

# Welcome to bsquare FAX™!

**bFAX™ Lite** is an unregistered evaluation version of **bFAX™ Professional**. Both allow you to send and manage faxes from your HPC, but **bFAX™ Professional** includes features not supported in **bFAX™ Lite**. This document describes the features of **bFAX™ Professional**. If you find you enjoy working with **bFAX™ Lite**, please see our web site or call toll-free (1-888-820-4500) to order the full-featured fax management products from bsquare development.

**Tip:** You may wish to print this document for future reference.

## System Requirements for bsquare FAX™:

- An HPC running Windows CE (**Note:** The 2 Megabyte models may require you to increase the amount of memory available for running programs. To increase program memory, choose Settings from the Start menu, double tap the System icon, select the Memory tab, and move the slider to the left.)
- HPC Explorer running on your desktop machine
- A standard Class 2 or Class 2.0 PC Card fax modem

## Frequently Asked Questions

### Q. What are the basic steps to creating and sending faxes?

A **bsquare FAX™** is really a list of existing documents to send to a list of recipients. The steps to sending a fax are as follows:

1. Create a New Fax.
2. Add Recipients.
3. Add Documents.
4. Send the fax.

### Q. What is a “New Fax” and how do I create one?

A New Fax is like an empty folder in which to put two lists: recipients to dial and documents to send. To create a New Fax, select New Fax from the Fax menu or press Ctrl+N on the keyboard. A New Fax appears as an item under Fax Workspace.

**Tip:** Type a descriptive new name for your fax when you create it, or rename it later by selecting it then tapping it again.

### Q. How do I add recipients and documents to my fax?

#### To add a recipient to a fax:

1. Select the desired fax in Fax Workspace or Outbox.
2. Open the Add Recipient dialog box:
  - Select Add Recipient from the Fax Menu, or
  - Press Ctrl+R on the keyboard, or
  - Tap the Add Recipient button on the toolbar, or
  - Double Tap in the empty area of the Recipient window.
3. Enter the Recipient information directly or choose Contacts to browse your HPC address list.

**Note:** **bFAX™ Lite** only allows one recipient per fax, but **bFAX™ Professional** allows you to send a fax to as many recipients as you wish.

**To add a document to a fax:**

1. Select the desired fax in Fax Workspace or Outbox.
2. Open the Add Document dialog box:
  - Select Add Document from the Fax Menu, or
  - Press Ctrl+D on the keyboard, or
  - Tap the Add Document button on the toolbar, or
  - Double tap the empty area of the Document window.
3. Add the desired document by double tapping it, or by selecting it and tapping OK.

**Note:** **bFAX™ Lite** only allows one document per fax, and it must be a plain text document. **bFAX™ Professional** allows as many documents as you wish in a variety of formats.

**Q. Can I use my existing desktop address book to address faxes?**

Yes, if your desktop computer address book can be synchronized with the HPC, you can use those names to address a fax with **bFAX™ Professional**. Simply follow the instructions above for how to add a recipient to a fax.

**Note:** **bFAX™ Lite** does not support this feature.

**Q. Can I send a handwritten note?**

Yes, if you have a paint or drawing program installed on your HPC, you can use it to create a bitmap that contains handwriting. Then use **bFAX™ Professional** to send the bitmap (\*.2bp file) as you would send any other document.

**Note:** **bFAX™ Lite** does not support this feature.

**Q. Can I compose a note “on-the-fly” and fax it?**

Yes, but not using **bFAX™ Lite**. The easiest way to compose and send a basic fax is with **bFAX™ Express**, an easy-to-use faxing program available separately and included with **bFAX™ Professional**.

**Q. Why does my text file not fax correctly?**

In order to fax correctly, a text document file must end with ".txt" and it must also actually be a Plain Text document. You may be trying to fax a file that does not meet one of these conditions.

You may be trying to fax a file that ends with ".txt" but is not in fact a plain text file. Simply changing the name of a file to end in ".txt" does not suffice. If you create a file in Microsoft Pocket Word and save it with a ".txt" extension, for example, it will not be a plain text file unless you also change the Type of file to "Plain Text Document (\*.txt)" before saving it.

Another possibility is that you may be trying to fax a *shortcut link* to a text file instead of the text file itself. Such a shortcut can appear to be a text file when you are browsing, but once added to **bFAX™** its distinctive ".lnk" extension becomes visible, and it cannot be faxed.

**Q. How can I send a recurring fax, such as a weekly time sheet or report?**

By default, faxes are deleted after they are successfully sent. You can change that option as follows:

1. From the Options menu, choose Preferences.
2. Choose the Options tab.
3. Uncheck "Delete faxes from 'Fax Workspace' after they've been sent".
4. Sent faxes will now remain in the Fax Workspace, where they can be sent again or used as templates for future faxes.

**Q. Can I modify a document after I add it to an outgoing fax?**

Yes, double tap the document in the document list that you wish to edit. This will start the application associated with your file (e.g. Microsoft Pocket Word) and open your file for editing.

### Q. Can I modify a recipient after I add that person to an outgoing fax?

Yes, double tap the recipient in the recipient list that you wish to edit, and make changes in the Add Recipient dialog.

**Note:** Any changes you make here will **not** be saved back to your contacts list. Use your contacts list software (such as Microsoft Contacts) to make lasting changes or to remove contacts from your contacts list.

### Q. How do I delete recipients from my fax? How do I delete documents from my fax? How do I delete faxes?

Select the item you wish to delete then tap the Delete button or choose Delete from the Edit menu. To delete more than one item in the recipient list, document list, or sent items list, hold down the <Ctrl> or <Shift> key as you tap items and then tap the Delete button or choose Delete from the Edit menu.

**Note:** bFAX™ does not remove any names from your contacts list nor will it delete any files from your HPC.

### Q. What is a "Dialing Location" and what would I use it for?

A Dialing Location is part of the Windows CE operating system. It is a set of rules that modify how phone numbers are dialed, including area codes and special prefixes. You can define different Dialing Locations to simplify complex fax management situations. For example you could:

- Set your "Home" Dialing Location to disable call waiting by dialing \*70 before every fax number automatically.
- Set your "Work" Dialing Location to reach an outside line by dialing 9 before every fax number automatically.
- Create a new Dialing Location for faxing from an area code or country you travel to regularly.
- Create a new Dialing Location for each different calling card you might want to use.
  - Select "Ignore Dialing Location" to dial exactly the number you enter.

### Q. How do I configure and select a Dialing Location?

Dialing Locations are configured in the Control Panel of your HPC, then selected in bFAX™. The Dialing Locations "Home" and "Work" exist by default, and can be modified. Other Dialing Locations can also be created.

#### To add, remove or reconfigure a Dialing Location:

1. Choose Settings from the Start menu.
2. Double tap the "Communications" icon in the Control Panel.
3. Select the Dial tab.

#### To select a new Dialing Location for bFAX™:

1. Choose Communications from the Options menu and select the Dialing tab.
2. Select the appropriate Dialing Location from the drop-down list.

**Note:** If you do not wish to use Dialing Locations, follow the same instructions but select "Don't use Dialing Locations" from the Dialing Locations list. In this case every number will be dialed exactly as it was entered.

### Q. Why are phone numbers no longer dialing correctly when I try to send a fax?

This could be a problem with your Dialing Location settings. To dial from a different area code or from a phone with special requirements you need to change your Dialing Location settings. To solve the problem, you can configure and select a new Dialing Location for the phone from which you want to dial, or you can choose "Don't use dialing location" in the Confirm Dialing Preferences dialog, or under Communications in the Options menu.

### Q. How do I send a fax to another country?

When you add a recipient, make sure to enter the correct country code for that person in the Country field. You do not need to add "011" to the recipient's phone number. This is automatically dialed by bFAX™ to access an international phone line if your dialing locations are set correctly.

## Q. How do I send a fax from another country?

The simplest method is to choose "Don't use Dialing Locations" on the Dialing tab (select Communications from the Options menu). Then add a recipient and enter the phone number **exactly** as you wish it to be dialed. If you dial regularly from a particular country, you can instead create a new Dialing Location with custom settings for that country.

## Q. Can I send a fax using a calling card?

Yes. Create a Dialing Location (named, for example, "Calling Card") that includes all the necessary access numbers and calling card information as part of the long distance dialing pattern. Then choose that Dialing Location within **bFAX™** and all long distance faxes will be sent using that calling card information. You can even create different Dialing Locations for using different calling cards.

## Q. When sending a fax, I immediately see an error message that states "Your modem reported a general error."

There are several possible problems here.

1. You may have dialed a wrong number or dialed incorrectly. If a long distance number is dialed as a local call instead, the operator message can cause some modems to report this error. Some voice mail systems will also cause modems to report this error.

**Tip:** Watch the Fax Progress box while dialing to see exactly what number is being dialed. If it is not the correct number, the problem may be either that the Recipient's phone number was entered incorrectly, or the Dialing Location is not properly configured.

2. It may be that your station ID name is too long for your modem to handle. If your station ID is more than 20 characters long and you've received this error, try using a shorter name. Choose Preferences from the Options menu and edit the Station ID field under the Identification tab.

**Note:** The station identifier will always be "Unregistered User" in **bFAX™ Lite**.

3. There may be letters or other non-standard characters in the phone number which some fax modems cannot dial. Try converting your Recipient phone number to all numbers and hyphens.

## Q. When sending a fax, bFAX™ seems to stop while it's configuring the modem for faxing.

The HPC may be having problems communicating with your modem. First make sure the modem card is correctly inserted **and locked** into your HPC. Try removing, reinserting and locking your modem. If the problem persists, turn your HPC off for a few moments before trying again.

If this is the first time you are using this modem, it may need an initialization command before it can make a call. Check your modem's documentation for more information about initialization commands. If your modem needs one, choose Communications from the Options menu and select the Dialing tab, then enter the initialization string.

## Q. When sending a fax, I see an error message that states "Your modem could not be found."

Check that your modem is correctly inserted **and locked** into place.

## Q. How do I uninstall bFAX™?

Choose Settings from the Start menu of your HPC. Then from the Control Panel choose Remove Programs. Select "bFax" and tap the Remove button.

## Q. Why can't I access your web site from Setup?

Check to see if HPC Explorer is running. You may need to quit HPC Explorer before dialup networking can be used. Otherwise the ability to visit our web site from the Setup program depends on the correct configuration of your web browser with your operating system.

**Q. I am encountering a problem that isn't listed here. What do I do next?**

- If this product was bundled with your HPC, begin by calling the manufacturer's technical support line at the number provided with your HPC.
- Visit **bsquare development's** World Wide Web site at **www.bsquare.com/development** for additional product news and tips.
  - Upgrade to **bFAX™ Professional** to receive additional product support from **bsquare development**.

**Q. How do I upgrade to bFAX™ Professional?**

**Call our toll-free number: 1-888-820-4500.**

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