

BitFax Professional Lite Update

April, 1994

This document contains important information that was not available when BitFax Professional's User's Guide was printed. This document contains the following sections:

1. Online Help and Documentation
2. Supported Modems
3. Using CAS Modems
4. Additional Instructions and Information
5. Known Bugs and Problems
6. Bit Software's CompuServe Form

Online Help and Documentation

The "Condensed User's Guide" shows you only the basics of using BitFax Professional. For additional information that is not included in this manual, use BitFax Professional's context-sensitive online help.

The online help contains complete "hypertext" instructions and provides instant help for commands and dialog boxes.

If you want a description of one of BitFax Professional's open windows or commands, press the [F1] key. BitFax Professional's help will automatically display information about the highlighted command or the opened window.

Supported Modems

BitFax Professional currently supports voice/fax modems that use the Rockwell voice chip set, such as the Zoom VFDI and VFDX voice/fax modems.

BitFax Professional also supports Class 1, Class 2, Intel CAS, and Sierra SendFax fax modems without voice capabilities. But to use the BitFax Professional's voice features, your modem must have voice capabilities.

Using CAS Modems

If you are using a CAS modem, its driver must be installed on the same logical disk drive as BitFax Professional.

For example, if BitFax Professional is installed on your C drive (such as C:\BFPRO), then the CAS modem software must be installed on drive C (such as C:\CAS).

Additional Instructions and Information

- When sending a fax manually, wait one or two seconds before hanging up to ensure that the fax is successfully transmitted.
- When upgrading from BitFax for DOS, version 4.0, BitFax Professional's Installation program will automatically import your default phone book, which is saved in the file PHNBOOK.DBF. If you have created additional phone books with other filenames, however, you will have to import them manually using the Import... command. See page the online help for instructions on how to import an existing phone book from BitFax for DOS.

- If you want to dial a fax number with an extension using a phone credit card, you must add the extension numbers at the end of the credit card authorization number. Remember to add one or more commas before the extension number.

For example, if you wanted to send a fax to 655-3423 Ext. 102, you would enter 655-3423 in the "Fax phone" text entry box and add ,,102 to the end of the "Credit card #" text entry box in the Private Data dialog box. The two commas stand for a four-second pause. Remember to remove the extension from the authorization code after you successfully send the fax.

- If your modem has an IRQ conflict with another device on your system, BitFax Professional's Modem Detection program will not work correctly. IRQ conflicts usually only arise when one of your peripherals (such as a mouse, modem, or scanner) is using COM 3 or COM 4. To resolve IRQ conflicts, see "Using COM 3 or COM 4" in the online help.
- If you are using a Novell NetWare file server and you do not see the parent directory enter (..) in BitFax Professional's file and directory list boxes when listing files on a network drive, add the following line to the Novel login script:

```
SHOW DOTS = ON
```

The login script is usually called SHELL.CFG and is located in the boot drive. With Novell NetWare version 3.1.1, this line can be added to the NET.CFG, instead.

Known Bugs and Problems

- If you are using a ZOOM 14.4V voice modem, you may sometimes hear two beeps (instead of just one) before you record a voice message.
- When you listen to a recorded voice message from a touch-tone telephone, the Voice Manager may add a DTMF tone into the message. (A DTMF tone is the sound you hear when you press a button on your touch-tone telephone. Each button has its own tone.) This added DTMF tone can cause the Receive Manager to think you have pressed a key when in fact you have not.
- View Fax's Anti-Aliased command does not work with some third-party video drivers. To solve this problem, use one of the video drivers that came with Windows.

Bit Software's CompuServe Forum

Bit Software now hosts a forum on CompuServe. You can join the forum at any time to leave messages and questions, get software updates and fixes, and get upgrade information.

To join Bit Software's form, type "GO PCVENJ" at a prompt. The Bit Software forum is in Section 11.