

INTERNET FAX

CONCORD INTERNET FAX

USER'S GUIDE



CONCORD TECHNOLOGIES, INC.

Internet Fax

User's Guide

First Edition

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Supports

WinFax PRO 9.0 and

TalkWorks PRO 2.0

CONCORD TECHNOLOGIES, INC.

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Concord Internet FaxSM User's Guide

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Use of this service is subject to certain restrictions under the laws, rules, and regulations of certain jurisdictions. If you desire further information as to these instructions, please contact the relevant authority. For example it is unlawful in the United States and Canada, for any person to use a computer or any other electronic device to send any message via a facsimile machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, an identification of the business, or other entity, or individual.

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Service Agreement Terms and Conditions

1. Concord warrants that its services conform with the specifications as set forth in the Concord Internet FaxSM User's Guide. Concord's sole liability and that of its service providers, in contract, tort or otherwise, for any defect, interruption or error in the service is limited to the amount of any charges for the defective, interrupted or erroneous service or five hundred dollars (\$500), whichever is less. Concord and its service providers will not be liable for incidental, special or consequential damages of any kind, including, without limitation, loss of profits or cost of replacement services. Service is offered subject to availability. Interstate, inter-provincial and international service may be subject to tariffs on file with government regulatory authorities. If you desire more information as to these tariffs, please contact the relevant authority.
2. This agreement binds the person or entity ("Customer") that applies to register for these services. Customer will be responsible for payment of all charges, including taxes and surcharges for use of Concord's services. Customer will be responsible for any charges imposed by any local exchange carrier. Customer will be billed at the standard published rates for use of services.
3. Customer is responsible for paying for all services used through their User ID number, regardless of who generates them. For non-credit card accounts, payment is due within 15 days from date of statement. Amounts not paid within 15 days after date of statement will be considered past due.
4. Concord may revise the rates, specification and features of the service without notice. Concord may discontinue service in accordance with law.
5. This agreement will commence on the date the Concord Internet FaxSM service is activated and will continue on a month-to-month basis until either party terminates this agreement.
6. Concord may suspend or terminate service if Customer does not comply with the obligations under this subscription agreement. Without limitation, Concord may suspend or terminate service if:
 - (i) Customer fails to pay an account of Customer's which is past due; or
 - (ii) Customer's account is a credit card account, and the credit card number provided by Customer is declined.
7. Suspension or termination of services for any reason does not affect the Customer's obligation to pay any amounts owed to Concord, and Customer shall pay all charges for service which has been furnished.
8. In the event that a Customer's account is suspended or terminated, any pending or active fax events within the suspended or terminated account shall be canceled, and Customer prevented from accessing Concord Internet Fax Service.
9. Customer will be responsible for the content of any transmission over the service and the connection of any equipment to the service. Customer is prohibited from using the service or permitting it to be used in a manner that is contrary to the law, rules, or regulations of any relevant jurisdiction or regulatory authority. If any claims are made against Concord arising out of any transmission over the service or the connection of any equipment to the service (for example, patent infringement claims arising out of such interconnection), Customer will indemnify Concord and hold it harmless from and against any damages and expenses (including Concord attorney's fees incurred in defending any such claim).
10. Customer agrees and understands that any or all aspects of this agreement will be governed by the laws of Washington State in the United States and the venue shall be in King County, Washington, USA.

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Introduction

This User's Guide provides instructions on using the features of Concord's Internet Fax service. Internet Fax is a simple and cost effective way to send long-distance faxes through the Internet, using your PC. For users on a company network (LAN), Concord Internet Fax also allows you to send faxes without needing a dedicated fax line for each user. Internet Fax was designed to work with WinFax PRO 9.0 and TalkWorks PRO 2.0.

This User's Guide explains:

- Signing up for Concord Internet Fax
- Configuring the service for WinFax/TalkWorks PRO
- Creating and send your faxes using the service
- Checking the status of your Internet Fax
- Setting recipients in your phonebook to default to send using Internet Fax
- Getting help

Signing Up for Concord Internet Fax

In order to use the service, you need to have an account with Concord. There are several ways that you can get an account.

Signing up using WinFax/TalkWorks PRO

You can sign up through WinFax/TalkWorks by selecting **Tools/Setup/Program Setup/Concord Services/Properties and Internet Fax**. On the dialog that appears, click **Sign Up Now**. Follow the instructions for registration. Once you have submitted your registration information, you will automatically receive a User ID and Password. Skip to the next section for instructions on configuring the service.

Signing up through the web or by telephone

You can also visit the Concord web site at **www.concordfax.com** and sign up via the web or call a Concord Representative at 1-800-954-4329 or 1-206-256-7506 to sign up for an account over the phone. Once you have a User ID and Password, you need to enter them into WinFax/TalkWorks. Go to the **Tools/Setup/Program Setup/Concord Services/Properties and Internet Fax**. On the dialog that appears, click **Enable**. Then skip to the next section for instructions on configuring the service.

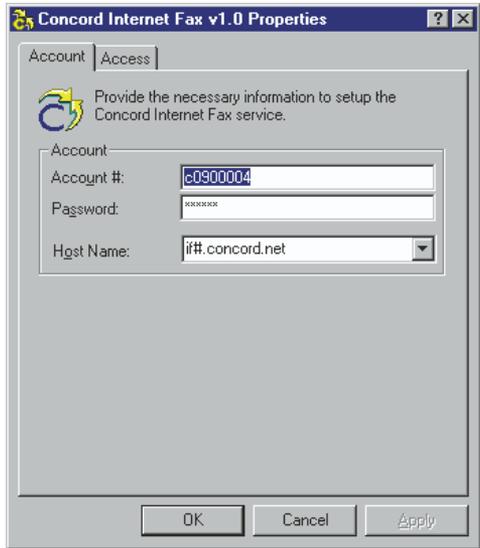
Configuring Internet Fax for WinFax PRO/TalkWorks PRO

Once you have an account, you are ready to activate the service inside WinFax/TalkWorks PRO.

When you completed either of the two signup steps, you will be required to enter your Internet Fax Properties.

Account Tab

1. Enter the User ID provided to you in the setup. If it is already filled in, you do not need to do anything.
2. Enter the Password that you received with your User ID.
3. Click the **Access** tab.



Access Tab

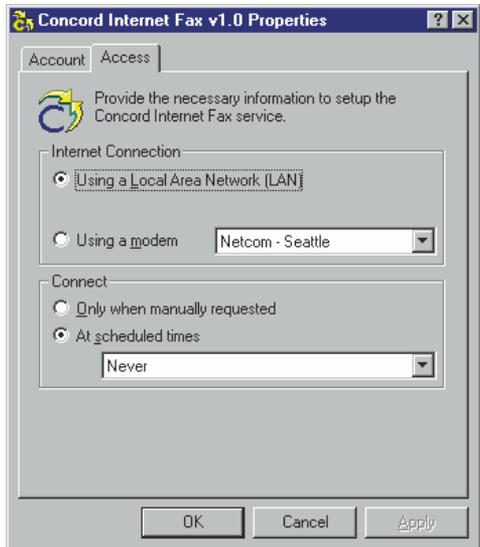
The access tab allows you to configure how you connect to the Internet and how often.

Internet Connection:

- **Using a Local Area Network**—Select this option if your computer is connected to a LAN. This is most often the case if you work in a company office.
- **Using a Modem**—Select this option if you must dial into your local ISP for connection to the Internet.

Connect:

- **Only when manually requested**—Select this option if you prefer to only have the service dial into the Internet when you request it. This is useful for users who are traveling and are not connected to a phone line. If you use this option, you need to remember to send them to the service when you are



ready otherwise the faxes will remain in your Outbox indefinitely. To send now, right click on the Concord Tray Icon and select **Send Internet Faxes or Retrieve Status**.

- **At scheduled times**—Select this option to program various times to connect to the Internet to send your faxes.

Activating the Service in WinFax

Next, you will be prompted to enable the service in WinFax. This is done by simply clicking the **Active** checkbox in the ‘Modems and Other Fax Devices’ section in the Program Setup.

Setting When to Use Internet Fax

The last step before you can begin using the service is to tell WinFax PRO/TalkWorks PRO what types of faxes to send using Internet Fax.

Send Using

- **Only when dialing long distance:** This will cause any fax that is sent to a number outside your local area code or country to be sent using Internet Fax.
- **Only when specified:** This will only send a fax by Internet Fax when you manually select Internet Fax as the delivery method.
- **Always:** This option causes all faxes to be sent by Internet Fax. This is most often selected for users that do not have a modem such as LAN users.

Sending your Faxes via the Internet

When sending a fax using the Concord Internet Fax service, all of the normal WinFax send functionality is available. The same method of creating your fax documents, adding a cover page and selecting the recipients is available in Internet Fax. If you are unfamiliar with how to send a fax, please see your WinFax PRO User’s Guide for more information.

If you selected ‘Always’ or ‘Only when sending long distance,’ there is nothing additional you are required to do to send by Internet Fax. WinFax PRO will take care of that for you.

If you selected ‘Only when specified,’ then you need to specifically tell WinFax PRO to send a fax by Internet Fax. To do this, you need to add the following steps to any send:

1. From the Send dialog box, select **Recipient** and **Send By**;
2. In this dialog, simply select **Fax—Concord Internet Fax** as your “Send By” method and click OK;
3. Click **Send** and look in your Send Log for verification of your Internet Fax transmission.

Note: Make sure all fax numbers for calls within the U.S. and Canada include the area code and, for calls outside the U.S. or Canada, the international access and country codes. For example,

- Within Canada or U.S. 716-555-4567
 - Outside Canada or U.S. 011-99-555-987654
 - Internet Fax does not deliver faxes to fax numbers that start with 1-900 or 1-976.
-

With Concord Internet Fax, you can also:

- **Send the same fax to up to twenty Internet Fax recipients** by selecting or typing in multiple recipients in the Send screen; if you need to send the same fax to more than five recipients at once, please try Concord's Fax Broadcast service.
- **Schedule your fax** (this feature works the same as a normal WinFax PRO fax; your fax message will be stored in your Outbox until your specified send time).

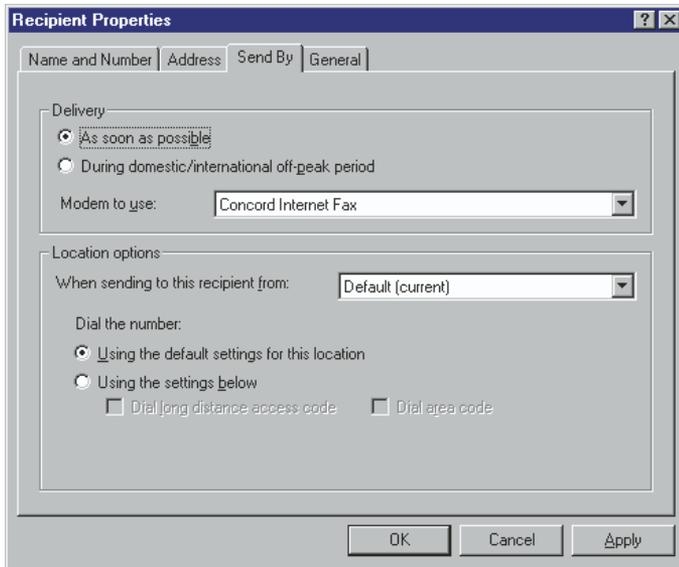
Internet Fax Status

After you click the Send button to submit a fax for Internet transmission, the WinFax PRO status screen will appear, letting you know that your fax is being sent to the Internet Fax service.

When your fax is received at the service, the Concord Internet Fax status screen will appear. This status screen will show the recipient's name or fax number and the time your fax will be transmitted to the recipient. This dialog will be updated every ten seconds and will remain on your screen unless minimized. You can also choose to disconnect from the status screen by selecting the Disconnect Now option.

Once your fax has been sent to the recipient, it will be moved to the send log and will have the result code, CSID and number of pages sent.

Setting up Phonebook Recipients to Default to Internet Fax



If you have recipients in your WinFax PRO Phonebook that you would like to send faxes using Concord Internet Fax as the default, follow the steps below:

1. In your phonebook screen, select **Recipient Properties**;
2. Select the **Send By** tab;
3. Under **Delivery**, select the Modem to use as **Concord Internet Fax**.

Getting Help

This section explains how you can contact Concord Technologies' Customer Service, for questions regarding your account or general questions on Concord services.

For technical support with your WinFax PRO or TalkWorks software, please see the application on-line Help file or the WinFax PRO/TalkWorks User's Guide.

Contacting Concord Technologies Customer Service

Normal service hours are Monday–Friday from 7:00 AM to 5:00 PM (Pacific Time).

Telephone: +1 (206) 256-7575

For written support, please either fax or e-mail your question to the number or address below and a representative will respond within one business day:

Fax: +1 (206) 256-7555

E-mail: service@concordfax.com.

You can contact Concord Technologies Customer Service to:

- Subscribe to additional services.
 - Universal Mailbox
 - Fax Broadcast
 - Fax Mailbox
- Inquire about billing and charges.
- Change your current account information. For example, if you want to switch your current credit card billing to another credit card, contact Customer Service. All account changes are subject to the appropriate credit approval.

We recommend that you visit our web site at www.concordfax.com for frequently asked questions regarding our services.