Contents for Fax Help

You can send and receive faxes, using a fax modem on your computer or on another computer on your network.

How To...

Set Up Fax Modems

Add or Configure a Fax Modem

Specify the Active Fax Modem

Send Faxes

Attach a Document to a Fax

Manage Outgoing Faxes

Send a Fax from an Application

Send a Fax from Mail

Set Fax Options

Use the Personal Address Book with PC Fax

Receive and View Faxes

Print a Fax

Receive and Display Faxes

Scale, Rotate, or Enhance a Fax

Use Security

Use Security

Microsoft At Work Fax

Email and Fax

If you will be using Mail to send electronic mail messages in addition to faxes, select this option.

Fax Only

If you will be using Mail for fax messages only, select this option.

Adding or Configuring a Fax Modem

You can use a fax modem on your computer or one that is on someone else's computer on the network. You can set your computer up to have access to several fax modems, but you can only use one fax modem at a time. The following procedure assumes you have set up Mail and connected to a post office.

To add and/or set up a fax modem on your computer

1 In the Control Panel window, choose the Fax icon.

2 Choose the Add button.

3 Select the type of fax modem you want to use, and then choose the OK button.

4 In the Fax Phone Number dialog box, type your fax number (including country code and area code), and then choose the OK button.

5 Choose the Set As Active Modem button. If there is more than one fax-modem connection in the Installed Modems list, first select the one you want PC Fax to use.

6 Choose the Setup button to configure the modem.

7 If you want to share the modem with other people using the network, choose the Share button.

For help on the dialog boxes, choose Help or press F1 while using the dialog boxes.

To add a network fax modem

1 In the Control Panel window, choose the Fax icon.

2 Choose the Add button.

3 In the Type list, select Shared Network Fax, and then choose the OK button.

4 In the Connections list, select the path of the shared fax modem.

   If you have not yet connected to the shared directory, choose the Network button. Type the drive letter and the path of the shared directory.

5 Choose the OK button.

6 Choose the Set As Active Modem button. If there is more than one modem connection in the Installed Modems list, first select the one you want PC Fax to use.

7 In the Fax Modems dialog box, choose the OK button.

Fax Modems

Use this dialog box to add or remove fax modem connections, to share or stop sharing your fax modem, and to open the dialog box for configuring your modem.

Always Display Fax Status

When this check box is selected, a fax icon with status information about the active fax modem always appears at the bottom of your screen.

Setup Button

Choose this button to configure the selected modem on your computer. You can set the fax modem phone number, dialing options, speaker options, and answer mode options.

Add Button

Choose this button to add a fax modem connection.

Remove Button

Choose this button to remove the default modem connection.

Share Button

Choose this button to share your local default modem with other people using the network. This button appears only if you have set up file sharing. You create a shared directory on your hard disk drive and designate it as the shared fax directory.

Stop Sharing Button

When you are sharing your local default modem, the Share button changes to Stop Sharing. Choose the button to stop sharing this modem.

Set As Active Modem Button

If you have more than one modem connection, select the one you want PC Fax to use, and then choose this button.

Fax Modem Setup

Use this dialog box to identify your modem and to determine how it answers incoming calls. In this dialog box, you also choose buttons to open other modem-configuration dialog boxes.

Fax Modem Number

Type your fax modem telephone number, including country and area codes. For example, the country code in the United States is 1. Your complete modem telephone number is required to identify your fax modem as the sender. It is printed on the cover page, if you include one.

Answer Mode

If you select Auto-Answer, your fax modem always answers incoming calls after the number of rings set in the Number Of Rings box.

If you select Manual, a dialog box appears when a call comes in, asking whether you want the fax modem to answer. If you hear high-pitched fax signals when you pick up the receiver, hang up, and then choose Yes. Otherwise, choose No, and then continue with your voice telephone call.

If you select Off, your fax modem will not answer incoming calls. This is useful if you are using another application which uses the same COM port as your fax modem.

You can also use the Answer Now! command on the Fax menu to have your fax modem answer a call.

Speaker Button

Choose this button to control the fax modem speaker.

Dialing Button

Choose this button to customize the way your modem dials.

Answer Mode

Use this dialog box to determine how your fax modem answers incoming calls or to work offline.

Answer Mode

If you select Auto-Answer, your fax modem always answers incoming calls after the number of rings set in the Number Of Rings box.

If you select Manual, a dialog box appears when a call comes in, asking whether you want the fax modem to answer. If you hear high-pitched fax signals when you pick up the receiver, hang up, and then choose Yes. Otherwise, choose No, and then continue with your voice telephone call.

If you select Off, your fax modem will not answer incoming calls. This is useful if you are using another application which uses the same COM port as your fax modem.

You can also use the Answer Now! command on the Fax menu to have your fax modem answer a call.

Work Offline

If you select Work Offline, you can read and compose faxes, but you cannot send or receive faxes.

Modem Dialing Options

Use this dialog box to customize the way your modem dials the phone.

Dialing Prefix

If there is a number that you must always dial before all fax numbers, such as a 9 to reach an outside line, type it in this box, and then select the Use Prefix check box. If you are traveling, you may want to type your long-distance credit-card number.

Access Codes

Access codes are used before PC Fax dials an internationally formatted number from your Personal Address Book. PC Fax reads an internationally formatted number and your fax modem number, and determines which access code it must dial to complete the call.

Line Type

Select the type of telephone line your fax modem is connected to.

Blind Dialing

Select this check box if you want PC Fax to begin dialing without waiting for a dial tone -- for example, if your telephone line has a nonstandard dial tone, or if you are dialing a country which has an unusual dial tone.

Comma In A Dial Sequence

If you include a comma when you type a telephone number, PC Fax pauses at the comma for the number of seconds set for this option. You can specify between 0 and 99 seconds. Typically, if you must dial 9 to reach an outside line, you must pause before hearing the dial tone.

Share Local Fax Modem

Use this dialog box to create a shared directory on your hard disk drive and designate it as the shared fax directory.

Create Directory Button

If you have not yet created the shared directory, type the path of the directory you want to create in the Directory box, and then choose this button.

Create Share Button

Choose this button to create a shared directory for your fax modem. In the Share Directory dialog box, you must change the Access Type to either Full or Depends On Password. If you leave the Access Type as Read-Only, no one else will be able to use your modem.

Sending a Fax from Mail

A fax consists of a typed message like the ones you send by Mail. The only difference between a Mail message and a fax message is the address. You can include a cover sheet, and you can attach documents, such as Microsoft Excel spreadsheets.

To send a fax from Mail

1 On the toolbar, click the Compose button.

2 In the To box, type **[fax:**_name@number_**]** or **[fax:**_number_**]**

3 Type the subject and any message text.

4 If you want to attach any documents, click the Attach button on the toolbar.

   In the Attach dialog box, select the document, and then choose Attach. Choose Close.

5 From the toolbar, click the Send button.

Sending a Fax from an Application

If you want to send a fax that includes a document, you can send it from within the application used to create the document. You can use the Print command, or the Send command, if available.

To send a fax from an application

1   Make sure Mail is running.

2   Open the document you want to send.

3   If there is a Send command on the File menu, choose it.

   If there is no Send command on the File menu, specify your fax modem as your printer. Then choose Print from the File menu, and choose the OK button in the Print dialog box.

4   In the To box, type **[fax:**_name_**@**_number_**]** or **[fax:**_number_**]**

5   Type the subject and any message text.

6   On the toolbar, click the Send button.

   PC Fax sends a copy of the active document with your message.

Attaching a Document to a Fax

If you send a fax from Mail, you can attach documents, such as Microsoft Excel spreadsheets.

To attach a document to a fax

1 In the Send Note form, click the Attach button on the toolbar.

2 In the Attach dialog box, select the document, and then choose the Attach button.

3 Choose the Close button.

Using the Personal Address Book with PC Fax

PC Fax shares the Personal Address Book with Mail.

Adding Commonly Used Fax Addresses

When you add entries for fax recipients to your Personal Address Book, you are prompted for information which will appear on the cover page of the fax.   Coverpage Name specifies how you want the recipient's name to appear on the cover page, and Location and Voice Number are useful for helping the fax to be delivered quickly at a large site.

When you add fax recipients to your Personal Address Book automatically, if you want to list the the recipient by name rather than by fax number, type the name before the fax number, using this format:

   [fax:name@number**]**

If You Travel

If you use international format when entering fax phone numbers in your Personal Address Book, you can then use specific access codes. This enables you to use the address book anywhere in the world without making changes to the fax number.

Be sure to include the plus sign and the hyphens in the number, as follows:

   +*countrycode-areacode-phonenumber*

When you connect to a modem in a new location, type the new number of the modem. Then, when you use a fax address from your Personal Address Book, PC Fax will dial all the required access codes and the number.

Setting Fax Options

In Mail, you can customize your faxes either by setting global options that apply to all your faxes, or by setting options for the current fax.

To set global fax options

1 From the Fax menu, choose Options.

2 Set the options you want, and then choose the OK button.

For help on the dialog box, choose Help or press F1 while using the dialog box.

To set fax options for your current fax

1 On the toolbar, click the Compose button to open the message you want to fax.

2 On the toolbar, click the Options button.

3 Choose the Fax button.

4 Set the options you want for this fax.

   If you want to save the settings for all future faxes, select the Set As Default check box.
   For help on the dialog boxes, choose Help or press F1 while using the dialog boxes.

5 Choose the OK button.

Specifying the Active Fax Modem

You need to specify a modem as active after you set it up. Also, if you have more than one fax modem connection, you must specify which one you want PC Fax to use.

To specify the active fax modem

1 Close Mail, and make sure that the Outbox is empty.

2 In the Control Panel window, choose the Fax icon.

3 In the Installed Modems list, select the modem you want to use.

4 Choose the Set As Active Modem button.

5 Choose the OK button, and then restart Mail.

Receiving and Displaying Faxes

If the fax modem on your computer is on a dedicated phone line, or if fax messages have been forwarded to you by the person with the fax modem on his or her computer, incoming faxes appear in your Mail Inbox exactly like mail messages.

If you are using a phone line for both voice and fax, you can use the Answer Now! command on the Fax menu in Mail to switch the phone line to receive a fax.

To view, save, or print a fax from Mail

1 From the Fax menu, choose View New Faxes.

2 In the Mail Inbox, double-click the fax message to open it.

3 If the message has an attached document, select the attached document icon, and then double-click the icon.

   When you open an attached document that was sent in email form, you start the original application, if the application is on your hard disk. You can use the original application to edit, save, and print such documents.

   When you open an attached document that was sent in facsimile form (a file with a .DCX extension), you start Fax Viewer. You can use Fax Viewer to save, print and reopen such documents.

Note: You might receive a secured fax. For information about security, see Using Security.

Managing Outgoing Faxes

Outgoing faxes are stored temporarily on the hard disk of the computer containing the fax modem. The default transmission time is As Soon As Possible. To change the default transmission time, choose Options from the Fax menu.

While the faxes are waiting to be sent, you can choose Queue from the Fax menu in Mail to view the list of faxes. You can determine their status, reschedule the send times, or delete one or more waiting faxes.

Using Security

There are three ways to send a secure fax to another person who is using PC Fax: You can use password encryption or key encryption, or you can send a fax that is digitally signed by you.

Password encryption is less secure but easier to use than key encryption, and is sufficient for most security needs. For key encryption and digital signatures, you must establish advanced security on your computer.

For more information, choose one of the following topics:

Password-Encrypted Faxes

Advanced Security

Key Encrypted and Digitally Signed Faxes

Password-Encrypted Faxes

You must select password encryption for each encrypted fax you want to send. You do this in Mail.

To send a password-encrypted fax

1 On the toolbar, click the Compose button.

2 On the toolbar, click the Options button.

3. Choose the Fax button.

4 Choose the Security button.

5 Select the Password option, and then type a password in the Type Password box.

6 In the Verify box, type the password again, and then choose the OK button.

7 In the Fax Message options dialog box, choose the OK button.

8 In the Options dialog box, choose the OK button.

9 Tell the recipient what the password is, and then send your fax.

For help on the dialog boxes, choose Help or press F1 while using the dialog boxes.

To read a password-encrypted fax

1 Open the fax.

2 In the Password box, type the password, and then choose the OK button.

A readable copy appears in your Inbox as a new message.

Advanced Security

Advanced security must be started in order to use key encryption or digital signatures. You must establish advanced security the first time you use it, and then start it each time you want to use it. You do this in Mail.

To establish advanced security

1 From the Fax menu, choose Advanced Security.

2 Choose the Enable Security button.

3 A message appears, asking whether you want to establish a security account. Choose the Yes button.

4. In the Password box, type a password.

5 In the Verify box, type the password again, and then choose the OK button.

6 In the Fax Security dialog box, choose the Close button.

To start advanced security

1. From the Fax menu, choose Advanced Security.

2 Choose the Enable Security button.

3 Type your password, and then choose the OK button.

4 In the Fax Security dialog box, choose the Close button.

To quit advanced security

1 From the Fax menu, choose Advanced Security.

2 Choose the Disable Security button, and then choose the Close button.

Key-Encrypted and Digitally Signed Faxes

You must establish advanced security on your computer and start advanced security each time you want to send or read a fax secured by key encryption or digital signature. Your recipient must also have established advanced security and exchanged public keys with you.

To send a key-encrypted or digitally signed fax

1. From the Fax menu, choose Advanced Security.

2 Choose the Enable Security button.

3 Type your password, and then choose the OK button.

4 In the Fax Security dialog box, choose the Close button.

5 From the Fax menu, choose Options.

6 Choose the Security button.

7 Select the option(s) you want, and then choose the OK button.

8 In the Default Fax Options dialog box, choose the OK button.

9 Send your fax.

For help on the dialog boxes, choose Help or press F1 while using the dialog boxes.

To read a key-encrypted or digitally signed fax

1. From the Fax menu, choose Advanced Security.

2 Choose the Enable Security button.

3 Type your password, and then choose the OK button.

4 In the Fax Security dialog box, choose the Close button.

5 Double-click the secured fax you want to read.

6 PC Fax will decrypt an encrypted fax and put a readable copy in your Inbox as a new message.

  PC Fax will verify the signature of a digitally signed fax. Authentic means the public key of the message matches your copy of the sender's public key. Unverifiable means that you don't have the sender's public key. Forged means that the public key of the message doesn't match your copy of the sender's public key. Choose Launch to read the fax.

Fax Security

Use this dialog box to establish a security account on your computer, to start and quit security, and to maintain your password and keys.

Enable Security Button

Choose this button to start security. This button changes to Disable Security when security is active.

Disable Security Button

Choose this button to quit security.

Public Keys Button

Choose this button to manage your public key and those of your correspondents.

Private Keys Button

Choose this button to manage your private key.

Change Password Button

Choose this button to change your password and retain your security keys. This button is available only when security is active, so the password can only be changed by a person who knows the current password.

New Password

Do not use this method of establishing a new password unless you cannot remember your password and are locked out of security. Choose this button to establish a new password and new security keys. This button is available when security is not active. Establishing a new password also establishes new security keys. With new security keys, you must distribute your new public key to everyone who has your old one.

See also

Using Security

Public Keys

Use this dialog box to manage your public key and those of your correspondents.

Import Button

Choose this key to import a correspondents public key from a floppy disk. This button opens the Import dialog box. Locate and select the .AWS or .AWP file, and then choose the OK button.

Export Button

Choose this key to export a correspondent's public key to a floppy disk for backup. This button opens the Export dialog box. Give the .AWS or .AWP file a name and select a drive and directory, and then choose the OK button.

Type In Button

If you receive a correspondent's public key in written form, you can choose this button to type the key. Importing a key from a floppy disk is recommended, rather than typing in the key.

Delete Button

Select a public key, and then choose this button to delete it from your system.

View Button

Select a public key, and then choose this button to view it.

Copy Button

Select a public key, and then choose this button to copy it to a different name, using the format *name@number*.

Rename Button

Select a public key, and then choose this button to rename it. Type the name with the format *name@number.*

Private Key Management

Use this dialog box to manage your own private security key. You should never need to generate a new private key unless your security has been breached. Replacing your private key means distributing a new public key to all of your correspondents.

Export Button

Choose this button to back up your private key to a floppy disk. In the Export Private Key dialog box, select a location, give the .AWR file a name, and then choose the OK button. To restore your private key, you will need to use the password that is in effect when you back it up. Store your backup disk and password in a safe place.

Import Button

Choose this button to restore your private key from its backup floppy disk. In the Import Private Key dialog box, select the .AWR file, and then choose the OK button. You must use the password that was in effect when you backed up your private key.

New Button

Choose this button to delete your existing public and private keys and establish new keys. Ordinarily you should never need to do this. Establishing new security keys requires that you distribute your new public key to all of your correspondents.

Fax Security Login

Type Password

Type your password, and then choose the OK button.

Disable Security Button

Choose this button to quit security.

Fax Options

This dialog box displays the options that can be set for all your faxes or for the fax you're currently sending.

Message Format

Faxes sent to standard fax machines are always sent in facsimile format.

In Facsimile format, the fax message is a bitmap image, and attached documents are bitmap images of the original documents. These cannot be edited. This format is useful if the recipient does not have the application you used to create the fax.

In Email format, the message can be edited by the recipient. Attached documents are copies of the original documents, and they can be opened and edited.

In Email If Available format, the message in sent in email format, if possible.

Transmission Time

The default setting is As Soon As Possible. You can also type or select a specific time for faxes to be sent. Or you can select Cheap Rates to send them when long distance rates are lower. To set the start and end times for cheap rates, choose the Options button.

Cover Page

To include a cover page, select Include Cover Page. If you send a fax to several recipients, each recipient gets a cover page with the recipient's name, address, and voice telephone number; the names of other recipients of the same fax; your name and fax phone number; the current date; the subject of the fax; and the number of pages, including the cover page.

To include your fax message on the cover page, select Include Message On Cover. To include or remove a bitmap of a logo, choose the Customize button.

Image Quality

The higher the image quality, the slower the transmission speed. Standard is equal to 100 dots per inch. Fine is equal to 200 dpi. Most laser printers print 300 dpi, and this is the setting for computer-to-computer faxes. Best Available is the default setting. This selects the finest resolution available on the recipient's equipment.

Orientation

By default, the page orientation is Portrait (taller than wide), but you can change it to Landscape (wider than tall).

Paper Size

By default, paper size is standard letter size, but you can select a different size from the list.

Security Button

Choose this button to set security options.

Reset Button

This button appears only when you are setting options for one fax. Choose this button to return the fax options to the default settings.

Save As Default Button

This button appears only when you are setting options for one fax. Choose this button to apply the options you have chosen for this fax to all your faxes.

Fax Message Security Options

Use this dialog box to select the type of secured fax you want to send.

Encryption

Select the type of encryption for the fax you want to send. None is the default. To select Key encryption, you must first choose Advanced Security from the Fax menu to establish and start advanced security. Password encryption is only available for individual messages: you cannot select it for all faxes.

Digital Signature

Select this option to send a fax that has your digital signature. A digital signature is proof that only you could have sent the fax.

Queue for Fax Modem

This dialog box shows the status of faxes waiting to be sent.   If you're using a fax modem on someone else's computer, you can only delete or reschedule faxes you have sent. An asterisk (*) indicates that a fax job is currently being sent. A plus sign (+) indicates that a fax job is on its way to or from a network fax modem.

Reschedule Button

Select the waiting fax you want to reschedule, and then choose the Reschedule button. In the New Time box, set the new send time, and then choose the OK button.

Cancel Send Button

Select the waiting fax you want to cancel, and then choose the Cancel Send button. If you delete the waiting fax from your outbox, the fax will not have been canceled. You must cancel it by using this dialog box.

Printing a Fax

You can print a fax from Fax Viewer or from Mail.

When you print a fax from Mail, the contents of attachments will not be printed.

To print the contents of an attachment, you must select the icon for the attachment, double-click the icon to view the contents, and then select Print from the File menu of the application.

When you print a fax from Fax Viewer, it will always print in its original size and layout, even if you have scaled, rotated, or enhanced the fax display.

Fax Viewer can store up to three printing jobs. You can use other applications while faxes are printing, as long as Fax Viewer is open.

Scaling, Rotating, or Enhancing a Fax

You can change the display size and layout of a fax displayed in Fax Viewer, or you can enhance the fax image. Only the display of the fax is affected, not the fax file.

To change the display size of a fax, from the Scale menu, choose the percentage of enlargement you want.

To rotate the fax display, from the Rotate menu, choose the layout you want.

To enhance the fax image, from the Enhance Image menu, choose the enhancement option you want. If the fax image has a black background, choose Enhance White. If the image has a white background, choose Enhance Black.

When you print a scaled, rotated, or enhanced fax, the fax will be printed in its original size and layout.