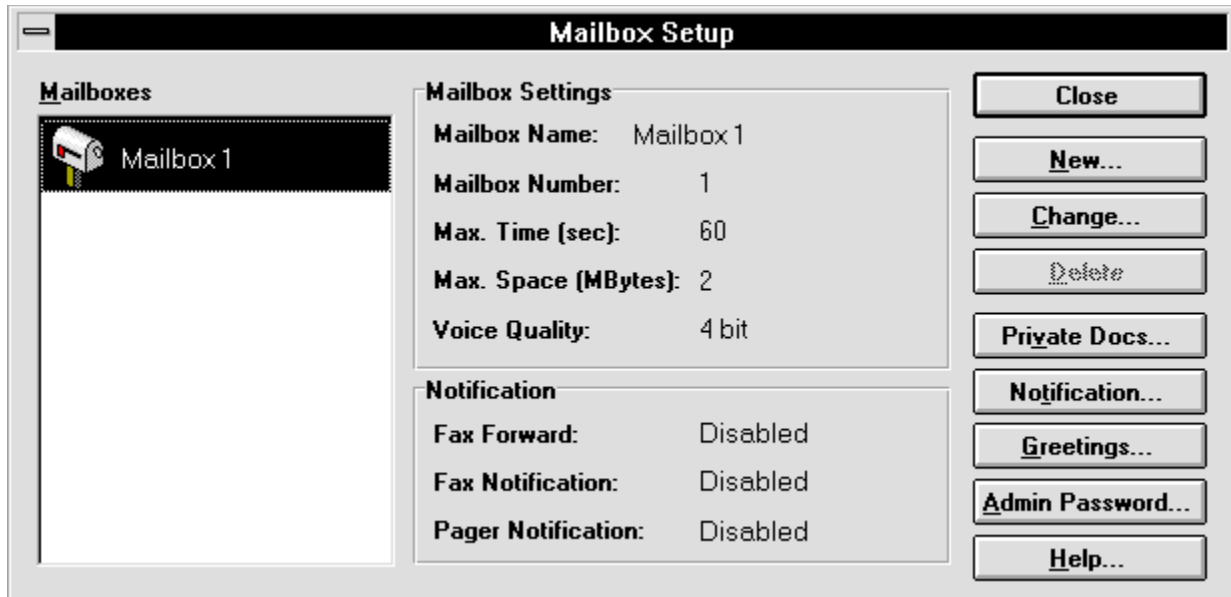
When the administrator creates a new mailbox, the new mailbox user is immediately ready to receive voice messages as well as to send and receive faxes.

Accessing the Mailbox Setup Dialog box

Access the More dialog box (See [Accessing the More Dialog Box](#) for more information)

and choose the  button. The Mailbox Setup dialog box appears.

Click on any button to display a pop-up description. Click again to remove the pop-up description.



If you have either a single or multi-mailbox system, you can change any mailbox user information and settings by choosing either the Change button from the Mailbox Setup dialog. You can change the mailbox name, password as well as the maximum time and space for voice messages.

When a new mailbox is created, it comes with a generic *Personal* greeting and a new *Main* greeting is automatically created. See [Personal and Main Greeting Setup](#) greetings for more information.

Choose the Notification button from the Mailbox Setup dialog box to change or define the notification settings when you are away from your home or office. See [Remote Notification Setup](#) for changing notification settings.

To...

create a new user

change the settings of an existing mailbox user

Then...

select the Mailbox Setup menu item from the Voice pull-down menu. The Mailbox Setup dialog box appears.

Choose the New button. The New dialog box appears.

select the Mailbox Setup menu item from the Voice pull-down menu. The Mailbox Setup dialog box appears.

Choose the Change button. The Change dialog box appears.

Note: The New and Change dialog boxes look alike and perform the same functions. The New dialog box is displayed.

Click on any button or field to display a pop-up description. Click again to remove the pop-up description.

The image shows a dialog box titled "New" with a standard Windows-style title bar. It contains several input fields and control buttons. The fields are: "Mailbox Name" with the text "John Smith", "Mailbox Number" with "6440", "Password" with "****", "Max. Message Time (sec)" with "60", and "Max. Mailbox Space (MBytes)" with "2". There is an unchecked checkbox labeled "Require Password to Open Mailbox". Below this is a "Voice Quality" section with a dropdown menu currently showing "4 bits per sample". On the right side of the dialog, there are three buttons: "OK", "Cancel", and "Help...".

- Enter the information in the appropriate fields.

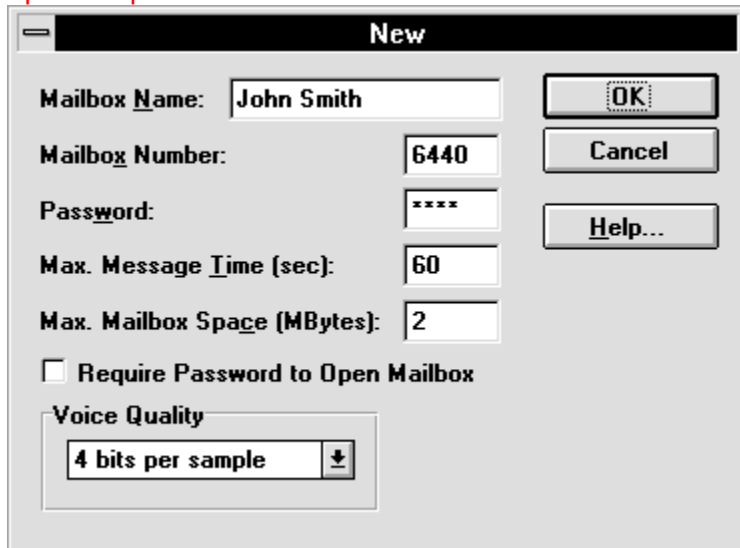
Related Topics:

[Remote Notification Setup](#)
[Personal and Main Greeting Setup](#)

The New/Change Box

The New and Change dialog boxes look alike and perform the same functions.

Click on any button or field to display a pop-up description. Click again to remove the pop-up description.



The image shows a dialog box titled "New" with a standard Windows-style title bar. The dialog contains several input fields and buttons. The fields are: "Mailbox Name" with the text "John Smith", "Mailbox Number" with "6440", "Password" with "****", "Max. Message Time (sec)" with "60", and "Max. Mailbox Space (MBytes)" with "2". There is an unchecked checkbox labeled "Require Password to Open Mailbox". Below this is a "Voice Quality" section with a dropdown menu currently showing "4 bits per sample". On the right side of the dialog, there are three buttons: "OK", "Cancel", and "Help...".

- Enter the information in the appropriate fields.


Remote Notification Setup

Use the Notification dialog box to set your notification preferences for either voice messages, new faxes or both when you are away from your home or office.

FaxWorks can notify you in the following ways:

1. Print a Quick Fax (a one page fax with a note on it) indicating that you have a new fax or voice message.
2. Call your digital pager. You will see the phone/fax number in the display. For example: **555555020410**.
 - **555555** represents the phone/fax number.
 - **02** represents the number of voice messages you have in the New Messages log.
 - **04** represents the total number of New faxes you have in the New fax log
 - **10** represents the total number of pages in the new faxes.
3. Have the actual fax forwarded to another fax device.

Defining and Changing Notification Settings

1. Access the More dialog box (See [Accessing the More Dialog Box](#) for more information) and choose the  button. The Mailbox Setup dialog box appears.
2. Choose the Notification button. The Notification dialog box appears.

Click on any button or field to display a pop-up description. Click again to remove the pop-up description.

Notification

Fax Notification

Fax Forward Number: (404)333-3333

Notification Frequency: 1

Forward Faxes

Notify New Fax

Notify New Voice Message

Digital Pager Notification

Digital Pager Number: 123-4567

Wait for Answer (sec): 10

Digital Pager Data: 5555555

Notification Frequency: 1

Notify New Fax

Notify New Voice Message

OK

Cancel

Help...

3. Enter the information in the appropriate fields.

Personal and Main Greeting Setup

If you are set up as a single mailbox system, then there is only one generic message.

If you are set up as a multi-mailbox system, then there are two separate messages. One message for the *Main* greeting and the second are *Personal* greetings for each mailbox user.

Related Topics:

[Changing the Single Mailbox Greeting](#)

[Creating and Changing Multi-Mailbox Greetings](#)

Changing the Single Mailbox Greeting

You can change your Main greeting if you are set up as a single mailbox system, (or your Personal greeting if you are set up as a multi-mailbox system) by accessing the Call Center.

Choose the  button. The Greeting for the Mailbox user appears.



1. You might want to write down and practice your greeting message before recording it. When you are ready:
 - Choose the Record button to record your message. Pick up the phone handset and start recording your message after you hear the tone.
 - Choose the Stop button to stop recording your message.
 - Choose the Play button to play back your message. See [Setting Up Voice Message Playback](#) for more information.

Note: Repeat this step until you are satisfied with the message recording.

2. When done, choose the Close button to continue.

Related Topics:

[Creating and Changing Multi-Mailbox Greetings](#)

Creating and Changing Multi-Mailbox Greetings

If you were a single mailbox system, and you add another mailbox to the system, the following happens.

- FaxWorks creates a new *Main* greeting message.
- The first mailbox message changes to a *Personal* mailbox greeting message.

Note: You might want to personalize the *Personal* greeting message. See [Sample Personal Greeting Message](#) for more information.

- All new subsequent mailboxes will have the same generic *Personal* mailbox message.

Note: To hear the default *Main* message, access the *Greetings* dialog box, select either the *Main Greeting* selection and choose the *Play* button. You can hear the greeting through your handset, or through the modems speaker. See [Setting Up Voice Message Playback](#) for more information.

Note: To hear the complete *Personal* greeting message you must dial in and access your mailbox.


Related Topics:

[Creating or Changing the Main and your Personal Mailbox Greeting Message](#)
[Sample Personal Greeting Message](#)
[Sample Main Greeting Message](#)

See Also:

[Changing the Single Mailbox Greeting](#)

Creating or Changing the Main and Personal Mailbox Greeting Messages

Access the More dialog box (See [Accessing the More Dialog Box](#)) and choose the  button. The Mailbox Setup dialog box appears. Choose the Greetings button. The Greetings dialog box appears.



- If you logged in as the Administrator, then all mailboxes will appear. You can change any mailbox *Personal* greeting message as well as the *Main* Greeting message.
- If you logged in as your mailbox, then only your mailbox and the Main Greeting selection appears. You can change only your own personal mailbox greeting as well as the Main Greeting message.

Note: If you want to add yourself to the Main Greeting message then you will have to re-record the entire Main greeting message.

To...

change or record a *Main* Greeting Message

change or record you *Personal* mailbox greeting message

Then...

select the Main Greeting selection.

select your mailbox.

1. You might want to write down and practice your greeting message before recording it. When you are ready:
 - Choose the Record button to record your message. Pick up the phone handset and start recording you message after you hear the tone.
 - Choose the Stop button to stop recording your message.

- Choose the Play button to play back your message. See [Setting Up Voice Message Playback](#) for more information.

Note: Repeat this step until you are satisfied with the message recording.

2. When done, choose the Close button to continue.

Related Topics:

[Sample Personal Greeting Message](#)

[Sample Main Greeting Message](#)

See Also:

[Changing the Single Mailbox Greeting](#)

Sample Personal Greeting Message

Hello, I am either on another line or away from my desk.

Please leave a message and I'll get back to you as soon as I can.

The FaxWorks appends the following message at the end of each *Personal* greeting message:

Please begin speaking after the tone. When you are finished, you may press the pound key for additional options.

Related Topics:

[Sample Main Greeting Message](#)

See Also:

[Creating or Changing the Main and your Personal Mailbox Greeting Message](#)

Sample Main Greeting Message

You might want to set up all mailboxes before creating the main greeting.

Callers can easily access one of five mailboxes by pressing the corresponding mailbox number, numbered 1 through 5, off the Main Greeting message.

For example, you might want to set up Sales as a "quick mailbox," or a mailbox that is easily accessible off the main greeting.

Otherwise, callers must already know their party's mailbox number.

The following sample main greetings includes 5 Quick Mailboxes:

Thank you for calling [your company name]. If you know your the extension of the person you want, then enter it now or press:

1 for Sales

2 for Technical Support

3 for Engineering

4 for Customer Service

5 for Accounting

If you want receive a Fax on Demand Document press 9

If you want to send a fax, press 0 (Zero) now.

Related Topics:

[Sample Personal Greeting Message](#)

See Also:

[Creating or Changing the Main and your Personal Mailbox Greeting Message](#)

Deleting Mailbox Users

Access the More dialog box (See [Accessing the More Dialog Box](#)) and choose the button. The Mailbox Setup dialog box appears.



Note: Only the ADMINISTRATOR can delete mailboxes.

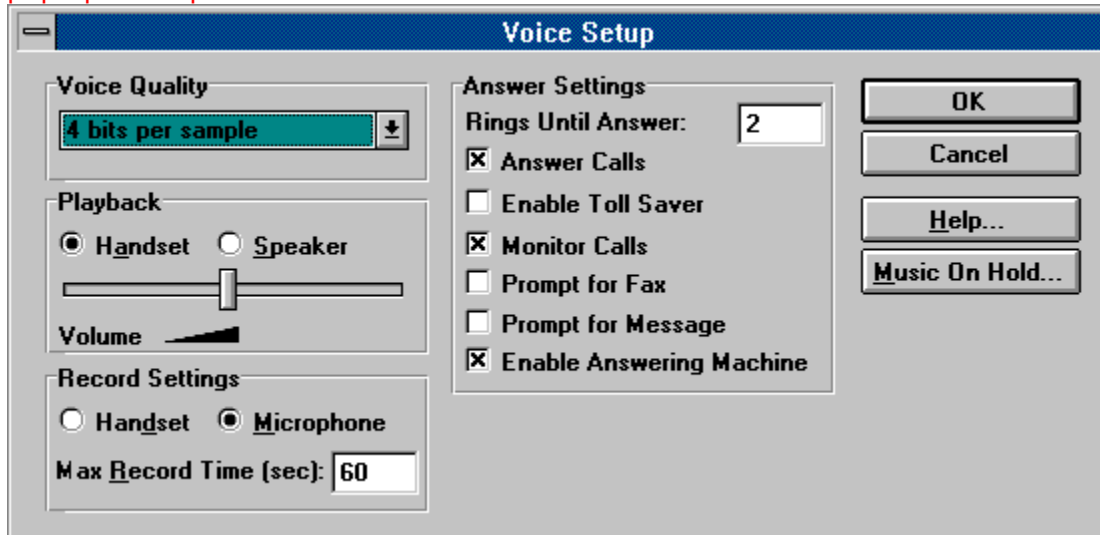
1. Select the mailbox you want to delete and choose the Delete button. The FaxWorks confirmation dialog box appears.
2. Choose the Yes button to permanently delete the mailbox, including all fax and voice logs as well as the mailbox owner's Private Fax On Demand documents..

Setting Up Voice Message Playback

Select the way you want to play back all voice set up features including your *Main* and *Personal* voice greetings, Fax on Demand, Private Fax on Demand descriptions, Message Retrieval voice messages and incoming or forwarded voice messages.

1. Access the More dialog box (See [Accessing the More Dialog Box](#) for more information) and choose the Voice Setup button. The Voice Setup dialog box appears.

Click on any button or field to display a pop-up description. Click again to remove the pop-up description.



2. Select the appropriate radio buttons and options that you want.
3. Choose the Music on Hold Setup button to setup FaxWorks to enable callers hear music or personal commercial messages while on hold.
4. When done, choose the OK button.

Related Topic:

[Music on Hold Setup](#)

The Message Retrieval Feature

The Message Retrieval feature allows callers to call your computer and listen to password-protected voice messages.

The Message Retrieval feature is useful, for example, in doctor offices where a doctor can assign a patient the 4-digit ID number and password so that the patient can call in later and hear their test results.

Related Topics:

[Setting Up the Message Retrieval Feature](#)

[Caller Access for Message Retrieval Voice Messages](#)

See Also:


[The Fax On Demand Feature](#)

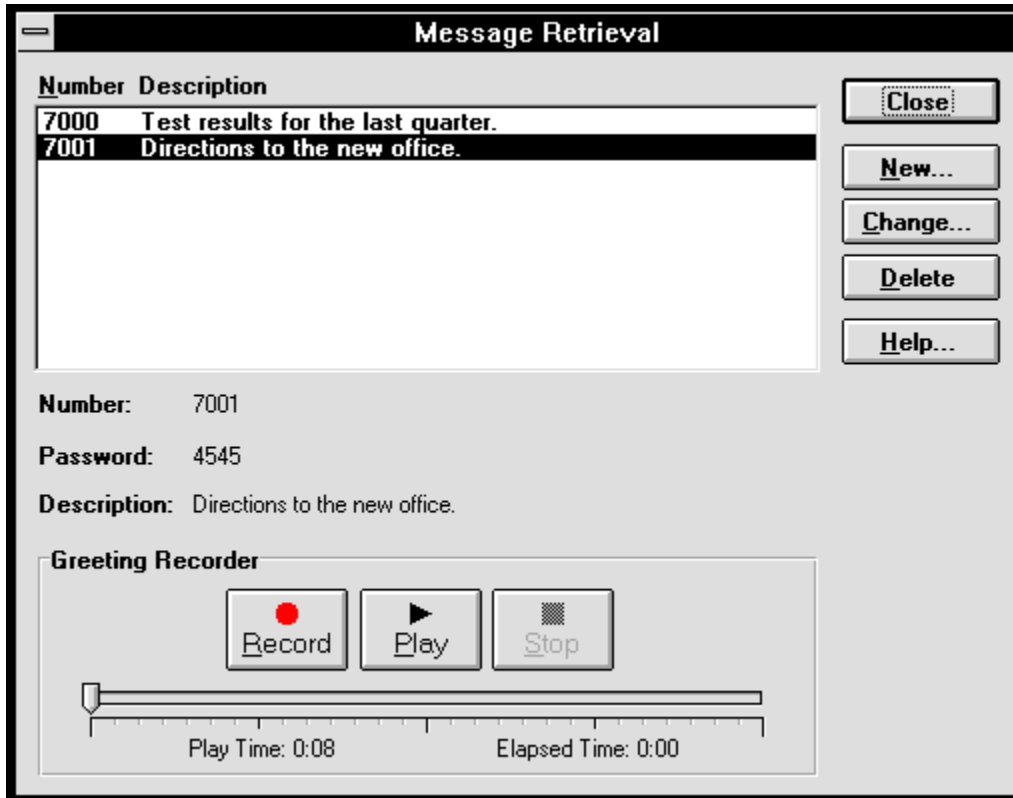
[The Document Retrieval Feature](#)

[The Private Fax On Demand Feature](#)

Setting Up the Message Retrieval Feature

Access the More dialog box (See [Accessing the More Dialog Box](#) for more information)

and choose the  Message Retrieval... button. The Message Retrieval dialog box appears.



To...

create a new Message Retrieval voice message
change an existing Message Retrieval voice message

Then...

choose the New button. The New dialog box appears.
choose the Change button. The Change dialog box appears.

Creating and Changing Message Retrieval Voice Messages

1. Choose the New/Change dialog box appears.

Note: The New and Change dialog boxes look alike and perform the same functions. The New dialog box is displayed.

The image shows a dialog box titled "New" with a close button in the top-left corner. It contains three input fields and three buttons. The "Number" field contains "7002", the "Password" field contains "3020", and the "Description" field contains "John Smith's rescheduled doctor's appointment." The buttons are "OK", "Cancel", and "Help...".

Note: You can have up to 1000 Message Retrieval voice messages.

2. Enter a 4-digit number between 7000 and 7999 in the Number field.
3. Enter any 4-digit number password in the Password field.
4. Enter a brief description about the Message Retrieval voice message. This description appears next to the assigned 4-digit number when you open the Message Retrieval dialog box.
5. Select or highlight the Message Retrieval voice message from the Message Retrieval dialog box and record your message.
 - Choose the Record button to record your message. Pick up the phone handset and start recording your message after you hear the tone
 - Choose the Stop button to stop recording your message.
 - Choose the Play button to play back your message.

Note: Repeat this step until you are satisfied with the message recording.

6. When done, choose the Close button. The message is added to the Message Retrieval dialog box.

Caller Access for Message Retrieval Voice Messages

Callers can listen to your previously recorded messages by entering the Message Retrieval's 4-digit ID number (7000-7999) and the corresponding 4-digit password at any time during the main greeting message.

The caller will have the option to:

- Return to the Main Greeting menu

Related Topics:

[The Message Retrieval Feature](#)

[Setting Up the Message Retrieval Feature](#)

The Document Retrieval Features

There are three ways for callers to retrieve fax documents.

The table below shows the document retrieval method along with its level of accessibility.

Document retrieval method	Access
Fax On Demand	No ID number or password required
Private Document Retrieval	The 4-digit ID number (8000-8999) and 4 the digit password are required.
Private Fax On Demand Documents	The 4-digit ID number of the mailbox and the 4-digit password are required.

Regardless of which document retrieval method you use, the caller will have the option to select other documents after each selection, or have the fax or faxes sent directly to them on the current line if they are calling from a fax machine, or forwarded to another fax device.

Related Topics:

[The Fax On Demand Feature](#)

[The Document Retrieval Feature](#)

[The Private Fax On Demand Feature](#)

See Also:

[The Message Retrieval Feature](#)

The Fax On Demand Feature

The Fax on Demand feature allows callers to retrieve up to 10 Fax on Demand documents, such as directions to the new office, by listening to a brief description of each Fax on Demand document and entering the corresponding document number from their touch-tone phone.

When done selecting documents, the caller can simply press the start button on their fax device or have the Fax on Demand document(s) forwarded to another fax device.

Note: *The caller does not need to access a mailbox or know any passwords.*

Related Topics:

[Setting Up the Fax On Demand Feature](#)

[Caller Access for Fax On Demand Documents](#)

See Also:

[The Document Retrieval Feature](#)

[The Private Fax On Demand Feature](#)

[The Message Retrieval Feature](#)

Setting Up the Fax On Demand Feature

Access the More dialog box (See [Accessing the More Dialog Box](#) for more information)



and choose the button. The Fax on Demand dialog box appears.

Note: See [The Fax On Demand Dialog Box](#) for more information about the fields and buttons the Fax On Demand dialog box uses.

Note: To create a Fax on Demand document from your Windows application, (see [Sending Faxes from a Windows Application](#) for more information) use the FaxWorks Printer Driver (FX-WORKS on COMX) and do the following:

- Choose the Save As button from the FaxWorks - Send Fax dialog box. The Save As dialog box appears.
- Provide the path and file name accepting the default file type, Group 3 TIFF.
- Enter or choose the Browse button to locate the TIF file you want to use from the Add/Choose dialog box.

To...

create a new Fax on Demand document

change an existing Fax on Demand document

Then...

choose the Add button. The New dialog box appears.

choose the Change button. The Change dialog box appears.

Creating and Changing Fax on Demand Documents

1. The Add/Change dialog box appears.

Note: The New and Change dialog boxes look alike and perform the same functions.

If...

you know the path of the Fax on Demand document

you do not know the path of the Fax on Demand document

Then...

enter it in the File Name field.

Proceed to step 2.

choose the Browse button. The Browse dialog box appears. Choose the Fax on Demand document you want by selecting the appropriate drive, directory and file type (TIF, PCX or DCX) from the Browse dialog box.

Proceed to step 2.

2. Enter a brief description about the Fax on Demand document in the Description field and choose the OK button to continue.
3. Select or highlight the Fax on Demand document from the Fax On Demand dialog box and record a brief voice description of it.

Note: You must record a voice description of a Fax on Demand document for it to be listed as an available document for callers to retrieve.

- Choose the Record button to record your message.
- Choose the Stop button to stop recording your message.

- Choose the Play button to play back your message.

Note: *Repeat this step until you are satisfied with the message recording.*

4. Choose the Close button to continue. The voice description is now associated with the selected Fax on Demand Document.

Related Topics:




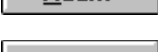
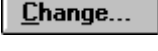


[Caller Access for Fax On Demand Documents](#)

The Fax On Demand Dialog Box




The Fax On Demand dialog box has the following fields:

Field	Description
Number/ Description	The number that you assign to a Fax On Demand document. The brief description that you provided about the document also appears in this field.
Page	The number of pages in the document. Note: Use the <u>MiniView</u> and <u>Gray Scale</u> options to view the document. Choose the <u>Next</u> and <u>Previous</u> buttons to scroll through the Fax on Demand document.
FOD Date	The date when the Fax On Demand document was created.
File Type/ Size	The file format and size of the Fax on Demand document.

The Fax On Demand dialog box has the following buttons:

Choose	To...
	exit the Fax On Demand Dialog box.
	see the selected document in full page mode in the FaxWorks Viewer.
	create a new Fax On Demand document.
	modify the attributes of the selected Fax On Demand document.
	permanently remove the selected Fax On Demand document from the list.
	scroll forward through the pages of the document while in MiniView.
	scroll backwards through the pages of the document while in MiniView.

The Greetings Recorder group has the following buttons:

Button	To...
	start recording your brief description of the selected Fax On Demand document.
	replay the voice description of the selected Fax On Demand document.
	stop the play back of the selected Fax On Demand document voice description.

Caller Access for Fax On Demand Documents

1. To access the Fax on Demand feature, the caller enters 9 from their touch tone phone at any time during the greeting message.

*Note: If the caller wants a printed list of the Fax on Demand documents, then press the * key. You can have the list faxed to you on the current line or you can forward the list to another fax device.*

Note: This Feature is not available for Private Fax on Demand Documents

2. The caller will hear a brief voice description of each Fax on Demand document, numbered 0 through 9.
3. The caller can choose any document, one at a time, by pressing the corresponding number from their touch tone phone.
4. When the caller makes a selection, FaxWorks will confirm the selection and ask the caller if they want to make another selection.

If...

the caller does not want another fax

Then...

- the caller can receive the Fax on Demand document or documents immediately on the same line if they are calling from a fax machine.
- the caller can forward the Fax on Demand document or documents to another fax device.

Related Topics:

[The Private Fax On Demand Feature](#)

[Setting Up the Fax On Demand Feature](#)

The Document Retrieval Feature

Use the Document Retrieval feature to allow callers access to documents that you want only specific people to have.

Use the document Retrieval feature, for example, if you want your accountant to retrieve a document that you do not want other people to access, then you can assign the document a 4-digit ID number and password so that only the intended recipient will be able to retrieve the document.

There are three major differences between Fax On Demand and this feature.

1. Callers must already know the Document Retrieval's 4-digit number and password in order to retrieve it.
2. You can have up to 1000 Document Retrieval faxes available by using this feature.
3. There are no voice descriptions of the documents.

Related Topics:

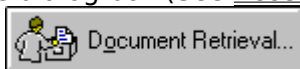
[Setting Up the Document Retrieval Feature](#)
[Caller Access for Document Retrieval Faxes](#)

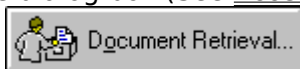
See Also:

[The Fax On Demand Feature](#)
[The Private Fax On Demand Feature](#)
[The Message Retrieval Feature](#)

Setting Up the Document Retrieval Feature

Access the More dialog box (See [Accessing the More Dialog Box](#) for more information)



and choose the  button. The Document Retrieval dialog box appears.

The Document Retrieval dialog box appears.

Note: To create a Document Retrieval fax from your Windows application, (see [Sending Faxes from a Windows Application](#) for more information) use the FaxWorks Printer Driver (FX-WORKS on COMX) and do the following:

- Choose the Save As button from the FaxWorks - Send Fax dialog box. The Save As dialog box appears.
- Provide the path and file name accepting the default file type, Group 3 TIFF.
- Enter or choose the Browse button to locate the TIF file you want to use from the New/Change dialog box.

To...

create a new Document Retrieval fax

change an existing Document Retrieval fax

Then...

choose the New button. The New dialog box appears.

choose the Change button. The Change dialog box appears.

1. The New/Change dialog box appears.

Creating and Changing Document Retrieval Faxes

Note: The New and Change dialog boxes look alike and perform the same functions.

Note: You can have up to 1000 Document Retrieval faxes.

2. Enter a 4-digit number between 8000 and 8999 in the Number field.
3. Enter a 4-digit password in the Password field.

If...

you know the path of the Document Retrieval fax

you do not know the path of the Document Retrieval fax

Then...

enter it in the File Name field.

choose the Browse button. The Browse dialog box appears. Select the fax document you want by selecting the appropriate drive, directory and file type (TIF, PCX or DCX) from the Browse dialog box.

4. Enter a brief description of the document. The description makes it easy to identify the contents of the document without reading the entire document.
5. Choose the OK button to continue. The document is added into the Document Retrieval list.
6. Repeat steps 1 through 5 to add more documents to the Document Retrieval list.

Related Topics:

[Caller Access for Document Retrieval Faxes](#)

Caller Access for Document Retrieval Faxes

- Callers retrieve Document Retrieval documents by entering the Document Retrieval's 4-digit ID number (8000-8999) and the corresponding 4-digit password at any time during the main greeting message.

If...

the caller wants another private Document Retrieval fax

the caller does not want another Document Retrieval fax

Then...

enter the 4-digit ID number and password.

- the caller can receive the Document Retrieval fax immediately on the same line, if they are calling from a fax machine.
- the caller can forward the Document Retrieval fax to another fax device.

Related Topics:

[The Document Retrieval Feature](#)

[Setting Up the Document Retrieval Feature](#)

The Private Fax On Demand Feature

The *Private* Fax On Demand feature works much like the Fax On Demand feature in that callers can retrieve up to 10 documents by listening to a brief description and entering the corresponding number from their touch tone phone.

Although similar in function to the Fax On Demand feature, the main difference is that the Private Fax On Demand feature offers mailbox owners greater security in that callers must know not only the mailbox ID number, but also the owner's personal password to access these documents.

The difference between the Document Retrieval feature and the Private Fax on Demand feature is that a caller might gain access to Document Retrieval faxes that you would not want them to have.

The Private Fax on Demand feature allows callers access to personal or sensitive documents that only those specific recipients.

Related Topics:

[Creating Private Fax On Demand Documents](#)
[Caller Access for Private Fax On Demand Documents](#)


See Also:

[The Fax On Demand Feature](#)
[The Document Retrieval Feature](#)
[The Message Retrieval Feature](#)

Creating Private Fax On Demand Documents

Access the More dialog box (See [Accessing the More Dialog Box](#) for more information)



and choose the  button. The Private Fax on Demand dialog box appears.

Note: To create a Private Fax on Demand document from your Windows application, (see [Sending Faxes from a Windows Application](#) for more information) use the FaxWorks Printer Driver (FX-WORKS on COMX) and do the following:

- Choose the Save As button from the FaxWorks - Send Fax dialog box. The Save As dialog box appears.
- Provide the path and file name accepting the default file type, Group 3 TIFF.
- Enter or choose the Browse button to locate the TIF file you want to use from the Add/Choose dialog box.

See [Creating and Changing Fax on Demand Documents](#) for more information.

Related Topics:

[Creating Private Fax On Demand Documents](#)

[Caller Access for Private Fax On Demand Documents](#)

Caller Access for Private Fax On Demand Documents

1. The caller must press the * key from their touch tone phone at any time during the main greeting message. When prompted, the caller must enter the 4-digit mailbox ID number, or the 1-digit quick mailbox ID number and when prompted, enter the 4-digit password.
2. Choose option 4 from the menu to access the FaxWorks options.
3. Choose option 6 to access the Private Fax on Demand feature.
4. The caller will hear a brief description of each Private Fax on Demand document, numbered 0 through 9.
5. The caller can choose any Private Fax on Demand document, one at a time, by pressing the corresponding number from their touch tone phone.
6. When the caller makes a selection, FaxWorks will confirm the selection and ask the caller if they want another selection.

If...

the caller does not want another Private Fax on Demand document

Then...

- the caller can receive the fax immediately on the same line, if they are calling from a fax machine.
- forward the fax or faxes to another fax device.

Related Topics:

[The Private Fax On Demand Feature](#)
[Creating Private Fax On Demand Documents](#)

Remote Mailbox Owner Features

FaxWorks allows mailbox owners or the Administrator to access their mailbox or if you are logged in as the administrator, any mailbox and the remotely from any touchtone phone perform the following by selecting the corresponding options:

Option Number	Select this Option to...
1	listen to new voice messages.
2	listen to messages that you have saved.
3	Access Mailbox Options.
4	Access FaxWorks Options.

To access these remote options, callers can press the * key at any time during the greeting message and enter the mailbox ID number and when prompted, enter the password of the mailbox from their touch tone phone.

FaxWorks will tell you how many new and old messages you have. You can listen to your messages or choose the other options:

- See [Option 3: Mailbox Options](#) for more information.
- See [Option 4: FaxWorks Options](#) for more information.

Note: Select the FaxWorks Options, option 4, to hear if you received new faxes.

Once you are in your mailbox, use the # key to back one level in the message instruction list to move more quickly through the options and choices. This allows you to access other options without dialing back into the system.

Related Topics:

[Options 1 and 2: Playing New and Old Voice Messages](#)

[Option 3: Mailbox Options](#)

[Option 4: FaxWorks Options](#)

Options 1 and 2: Playing New and Old Voice Messages

You can listen to your new messages by selecting option 1 or listen to your previously-saved voice messages by selecting option 2. Regardless of which voice message you listen to, you can delete, save, replay or forward the voice message.

Note: *By remotely calling into your mailbox you will hear, through your handset only, all voice-related messages and features, even if you selected the (modem) speaker selection as the method to hear all voice-related features and messages.*

See [Setting Up Voice Message Playback](#) for more information.

Related Topics:

[Option 3: Mailbox Options](#)

[Option 4: FaxWorks Options](#)

Option 1 and 2 Remote Access

Callers can press the * key at any time during the greeting message and enter the mailbox ID number and when prompted enter the password of the mailbox from their touch tone phone.

Note: *If this is a single mailbox system, then you only need to provide your 4-digit password.*

- Enter option 1 to hear new messages.
- Enter option 2 to hear old messages.

The following table describes the available options after listening to a new or saved voice message:

Option Number	Option	Select this Option to...
1	Delete current message	permanently remove the current voice message from your computer.
2	Save current message	save the current voice message.
3	Review current message	replay the last message.
4	Forward current message	forward the current message to another mailbox user. Note: <i>You can only forward messages to other mailbox users. When prompted, enter the mailbox number to which you want to forward the message.</i>

Once you are in your mailbox, use the # key to move back one level in the message instruction list to move more quickly through the options and choices. This allows you to access other options without dialing back into the system.

Option 3: Mailbox Options

You can remotely change your mailbox attributes (including the greeting message for single mailbox systems and the personal greeting message for multi-mailbox systems), change your password, enable or disable the toll saver feature and create a Message Retrieval voice message.

The following table describes the options available from the mailbox option main menu along with a description of each feature .

Option Number	Option	Select this Option to...
1	Record a new Greeting	change your current personal greeting. See Record a New Greeting for more information.
2	Change password	change your current mailbox password. See Change Password for more information.
3	Toll saver options	enable/disable the toll saver feature. See Toll Saver Options for more information.
4	Leave message	create a voice message and assign a password to it so that designated callers can access the message. See The Message Retrieval Feature for more information.

Related Topics:

[Record a New Greeting](#)
[Change Password](#)
[Toll Saver Options](#)
[Option 3 Remote Access](#)

See Also:

[Options 1 and 2: Playing New and Old Voice Messages](#)
[Option 4: FaxWorks Options](#)

Record a New Greeting

If you have a single mailbox system, then you can change the main greeting, since the main greeting and the mailbox greeting are the same. However, you can only change the personal greeting message in a multi-mailbox system.

1. Select option 1, Record a New Greeting, from the mailbox options menu.
2. At the tone, begin recording your new message.

When done press the # key.

Note: Press 1 to cancel this option immediately.

The following table describes the options available after you record your new message and press the # key.

Option Number	Description	Action
1	Review the message	replay the new message you just recorded.
2	Save the new message as the current greeting	save the new greeting over the previous greeting message.
3	Change or re-record a new message	discard the newest recording and to record another message.
4	Discard any changes made to the original greeting	discard any new messages you recorded and leave the last saved recorded message unchanged.

Related Topics:

[Change Password](#)

[Toll Saver Options](#)

[Option 3 Remote Access](#)

Change Password

You can remotely change your password if you think that other people might know it, or if you want the added security of changing your password after a period of time.

1. Select option 2 from the Mailbox options menu.
2. FaxWorks prompts you to enter a new 4-digit password.
Press the # key to cancel changing your password.
3. FaxWorks prompts you to confirm the new password by entering it again.
Press the # key to cancel changing your password.

Note: *If you enter a different confirmation password, then FaxWorks discards the operation.*

4. If the password confirmation is successful, then FaxWorks changes the password for your mailbox.

Related Topics:

[Record a New Greeting](#)

[Toll Saver Options](#)

[Option 3 Remote Access](#)

Toll Saver Options

You will be able to know if you have any new voice messages by the number of times it takes for the modem to answer.

- If you have no new messages then the modem will ring two times the setting defined in the Fax Setup dialog box, Receive Group, Rings Until Answer field. See Fax Setup for more information.

The default setting for the Rings Until Answer is set to 2 (rings). Therefore if you do not have any new messages then the modem will ring 4 times. To save toll charges, you can hang up after the third ring.

- If you have new messages, then the modem will pick up after the number of rings you defined in the Rings Until Answer field.
 1. Select option 3 from the Mailbox Options menu
 2. Decide if you want to enable or disable the toll saver option.
 - Choose 1 to enable the toll saver option.
 - Choose 2 to disable the toll saver option.

Note: *You can press the # key to exit out of this menu at any time.*

3. When done, FaxWorks confirms your choice.

Related Topics:

[Record a New Greeting](#)

[Change Password](#)

[Option 3 Remote Access](#)

Option 3 Remote Access

From the main greeting, press the * key at any time and enter your mailbox ID number and when prompted enter your 4-digit password.

Note: *If this is a single mailbox system, then you only need to provide your 4-digit password.*

Once you are in your mailbox, use the # key to back one level in the message instruction list to move more quickly through the options and choices. This allows you to access other options without dialing back in to the system.

Related Topics:

[Record a New Greeting](#)

[Change Password](#)

[Toll Saver Options](#)

Option 4: FaxWorks Options

FaxWorks will tell you if you received any new faxes, as well as tell you how many faxes you have in the Viewed, Scheduled and Concluded fax logs.

You can also retrieve a list of each fax log report, which contains the total number of faxes, other information about the fax including the date, time, sender/destination, status, number of pages, duration and a corresponding Entry number for each fax event in the log.

The following table describes the options available from the FaxWorks option main menu along with a description of each feature .

Option Number	Option	Select this Option to...
1	New Faxes	be told if you have received new faxes in your fax log.
2	Viewed faxes	be told if you have previously viewed faxes in your fax log.
3	Receive a copy of the Fax Log	receive a fax report containing all faxes events from the New, Viewed, Scheduled or Concluded fax logs. The log report contains information pertaining to the fax including the date, time, sender/destination, status, pages, duration and an <i>entry</i> ID number corresponding to a fax in the log. Use the <i>entry</i> code to remotely retrieve the fax. See option 4 below for more information.
4	Retrieve a Fax Log Entry	receive the specific numbered fax event from the selected fax log.
5	Fax Forward Options	enable, disable or change the fax forward number if the current forwarding number is incorrect.
6	List Private Fax On Demand	retrieve a Private Fax on Demand fax document from a mailbox. See Caller Access for Document Retrieval Faxes for more information.

Related Topics:

[New Faxes](#)

[Viewed Faxes](#)

[Receive a copy of the Fax Log](#)

[Retrieve a Fax Log Entry](#)

[Option 4 Remote Access](#)

[Fax Forward Options](#)

See Also:

[Options 1 and 2: Playing New and Old Voice Messages](#)

[Option 3: Mailbox Options](#)

New Faxes

FaxWorks counts how many New faxes you have in your New Faxes log and adds the total number of pages there are in all new faxes as well.

See [New and Viewed Faxes](#) for more information.

Related Topics:

[Viewed Faxes](#)

[Receive a copy of the Fax Log](#)

[Retrieve a Fax Log Entry](#)

[Option 4 Remote Access](#)

[Fax Forward Options](#)

Viewed Faxes

FaxWorks counts how many old faxes you have in your Viewed Faxes log, and adds the total number of pages there are in all old faxes as well.

See [New and Viewed Faxes](#) for more information.

Related Topics:

[New Faxes](#)

[Receive a Copy of the Fax Log](#)

[Retrieve a Fax Log Entry](#)

[Option 4 Remote Access](#)

[Fax Forward Options](#)

Receive a Copy of the Fax Log

Use this feature to retrieve a copy the selected fax log, when you are away. The fax log can be transmitted to you directly if you are calling from a fax machine or forwarded to another fax device.

A Fax Log Report can be useful, especially if you have many faxes in the specific log and you want to retrieve a specific fax.

1. When you call in press the * key and from your touch tone phone and enter your 4-digit mailbox ID number and when prompted enter your password and select option 4 to access the FaxWorks options.

Note: *If this is a single mailbox system, then you only need to provide the 4-digit password.*

2. Select option 3, *Receive A Copy Of The Fax Log*, to determine from which fax log you want to receive faxes.

Choose the number that corresponds to the fax log you want to receive.

- Choose 1 for the New Faxes log.
- Choose 2 for the Viewed Fax Log.
- Choose 3 for the Scheduled Fax Log.
- Choose 4 for the Concluded Fax log.

When you make your selection, you can:

- Choose 1 to have the fax log report list sent to you on the current line if you are calling from a fax machine.
- Choose 2 to enter a forwarding number.
 - Choose 3 to forward the fax log report to forwarding number you defined in your notification setup dialog box. See [Remote Notification Setup](#) for more information.
- Press the # key to cancel this operation.

The Fax log is sent to the fax device.

Related Topics:

[New Faxes](#)

[Viewed Faxes](#)

[Retrieve a Fax Log Entry](#)

[Option 4 Remote Access](#)

[Fax Forward Options](#)

Retrieve a Fax Log Entry

To retrieve a specific fax log entry, request a copy of that log, and then enter the corresponding *Entry ID number* for that fax.

1. When you call in, press the * key and from your touch tone phone and enter your 4-digit mailbox ID number. When prompted enter your password and select option 4 to access the FaxWorks options.

Note: *If this is a single mailbox system, then you only need to provide the 4-digit password.*

2. Select option 4, *Retrieve a Fax Log Entry*, to retrieve faxes from a specific fax log.
 - Choose 1 for the New Faxes log.
 - Choose 2 for the Viewed Fax Log.
 - Choose 3 for the Scheduled Fax Log.
 - Choose 4 for the Concluded Fax log.
3. enter the corresponding Entry ID number followed by the # key.
4. Select from the following options:
 - Choose 1 to receive fax.
 - Choose 2 receive other faxes.
 - Choose 3 to cancel the current selection.
 - # key to cancel this operations.

Once you selected a fax you can do the following:

If...

you want to make another selection

you do not want another fax

Then...

select option 2 and select from which log you want to receive another fax.

select option 1 to receive the fax or faxes

- the caller can receive the fax immediately on the same line.
- forward the fax to another fax device.

Related Topics:

[New Faxes](#)

[Viewed Faxes](#)

[Receive a copy of the Fax Log](#)

[Option 4 Remote Access](#)

[Fax Forward Options](#)

Option 4 Remote Access

Mailbox users can remotely do the following by pressing the * key from their touch tone phone and entering the 4-digit mailbox ID number password.

Note: *If this is a single mailbox system, then you only need to provide the 4-digit password.*

- Enter option 4 to access the Mailbox options.

Related Topics:

[New Faxes](#)

[Viewed Faxes](#)

[Receive a copy of the Fax Log](#)

[Retrieve a Fax Log Entry](#)

[Fax Forward Options](#)

Fax Forward Options

You can remotely enable the fax forwarding feature if you are away from your home or office.

Select option 5 from the FaxWorks options menu.

You can do the following:

- Choose 1 to hear the status of the fax forwarding feature, whether its enabled or disabled.
- Choose 2 to enter a fax forwarding number.
- Choose 3 to enable the fax forwarding feature.
- Choose 4 to disable the fax forwarding feature.

Related Topics:

[New Faxes](#)

[Viewed Faxes](#)

[Receive a copy of the Fax Log](#)

[Retrieve a Fax Log Entry](#)

[Option 4 Remote Access](#)

Other Voice Features

[The Forwarding Feature](#)

[Forwarding Voice Messages and Faxes](#)

[Running FaxWorks Minimized](#)

[Change Admin Password](#)

The Forwarding Feature

You can forward any voice message or fax to another mailbox user either remotely or from the computer itself.

Related Topics:

[Forwarding Voice Messages and Faxes](#)

[Running FaxWorks Minimized](#)

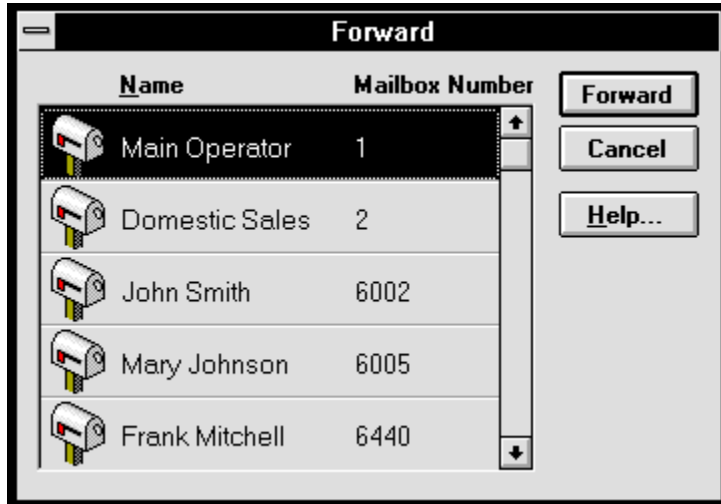
[Change Admin Password](#)

Forwarding Voice Messages and Faxes

Access the Logs display and select from which display you want to forward either a voice message or fax document.

Note: You can only forward one fax or voice message to a mailbox user at a time.

1. Choose the Forward button. The Forward dialog box appears.



2. Select the mailbox user that you want to forward the voice message or fax.
3. Choose the Forward button. The voice message or fax is forwarded to the selected mailbox user.

Related Topics:

- [The Forwarding Feature](#)
- [Running FaxWorks Minimized](#)
- [Change Admin Password](#)

Running FaxWorks Minimized

If you run FaxWorks minimized then you can quickly access two important features; the Call Center and the Manual Receive feature.

- The Call Center lets you see if you received any new faxes or voice messages.
- If your voice line and fax line share the same line, then you can quickly access the Manual Receive feature to receive a fax manually.

Related Topics:

[The Forwarding Feature](#)

[Forwarding Voice Messages and Faxes](#)


[Change Admin Password](#)

Change Admin Password

Change the password of the Administrator if you have a multi-mailbox system, and you do not want any mailbox user access to other peoples mailboxes.

Accessing the Change Password Dialog box

Access the More dialog box (See [Accessing the More Dialog Box](#) for more information)

and choose the  button. The Mailbox Setup dialog box appears. Choose the Admin Password button. The Change Password dialog box appears.

1. Enter the old password in the Old Password field.

Note: If you do not have a previously defined password, then skip this step and proceed to step 2.

2. Enter the new password in the New Password field.
3. Enter the new password again in the Verify field.
4. Choose the OK button to continue.

The Administrator's password is changed.

Related Topics:

[The Forwarding Feature](#)

[Forwarding Voice Messages and Faxes](#)

[Running FaxWorks Minimized](#)

Overview

There are many ways to generate a fax.

1. From any Windows application that has a print command.
2. From within FaxWorks 3.0:
 - Send, Resend or reschedule faxes from the FaxWorks logs.
 - Send a Quick Fax, which is a cover sheet with a note.

Related Topics:

[Sending your First Fax](#)

[Receiving Your First Fax](#)

See Also:

[Sending Faxes From a Windows Application](#)

[Sending Faxes From Within FaxWorks 3.0](#)

[Sending a Quick Fax](#)

Sending your First Fax

You can send faxes quickly and easily from any Windows application that has a Print command. Faxes can also be sent from within FaxWorks .

FaxWorks takes control of your printer driver and re-directs the data from your regular printer, and automatically activates the FaxWorks program. Once in FaxWorks , you select when and to whom you want to send the fax to.

Related Topics:

[Sending a Sample Fax](#)

See Also:

[Sending Faxes From a Windows Application](#)

[Sending Faxes From Within FaxWorks 3.0](#)

[Sending a Quick Fax](#)

Sending a Sample Fax


Before you can send a fax, you must first create a document.



1. Select the Write (word processor) program from the Windows Accessories group.
2. Type the sample text, such as:
I would rather be sunning myself on the beach.
3. Pull down Write's File menu and select Print. The Print dialog box appears. Make sure that FaxWorks is set as the current printer. If FaxWorks is set as the current printer, then click on OK.

Note: Select **FX-WORKS on COMX**, where **X** is the COM port that your modem uses.

If FaxWorks is not the default printer, you need to change the current printer driver to the FaxWorks printer driver. Select the Setup button from the Write print dialog box.

- Select the **Specific Printer** radio button, then click on the  button and select the appropriate FaxWorks printer driver for the modem your computer uses. See the note above for more information about selecting the FaxWorks printer driver.
 - Click on OK from the Print Setup dialog box, then select OK again from the Print dialog box.
4. Write displays a print message, and the Send Fax dialog box appears.

Click on any button to display a pop-up description. Click again to remove the pop-up description.

5. Type the recipient's name and fax number in the *Name* and *Fax* information fields.
6. Click on the Add button to save this name to the current phonebook.
See [Dialing Procedures](#) for more information.
7. Click on the Send button located in the lower right hand corner of the Send Fax dialog box. If Show Fax Status was selected in the Send Fax Setup dialog box, FaxWorks will display the progress of the transmission.

Related Topics:

[Receiving Your First Fax](#)

Receiving Your First Fax

You must have FaxWorks and your modem running before you can receive faxes. Your options for receiving faxes were defined when you installed FaxWorks . You can change the receive settings through the Fax Setup on the Fax menu.

You can automatically receive faxes while you are working in Windows, or you can receive faxes manually. You might want to receive faxes manually if your fax number and voice number share the same line. See Receiving a Fax Manually for more information.

Related Topics:

[Receiving the Fax](#)

[Displaying the Fax](#)

Receiving the Fax

1. If FaxWorks is not already running, start FaxWorks by double-clicking on the



FaxWorks icon FaxWorks from the Windows program Manager. If you receive the error message, "**FaxWorks was unable to initialize the modem,**" make sure that your fax modem is installed and running.

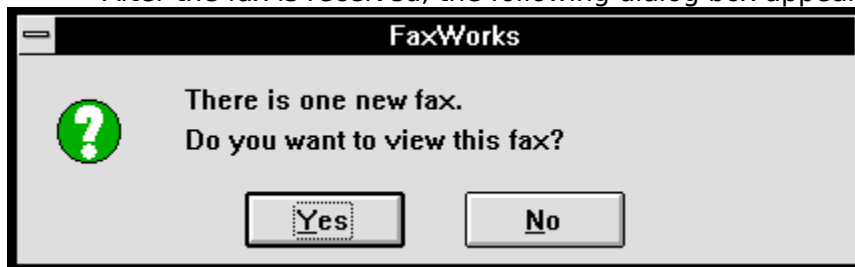
See [Troubleshooting Your Modem](#) for more information.

2. Have someone send you a multiple page fax. If FaxWorks is maximized, the status of the transmission appears in the Status bar at the bottom of the window. If you are in another Windows application, and you selected Show Fax Status from the Fax Setup dialog box, then you will see the status of an incoming fax appear in a small box located in the lower right hand corner of the screen.


Click on the Stop button, to stop the transmission at any time.

When the transmission is complete, you will receive both an audible and visual message indicating that you have received a fax.

After the fax is received, the following dialog box appears.




Displaying the Fax

1. Choose the Yes button. The fax appears in the FaxWorks Viewer in Scale to Screen view.
2. Click on the Page Number button  on the tool bar to display and move through the pages of the fax one at a time.

Note: Use the Zoom cursor to magnify any part of the fax. Zoom in by dragging a box around the area to be enlarged. Repeat zooming until the area is the appropriate size.

Use the Right mouse button to reset the view to its original setting.

3. Click on the All Pages button  to display all the pages of the fax at one time.

Sending Faxes From a Windows Application

You can send faxes from any Windows application that has a Print command.

1. Open your Windows application (other than FaxWorks 3.0), then open or create the file you want to fax.
2. From the File pull-down menu, select Print. The Windows application Print dialog box appears.

Make sure that FaxWorks is set as either the current or default printer.

Note: If FaxWorks is not set as either the current or default printer, then you need to change the print setting to FaxWorks 3.0.

Note: Select **FX-WORKS on COMX**, where **X** is the COM port that your modem uses.


When FaxWorks is set as the printer, and you issue a print command, the Send Fax dialog box appears.

Click on any button to display a pop-up description. Click again to remove the pop-up description.

The screenshot shows the 'FaxWorks - Send Fax' dialog box. It is divided into several sections. At the top left is the 'Phonebook' section with a 'Title' dropdown menu set to 'Phonebook 1'. To its right is the 'Send Resolution' section with radio buttons for 'High' (selected) and 'Standard'. Below these is the 'Send To' section, which contains fields for 'Name' (John Smith), 'Company' (XYZ Company), 'Prefix/Fax' (9, 222-2222), 'Voice' ((404)111-1111), 'Address 1' (91392 Atlanta Road), 'Data' ((404)333-3333), 'Address 2' (Suite 1), 'City' (Atlanta), 'Comment' (Software distributor), 'State' (GA), and 'Zip' (13245). Below the 'Send To' section are buttons for 'Add', 'Change', 'Delete', 'Clear', and 'Group...'. The 'Fax Cover Sheet' section has a 'Cover Sheet' dropdown menu with options 'NONE', 'FAX', 'TRANSMIT', and 'BASIC', a 'Note...' button, and a 'Gray Scale' checkbox. The 'Schedule' section has a 'Time' field (01:44 pm) and a 'Date' field (03/29/94). The 'Prior To Send' section has checkboxes for 'Preview Fax', 'Draw', 'Add Graphic', and 'Dial Credit Card'. At the bottom are buttons for 'Save As...', 'Send', 'Help...', and 'Cancel'. A preview window shows a 'FAX' cover sheet with fields for 'To:' and 'From:'.

Note: If you want to create Fax on Demand, Private Fax on Demand or Document Retrieval document, choose the Save As button and provide a path and DOS file name, using the default file type, Group 3 TIFF.

See [The Document Retrieval Features](#) for more information.

3. Complete the Send To information. You can either type the information about the recipient, or click on the  to view and select a name or company

that you have already added to the current phonebook.
See [Creating Groups](#) for more information.
See [Dialing Procedures](#) for more information.

Note: Use the Tab key to move between fields.

4. Select a cover sheet from the Cover Sheet list box. A cover sheet includes information about the sender and recipient, as well as date and time of the fax transmission. See [Sending Faxes with a Cover Sheet](#) and [Adding a Note to a Cover Sheet](#) for more information.

A miniature picture of the Cover Sheet appears in the [MiniView](#) window. Use the Zoom cursor to select part of the Cover Sheet and magnify it. Click on [Gray Scale](#) to enhance the image with [antialiasing](#).

- If you do not want to include a cover sheet, select None.
5. To preview, draw, add graphic, or attach pages by select the appropriate check box or boxes from the Prior To Send Options group. The fax appears in the FaxWorks Viewer. When you are done, select from the Fax pull-down menu the Send Fax menu item. See [Using the Prior to Send Options](#) for more information.
 6. If you not to use any of the Prior To Send Options, then click on the Send button, located in the lower right hand corner of the Send Fax dialog box.

FaxWorks starts dialing the fax number. You can monitor the fax status while FaxWorks is sending your fax. The fax status appears in the lower right hand corner of the screen.

Click on the Stop button, to stop the transmission at any time.

Related Topics:

[Using the Prior to Send Options](#)
[Sending Faxes with a Cover Sheet](#)

See Also:

[Sending Faxes From a Windows Application](#)
[Sending Faxes From Within FaxWorks 3.0](#)
[Sending a Quick Fax](#)

Using the Prior to Send Options

The Prior to Send options allow you to preview, draw, add a graphic or assemble other faxes, before sending the fax.

To use the Prior to Send options, complete the Send To information, select one of the Prior to Send Options and click on the Send button. FaxWorks converts your document into a fax and displays the fax in the FaxWorks Viewer.

Note: The Prior To Send options are only available to you when printing from a Windows application other than FaxWorks 3.0 Voice.

Related Topics:

[Preview Fax](#)

[Drawing](#)

[Add Graphic](#)

[Dial Credit Card](#)

Preview Fax

1. Complete the Send To information, and select the Preview check box.
2. Click on the Send button. FaxWorks converts the document into a fax.

The fax appears in the FaxWorks Viewer, in the All Pages view.

3. When you are done previewing, the fax, select the Send Fax menu item from the Fax pull-down menu. The fax is sent at the scheduled time.

If, after previewing you do not want to send the fax, then select Close Viewer from the FaxWorks File pull-down menu.

Related Topics:

[Drawing](#)

[Add Graphic](#)

[Dial Credit Card](#)

Drawing

1. Complete the Send To information and select the Draw check box.
2. Click on the Send button. FaxWorks processes and converts the document into a fax.

The fax appears in the FaxWorks Viewer. Select the mark up tools you want to use such as free hand drawing, line, ellipse, rectangle and text from the Mark-Up pull-down menu.

3. When you are done drawing on the fax, select the Send Fax menu item from the Fax pull-down menu. The fax is sent at the scheduled time.

Related Topics:

[Preview Fax](#)

[Add Graphic](#)

[Dial Credit Card](#)

Add Graphic

1. Complete the Send To information, and select the Draw check box.
2. Click on Send. FaxWorks converts the document into a fax.
The fax appears in the FaxWorks Viewer.
3. When you are done adding a graphic to the currently displayed fax, select the Send Fax menu item from the Fax pull-down menu. The fax is sent at the scheduled time.

Related Topics:

[Preview Fax](#)

[Drawing](#)

[Dial Credit Card](#)

Dial Credit Card

1. Complete the Send To information, and select the Draw check box.
2. Click on Send. FaxWorks converts the document into a fax.

The fax is scheduled and sent, with the line charges billed to your credit card.

Related Topics:

[Preview Fax](#)

[Drawing](#)

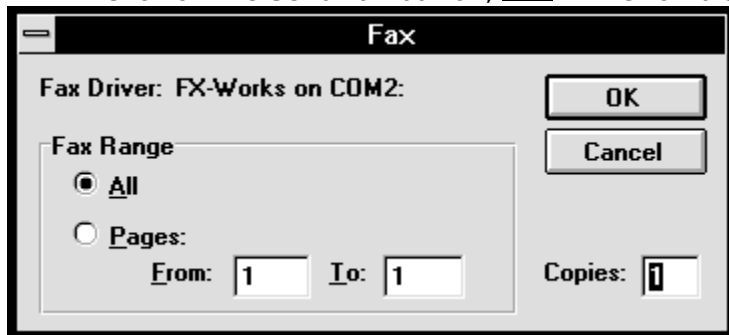
[Add Graphic](#)

Sending Faxes From Within FaxWorks 3.0

There are many ways to generate a fax from within FaxWorks 3.0:

- Send, Resend or reschedule faxes from FaxWorks log.
 - Send any fax file you open to the FaxWorks Viewer .
 - Send a Quick Fax, which is a cover sheet with a note.
1. Open, access or create a fax to the FaxWorks Viewer:

2. Click on the Send Fax button, . The Fax dialog box appears.




Choose from the Fax Range group the page or pages you want to fax.

3. Click on the OK button. The FaxWorks Send Fax dialog box appears.

Click on any button to display a pop-up description. Click again to remove the pop-up description.

Note: Use the Cue Cards option to get instant information about most buttons and menu items.

If the Cue Cards option is disabled, press the <SHIFT> key and move the mouse cursor over the button or menu item to get a quick reminder.

4. Complete the Send To information. You can either type the information about the recipient, or click on the  to view and select a name or company that you have already added to the phonebook.
See [Creating Groups](#) for more information.
See [Dialing Procedures](#) for more information.
5. Select a cover sheet from the Cover Sheet list box. A cover sheet includes information about the sender and recipient, as well as date and time of the fax transmission.

See [Sending Faxes with a Cover Sheet](#) and [Adding a Note to a Cover Sheet](#) for more information.

A miniature picture of the Cover Sheet appears in the [MiniView](#) window. Use the Zoom cursor to select part of the Cover Sheet and magnify it. Click on [Gray Scale](#) to enhance the image with [antialiasing](#).

- If you do not want to include a cover sheet, select None.
6. Click on the Send button, located in the lower right hand corner of the Send Fax dialog box. FaxWorks starts dialing the fax number. You can monitor the fax status while FaxWorks is sending the fax. The fax status appears in the lower right hand corner of the screen.

Click on the Stop button, to stop the transmission at any time.

Related Topics:

[Sending Faxes with a Cover Sheet](#)

See Also:

[Sending Faxes From a Windows Application](#)
[Sending a Quick Fax](#)

Sending a Quick Fax

Quick Fax is a one page fax with a note that is generated only from within the FaxWorks program.

Accessing Quick Fax Feature

To access the Quick Fax dialog box.

From...

the Call Center

Then...

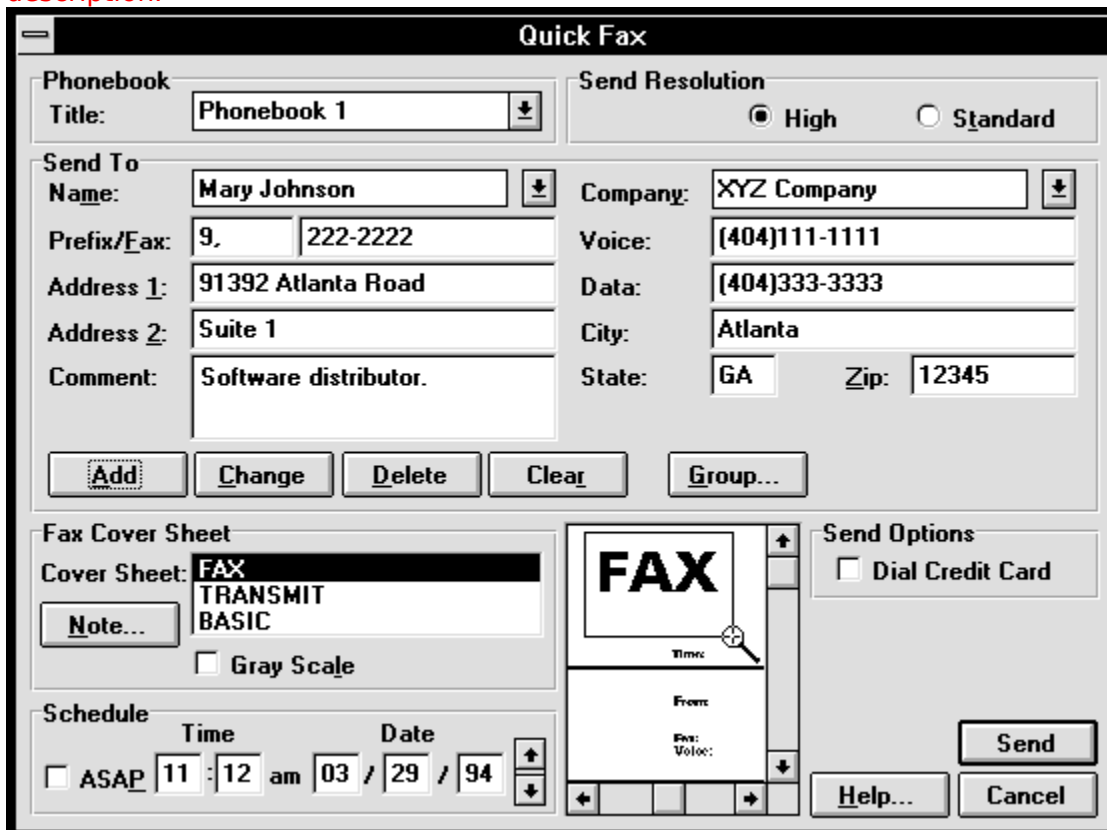
1. Choose the  button. The More dialog box appears.


2. Choose the  button. The Quick Fax dialog box appears.

the FaxWorks Viewer

from the Fax pull-down menu, select the Quick Fax menu item. The Quick Fax dialog box appears.

Click on any button to display a pop-up description. Click again to remove the pop-up description.



2. Complete the Send To information. You can either type the information about the recipient, or click on the  to view and select a name or company that you have already added to the phonebook.
See [Creating Groups](#) for more information.
See [Dialing Procedures](#) for more information.

3. Select a cover sheet from the Cover Sheet list box. A cover sheet includes information about the sender and recipient, as well as date and time of the fax transmission.

See [Sending Faxes with a Cover Sheet](#) and [Adding a Note to a Cover Sheet](#) for more information.

A miniature picture of the Cover Sheet appears in the [MiniView](#) window. Use the Zoom cursor to select part of the Cover Sheet and magnify it. Click on [Gray Scale](#) to enhance the image with [antialiasing](#).

- If you do not want to include a cover sheet, select None.

4. Click on the Send button located in the lower right hand corner of the Send Fax dialog box. FaxWorks starts dialing the fax number. You can monitor the fax status while FaxWorks is sending your fax. The fax status appears in the lower right hand corner of the screen.

Click on the Stop button, to stop the transmission at any time.

Related Topics:

[Sending Faxes with a Cover Sheet](#)

See Also:

[Sending Faxes From a Windows Application](#)

[Sending Faxes From Within FaxWorks 3.0](#)

Sending Faxes with a Cover Sheet

A cover sheet includes information about the sender and recipient, as well as date and time of the fax transmission. From the dialog box, you can select a cover sheet to accompany your fax.

Select a Cover Sheet from the dialog box, click on a cover sheet from the Fax Cover Sheet list box. A MiniView picture of the Cover Sheet appears. Use the Zoom cursor to select part of the Cover Sheet and magnify it. Click on Gray Scale to enhance the image with antialiasing.

You can also add a note to the cover sheet. When sending a cover sheet to a group, you can create a different note for each member, use the previous note or use the same note for all members of the group. See Adding Notes to Group Members for more information.

Related Topics:

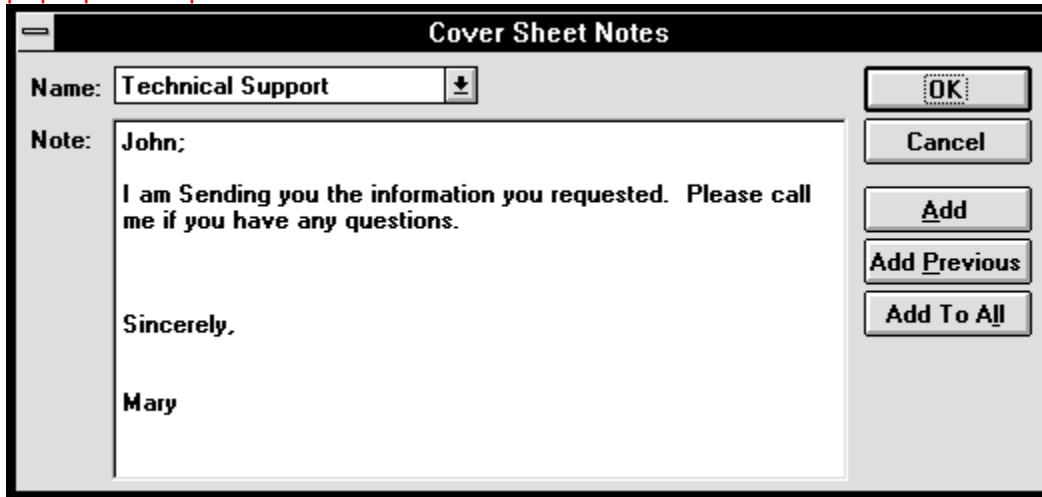
[Adding Notes to Cover Sheets](#)

Adding Notes to Cover Sheets

You can add a note to a cover sheet for both individual or group faxes. For a group fax, you can use the same note for all group members, use a different note for each group member, or duplicate the previous note for a group member.

To access the Cover Sheet Notes dialog box, select a Cover Sheet from the Send Fax dialog box, then click on the Note button. The Cover Sheet Notes dialog box appears.

Click on any field or button to see a pop-up description. Click again to remove the pop-up description.



Cover Sheet Notes

Name: [v]

Note:

OK

Cancel

Add

Add Previous

Add To All

Related Topics:

- [Adding a Note to a Cover Sheet](#)
- [Adding Notes to Group Members](#)

Adding a Note to a Cover Sheet

1. Place the cursor in the Note box and type a note.
2. Click on OK. The note is added to the Cover Sheet.

Related Topics:

[Adding Notes to Group Members](#)

Adding Notes to Group Members

1. From the Cover Sheet Notes dialog box, select a group member from the Name combination box.
2. Type the note.
3. Choose the Add button. The note is added to the Cover Sheet for the selected group member as well as placed into memory.
4. Repeat step 1 or choose the OK button to return to the Send Fax dialog box.

Related Topics:

[Adding the Previous Note to a Group Member](#)

[Adding a Note to All Group Members](#)

See Also:

[Adding a Note to a Cover Sheet](#)

Adding the Previous Note to a Group Member

1. From the Cover Sheet Notes dialog box, select a group member from the Name combination box.
2. Choose the Add Previous button. The *last* note that you *placed* into memory (by using the Add button) will appear in the Note box.
3. Repeat step 1 or choose the OK button to return to the Send Fax dialog box.

Related Topics:

[Adding a Note to All Group Members](#)

Adding a Note to All Group Members

1. From the Cover Sheet Notes dialog box, select a group member from the Name combination box.
2. Type the note and choose the Add button.
3. Choose the Add to All button. The *last* note that you *placed* into memory (by using the Add button) will be added to cover sheets for all group members
4. Choose the OK button to return to the Send Fax dialog box.

Related Topics:

[Adding the Previous Note to a Group Member](#)


Receiving a Fax

Your options for receiving faxes were established when you installed FaxWorks . You can change these options through Fax Setup on the Fax menu. See [Fax Setup Fax Setup](#) for more information.

You can automatically receive faxes while you are working in Windows, or you can receive faxes manually. You might want to receive faxes manually if your fax number and voice number share the same line.

Note: You might notice that your computer will not respond as quickly to your commands while a fax is being received. This is because most of your computers resources are being used to receive the fax. Your computer will respond normally to your commands when the transmission is complete.

While receiving a fax, you can monitor the fax status if you selected Show Fax Status during Fax Setup.

You can click on the Stop icon  at any time to stop the transmission. If you click on Yes, FaxWorks displays the fax log on your screen. If you answer No, the fax is added to the Fax Log.

Related Topics:

[Receiving a Fax Automatically](#)
[Receiving a Fax Manually](#)

Receiving a Fax Automatically

Use the Fax Setup Receive Settings to set FaxWorks to automatically receive faxes and to set your user preferences for receiving faxes. If you have a dedicated fax line, you should set FaxWorks to Automatic Reception.

Related Topics:

[Receiving a Fax Manually](#)

Receiving a Fax Manually

1. Answer your phone and verify that a fax is being sent.
2. Start FaxWorks by clicking on the FaxWorks icon from the Window Program Manager.
3. Pull down the Fax menu and select Manual Receive.
4. FaxWorks receives the call.

Note: To receive a visual and audible notification of an incoming fax, the Notify on Reception setting must be selected. See [Fax Setup](#) for more information.

Related Topics:

[Receiving a Fax Automatically](#)

Using FaxWorks Phonebooks

To add an entry to the current phonebook, access the Phonebook dialog box and complete the Phonebook Entry fields, including fax recipient's name, company, fax, voice and data numbers, address, and any comments about the person in the notes field. Choose the Add button, and the entry is added to the current phonebook.

When you want to send a fax, select a phonebook then select an entry from that phonebook. You can search for an entry by name or company.

To create a phonebook, access the Phonebook dialog box and enter an easily identifiable phonebook name, such as *Vendors*, and choose the Add button. The phonebook is created and added to the list of available phonebooks.

You can have an unlimited number of Phonebooks. Each phonebook can have up to 10,000 entries.

Related Topics:

[Accessing the Phonebook Dialog Box](#)

Accessing the Phonebook Dialog Box

To access the Phonebook dialog box.

From...

the Call Center

Then...

1. Choose the More button. The More dialog box appears.
2. Choose the Phonebook button. The Phonebook dialog box appears.

the FaxWorks Viewer

Select the Open Phonebook menu item from the File pull-down menu, . The Phonebook dialog box appears.

Click on any button or field to display a pop-up description. Click again to remove the pop-up description.

Phonebook

Phonebook Entry

Name: John Smith Company: XYZ Company

Fax: (111)111-1111 Voice: (222)222-2222 x 333

Address 1: One XYZ Company Parkway Data: (333)333-3333

Address 2: Suite 150 City: Any City

Comment: VP of marketing. State: VT Zip: 44444

Add Change Delete Clear

Phonebook

Title: Phonebook 1

Add Change Delete

Close

Group...

Import...

Help...

Related Topics:

[Phonebook Entry Utilities](#)

[Phonebook Utilities](#)

[Importing Phonebooks](#)

The Phonebook Dialog Box

Use the Phonebook dialog box to add either a phonebook entry or a memory dial entry. Access the Phonebook dialog box and complete the Phonebook Entry fields, including fax recipient's name, company, fax, voice and data numbers, address, and any comments about the person in the notes field.

- Choose the Add button, to create a new phonebook entry to the current phonebook.
- Choose the Assign Memory Dial button to add the currently displayed phonebook entry to a memory dial tab.
- Choose the Memory Dial button if you want to create a memory dial entry, without adding the entry to any FaxWorks Phonebook.

To create a phonebook, access the Phonebook dialog box and enter an easily identifiable phonebook name, such as *Vendors*, and choose the Add button. The phonebook is created and added to the list of available phonebooks.

Accessing the Phonebook Dialog Box

Choose the **List** button from the Call Center. The Phonebook dialog box appears. **Click on any button or field to display a pop-up description. Click again to remove the pop-up description.**


The screenshot shows the 'Phonebook' dialog box with the following fields and buttons:

- Phonebook Entry**
 - Name: John Smith
 - Company: XYZ Company
 - Fax: (555) 555-5555
 - Voice: (444) 444-4444
 - Data: (333) 333-3333
 - Address 1: 91392 XYZ Company Way
 - Address 2: Suite 440
 - City: St. Albans
 - State: VT
 - Zip: 7777-777
 - Comment: General Manager - Moving to new store next year
- Buttons:** Add, Change, Delete, Clear, Assign Memory...
- Phonebook**
 - Title: Phonebook 1
 - Buttons:** Add, Change, Delete
- Right Side Buttons:** OK, Cancel, Memory Dial...

Related Topics:

- [Phonebook Entry Utilities](#)
- [Phonebook Utilities](#)

Phonebook Entry Utilities

Choose either the *Name* or *Company*,  to search and select the current phonebook entry for a fax recipient. You can also add, change, or delete phonebook entries.


Related Topics:

[Adding a Phonebook Entry](#)

[Changing a Phonebook Entry](#)

[Deleting a Phonebook Entry](#)

Adding a Phonebook Entry

1. Click on the *Title*  and select the Phonebook to add the entry or entries.
2. Type information about the fax recipient in the appropriate fields.
See [Dialing Procedures](#) for more information.
3. Choose the Add button. The recipient is added to the current Phonebook.

Related Topics:

[Changing a Phonebook Entry](#)

[Deleting a Phonebook Entry](#)

Changing a Phonebook Entry

1. Select the Phonebook.
2. Change the information by typing in the appropriate fields.
3. Choose the Change button. The new information is stored in the current phonebook.

Related Topics:

[Adding a Phonebook Entry](#)

[Deleting a Phonebook Entry](#)

Deleting a Phonebook Entry

1. Select the Phonebook and the phonebook entry to delete.
2. Choose the Delete button. The Delete Confirmation dialog box appears. Choose the OK to delete the entry from the current phonebook.

Related Topics:

[Adding a Phonebook Entry](#)

[Changing a Phonebook Entry](#)

Searching for a Phonebook Entry

Select a phonebook from which to choose a phonebook entry. Click on the *Name* or *Company* combination box to quickly search for entries from the current phonebook .


Related Topics:

[Searching By Name](#)

[Searching By Company](#)

[Clearing Entry Fields After a Search](#)

Searching By Name

Click on the *Name*  and select the name you want from the list. FaxWorks fills in the fax number and any other information you typed in when you saved the entry to the Phonebook.


You can type one or more letters of the recipient's last name and press the Tab key. Only the first occurrence appears in the information field.

Related Topics:

[Searching By Company](#)

[Clearing Entry Fields After a Search](#)

Searching By Company

Click on the *Company*  and select the company you want from the list. FaxWorks fills in the recipient's name, fax number and any other information you typed in when you saved the entry to the Phonebook. If more than one name is associated with that company, click on the *Name* combination box and the names appear alphabetically with the first name showing in the *Name* field.

Related Topics:

[Searching By Name](#)

[Clearing Entry Fields After a Search](#)

Clearing Entry Fields After a Search

Use the Clear button to reset the search to the top of the current phonebook. After you search a company having more than one entry associated with it, you have moved to a lower level of the phonebook. Clear returns you to the top of the Phonebook list for the next search.

Related Topics:

[Searching By Name](#)

[Searching By Company](#)

Phonebook Utilities

The Phonebook group has the following buttons:

Choose... **To...**

Add
Change
Delete

Create a new phonebook.

Change the name of a phonebook.

Delete a phonebook. Deleting a phonebook also removes the phonebook entries.

Related Topics:

[Using the Phonebook](#)

[Adding a Phonebook](#)

[Renaming \(Changing\) a Phonebook](#)

[Deleting a Phonebook](#)

Using the Phonebook

To create a Phonebook, choose the Phonebook button, , or select Open Phonebook from the FaxWorks File menu.

Related Topics:

[Adding a Phonebook](#)

[Renaming \(Changing\) a Phonebook](#)

[Deleting a Phonebook](#)

Adding a Phonebook

1. Type a name for the phonebook in the *Phonebook Title* field.
2. Choose the Add. The phonebook is created. You can now add phonebook entries.

Related Topics:

[Using the Phonebook](#)

[Renaming \(Changing\) a Phonebook](#)

[Deleting a Phonebook](#)

Renaming (Changing) a Phonebook

Before changing a Phonebook, access the Phonebook dialog box by pulling down the FaxWorks File menu and selecting Open Phonebook.

1. Type a new name for the phonebook.
2. Choose the Change button. The name is changed.

Related Topics:

[Using the Phonebook](#)

[Adding a Phonebook](#)

[Deleting a Phonebook](#)

Deleting a Phonebook

1. Select a phonebook from the list.
2. Choose the Delete button. The delete confirmation box appears.
3. Choose the Yes button. The phonebook is deleted. Deleting a phonebook also deletes its phonebook entries.

Related Topics:

[Using the Phonebook](#)

[Adding a Phonebook](#)

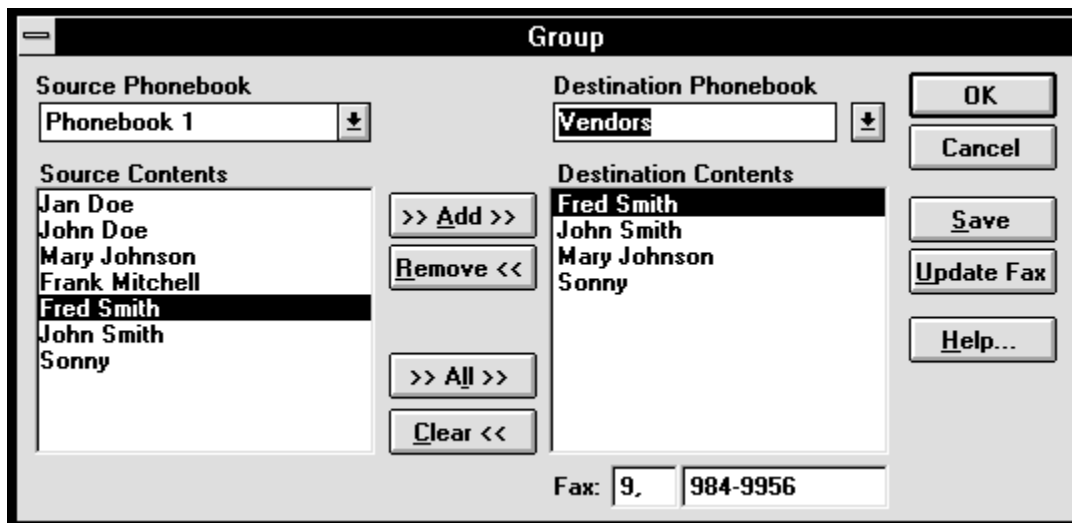
[Renaming \(Changing\) a Phonebook](#)

Using Group

Use Group to create a distribution list so that you can send a fax to more than one person at one time. After you create the Group, choose the OK button. "Group Fax" appears in the Send Fax *Name* field.

To access the Group dialog box, choose the Group button from the Send Fax dialog box . The Group dialog box appears.

Click on any button to display a pop-up description. Click again to remove the pop-up description.



Creating Groups

1. Choose the Group button from the Send Fax dialog box . The Group dialog box appears.
2. Select a phonebook from which to create a group of names. All phonebook names in the phonebook appear in the *Source Contents* field.
3. Select a name from the *Source Contents* field.
4. Choose the Add button. The name appears in the *Destination Contents* field.
Repeat steps 1 through 3 until all the names are added.
5. To save the group as a new phonebook, enter a new phonebook name in the *Destination Phonebook* field, and choose the Save button.

Note: To use all or most of the names in the selected phonebook, choose the All button. All the names in that phonebook will appear in the *Destination Contents* field. If you want most of the names but not all, you can remove the names that you do not want in the group or save the group to a phonebook.

Related Topics:

[Removing Names from Groups](#)
[Saving Groups as a Phonebook](#)

[Using Update Fax](#)

Removing Names from Groups

1. Select the name you want to remove from the *Destination Contents* field.
2. Choose the Remove button. The name is removed from the group.

Repeat these steps until all of the names are removed.

Related Topics:

[Creating Groups](#)

[Saving Groups as a Phonebook](#)

[Using Update Fax](#)

Saving Groups as a Phonebook

Save the Group if you want to use it again as a Phonebook.

1. Select a Destination Phonebook.
2. Add names to the group.
3. Choose the Save button. The group is added to the phonebook you selected.

Related Topics:

[Creating Groups](#)

[Removing Names from Groups](#)

[Using Update Fax](#)

Using Update Fax

Use Update Fax to temporarily change the fax number of a group member.

1. Type a new fax number in the Group *Fax* field.
See [Dialing Procedures](#) for more information.
2. Choose the Update Fax button. The fax will be sent to the number you typed, but the number won't be changed in the Phonebook.

Related Topics:




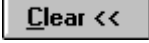




[Creating Groups](#)

[Removing Names from Groups](#)

[Saving Groups as a Phonebook](#)

The Group Dialog Box

Group uses the following fields and buttons:

Field Name	Description
Source Phonebook	Choose a phonebook that you want to select entries from.
Source Contents	The list of all entries in the selected phonebook.
	Copy the selected entry from the <i>Source Contents</i> list box to the <i>Destination Contents</i> list box.
	Delete the selected entry from the <i>Destination Contents</i> list box.
	Copy all entries from the <i>Source Contents</i> list box to the <i>Destination Contents</i> list box.
	Remove all entries from the <i>Destination Contents</i> list box.
Destination Phonebook	Copy all entries from the <i>Destination Contents</i> list box to an existing or new phonebook. To create and save a new phonebook or update an existing phonebook click on the Save button.
Destination Contents	The list of entries copied from the <i>Source Contents</i> list box.
Fax	Use these fields to temporarily change the prefix code and fax number of the selected entry. Click on the Update Fax button.
Field Name	Description
	Return to the previous screen. <i>Group Fax</i> appears in the <i>Name</i> field. When you click on the Send button, the fax is sent to all entries in the <i>Destination Contents</i> list box.
	Return to the previous screen without creating a group.
	Adds the entries from the <i>Destination Contents</i> list box to an existing phonebook, or creates the new phonebook and adds the entries to it.
Field Name	Description
	Temporarily changes the fax number of the selected entry.

For example, if you know that the selected entry is not at the current fax number, you can enter a new fax number in the Fax entry field, and click on Update Fax.

Note: If you change the fax number, make sure to include the appropriate prefix code.



Access the on-line help system.

Importing Phonebooks

If a phone list exists in another application, such as FaxWorks 2.5, FAXit or WinFax 2.0, a spreadsheet, or a word processor, you can import it into FaxWorks 3.0. Before importing a phone list, first export the list as a text file. See the application user guide for information about exporting text files.

You do not have to export FaxWorks 2.5, FAXit, WinFax 2.0, phonebook entries.

The phone list entries must be formatted in the following order:

Name, Company, Fax Number, Voice Number, Data Number, Address 1, Address 2, City, State, Zip, Notes

Each entry must be followed by a comma (comma-delimited). Empty fields should be set off by commas. For example:

Name, Company, Fax Number,,, Address 1,, City, State, Zip, Notes

Do not use commas within a field. For example:

Name, Company A, Inc., Fax Number, Voice Number, Data Number, Address 1, Address 2, City, State, Zip, Notes

1. Export a text file with the names and numbers you want.

Make sure that the text file is formatted in the proper order.

Note: *You do not have to export FAXit, WinFax, or FaxWorks 2.5 phonebooks.*

2. Pull down the FaxWorks File menu and click on Open Phonebook.
3. Select a phonebook or type a new phonebook name.
4. Click on Import.
5. Select the file you want to import.
6. Select a file type.
 - Select **.TXT** to import a text file.
 - Select **.FXD** to import a FAXit or FaxWorks 2.5 file.
 - Select **.PB*** to import a WinFax file.
7. Click on OK. FaxWorks imports the file into the selected phonebook.

Close

Choose the close button to return to the previous dialog box.

Admin Password

Choose this button to either create or change the password of the Administrator in a multi-mailbox user system.

See Also:

[Change Admin Password](#)

The Fax Logs

From...

the Call Center
the FaxWorks
Viewer

Then...

choose the Logs button. The Logs display appears.
from the File pull-down menu, select the Open Logs menu item. The
Logs display appears.

Tab

Recorded
Calls

Description
Choose this tab from the Logs display to hear previously recorded conversations. You can view other information about the conversation including the date, time, and the length of the conversation.

New
Messages

Choose this tab to hear new voice messages. You can also forward this message to another mailbox.

See [New and Old Messges](#) for more information.

Old
Messages

Choose this tab to hear previously listened to voice messages. You can also forward this message to another mailbox.

See [New and Old Messages](#) for more information.

Scheduled
Faxes

Choose this tab to view faxes that have scheduled but not sent yet.

Scheduled faxes can have one of the following statuses: Pending, Dialed or Sending.

See [Scheduled and Concluded Faxes](#) for more information.

Concluded
Faxes

Choose this tab to view faxes that have already been scheduled.

Faxes that were successfully sent will have the status of Completed. A fax that was sent but was unsuccessfully transmitted will have a status of COM Error. Other status include Busy and Aborted.

See [Scheduled and Concluded Faxes](#) for more information.

New
Faxes

Choose this tab view new faxes.

See [New and Viewed Faxes](#) for more information.

Viewed
Faxes

Choose this tab to view previously viewed faxes.

See [New and Viewed Faxes](#) for more information.

Related Topics:

[Scheduled and Concluded Faxes](#)

[New and Viewed Faxes](#)

See Also:

[The Voice Logs](#)

[The Recorded Calls Log](#)

Scheduled and Concluded Faxes

Choose the Scheduled and Concluded Faxes tabs to view information about the status and history of faxes, and to display the fax.

Use the [MiniView](#) and Zoom feature to magnify a part of the fax you want to read. You can also use [Gray Scale](#) to enhance the image. Choose the Next and Previous buttons to move through the fax while in MiniView.

To view the fax in full-page view, double click on the fax entry. The fax appears in the FaxWorks Viewer in Full Page view.

Related Topics:

[Resending and Rescheduling Faxes](#)
[Scheduling Faxes](#)

Resending and Rescheduling Faxes

You can resend a Concluded fax or reschedule a Scheduled Fax at any time. You can also change the recipient as well as the fax number.

Note: *You can only resend and reschedule one fax at a time.*

To...

Reschedule a fax

Then..

choose the Schedule Faxes tab and select a fax that you want to reschedule.

Choose the Resched button. The Reschedule dialog box appears.

Resend a fax

choose the Concluded Faxes tab and select a fax that you want to resend.

Choose the Resend button. The Reschedule dialog box appears.

Related Topics:

[Scheduling Faxes](#)

Scheduling Faxes

1. You can change the time, destination, or fax number of the recipient.

Note: *Make sure to include a dialing prefix if you need to access an outside line before dialing the recipient's fax number.*

2. Click on the OK button. The fax is scheduled and sent at the time and destination you selected.

Related Topics:

[Resending and Rescheduling Faxes](#)

New and Viewed Faxes

Regardless of how you defined your notification settings, at the computer you will see



the following icon if you have a new fax.

Choose the New and Viewed Faxes tabs to view information about the status and history of faxes, and to display the fax.

Use the [MiniView](#) and Zoom feature to magnify a part of the fax you want to read. You can also use [Gray Scale](#) to enhance the image. Choose the Next and Previous buttons to move through the fax while in MiniView.

To view the fax in full page view double click on the fax entry. The fax appears in the FaxWorks Viewer in Full Page view.

Related Topics:

[Scheduled and Concluded Faxes](#)

See Also:

[The Voice Logs](#)

[The Recorded Calls Log](#)

The Voice Logs

From...	Then...
the Call Center	choose the Logs button. The Logs display appears.
the FaxWorks Viewer	from the File pull-down menu, select the Open Logs menu item. The Logs display appears.

New and Old Messages

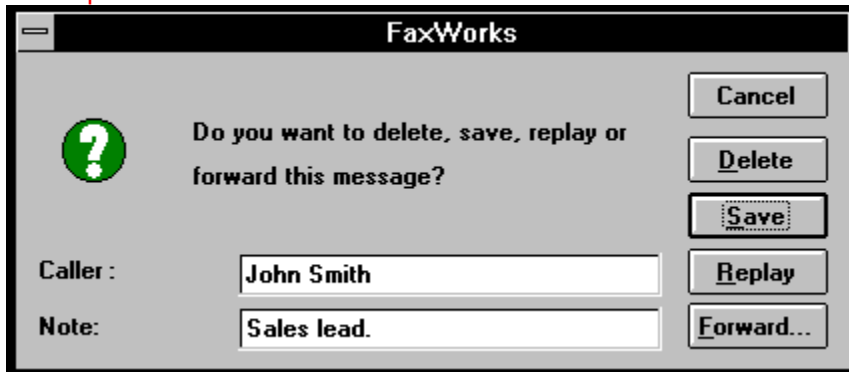
Regardless of how you defined your notification settings, at the computer you will see

the following icon if you receive a new voice message



After you play a message from either voice log the FaxWorks dialog box appears.

Click on any button to display a pop-up description. Click again to remove the pop-up description.



When done listening to the voice message, choose the appropriate button to continue.

Related Topics:

[The Fax Logs](#)

[The Recorded Calls Log](#)

Recorded Calls Log

Choose the Recorded Calls tab from the Logs display to hear previously recorded conversations. You can view other information about the conversation including the date, time, and the length of the conversation.

You can also do the following:

- Save the recorded conversation as a .WAV file. You can also save the file to a different drive and directory.
- Forward the recorded conversation to another mailbox.
- Permanently delete the selected recorded conversation from your computer.
- Get a printed copy of the Recorded Calls Calls.

Related Topics:


[The Fax Logs](#)

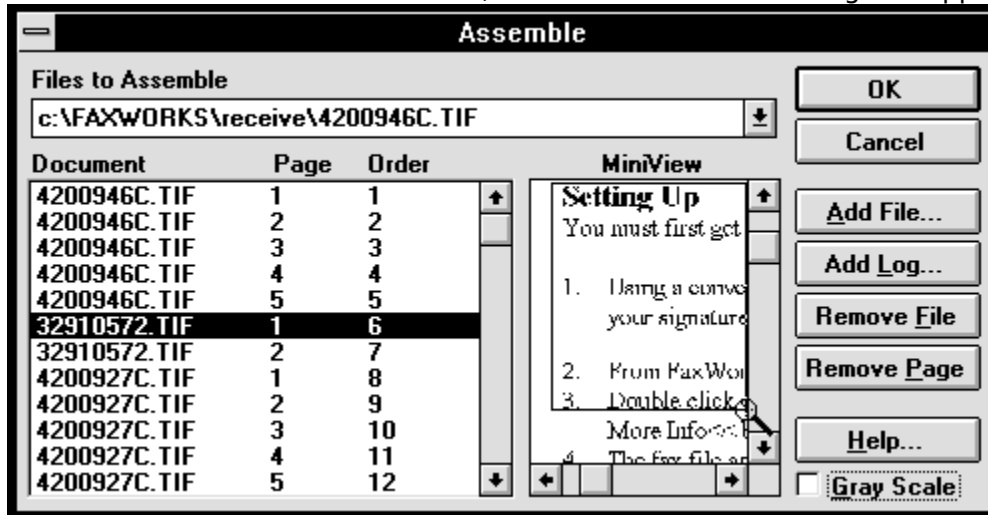
[The Voice Logs](#)

Assembling a Fax Overview

With FaxWorks, you can assemble files and add them to the currently displayed fax. These files can be faxes that are in your fax log, faxes that you have saved on a disk or any valid TIF, PCX, or DCX file. Use the FaxWorks printer driver to convert files to a valid format.

Accessing the Assemble Dialog Box

To access the Assemble dialog box, select Assemble from the Arrange pull-down Main menu or click on the Assemble icon, . The Assemble dialog box appears.



Related Topics:

- [Assembling from the Fax Log](#)
- [Assembling from Open Fax File](#)
- [Removing a Page from an Assembled Fax File](#)

Assembling from the Fax Log

1. Click on Add Log. The Fax Log dialog box appears.
2. Double click on the fax file you want. The Assemble dialog box reappears with the selected fax.

Repeat these steps to add more than one fax from the Fax Log.

Note: You can also click on Add File if you know the DOS file name you want to add.

3. Click on OK. The faxes you assembled are added to the displayed fax.

Related Topics:

[Accessing the Assemble Dialog Box](#)

[Assembling from Open Fax File](#)

[Removing a Page from an Assembled Fax File](#)

Assembling from Open Fax File

1. Select Assemble. The Assemble dialog box appears.
2. Click on Add File. The Open dialog box appears.
3. Select a file.
4. Click on OK. The Assemble dialog box reappears with the selected fax.
Repeat steps 2 through 4 to add more than one file.

Note: You can also click on Add Log.

5. Click on OK. The faxes you assembled are added to the displayed fax.

Related Topics:

[Accessing the Assemble Dialog Box](#)

[Assembling from the Fax Log](#)

[Removing a Page from an Assembled Fax File](#)

Removing a Page from an Assembled Fax File

1. Select Assemble. The Assemble dialog box appears.
2. Select a page from the Document box.
3. Click on Remove Page. The page is deleted from the file.

Related Topics:

[Accessing the Assemble Dialog Box](#)


[Assembling from the Fax Log](#)

[Assembling from Open Fax File](#)

Editing a Fax Overview

With FaxWorks, you can mark-up a fax file or copy and paste objects to and from files.

Editing uses the following commands:

Button	Command	Menu
None	Undo	Edit
None	Redo	Edit
None	Erase	Edit
None	Edit Window	Edit
None	Select	Edit
None	Paste	Edit
	Zoom	Mark-Up
	Freehand Drawing	Mark-Up
	Line	Mark-Up
	Ellipse	Mark-Up
	Rectangle	Mark-Up
	Text	Mark-Up
None	Fonts	Mark-Up

Related Topics:

[Using the Mark-Up Tools](#)

[Accessing the Edit Window](#)













Using the Mark-Up Tools

You can mark up a fax by adding text and shapes. Your mark-up appears in red, if you have a color monitor, or in black if you have a monochrome monitor. Your mark-up appears black after you save your changes. FaxWorks asks to save your changes when you select another menu or tool bar option. Click on Yes in the save confirmation box to save your mark-up.

Note: *The first time you save changes, the Save As dialog box appears. All subsequent changes will automatically be saved under that name.*

To use a mark-up tool, select the tool from the menu or tool bar. The cursor changes according to the tool selected.

When marking up a fax, you can use the following tools.

Click To	Cursor	Example
 Write text.		e Aa
 Draw a line.		-
 Draw an ellipse.		00
 Draw a rectangle.		□ □
 Draw freehand.		⓪
 Zoom in.		AI

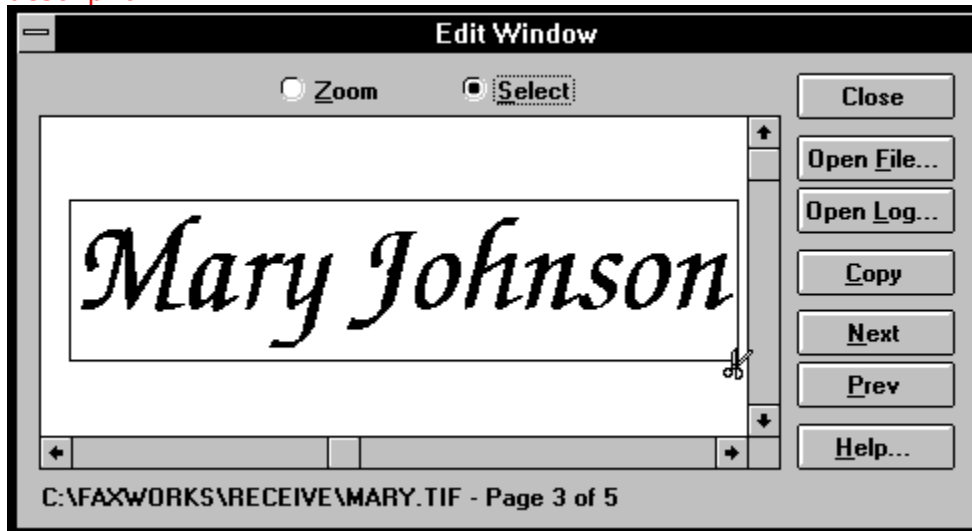
Related Topics:

[Accessing the Edit Window](#)

Accessing the Edit Window

Use the Edit Window to open fax files or other PCX, DCX, or TIF files so that you can copy and paste them into the current fax.

Click on any button to display a pop-up description. Click again to remove the pop-up description.



Using the Edit Window

1. Open a fax to the FaxWorks Viewer from either the Open dialog box or from the Fax Log display from which you want to paste a graphic.
The fax appears in the FaxWorks Viewer.
2. Select the Edit Window menu item from the Edit pull-down menu.
The Edit Window dialog box appears.
3. Select the Zoom radio button (the cursor changes to a magnifying glass) to view the fax in closer view. Choose the Next and Previous buttons to scroll through the entire fax document.
4. Use the Zoom feature to enlarge the image to the size you want. Choose the Select radio button (the cursor changes to a pair of scissors). Using the mouse, create a box around the area you want to copy.
5. Choose the Copy button. The selected image is copied to the Windows Clipboard. Close the Edit Window, and go to the *page* and *location* where you want to paste the image.
6. Select the Paste menu item from the Edit menu pull-down menu. The image appears in the right-hand corner of the screen.
7. Drag the image to the location where you want to place it and click left outside of the selection box. The Add Graphic dialog box appears.

Choose.. To...

.

Yes paste the image in the fax document.

The Save As dialog box appears. FaxWorks gives you the option to save the fax document with a different name, so as not to overwrite the original fax document.

If you save the fax document with the same name, FaxWorks notifies you that the file already exists. Choose the Yes button to overwrite the original fax file.

No prevent FaxWorks from pasting the image to the document.

Cancel remove the image from the document.

Related Topics:

[Using the Mark-Up Tools](#)

Troubleshooting Your Modem

If you are having problems sending or receiving faxes, you should test your modem to make sure that it is working properly. To test your modem setup, you must first access your communications software, then enter commands to test the modem.

1. Click on the Terminal application from the Windows Accessories group.
2. Pull down the Settings menu and select Communications.
3. Select the COM port you have your fax modem connected to.

The default settings are automatically activated.

4. Change the default settings according to your fax modem's design.
5. Click on OK.
 - If you receive the following error message: The selected COM Port is either not supported or being used by another device. Select another Port.
 - If you are returned to the Terminal screen, type **AT** and press ENTER.
 - If you receive an OK message, your fax modem is working properly.
 - If you are unable to type commands or you receive an error message, see "Troubleshooting Errors" for possible solutions.

Related Topics:

[Troubleshooting Errors](#)
[Replacing Your Modem](#)

Troubleshooting Errors

Do this

Make sure that the modem is securely connected to the communications port.

Make sure that the selected port is not being used by another device.

Make sure that a dial tone is being delivered to the modem. Check for a dial tone by connecting a telephone handset to the other phone jack on the modem, or in the wall

If you have an external fax modem, make sure that the TX and RX indicators or the RD and SD indicators on your modem panel are flashing when you type in AT commands.

Because

The flow of data must be continuous. A loose or bad connection can interrupt the flow, causing a COM port error.

A COM port can have only one device connected to it.

No dial tone indicates that you have a communications line problem, rather than a modem problem.

If the indicator lights are not flashing, you might have a COM port problem.

If all attempts to get the modem to respond to the AT command fail, call the modem manufacturer.

Related Topics:

[Replacing Your Modem](#)

Replacing Your Modem

If you replace your modem then you need to re configure FaxWorks to work with your new modem.

You can re configure your new modem.

1. From the FaxWorks group, select the Modem Diagnostic icon. The program performs diagnostics on your modem.
2. When done, the program will ask you if you want to make FaxWorks your default printer. Select the appropriate button.
3. A window appears displaying the results of the modem diagnostic program. Select OK.
4. Your new modem is configured for FaxWorks .

Related Topics:

[Troubleshooting Errors](#)

Naming Conventions

DOS File Names

FaxWorks uses an eight-character naming convention for fax files. The first character represents the month of the year. January through September are represented by the numbers 1 through 9, respectively, and October through December are represented by the letters A through C, respectively.

The second and third characters represent the day of the month. A zero is added to days less than 10. The fourth and fifth characters represent the hour of the day, given in military time. The sixth and seventh characters represent the number of minutes.

The last character represents the number of seconds. Seconds are calculated by taking the number of seconds, and dividing it by four. One through nine seconds are represented by the numbers 1 through 9, and ten through fifteen are represented by the letters A through F.

The following table shows a sample FaxWorks file name and a description of each character field. The file name represents February 10 at 15:42:44.

2	1	0	1	5	4	2	b
Month	Day	Day	Hour	Hour	Minute	Minute	Sec/ 4

The Status Bar

The status bar changes according to the function being used and the options that you selected in Fax Setup.

When you are viewing a fax, the status bar displays the fax file name, current date and time, and a Waiting for Fax message, if your modem is configured properly.

Two Elements Of The FaxWorks Viewer

The FaxWorks 3.0 Main screen allows you to view, draw, paste clipart, add graphics, catalog, OCR, assemble and send faxes.

The FaxWorks 3.0 Main screen contains two tool bars. The FaxWorks 3.0 Main tool bar, and the All Pages tool bar. Use the All Pages tool bar to work with multiple page faxes, and the Main tool bar to do most of your detailed mark-up. Otherwise, both tool bars have access the same functions and options.

Related Topics:

[The FaxWorks Viewer Tool Bar](#)

[The All Pages Tool Bar](#)

The FaxWorks Viewer Menu Bar

The FaxWorks 3.0 Main Menu bar contains the commands use to work with faxes and access the on-line Help system. You can also send a Quick Fax, define fax settings, assemble a fax, or mark up a fax.

Click on any menu option to display the corresponding menu items. Click on any menu item to see a pop-up description. Click again to remove the pop-up description.

<u>F</u> ile	<u>E</u> dit	<u>F</u> ax	<u>V</u> oice	<u>V</u> iew	<u>P</u> age	<u>M</u> ark-Up	<u>A</u> rrange	<u>H</u> elp
--------------	--------------	-------------	---------------	--------------	--------------	-----------------	-----------------	--------------

Related Topics:

[The FaxWorks Viewer Tool Bar](#)

See Also:

[The Call Center](#)

The FaxWorks Viewer Tool Bar

Note: Use the Cue Cards option to get instant information about most buttons and menu items.

If the Cue Cards option is disabled, press the <SHIFT> key and move the mouse cursor over the button or menu item to get a quick reminder.

Click on any button to display a pop-up description. Click again to remove the pop-up description.



The following table describes the buttons on the Main tool bar.

Note: Use the Cue Cards option to get instant information about most buttons and menu items.

If the Cue Cards option is disabled, press the <SHIFT> key and move the mouse cursor over the button or menu item to get a quick reminder.

Related Topics:

[The Call Center](#)

See Also:

[The FaxWorks Viewer Menu Bar](#)

[The All Pages Tool Bar](#)

The All Pages Tool Bar

The All Pages tool bar appears when you either click on All Pages button, or select All Pages from the FaxWorks 3.0 All Pages pull-down menu. This tool bar displays options for working with a multiple page documents. For example, you can change the order of pages, delete pages and add files to the currently displayed fax file.

Click on any button to display a pop-up description. Click again to remove the pop-up description.



Note: Use the Cue Cards option to get instant information about most buttons and menu items.

If the Cue Cards option is disabled, press the <SHIFT> key and move the mouse cursor over the button or menu item to get a quick reminder.

Related Topics:

[The FaxWorks Viewer Tool Bar](#)

See Also:

[The FaxWorks Viewer Menu Bar](#)

[The Call Center](#)

File Fax Voice Help

File
<u>O</u> pen Fax File...
Open <u>S</u> ound File...
Open <u>L</u> ogs...
Open Phone <u>b</u> ook...
Logout
E xit

Fax	
<u>Q</u> uick Fax...	
Fax <u>S</u> etup...	
<u>B</u> anner Setup...	
<u>M</u> anual Receive	

Help
Help Index
<u>M</u> enu Commands
<u>G</u> lossary
<u>U</u> sing Help
<u>E</u> nable Cue Cards
<u>A</u> bout...

File
<u>O</u> pen Fax File...
Ope <u>n</u> <u>S</u> ound File...
Ope <u>n</u> <u>L</u> ogs...
Ope <u>n</u> Phone <u>b</u> ook...
<u>L</u> ogout
<u>P</u> references...
<u>S</u> ave As...
<u>D</u> elete Current Fax
<u>P</u> rint...
<u>C</u> lose Viewer
Ope <u>n</u> Call Center...
<u>E</u> xit FaxWorks

Edit
<u>U</u> ndo
<u>R</u> edo
E <u>r</u> ase
<u>E</u> dit Window...
<u>S</u> elect
<u>P</u> aste

Fax
<u>Q</u> uick Fax...
Send <u>F</u> ax...
Fax <u>S</u> etup...
<u>B</u> anner Setup...
<u>M</u> anual Receive

View
<u>S</u> cale to Screen
✓ <u>S</u> ingle <u>P</u> age
<u>D</u> ual Page
<u>A</u> ll Pages
Rotate <u>9</u> 0
Rotate <u>1</u> 80
Rotate <u>2</u> 70
✓ <u>O</u> riginal Setting
<u>G</u> ray Scale
<u>R</u> eset Zoom

Page	
Go to <u>N</u> ext Page	
Go to <u>P</u> revious Page	
<u>G</u> o to Page#...	
<u>B</u> eginning of Document	
<u>E</u> nd of Document	

Arrange	
<u>A</u> ssemble...	
√ <u>P</u> oint	
<u>S</u> wap	
<u>I</u> nsert	
<u>D</u> elete	







Voice
<u>C</u> all Center...
M essage <u>L</u> og... L eave Message for Mailbox...
<u>F</u> ax on Demand... P ri <u>v</u> ate Fax on Demand... M essage <u>R</u> etrieval... <u>D</u> ocument Retrieval...
<u>G</u> reetings... M ai <u>l</u> box Setup...
C hange Admin <u>P</u> assword... <u>V</u> oice Setup...

Mark-Up	
√ <u>Z</u> oom	
Free <u>H</u> and Drawing	
<u>L</u> ine	
<u>E</u> llipse	
<u>R</u> ectangle	
<u>T</u> ext	
<u>F</u> onts...	



Open File



Open Logs



Quick Fax




Phonebook



Fax Setup



Call Center


Dial Phone...
Call Center...
Voice Memo...
Open Mailbox...
Open Logs...
Quick Fax...
Manual Receive
Hang Up and Reset
Restore Viewer
About...

Zoom

Magnify part of the currently displayed fax. This option turns the cursor turns into a magnifying glass. Use this option by creating a box around the area you want to view in greater detail.

Cursor - 

Free Hand Drawing

Draw freehand.

Cursor - 

Example - 

Line

Draw a line.

Cursor - 

Example - 

Unfilled Rectangle

Draw an unfilled rectangle.

Cursor - 

Example - 

Unfilled Ellipse

Draw an unfilled ellipse.

Cursor - 

Example - 

Text

Type text.

Cursor - 

Example - 

All Pages

Display all the pages in a fax, and activate the All Pages tool bar.

Assemble

Choose this button or menu item to add other faxes to the currently displayed fax file.

See Also:

[Assembling a Fax Overview](#)

Delete Page

Choose this button or menu item to delete the selected fax page from the currently displayed fax.

See Also:

[Point](#)

Point

Choose this button or menu item to do one of the following:

- Hold down the CTRL key and click on subsequent pages to select more than one page.
- Double-click to display the page scaled to the width of the screen.
- Select the Delete menu item or choose the Delete button to delete the page from the currently displayed fax.

Swap

Choose this button or menu item to cause two pages to swap places by dragging one page and placing it on top of another.

Insert Pages

Choose this button or menu item to insert a page between two others.

Save

Choose this button to save the current fax file with any changes made to the same DOS name.

Send Fax

Choose this button to send the currently displayed fax.

See Also:

[Sending Faxes From Within FaxWorks 3.0](#)

Current Page

Choose this button to change the displayed page in one of the following ways:

- Move forwards and backwards and by clicking on the + and - buttons.
- Click on the page indicator button, then type a number in the *skip to page* field.
- Click on the page indicator button, then move the scroll bar to the number you want.

Quick Fax

Choose this button to create and send a Quick Fax.

See Also:

[Sending a Quick Fax](#)

Fax Log

Access the Fax Log displays.

Open File

Select this menu item to Access the Open file dialog box.

Phonebook

Access the phonebook dialog box.

See Also:

[Using FaxWorks Phonebooks](#)

Cue Cards

Disable or enable the cue card option.

Delete

Delete a page from the fax file. You must select a page before you can delete it.

Go to Next Page

Move forward to the next fax page.

Go to Previous Page

Move backward to the previous fax page.

Go to Page #

Specify which page to display. The Go To window appears for you to type the number of the page you want to display.

Beginning of Document

Jump to the first page in the document.

End of Document

Jump to the last page in the document.

Scale to Screen

Display the image scaled to the width of the screen.

Single Page

Display an entire page.

Dual Page

Display two entire fax pages at the same time.

All Pages

Display all pages of the current fax. Use swap and insert buttons to arrange the page in the order you want. Use the delete button to remove pages.

Rotate right 90°

Rotate the page right 90°.

Rotate right 180°

Rotate the page right 180°.

Rotate left 90°

Rotate the page left 90°.

Original Setting

Return the page to the original setting before you rotated it.

Gray Scale

Enhance the image displayed on the screen through antialiasing.

Reset Zoom

Return a magnified image to its original size. You can also click the right mouse button to reset a zoom.

Send Displayed Fax

Send the currently displayed fax.

Undo

Reverse the last mark-up action. Use Undo repeatedly to reverse all the mark-up actions made since the fax file was last saved.

Redo

Reverse an Undo command. You can also use Redo repeatedly.

Select

Select an area of a currently displayed fax to the Windows Clipboard.

Paste

Paste the contents of the Windows Clipboard to the displayed fax.

Zoom

Magnify part of the currently displayed fax.

Fonts

Change the size and style of the selected font.

Close Viewer

Close the currently displayed fax and return to the Call Center.

See Also:

[The Call Center](#)

Save

Save the current fax and any changes with the same DOS name.

Save As

Save the current fax and any changes with a different name or file extension.

Delete Current Fax

Delete the currently displayed fax from your computer.

Print

Print the currently displayed fax.

The Help Menu

Use the Help menu to access the online Help system.

Help Index

Select this menu item to display an alphabetical list of Help topics.

Menu Commands

Select this menu item to display information about the FaxWorks menu commands.

Glossary

Select this menu item to display definitions for the FaxWorks terminology.

Using Help

Select this to display information about how to use the Help system.

Enable/Disable Cue Cards

Enable/disable the Cue Card option. .

About

Display copyright and version information about FaxWorks 3.0 Voice.

Open Sound File

Select this menu item to create, modify and play back voice messages (.WMF) files as well as Windows sound (.WAV) files.

Login/Logout

Select this menu item to login as the current user so that you can access your personal faxes and voice messages.

You can also select this menu item to logout the current mailbox user.

See Also:

[Remote Mailbox Owner Features](#)

Open Fax and Voice Message Logs

Choose this button to access the Fax and Message Logs.

See Also:

[The Fax Logs](#)

[The Voice Logs](#)

[The Recorded Calls Log](#)

Open Phonebook

Create a list of people you send faxes to most often and to store relevant information about these people.

Exit

Select this menu item to exit the FaxWorks 3.0 Voice program.

Open File

Select this menu item to open a fax document by its DOS name to the FaxWorks Viewer.

Send Quick Fax

Create and send a [Quick Fax](#)

See Also:

[Sending a Quick Fax](#)

Fax Setup

Define and set Modem, Receive, and Send settings.

See Also:

[Fax Setup](#)

Banner Setup

Define the user information that appears on top of each fax page. See [Setting Up a Banner](#) for more information.

Note: *This option is only if you are using a Class 1 or Class 2 fax modem.*

See Also:

[Setting Up a Banner](#)

Manual Receive

Select this menu item to receive faxes when you have Automatic Reception disabled.

Message Log

Select this menu option to play, delete, save, review and forward any new or old message. FaxWorks 3.0 Voice will notify you if you have a new vice message.

See Also:

[The Voice Logs](#)

Message for Mailbox

Select this menu option to create or change your personal mailbox greeting.

See Also:

[Setting Up Mailboxes: Overview](#)

Fax on Demand

Select this menu option to place to allow callers fast and easy access to documents that you want them to have.

See Also:

[The Fax On Demand Feature](#)

Message Retrieval

Select this menu option to allow callers to dial in and listen to previously recorded messages by selecting option 7 from the Main Greeting menu and entering the voice messages 4-digit ID number and password if the mailbox owner assigned one to the voice message.

See Also:

[The Message Retrieval Feature](#)

Document Retrieval

Select this menu option to allow callers access to documents such as, a product reviewer's guide and product press schedules to list a few examples. Callers must enter the documents 4-digit ID number as well as any passwords that the document owner assigned one to the document.

See Also:

[The Document Retrieval Feature](#)

Greetings

Select this menu option to setup a greeting for the current mailbox.

See Also:

[Setting Up Mailboxes: Overview](#)

Mailbox Setup

Select this menu option to create, change or delete mailboxes and personal mailbox greetings. You can also setup private fax on demand documents, as well as define your notification preferences.

See Also:

[Remote Notification Setup](#)
[The Private Fax On Demand Feature](#)

Greeting Setup

Select this menu option to setup a the main greeting.

Voice Setup

Select this menu item to choose the appropriate way you want to listen to your voice messages.

Select... To...

Handset hear your messages through your phone's handset.

Speaker hear your messages through your voice modems speaker.

See Also:

[Setting Up Voice Message Playback](#)

Save As Fax On Demand

Select this menu item to save the currently displayed fax as a Fax On Demand document.

See Also:

[The Fax On Demand Feature](#)

Edit Window

Select this menu item to open fax files or other PCX, DCX, or TIF files so that you can copy and paste them into the current fax.

See Also:

[Accessing the Edit Window](#)

Close Viewer

Select this menu item to clear the current fax from the FaxWorks Viewer and to return back to the previous screen.

See Also:

[The Call Center](#)

Save As

Select this menu item to save the current fax with a new DOS name, path and format.

Delete Current Fax

Select this menu item to permanently remove this fax from your computer.

Print

Select this menu item to print the currently displayed fax.

Erase

Select this menu item to erase all drawing actions before your last save.

Select

Select this menu item to select and copy a part of the fax to the Windows Clipboard.

Paste

Select this menu item to paste an image from the Windows Clipboard into your fax.

Print Fax

Select this tool bar option to print the currently displayed fax.

Not Available

This button is not available from this dialog box or screen.

From Name

Enter the sender's name in this field. You can align the text Left, Right or Centered.

From Co.

Enter the sender's company in this field. You can align the text Left, Right or Centered.

From Fax

Enter the sender's fax number in this field. You can align the text Left, Right or Centered.

From Voice

Enter the sender's voice phone number in this field. You can align the text Left, Right or Centered.

To Name

Enter the recipient's name in this field. This information is retrieved from the phonebook. You can align the text Left, Right or Centered.

To Co.

Enter the recipient's company in this field. This information is retrieved from the phonebook. You can align the text Left, Right or Centered.

Page Number

The number of pages in a fax. You can align the text Left, Right or Centered.

Date/Time

The date and time the fax is sent. This information is retrieved from your computer's internal clock. You can align the text Left, Right, or Centered.

Left Alignment

Choose this button to Align the text flush to the left on each fax page.

Center Alignment

Choose this button to align the text centered on each fax page.

Right Alignment

Choose this button to align the text flush to the right on each fax page.

No text

The selected field will not appear on the fax page.

OK

Choose this button to accept changes and return to the previous screen.

Cancel

Choose this button to return to the previous dialog box without accepting the changes made in this dialog box.

Help

Choose this button to access the online help system.

Detect Dial Tone

Instructs the FaxWorks to wait for a dial tone before dialing a number.

Default Setting: On

Show Fax Status

Instructs the FaxWorks to display the progress of either an incoming or outgoing transmission when you are working in another Windows application and the FaxWorks is minimized.

Default Setting: On

Tone

Indicates that your phone line accepts touch tone dialing.

Default Setting: On

Pulse

Indicates that your phone line accepts pulse dialing.

Default Setting: Off

Flow Control

The method of regulating the flow of information between your PC and modem. Your modem uses either Xon/Xoff, or CTS.

Default Setting: Xon/Off

Xon/XOff

Xon/Xoff-Sends an ASCII code to pause an incoming transmission if the modem needs more time to process the information. Another ASCII code is sent to resume the transmission.

CTS

CTS is a hardware method of Flow Control that uses an electrical signal to indicate preparedness to accept data.

Station ID

Identifies your fax modem to the receiving fax device.

Default Setting: User defined.

Initialization String

Sets special settings for unique modems.

You might need to enter a value, &K3, in this field if you are using hardware Flow Control.

Refer to your modem user's guide for information about Initialization String.

Default Setting: User defined.

Exit String

Sends a command to the modem to reset the modem to the default or user-defined settings when the FaxWorks is closed.

You might need to enter a value in this field if you are using other communications software with the modem.

Default Setting: User defined.

Speaker

Turns the speaker On, Off, or On Until Connect while you are sending and receiving faxes.

Default Setting: On until connect.

Volume

Sets the speaker volume as Low, Medium, or High, when supported by your modem.

Default Setting: On medium.

Connect Time

The number of seconds the FaxWorks waits for a connect signal from the receiving fax machine.

Default Setting: 45 seconds.

Notify on Receipt

Instructs the FaxWorks to notify you when a fax is received.

Default Setting: On.

Print on Receipt

Prints the fax when it is received.

Default Setting: User defined.

Automatic Reception

Instructs the FaxWorks to automatically receive incoming faxes. If you have a dedicated fax line, you should use Automatic Reception.

Default Setting: On.

Rings Until Answer

The number of times your line rings before the FaxWorks answers it.

Enter a number in this field if you are using Automatic Reception.

Default Setting: 2 rings until answer.

Max Retries

The number of times the FaxWorks attempts to resend a fax if the receiving device is busy, or if an error occurs.

Default Setting: 5 retries.

Retry Time

The number of seconds between retry attempts.

Default Setting: 60 seconds.

Current Area Code

The area code from where you are currently sending faxes.

The FaxWorks detects if faxes are local or long distance calls based on the Current Area Code.

For local fax calls, the FaxWorks automatically omits the area code from the fax number when it transmits the fax.

For long distance fax calls, the FaxWorks includes the area code when it transmits the fax.

Default Setting: User defined.

Max Tx Rate

The maximum transmission rate for faxes. This field depends upon the capabilities of the modem.

Default Setting: Defined by the Modem Diagnostics program.

Min Tx Rate

The minimum transmission rate for faxes. This field depends upon the capabilities of the modem.

Default Setting: 2400 bps.

Local Dial Prefix

The number needed to reach an outside line, such as 9, or 7,. Do not enter an area code in this field.

Use a comma after each numeric code, such as 9,. The comma produces a pause so that your phone system has a chance to respond after the previous input.

Default Setting: User defined.

Long Distance Dial Prefix

The number needed to reach an outside line, such as 9,1 or 7,1. Do not enter an area code in this field.

Use a comma after each numeric code, such as 9,1. The comma produces a pause so that your phone system has a chance to respond after the previous input.

Default Setting: User defined.

Minimum Scan Line Time

The minimum amount of time needed to send one line of fax data. The number is between 0 and 40 milliseconds.

Use this field only if you experience difficulties in transmitting to a particular fax device.

Note: *Minimum scan line is not set automatically by the install or modem diagnostic programs.*

Default Setting: Zero milliseconds.

OK

Choose this button to accept the changes made in this dialog box.

Cancel

Choose this button to return to the previous dialog box without accepting the changes made in this dialog box.

Help

Choose this button to access the online help system.

Credit Card

Choose this option to setup FaxWorks to bill fax calls to your credit or phone card.

See Also

[Credit Card Setup](#)

Banner

A banner is information, such as your name, fax number, company, time and date that is usually printed at the top of each fax page.

See Also

[Setting Up a Banner](#)

Software Padding

Software Padding compensates Class 2 fax modems which do not adequately fill scan lines so that the receiving device can correctly process the line.

Default setting: Off

Note: Software Padding might be necessary for some Class 2 fax modems if you see the following message for more than 15 seconds in the fax status bar, *Waiting for Remote Response* followed by *Communications Error!*" or if the receiving device receives faxes that appear vertically compressed.

Enable Fax Subaddress Routing

You can send or receive faxes to or from other fax users by using their subaddress number.

Note: *You can only use subaddress routing with some Class 1 fax modems.*

International Prefix

The prefix number needed to dial a foreign country. You must include the prefix number to reach an outside line followed by a comma. For example, **9,011**

Default Setting: User defined.

Country Code

The country code that you are calling from.

Default Setting: User defined.

Credit Card Prefix

The number needed to reach an outside line, such as 9,1 or 7,1.

Use a comma after each numeric code, such as 9,1. The comma produces a pause so that your phone system has a chance to respond after the previous input.

Access Number:

Enter the number you need to dial to access your preferred long distance carrier.

Wait for dial tone after dialing

Select this radio button if your long distance carrier prompts you to enter your access number after you hear a dial tone.

Delay after dialing access number

Select this radio button if your long distance carrier prompts you to enter your access number after you hear an audible signal, such as chimes.

Delay (seconds)

Enter the number of seconds needed for the long distance carrier to respond to your access number input.

Wait for dial tone after dialing

Select this radio button if your long distance carrier prompts you to enter your fax number after you hear a dial tone.

Delay after dialing fax number

Select this radio button if your long distance carrier prompts you to enter your fax number after you hear an audible signal, such as chimes.

Delay (seconds)

Enter the number of seconds needed for the long distance carrier to respond to your fax number input.

Account Number

Enter your private phone or credit card account number in this field.

Enable Credit Card Dialing for Local Calls

Choose this button if you want the local telephone charges to be billed to your credit or phone card.

Note: *If you are away from your office and you want to use the available phone system, such as in a hotel, it might be cheaper to use the hotel's phone system, rather than your preferred phone carrier.*

Enable Credit Card Dialing for Long Distance Calls

Choose this button if want the long distance telephone charges to be billed to you your credit or phone card.

Access, Telephone, Credit Card

Use the following dialing order: Access, Telephone, Credit Card to make a credit card call..

Access, Credit Card, Telephone

Use the following dialing order: Access, Credit Card, Telephone to make a credit card call..

Name

The recipient's name.

Company

The recipient's company name.

Prefix

Displays the dialing prefix code for the current phonebook entry.

When you select an entry from either the Name or Company information fields, the appropriate prefix code is automatically provided.

Fax

The recipient's fax number.

Voice

The recipient's voice phone number.

Address 1

The first line of the recipient's street address.

Address 2

The second line of the recipient's street address.

City

The recipient's city.

State

The recipient's state.

Zip

The recipient's zip code.

Comment

Type a comment about the current recipient.

Note: Comments only appear in the FaxWorks phonebook.

Change Phonebook Entry

Choose this button to change button to permanently change the information about the currently displayed phonebook entry.

Delete Phonebook Entry

Choose this button to delete the displayed phonebook entry from the current phonebook.

Clear

Choose this button to start your search at the first entry in the current Phonebook.

Group

Choose this button to send a fax to more than one person at a time.

See Also:

[Using Group](#)

Add Phonebook

Choose this button to add a new phonebook.

Change Phonebook

Choose this button to change the name of a phonebook.

Delete Phonebook

Choose this button to delete a phonebook. Deleting a phonebook also removes the phonebook entries.

Import

Choose this button to import a text file as a phonebook entry or entries. Use this button to bring in information from other fax software, or another application, such as a word processor or database.

Phonebook Title

The name of the Phonebook.

Source Phonebook

A phonebook that you select to choose phonebook entries from.

Source Contents

Displays the list of all phonebook entries from the *Source Phonebook*.

Double clicking on a phonebook entry or selecting a phonebook entry, and clicking on the Add button places the entry in the *Destination Contents* list box.

You can add all phonebook entries to the Destination Phonebook by clicking on the All button.

Add

Choose this button to add a phonebook entry into the *Destination Contents* list box.

Remove

Choose this button to remove an entry from the *Destination Contents* list box.

All

Choose this button to add all phonebook entries in a phonebook to the *Destination Contents* list box.

Clear

Choose this button to remove all entries from the *Destination Contents* list box.

Destination Phonebook

The phonebook you want to place a group in.

Note: You can place the group into an existing group or phonebook, or you can create a new phonebook.

Destination Contents

Displays the list of phonebook entries from all phonebooks.

To remove an entry, select the entry, and click on the Remove button. To remove all entries, select the Clear button.

Fax

The fax number of each group member is displayed when you select an entry number.

Note: You can temporarily change a fax number of a group member by clicking on the Update Fax button.

OK

Choose this button to place the phonebook entries into the destination phonebook and return to the dialog box where you chose the Group button.

Cancel

Choose this button to return you to the previous dialog box without creating a group.

Save

Choose this button to place the phonebook entries in the destination phonebook. Click on the OK button to continue.

Update Fax

Temporarily changes the fax number of a group member.

Title

The list of available phonebooks.

Send Resolution

The resolution of the fax.

- High Resolution creates a superior image, but takes longer to send.
- Standard Resolution is faster to send, but the image is not as clear.

Add Phonebook Entry

Choose this button to add the displayed phonebook entry to the current Phonebook.

See [Dialing Procedures](#) for more information.

Save As

Choose this button to convert the document into a fax file without sending it. The Save As dialog box appears. Provide a DOS file name, path and file type. There are many file types, including; Uncompressed, Group 3, or Group 4 TIF, PCX, DCX and LTR file.

Note: If you choose an existing file, you have the option to:

- Overwrite the fax.
- Append the current document to the end of the existing fax.

Cover Sheet

To add a cover sheet to accompany the fax.

See Also

[Sending Faxes with a Cover Sheet](#)

Cover Sheet Note

Choose this button to type a note on the accompanying cover sheet.

ASAP

Schedules the fax to be sent immediately.

Time

Schedules a later time to send the fax.

Date

Schedules a date to send the fax.

Preview Fax

Select this option to Display the fax in the FaxWorks Viewer so you can preview the fax before sending it. After previewing the fax, click on the Send Fax button on the tool bar to send it.

Draw

Select this option to Display the fax in the FaxWorks Viewer where you can mark up the fax before sending it. After marking up the fax, click on the Send Fax button on the tool bar to send it.

See Also

[Using the Mark-Up Tools](#)

Add Graphic

Select this option to Display the fax in the FaxWorks Viewer so you can add a graphic before sending it. After adding a graphic, click on the Send Fax button on the tool bar to send it.

See Also

[Using the Mark-Up Tools](#)

Attach Pages

Select this option to Display the fax in the All Pages View, where you can view and assemble additional pages before sending the fax. When you are done assembling, choose the Send Fax button on the tool bar to send it.

Send

Choose this button to send the fax.

Help

Access the on-line help.

Cancel

Choose this button to return you to your application without sending a fax.

MiniView

Displays a miniature version of the Cover Sheet or Letterhead that was selected from the respective list boxes. Use the Zoom cursor to magnify part of the image.

Data

The recipient's data phone number.

Gray Scale

Enhances the displayed image through antialiasing.

MiniView

Use the MiniView to preview the fax. Click on the Next and Previous buttons to move through the document.

Use Zoom to magnify any part of the MiniView picture, and use the scroll bars to move through the pages in the magnified picture.

File Name

The DOS file name of the current fax. See [Naming Conventions](#) for more information.

Date

The time and date the fax file was created.

Pages

The number of pages in the fax.

View Send/Receive

Use the View button to view the selected faxes from the fax log.

Close

Return to the previous dialog box.

Resend/Resched

Send faxes from the Send log.

Delete

Permanently delete faxes from your computer.

Print File

Print the selected log entry or entries to the current printer.

Print Log

Print and sort the log entries to the current printer.

Next

Move forward to the next page of a document in MiniView.

Previous

Move backward to the previous page of a document in MiniView.

File Info

Specifications about the current fax, such as the resolution, file type and size.

Application

The application used to create the current fax.

To/From

The recipient of the fax/The sender's ID name or fax number.

Fax

The recipient's fax number.

Scheduled Faxes

Faxes that have been scheduled to be sent.

Concluded Faxes

Faxes that have been sent.

New Faxes

Faxes that have not been looked at yet.

Viewed Faxes

Faxes that have been looked at.

Status

New Faxes	Completed	FaxWorks successfully received the fax.
Viewed Faxes	Completed	FaxWorks successfully received the fax.

Date

When the fax was actually received.

Date

When the fax was scheduled to be sent.

Sender

Who sent the fax.

From

Who sent the fax.

Destination

The recipient of the fax.

Duration

The duration of the fax transmission.

Status

Scheduled Faxes Pending FaxWorks is waiting for the scheduled time to send the fax.

Concluded Faxes Completed FaxWorks successfully transmitted the fax.

Busy The recipient's line was busy for the maximum number of retries.

Time

The time faxes are scheduled to be sent.

Time

The time the fax was received.

FaxWorks as a Default Printer Driver

Decide whether you want FaxWorks to be the default printer.

- Select Yes if you send a lot of faxes. By selecting this option, all applications with a print command will automatically have FaxWorks set as the current printer.
- Select No if you use a printer more often. Change your regular printer driver to the FaxWorks printer driver at any time by using the Print Setup command in your application.

Mailboxes

This list box displays all mailboxes that are currently setup.

You can choose your own mailbox to change your mailbox and notification settings, personal greeting and setup your private document, fax on demand feature as well.

Note: *Only the **ADMINISTRATOR** user can create and delete mailboxes.*

Related Topics:

[Deleting Mailbox Users](#)

Mailbox Name

This field displays the name of the selected mailbox.

Mailbox Number

This field displays the mailbox number of the selected mailbox.

Max. Time (sec)

This field displays the maximum number of seconds allotted for a single message for the selected mailbox.

Default Setting: 60 seconds

Max. Space (MBytes)

This field displays the maximum amount of space, in MBytes allotted for a all messages for the selected mailbox.

Default Setting: 5 MBytes

Fax Forward

This field indicates whether or not the Fax Forward feature is currently enabled.

Related Topics:

[Remote Notification Setup](#)

Fax Notification

This field indicates whether or not any of the notification features are currently enabled.

Related Topics:

[Remote Notification Setup](#)

Pager Notification

This field indicates whether or not the Pager Notification feature is currently enabled.

Related Topics:

[Remote Notification Setup](#)

Close

Choose this button to exit the Mailbox Setup dialog box and return to the previous screen.

New

Choose this button to create a new mailbox user.

Note: *Only the Administrator can create and delete mailbox users.*

Change

Choose this button to change the mailbox settings of the selected mailbox user.

You can change the following settings:

- Mailbox Name
- Mailbox Number
- Password
- Max Message Time (sec)
- Max Mailbox Space (MBytes)

Delete

Choose this button to permanently delete the selected mailbox, including all voice messages and faxes from the computer.

Note: *Only the **ADMINISTRATOR** user can create and delete mailboxes.*

Private Docs

Choose this button to setup and create your private fax on demand documents.

Since individuals will have complete access to other features in your personal mailbox you might want caller access to these documents limited to only a select group of individuals,.

Related Topic:

[The Private Fax On Demand Feature](#)

Notification

Choose this button to setup and to either enable or disable specific notification features.

Related Topic:

[Remote Notification Setup](#)

Greetings

Choose this button create or change the personal greeting message of the selected mailbox user.

If you want to add yourself to the main greeting message, then you will have to re-record the entire main greeting message.

Related Topic:

[Personal and Main Greeting Setup](#)

Voice Quality

This field indicates the voice quality set for the current mailbox

The Change/New Dialog Box

Note: Both the New and Change dialog boxes look and perform the same functions. The New dialog box is displayed.

Click on any button to display a pop-up description. Click again to remove the pop-up description.



- Enter the information in the appropriate fields.

Mailbox Name

Enter the name of the mailbox owner.

Mailbox Number

Enter a mailbox number between 6000 and 6999 for the mailbox user ID number.

Note: *You can assign a maximum of five mailboxes with a single digit mailbox ID number. These mailboxes are called Quick Mailboxes.*

Assign these mailboxes a single number, 1 through 5, so that callers can have quick access to them. For example, assign mailbox #1 to a specific sales representative such as International Sales.

Password

Enter a 4-digit password for this mailbox user.

Note: *You can only use numeric characters in this field.*

Note: *You must have a password.*

Greeting Setup

Provide the number of seconds that you want to allocate to incoming voice messages.

The default setting is 30 seconds.

Note: *The longer the incoming message the more disk space is required.*

Max Record Time (sec)

Provide the number of seconds that you want to allocate to incoming voice messages.

The default setting is 30 seconds.

Note: *The longer the incoming message the more disk space is required.*

Max Mailbox Space (MBytes)

Use this field to prevent excessive disk space usage by allocating a set amount of disk space for voice messages.

Note: *If the maximum mailbox space for voice messages exceeds the limit, FaxWorks automatically disables the feature.*

Voice Quality

If you are able to, select the quality or clarity that you want callers to hear when they call your mailbox.

Note: *Selecting high voice quality will almost double the size of the voice message file in comparison to Low voice quality.*

Notification

Choose the Notification button to setup your remote notification preferences when you are away from your home or office.

See Also:

[Remote Notification Setup](#)

Leaving a Voice Message for Other Mailboxes

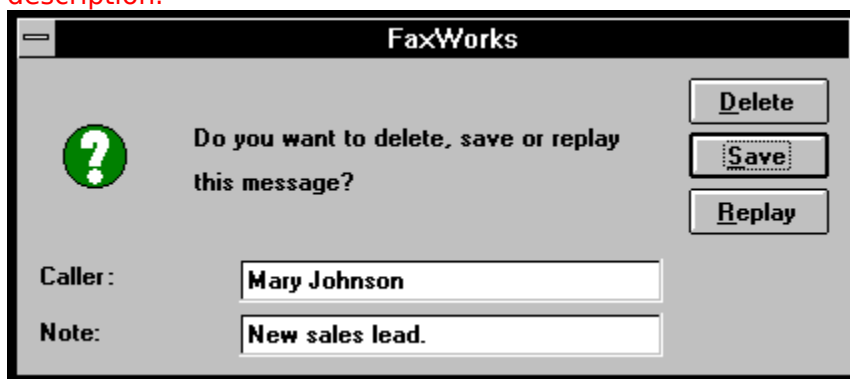
If you have either a multi-mailbox system or a single mailbox system, you can leave a voice message for any mailbox in the system without accessing their mailbox.

Access the mailbox from which you want to leave a message from the Select Mailbox dialog box.

Choose the Memo button to record your voice message. When done, choose the Stop button.

To hear the voice message access the New Messages log, select the voice message and choose the play button to hear your voice message.

Click on any button to display a pop-up description. Click again to remove the pop-up description.



Related Topics:

[The Voice Logs](#)

Save

Choose this button to send the message to the selected mailbox user.

Replay

Choose this button to review the recorded message before saving it.

Delete

Choose this button to permanently delete the current voice message.

Caller

Enter your name in this field

Note

Enter a brief note about the voice message.

Forward

Choose this button to forward the selected message.

Related Topic:

[Forwarding Voice Messages and Faxes](#)

Private Fax on Demand

Select this menu item to create a Private Fax on Demand document.

Related Topic:

[The Private Fax On Demand Feature](#)

Change Admin Password

Select this menu item if you want to either create or change the current password.

See Also:

[Change Admin Password](#)

Playback

Select the appropriate method you want to play back your messages:

Handset - Select this option to hear your messages through your phone's handset.

Speaker - Select this option to hear your messages through your modems speaker.

See Also:

[Setting Up Voice Message Playback](#)

Record From

Select the appropriate method you want to record your messages:

Handset - Select this option to record your messages from your phone's handset.

Speaker - Select this option to record your messages from a microphone that you can connect to the voice modem itself.

Volume Level

Move the scroll box to a comfortable volume level to play back your messages.

Voice Quality

If you have a voice modem that allows you to choose voice quality, then select the clarity that you want callers to hear when they call in the system.

The higher the Bits Per Sample, the better the voice play back quality. However, the better clarity also increases the amount of disk space needed for each message.

Note: *The default setting is 4 bits per sample.*

Dialing Procedures

In order for FaxWorks to work more easily and efficiently, you must do the following:

1. Provide the appropriate information to the Send Settings group, in the Fax Setup dialog box, including the following fields:
 - Current Area Code • Local Dial Prefix
 - Long Distance Prefix • Country Code
 - International Prefix

Note: *Provide the necessary information for the Country Code and International Prefix fields only if you make calls to countries other than your own.*

2. When adding names to a phonebook, provide the complete fax number including the area code and country code.

Note: *If you do not include the area code when entering a fax number, then FaxWorks will use the area code you defined in the Fax Setup dialog box as the area code for that fax entry.*

Related Topics:

[Special Long Distance and International Dialing Procedures](#)
[Recognizing Local, Long Distance and International Calls](#)

See Also:

[Fax Setup](#)

Recognizing Local, Long Distance and International Calls

FaxWorks accommodates you no matter where you might be at any given time by allowing you to make changes to the Send Settings, thereby allowing to send faxes without re-entering the entire fax number each time you are in a different city or county.

FaxWorks determines whether your call is local, long distance or international based on the settings you defined to the Send Settings group in the Fax Setup dialog box and the number you are dialing.

Therefore, if :

- You are using FaxWorks on a portable computer and are traveling between area codes and countries.
- You move to different area code or country.

Then you will only need to make the appropriate changes to the Send Settings group, in the Fax Setup dialog box.

For example, if you are a sales representative living in Atlanta, Georgia, where the area code is 404 and you move to Chicago, Illinois, where the area code is 312, then you will only need to make changes to the Send Settings group in the Fax Setup dialog box and change your Current Area Code from 404 to 312. Now, your previously local calls are now long distance, and FaxWorks attaches the appropriate dialing prefix to the selected phonebook entry.

Similarly, if you move from the United States, where the country code is 1 and relocate to Sweden, where the country code is 46, then you will only need to make changes to the Send Settings group in the Fax Setup dialog box and change your Country Code from 1 to 46. Now, your previously local or long distance calls are now international, and FaxWorks attaches the appropriate dialing prefix to the selected phonebook entry.

Related Topics:

[Dialing Procedures](#)

[Special Long Distance and International Dialing Procedures](#)

Special Long Distance and International Dialing Procedures

The following tables describe the special dialing procedures that you might need to use when dialing long distance within the same area code or between two different area codes within the same state or province.

Dialing Long Distance Within the Same State or Province

If you are dialing long distance, in the same area code and...	Then dial...
the area code is required	-1-222-222-2222
the area code is not required	-1-222-2222

If you are dialing long distance, between two different area codes, and...	Then dial...
the area code is not required	-1-222-2222

The - (dash) indicates to FaxWorks to do the following:

1. Ignore the Long Distance and International Prefixes.
2. Attaches the local dial prefix, if one was defined, to the numbers following the - (dash).

Dialing International

<u>If you are dialing an international number...</u>	Then dial...
use the following format:	+12(3)4567 89
+ country code(city code)local phone number.	

The + (plus) indicates to FaxWorks that the number you want to dial is international, and will use the international dialing prefix that you defined in the Fax Setup dialog box.

The following tables describe the special dialing procedures that you might need to use when dialing long distance within the same area code or between two different area codes within the same state or province.

Related Topics:

[Dialing Procedures](#)

[Recognizing Local, Long Distance and International Calls](#)

See Also:

[Fax Setup](#)

Overview

The FaxWorks DDE interface allows applications to send faxes to single or multiple locations without interacting with the FaxWorks Send Fax Dialog box, by sending the destination data directly to FaxWorks.

Related Topics:

[FaxWorks DDE Setup](#)

[Supported DDE Commands](#)

FaxWorks DDE Setup

FaxWorks DDE Setup has two sections in the Faxworks.ini file located in the Windows directory. Below are the Sections associated with DDE in Faxworks.ini file. Be careful when making any changes to Faxworks.ini file.

WINDOWS\FAXWORKS.INI

[SEND]

DDE=0 Do not make any changes to this line.

Resolution=1 0 for low resolution and 1 for high resolution.

Current
Phonebook Name of the phonebook available in FaxWorks.
=Phonebook 1

[DDE]

Current
Sheet=Page Name of the phonebook available.

Letterhead= Name of the letterhead available. This feature is only available for FaxWorks PRO users only.

Related Topics:

[Supported DDE Commands](#)

Supported DDE Commands

FaxWorks supports the macro commands listed below, which are required to Initiate and Send Data to FaxWorks.

Related Topics:

[DDEInitiate](#)

[DDEPoke](#)

[DDETerminate](#)

See Also:

[FaxWorks DDE Setup](#)

DDEInitiate

This command initiates the DDE session and returns the channel number that is used for all the other DDE commands.

Example: This command will open up a DDE channel with the Application, "FAXWORKS". The Topic of the Conversation will be "SEND".

```
ChanNum=DDEInitiate("FAXWORKS","SEND")
```

Related Topics:

[DDEPoke](#)

[DDETerminate](#)

DDEPoke

This command is the means of communication between the application and FaxWorks. You cannot use DDEPoke until you have received a Channel Number from DDEInitiate.

This command provides the information about the destination or destinations for the fax. The only parameter required is the fax number.

Example 1: This command will directly send to fax number specified.

```
DDEPoke(ChanNum, "SEND", "011-92-528-2814")
```

Example 2: This command requires you to send the name to the DDEPoke command by highlighting the name in the document itself. The Macro will look for the fax number associated with this name in the FaxWorks Phonebook. The Phonebook is select in the DDE section of the Faxworks.ini file in the windows directory. Note that the case of the name has to be the same as it appears in the Phonebook.

```
faxname$ = Selection$()
```

```
DDEPoke(ChanNum, "SEND", faxname$)
```

Example 3: This command requires you to send the fax number to the DDEPoke command also by highlighting the fax number in the document itself. The Macro will look directly for the highlighted fax number and will send it to that fax number.

```
faxnumber$ = Selection$()
```

```
DDEPoke(ChanNum, "SEND", faxnumber$)
```

Related Topics:

[DDEInitiate](#)

[DDETerminate](#)

DDETerminate

Example: This command terminates the conversation between the application and FaxWorks.

DDETerminate(ChanNum)

Related Topics:

[DDEInitiate](#)

[DDEPoke](#)

Writing your own Macros

Most Windows applications have some type of macro language built in that allows user's to create and use macros. Normally, you can build menus, create and use dialog boxes, and send messages to other Windows applications (via DDE).

At this time FaxWorks has limited DDE (Dynamic Data Exchange) capability. Even so, it is possible to submit faxes from virtually any Windows application that can print documents to the Windows printer drivers.

To submit faxes to FaxWorks via DDE, follow the simple steps listed below. Actual commands and syntax will vary between applications. The example below uses the Ami Pro macro language commands. For the actual commands used in other applications, consult the manuals, on-line help, and/or technical support for that product.

Comments (lines used to describe what is happening) are preceded by a '*' and are in *italics*.*

Ami Pro macro functions and commands are in **bold**.

'Open a channel to FaxWorks for commands to be sent through

ChannelNumber = DDEInitiate("faxworks","SEND")

'Check to see if the channel was successfully opened. A zero indicates a failure if:

ChannelNumber = 0 then

'code for channel NOT opened

else

'Send the fax number or the name to lookup in the phonebook

'Destination is a variable that has the fax number or name as 'a string with no leading or trailing spaces

SendResult = DDEPoke(ChannelNumber,"SEND",Destination)

'check to see if the information was sent successfully. Zero is a failure.

if SendResult = 0 then

'code for information not successfully sent

endif

endif

'Close the channel

DDETerminate(ChannelNumber)

While this is a very simplified macro, it represents the 3 necessary steps in sending data to FaxWorks via DDE.

1. A channel must be opened to FaxWorks. The SEND portion of the DDEInitiate command alerts FaxWorks that data will be sent and is mandatory in the syntax.
2. Send the data to FaxWorks. Again the SEND portion in the DDEPoke is mandatory.
3. Close the channel when you are done.

Fax Forward

Enter the appropriate dialing prefix and fax number of the fax device you want your voice and fax notifications or the fax itself forwarded to.

Notification Frequency

Enter the total number of either fax or voice message events after which you want FaxWorks to notify you.

Forward Faxes

Select this check box if you want FaxWorks to send all new faxes to another fax device without prior notification.

Notify New Fax

Select this check box if you want FaxWorks to forward a one page fax, notifying you of the new fax event.

Note: *You must enter a forwarding number in the Fax Forward Number field.*

Note: *If you want the entire fax forwarded to you then select the Fax Forward check box instead.*

Notify New Voice Message

Select this check box if you want FaxWorks to print a one page fax, notifying you of a new voice message.

Note: *You must enter a forwarding number in the Fax Forward Number field.*

Digital Pager Number

Enter the appropriate dialing prefix and pager number of your digital pager in this field.

Note: *To enable this feature you must select one or both check boxes (Notify New Fax or Notify New Voice Message) from the Digital Page Notification group.*

Wait for Answer (sec):

Enter the number of seconds it takes for your pager to respond to the Digital Pager number.

Digital Pager Data

Enter a number that you will be able to recognize as your computer paging you, to notify you of either new voice messages, new faxes or both.

Notification Frequency

Enter the total number of either fax or voice message events after which you want FaxWorks to call your digital pager.

Notify New Fax

Select this check box if you want FaxWorks to call your digital pager after receiving a new fax.

Notify New Voice Message

Select this check box if you want FaxWorks to call your digital pager after receiving a new voice message.

Call Center

Choose the button to see if you have received new faxes or voice messages.

See Also:

[The Call Center](#)

Phonebook

Choose this button to access the phonebook dialog box so that you can add or delete both phonebooks and phonebook entries. You can also import phonebooks as well.

See Also:

[Using FaxWorks Phonebooks](#)

Fax Setup

Choose this button to select or change the modem, send and receive settings as well as to setup your banner and credit card features.

See Also:

[Fax Setup](#)

[Setting Up a Banner](#)

[Credit Card Setup](#)

View New

Choose this button to view the new fax in Full Page view in the FaxWorks Viewer.

Related Topic:

[The Fax Logs](#)

Memo

Choose this button to leave a memo for the mailbox owner.

Play New

Choose this button to play through *all* voice messages.

Related Topic:

[The Voice Logs](#)

Stop

Choose this button to do the following:

- Stop the play back of the current voice message.

Note: All played messages are placed into the Old Messages Voice Log.

- End the voice memo for the mailbox owner.

Rewind

Choose this button to rewind the current voice message to the beginning and replay it again.

Skip

Choose this button to place the current voice message into the Old Messages voice log without completely listening to it.

See Also:

[The Voice Logs](#)

Delete

Choose this button to permanently delete the current voice message from your computer.

Close

Choose this button to exit this dialog box and return to the previous screen.

Greeting

Choose this button to record a new greeting message.

See Also:

[Personal and Main Greeting Setup](#)

New Fax Display Window

This display window indicates the number of new faxes you in the New Faxes log.

See Also:

[The Fax Logs](#)

New Message Display Window

This display window indicates the number of new voice messages you have in the New Messages log.

See Also:

[The Voice Logs](#)

Name

The name of the fax recipient.

Note

Area for typing a note.

Add

Choose this button to add the note to the cover sheet for the current group member and places the note into memory.

Cancel

Return to the Send Fax dialog box without adding a note.

OK

Add the note to the Cover Sheet for the fax recipient or recipients.

Add Previous

Choose this button to:

- * add the current note in memory
- * add the note to the current group member.

Note: *This button is available for Group faxes only.*

Add to All

Choose this button to add the current note in memory to all group members.

Note: *This button is available for Group faxes only.*

Call Center

Choose this button to access the Call Center so that you can quickly view how many new faxes and voice messages you have received.

See Also:

[The Call Center](#)

Zoom

Select this radio button to enlarge sections of the currently displayed fax in the Edit Window.

Select

Select this radio button to choose a section of the currently displayed fax in the Edit Window that you want to copy the Windows Clipboard.

Close

Choose this button to close the Edit Window dialog box and to return you to the FaxWorks Viewer.

Copy

Choose this button to copy the contents of the Windows Clipboard into your fax.

Note: *Make sure to move to the fax page before pasting the graphic to the fax.*

Fax Display Area

The Edit Window fax view area.

Open Logs

Select this option to access the Fax and Message logs.

See Also

[The Fax Logs](#)


[The Voice Logs](#)

[The Recorded Calls Log](#)

Max Rx Rate

The maximum transmission rate for receiving faxes. This field depends upon the capabilities of the modem.


Volume Control

Using the  to select the appropriate volume level.

New Message Indicator

The New Message indicator displays how many new messages you have in your New Messages voice log.

To hear your New Message(s), move the  over the New Message indicator and click on it. The New Message indicator illuminates.

Choose the  to hear your new voice message(s).


See Also:

[The Call Center](#)
[The Voice Logs](#)

Old Message Indicator

The Old Message indicator displays how many previously listened messages you have in your Old Messages voice log.

To listen to voice message(s) again, move the  over the Old Message indicator and click on it. The Old Message indicator illuminates.


Choose the  to hear your previously listened to voice message(s) again.


See Also:

[The Call Center](#)
[The Voice Logs](#)

New Fax Indicator

The New Fax indicator displays how many new faxes you have in your New Faxes log.

To view faxes, move the  over the New faxes indicator and click on it. The New Faxes indicator illuminates.

Choose the  to view the new fax in the FaxWorks Viewer.


See Also:


[The Call Center](#)

[The Fax Logs](#)

Old Fax Indicator

The Old Fax indicator displays how many previously viewed faxes you have in your Viewed Faxes log.

To view previously viewed faxes again, move the  over the Old Faxes indicator and click on it. The Old Faxes indicator illuminates.


Choose the  to view the previously viewed fax in the FaxWorks Viewer.

See Also:

[The Call Center](#)
[The Fax Logs](#)

Memory Dial/Phonebook Information

Memory Dial/Phonebook information appears in this part of the display when you:

1. Move the  over a memory dial that you have assigned a name, voice number, and company name.
2. Select an entry from a phonebook that you want to dial.

See Also:

[The Call Center](#)

[Creating Memory Dial Entries: Overview](#)

Clear

Choose this button to remove the dial information from the keypad display.

List

Choose this button to access the Phonebook dialog box where you can do the following:

- Create, change, or delete memory dial entries.
- Create, change, or delete phonebook entries and phonebooks.

See Also:

[The Phonebook Dialog Box](#)

Keypad

Choose this button to toggle the numeric keypad feature, so that you can manually dial phone numbers.

Call Center Numeric Keypad Display

This window displays the numbers you selected using the Keypad in the Call Center or your computer's numeric keys.

Memory Dial

Choose this button to access the Memory Dial dialog box to create a memory dial entry that does not exist in any FaxWorks phonebook.

Note: Choose the Add button if you want to add the memory dial entry to your FaxWorks Phonebook.

See Also:

[Creating Memory Dial Entries](#)

Assign Memory

Choose this button to access the Assign Memory Dial dialog box to add the currently displayed phonebook entry to a memory dial tab.

See Also:

[Creating Memory Dial Entries from Existing Phonebook Entries](#)

Advanced

Choose this button to enable and setup the Silence Deletion feature.

See Also:

[Advanced Voice Setup](#)

Advanced Voice Setup

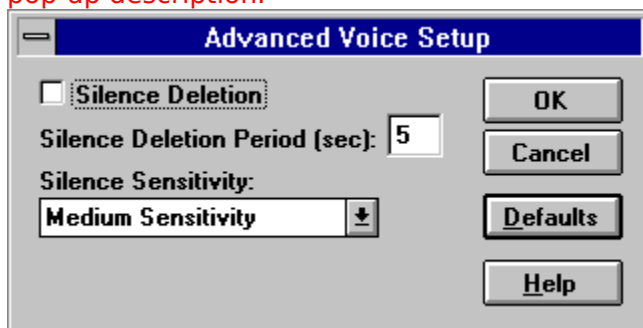
Select this option to enable FaxWorks to detect extended periods of silence (pauses) in voice messages. FaxWorks "listens" as the caller leaves the voice message and if FaxWorks detects silence for the specified number of seconds, FaxWorks stops recording the message.

This option saves disk space on your computer by enabling FaxWorks to stop recording when silence is detected.

Accessing the Advanced Setup Dialog Box

Choose the Advanced button from the Voice Setup dialog box. The Advanced Voice Setup dialog box appears

Click on any button or field to display a pop-up description. Click again to remove the pop-up description.



1. Select the Silence Deletion option and enter the number of seconds you want FaxWorks to wait before it stops the recording, hangs-up, and resets the modem.
2. Select from the Silence Sensitivity drop-down list box the way you want FaxWorks to interpret background noise when a caller records a voice message. The higher the sensitivity, the more FaxWorks ignores background noise and interprets it as silence.

For example, you might want to use a lower settings for people who speak softly; otherwise, FaxWorks might interpret their message as silence, hang-up, and reset the modem.

3. When done, choose the OK button.

Note: Choose the Defaults button to reset all settings in the Advanced Voice Setup to their original settings.

Related Topics:

[Setting Up Voice Message Playback](#)

Silence DeletionPeriod (sec)

Enter in this field the number of seconds you want FaxWorks to wait before it stops the recording, hangs-up and resets the modem.

Silence Sensitivity

Select from the drop-down list box how you want FaxWorks to interpret background noise when leaving a message. The higher the sensitivity, the more FaxWorks ignores background noise and interprets it as silence.

For example, if you might want to use a lower settings for those people that speak lightly, otherwise, FaxWorks might not recognize their message, and interpret it as silence, hang-up and reset the modem.

Defaults

Choose this button to reset all settings in the Advanced Voice Setup to their original settings.

Silence Deletion

Select this option to enable FaxWorks to detect extended periods of silence (pauses) in voice messages. FaxWorks "listens" as the caller leaves the voice message and if Faxworks detects silence for the specified number of seconds, FaxWorks stops recording the message.

This option saves disk space on your computer by enabling FaxWorks to stop recording, when silence is detected, that would otherwise take up disk space as part of the message.

Music on Hold Setup

You can setup FaxWorks to play any .WAV or .MID file(s) while the caller is on hold. FaxWorks continuously replays the file(s) in the order you selected them.

Note: You can select FaxWorks to play any combination (999 files) of WAV and MIDI files.

1. Select the WAV or MIDI files you want callers to hear and choose the Add button. The file appears in the Playlist group.
2. If you want to remove a file from the Playlist, select the file and choose the Remove button. The file is removed from the playlist.
3. Select the Music on Hold check box to enable the feature.
4. When done, choose the OK button.

See Also:

[Setting Up Voice Message Playback](#)

Modems that Support Both Protocols

If the modem supports both Class 1 and Class 2 protocols, the FaxWorks MD message box appears.

Select either the Class 1 or Class 2 radio button from the FaxWorks MD message box.

If you are not sure which radio button to choose, accept the default, Class 1.

Dial

Choose this button to instruct FaxWorks to dial the number in the Call Center Numeric Keypad display.

Power


Choose this button to close the Call Center and exit FaxWorks.

Creating Memory Dial Entries

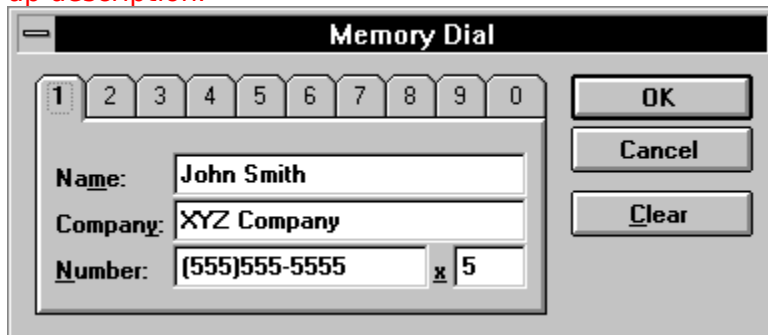
You can assign 10 voice numbers to a Memory Dial button for those people you plan to call most often. To place a call, simply choose the appropriate Memory button from the Call Center.

Note: Use this option if you want to create an entry for the purpose of placing voice calls only.

Note: The Memory Dial/Phonebook information appears in the Call Center display window display when you:

- Move the  over a memory dial that you have assigned a name, voice number, and company name.
1. Choose the List button from the Call Center. The Phonebook dialog box appears.
 2. Choose the Memory Dial button. The Memory Dial dialog box appears.

Click on any button or field to display a pop-up description. Click again to remove the pop-up description.



2. Select a numbered tab.
3. Enter the appropriate Memory Dial information.
4. Choose the OK button from the Memory Dial dialog box. The entry is added to the Memory Dial dialog box.
5. Choose the OK button from the Phonebook dialog box to return to the Call Center.

Related Topic:


[Creating Memory Dial Entries from Existing Phonebook Entries](#)

Creating Memory Dial Entries from Existing Phonebook Entries

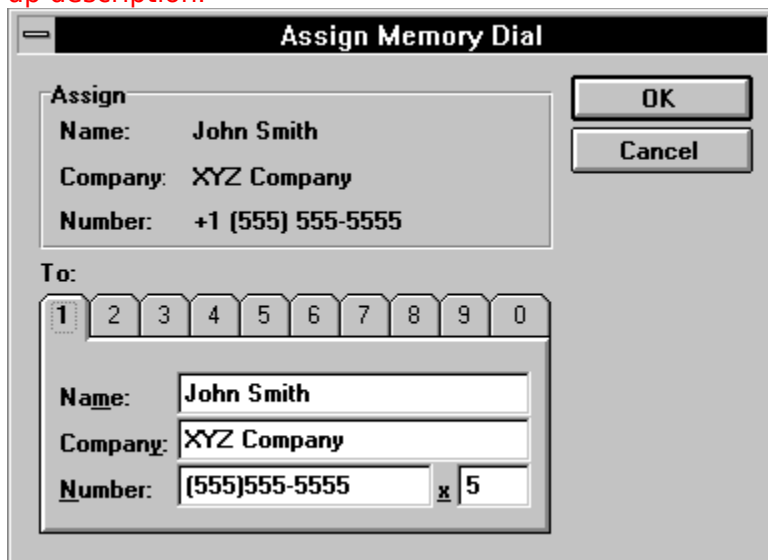
You can assign 10 voice numbers to a Memory Dial button for those people you plan to call most often. To place a call, simply choose the appropriate Memory button from the Call Center.

Note: Use this option if you want to create an entry for both placing calls and sending faxes.

Note: The Memory Dial/Phonebook information appears in the Call Center display window display when you:

- Move the  over a memory dial that you have assigned a name, voice number, and company name.
 - Select an entry from a phonebook that you want to dial.
1. Choose the List button from the Call Center. The Phonebook dialog box appears.
 2. Select an entry from a phonebook.
 3. Choose the Assign Memory Dial button. The Assign Memory Dial dialog box appears.

Click on any button or field to display a pop-up description. Click again to remove the pop-up description.



The screenshot shows the 'Assign Memory Dial' dialog box. It has a title bar with the text 'Assign Memory Dial'. Inside, there is an 'Assign' section with three fields: 'Name: John Smith', 'Company: XYZ Company', and 'Number: +1 (555) 555-5555'. To the right of these fields are 'OK' and 'Cancel' buttons. Below the 'Assign' section is a 'To:' section. It features a numeric keypad with buttons for digits 1 through 0. Below the keypad is a list of entries. The first entry is selected and expanded, showing 'Name: John Smith', 'Company: XYZ Company', and 'Number: (555)555-5555 x 5'.

4. Select a numbered tab.
5. Choose the OK button from the Assign Memory Dial dialog box. The entry is added to the Memory Dial dialog box.
6. Choose the OK button from the Phonebook dialog box to return to the Call Center.

Related Topics:

[Creating Memory Dial Entries](#)

Creating Memory Dial Entries: Overview

You can assign a total of 10 voice numbers to a Memory Dial button for those people you plan to call most often. To place a call, simply choose the appropriate Memory button from the Call Center.

There are many ways to create Memory Dial entries. Select the appropriate method from the Related Topic list below for more information.

Related Topics:

[Creating Memory Dial Entries from Existing Phonebook Entries](#)

[Creating Memory Dial Entries](#)

Assign Memory Information

Use this area to view the phonebook information before assigning it to a number tab.

The Smarticon Feature

The Smarticon is a small dialog box that appears in the lower right-hand corner of your screen when you double-click on the title bar of the Call Center.

Use the Smarticon if you do not need the functionality of the Call Center, but still want to view and access the most commonly used features and options.

The Smarticon displays the number of new faxes and voice messages that you have received.

The Smarticon also enables you to do the following:

- View how many new faxes or voice messages you have received.
- Disable\Enable the telephone answering system and fax capabilities.
- Hang-up the current incoming call and reset the modem.
- Toggle between using the speakerphone or a handset. (Speakerphone version)
- Change the volume of the speakerphone. (Speakerphone version)

Using The Smarticon

Double-click on the title bar of the Call Center. The Smart icon appears in the lower right-hand corner of the screen.

Note: *The Speakerphone version of the Smarticon is displayed.*

Click on any button or field to display a pop-up description. Click again to remove the pop-up description.



Maximize/Minimize The Call Center

Choose the appropriate arrow button to maximize or minimize the Call Center display.

Modem Status Display

The Modem Status Display indicates the current status or activities the modem is currently performing, such as waiting for a call or fax, sending or receiving a fax, or errors which may occur in the process.

Smarticon Display

The Smarticon Display informs you of how many new voice messages/faxes you have.

Auto Answer

Choose this button to enable/disable FaxWorks to answer calls as well as send and receive faxes.

Note: If you do not want FaxWorks to answer the phone, disable this option

Record

Choose this button to enable/disable the Record Current Call feature. The recorded call is placed in the Recorded Calls log.

Access the Fax and Voice logs and choose the Recorded Calls tab to hear the saved conversation.

Speaker

Choose this button to toggle between using the built- speakerphone and a handset as a means of communicating.

HangUp

Choose this button to reset the modem and phone line.

Volume Control/ Send Fax Status

The function of this bar differs depending on which version, (speakerphone or non-speakerphone) you have.

If...

Speakerphone version

Non-speakerphone version

Then...

Use the bar to adjust the volume of the speakerphone.

Use this bar to view the status (completion) of fax that is currently being sent.

Music on Hold

Choose this button if you want to setup the Music on Hold feature. This feature enables you to play .WAV or .MID files while callers are on hold.

Related Topic:

[Music on Hold Setup](#)

See Also:

[Setting Up Voice Message Playback](#)

Hold

Choose this button to toggle the Hold feature on or off.

Use this option in conjunction with the Music on Hold feature if you want the caller to hear music or company advertisements instead of nothing at all while on hold.

Mute

Choose this button to toggle the Mute feature on or off.

Use the Mute feature if you want to talk to someone else without the caller hearing your voice.

See Also:

[Music on Hold Setup](#)

Flash

Choose this button to switch between lines without losing the original connection.

Use the Flash option if you have call waiting or want to place a conference call.

New Fax Button

Choose this button to view new faxes in the FaxWorks Viewer.

Glossary of Terms

Aliasing

Antialiasing

Assemble

Banner

Class 1

Class 2

CTS

Dialing Prefix

Exit String

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Modem

Quick Fax

Quick Mailbox

Station ID

Aliasing

A visual effect that occurs when bit-mapped images are created. When displayed on the computer screen, the images appear with jagged or staircased edges.

Antialiasing

A technique that visually reduces the jagged effect on bit-mapped images by inserting varying shades of gray pixels on all sharp edges or corners of the image.

Assemble

To collect fax files or valid TIF, PCX, or DCX files and merge them into the currently displayed fax.

Banner

Information such as your name, fax number, company, time, and date that is printed at the top of each fax page.

Class 1

A category of fax modems that relies on the computer's communications software for basic communication instructions. The computer communicates directly with the remote fax device and controls the remote link.

Class 2

A category of fax modems that performs all communication with the remote fax device. The computer communicates only with the Class 2 modem. The modem controls the remote link.

CTS

A hardware method of Flow Control that uses an electrical signal to indicate preparedness to accept data.

Dialing Prefix

A prefix number you must dial to get an outside line.

Exit String

A command, or group of commands, sent to reset most class 1 modems to the default or user-defined settings when FaxWorks is closed.

Flow Control

A method for regulating the flow of information between two modems. Modems use the following methods of flow control:

- Xon/Xoff - Sends an ASCII code to pause an incoming transmission if the receiving modem needs more time to process the information. Another ASCII code is sent to resume the transmission.
- CTS - A hardware method of Flow Control that uses an electrical signal to indicate preparedness to accept data.

Gray Scale

Enhances the displayed image through antialiasing.

Initialization String

Sets special settings for unique modems.

You might need to enter a value in this field if you are using a Class 1 modem.

MiniView

A miniature picture of a fax or cover sheet displayed in a dialog box.

Modem

An acronym for MOdulator/DEModulator. A modem is a device that allows computers to communicate with each other over transmission lines.

Quick Fax

A fax consisting of a cover sheet with a note that you create within FaxWorks.

Quick Mailbox

A mailbox that is accessed by pressing the corresponding mailbox number, numbered 1 through 5, from the Main Greeting message.

Station ID

Identifies the device that is sending the fax. If you enter a Station ID on the FaxWorks Fax Setup dialog box, FaxWorks transmits this ID when it sends a fax.

If a fax device transmits a Station ID, FaxWorks reads and displays the ID.

Packard Bell UI2-R 12/19/94

