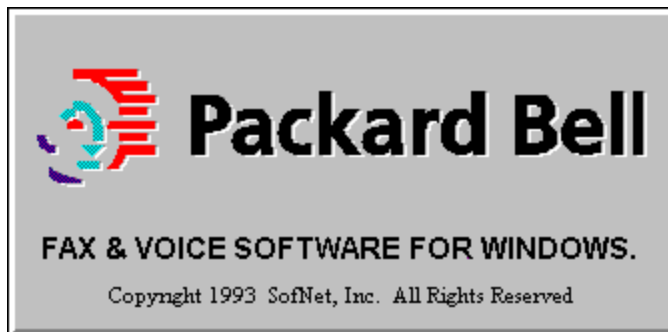


FaxWorks 3.0 with Voice

User's Guide

By SofNet, Inc.



Technical Assistance:

For technical assistance for this software package, please contact Packard Bell.

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Introduction

Congratulations! You are the owner of the FaxWorks 3.0 with Voice software, that was customized to work with your new Packard Bell 486 computer.

This software represents a new generation in the way we talk and communicate with each other. You now have the power of a 486 computer, with the features of both a fax and answering machine, in one package.

You are already familiar with the benefits of your new Packard Bell 486 computer, but you might not be aware of the power it has to make your life a lot easier. FaxWorks enables you the ability to communicate, via voice messages or fax documents in ways that you never thought possible.

Like an answering machine, your Packard Bell computer can receive and store incoming messages. If you are away from your home or office, you can remotely access your computer and listen to your voice messages. You can even have your computer page you for those very important messages that you cannot afford to miss.

If you want to leave a voice message for someone, you can do so by assigning it a 4 digit code. When someone calls you they need only to enter the 4 digit code for that voice message and listen to it.

Like a fax machine, your Packard Bell computer can send faxes from any Windows application and receive faxes as well. 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 what the status of the fax is. The Voice logs allow you to playback messages and displays information about the voice message, such as when the message was made as well as the duration of it.

1. Getting Started

Displaying Online Help

If you need help with FaxWorks , choose the Help button in a dialog box or use the commands on the Help menu. Online Help contains detailed information and procedures that can help guide you through the task at hand.

Setting Up FaxWorks 3.0 with Voice

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 Mailbox 1 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.

Note: If you leave this field blank, the default name for your first mailbox will be Mailbox 1.

11. The Mailbox 1 Password dialog box appears.

Regardless if 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.

Note: You must enter a 4 digit password.

12. As part of the Setup program, a series of diagnostics is done which checks and configures FaxWorks to work properly with your modem.

Note: As the diagnostic program checks your phone line, you will hear a dial tone coming through your fax modem. Do not be alarmed if you hear the dial tone for an extended period of time. When the line test is done, the modem diagnostic program will automatically disconnect the phone line.

If..

the fax modem diagnostic program was not successful

Then...

the FaxWorks Registration dialog box appears. Make sure to connect the fax and phone lines securely in the jacks.

Choose the Retry button.

If..

the fax modem diagnostic program was successful

Then...

the FaxWorks Registration dialog box appears. Proceed to step 13 to continue.

13. When the modem diagnostics are done, The FaxWorks Registration dialog box appears.

Choose the Register Now button to continue.

If..

the registration is successful

Then...

proceed to step 14.

If..

you are unable or choose not to register electronically.

Then...

complete and mail in the registration card that is in the FaxWorks box.

Proceed to step 14.

14. 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 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.

Choose the OK button to continue.

15. Congratulations, you have successfully setup FaxWorks 3.0 with Voice.

Note: There are two ways for you to make changes to the settings you defined in this initial Setup program:

1. Choose the *Quick Setup* icon to run the Setup program again. Make the necessary changes to any setting.
2. Access the *Fax Setup* dialog box.

The FaxWorks Group

The FaxWorks has the following icons:

Icon

Description

Choose this icon to start the Call Center part of the FaxWorks program.

Icon

Description

Choose this icon if are having difficulty with the modem

Icon

Description

Choose this icon to order FaxWorks PRO. FaxWorks PRO offers other features including OCR and Scanner capabilities, CoverSheet Creator and more.

Icon

Description

Choose this icon if you were unable to register FaxWorks during the initial setup.

Icon

Description

Choose this icon if you want to make changes to the default settings you defined during the initial setup.

Icon

Description

Choose this icon to access the FaxWorks online help system.

2. Setting Up and Using the Voice Features

Displaying Online Help

If you need help with FaxWorks, choose the Help button in a dialog box or use the commands on the Help menu. Online Help contains detailed information and procedures that can help guide you through the task at hand.

Voice Features: Overview

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

There are two ways you can setup and use FaxWorks.

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

Regardless of how you setup 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.

Using a touch-tone phone you can 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.

Using FaxWorks as a Single Mailbox System

FaxWorks comes ready to use, as a single mailbox system immediately after setting it up. A single mailbox system consists of the following:

- * one mailbox
- * a generic greeting
- * all the necessary voice message prompts and instructions

Note: If you want to create new mailboxes or change the setting for the current mailbox.

When you start the FaxWorks program the Call Center dialog box appears. Use the Call Center to manage and access all FaxWorks options and features.

Checking for New Messages and Faxes

(Single Mailbox User System)

When you start the FaxWorks program, the Call Center display 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.

Using FaxWorks as a Multi-Mailbox System

If FaxWorks is setup as a multi-mailbox system, the Login dialog box appears when you start the FaxWorks program.

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

- * FaxWorks creates an Administrator.
- * A new Main greeting is created.
 - * The Login dialog box automatically appears when you receive new faxes or voice messages.
- * The Login dialog box appears when you start the FaxWorks program. Your *original mailbox* as well as the *new mailbox* you created appear in the Login dialog box.

Note: The Administrator selection is not a user mailbox and has no default password assigned to it. However, if you have a multi-mailbox system, then you might want to assign the Administrator a password of up to 10 alphanumeric characters for added security.

Note: You can change the name and the settings of the default mailbox user, Mailbox 1 to any at any time.

You might want to personalize the greeting message as well as setup your notification preferences for when you are away from your home or office.

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

Checking for New Messages and Faxes

(Multi-Mailbox User System)

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

Choose your Mailbox selection to access the Call Center display. 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.

Mailbox Graphic

Description

You have new voice messages in your New Messages log.

Mailbox Graphic

Description

You have both new voice messages and new faxes in there respective logs.

Mailbox Graphic

Description

You do not have any new voice messages or new faxes.

Getting Started - The Call Center Display

The Call Center display 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 setup as a single mailbox system

Then...

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

If...

you are setup as a multi-mailbox system

Then...




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

Note: Choose the Help button to get information about the fields, buttons and options that are available from the Fax Setup dialog box.

Note: The New and Old fax display indicators, as well as the View New and

Old buttons will only appear if you have faxes in your logs.

The Call Center display allows you to quickly 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.

Choose the  button, located in the upper left corner of the Call Center display. A menu drops down. Select the Minimized menu item to remove the Call Center display from the screen, allowing you to access another Windows application. The Call Center icon  will appear at the bottom of the screen enabling FaxWorks 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 Options dialog box.

Accessing the Options Dialog Box

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

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

If...

you are setup as a single mailbox system

Then...

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

If...

you are setup as a multi-mailbox system

Then...access the Login dialog box and choose the your Mailbox.

***Note:** If you want to Create or Delete a Mailbox, you must login choose the Administrator mailbox. login in as your own mailbox. The Call Center display appears. Choose the Options button. The Options dialog box appears. The Options dialog box appears.*

***Note:** Choose the F1 key to get information about buttons that are available from the Options dialog box.*

Reserved Numbers and Characters

The following are reserved numbers and characters for accessing voice features and

options for FaxWorks.

Reserved Number

1 - 5

Function

Quick mailbox access.

Reserved Number

6000-6999

Function

Personal mailbox ID number.

Reserved Number

7000-7999

Function

Private message retrieval ID number.

Reserved Number

8000-8999

Function

Private document retrieval ID number.

Reserved Character

*

Function

To access the Mailbox and FaxWorks options.

Reserved Character

#

Function

To move the caller back one level in the system.

Creating and Changing Mailbox Users

You can create new mailboxes or change the settings of an existing mailbox at any time by accessing the Mailbox Setup dialog box.

Accessing the Mailbox Setup Dialog box

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

Note: Choose the Help button to get information about the fields, buttons and options that are available from the Fax Setup dialog box.

To...

create a new user

Then...

choose the New Button. The New dialog box appears.

To...

change the settings of an existing mailbox user

Then...

choose the Change Button. The Change dialog box appears.

1. Enter the information in the appropriate fields.

Note: Choose the Help button to get information about the fields, buttons and options that are available from the Mailbox Setup dialog box.

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

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: **555555002004010**.

555555 indicating that FaxWorks is calling your digital pager.

002 represents the number of voice messages you have in the New Messages log.

004 represents the total number of New faxes you have in the New fax log

010 represents the total number of pages in the new faxes.

Note: Regardless of which check box you exclusively select, the digital display will always indicate all information regarding the number of new faxes or voice messages you receive.

However, notification is based upon which checkbox you exclusively selected.

3. Have the actual fax forwarded to another fax device.

Defining and Changing Notification Settings

1. Access the Options dialog box and choose the button. The Mailbox Setup dialog box appears. Choose the Notification button.
2. Choose the Notification button. The Notification dialog box appears.
3. Enter the information in the appropriate fields. Refer to the table below for an explanation of the fields.

Note: Choose the *Help* button to get information about the fields, buttons and options that are available from the *Notification* dialog box.

Personal and Main Greeting Setup

If you are setup as a single mailbox system, then there is only one generic message that serves as both your mailbox and main greeting message.

Note: If you record a new greeting message and you later decide that you want to use the original, professionally recorded greeting message then:

Access the *GREETING* subdirectory under the *FAXWORKS* directory. (The default path is: **C:\FAXWORKS\GREETING**)

Delete the **GRT001.VMF** file from the your computer.

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

Changing the Your Mailbox Greeting

You can change your Main greeting if you are setup as a single mailbox system, or your Personal greeting if you are setup as a multi-mailbox system) by accessing the Call Center display. Choose the button. The Greeting for the Mailbox user appears.

1. Choose the Record button, pick up the handset and record your new message. (You might want to write down and practice your greeting message before recording it).
2. Choose the Stop button when done.
3. The FaxWorks dialog box appears.

Creating and Changing Multi-Mailbox Greetings

When 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. All new subsequent mailboxes will have the same generic *Personal*

- mailbox message.*
- Note:** *To hear the default Main message, access the Greetings dialog box and select the Main Greeting selection and choose the Play button.*
- Note:** *To hear the complete Personal greeting message you must dial in and access your mailbox.*

Creating or Changing the Main and your Personal Mailbox Greeting Message

Access the Options 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 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.*

1. You might want to write down and practice your greeting message before recording it.
2. Choose the Record button, pick up the handset and record your new message. (You might want to write down and practice your greeting message before recording it).
3. Choose the Stop button when done.
4. The FaxWorks dialog box appears.

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.

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.

Sample Main Greeting Message

You might want to setup all mailboxes before creating the main greeting, including the Quick Mailboxes.

Callers can easily access one of five "Quick Mailboxes" (a mailbox that is easily accessible off the main greeting) by pressing the corresponding mailbox ID number,

numbered 1 through 5 off the Main Greeting message.
For example, you might want to setup Sales as a "quick mailbox".

***Note:** Make sure to assign a number, 1 through 5 for the quick mailbox you want people to have quick and easy access. Otherwise, callers must already know their party's mailbox number.*

The following is a sample of a main greetings which includes 5 Quick Mailboxes.
Thank you for calling [your company name]. If you know 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 to receive a Fax on Demand Document press 9

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

Deleting Mailbox Users

Access the Options 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 from the computer.

***Note:** FaxWorks does not delete the Fax on Demand Documents or Message Retrieval voice messages that the person might have created.*

Setting Up Voice Message

Select the way you want to playback all voice setup 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.

Accessing the Mailbox Setup Dialog box

Access the Options dialog box and choose the button. The Voice Setup dialog box appears.

***Note:** Choose the Help button to get information about the fields, buttons and options that are available from the Voice Setup dialog box.*

1. Select the appropriate radio buttons that correspond to the way you want to playback your voice features and voice messages.
2. Enter the maximum number of seconds that you want to limit all system wide recorded voice descriptions or messages.
For example, if you accept the default setting of 30 seconds, then all Fax on Demand voice descriptions, Message Retrieval voice messages or greetings cannot exceed 30 seconds.

Note: You set a limit for incoming voice messages to a predetermined number of seconds when you created the new mailbox.

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's 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 without overwhelming the doctor or receptionists.

Setting Up the Message Retrieval Feature

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

Creating and Changing Message Retrieval Voice Messages

To...

create a new Message Retrieval voice message

Then...

choose the New button. The New dialog box appears.

To...

change an existing Message Retrieval voice message

Then...

choose the Change button. The Change dialog box appears.

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

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

1. Enter a 4 digit number between 7000 and 7999 in the Number field.
2. Enter any 4 digit number password in the Password field.
3. 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.

4. 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 receiver and start recording your message after you hear the tone.
 - * Choose the Stop button when you are done recording the message.
 - * Choose the Play button to playback the 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.

Note: If you are trying to record or playback a message and the FaxWorks Warning dialog box appears, replace the handset and choose the Play button again. You must wait a few seconds and pick up the handset only after the FaxWorks dialog box appears indicating that you can pickup the handset.

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 Fax On Demand Feature

The Fax on Demand feature allows callers to retrieve up to 10 Fax on Demand documents, such 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 or documents forwarded to another fax device.

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

Setting Up the Fax On Demand Feature

Access the Options dialog box and choose the More button. The Fax on demand dialog box appears.

Note: Choose the Help button to get information about the fields, buttons and options that are available from the Fax on Demand dialog box.

Creating and Changing Fax on Demand Documents

To...

create a new Fax on Demand document

Then...

choose the Add button. The New dialog box appears.

To...

change an existing Fax on Demand document

Then...

choose the Change button. The Change dialog box appears.

1.

If...

you know the path of the Fax on Demand document

Then...

enter it in the File Name field.

Proceed to step 2.

If...

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

Then...

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. The Fax on Demand dialog box appears.

3. Select or highlight the Fax on Demand document from the Fax On Demand dialog box and record a brief voice description of it.

You must record a voice description.

Note: of a Fax on Demand document for it to be listed as an available document for callers to retrieve it.

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

- * Choose the Record button to record your message. Pick up the phone receiver and start recording your message after you hear the tone.

- * Choose the Stop button when you are done recording your message.
- * Choose the Play button to playback your message.

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

4. Choose the Close button. The voice description is associated with the selected Fax On Demand Document.

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 on Demand document

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.
forward the Fax on Demand document or documents to another fax device.

If...

the caller wants another Fax on Demand Document

Then...

the caller press option 2, to receive another Fax on Demand document

The Document Retrieval Feature

The Document Retrieval feature allows callers to call your computer and retrieve password protected fax documents.

Use the Document Retrieval feature, for example, if you want only your accountant to retrieve a document that you do not want other people to access. 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.
3. There are no voice descriptions for these Document Retrieval faxes.

Setting Up the Document Retrieval Feature

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

Note: Choose the Help button to get information about the fields, buttons and options that are available from the Document Retrieval dialog box.

Creating and Changing Document Retrieval Fax Documents

To...

create a new Document Retrieval fax

Then...

choose the New button. The New dialog box appears.

To...

change an existing Document Retrieval fax

Then...

choose the Change button. The Change dialog box appears.

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

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

If...

you know the path of the Document Retrieval fax

Then...

enter it in the File Name field.

If...

you do not know the path of the Document Retrieval fax.

Then...

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.

3. Enter a brief description of the document. The description makes it easy for *you* to identify the contents of the document without reading the entire document.

Note: Use the MiniView and Gray Scale features to view the document. Choose the Next and Previous buttons to scroll through the Fax on Demand document.

4. Choose the OK button to continue. The document is added into the Document Retrieval list.
5. Repeat steps 1 through 5 to add more documents to the Document Retrieval list.

Caller Access for Document Retrieval Faxes

Callers retrieve Document Retrieval faxes 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

Then...

press option 2, to receive another Document Retrieval fax.

If...

the caller does not want another Document Retrieval fax

Then...

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

forward the Document Retrieval fax to another fax device.

The Private Fax On Demand

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 the owner's personal password to access these documents.

Creating Private Fax On Demand Documents

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

Note: Choose the Help button to get information about the fields, buttons and options that are available from the Private Fax on Demand dialog box.

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 wants another Private Fax On Demand document

Then...

press option 2, to receive another Private Fax On Demand document.

If...

the caller does not want another Private Fax On Demand document

Then...

the caller can receive the Private Fax On Demand document immediately on the same line, if they are calling from a fax machine.

forward the Private Fax On Demand document to another fax device.

Other Voice Features

Forwarding Voice Messages and Faxes

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

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.

Change Admin Password

In a multi-mailbox system the Administrator has access to all mailboxes. The *Administrator* might want to change the password periodically, for security reasons, to avoid other users from accessing other peoples mailboxes.

1. Access the Option dialog box and choose the Mailbox Setup button.
2. Choose the Admin Password button. The Change Password dialog box appears

Note: The Administrator's password can be up to 10 alphanumeric characters long.

3. Enter the old password in the Old Password field.
 4. Enter the new password in the New Password field
 5. Enter the new password again in the Verify field.
 6. Choose the OK button to continue.
- The Administrator's password is changed.

Leaving a Voice Memo for the Current Mailbox Owner

Access the Call Center display

1. Choose the button and record your message.
2. Choose the stop button when you are done recording your message.

Leaving a Voice Memo for Other Mailbox Owners

If you have a multi-mailbox system, you can leave a voice message for any mailbox in the system without accessing their mailbox.

Choose the Call Center Command button - and select the Voice Memo menu item. The Voice Memo dialog box appears.

* Choose the mailbox that you want to leave a message.

* Choose the Record button to record your message. Pick up the phone receiver and start recording your message after you hear the tone.

* Choose the Stop button when you are done recording your message.

When you choose the stop button, the FaxWorks question box appears.

Running FaxWorks Minimized

If you run FaxWorks minimized you can quickly access two important features:

1. The Call Center.
2. Quickly access the Manual Receive feature to receive a fax manually.

Running Call Center Minimized

If you run Call Center minimized you will be able to receive voice messages and faxes while you are in other Windows applications.

The Call Center Command Button

The following table describes the features and options that are available to you when you select the Call Center Command button - .

Select...

Dial Phone

To...

send the message to the selected mailbox user.

Select...

Call Center

To...

access the Call Center Display.

Select...

Voice Memo

To...

leave a voice memo for the current mailbox owner.

Select...

Open Mailbox

To...

access other mailbox.

Select...

Open Logs

To...

access the voice and fax logs.

Select...

Quick Fax

To...

send a one page fax with a note on it.

Select...

Manual Receive

To...

receive a fax manually if your voice and fax lines share the same number.

Select...

About

To...

view information about this version of FaxWorks 3.0 with Voice.

The FaxWorks Dialer Feature

Use the FaxWorks Dialer 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 FaxWorks Dialer dialog box appears.

Note: Choose the Help button to get information about the fields, buttons and options that are available from the FaxWorks Dialer dialog box.

Adding Phonebook Entries

You can add new phonebook entries to existing phonebooks from the FaxWorks Dialer dialog box.

1. Choose the Add button. The Phonebook dialog box appears.
2. Complete the Phonebook Entry information. Make sure to include both the voice and fax numbers.
3. Choose the Add button to add the phonebook entry to the current phonebook.

Changing Existing Phonebook Entry Information

1. Select a phonebook entry that you want to change.
2. Choose the Change button. The Change dialog box appears.
3. Change the information you want. When done, choose the Change button.
The phonebook entry information is changed in the current phonebook.

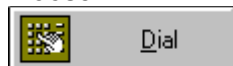
The following table describes the buttons The FaxWorks Dialer uses:

Choose...

To...

Close the FaxWorks Dialer and return you to the previous screen.

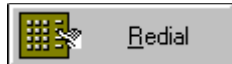
Choose...



To...

Manually dial a number.

Choose...



To...

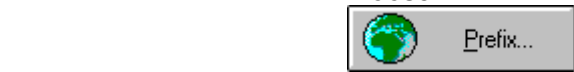
Dial the last voice number again.

Choose...



Reset the phone line.

Choose...



Redefine the current local, long distance and international prefixes as well as the current and country code.

Choose...



Quickly dial the most commonly voice numbers.

Creating Memory Dial Numbers

Choose the Memory Dial button. The Memory Dial dialog box appears.

1. Select a numbered tab.
2. Enter or choose a phonebook entry.
3. Choose the OK button. The current phonebook is added to the selected numbered tab

Note: Move the mouse pointer over the Memory Dial buttons to see which phonebook entry is assigned to it.

3. Remote Mailbox Access Features

Remote Access Overview

FaxWorks allows mailbox owner's to remotely access their mailbox from any touch-tone phone and perform the following by selecting the corresponding numbered option from the Mailbox menu:

Select Option 1 to...

Listen to new voice messages.

Select Option 2 to...

Listen to messages that you have saved.

Select Option 3 to...

Access Mailbox Options

Select Option 3 to...

Access FaxWorks Options

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

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

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 in to the system.

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 to another mailbox user.

Note: By remotely calling into your mailbox you will hear, through your receiver 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.

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

Option Number

1

Option

Delete current message

Select this Option to...

permanently remove the current voice message from your computer.

Option Number

2

Option

Save current message

Select this Option to...

save the current voice message.

Option Number

3

Option

Review current message
Select this Option to...
replay the last message.

Option Number

4

Option

Forward current message

Select this Option to...

forward the current message to another mailbox user.

*Note: You can only forward messages to other mailbox users.
When prompted, enter the mailbox number that you want to forward the message.*

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.

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 along with a description of each feature available from the mailbox option main menu.

Option Number

1

Option

Record a new Greeting

Select this Option to...

change your current personal greeting.

Option Number

2

Option

Change password

Select this Option to...

change your current mailbox password.

Option Number

3

Option

Toll saver options

Select this Option to...

enable/disable the toll saver feature.

Option Number

4

Option

Leave message

Select this Option to...

create a voice message and assign a password to it so that designated callers can access the message.

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 you have after you record your new message and press the # key.

Option Number

1

Option

Review the message.

Select this Option to...

FaxWorks replays the new message you just recorded.

Option Number

2

Option

Save the new message as the current greeting.

Select this Option to...

FaxWorks saves the new greeting over the previous greeting message.

Option Number

3

Option

Change or re-record a new message.

Select this Option to...

Discards the newest recording, and allows you to record another message

Option Number

4

Option

Discard any changes made to the original greeting.

Select this Option to...

FaxWorks discards any new messages you recorded and leaves the last saved recorded message unchanged.

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.
3. FaxWorks prompts you to confirm the new password by entering it again.

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.

Toll Saver Options

You will be able to *hear* 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...

then the modem will ring two times the setting defined in the Fax Setup dialog box, Receive Group, Rings Until Answer field.

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.

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.

Use the *Entry* number if you want to retrieve a fax from the specific fax log.

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

Option Number

1

Option

New Faxes

Select this Option to...

have FaxWorks tell you that you have received new faxes in your fax log.

Option Number

2

Option

Viewed faxes

Select this Option to...

have FaxWorks tell you that you have previously viewed faxes in your fax log.

Option Number

3

Option

Receive a copy of the Fax Log

Select this Option to...

receive a fax report containing all fax 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 *Entry ID number* corresponding to a fax in the log.

Use this *Entry ID number* to remotely retrieve the fax or faxes you want.

Option Number

4

Option

Retrieve a Fax Log Entry

Select this Option to...

receive the specific fax event from the selected fax log.

Option Number

5

Option

Fax Forward Options

Select this Option to...

enable, disable or change the fax forward number if the current forwarding number is incorrect.

Option Number

6

Option

List Private Fax On Demand that are available

Select this Option to...

retrieve a Private Fax on Demand fax document from a mailbox.

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.

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.

Receive a copy of the Fax Log

Use this feature to receive faxes, remotely from any fax log, including the New, Viewed, Scheduled and Concluded fax logs to you on the current line, if you are calling from a fax machine or forwarded to another fax device.

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

1. 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 now:

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.

Choose...

key

To...

cancel this operation.

Retrieve a Fax Log Entry

If you do not already have a copy of *the Fax Log report* from the fax log that you want to receive the fax from, then you might want to receive a copy of it so that you can retrieve the specific fax you want.

You receive a fax by selecting the appropriate fax log and then entering 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 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 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 the fax or faxes.

Choose...

2

To...

receive other faxes

Choose...

3

To...

cancel the current selection.

Choose...

key

To...

cancel this operation.

Once you selected a fax you can do the following:

If...

you want to make another selection

Then...

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

If...

you do not want another fax

Then...

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.

Fax Forward Options

You can remotely enable the fax forwarding feature if you are away form 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 including the area code.

Choose...

3

To...

enable the fax forwarding feature.

Choose...

4

To...

disable the fax forwarding feature.

4. Sending and Receiving Faxes

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:
 - From the FaxWorks Main screen.
 - Resend or Reschedule faxes from the FaxWorks logs.
 - Send a Quick Fax, which is a cover sheet with a note.

Sending Faxes From a Windows Application

You can send faxes from your favorite Windows application, that has a Print command, such as a word processor or spreadsheet.

You send a fax from a Windows application by selecting the FaxWorks printer driver (***FX-WORKS on COMX***, where *X* is the COM port that your modem uses) and then printing your document. The output is automatically converted into a fax format and submitted for transmission as a fax.

1. In the Windows application, open the document you want to fax.
2. Select the Print Setup menu item from the applications File menu.
 - A dialog box appears from which you can select any installed Windows printer.
3. Select the appropriate FaxWorks printer driver.
 - If FaxWorks is not set as either the current or default printer, then you need to change the current printer setting to FaxWorks, ***FX-WORKS on COMX***, where *X* is the COM port that your modem uses.
4. Select the Print menu item from the applications File menu.
 - The Send Fax dialog box appears.
5. Select a recipient from the Name or Company drop-down list box.
 - If the recipient has not been previously defined, you can type the information in the appropriate fields.
6. Choose the Send button to submit the fax for transmission, or select from the following options:

To...

Add the fax recipient to the current phonebook

Then...

Choose the Add button.

To...

Attach a cover sheet

Then...

Select the cover sheet you want from the appropriate list.

Choose the Note button if you want to add text to your cover sheet.

To...

Schedule a send time

Then...

Select ASAP for quickest send, or do nothing and the fax will go out at the first available time or enter a delayed transmission time in the Time and Date fields.

To...

Preview, edit or add a graphic to a fax prior to sending it

Then...

Select from the Prior to Send options.

To...

Bill the line charges to a credit card

Then...

Select from the Prior to Send options.

To...

Select a different image resolution

Then...

Select High for maximum image quality and longer send time.
Select Standard for less image quality but faster send time.

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 choose the Send button. FaxWorks converts your document into a fax and displays the fax in the FaxWorks Main screen.

When you are done previewing, marking up or adding graphics to the fax choose the Send Fax button located on the FaxWorks Main tool bar. The fax is sent at the scheduled time.

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

Preview

1. Complete the Send To information, and select the Preview check box.
2. Choose the Send button. FaxWorks converts the document into a fax.
The fax appears in the FaxWorks Main screen, in the All Pages view. Choose the appropriate button from the FaxWorks Main Tool bar or select the viewing mode you want from the View pull-down menu.
3. When you are done previewing the fax, choose the Send Fax button located

on the FaxWorks Main tool bar. The fax is sent at the scheduled time.
If, after previewing you do not want to send the fax, then select Close Fax File from the FaxWorks File pull down menu.

Drawing

1. Complete the Send To information, and select the Draw check box.
2. Choose the Send button. FaxWorks processes and converts the document into a fax.
The fax appears in the FaxWorks Main screen. 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, choose the Send Fax button located on the FaxWorks Main tool bar. The fax is sent at the scheduled time.

Add Graphic

1. Complete the Send To information, and select the Draw check box.
2. Choose the Send button. FaxWorks converts the document into a fax.
The fax appears in the FaxWorks Main screen with the Edit Window dialog box open.
3. When done choose the button located on the FaxWorks Main tool bar. The fax is sent at the scheduled time.

Dial Credit Card

1. Complete the Send To information, and select the Dial Credit Card check box.

Note: You should already have your credit card setup already defined.

2. Choose the Send button. FaxWorks converts the document into a fax.
The fax is scheduled and sent, with the line charges billed to your credit card.

Sending Faxes From Within FaxWorks 3.0

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

- * Resend or reschedule faxes from FaxWorks fax logs.
- * Send a Quick Fax, which is a cover sheet with a note.
- * Send any fax file you open to the FaxWorks Main screen.

Sending Faxes from the FaxWorks Main Screen

1. Open, access or create a fax to the FaxWorks Main screen:
2. Choose the Send Fax button on the tool bar.
The Send Fax dialog box appears.
3. Select the range of pages you want to include in the fax and choose the OK

button.

The Send Fax dialog Box appears.

4. Select a recipient from the Name or Company drop-down list box.
If the recipient has not been previously defined, you can type the information in the appropriate fields.
5. Choose the Send button to submit the fax for transmission, or select from the following options:

To...

Add the fax recipient to the current phonebook

Then...

Choose the Add button.

To...

Attach a cover sheet

Then...

Select the cover sheet you want from the appropriate list.

Choose the Note button if you want to add text to your cover sheet.

To...

Schedule a send time

Then...

Select ASAP for quickest send, or do nothing and the fax will go out at the first available time or enter a delayed transmission time in the Time and Date fields.

To...

Bill the line charges to a credit card

Then...

Select from the Prior to Send options.

To...

Select a different image resolution

Then...

Select High for maximum image quality and longer send time.

Select Standard for less image quality but faster send time.

Sending a Quick Fax

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

1. Access the Options dialog box and choose the button or Main screen, or Choose the button. The Quick Fax dialog box appears.

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.

Note: Choose the Help button to get information about the fields, buttons and options that are available from the Quick Fax dialog box.

2. Select a recipient from the Name or Company drop-down list box.
If the recipient has not been previously defined, you can type the information in the appropriate fields.
3. Select the cover sheet you want to use for the Quick Fax from the Cover Sheet list.
4. Choose the Note button in the Fax Cover Sheet group.
The Cover Sheet Notes dialog box appears.
5. Type the note you want to appear on your Quick Fax and Choose the OK button.
6. Choose the Send button to submit the Quick Fax for transmission, or select from the following options:

To...

Add the fax recipient to the current phonebook

Then...

Choose the Add button.

To...

Attach a cover sheet

Then...

Select the cover sheet you want from the appropriate list.

Choose the Note button if you want to add text to your cover sheet.

To...

Schedule a send time

Then...

Select ASAP for quickest send, or do nothing and the fax will go out at the first available time or enter a delayed transmission time in the Time and Date fields.

To...

Bill the line charges to a credit card

Then...

Select from the Prior to Send options.

To...

Select a different image resolution

Then...

Select High for maximum image quality and longer send time.

Select Standard for less image quality but faster send time.

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.

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.

Selecting a Cover Sheet

Select a Cover Sheet from the Send Fax dialog box, and choose 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.

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 choose the Note button. The Cover Sheet Notes dialog box appears.

Note: Choose the Help button to get information about the fields, buttons and options that are available from the Cover Sheet Notes dialog box.

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.

Adding the Previous Note to a Group

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.

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.

Dialing Procedures: Overview

In order for FaxWorks to work more efficiently, you must do the following:

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

When creating phonebook entries from either the Phonebook dialog box or from the Send Fax dialog boxes, make sure to provide the complete fax number including the area or city and the country code as well.

Note: If you do not include the Area and Country codes when entering a fax number, then FaxWorks will use the Current Area Code and Country Code numbers that you defined in the Fax Setup dialog box for the fax entry.

Recognizing Long Distance and International Calls

FaxWorks determines whether your call is local, long distance or international based on the following:

1. The defined Current Area and Country Code field settings.

Note: You might also need to make changes to the Local, Long Distance and International dial prefix fields, depending on the phone system you are currently using to send faxes.

2. The number you are dialing.

FaxWorks accommodates you no matter where you might be at any given time by allowing you to make global changes to the Send Settings, including the Current

Area and Country Code fields as well as the prefix fields, thereby allowing you to send faxes without re-entering the entire fax number each time you are in a different city or country. Just select the name you want from the phonebook and FaxWorks uses the appropriate dial prefix number to successfully make the fax call.

Therefore, if you are using FaxWorks on a portable computer and are traveling between cities and countries or if 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 change the Current Area Code field from 404 to 312. Your previously local calls (those made in Atlanta from Atlanta) are now long distance, and FaxWorks attaches the appropriate dialing prefix number 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 Country Code field from 1 to 46. Your previously local or long distance calls (those made in the United States or Canada from the United States or Canada) are now international, and FaxWorks attaches the international dialing prefix to the selected phonebook entry.

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.

Receiving a 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.

Receiving Faxes

1. If FaxWorks is not already running, start FaxWorks by double-clicking on the FaxWorks icon 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.
2. Have someone send you a fax.

If..

you have a multi-mailbox system

Then...

the sender must send the fax into your mailbox by choosing your mailbox ID number and pressing the **Start** or **Send** button on their fax device at any time during *your personal greeting message*.

If the sender does not specify a mailbox ID number, then the fax is received, but the intended recipient is not initially notified.

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

When mailbox users login, they will see a number in the Faxes column for the Administrator, corresponding to the number of unrouted faxes your modem received.

The Administrator is the only person that can view these faxes and route them to their intended recipients.

If...

you have a single mailbox system

Then...

all faxes will be received directly into your log.

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.

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

You can choose the Stop icon at any time to stop the transmission.

When the transmission is complete, you will receive both an audible and visual message indicating that you have received a fax. The Login dialog box will appear with your mailbox highlighted and the mailbox graphic will appear open with mail inside of it.

Displaying the Fax

1. Login as your mailbox and choose the button. The Voice and Fax Logs display appears.
Choose the New Faxes tab and double click on the fax you want to view.
2. The fax appears in the FaxWorks Main screen in Scale to Screen view mode.
2. Choose 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.

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.

Receiving a Fax Manually

You will need to receive a fax manually if your voice and fax number share the same line.

Note: Make sure that you de-select the Automatic Reception feature in the Receive settings group of the Fax Setup dialog.

1. Answer your phone and if you hear a loud screeching sound when you pick up the telephone's receiver it is a fax call.
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.

5. Managing Your Phonebooks

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.

Accessing the Phonebook Dialog Box

To work with a phonebook, choose the Phonebook button, or select Open Phonebook from the FaxWorks File menu. The Phonebook dialog box appears.

Note: Choose the Help button to get information about the fields, buttons and options that are available from the Phonebook dialog box.

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.

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.
3. Choose the Add button. The recipient is added to the current Phonebook.

Changing a Phonebook Entry

1. Select the Phonebook and phonebook entry that you want to change.
2. Change the information by typing in the appropriate fields.
3. Choose the Change button. The new information is stored in the current phonebook.

Deleting a Phonebook Entry

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

phonebook.

Phonebook Utilities

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

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.

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.

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.

Using the Group Send Feature

Use Group to create a distribution list so that you can send a fax to more than one person at one time. You can send a group fax from any Send Fax dialog box. After choosing group members, "Group Fax" appears in the Send Fax *Name* field.

Accessing the Group Dialog Box

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

Creating Groups

1. Choose the Group button from the Send Fax dialog box. The Group dialog box appears.

Note: Choose the Help button to get information about the fields, buttons and options that are available from the Group dialog box.

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.

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.

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.

Using the 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.
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.

Importing Phonebooks

If a phone list exists in another application, such as FaxWorks 2.5, FAXit, 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

Note: The following fields are required to import a phonebook properly into FaxWorks:

1. Name field
2. Fax Number field

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 2.0, or FaxWorks 2.5 phonebooks.

2. Pull down the FaxWorks File menu and choose the Open Phonebook button.
3. Select a phonebook or type a new phonebook name.
4. Choose the Import button.
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. Choose the OK button. FaxWorks imports the file into the selected phonebook.

6. The Fax and Message Logs

The Fax Log Overview

Whenever a voice message or fax is sent or received, FaxWorks Voice 3.0 creates a record of the transmission. These records are stored in the appropriate Log.

Accessing the Fax and Voice Logs

To display information about the status or history of a voice message or fax, access the Logs either by selecting the Open Logs menu item from the FaxWorks File pull-down menu or by clicking on the Open Logs button, from the tool bar. The Logs display appears.

Note: Choose the Help button to get information about the fields, buttons and options that are available from the Voice and Fax Logs display.

The Fax Logs

Note: Choose the Help button to get information about the fields, buttons and options that are available from the Voice and Fax Logs display.

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 Main Screen in Full Page view.

New and Viewed Faxes

Regardless of how you defined your notification settings, when you will be notified when you receive a new fax.

If...

you are setup as a single mailbox system

Then...

the Call Center display appears. FaxWorks keeps track of the number of new faxes and displays the number in the Faxes display window.

If...

you are setup as a multi-mailbox system

Then...

the Login dialog box appears. You will see the following icon if you have a new fax. The Faxes column indicates how many new faxes you have received.

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 Main Screen in Full Page view.

The Voice Logs

Choose the New or Old Messages tab from the Logs display to hear your messages, as well as to view other information about the message including the date, time, caller/number and the length of the message.

New and Old Messages

New Messages are those voice messages that you have not listened to yet. Old messages are those voice messages that you have already listened to.

If...

you are setup as a single mailbox system

Then...

the Call Center display appears. FaxWorks keeps track of the number of new voice messages and displays the number in the Messages display window.

If...

you are setup as a multi-mailbox system

Then...

the Login dialog box appears. You will see the following icon if you have a new fax. The Faxes column indicates how many new faxes you have received.

7. Assembling a Fax

Assembling a Fax Overview

If you want to send more than one fax at a time you can append or assemble faxes into one fax and send them as one fax.

FaxWorks assembles files from either faxes that are in your fax log or faxes that you have saved on a disk, or any valid TIF, PCX, or DCX file.

Accessing the Assemble Dialog Box

To access the Assemble dialog box, select a fax entry from any fax log and double click on it or choose the View/Send/Receive button. You can also open a fax file from the FaxWorks Main screen.

The fax appears in the FaxWorks Main screen in full page view. Select the Arrange menu item from the Arrange pull down menu. The Assemble dialog box appears.

Assembling from the Fax Log

1. Choose the Add Log button from the Assemble dialog box. The Fax Log dialog box appears.
2. Choose the appropriate Fax Log Tab button from which you want to assemble faxes.

Double click on the fax you want. The Assemble dialog box appears with the selected fax.

***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.

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

3. When done assembling faxes choose the OK button from the Assemble dialog box. The faxes you assembled are added to the displayed fax.
4. Choose the button to send the currently, assembled fax.

Assembling from Open Fax

1. Choose the Add File button from the Assemble dialog box. The Open dialog box appears.
2. Select any file (Group 3 or Group 4 TIF, PCX, or DCX file) from any drive
3. Select a file and choose the OK button. The Assemble dialog box reappears with the selected fax.

- Repeat steps 2 to assemble more than one file.
4. When done assembling faxes choose the OK button from the Assemble dialog box. The faxes you assembled are added to the displayed fax.
 5. Choose the button to send the currently, assembled fax.

Removing Pages from an Assembled Fax

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

8. Editing a Fax

Editing a Fax Overview

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

Using the Mark-Up Tools

You can mark up a fax by adding text and shapes. Your mark-up appears in red. Your mark-up appears black after you save your changes. FaxWorks prompts you to save your changes when you select another menu or tool bar option. Choose the Yes button to save your mark-ups.

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.

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 parts of the fax, such as a graphic, into the currently displayed fax.

To access the Edit Window, select Edit Window from the Edit menu. The Edit Window appears.

The Edit Window has two radio buttons, Zoom and Select. Use Zoom to magnify a part of the displayed file. Use Select to select the part of the file that you want to copy to the Windows' Clipboard. Dialog box:edit windowEdit window dialog box Information about the file, such as the path, DOS file name, and page number, appears at the bottom of the window.

Using the Edit Window

1. Open a fax to the FaxWorks Main screen from either the Open dialog box or from the Fax Log display from which you want to paste a graphic to.
The fax appears in the FaxWorks Main screen.
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 to.
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...

Yes

To...

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.

Choose...

No

To...

prevent FaxWorks from pasting the image to the document.

Choose...

Cancel

To...

remove the image from the document.