

FaxUtil Contents

- [Getting Started](#)
- [How To...](#)
- [Embedded Codes](#)
- [Error Messages](#)
- [Menu Commands](#)
- [The Fax Viewer](#)
- [Index](#)
- [Product Support](#)

V	P	B	Date	Time	To/From/File	Fax Number/ID	Size	Status	
*	*	*	Sent	03/29/95	06:38 PM	Bill	322-8821	CS Only	Scheduled for Send
*	*	*	Sent	03/29/95	06:37 PM	aj	1 (520) 321-74	CS Only	Info Not Complete
👁	📄	📄	Recv	03/28/95	06:42 PM		1	Duplicate	
👁	*	*	Recv	02/03/95	11:58 PM		3	Duplicate	

4 Faxes, 2 Sent/2 Recv NP:RIGHTFAX 6:40:06 PM

How To...

[Send a Fax](#)

[View a Fax](#)

[Use Embedded Codes](#)

[Use the Phonebook](#)

[Scan Documents](#)

[Export Faxes](#)

Sending Faxes

There are three ways to send a fax with RightFAX: RightFAX PowerBar, Embedded Codes, or FaxUtil.

RightFAX PowerBar

The [RightFax PowerBar](#) is a special program that works with Windows to make your faxing easier. When you use it, the PowerBar pops up a dialog box that prompts you for the information required to send a fax. e.g. name and fax phone number.

Embedded Codes

[Embedded codes](#) are special command statements which you enter into a document. RightFAX will interpret and remove them from the fax. These special command statements tell RightFAX the name and fax phone number of the person to which to send a fax. For example, <TO_NAME:John Doe><TO_FAXNUM:555-1234>. Embedded codes can be used from any DOS, Windows, OS/2, Unix, mainframe, Macintosh, or other computer which can print to a network print queue.

FaxUtil

If you don't want to use either Embedded Codes or the RightFAX PowerBar, you can address a fax from your fax mailbox. Once you've printed your document to the fax queue, you can edit the cover sheet information from [FaxUtil](#).

RightFAX PowerBar

The RightFAX PowerBar is a special way to send your faxes using Windows pop-up dialog boxes.

To send your fax through the PowerBar open the document that you want to fax. Make sure that your fax printer is selected on the RightFax PowerBar. Then from a Windows application (like Word for Windows) Print your document using your application's Print capability.

The following window will appear on your screen:

The screenshot shows a Windows-style dialog box titled "Fax Information - AJM (#8821) on Server RIGHTFAX". The dialog is divided into several sections:

- To ...**: Fields for Name, Fax Number, Contact Number, Company, and City/State. Includes "Phonebook..." and "Add Entry..." buttons.
- From ...**: Fields for Name (AJ Mallory) and Voice Phone ((520) 327-1357). Includes a "Call back Required" checkbox.
- Send At ...**: Includes "Delay Send?" and "Cheap Rate" checkboxes. Date is set to 09 - 21 - 95 and Time to 08.
- Transmission Details**: Includes "Form Name" (None), "Priority" (Normal), "Hold for Preview" checkbox, and "Include cover sheet when sending" checkbox (checked).
- Billing Codes**: Fields for Account Number and Matter Number.
- Buttons**: More..., Notes..., Help, About, and a partially visible "Loc..." button.

To address the fax, fill in the name, fax number, and other information for the person that you want to send the fax to. Click OK. The fax is now on its way.

[Installing the Power Bar](#)

Embedded Codes

Embedded codes are special instructions which you may insert into documents or text files. They give RightFAX the cover sheet information needed to send faxes to their destinations. Embedded Codes Also allow you to send faxes without opening FaxUtil or using the RightFax PowerBar. You can use embedded codes in custom programs to communicate information to RightFax. You may also use them to include signatures in a document. Any Code with a "(G)" following it is usable though the RightFAX Email Gateways. In other words you can include these codes in your faxes sent from email gateways to RightFAX.

To see information on a specific embedded code, click on any word below.

[ADDDOC](#)

[ADDDOC2](#)

[ATDATE](#) (G)

[ATTACH](#)

[ATTIME](#) (G)

[AUTODELETE](#) (G)

[AUTODELETEALL](#) (G)

[BILLINFO1](#) (G)

[BI1](#) (G)

[BILLINFO2](#) (G)

[BI2](#) (G)

[CALLBACK](#) (G)

[CHANNEL](#) (G)

[COVER](#) (G)

[DELETE](#) (G)

[DELETEALL](#) (G)

[FCSFILE](#) (G)

[FINE](#) (G)

[FORMTYPE](#)

[FROMFAXNUM](#) (G)

[FROMGENFAXNUM](#) (G)

[FROMGENPHONE](#) (G)

[FROMNAME](#)

[GRAPHIC](#)

[LIBDOC](#) (G)

[LIBDOC2](#) (G)

[NEWDEST](#)

[NEWLIB](#)

[NOCOVER](#) (G)

[NOBODY](#)

[NORMAL](#) (G)

[NOTE](#)

[PREVIEW](#)

[PRIORITY](#) (G)

[SAVE](#) (G)

SIGNATURE

TOCITYSTATE (G)

TOCOMPANY (G)

TOCONTACTNUM (G)

TOFAXNUM (G)

TONAME (G)

Product Support

If you have a question about FaxUtil or the Fax Viewer, first contact your system administrator. If your fax administrator is unable to help, you may contact us or have your administrator contact us at:

RightFAX Technical Support
4400 E. Broadway
Suite 312
Tucson, AZ 85711
USA

Voice: (520) 327-1357
Fax: (520) 321-7461
BBS: (520) 327-7456
E-Mail: tech@rightfax.com

Please include your RightFAX serial number. It can be found on the inside front cover of your "RightFAX Customer Support Guide" booklet, your version of RightFax, operating system and version, and network and version. The more relevant information you provide to us the more easily and quickly we will be able to help you.

Getting Started

In this tutorial, you will create, send, and receive a fax. For this example, you will send a fax cover page to yourself.

To skip to the section on sending an entire fax, see [Sending a Fax](#).

Step 1: Creating the Cover Page



To create a new fax, press the  button. The [Fax Information window](#) will pop up. Each of the blanks on this window are called fields. You can move between fields using the mouse or the tab key. All italicized fields must be completed; all others are optional.

In the field labeled "*Name*", type the name of the person who will receive the fax. Next, enter the destination fax number in the "*Fax Number*" field (this could be a thermal fax machine in your company, or if you have your own RightFAX number, enter it.)

Press the **Notes** button; to add comments to the cover sheet. Type in some notes and press **OK**. Back in the Fax Information window, send the fax by pressing **OK**.

At this point, RightFAX is in charge of delivering the fax. You can watch the progress of the fax. In your Fax Mailbox, you should now see a new listing for the fax. The right-most column of information represents the fax's status. The fax's status will go through four stages:

[Waiting for Conversion](#)

[Scheduled to be Sent](#)

[Sending](#)

[OK](#)

As soon as the status line reads "OK" there should be a new fax in your RightFAX mailbox or your thermal fax tray.

[Continue](#)

[Return to Index](#)

Step 2: Viewing a Fax



Select the fax that you have just sent to yourself and press the  button. In a few seconds, the RightFAX Fax Viewer will appear, showing the cover sheet. You may scroll through it with your mouse, and change the view with the toolbar.

You just sent your first fax using RightFAX. Now You can try sending a fax from a Windows application, probably the most commonly used method of faxing with RightFax.

[Continue](#)

[Return to Index](#)

Step 3: Sending Faxes From Applications

From a word processor (or any other application), open a document to fax.

Select the Fax queue through the PowerBar and print the file. RightFAX may give you a small login window. If so enter your RightFAX user ID and password. A window like this will appear on your screen:

Fax Information - AJM (#8821) on Server RIGHTFAX

To ...

Name

Fax Number

Contact Number

Company

City/State

From ...

Name

Voice Phone

Call back Required

Send At ...

Delay Send ? Cheap Rate

Date - - Time :

Transmission Details

Form Name

Priority

Hold for Preview

Include cover sheet when sending

Billing Codes

Account Number

Matter Number

Complete any required information in this window and press **OK**. RightFAX will send this document out as a fax.

Now go into faxutil, the new fax should be listed in your Fax Mailbox. Note that in the "Size" column, it reads "CS + ?" for the new fax. This translates to "Cover Sheet plus the number of pages long the document is." You may watch the fax go through its conversion and sending processes. Make sure that it has been sent correctly to the number that you specified on the RightFax Header window.

[Continue](#)

[Return to Index](#)

Step 4: Printing Your Fax



To print a copy of the Fax, Highlight the fax with the mouse, then click on the  button.

You will be presented with the traditional Windows "Print window". Select the desired printer in the top field. Check the other settings in the window to ensure that they are the way you want them.

Click **OK**. You will get a new message notifying you that your faxes have been queued for printing; once they have been printed, you will see a tiny printer emblem appear in the **P** column to the far left of your Fax Mailbox.

You now have at least two faxes in your Fax Mailbox; one that was just a cover sheet, and one that you sent from an application.

[Return to Index](#)

Menu Commands

File Menu

[Edit](#)

[Delete](#)

[Show History](#)

[Release](#)

[Kick](#)

[Forward to Fax Machine](#)

[Forward to Network User](#)

[Route to Network User](#)

[Exit](#)

Fax Menu

[New](#)

[View Body](#)

[View Cover Sheet](#)

[Print](#)

[OCR](#)

[Combine](#)

[Record Thermal Fax](#)

[Store In Library](#)

Data Menu

[New](#)

[Launch](#)

[Print](#)

[Export](#)

List Menu

[Full Fax List](#)

[Sent Fax List](#)

[Received Fax List](#)

[Phonebook](#)

[Switch Mailboxes](#)

[Return to Original Mailbox](#)

[Update List](#)

Options Menu

[Send Fax Options](#)

[Receive Fax Options](#)

[Cover Sheet Information](#)

[Notification](#)

[Change Password](#)

[Other](#)

[Choose Font](#)

[Toolbar](#)

Full Fax List

Shows a complete listing of all faxes sent and received from this user account, or Fax Mailbox,

See also:

[Newest to Oldest.](#)

[Sent Faxes](#)

Received [Faxes](#)

Sent Fax List

Lists only sent faxes.

See also:

[Newest to Oldest](#)

Received [Faxes](#)

Received Fax List

Lists only received faxes.

See also:

[Newest to Oldest](#)

[Sent Faxes](#)

Phonebook

Switches to the personal Phonebook for this user account. From the Phonebook you can store frequently used names, their associated fax phone numbers, and other related transmission information. By using the Phonebook, you don't have to enter numbers, names, or billing information each time you want to send a fax to people with whom you regularly communicate.

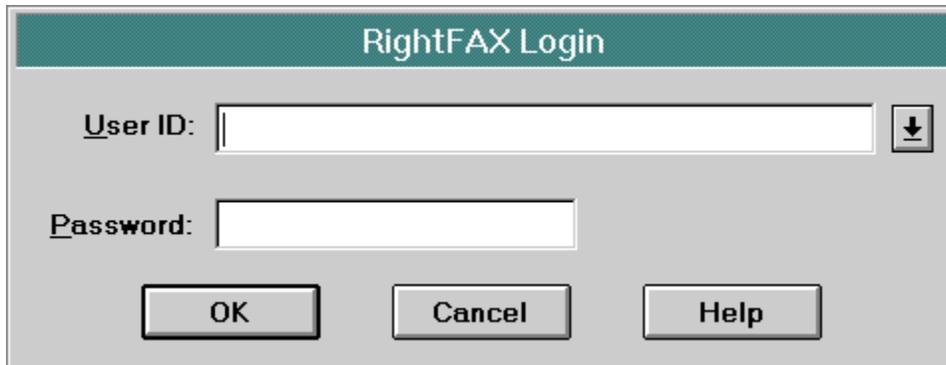


You can also call up the Phonebook by pressing the  button on the toolbar.

[Phonebook](#)

Switch Mailboxes...

Jumps from your account to another. If you do not have FaxAdmin privileges, you will need to give the other account's password.



The image shows a dialog box titled "RightFAX Login". It has a teal header bar with the title in white. Below the header, there are two input fields. The first is labeled "User ID:" and has a small downward-pointing arrow icon to its right. The second is labeled "Password:". At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Help".

Switching Mailboxes is useful if you want to check for incoming faxes on another account, or if you want to edit, view, forward or route existing faxes in that account. You can work directly from this new account just as you would from your own. Remember, though, that if you have a personalized cover sheet and are configured to use it in your own account, you will not use it in the foreign account; you will use the cover sheet assigned to that person.

Return to Original Mailbox...

If you have switched into another user's Fax Mailbox, use this command to return to your own Mailbox and automatically log out of the foreign account.

Exit

Quits FaxUtil. All faxes will still be sent and received for this mailbox; you do not have to be logged in to finish sending faxes or receive faxes.

About Fax Utility...

Provides information about which version of FaxUtil your workstation is running, the name of your fax server, release dates, etc.

View Body

Calls the **Fax Viewer** and displays the fax body image. Note that you will NOT see your cover sheet here when viewing a sent fax; faxes and their cover sheets are separate images. To view cover sheets for sent faxes, select [View Cover Sheet](#) from the Fax menu.



You can also press the  button to call the Fax Viewer.

See also: [Fax Viewer](#)

View Cover Sheet

Calls the **Fax Viewer** and displays the cover sheet associated with the selected fax. Note that you cannot view faxes with incomplete information, i.e. RightFAX has to create a fully complete cover sheet through a conversion process before allowing the image to be accessed by the Viewer.

View Cover Sheet will not work with received faxes because the cover sheet and the body are treated as one set of images, not two separate images.

See also: [Fax Viewer](#)

Print Fax

Prints the highlighted fax to a network printer. When the fax has been sent to the printer, a small printer symbol will appear in the column marked *P*.



To print a fax, highlight it, and then select **Print** from the Fax menu, or press the  button on the toolbar. Select the desired network printer from the pull-down list, confirm all other choices, and click **OK**.

Print Fax

Selected Printer: HP4 - HP4 in sales (Letter Only) ↓

Paper

Size: Default ↓

Source: Default ↓

Print Range

Print Cover Sheet

All body pages

Pages

From: To:

No body pages

Print Quality: Medium (150 DPI) ↓

OK

Cancel

Help

Your fax will be sent to the print queue; once it has been sent to the printer, you should see the printer symbol appear next to the fax on the Mailbox list.

Note: To print faxes to local printers, you Must print them from the [Fax Viewer](#).

[Automatic Printing](#)

Show Transmission History

Displays a record of transmission for the highlighted fax. Information includes, among others:

User ID
Date
Recipient Name
Fax Phone #
Channel Used
Number of Pages
Status of Fax (was it successfully transmitted?)

Transmission/Reception History
Received from remote ID:Fax Service Received at:09/18/95 03:48 PM Channel Used:3 Elapsed Time: 04:24 Result: (0000) Successful Page Record: 1-5 good (00)
Printed to HP4 at 09/18/95 03:54 PM Time to print: 31 seconds Successfully printed 5 pages for user AJM
<input type="button" value="OK"/> <input type="button" value="Help"/> <input type="button" value="Print"/>

Note that RightFAX takes its transmission records from the fax boards themselves; sometimes the fax status from the board may be garbled and difficult for RightFAX to read or understand, hence an "Unknown Error". GammaLink boards report a specific error number; refer to the GammaLink manuals for your board(s) for these error codes.

Received faxes will always have only one transmission history record associated with them. Sent faxes may have multiple histories, one for each time the fax is sent.



You can also press the  to call the transmission history, after selecting a fax.

Edit (Fax Information window)

The **Edit** item on the **File** menu is one of the most powerful tools in FaxUtil. When you highlight a fax with a status of "Info Not Complete" and select **Edit**, a window called "Fax Information" will appear.

The screenshot shows the 'Fax Information' dialog box. It features a title bar 'Fax Information' and a 'To...' section with input fields for Name, Fax Number, Voice Number, Company, and City/State. There are buttons for 'Phonebook...', 'Add Entry...', 'OK', 'Cancel', 'More...', 'Notes...', 'Scan...', 'View...', 'Library...', and 'Help'. The 'Billing Codes' section includes fields for 'Account Number' and 'Matter Number' with a 'Lookup...' button. The 'Transmission Details...' section has a 'Delay Send?' checkbox, a date and time picker (Date: 09 / 07 / 95, Time: 13 : 33 24 hr), a 'Priority:' dropdown menu (Normal), a 'Form Type:' dropdown menu ((None)), and radio buttons for 'Sent' and 'Received'. At the bottom, there are checkboxes for 'Hold for Preview?' and 'Cover Sheet?', and a 'Number of Pages:' field set to 0.



This window also appears when you press the  button, select **New** from the **Fax** menu, or press the **Insert** key. It represents the cover page and the information that will appear on it. From this window, you may add or scan attachments, assign billing codes, import other documents, or perform a host of optional features. You may enter a PhoneBook ID in the to name field and RightFAX will look up that ID and fill in the rest of the destination information for you.

See Also:

[Phonebook Button](#)

[Delay Send](#)

[Form Type](#)

[More](#)

[Scan](#)

[Priority](#)

[Lookup](#)

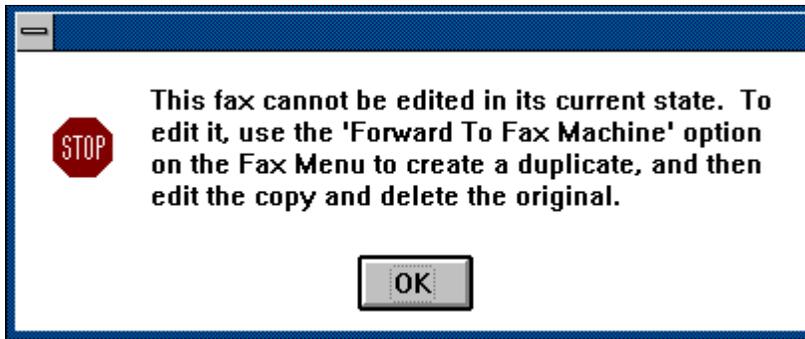
[Hold for Preview](#)

[Library](#)

[Notes](#)

[View](#)

[Add Entry](#)



Note: If you receive this error message, it means that your FAX COVER SHEET has already been imaged. You CANNOT use **Edit** from the **File** menu to change an existing fax body OR its cover sheet. In order to change the fax body, you need to edit it from the original application where it was created. In order to change the fax cover sheet, you need to highlight the desired fax, then choose "[Forward to Fax](#)

[Machine](#)" from the **Fax** menu or select the  **FORWARD**

New



New creates a new fax from your Fax Mailbox. When you first select **New**, you will, by default, be sending only a cover sheet that you can edit from the [Fax Information window](#). You can select library documents, form overlays, or scanned attachments to add to your cover sheet from this window.

Alternately you can hold down the ctrl key while clicking on the OK button from the Fax Information Window. This will send the current fax and new one will be created. Just like selecting that fax and saying forward to fax machine.

Delete



Removes faxes from your Fax Mailbox. Although the images of your faxes have been deleted, the database records for them have not (Unless you are set to AutoPurge your faxes, in FaxAdmin, in which case all information about the fax is deleted). This allows creation of reports for cost recovery and billing purposes.

It is recommended that you clean up your Fax Mailbox frequently, as fax images can take anywhere from 20K to 200K on your system, depending on the complexity of the image.

Combine

Allows you combine selected faxes from the Mailbox list. Highlight several faxes that you want to send



as one fax, and select **Combine** from the Fax Menu or press the  button on the toolbar.

Combine Faxes

Date / Time	Name / Number	Start	End
09/18/95 03:48 PM	/ Fax Service	1	5
09/18/95 08:40 AM	/ GAMMAFAX XPI IO	1	1
09/07/95 04:50 PM	me Jeff / 15107632643	1	1

↑
↓

Pages to Combine

All

Range From: To:

None

The faxes will be combined in the order that they appear on the screen. If you want them to fax in a different order, you can change the order in the Combine window. Use the up and down arrow keys next to the list to move a fax to the desired position; to complete the combine, press the **Execute Combine** button. By default, RightFAX will combine all pages of all faxes, but you can specify which pages of which faxes you want to send. Once a fax has been combined it can not be separated again.

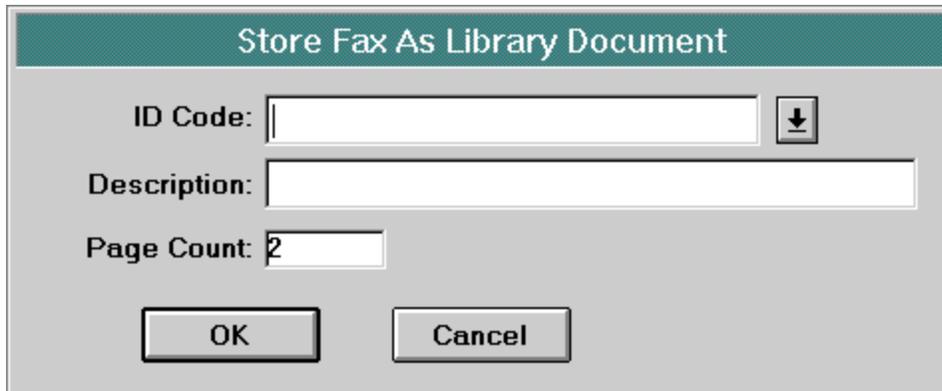
Release

In co-operation with the [Hold for Preview](#) option in the Fax Information window, **Release** allows you to complete all information for a fax and hold it so that you may view both the cover sheet and the body before sending it.

Once you have ensured that everything is correct, select **Release** to send the fax to its destination. A held fax will never send unless you release it using this menu item.

Store In Library

This feature allows the currently selected fax to be stored as a Library Document. If you need to store a portion of a fax do a [Combine](#) first and then store the new "combined" fax as a Library.



The screenshot shows a dialog box titled "Store Fax As Library Document". It contains three input fields: "ID Code:" with a text box and a dropdown arrow, "Description:" with a larger text box, and "Page Count:" with a text box containing the number "2". At the bottom are "OK" and "Cancel" buttons.

The ID Code is the code that will be used to refer to this document. This would be used with the embedded code [Libdoc](#) / [Libdoc2](#) or listed in the Library selection dialog. The Description is a longer free form field. Finally the Page Count denoted the number of pages in the Library Document being added.

See Also:

[Library Documents](#)

Record Thermal Fax

If your installation is designed to track fax billing information, you may want to keep track of the faxes received and sent from any free standing thermal fax machines at your site. For this purpose RightFAX has the **Record Thermal Fax** option. The Fax Information window appears when you select **Record Thermal Fax**, but you will notice that an extra option has been added that asks how many pages the fax contains and whether the fax was received or sent. If you do not specify, RightFAX assumes the fax to have been sent. After you have completed the information for a thermal fax, it appears on your fax list with "Thermal Record" in the status column. You may edit or delete this entry just like any other fax entry.

Forward to Fax Machine

Enables you send or resend a fax already in your Mailbox. To use this option, highlight the fax you want to forward from your Mailbox, then choose **Forward to Fax Machine** from the File menu, or press the



button. A copy of the fax appears at the top of your fax list with status [Info Not Complete](#). Edit the fax and fill in the cover sheet information as you would do for any other outgoing fax.

Forward to Network User

Sends a duplicate of a fax in your Mailbox to another RightFAX user.

Forward to Network User

User(s) to forward to (multiple selections allowed, use spacebar to select):

<input type="checkbox"/>	ID	Name	Route Code	Group		
<input type="checkbox"/>	ACCTTMP1	ACCTTMP1	101	EVERYONE		↑
<input type="checkbox"/>	ACME	Acme Inc.	100	EVERYONE		
<input type="checkbox"/>	ADMIN	ADMIN USER	0	EVERYONE		
<input type="checkbox"/>	AJM	A.J. Mallory	8821	TECHNICAL		
<input type="checkbox"/>	AMW	Angelita M. Wadlington	7462	ADMINISTRATION		
<input type="checkbox"/>	BAW	Bonnie A. Wesche	7455	ADMINISTRATION		
<input type="checkbox"/>	BCAST	Broadcast Box	100	EVERYONE		
<input type="checkbox"/>	BDALT	Test User	100	TESTGRP		↓

User(s) to forward to:

Notes (these get attached to the fax history):

Type the recipient's user ID in the area provided. Note that this does not MOVE the fax from your Mailbox to another; it only creates a copy in the recipient's Mailbox. In addition, you may enter text in the notes field. (These get appended to the [Fax History](#).)

Route to Network User

Unlike the forwarding options, **Route to Network User** does not create a copy of an existing fax to send another person. Instead, it actually moves the selected fax to the new recipient's Fax Mailbox. You can



use the  button as well as the menu item to route faxes to other users.

Route Fax

User(s) to which to route (multiple selections allowed, spacebar toggles selections):

ID	Name	Route Code	Group	
<input type="checkbox"/>	ACCTTMP1	101	EVERYONE	
<input type="checkbox"/>	ACME	100	EVERYONE	
<input type="checkbox"/>	ADMIN	0	EVERYONE	
<input type="checkbox"/>	AJM	8821	TECHNICAL	
<input type="checkbox"/>	AMW	7462	ADMINISTRATION	
<input type="checkbox"/>	BAW	7455	ADMINISTRATION	
<input type="checkbox"/>	BCAST	100	EVERYONE	
<input type="checkbox"/>	BDALT	100	TESTGRP	

User(s) to which to route:

Notes (these get attached to the fax history):

Highlight the user who will receive the fax from the list of users in the top field. To include any notes to this user in the transmission history, type them in the lower field and then click **OK**. You may select multiple people to route to and they will all be able to see the fax.

Update List

If you want to update your Mailbox display without waiting for the window to automatically update (about every 10 seconds), or if you have automatic updating disabled, you may do a manual update. Select



Update List from the **List** menu or press the toolbar button.

[Automatic Updates](#)

New

If your company can send [binary files](#) from its RightFAX system, you can use the **Data** menu to send a computer file to someone else who has RightFax or another compatible system. Binary File Transfer (BFT) works a lot like a modem except that it uses special computer fax cards. This transfer looks just like a fax with a cover page and all the other fax features.

New pops up a window almost exactly like the regular Fax Information window, except that it's for data transfer (note the title of the window; it says Data Information rather than Fax Information.)

Data Information

To...

Name: **Phonebook...**

Fax Number:

Voice Number:

Company:

City/State:

Billing Codes

Account Number **Lookup...**

Matter Number

Transmission Details...

Delay Send?

Date: / /

Time: :

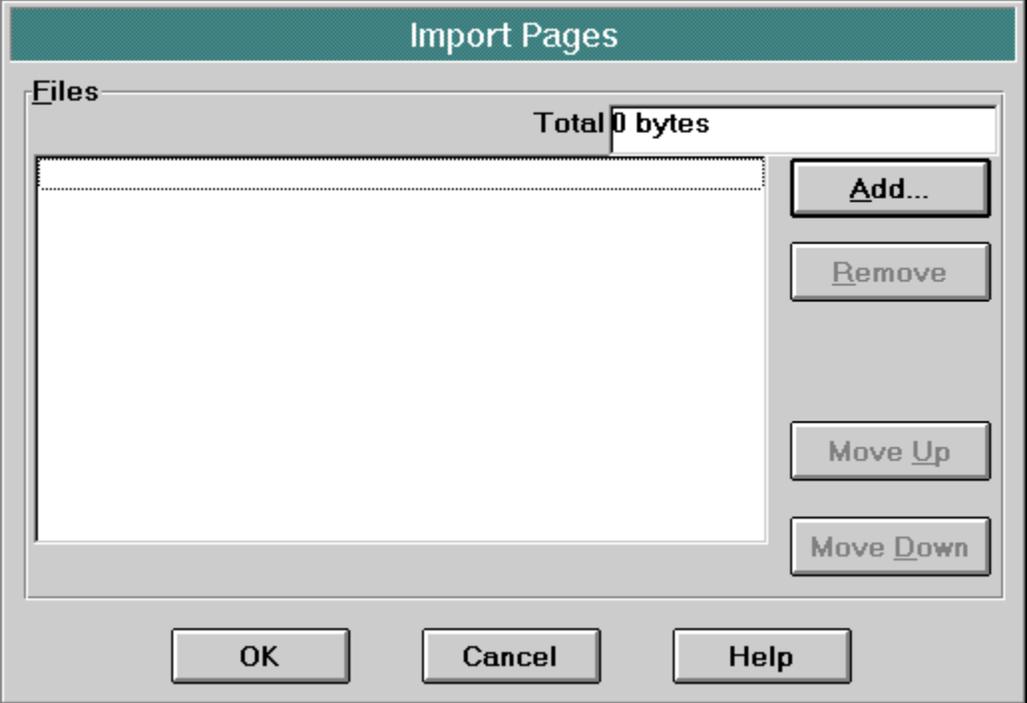
Sent **Received**

File size (bytes):

Hold for Preview?

OK
Cancel
More...
Import...
View...
Help

To tell RightFAX which file to transfer, press the **Import** button in the Data Information window. You can then browse through your network and choose the file to transfer.



Once you have chosen your file(s), tell RightFAX where to send it by completing all the required information just like you would for a fax. Press **OK** to send the file.

Binary Files

As RightFAX sends faxes it converts them into a "standard" fax format. With the Binary File Transfer you can send the actual document, it is just like if you copied the file to disk and mailed it to the recipient. A computer modem transfer is very similar to a BFT, though with the modem transfer you don't get the fax cover page and other associated fax features.

Launch

If you have received a binary file and want to edit it as a normal document, choose **Launch** from the **Data** menu. This will start the application where the document was created.

Launch also works with files that have been OCR'd. If you have a fax that you have OCR'd, you can choose **Launch** to run the application that is associated with your file.

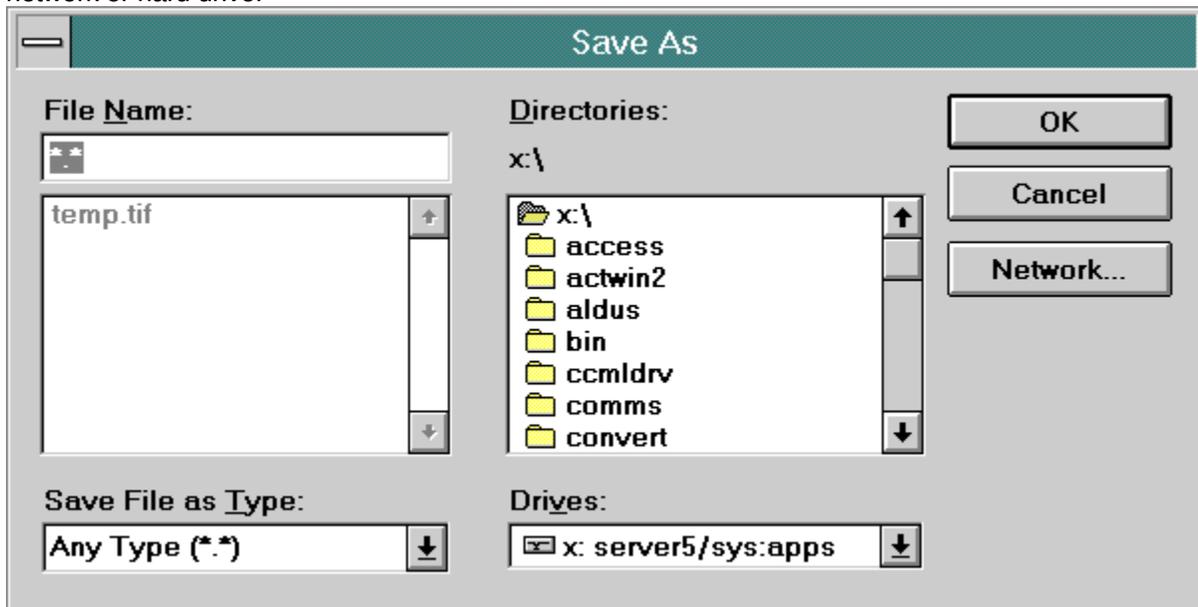
Print



To print a binary file, choose **Print** from the **Data** menu, or press the  button on the toolbar. RightFAX will start the application with which your file is associated and print it from that application.

Export

Export allows you to save a file that you have OCR'd or received as a binary file to somewhere on your network or hard drive.



It works just like the **Save As** function in most applications.

Kick Fax

Kick Fax tells RightFAX to immediately retry a send after a failed transmission attempt. It is located in the **File** Menu. Normally, when an error-retry condition occurs, RightFAX waits 5 minutes before trying again. With **Kick Fax** you may tell RightFAX to retry the send immediately rather than waiting the standard delay. After RightFAX has tried to send a fax and failed five times, it stops trying and considers the transmission failed. This is called an error-dropped condition. If you use Kick Fax after an error-dropped, RightFAX will try to send one more time. You may kick a dropped fax as many times as you like.

Note: If you set your automatic delete option to **Always**, your fax will be deleted as soon as the error-dropped condition occurs, and you will not be able to kick the fax.

Send Fax Options

Send options can be set by selecting the **Send Fax Options** dialog box from the **Options** menu.

Send Fax Options...

Fax Resolution

Body: Normal (100 x 200 DPI) Fine (200 x 200 DPI)

Coversheet: Normal (100 x 200 DPI) Fine (200 x 200 DPI)

Auto-Delete Setting

Never Only if successfully sent Always

Auto-Print Setting

Automatically Print Sent Faxes? Print History? Print Failed Faxes?

Print Coversheet? Print Successful Faxes?

Print Body?

HP4 - HP4 in sales (Letter Only) ↓

Other

Default Priority: Normal ↓

Automatic Cover Sheets? {System Default} ↓

OK

Cancel

Help

Here you can set the resolution at which faxes are sent, the fax deletion options, cover sheet options as well as change your Default Priority.

See also:

- [Fax Resolution](#)
- [Auto-Delete Settings](#)
- [Auto-Print Setting](#)
- [Priority](#)
- [Cover Sheet](#)

Fax Resolution

Faxes can be sent at two different resolutions: 100 x 200 dots per inch (DPI) standard/normal and 200 x 200 DPI enhanced/fine. A normal DPI works well for draft quality resolution and shorter transmission times, while the higher resolution DPI is recommended for high-quality printed documents and optical character recognition (OCR.)

Auto-Delete Options

Since fax images consume a considerable amount of space, you may want to tell RightFAX to automatically delete a fax after it is sent. The disadvantage to using this option is that you will be unable to view what was sent, it will not appear on your fax list, and it cannot be forwarded. However, enabling automatic deletion DOES NOT affect your original document.

Found in the **Send Fax Options** window, there are three settings for Auto-Delete:

Never

Saves all fax data regardless of whether it was sent successfully.

Only if Successfully Sent

Delete fax data only if transmission was successful.

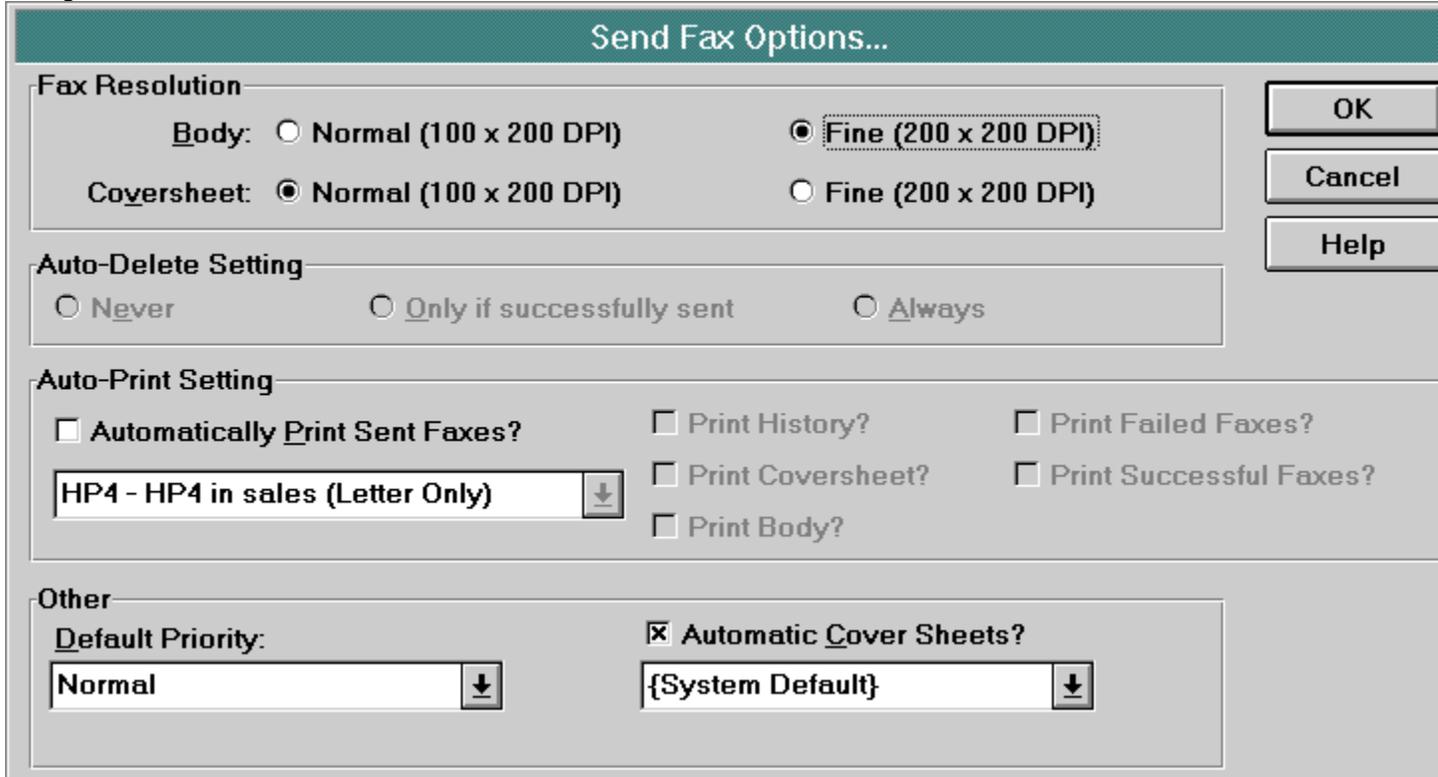
Always

Deletes sent faxes whether or not they were sent successfully.

The fax server will attempt to send each fax five times before the fax is classified as unsuccessfully sent. If the administrator has enabled Sent Fax Archiving for the mailbox, then automatic deletion is disabled.

Cover Sheet Options

RightFAX automatically creates and sends a cover sheet for you when you send a fax. However, you may disable this feature by toggling off the **Automatic Cover Sheets** option in the Send Fax Options dialog box.



The image shows a dialog box titled "Send Fax Options...". It is divided into several sections:

- Fax Resolution:** Contains two rows of radio buttons. The first row is for "Body" with options "Normal (100 x 200 DPI)" and "Fine (200 x 200 DPI)". The second row is for "Coversheet" with options "Normal (100 x 200 DPI)" and "Fine (200 x 200 DPI)".
- Auto-Delete Setting:** Contains three radio buttons: "Never", "Only if successfully sent", and "Always".
- Auto-Print Setting:** Contains a dropdown menu with "HP4 - HP4 in sales (Letter Only)" selected, and several checkboxes: "Automatically Print Sent Faxes?", "Print History?", "Print Failed Faxes?", "Print Coversheet?", "Print Successful Faxes?", and "Print Body?".
- Other:** Contains a dropdown menu for "Default Priority" with "Normal" selected, and a checked checkbox for "Automatic Cover Sheets?" with a dropdown menu showing "{System Default}".

On the right side of the dialog box, there are three buttons: "OK", "Cancel", and "Help".

Regardless of whether you have this option toggled on or off, RightFax still needs the basic fax routing information, such as the recipient's name and fax number. When the automatic cover sheet option is selected, you can also adjust the resolution at which the cover sheet is sent from fine to normal. These are the same resolution options that are available for the fax body. From here you can adjust the [Auto Delete Setting](#), control the [Auto Printing](#) of sent faxes and change the [Priority](#).

Receive Fax Options

When a fax arrives in your fax Mailbox, RightFAX notifies you with a pop-up message. Once a fax is in your Mailbox, you can view it, edit it, delete it, or send it to someone else. You can also tell RightFAX to automatically process your fax: send it to another phone number or another user, automatically print; or OCR your fax (if your company has the separate OCR module.)

Received Fax Options...

Forwarding

Automatically Forward Received Faxes?

Forward to fax machine

Forward to network user

Number to which to forward faxes:

User to which to forward faxes: EMA, Erin M. Allin

Printing

Automatically Print Received Faxes?

HP4(II) - LJII driver to HP4 in sales

OCR

Automatically OCR Received Faxes?

Set OCR Options...

OK Cancel Help

See also: [Forwarding](#)
[Printing](#)
[OCR](#)

Automatic Forwarding

You can automatically forward a fax to another fax machine or another RightFAX user as soon as you receive it. To enable automatic forwarding, select [Receive Fax Options](#) from the **Options** menu. Enable the check box marked "Automatically Forward Received Faxes?" Next, choose whether you want to send your fax to another number or to a user on your network. Specify the number or user in the appropriate box.

If for example you go away on business, you can have all your faxes automatically forwarded to the hotel where you are staying by enabling **Automatic Forwarding** and entering the fax number of the hotel.

Automatic Printing

You can automatically print all incoming faxes as soon as you receive them. To enable automatic printing, select [Receive Fax Options](#) from the **Options** menu. Enable the check box *Automatically Print Received Faxes?* and specify which network printer you wish to use.

Automatic OCR

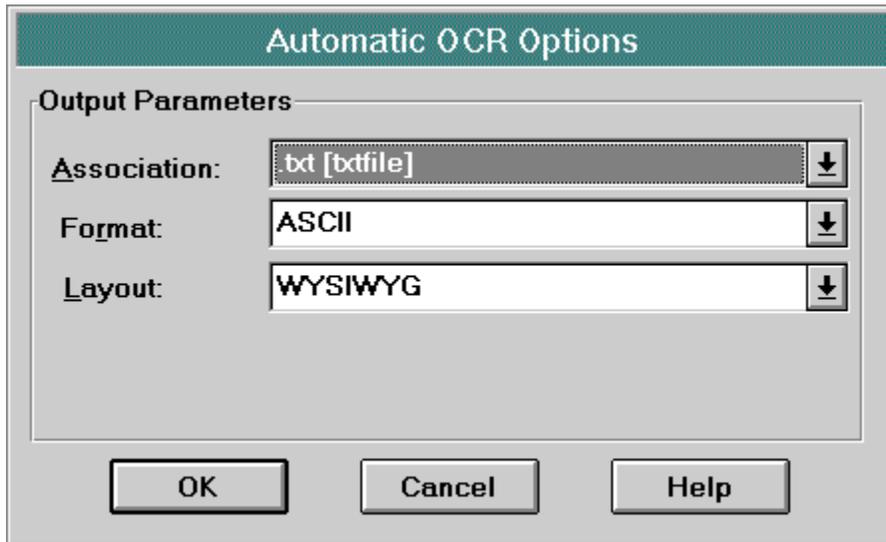
If you want RightFAX to automatically convert your faxes into editable documents, mark the **Automatically OCR Received Faxes?** box in the Receive Fax Options, and then set your OCR options to tell RightFAX how to OCR your faxes.

See also: [Optical Character Recognition \(OCR\)](#)
[Set OCR Options](#)

Set OCR Options

In order to convert your faxes from a graphic format into editable text format, RightFax runs them through an OCR (Optical Character Recognition) module.

To setup RightFAX to correctly OCR your faxes, click on **Set OCR Options** in the [Receive Fax Options](#) menu.



In the *Associations* field, choose the application with which you want the OCR output to be associated. The application will be launched when the OCR output is viewed or printed. If an application does not appear on the list, then it does not support OLE or has not been installed correctly.

In the *Format* field, choose how you want RightFAX to design your pages. You have a choice of Smart ASCII, ASCII, or RTF (Rich Text Format). ASCII will produce a plain text file, while Smart ASCII will approximate the format it was originally given. RTF is not a human-readable format which preserves fonts and formatting.

In the *Layout* field you may choose between WYSIWYG (What You See Is What You Get) and Left Justified. WYSIWYG will try to read the fax in the layout that it sees. If, for instance, RightFAX sees that the fax has three columns, it will try to read the document in column style. If you choose Left Justified, RightFAX will read from the left margin of the fax.

Cover Sheet Information

To set default cover sheet information, select **Cover Sheet Information** from the **Options** menu. You can specify information to be placed on the cover sheets of all faxes, outgoing faxes only, or for incoming faxes only.

Default Values for Fax Cover Sheet

For All Faxes

DID Number:
Operator's Voice Number:
General Fax Number:

For Outgoing Faxes

From Name:
Voice Number:
 Call Back?

For Incoming Faxes

To Name:
To Company:
To City/State:

For all faxes, there are three possible entries: your personal fax number (DID), your company operator's voice number, and the company's general fax number. Your name, your phone or extension number, and whether you want the receiving party to call to confirm may be specified for outgoing faxes. Some organizations like to fill in cover sheets for received faxes for billing purposes. For this reason we have also included three fields that may be completed for received faxes: *To Name*, *To Company*, and *To City/State*. In order, these are your name, your company, and your address.

Notification

RightFAX can be configured to give you various types of notification whenever you send or receive faxes. This way you may work on other things and know the status of a fax as well. By bringing up the **Notification** dialog box from the **Options** menu, you can tell RightFAX to notify you never, once only, or periodically when an outgoing fax needs more information, when a new fax arrives, or of your fax's status during transmission.

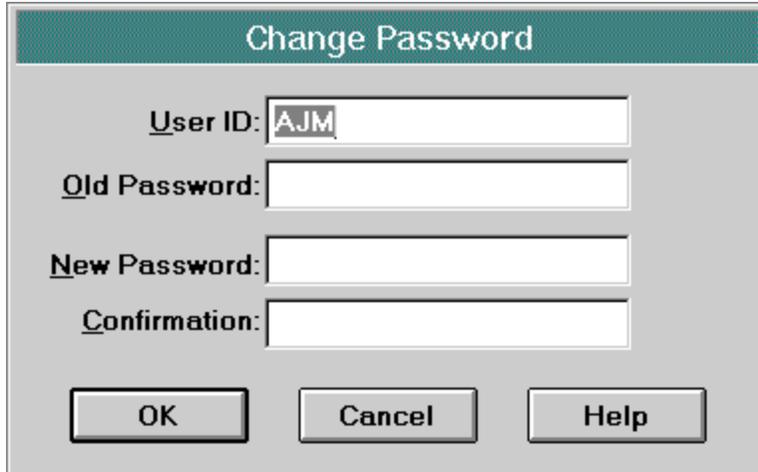
The screenshot shows a dialog box titled "Notification Options...". It is divided into two main sections. The left section contains three dropdown menus, each with "Never" selected: "Messages about incomplete faxes", "Messages during fax transmission", and "Messages about newly received faxes". The right section contains three checkboxes: "Error encountered, fax will be retried", "Error encountered, fax will be abandoned", and "Fax is successfully sent", all of which are unchecked. Below these is a section for "Message Reroute/Forwarding" with an unchecked checkbox "Alternate Notification Active?" and a text field "User ID to Notify:" containing the text "DRR, David R Renner". At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

The next three notifications regarding sent faxes, "Error encountered: Fax will be retried", "Error encountered: Fax will be abandoned", and "Fax was sent successfully" may be enabled or disabled as you wish.

[Error Messages](#)

Change Password

If you are on a system that requires a password, you should periodically change your password. This is especially important if your fax materials are sensitive, proprietary, or classified. To change your password, select the **Change Password** option from the **Options** menu.



The image shows a 'Change Password' dialog box with a teal header. It contains four text input fields: 'User ID' with the value 'AJM', 'Old Password', 'New Password', and 'Confirmation'. At the bottom are three buttons: 'OK', 'Cancel', and 'Help'.

Change Password		
User ID:	AJM	
Old Password:		
New Password:		
Confirmation:		
OK	Cancel	Help

When the Change Password dialog box appears enter your current password and then enter your new password. Enter your new password a second time in the confirmation field to verify it. The new password will take effect the next time you use FaxUtil. The password that you use to get into FaxUtil is the same password others must use to access your Mailbox unless they are the administrator.

Other

Other Options...

Automatic Fax List Updates?

Seconds between updates:

Check for unviewed or unprinted faxes on startup?

Disallow multiple Viewers?

Printing Defaults

Network Printer ID:

Print Quality:

Default Fax List Sorting

Newest to Oldest **Oldest to Newest**

Automatic Fax List Updates

As a result of the potentially heavy work load on the server, it is impractical for the server to send constant updates to the client (FaxUtil) about its status. Instead, messages are sent to FaxUtil at fixed intervals of every 60 seconds. If you want your status messages updated more frequently, you can adjust the automatic update period to a minimum of 1 second. You can also reduce the frequency of updates. To change the update frequency, select **Other** from the Options menu. Toggle the **Automatic Fax List Updates** check box and set the "Seconds between updates" field to the desired time between updates.

Default Network Printer

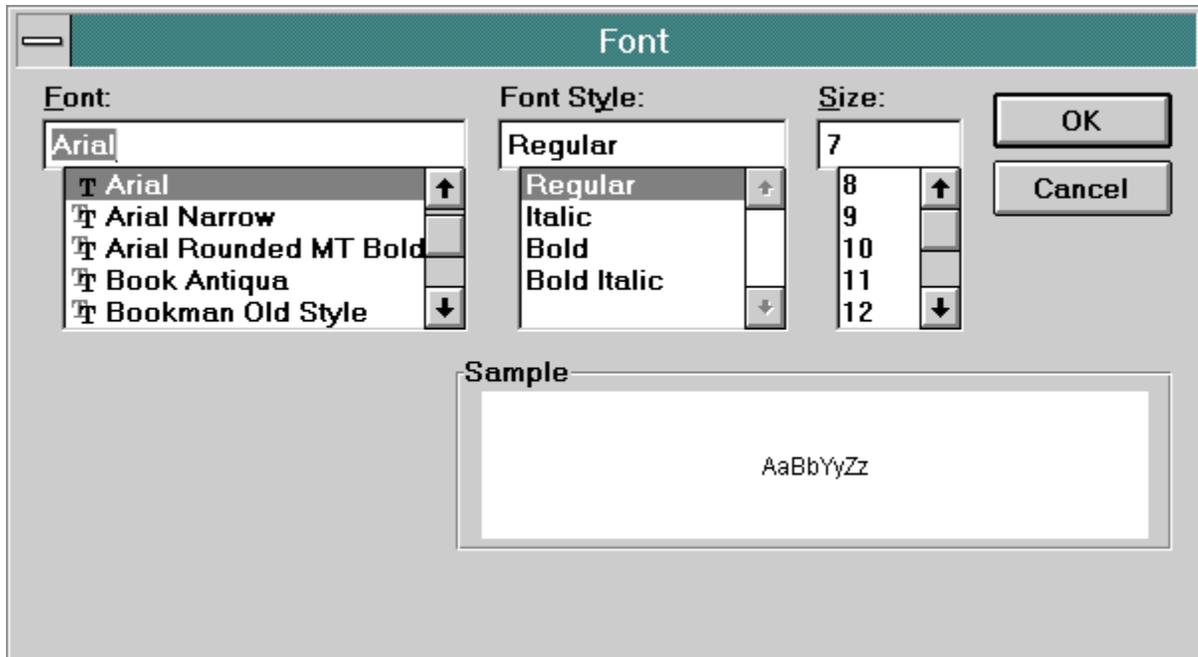
This allows you to choose which printer is automatically selected whenever you print a fax. It does not rely on the Windows default printer so it will not effect your windows printer setup.

Fax List Sorting

RightFAX sorts and lists all faxes from newest to oldest by default. You can change this by toggling the **Oldest to Newest** button in the **Other** window from the Options menu.

Choose Font

Choose Font, located on the **Options** menu, allows you to change the font FaxUtil uses in your Fax Mailbox display.



This changes only the display, not the format of your faxes or cover sheets.

Delay Send

RightFAX normally sends outgoing faxes as soon as a phone line becomes available, but sometimes you may want to delay an outgoing fax. To postpone the transmission of your fax, select the **Delay Send** check box in the [Fax Information window](#) and fill in the time and date fields. Once you have completed the rest of the fax information, RightFAX converts the document to fax format and holds it until the designated date and time. During this time, your fax will remain in the state [Scheduled to Send](#).

Helpful Hint

To save money, use Delay Send to transmit faxes after 11:00 pm when phone rates are lower.

Hold for Preview

In conjunction with the Fax Viewer and [Release](#) , **Hold for Preview** gives you the opportunity to look at the final version of your outgoing fax before you send it. "Final version" faxes include a fax format body and a completed, converted cover sheet. To view the fax highlight it and click on the view icon on the tool bar. Then to send the fax select **Release** from the **Fax** menu.

See Also:<[PREVIEW](#)>

Forms

Allows you to select a form that your administrator has entered into the RightFAX database; letterhead (or another form type) can be combined with your fax to present a professional image to the recipient. If, for example, you want to send a list of services from your company, Acme Cleaning, and you want to use the Acme Cleaning letterhead, select the **Form Type** option and choose the Acme Cleaning letterhead. RightFAX will then combine the letterhead image with the pricing quotes image to form one complete fax image which can then be sent as usual.

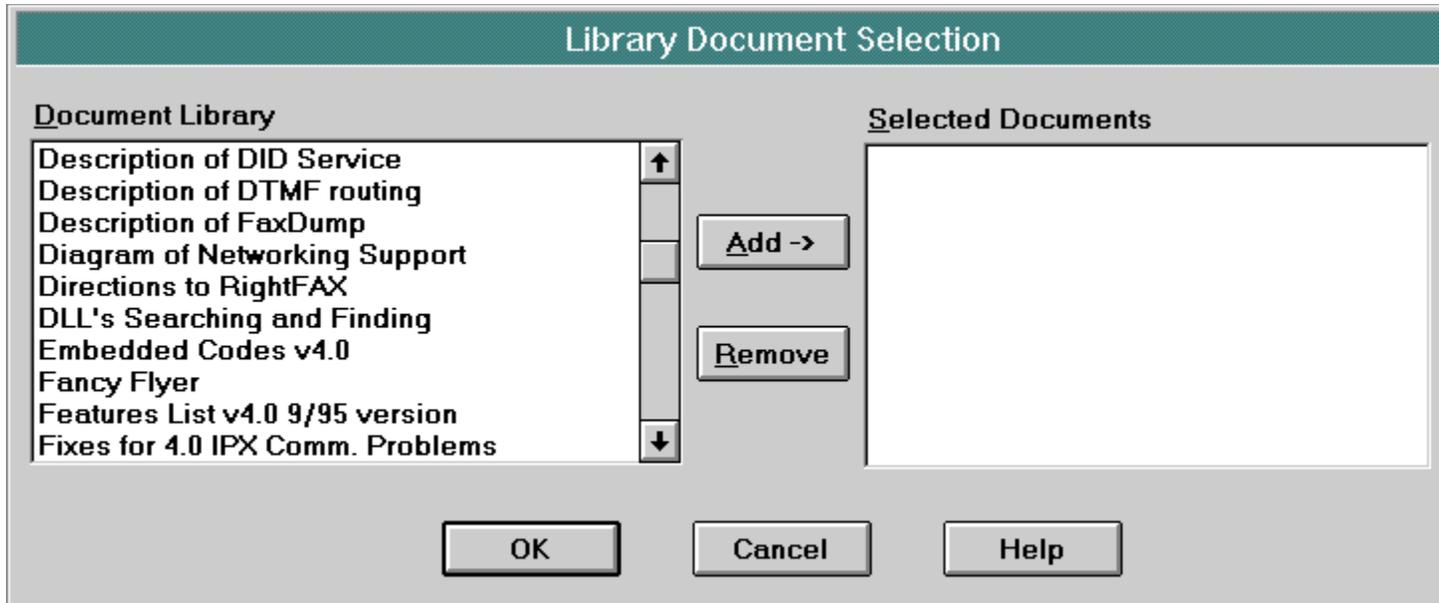
Note: You must have administrative privileges in order to create or edit forms.

Library Documents

Library Documents are pieces of frequently faxed data like company literature, credit applications or employment forms that the administrator has entered into the RightFAX database. When you select a library document, it will be sent as the body of the fax.



To send a library document, press the  button on the Toolbar or choose New from the Fax menu. From the Fax Information window, press the **Library** button.



RightFAX will give you a new window with descriptions of frequently faxed company documents. Choose one or more, then press **Add**. You may delete or add to your list by highlighting a fax and then pressing the appropriate button. Back in the [Fax Information window](#), fill out the rest of your fax information. Your cover sheet will automatically be attached to the selected library document(s).

Phonebook Button

To quickly look up Phonebook entries from your or other users' Phonebooks, click on the  Button in the *To* box of the Fax Information window. This will bring up a window with all of your Phonebook entries, from which you may choose the desired entry. If you want to look up an entry in someone else's Phonebook, choose the user ID in the bottom field, and click on **Search**.

When you choose an entry, all the information that is in the Phonebook description of that person will appear on the cover sheet. Remember that if the Phonebook description is not fully complete in that it doesn't fill out all required fields, your fax will still read "Info not Complete" in the Fax Mailbox.

For more information, go to [Phonebook](#).

Lookup Button

If you've forgotten your billing code or matter number, click on the  Button.

Lookup Billing Code

Account	Matter	Description

Note: you can search on any of the above fields.

1000	3700	gsg test 1I
1001	3701	gsg test 2I
1002	3702	gsg test
1010	1010	SSD Billing code 10I
1011	1011	SSD Billing code 11I
1012	1012	SSD Billing code 12I
106		Bonnie
122		Bradley
137		Georgia
138		Angel
154		Heather Wilcox
157		Rick Fasino
209		Juli
231		Dirck
233		David McKanna
243		Kim

Search

OK

Cancel

Help

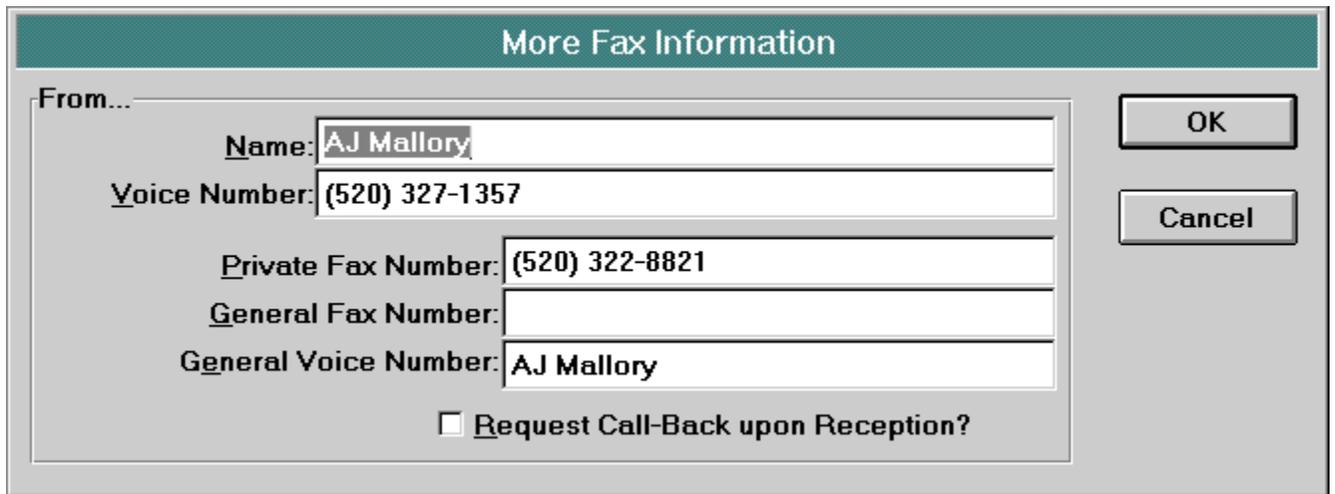
Here you may browse through the entries or search on a portion of a billing code or description by entering it into the appropriate box. Then click on **Search** or press enter. RightFAX will search for all entries beginning with that portion and display them so that you can choose your desired entry.

Note: When searching on descriptions, only the first 31 characters are used.

More

Found on the [Fax Information dialog box](#) window, **More** serves two purposes.

1. If you are editing an outgoing fax, you can change your default [Cover Sheet Information](#) . This allows you to change your contact information for this one fax only; it does not affect your default settings.
2. If you are editing a received fax, you can enter information on the person who sent the fax to you, so that their name will be shown on the main fax list.



More Fax Information

From...

Name: AJ Mallory

Voice Number: (520) 327-1357

Private Fax Number: (520) 322-8821

General Fax Number:

General Voice Number: AJ Mallory

Request Call-Back upon Reception?

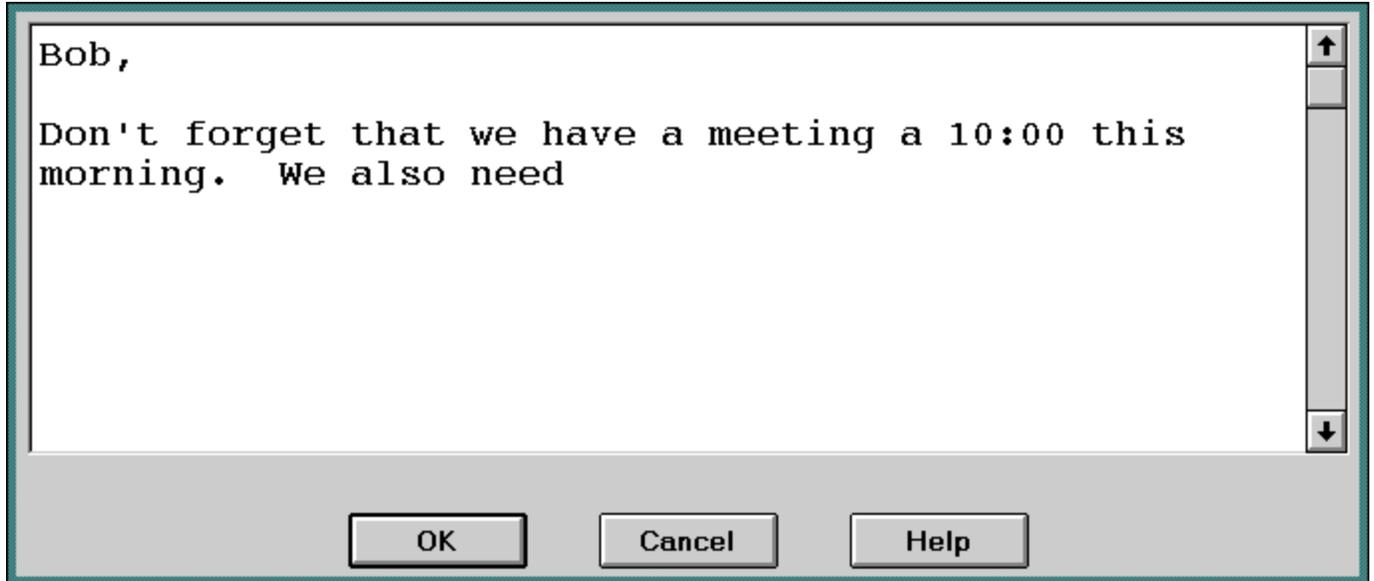
OK

Cancel

You can also edit received fax information by viewing the fax and then choosing [Assign From Info](#) from the **Edit** menu.

Notes

To add notes or comments to your cover sheet, click on the **Notes** button from the [Fax Information dialog box](#). You can enter 21 lines of comments which will appear on your cover sheet. When finished entering text, click **OK** and finish filling out any other required information (Name, Fax Number, etc).



A screenshot of a dialog box titled "Notes". The dialog box has a white background and a grey border. Inside the dialog box, there is a text area with the following text: "Bob," followed by a blank line, and then "Don't forget that we have a meeting a 10:00 this morning. We also need". To the right of the text area is a vertical scrollbar with up and down arrows. At the bottom of the dialog box, there are three buttons: "OK", "Cancel", and "Help".

Note: Signatures cannot be placed on cover sheets.

Scan

Allows you to send hard copy through RightFAX using an HP ScanJet (or compatible) scanner. Scanning will always add pages to a fax, so you can scan attachments to an existing fax, or you can scan onto a fax with zero pages.

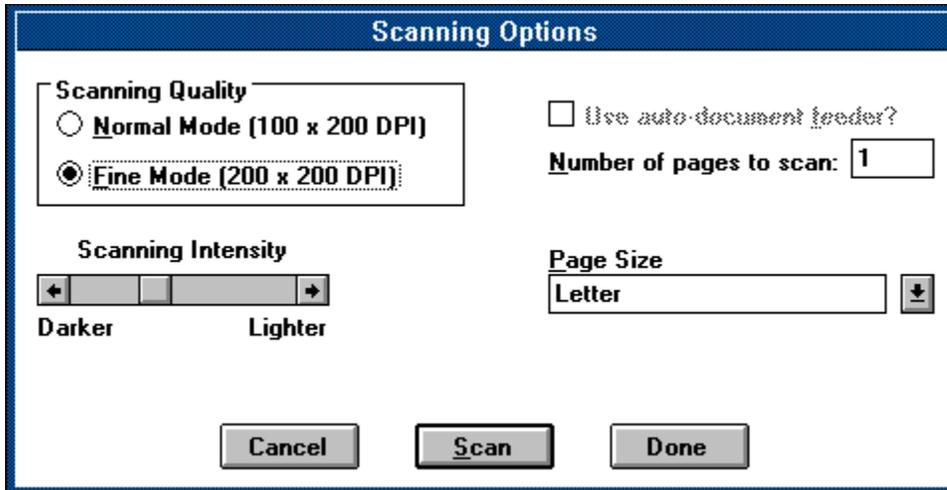
[Scanning Documents](#)

Scanning Documents

You may scan documents into RightFAX. You may, for example, need to send a copy of a business trip receipt to your accountant. To put a copy of the receipt into RightFAX, you may scan it into the computer using a member of the HP ScanJet family of flat-bed scanners or compatible.



To create a new fax using a scanned image, press the  button or select **New** from the **Fax** menu, and press the **Scan** button on the [Fax Information dialog box](#).



The image shows a dialog box titled "Scanning Options" with a blue header bar. It contains several settings:

- Scanning Quality:** Two radio buttons are present. "Normal Mode (100 x 200 DPI)" is unselected, and "Fine Mode (200 x 200 DPI)" is selected.
- Use auto-document feeder?:** An unchecked checkbox.
- Number of pages to scan:** A text input field containing the number "1".
- Scanning Intensity:** A horizontal slider with arrows at both ends. The left side is labeled "Darker" and the right side is labeled "Lighter".
- Page Size:** A dropdown menu currently showing "Letter" with a downward arrow button to its right.

At the bottom of the dialog box are three buttons: "Cancel", "Scan", and "Done".

Specify how many pages to scan in the "Number of pages to scan" box.

When you have made all of your choices, click on the **Scan** button. RightFAX will prompt you to insert the first page into the scanner. Do so, and press **Enter**. RightFAX will prompt you after each page to replace it with the next one.

Once scanning is finished, click done and you will be returned to the Fax Information window to finish editing the cover sheet information.

Import

Allows you gather images from another area on your network and send them as a fax.



Click on the **New** button from the **Data** menu then click on the **Import** button from the *Data Information window* and choose **Add** from the popup window. The Add window allows you to move about the network in conventional fashion to choose any [Group III](#) files that you may have stored elsewhere.

You can select one or more pages by dragging the mouse and highlighting those files. When they have been added to the list in the Import window, you can change the order in which each page will be faxed by highlighting a file and then choosing "Move Up" or "Move Down" depending on where you want to move it. The higher on the list that a page appears, the closer to the front of the fax it will be transmitted. Once you've selected a file, RightFAX will import it and make it the body of the new fax.

Group III

Group III is a type of file format that is accepted around the world as a fax standard. RightFAX converts all outgoing documents to Group III via a conversion engine. RightFAX can handle PCL5E (LaserJet) conversions, or PostScript conversions, depending on how your RightFAX administrator has configured your system.

View

The View button on the Fax Information window allows you to preview your outgoing fax without leaving the current window.

Note: The View button is only available after exiting the Fax Information window and reentering.

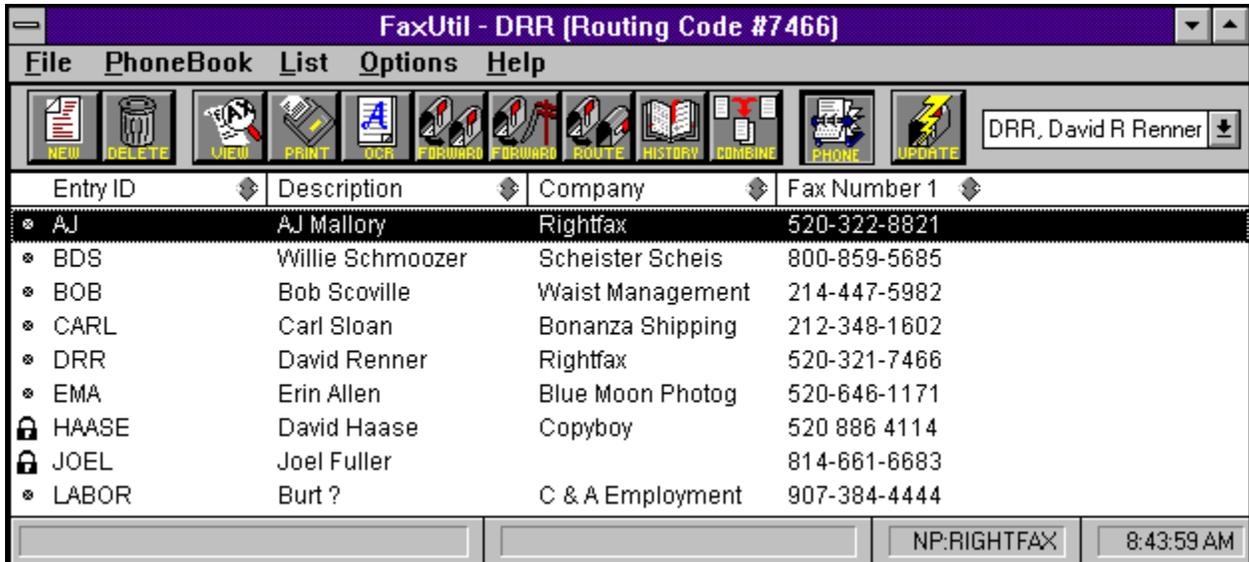
[Fax Viewer](#)

The Phonebook

One of the most useful RightFAX features is the **Phonebook**. It allows you to store frequently used names, their associated fax phone numbers, and other related transmission information. By using the **Phonebook**, you do not have to enter numbers, names, or billing information when you send a fax to someone who you fax to often.



You can access the Phonebook by pressing the  button on the toolbar. The menu bar along the top of the window changes; the **Fax** menu is replaced by a **Phone** menu.



The screenshot shows the FaxUtil application window with the 'PhoneBook' menu selected. The menu bar includes 'File', 'PhoneBook', 'List', 'Options', and 'Help'. The toolbar contains icons for 'NEW', 'DELETE', 'VIEW', 'PRINT', 'OCR', 'FORWARD', 'FORWARD', 'ROUTE', 'HISTORY', 'COMBINE', 'PHONE', and 'UPDATE'. The 'PHONE' menu is open, showing a list of entries with columns for Entry ID, Description, Company, and Fax Number 1. The status bar at the bottom right shows 'NP:RIGHTFAX' and the time '8:43:59 AM'.

Entry ID	Description	Company	Fax Number 1
* AJ	AJ Mallory	Rightfax	520-322-8821
* BDS	Willie Schmoover	Scheister Scheis	800-859-5685
* BOB	Bob Scoville	Waist Management	214-447-5982
* CARL	Carl Sloan	Bonanza Shipping	212-348-1602
* DRR	David Renner	Rightfax	520-321-7466
* EMA	Erin Allen	Blue Moon Photog	520-646-1171
HAASE	David Haase	Copyboy	520 886 4114
JOEL	Joel Fuller		814-661-6683
* LABOR	Burt ?	C & A Employment	907-384-4444

See Also:

- [Creating Individual Entries](#)
- [Creating Group Entries](#)
- [Copying Phonebook Entries](#)
- [Using the Phonebook to Send Faxes](#)
- [Importing Phonebook Entries](#)
- [Printing Phonebook Entries](#)

Creating Individual Entries



While viewing your Phonebook, press the  button on the toolbar or choose **New** from the **Phone menu**. This calls the Phonebook Entry window.

Choose an ID for this individual. This field **MUST** be completed. You might want to associate it with the individual. For example, if you are creating an entry for Ted Green, your marketing manager, you might assign it an ID of "Ted" or "Green."

Adjacent to the ID field is the **Published** check box. If you select this option by placing an "X" in it, then everyone else will see this Phonebook entry when they switch to your Phonebook from the [Fax Information window](#). If you leave the box unmarked, then the entry is private and only you may access or view it. Private entries are displayed with a small "lock" symbol on the left side next to each ID. Published entries have no symbol.

Creating Group Entries

To send the same fax to a number of different people, you may create a group containing their names, and then send the fax to that group rather than send it several individual times. Like individual entries, groups may be published or private.

To create a Group, select **group members** from the Phonebook view. Select up to 24 entries with the mouse. To select non-consecutive entries, use the CTRL key and click on each desired entry.

Choose **New Group** from the **Phonebook** menu; a small dialog box will appear, prompting you for a group ID. Enter an appropriate name for your group according to the same rules for entering individual entries.

HINT: If you need to have more than 24 members in your group, create several subgroups and enter the ID's of the subgroups into the member fields of the main group. This method gives you virtually unlimited mailing lists.

Copying Phonebook Entries

The **Copy** command in the **Phonebook** menu allows you to transfer the selected entries to another fax user on the network. Highlight the entries you want to copy, select **Copy** from the **Phonebook** menu, and then enter the destination user ID when prompted. Note that Phonebook groups can be copied as well as individuals.

Using the Phonebook to Send Faxes

There are three ways to access Phonebook entries:

[Embedded Codes](#)
[Phonebook Lookup](#)
[To Name Field](#)

Embedded Codes

To use an Embedded Code for a [Phonebook](#) entry in your document, use the "toname" code as usual, but enter the Phonebook ID instead of the actual name of your fax recipient.

Syntax:

```
<toname:phonebook ID>
```

Example:

```
<toname:chuck>
```

To use another user's Phonebook entry, enter their user ID followed by an exclamation point, then the Phonebook ID that you want:

Syntax:

```
<toname:userID!phonebook ID>
```

Example:

```
<toname:JJC!mary>
```

[Embedded Codes](#)

Phonebook Lookup



To use the Phonebook Lookup, edit your incomplete fax from your Fax Mailbox, and press the  button; you will be presented with a pop up window listing all of your Phonebook entries. Scroll through the list until you find the desired entry, highlight it, and then press **OK**.

Phonebook Lookup...

Entries:

AJM	AJ Mallory	RightFax
BILL	Bill Street	
DAVER	Dave Renner	RightFax
MARIAH	Mariah	
STEVE	Steve Davies	

Search Other Users' Phonebooks

User ID to search:

To search another user's phonebook for an entry, you may switch into their Phonebook by entering the user's ID in the lower field, then pressing the **Search** button. You will be presented with a list of their published Phonebook entries. Scroll through the list until you find the desired entry, highlight it, and then press **OK**.

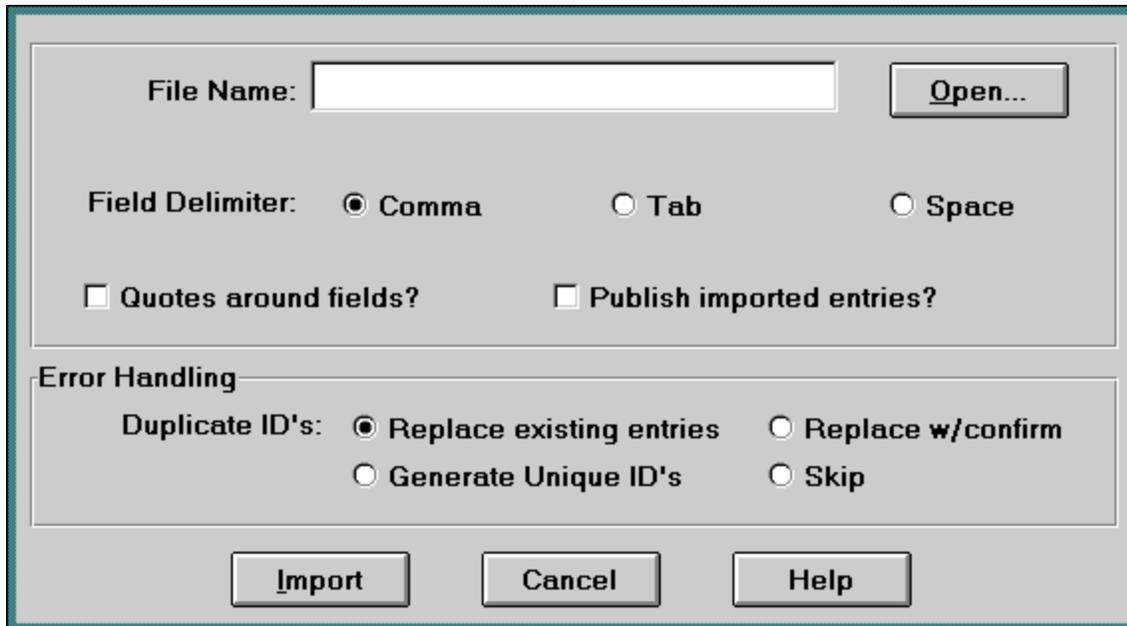
Note: When you poll another user's Phonebook, you will NOT be able to see their private entries; only published entries will appear.

To Name Field

If you already know the ID of your Phonebook entry, just enter that ID into the *To Name* field of your Fax Information window; all pertinent information will be entered into the remaining fields.

Importing Phonebook Entries

You may import Phonebook entries from an existing database or file outside of the RightFAX program. Choose the **Import** option from **Phone menu**; the Phone Import Specification dialog box will appear. Use this dialog box to enter information about the source file of your phone data.



The dialog box is titled "Phone Import Specification" and contains the following elements:

- File Name:** A text input field followed by an "Open..." button.
- Field Delimiter:** Three radio buttons labeled "Comma" (selected), "Tab", and "Space".
- Quotes around fields?:** A checkbox.
- Publish imported entries?:** A checkbox.
- Error Handling:** A section containing four radio buttons:
 - Duplicate ID's:** "Replace existing entries" (selected), "Replace w/confirm", "Generate Unique ID's", and "Skip".
- Buttons:** "Import", "Cancel", and "Help" buttons at the bottom.

The first field, *File Name*, is used to specify the name of the file containing the import data. This file must be a pure text file -- it cannot be a specially formatted file such as the type created by a word processor. If you do use a word processor to create an import file, save the file to PLAIN TEXT or ASCII.

Next, you need to specify how the file is delimited; that is, how is each field separated? Select commas, tabs, or spaces.

You also need to tell RightFAX if the strings are enclosed in quotation marks. A string (short for "string of characters") is a computer term for a line of text -- this sentence, for example, is a string. Some database export programs put quotation marks around strings. If the program you are using inserts quotes, you will need to check the *Quotes Around Fields* box.

Also check whether you want these new entries to be marked as private or published entries. Check the **Published** box if you want other people to be able to poll your Phonebook for these entries.

See also: [Import File Specifications](#)

Import File Specifications

When importing your phonebook entries into FaxUtil, you need to tell RightFAX which fields to expect. To do this, include in your text file a first line containing the names of the fields surrounded by quotes. If you do not include this first defining line, RightFAX will not know where to add your information, and the import will fail. For example:

```
"ID","Name","Fax1","Company","City/state"  
"OJ","Julius","707-345-9876","Acme Oranges","Navel Arizona"
```

The above example, RightFAX is told that the first field will contain the phonebook ID, the second will contain the name, and so on. The second line (and every line thereafter) will contain the information about the phonebook entries to import. The fields in this file can be comma, tab, or space delimited.

Field Code Length Limits

Field Code	Maximum Width
ID	17
Name	60
Company	60
Address	60
CityState	60
Fax1	32
Fax2	32
Voice1	32
Voice2	32
BillCode1	18
BillCode2	18
Notes	128

Note: The ID field is REQUIRED. All other fields are optional.

The Fax Viewer

The Fax Viewer allows you to view your faxes without printing them to paper. This saves both paper and physical filing space. Any fax in your RightFax mailbox can be viewed on your computer screen using the FaxUtil program. To view a fax, start the FaxUtil program, then highlight the fax that you want to

view. Press the  button on the toolbar. RightFAX will show the entire fax including the cover sheet (when viewing received faxes, and the only the body of sent faxes.) Use the **View Cover Sheet** option to view the cover sheet of a sent fax. The reason the cover sheet is treated separately from the fax body is so that one fax body can be attached to multiple cover sheets. i.e. you can send the same fax body to several people.

Note the toolbar at the top of the Viewer window; the buttons on this toolbar display most of the tools used in the Viewer (this makes for quick and easy viewing.) These buttons are described below. Though if you prefer to use menus those are available too. (See [Fax Viewer Menu Commands](#))



Cut, Copy and Paste: Used to edit selected sections of the viewed image.



Page Orientation: Used to rotate the viewed image.



Image Size: Used to scale the image.



Box View: Used to view and select portions of the image.



Clipboard: Used to select an area and paste into it.



Select: Used to select an area in order to cut, copy, or paste.



Pan: Used to quickly scroll through the image.



Binoculars: Used to magnify a selected area of the fax into a separate window.



Magnifying Box: Used to magnify a selected area.



Text Annotation: Used to select an area and insert text into it. Text is sized to fit into the selected area.



Page Change: Used to view the previous or next pages of each fax.

Fax Viewer Menu Commands

Eight main menus are available in the Fax Viewer. With them you may manipulate the fax and modify your view. There is also a [ToolBar](#) to help you in viewing the fax

[File](#)
[Edit](#)
[Rotate](#)
[Zoom](#)
[Options](#)
[Page](#)
[Help](#)
[Windows](#)

Windows

This menu allows you to tile windows for ease of viewing.

File

Close

Save

Save As

Print

Printer Setup

Exit

These are all options generally available to Windows users. Only one of these options is different from normal Windows File menus; Save As.

Save As allows you to export the viewed fax to a different format than the current Group III .

Save As

In order to export fax files from a RightFAX Group III format, you need to view the fax (highlight the fax,



then press the button) and select **Save As** from the **File** menu in the [Fax Viewer](#).

You may save a fax; in DCX, PCX, TIFF, or Group III format. Note that most drawing programs read DCX, PCX, and TIFF files. Choose a drive, directory, and file name along with the file format, and click **OK**. RightFAX will proceed with the export, page by page, and will notify you of any encountered errors.

OCR (Optical Character Recognition)

In order to use the text in a fax for more than simple on-screen viewing, editing, or printing, you need to convert it from its existing fax format into a text format. Once this is done, you may manipulate the text in any way you wish, like loading it to a word processor for editing.

How successful the OCR program is at converting the fax image depends largely on the quality of the fax. A great deal of garbage or "noise" in the image will confuse the OCR program and produce unreadable results.



To OCR your fax, highlight it and then press the  button or choose **OCR** from the **Fax Menu**. RightFAX will create from the fax image a text file in the format specified and mark it with a little "page" under the 'B' column of the fax list. This means that the fax exists in both fax and OCR formats.

A screenshot of the 'OCR Fax' dialog box. The title bar is green and contains the text 'OCR Fax'. The dialog is divided into two main sections. The top section, 'Output Parameters', contains three dropdown menus: 'Output Type' with 'txt [txtfile]' selected, 'Format' with 'Smart ASCII' selected, and 'Layout' with 'WYSIWYG' selected. The bottom section, 'Page Range', has two radio buttons: 'All pages' (selected) and 'Pages'. Below the radio buttons are two input fields: 'From:' with the value '1' and 'To:' with the value '0'. On the right side of the dialog are three buttons: 'OK', 'Cancel', and 'Help'.

In the Output Type field, choose what kind of application you want RightFAX to use as a basis for converting your fax. If your application type is not listed here, then you need to run REGEDIT from the Program Manager File menu, and add your application to the Windows Registry.

In the Format field, choose between **ASCII**, **RTF** or **Smart ASCII**. **ASCII** will produce a plain text file, while **Smart ASCII** will approximate the format it was given. While RTF will produce a Rich Text Format formatted file.

In the Layout field, choose between **WYSIWYG** (What You See Is What You Get) and **Left Justified**. **WYSIWYG** will try to read the fax in the layout that it sees. If, for example, RightFAX sees that the fax has three columns, it will try to read the document in column style. If you choose **Left Justified**, RightFAX will read from the left margin of the fax.

Once the OCR process is complete, you can edit the translated files by choosing **Launch** from the **Data** menu. This will start the application (if you have it) with which the fax is associated.

Edit

Copy

Cut

Paste

[Make Signature](#)

[Make Graphic Object](#)

[Assign From Info](#)

Cut, Copy and **Paste** do the usual. In order to select anything to cut, copy, or paste, you must choose the **Select Box** from the Toolbar. (The Select box is a clear rectangular box with dotted borders.)

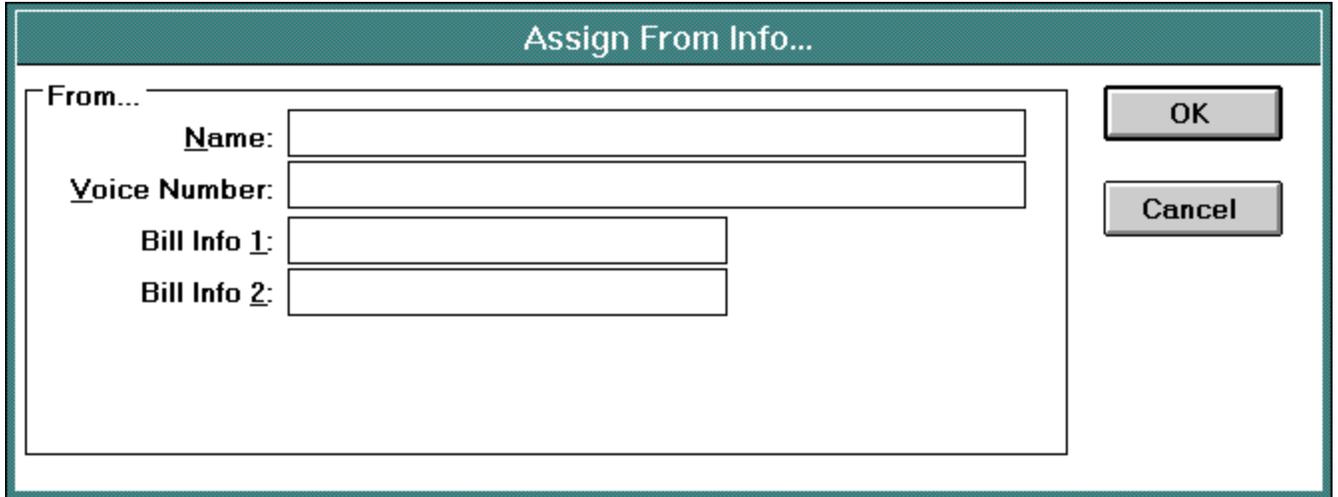
To paste a graphic object into a fax, choose the Clipboard, and select an area on the fax where you want to paste. RightFAX will scale the image according to your selection; if the object is larger than the area selected, RightFAX will shrink the object to make it fit into that area. Note: You will remain in Paste mode until you select another type of Box View from the Toolbar. In order to paste, you must choose the Clipboard box from the Toolbar.

Make Signature and Make Graphic Object are ONLY available to those people with RightFAX administrative privileges.

Assign From Info lets you tell RightFAX who the fax is from so that their name appears in the main fax list.

Assign From Info

This dialog box allows you to edit the **From** information for a received fax. This will make the sender's name be displayed in RightFax mailboxes. It also allows lets you assign billing information to this fax for cost recovery purposes or any other use.



The image shows a dialog box titled "Assign From Info...". It contains a "From..." label followed by four input fields: "Name:", "Voice Number:", "Bill Info 1:", and "Bill Info 2:". To the right of the input fields are two buttons: "OK" and "Cancel".

The fields here may be required see your RightFax Administrator for more information.

Make Signature

To personalize outgoing faxes, RightFAX offers you the ability to add signatures to documents destined for transmission. Signatures are stored as graphic images in the \Rightfax\Sig directory and information concerning them is recorded in FaxAdmin.

To create a signature object, either fax yourself a copy of your signature, or scan it into RightFAX as a new fax. (Press **Insert** to create a new fax, then from the Fax Information window, press the **Scan** button to scan your signature.)

View the new fax, and choose the **Select box** from the Box View Toolbar. (The Select box is a clear rectangle with dotted edges.) With the mouse, select your signature, then choose **Make Signature** from the **Edit** menu in the Fax Viewer.

You will be presented with an "Edit Signature" dialog box to complete. Designate a Signature Code, User ID, and Description for the signature. Specify which users, by ID, can use this signature in their faxes. The owner of the signature is not implicitly authorized to use it, so be sure to include their user ID in one of the Authorized Users fields.

Note: That only users with RightFAX administrative privileges can make Signatures or Graphic Objects.

Make Graphic Object

The Graphic Library serves two functions: it stores images of regularly faxed documents such as product literature, and it stores records of graphics, such as logos, which you may embed in your document, much the same as a signature.

To create a **Graphic Object** first scan the image into RightFAX, or fax it to yourself. View the fax. Select **Make Graphic Object** from the **Edit** menu. Give the graphic an ID and a description.

Note: Only users with RightFAX administrative privileges can make Graphic Objects.

Rotate

The Rotate file menu corresponds to the four buttons on the toolbar that look like pages with arrows on them. Each button or item on the Rotate menu represents a different 90 degree rotation of the current page.

Zoom

[Zoom in 50%](#)
[Zoom out 50%](#)
[Zoom In a Little](#)
[Zoom Out a Little](#)
[Fit Width](#)
[Fit Page](#)

The Zoom menu items correspond to the five center buttons containing the various zoom options.

Zoom In 50%

The fax image will appear twice as large as before; corresponds to the  button on the toolbar.

Zoom Out 50%

The fax image will appear one half the size it was before; corresponds to the  button.

Zoom In a Little

The scale of the fax image is increased by 2% each time you select this item from the **Zoom** menu (or press **ctrl +**). This menu item has no corresponding toolbar button.

Zoom Out a Little

The fax image will be decreased by 2% every time you select this item from the menu or press (**ctrl -**). This item has no corresponding toolbar button.

Fit Width

Scales the fax image so that the width of the text lines fills the View Window. Corresponds to the  toolbar button.

Fit Page

Scale the fax image to display the entire page in the window. Corresponds to the  toolbar button.

Options

[Enhance Image](#)

[Scale Speed](#)

[Image Type](#)

[Invert Color](#)

[Clip at Screen Ratio](#)

[Set Clipping Ratio](#)

[Save Settings on Exit](#)

The Fax Viewer offers various options or preferences for viewing faxes. You can tell RightFAX what kind of image it is displaying in order to optimize the display of the image. You may also change the image according to your wishes. For example you can choose the size at which you wish to cut and paste parts of the image.

Enhance Image

All fax images are by default displayed unenhanced; that is, all recordable specks and letter edges will be shown. In order to soften letter edges and gray out irritating specks, select **Enhance Image** from the **Options** menu in the Fax Viewer. This procedure is known as anti-aliasing.

Scale Speed

You may decide that a sharper image is more important than imaging speed, or vice versa. So we offer the ability to customize this option. If speed is more important, choose **Best Speed** from the **Scale Speed item** on the **Options** menu. If a sharper image is more important, choose **Best Quality** instead.

Image Type

You can tell RightFAX what kind of fax you're viewing and it will adjust itself accordingly. The choices are Text, Line Image, or Photo. Text is the least exact and Photo is as clear as possible.

Invert Color

You may have receive a fax that is hard to view with black characters on a white background. To remedy this situation simply choose **Invert Color** from the Fax Viewer **Options** menu.

Clip at Screen Ratio

Tells RightFAX that you wish to cut out images or parts of images and paste them to the Windows Clipboard at the same size that you see them on screen. If you want to clip at a different size or ratio, choose [Set Clipping Ratio](#) from the Fax Viewer **Options** menu.

Set Clipping Ratio

Tells RightFAX that you want to cut and paste an image or images from the Fax Viewer to the Windows Clipboard at a different ratio than what you see on screen.

Save Settings on Exit

Tells RightFAX that you want the Fax Viewer to look and act the same, as it is now, the next time you view a fax. You can toggle this option on or off (a check is on.)

Page

First

Next

Previous

Last

Goto Page

These menu items you view different pages of the fax. If you have only one page, most or all of these will be grayed out and not selectable.

Image Information

This provides you with statistical information regarding the current page. Information supplied includes height, width, resolution, orientation, mode of compression, color, and others. This can be used in debugging.

Help

[About RightFAX Fax Viewer](#)
[Image Information](#)

About RightFAX Fax Viewer

This tells you which version of the Windows Fax Viewer you are currently running.

Attach

Example: <ATTACH>

Indicates that you wish to scan attachments to this fax. The fax will be held in FaxUtil until scanned images are added. For example, you may wish to append scanned sketches or diagrams to a fax document created in a word processor. After you have attached the additional images, RightFAX generates the cover sheet and sends the fax. This code does not attachment native documents from applications or other graphic files (see [ADDDOC](#) or [LIBDOC](#) for such functionality).

ATDATE

Examples: <ATDATE:12-12-93>
 <AT_DATE:3-22-93>

Schedules the fax to be sent on a specific date. There are two different ways to express date: relative or absolute. Relative dates give the number of days from today's date; for example, "+7" would be a week from today. Absolute dates are in the format: MM/DD/YY, MM-DD-YY, or MM-DD-YYYY. The absolute date format does not change for different countries.

If only a date is specified, i.e. no AT_TIME is used, the time is assumed to be now. For example, if a fax is sent to the queue at 3:30pm and it contains <ATDATE:+1>, it will be scheduled for 3:30pm tomorrow, not at midnight tomorrow.

See also: [<AT_TIME>](#)

ATTIME

Examples: <ATTIME:5:12p>
 <AT_TIME:2200>

Schedules the fax to be sent at a specific time. There are two different ways to express the time value: relative and absolute. Relative time values are in the format '+#', e.g. <ATTIME:+1> schedules the fax for one hour from "now". An absolute time value is entered in either 12 or 24 hour format, a colon separating hours and minutes is optional. All the following are valid examples of absolute time values: <ATTIME:1722> <ATTIME:0800> <AtTime:8:00a> <AT_TIME:10:00p> <At_Time:0659p>. The fax server may not send the fax exactly at the minute specified. Rather, the fax becomes eligible for scheduling onto an available outgoing fax line with +/- 15 minutes of the time specified.

Scheduling a fax for times past midnight and before the current time are actually scheduled on "today's" date, so the fax is immediately eligible for scheduling. If, for example, you want to schedule the fax for 3am in the morning tomorrow, you need to use the codes: <ATDATE:+1><ATTIME:0300>.

See also: [<AT_DATE>](#)

BILLINFO1 & BILLINFO2

Examples: <BILLINFO1:99999>
 <BILLINFO2:99999>
 <B1:99999>
 <B2:99999>

Attaches a billing code to a fax. If your system administrator has configured the system to require and/or verify the validity of billing codes, you must enter a valid billing code here else the fax will not be sent. The billing code data, i.e. the text following the colon, can be a maximum of 15 characters.

Each fax may have two possible billing codes. BILLINFO1 (or B1) supplies the first code, and BILLINFO2 (or B2) supplies the second. B1 is synonymous with BILLINFO1 and B2 is synonymous with BILLINFO2.

CALLBACK

Example: <CALLBACK>

Notifies the fax recipient, by entering yes in the call back blank on the cover sheet, to call and confirm receipt of the fax. If, in FaxUtil, your default Call-Back is enabled, then this embedded code has no effect.

DELETE

Examples: <DELETE>
 <AUTODELETE>

Specifies that the fax should be deleted after successfully sent; overrides any default auto-delete setting. If the fax fails too many times, it will NOT be deleted and it will remain in the fax mailbox with the status "ED:message". If the administrator has enabled Sent Fax Archiving for the mailbox, then automatic deletion is disabled.

See also: [Document Delete Options](#)
 [<DELETEALL>](#)
 [<SAVE>](#)

DELETEALL

Examples: <DELETEALL>
 <AUTODELETEALL>

Specifies that this fax should be deleted after being sent, whether or not the send was successful; overrides any default auto-delete setting. If the administrator has enabled Sent Fax Archiving for the mailbox, then automatic deletion is disabled.

See also: [Document Delete Options](#)
 [<DELETE>](#)
 [<SAVE>](#)

FINE

Example: <FINE>

Tells the fax server to convert the body of this fax using Fine mode (200 x 200 DPI resolution). Overrides the default mode (200 x 100 DPI) set in FaxUtil in the [Send Fax Options](#) menu item. Higher resolution faxes look better, but they take longer to send, thus they are more costly.

See also: [Fax Resolution](#)
 [<NORMAL>](#)

FORMTYPE

Example: <FORMTYPE:letterhead>

Causes faxes to be imaged onto a specific form or paper to give the effect that the document was printed on the form/paper and then faxed. Forms and paper types have to be setup by the system administrator.

FROMFAXNUM

Examples: <FromFaxNum:520-321-7461>
 <FROM_FAXNUM:My Personal Fax Number>

This code specifies the sender's fax number. The data specified using this code is placed verbatim onto the fax coversheet. If this code is not specified, the default specified in [Options-Cover Sheet Information](#) is used.

FROMGENFAXNUM

Examples: <FromGenFaxNum:520-321-7456>
 <FROM_GENFAXNUM:520-321-7456>

This code specifies the sender's company fax number. The data specified using this code is placed verbatim onto the fax coversheet. If this code is not specified, the default specified in [Options-Cover Sheet Information](#) is used.

FROMGENPHONE

Examples: <FromGenPhone:520-327-1357>
 <FROM_GENPHONE:520-327-1357>

This code specifies the sender's company phone number. The data specified using this code is placed verbatim onto the fax coversheet. If this code is not specified, the default specified in [Options-Cover Sheet Information](#) is used.

FROMNAME

Example: <FROMNAME:Albert Einstein>
 <FROM_NAME:Albert Einstein>

This code specifies the sender's name. The data specified using this code is placed verbatim onto the fax coversheet. If this code is not specified, the default specified in [Options-Cover Sheet Information](#) is used.

FROMPHONE

Example: <FromPhone:520-327-1357 extension 277>
 <FROM_PHONE:520-555-1203>

The sender's phone number. The data specified using this code is placed verbatim onto the fax coversheet. If this code is not specified, the default specified in [Options-Cover Sheet Information](#) is used.

GRAPHIC

Example: <GRAPHIC:logo>

A graphic object is a small picture such a logo or an icon. The code <GRAPHIC:EARTH> embeds the picture specified by the text argument at the place where the code appears. If there is an error in the code, the command is ignored. Graphic objects can be setup by your system administrator. The location within the document of the <graphic:xxx> code determines the location of the graphic object when imaged by the fax server. This is the only code, besides <SIGNATURE:xxx> which is sensitive to location.

LIBDOC

Example: [<LIBDOC:infopk1>](#)

Instructs RightFAX to send a [library document](#) instead of converting the printed output from the application into a fax. Any text from the document that contains this code is discarded. Multiple library documents may be named, or strung together, by including multiple codes, for example:

```
<LIBDOC:INFOPK1><LIBDOC:PRICES><LIBDOC:ORDERFORM>  
<TO_NAME:John Doe><TO_FAXNUM:555-1234><COVER>  
John, here is the information you requested on our new widget assembly.  
I've included the current price list and an order form for your convenience.
```

These codes would cause the INFOPK1, PRICES, and ORDERFORM library documents to be assembled onto a single fax. The note to "John Doe" would be discarded. A cover sheet would be automatically added by the fax server because of the <COVER> code and the fax would be sent to John Doe at 555-1234. The LIBDOC code differs from the LIBDOC2 code in that the text "John, here is..." is discarded.

See also: [<LIBDOC2>](#)

NEWLIB

Example: <NEWLIB:TESTLIB,Test_Library>

<NEWLIB:id,description>

This code allows Library Documents to be created and/or updated simply by printing to a network print queue. The functionality works with PostScript and PCL-5 printer emulation.

Note: Any print job containing this code will automatically remove the "fax" from a user's mailbox, after it is successfully converted into fax format and checked into the library database.

NOCOVER

Example: <NOCOVER>

Turns off automatic cover sheet generation only for the fax generated by the document containing this embedded code. This code is useful if the [default setting](#) is to send coversheets and you would like to send this fax without a cover sheet. The code will not change the default setting; You may use FaxUtil to do that.

Note: The use of this command does not relieve the user of the responsibility for supplying the required fax information, such as the recipient's name and fax number. Which would need to be specified using <TONAME:Jim Shaw> etc.

See also: [<FCSFILE>](#)
 [<COVER>](#)

NOBODY

Example: <NOBODY>

Tells RightFAX to fax only the cover sheet, and not include a fax body document. Any codes in the document that are not used for the production of the cover sheet will be ignored. If NOBODY is used in conjunction with LIBDOC, LIBDOC2, ADDDOC, or ADDDOC2, the functionality of these codes is negated.

NORMAL

Example: <NORMAL>

Tells the fax server to convert the body of this fax into Normal (200 x 100 DPI) mode. This code overrides the [default mode](#) set with the FaxUtil program.

See also: [Fax Resolution](#)
 <FINE>

NOTE

Example: <NOTE:So how's the weather there?>

This code is used to add comments to your cover sheet. You may use as many as 21 Note codes in a single document if you want to enter multi-line comments, e.g.:

```
<NOTE:The quick brown fox jumped over the lazy>  
<NOTE:dog. Now is the time for all good men to come>  
<NOTE:to the aid of their country.>
```

Each line is limited to 69 characters.

PREVIEW

Example: <PREVIEW>

Holds the fax for preview before sending it. Use the [Release](#) command to allow the fax server to begin sending the fax, assuming you are satisfied with its appearance. If you decide to not send the fax, you may simply [delete](#) it. You cannot edit the fax information as the fax is considered "complete". You may use [Forward To Fax Machine](#) to create a copy that can be edited.

See also: [Hold for Preview](#)

SAVE

Example: <SAVE>

Specifies that this fax should NOT be deleted after being sent; overrides any [default auto-delete](#) setting.

See also: [Auto Delete Options](#)
[<DELETE>](#)
[<DELETEALL>](#)

SIGNATURE

Example:

Sincerely,
<SIGNATURE:JDOE>

John Doe

RightFAX allows you to store scanned images of signatures in the system, and insert them into fax documents. The Signature code specifies which signature image to use and the signature will be inserted into the document at the location of the signature embedded code statement. Multiple signature codes per document are supported. You must be authorized to use a given signature or it will not appear on the fax.

TOCITYSTATE

Example: <TOCITYSTATE:Peoria, IL>
 <To_CityState:Peoria, IL>

This code specifies the recipient's location, address, or any other relevant information you wish to convey. The data specified using this code is placed verbatim onto the fax coversheet.

TOCOMPANY

Example: <TOCOMPANY:Acme Flooring>
 <To_Company:Acme Flooring>

This code specifies the recipient's company or any other relevant information you wish to convey. The data specified using this code is placed verbatim onto the fax coversheet.

TOCONTACTNUM

Example: <TOCONTACTNUM:520-327-1357>
 <To_ContactNum:520-327-1357>

This code specifies the recipient's voice phone number or any other relevant information you wish to convey. The data specified using this code is placed verbatim onto the fax coversheet.

TOFAXNUM

Example: <TOFAXNUM:1-520-321-7456>
 <To_FaxNum:1-520-321-7456>

Indicates which phone number to dial when sending the fax. The following are the valid characters which may be used:

<u>Character</u>	<u>Meaning</u>
0 through 9	Phone numbers and access numbers
, (comma)	1.5-second pause
	5-second pause
W	Wait up to 15 seconds for a dial tone
P	Pulse dialing mode
T	Tone dialing mode (default)
!	Hook-flash signal
*	Generates tone as would '*' button on Touch-Tone phone
#	Generates tone as would '#' button on Touch-Tone phone
@	Causes all following digits to be hidden on fax cover sheet
{	Causes dialing prefix to NOT be prepended
}	Causes dialing postfix to NOT be appended
A through H	Dialing Macros (defined by administrator)

IGNORE

Example: <IGNORE>

Causes the fax server to stop scanning for further embedded codes. In the following example, the <To_FaxNum:555-1234> code will not be parsed by the fax server and will appear in the fax image:

```
<TO_NAME:John Doe><IGNORE><To_FaxNum:555-1234>
```

This code is useful when attempting to fax instructions on how to use embedded codes.

TONAME

Example: <TONAME:Chuck Lemon>
 <To_Name:JDOE>

If the name specified matches one of your [phonebook](#) ID's, then RightFAX automatically uses the corresponding Phonebook entry or group to send this fax. Otherwise, the name will be placed verbatim on the fax cover sheet. If you wish to use a entry or group from another user's phonebook, use the syntax, "UserID!EntryID". Only published phonebook entries of other users may be referenced.

Error and Status Messages

These are messages that you may receive during the course of a fax transmission. Depending on the nature of the message, you may need to use FaxUtil to make changes to your fax.

A new fax has arrived for (user ID) from remote ID:(remote ID)

A new fax has arrived for (user ID) which hasn't been viewed or printed

A new fax has arrived from remote ID: (remote ID)

An outgoing fax is ready for previewing

Answer tone not detected

Bad Formtype

Bad Phone Number

Bad Signature Code

Call answered before one full ring

Carrier not detected

Command time exceeded

Command time too short

Command timeout

Communications-line failure

Conversion Failed

Dial failure or no dial tone

Duplicate

Equipment busy tone detected

Fax Number Busy

Fax to (name) abandoned, too many retries

Fax to (name), (error)

Function not implemented

G2 Fax Machine

Held for Preview

Human Answered

Illegal line number

Illegal option in call

Illegal parameter value

Illegal Sig. Use

Imaging error encountered, fax abandoned

In Conversion

Info Not Complete

Initial Processing

Invalid Billing Code

Loop current detected

Loop current failed

Loop current not detected

Needs Attachment

Network congestion detected

Network high and dry (no ring)

No Answer at Fax #

No answer tone detected

OCR Error

OCR in Process

OK

One of your outgoing faxes needs attention

P2 was not detected at the end of training

Phone Line Problems

Poor Quality

Printing

Printing Error

Protocol reject message

Protocol timeout

Queued for OCR

Queued for Printing

Ringback signal detected

Ringback, but no answer tone

Ringback, then busy condition

Scheduled for Send

Scheduling Failed

Sending

Sending fax to (name) at (faxnumber)

Thermal Record

Training Algorithm detected FSK

Training Algorithm found on PN

Tx/Rx Error

Unknown Error

Unknown Error Code

Unknown Status Code

Voice response to call

Waiting for Conversion

Waiting to be Sent

Your fax has been successfully sent to (name) at (faxnumber)

Your outgoing fax contains an invalid billing code

A New Fax has Arrived for (user ID) from Remote ID: (remote ID).

This means that someone else has selected you as their alternate for notification, and that they have received a new fax. You do not have to take any action on this message; it is merely an informational message.

A Remote ID is the message that the sending fax machine gives to RightFAX to tell where the fax is coming from. This may be in the form of that fax phone number or an alphanumeric message, depending on how that fax machine is configured.

A New Fax has Arrived for (user ID) which hasn't been Viewed or Printed

This means that you have been assigned to the position of RightFAX Administrator or Alternate Administrator for a user group, and that one member of that group has received a fax and has not viewed or printed it within one hour of receipt.

If you are setup to be an Administrator or Alternate Administrator, you can switch to that user's fax mailbox and take appropriate action on the new fax. If you have Administrative privileges in RightFAX, you will not be required to supply a password.

Note: A group administrator does not automatically have administrative privileges.

A New Fax has Arrived from Remote ID: (remote ID).

You have received a new fax. You will continue to be notified for one hour (or however much time your system administrator has specified) about the fax. If you do not view or print the fax, your RightFAX group's Administrator will be notified. If he or she does not view or print the fax, the group's Alternate Administrator will be notified.

A Remote ID is the message that the sending fax machine gives to RightFAX. This message may consist of that fax machine's phone number or a pre-programmed alphanumeric sequence.

An Outgoing Fax is Ready for Previewing

You have sent a document through RightFAX, which has finished processing both the body of the fax and its cover sheet. You have specified that you would like to hold the fax for previewing before it is sent.

You must use FaxUtil (RightFAX) to view the fax and then select **Release**.

[Hold for Preview](#)

[Release](#)

Answer Tone Not Detected

RightFAX could not connect with the remote (receiving) fax machine. The remote machine did not talk to RightFAX properly. RightFAX could not complete the call.

Solution:

If the fax has been tried five times and failed five times, call the recipient and verify the fax number and the status of their fax machine or modem.

Bad Formtype

You have specified either through embedded codes or the Fax Information window that you would like to overlay a letterhead or other type of form onto your fax. Unfortunately, you have specified a form that does not exist or has a problem.

Solution:

Check to make sure that you typed the Form ID correctly and that the form does actually exist. If everything seems to be in order, there could be something wrong with the form itself. Talk to your system administrator.

Bad Phone Number

The phone number you entered was incorrect.

Solution

Check the phone number for the correct digits. To correct the phone number, highlight the failed fax and select **Forward to Fax Machine** from the Fax menu. RightFAX will create a new fax and will pop up a new Fax Information window with a blank *Fax Number field*. Fill in the correct number and press **OK**.

Call Answered Before One Full Ring

This error denotes that RightFax did not receive a normal ringback signal generated for a long enough period of time from the phone company's Central Office.

Solution

This is a receiving station problem and must be corrected by the recipient. They must configure the fax device to let the phone ring at least once before going off hook.

Carrier Not Detected

RightFAX did not hear any dial tone when it tried to dial out.

Solution

Check the phone lines with a regular phone; see if you can detect a dial tone and dial a long distance number.

Check to be sure that the fax card is properly connected to the phone line; no loose connections, etc.

Command Time Exceeded

This is a timing related error that may be caused when a GammaLink card is waiting for or sending some type of command (T30 protocol handshaking commands) and a response does not occur within a given period of time.

Solution

Try sending your fax again after confirming the phone number and operation of the remote machine.

Command Time Too Short

This error is a timing related error. It can be caused when the GammaLink card is waiting for or sending some type of command (T30 protocol handshaking commands) and a response does not occur within a given period of time.

Solution

Try sending your fax again after confirming the phone number and operation of the remote machine.

Command Timeout

This error is a timing related error. It can be caused when the GammaLink card is waiting for or sending some type of command (T30 protocol handshaking commands) and a response does not occur within a given period of time.

Solution

Try sending your fax again after confirming the phone number and operation of the remote machine.

Communications-Line Failure

The GammaLink card was unable to make a valid connection with the remote machine. Check the lines for anything unusual and try your call again.

Conversion Failed

RightFAX was unable to convert your document from the PCL5 or PostScript print format to its Group III format.

Solutions

Are you using the correct driver for this type of conversion? For example, if your fax queue is an HP LaserJet queue, are you using a PLAIN LaserJet III driver (NOT a II, III, or 4 driver)?

What kind of document are you trying to fax? Does it have a lot of complex graphs, charts, and/or graphics? Can other documents without these features convert correctly? If so, contact your RightFAX administrator to see if you are running the latest possible conversion engines, which may be more complete than the current one.

Administrative Tips

Check to make sure that the correct WorkServer for the job is running; i.e. are you doing PCL5 conversions? If so, your WorkServer (on the Fax Server) must be configured to do PCL5 conversions, and it must be running.

Check your cover sheet; can it convert correctly alone WITHOUT the attached document? If not, then you should check to make sure that your cover sheet was created correctly and that the WorkServer is configured to do "COVERSHEETS" conversions.

If all else fails, have your RightFAX administrator set the WorkServer log level to 2 and restart the Fax Server. More information about log levels and the RightFAX.INI file can be found in the RightFAX Installation and Administration Guide. Have the administrator contact RightFAX Technical Support.

Dial Failure or No Dial Tone

This may be caused by two things; there is no dial tone, or the T1 GammaLink card is configured incorrectly.

Solution

Contact [RightFax Technical Support](#) for help.

Duplicate

This is not an error; someone else (or yourself!) has forwarded an existing fax to you. The original copy remains in their mailbox and will not be deleted if you delete this copy.

Equipment Busy Tone Detected

The receiving machine's phone line is busy. Try your call again later.

Fax Number Busy

RightFAX has tried to send your fax the required number of times (the default value for this is 5) and each time, the phone number was busy. Try dialing the number by hand to see if you do indeed get a busy signal. If not, highlight the fax and select Kick Fax from the File Menu; this will try to send the fax one more time.

If RightFAX still cannot send the fax, call the intended recipients and ask them to check their fax machine; it may be failing somehow.

If you STILL cannot send, contact your RightFAX administrator, who can run physical checks on the fax cards.

Administrative Tips

To run physical checks on your fax boards, see the chapter entitled "Testing the Fax Hardware" in the RightFAX Installation and Administration Guide.

Fax to (Name) Abandoned, too Many Retries

RightFAX will try to send your fax a certain number of specified times. The default value is 5 times, although your administrator may have changed this. If for some reason, RightFAX cannot get a complete fax through to the receiving machine after this number of retries, it will "abandon" the fax, or fail it.

Solutions

Check the phone number to which you are sending. Does it have all required prefixes, postfixes, etc. and is it correct? Can you dial this number by hand and hear the fax tone on the other end?

Can you send from a regular fax machine to the receiving number? If not, then it's a problem with that number, not with RightFAX.

If this all fails, contact your RightFAX administrator to see if he or she can physically test the boards.

Administrative Tips

To run physical checks on your fax boards, see the chapter entitled "Testing the Fax Hardware" in the RightFAX Installation and Administration Guide.

Fax to (Name), (Error)

Your outgoing fax encountered the error listed. If the error is not listed in this help file, contact your RightFAX administrator for any help you may need.

Function Not Implemented

This means that an operation was attempted that was not currently supported in the GammaLink software. An example would be the ANSWER IMMEDIATELY option.

Solution

Do not attempt to use FAXM to do this type of operation, and if you are using the GPI, do not allow these types of operations to be put in the queue record OPERATION field.

G2 Fax Machine

You have attempted to send a fax to a Group II machine, rather than a Group III machine, which is the type that RightFAX uses. You should contact the intended recipient and see if they have any other available fax machines.

Held for Preview

This is not an error; you have specified either with embedded codes or in the [Fax Information dialog box](#) that you want to Hold this Fax for Preview.

Solution

To send the fax after all information is complete, highlight this fax, and then select **Release** from the **Fax** Menu.

Human Answered

RightFax detected a sound that it didn't expect after it dialed your sending phone number. The unknown sound could indeed be a human voice, or it could be a recording or some kind of line noise.

Solution

Check your phone number again; does it contain all required prefixes and postfixes, etc.? If you dial this number by hand, do you hear anything out of the ordinary before the ring starts? If so, try adding an "i" after the phone number in the Fax Information window; this "i" causes RightFax to ignore all line noise for 5 seconds after it dials the phone number.

Illegal Line Number

This means that someone attempted to send a fax out on a fax channel that does not exist. This could occur if someone using the GammaLink GPI put an invalid value in the MODEMID field of the queue record. It could also occur in GCL if someone used the MODEMID command and specified an invalid channel.

Contact [RightFax Technical Support](#).

Illegal Option in Call

This error could occur if an invalid parameter is given for one of several different commands including:

Log
Debug
Xfer
Send.

Contact [RightFax Technical Support](#).

Illegal Parameter Value

This error could occur if an invalid parameter is given for one of several different commands including:

Log
Debug
Xfer
Send.

Contact GammaLink Technical Support at (408) 745 2250.

Imaging Error Encountered, Fax Abandoned

We were unable to convert your document from the PCL5 or PostScript print format to our Group III format.

Solutions

Check your cover sheet; can it convert correctly alone WITHOUT the attached document? If not, then you should check to make sure that your cover sheet was created correctly and that the WorkServer is configured to do "COVERSHEETS" conversions.

What kind of document are you trying to fax? Does it have a lot of complex graphs, charts, and/or graphics? Can other documents without these features convert correctly? If so, contact your RightFAX administrator to see if you are running the latest possible conversion engines, which may be more complete than the current one.

Administrative Tips

Check to make sure that the correct WorkServer for the job is running; i.e. are you doing PCL5 conversions? If so, your WorkServer (on the Fax Server) must be configured to do PCL5 conversions, and it must be running.

If all else fails, set the WorkServer log level to 2 and restart the Fax Server. More information about log levels and the RightFAX.INI file can be found in the RightFAX Installation and Administration Guide.

In Conversion

This means that RightFAX is converting your document from a print file format to a faxable Group III format. Normally RightFAX should keep your document in this state for only a little while, unless it's an extremely complex page with lots of graphics.

Solutions

If your document or cover sheet never leaves the 'In Conversion' status, you need to contact the RightFAX administrator to find out whether WorkServer is running and whether it is configured to perform the correct types of conversions. For more information on this, see the RightFAX Installation and Administration Guide.

Info Not Complete

This means that you have not completed all required information for RightFAX to send the fax. Edit the cover sheet by highlighting the fax, then pressing the Enter key or double clicking on that fax. You should see a window entitled [Fax Information](#), in which you can change any relevant information. Any italicized fields must be completed; clicking on the 'More' button displays information about you, the sender.

Initial Processing

This means that RightFAX is checking your document for embedded codes, and is counting the number of pages. Status should soon change to Info Not Complete or Waiting for Conversion, or In Conversion, depending on whether you used any embedded codes.

See also: [Embedded Codes](#)

Invalid Billing Code

You have entered a billing code that is not listed or is incorrect.

Solution

To check against a list of currently available billing codes, Edit the fax by highlighting it, then pressing the Enter key or double clicking on that fax. You should be presented with the [Fax Information window](#) ; press the Lookup button, and enter the first few numbers or letters of the billing code you want to use. A list of all billing codes that start with the sequence that you entered will appear; choose the desired code and click OK or press the Enter key.

Loop Current Detected

When we attempt to go off-hook to send a fax, we find that the phone is already off-hook since we find loop current on the phone line. This can occur when 2 devices are sharing a phone line (e.g. by using a T-splitter) and one device is using the line and the GammaLink card attempts to use it.

It could also mean a CP4 configuration error. This usually occurs in T1 environments when the GammaLink card or the T1 phone line is not configured correctly. Call GammaLink Technical Support at (408) 745 2250.

Loop Current Failed

Means that the GammaLink card didn't detect a valid value for LOOP CURRENT. The card DID detect current on the line, but it was not a valid value.

Solution

Have the phone line checked.

Loop Current Not Detected

Means that the GammaLink card was looking for LOOP CURRENT before it attempted to dial the phone and it didn't find any. On T1 configurations with the MLCP/4 cards, loop current is not detected in the same way that it is for most other GammaLink cards - therefore loop current detection should be turned off in this case.

Solution

If not a T1-MLCP/4 configuration, have the phone line(s) checked.

If it is a T1-MLCP/4 configuration, turn off LOOP CURRENT detection by using the following command at the Fax Server:

```
MODEMCTRL <c> 1040 0 (where c represents the channel number.)
```

Needs Attachment

You have specified with embedded codes that you want to attach a scanned document to the existing fax.

If you don't really need an attachment, highlight the fax and forward it to yourself.

If you do need an attachment, highlight the fax, edit it by choosing Edit from the Fax menu, and then choose the desired attachment from the Forms list, or by pressing the Scan button and scanning the desired document from an attached scanner.

Network Congestion Detected

This can be caused by two things;

Network congestion really did occur, in which case it has nothing to do with either RightFAX or the GammaLink card, but your network. Have the system administrator run diagnostic tests of the connections, etc on your network.

An invalid phone number was dialed. You would hear the standard phone company message "I'm sorry. The phone number you have dialed is no longer in service..." etc.

Network High and Dry (No Ring)

This means that the GammaLink card doesn't detect any type of telephone interface available. This is a very serious error.

Solution

Check the phone line by using a handset plugged into the same wall outlet and see if any dial tone is heard. If dial tone is heard from the handset, call GammaLink technical support at (408) 745-2250.

No Answer at Fax #

the fax machine at the receiving end didn't answer or a wrong number was dialed. Double check your fax number and try it again or try dialing it with a handset; you may wish to contact the recipient to have them check their fax machine.

No Answer Tone Detected

This means that the phone is ringing at the destination but the fax machine is not answering within the specified time. This can happen quite a bit in international calling when it can take up to a minute to connect to the remote station. It could also occur if the remote machine is off line.

Administrative Tips

Have your RightFAX administrator increase the CD_TIMEOUT value in the queue record (it defaults to 30 seconds.) This is commonly called the CARRIER DETECT time.

Check if the remote machine is off line.

OK

Means what it says. Your fax went correctly!

One of Your Outgoing Faxes Needs Attention

This means that you have not completed all required information for RightFAX to send the fax. You will need to use RightFAX (FaxUtil) to edit your fax. Edit the cover sheet by highlighting the fax, then pressing the Enter key or double clicking on that fax. You should see a window called Fax Information, where you can add or change any information. All italicized fields must be completed; clicking on the 'More' button displays information about you, the sender.

P2 Was Not Detected at the End of Training

This type of training error indicates a performance problem with the Fax Server and the number of fax cards that it contains. It will most often be seen in 16-32 channel systems or very slow computers.

Solution

Call GammaLink Technical Support at (408) 745 2250 for help on chassis configuration and troubleshooting.

Poor Quality

There was too much line noise for the fax to be transmitted correctly. The fax probably sent, but it would have been difficult to read or decipher. Try sending your fax again or having the remote sender try again.

Protocol Reject Message

This is a a generic protocol error code that can mean pretty much anything. Basically, your fax board is having problems talking to the remote fax machine; it didn't get the signals that it expected.

Protocol Timeout

This is a generic protocol error code that can mean pretty much anything. Basically your fax card isn't receiving the signals that it expects from the remote machine.

Ringback Signal Detected

This means that Ringback was detected and shouldn't have been. This could occur if someone was sharing a phone line and the GammaLink Card attempted to dial and found that there was already a call in progress and that it was ringing at the remote station. This can happen using the MLCP/4 board and a T1 board when there is a lot of noise on the T1 phone line.

Solution

Check all phone connections to the GammaLink card.

Ringback, But no Answer Tone

The phone rang at the destination, but nothing ever answered the phone. These generally mean that the receiving fax machine is off line and unable to receive faxes.

Ringback, then Busy Condition

This means that a phone number was called and went off hook and then went on hook very quickly, thus generating a fast busy signal. This happens most often when a phone number is called, a person answers and discovers that a fax machine called, and then hangs up very quickly.

Check the number that you have told RightFAX to dial; make sure it contains all required prefixes and postfixes, etc. and that it is correct.

Scheduled for Send

This means that your document was successfully converted to the RightFAX Group III format and is now being sent to the fax card to await sending. Depending on the outgoing load on the fax card, your fax may be sent immediately, or may remain in this state for some time. If, however, your fax remains "Scheduled to Send" for many hours, you may have encountered a problem.

Scheduling Failed

This means that your document was converted correctly, but that it couldn't be correctly queued to the fax cards.

Administrative Tips

Most probably, the RightFAX.INI file is incorrect. Have your RightFAX administrator double-check the line that reads "remote_imagedir=xxx" in this file. Correct usage of this line is detailed in the RightFAX Installation and Administration Guide.

Have your RightFAX administrator check to make sure that the Board Server is running (this will be GammaServ if you have GammaLink cards, or BrookServ if you have Brooktrout cards.)

Check to make sure all is configured correctly in the FAXHW.INI file on the Fax Server.

Consult the RightFAX Installation and Administration Guide for further tips on your fax boards.

Sending

Your fax is on its way!

Sending Fax to (Name) at (Number)

Your fax is on its way!

Thermal Record

This means that you have recorded a fax that came through a fax machine into the RightFAX database. Note that unless you have scanned this fax into RightFAX, you will NOT be able to view this fax; it exists only as a record.

Training Algorithm Detected FSK

This type of training error indicates a performance problem with the Fax Server and the number of fax cards that it contains. It will most often be seen in 16-32 channel systems or very slow computers.

Solution

Call GammaLink Technical Support at (408) 745 2250 for help on chassis configuration and troubleshooting.

Training Algorithm Found on PN

This type of training error indicates a performance problem with the Fax Server and the number of fax cards that it contains. It will most often be seen in 16-32 channel systems or very slow computers.

Solution

Call GammaLink Technical Support at (408) 745 2250 for help on chassis configuration and troubleshooting.

Tx/Rx Error

Transmission/Reception Error: This means that somehow something went wrong; most probably the remote end was experiencing difficulties. This could, however, be due to excessive line noise, etc.

If this happens all the time, contact the RightFAX administrator, as you may have a problem with your cards and/or the phone lines.

Voice Response to Call

This means that RightFAX got a sound that it didn't expect after it dialed your sending phone number. The unknown sound could indeed be a human voice, or it could be a recording or some kind of line noise.

Solution

Check your phone number again; does it contain all required prefixes and postfixes, etc.? If you dial this number by hand, do you hear anything out of the ordinary before the ring starts? If so, try adding an "i" after the phone number in the Fax Information window; this "i" makes RightFAX ignore all line noise for 5 seconds after it dials the phone number: handy for European calls.

Waiting For Conversion

This means that RightFAX is busy with another process and has queued your document to be converted. This isn't an error, unless your document never leaves this status.

Solutions

If your document or cover sheet never leaves the 'Waiting for Conversion' status, you need to contact the RightFAX administrator to find out whether RightFAX WorkServer is running and whether it is configured to perform the correct types of conversions. For more information on this, see the RightFAX Installation and Administration Guide.

Your Fax has been Successfully Sent to (name) at (faxnumber).

This means that your fax arrived correctly at its destination; this is just a way of letting you know.

Your Outgoing Fax Contains an Invalid Billing Code

This means that your company has required you to enter a billing code or matter number for each outgoing fax, and that you have either not entered one, or entered it incorrectly.

Solution

To check against a list of currently available billing codes, Edit the fax by highlighting it, then pressing the Enter key or double clicking on that fax. You should be presented with the [Fax Information](#) ; press the Lookup button, and enter the first few numbers or letters of the billing code you want to use. A list of all billing codes that start with the sequence that you entered will appear; choose the desired code and click OK or press the Enter key.

Index

A

[About FaxUtil](#)
[About FaxViewer](#)
[Assign From Info](#)
[Atdate](#)
[Attach](#)
[Attime](#)
[Auto - Delete Setting](#)
[Automatic Forwarding](#)
[Automatic OCR](#)
[Automatic Printing](#)

B

[Billinfo](#)
[Binary Files](#)

C

[Callback](#)
[Change Password](#)
[Changing Mail Boxes](#)
[Choose Font](#)
[Clip at Screen Ratio](#)
[Combine](#)
[Copying Phonebook Entries](#)
[Cover Sheet Information](#)
[Cover Sheet Options](#)

D

[Data Export](#)
[Data New](#)
[Data Print](#)
[Delay Send](#)
[Delete](#)
[Deleteall](#)
[Document Delete Options](#)

E

[Edit](#)
[Embedded Codes](#)
[Enhance Image](#)
[Error and Status Messages](#)
[Exit](#)
[Export](#)

F

[Fax Information Window](#)
[Fax Resolution](#)
[Fax Viewer](#)
[Fine](#)
[Forms](#)
[Formtype](#)
[Forward to Fax Machine](#)
[Forward to Network User](#)

[Fromfaxnum](#)
[Fromgenfaxnum](#)
[Fromgenphone](#)
[Fromname](#)
[Fromphone](#)
[Full Fax List](#)

G

[Graphic](#)
[Group III](#)
[Group Entries](#)

H

[Hold for Preview](#)
[How To...](#)

I

[Image](#)
[Import](#)
[Import File Specifications](#)
[Import Phonebook Entries](#)
[Individual Phonebook Entries](#)
[Installing the PowerBar](#)
[Invert](#)

J

K

[Kick Fax](#)

L

[Launch](#)
[Libdoc](#)
[Library Documents](#)
[Lookup button](#)
[Lookup Phonebook](#)

M

[Mailbox Menu Commands](#)
[Make Graphic](#)
[Make Signature](#)
[More...](#)

N

[New](#)
[Nobody](#)
[Nocover](#)
[Normal](#)
[Note](#)
[Notes button](#)
[Notification](#)

O

[OCR](#)
[Options Menu](#)
[Other](#)

P

[Page](#)

[Phonebook](#)

[Phonebook button](#)

[Preview](#)

[Print Fax](#)

[Printer Driver \(PowerBar\)](#)

[Priority](#)

[Product Support](#)

Q

R

[Receive Fax Options](#)

[Received Fax List](#)

[Record Thermal Fax](#)

[Release](#)

[Return to Original Mailbox](#)

[Rotate](#)

[Route to Network User](#)

S

[Save As](#)

[Save Settings](#)

[Scale Speed](#)

[Scan button](#)

[Scanning Documents](#)

[Send Fax Options](#)

[Sending Faxes](#)

[Sent Fax List](#)

[Set Clipping Ratio](#)

[Set OCR Options](#)

[Show Transmission History](#)

[Sorting Faxes](#)

[Switch Mailboxes](#)

T

[Tocitystate](#)

[Tocompany](#)

[Tocontactnum](#)

[Tofaxnum](#)

[Toname](#)

[Toolbar](#)

[Tutorial](#)

U

[Update List](#)

V

[View button](#)

[View Body](#)

[View Coversheet](#)

[Viewer](#)

W

X

Y

Z

Zoom

Toolbar

At the top of the RightFAX mailbox but below the menus, you will notice a toolbar; the buttons on it are shortcuts to many common menu choices.



[New](#)



[Delete](#)



[View](#)



[Print](#)



[OCR](#)



[Forward to Network User](#)



[Forward to Fax Machine](#)



[Route to Network User](#)



[Show Transmission History](#)



[Combine](#)



[Phonebook](#)



[Update](#)

Unknown Error Code

Error condition is not known.

Solution:

Try again. If error persists, check with your Fax Administrator or contact RightFax technical support.

Phone Line Problems

The FaxServer is having trouble with the phone lines.

Solution:

Either there is no loop current or the lines are not connected properly. See your Administrator or contact RightFax technical support.

Bad Signature Code

The signature code is incorrect.

Solution:

The signature code that was entered is not recognized as a valid signature identifier. Check the signature code and try again. If error persists contact your RightFax Administrator or RightFax Technical Support.

Illegal Sig. Use

You may be trying to use a Signature File that you are not authorized to use.

Solution:

Check the Signature code and try again or contact your RightFax administrator.

OCR Error

An error occurred while a document was being sent to or was at the the Optical Character Recognition module of RightFax.

Solution:

Contact your RightFax Administrator or RightFax Technical Support.

Printing error

An error occurred while printing.

Solution:

Contact your RightFax administrator.

Waiting to be Sent

The fax has not yet been scheduled for faxing.

Solution:

This is not a problem unless this message stays up for an abnormal amount of time. If this occurs contact your RightFax Administrator.

Unknown Error

Undetermined error.

Solution:

Contact you RightFax administrator or RightFax technical support.

OCR in Process

The document is queued and is being processed by the OCR module.

Solution:

This is not a problem unless the message remains for an abnormal amount of time. If this does occur contact your RightFax administrator or RightFax technical support.

Printing

Document is being printed.

Solution:

This status is not an error.

Queued for Printing

Document has been queued and is waiting to be printed.

Solution:

This is not a problem unless this message remains for an abnormal amount of time.

Queued for OCR

The document has been queued and is waiting for the ORC module to convert it.

Solution:

This is not an error unless it remains for an extended period of time. If this occurs then contact your RightFax administrator.

Unknown Status Code

An unknown status code has been returned to RightFax from your fax card.

Solution:

Contact your RightFax administrator or RightFax technical support.

ADDDOC

Examples: <ADDDOC:X:\BIN\XYZ.TIF>
<ADDDOC:\\SERVER2\VOL1\IMAGES\PRICES.PCL>

Tells RightFAX to append another file to the end of the fax. This additional file needs to be in [TIFF-G3](#), DCX, PCX, RightFAX G3, PCL-5, Text, ASCII or PostScript format. More than one ADDDOC code can appear in the main document; the additional files will be appended in the order that they appear on the main document.

In one of the above examples, the file to attach is named with a [UNC](#) specification. This is recommended instead of a drive letter as the mapping, or drive links, may be different for the fax server versus the machine on which the fax output originates. For example, \\SERVER1\SYS\USERDIRS\BOB\MYFILE.TIF may appear to the user Bob when he is logged in as H:\MYFILE.TIF. If <ADDDOC:h:\myfile.tif> were used by Bob, the fax server would not pick up Bob's TIFF file because the fax server has a different mapping on its H: drive. Instead, Bob should use <ADDDOC:\\server1\syst\userdirs\bob\myfile.tif> to specify the file unambiguously.

See also: [<ADDDOC2>](#)
[<LIBDOC>](#)
[<LIBDOC2>](#)

UNC -- Universal Naming Convention. A syntax used by networking operating systems (Netware, LAN Server, NT, LAN Manager, etc.) to specify a network server, volume or sharename, directories, and file name. For Netware, the syntax is as follows:

`\\SERVERNAME\VOLUME\DIRECTORY\FILE.EXT`

Notice that the VOLUME does NOT have a colon, i.e. `\\server\sys:\dir\file.ext` is incorrect. For all other networks, the syntax is:

`\\SERVERNAME\SHARENAME\DIRECTORY\FILE.EXT`

Most OS/2 program, some DOS programs (including the DOS prompt), some Windows programs, and all Windows-95 programs accept UNC syntax where ever a file can be specified. On Netware DOS/Windows workstations, VLM's must be used to get UNC capabilities.

ADDDOC2

Examples: <ADDDOC2:X:\BIN\123.TIF>
 <ADDDOC2:\\bigserv\sys\userdirs\jdoe\help.txt>

Tells RightFAX to replace the output file with the specified file. The specified file must be [TIFF-G3](#), DCX, PCX, RightFAX G3 (*.301), PCL-5, Text, ASCII, or PostScript format. More than one ADDDOC2 code can appear -- the additional files will be appended in the order that they appear.

In one of the above examples, the file to attach is named with a [UNC](#) specification. This is recommended instead of a drive letter as the mapping, or drive links, may be different for the fax server versus the machine on which the fax output originates. For example, \\SERVER1\SYS\USERDIRS\BOB\MYFILE.TIF may appear to the user Bob when he is logged in as H:\MYFILE.TIF. If <ADDDOC:h:\myfile.tif> were used by Bob, the fax server would not pick up Bob's TIFF file because the fax server has a different mapping on its H: drive. Instead, Bob should use <ADDDOC:\\server1\sys\userdirs\bob\myfile.tif> to specify the file unambiguously.

Note: ADDDOC2 will cause the fax server to delete the specified file after it has been attached. If you do not want this to occur, the specified file should be marked as Read-Only.

See also: [<ADDDOC>](#)
 [<LIBDOC>](#)
 [<LIBDOC2>](#)

LIBDOC2

Example: <LIBDOC2:INFOPK1>

Instructs the fax server to attach a [library document](#) to the output from the application, i.e. the named library document is attached onto the end of the document containing the LIBDOC2 code. Multiple library documents may be named, or strung together, by including multiple codes, for example:

```
<LIBDOC2:INFOPK1><LIBDOC2:PRICES><LIBDOC2:ORDERFORM>  
<TO_NAME:John Doe><TO_FAXNUM:555-1234><COVER>  
John, here is the information you requested on our new widget assembly.  
I've included the current price list and an order form for your convenience.
```

These codes would cause the INFOPK1, PRICES, and ORDERFORM library documents to be assembled onto the end of the fax with the note to "John Doe". A cover sheet would be automatically added by the fax server because of the <COVER> code and the fax would be sent to John Doe at 555-1234. The LIBDOC2 code differs from the LIBDOC code in that the text "John, here is..." is not discarded.

FCSFILE

Example: <FCSFILE:mycover1.pcl>

Instructs the fax server to use MYCOVER1.PCL as the cover sheet. The coversheet model specified must exist in the \RIGHTFAX\FCS directory. If the FCSFILE code is not present in a document, the user's default will be selected automatically. If the user does not have a default coversheet, the coversheet of the group to which the user belongs will be selected. If the group does not have a coversheet, then FCS.PCL will be used.

See also: <COVER>
<NOCOVER>

COVER

Example: <COVER>

Turns on automatic cover sheet generation only for the fax generated by the document containing this embedded code. This code is useful if the [default setting](#) is to not send coversheets and you would like to send this fax with a cover sheet. The code will not change the default setting; You may use FaxUtil to do that.

See also: [<FCSFILE>](#)
 [<NOCOVER>](#)

CHANNEL

Example: <CHANNEL:3>

The CHANNEL code tells RightFAX to send this fax out on the specified channel. This code would be useful if your company uses one channel for priority faxing, and you want this fax to go out right away; with the CHANNEL code you can tell RightFAX to use that channel instead of the first available channel. Or, you can use this code to specify to use a channel which has been designated only for broadcasting, leaving the others free for single faxing.

The number listed in the Channel code should be 1 through the number of channels installed on the fax server. The code <CHANNEL:0> indicates that the fax can be sent on **any** channel. If a fax is targeted against a channel which does not exist or does not have send capabilities, the fax will **not** be sent and will stay in the status, "Scheduled For Send".

NEWDEST

Examples: <TO_NAME:JOHN><TO_FAXNUM:555-1234><NEWDEST>
 <TO_NAME:MARY SMITH><TO_FAXNUM:230-5000><NEWDEST>

The <NEWDEST> code informs RightFAX that you have specified multiple people to which to send the fax (any number of destinations can be specified). Notice that a <NEWDEST> code must appear after each and every destination, including the last one. Further, the <NEWDEST> code only allows certain codes to be repeated. Those codes are:

<TO_NAME:NAME>
<TO_FAXNUM:FAX NUMBER>
<TO_CONTACTNUM:NUMBER>
<TO_COMPANY:COMPANY>
<TO_CITYSTATE:LOCATION>
<BILLINFO1:INFO>
<BILLINFO2:INFO>

If any other embedded codes are used, then only the last one seen will take affect. For example:

<TO_NAME:Bob Smith><TO_FAXNUM:458-3323><NEWDEST><TO_NAME:John
Doe><TO_FAXNUM:555-1234><NEWDEST>
Dear Sir,

I've faxed you the information that we spoke about last week but have not heard ...

Sincerely,
Frank Brooks
<FROM_NAME:Jane><FROM_NAME:Frank>

In the above example, the name "Frank" will be picked up as the "from name" on the cover sheet. The code naming "Jane" would be ignored, though it would be pulled out of the document.

Priority

This gives a priority to the outgoing fax of high, normal, or low. In a sense, it "creates" three queues. The high priority faxes will fax out first followed by the normal and then the low priority. For example if a low priority fax is in the queue but not yet being faxed and a higher priority fax enters the queue the high priority fax will be placed in front of the low priority fax.

The Priority for each fax is set in the [Fax Information window](#) and defaults to the setting in the [Send Fax Options](#).

Note the fax administrator has the ability to allow or disallow users access to high priority setting. Also some fax boards do not support priorities; check with your fax administrator for more information.

See also

[PRIORITY Embedded Code](#)

Add Entry

This Button allows you to add the currently entered information into your phone book. If the user already exists it will be duplicated. You will be notified of this if you use the same ID as the existing entry, otherwise it will just be added.

Sorting Faxes

To sort your fax list double click on the column titles with either mouse button in the FaxUtil main window. Double clicking with the 1st mouse button will first sort in ascending order. Double clicking again with the 1st button will sort in descending order. You may also sort in descending order by double clicking the 2nd mouse button.

The faxes will revert to their "natural" order anytime a new fax is received or FaxUtil is closed. Faxes can be sorted in ascending or descending order by Date/Time, Sent/Received, to/from/file, or Fax Number/ID.

Changing Mail Boxes

There are two ways to change mailboxes: Selecting Switch mailbox from the List menu or by scrolling through the pulldown menu of users, located to the right of the tool bar.

Note: Only Administrators can change mail boxes unless you know another's password. There are two types of administrators; Group administrator and a full administrator. A group administrator can only change to mail boxes which are in the group for which he is the group administrator. A full administrator can change to ANY mail box in the system.

PRIORITY

Example: <PRIORITY:High> <PRIORITY:H>
 <PRIORITY:Normal> <PRIORITY:N>
 <PRIORITY:Low> <PRIORITY:L>

This embedded code allows you to set the priority of the outgoing fax. Valid values are; **L**, **N**, and **H**. Each user has a default priority which will be used if none is specified using an embedded code. Only users so designed by the administrator are able to use High priority. If you are not authorized to use High priority, and you include <PRIORITY:High> in a document, the fax will be forced to Normal priority.

See also: [Priority of faxes](#)

Auto-Print Setting

This setting allows automatic printing of sent faxes. Select a destination printer, choose what to print. (The fax history, cover sheet, and/or the fax body) For Successful and/or unsuccessful (failed) faxes to be printed.

V P B

This column in FaxUtil designates if the fax has been Viewed Printed or if it has a Binary attachment.

Printing Phonebooks

From the PhoneBook menu select **Print**, and the print dialog box will come up. After checking the parameters over to check they are the way you would like them. Select **OK** and all you phonebook entires will be printed to the selected printer.

The following tags must be present in a source TIFF file:

ImageWidth (256)	value must be 1728
ImageLength (257)	value must be greater than 0
BitsPerSample (258)	value must be 1
Compression (259)	value must be 3 (Fax compatible CCITT group 3)
FillOrder (266)	value must be 1 or 2
StripOffsets (273)	value must be greater than 0 (all image data must be contained in a single strip)
SamplesPerPixel (277)	value must be 1
XResolution (282)	value should be 203 if present. Other values are not accepted. 203 will be assumed if tag is not present.
YResolution (283)	if value is less than 150, then normal mode fax is assumed, else fine mode fax is assumed. If tag is not present, then fine mode fax is assumed.

