



Fax & Telephony Solutions



User's Guide

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How to Use This Book

This manual provides complete information for operating the Fax and Telephony Solutions software.

It is assumed that you are familiar with basic Macintosh desktop operations. If not, refer to the manuals that came with your Macintosh.

- **Chapter 1** introduces the fax software for sending and receiving faxes with your Macintosh and guides you through the steps for sending your first fax. Everything you need to get started is included in this chapter.
- **Chapter 2** provides more complete information on the Fax Terminal program. It covers in detail setting up your fax environment, sending, receiving, monitoring, and managing faxes.
- **Chapter 3** covers the use of the Fax Viewer program for viewing, editing, and printing received fax documents, as well as OCR (Optical Character Recognition) software for converting fax images to text.
- **Chapter 4** covers the use of the Fax Cover program for creating and installing custom fax cover pages for use with Fax Terminal.



- **Chapter 5** covers the use of Fax Sender GX for sending fax documents with QuickDraw GX, imaging and printing software which is part of System 7.5.
- **Chapter 6** covers the use of Apple Fax Gateway for PowerTalk™, which allows you to send fax documents using applications that support the PowerTalk Mailer and for your received faxes to appear in your PowerTalk Universal Mailbox.
- **Chapter 7** covers the use of the AppleTel™ telephony program. AppleTel brings screen-based telephony functions such as automatic dialing and voice mail to your computer.

1

Fax Software Quick Start

In this chapter

- Sending your first fax
- Receiving and printing a fax

Before you begin

Please make sure that you have installed the hardware and software according to the instructions in the hardware setup guide included in your package.

Sending your first fax

This section shows you how to get started by sending an easy first fax. Use this first fax exercise as a tutorial, then explore more advanced features in Chapter 2, “Getting the Most Out of Your Fax Software.”

If you have QuickDraw GX installed in your system, read this chapter, then read Chapter 5, “Using Fax Sender GX.”

Faxing is like printing

It is important to understand that sending a fax is just like printing to a remote printer. Any document or window that can be printed by an application or by the system can be imaged and transmitted to a fax machine using the Fax Software. The following example leads you through the steps of faxing a document from an application using the SimpleText document “My first fax,” which has been provided for your convenience.

- 1 Open the Telecom Applications folder, then open the Fax Folder, then open “My first fax” by double-clicking it.

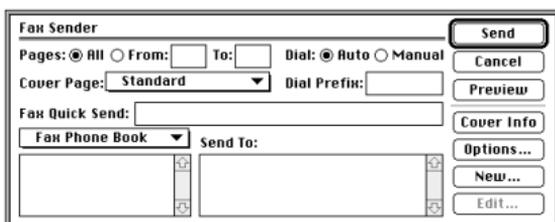


My first fax

- 2** Hold down the Control and Shift keys while choosing Print from the File menu. (Feature not available if you are using Fax Sender GX.)

File	
New	⌘N
Open...	⌘O
Close	⌘W
Save	⌘S
Save As...	
Page Setup...	
Print...	⌘P
Print One Copy	
Quit	⌘Q

The Fax Sender dialog box appears just as the Print dialog would appear if you printed the document.



Important Step 2 is a shortcut. You can also select Fax Sender in the Chooser (see Chapter 2, “Selecting Fax Sender”). The shortcut in step 2 works with all programs. With some older versions of system software, the menu item changes from Print to Fax, but the result is the same, regardless of the item name.

- 3** In the Fax Quick Send field, type the fax number of your recipient.

Put the recipient's fax number in the Fax Quick Send field.

The screenshot shows the 'Fax Sender' dialog box. It has several fields and buttons. The 'Fax Quick Send' field is highlighted with a red box and contains the number '145768923'. The 'Dial Prefix' field contains '49'. The 'Send To' field contains '@ 33145768923'. The 'Send' button is highlighted with a red box. Other buttons include 'Cancel', 'Preview', 'Cover Info', 'Options...', 'New...', and 'Edit...'. The 'Pages' field has 'All' selected. The 'Dial' field has 'Auto' selected. The 'Cover Page' is set to 'Standard'.

If you need to dial additional digits (area or country codes) from your present location, place them in the Dial Prefix field.

By entering the recipient's phone number, you have done everything necessary for the transmission of your document. You may want to include information about yourself, the sender, on a cover page.

- 4** Click the Options button.

The Options dialog box appears. Make sure you select Tone or Pulse according to the type of phone you have.

The screenshot shows the 'Options...' dialog box. It has several fields and buttons. The 'Dial' field has 'Tone' selected. The 'Send Time' field has 'Send Immediately' selected. The 'Telephone Credit Card' field is empty. The 'Dial Card Number' field is empty. The 'OK' button is highlighted with a red box. Other buttons include 'Cancel'.

- 5** To save the information you entered, click OK.

You return to the Fax Sender dialog box.

By setting the dial type (tone or pulse) and entering the recipient's phone number, you have done everything necessary for the transmission of your document. You may want to include information about yourself, the sender, on a cover page.

- 6** To fill in sender information, click the Cover Info button.

Type information about yourself in the Cover Info dialog box. To move from field to field, use the Tab key. The information you type here will appear on your fax cover page.

Cover Page Information...

Sender: Owner Name
Title
Company
Address Line 1
Address Line 2
Address Line 3

Fax #: Sender Fax Number Voice #: Sender Voice Number

Station ID: Your station ID

Subject: My first fax

Notes: This is my first fax.

Cancel OK

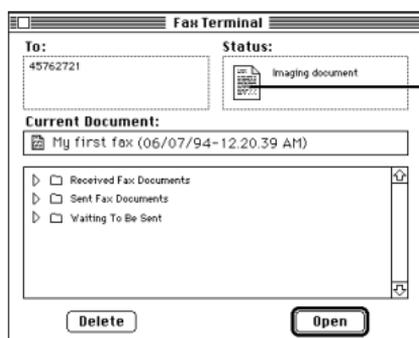
The Station ID can be any combination of letters and numbers you wish to identify your fax with.

Type any special messages in the Notes field.

- 7** To save the information you've entered, click OK.

The Fax Sender dialog box reappears.

Fax Terminal appears.

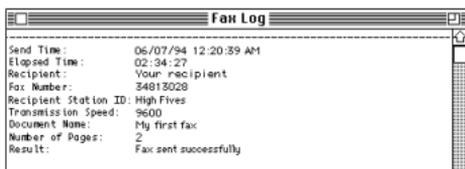


The status window displays a series of messages during transmission.

Should transmission fail on the first attempt, Fax Sender automatically retransmits your fax twice. (You can change the number of retries in Fax Terminal Preferences; see “Setting Preferences” in Chapter 2.)

9 Choose Fax Log in the Fax Terminal Windows menu.

Once the fax is sent, you can check transmission results in the Fax Log. You have sent your first fax, and, equally important, you have verified that transmission was successful.



If Fax Terminal will not open

Fax Terminal will open in the background only if sufficient memory is available.

- If you are expecting a fax, you may want to quit any unnecessary applications to free up memory.
- If Fax Terminal does not open, it may also be a result of the current setting in the Fax Terminal Preferences. Even if Fax Terminal doesn't open during reception, fax reception will occur without problem.

See also: "Setting Preferences" in Chapter 2.

Receiving faxes

Your fax software can also receive faxes. Like an office fax machine, it works unattended, so you can be away from home or office and still receive faxes. If you are working on your computer when a fax arrives, reception occurs in the background, so it won't interfere with your other activity.

By default, the fax software is not set to receive faxes when it is installed. You must enable auto-answer by checking the Auto-Answer checkbox in the Fax Terminal Preferences dialog box or choosing Auto-Answer from the Fax menu.

To receive a fax unattended, you must leave your Macintosh turned on, but none of the fax programs need be open.

Preparing to receive faxes

- 1 Choose Fax Terminal from the Apple menu (🍏).
Fax Terminal opens.
- 2 Choose Auto-Answer from the Fax menu.



This choice automatically sets the Auto-Answer checkbox in Fax Terminal Preferences.

See also: “Setting Preferences” in Chapter 2.

Checking for received faxes

- 1 Look for the Fax Terminal icon blinking over the Application menu on the menu bar.

The Application menu is located at the right side of the menu bar.

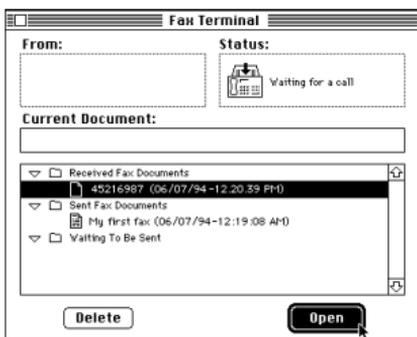


The blinking icon tells you that a fax is waiting in the Received Fax Documents folder.

- 2 Choose Fax Terminal from the Application menu or the Apple Menu (🍏).

Fax Terminal appears.

- 3 To select the received fax you wish to view, click its name in the Fax Terminal queue, then click Open.



You can also manage fax reception yourself.

See also: “Receiving Manually” in Chapter 2.

Opening a document in the Fax Terminal queue automatically opens Fax Viewer and your fax appears in a Fax Viewer window.



- 4 To set up your fax for printing, choose Page Setup, then choose Print from the File menu.

You can use Fax Viewer to prepare your fax for printing, forwarding, or saving.

See also: Chapter 3, “Fax Viewer”, for a complete reference of the Fax Viewer features.

Most of the time you will want to print only incoming faxes. Fax Viewer handles printing in the same way any other Macintosh program does.

2

Getting the Most Out of Your Fax Software

In this chapter

- Setting up your fax environment
- Sending faxes using Fax Sender
- Receiving and opening faxes
- Monitoring and managing faxes

Before you begin

Review the material in Chapter 1 to make sure you understand the basic steps of fax operation.

Setting up the fax environment

In the previous chapter you learned the basic steps for sending and monitoring a fax. If you send faxes only occasionally, that may suffice. However, you can take advantage of advanced features by setting up Fax Terminal for your own environment.

Entering fax station information

This information provides your return address as it appears on the cover page, allowing the recipient to identify you. You can enter this information in either the Fax Sender Fax Cover Info dialog box or the Fax Terminal Info dialog box. If you makes changes in one place, they are reflected in the other.

- 1 Open Fax Terminal.
- 2 Choose Fax Terminal Info from the Fax menu.
A Fax Terminal Info dialog box appears.
- 3 Type information in the various fields of the dialog box.

The screenshot shows a dialog box titled "Fax Terminal Info...". It contains the following fields and values:

- Sender:** Peter Schreier
President
HVZ Company
23 Blaue Gasse
2000 Hamburg 60
- Fax #:** 8999520298
- Voice #:** 8999520299
- Station ID:** Remsha

Buttons for "Cancel" and "OK" are located at the bottom right of the dialog box.

Station ID is a 20-character header line identification of your choice. If your recipient's fax device has the capability, Station ID is printed on the top of each page of the fax document, along with the date and time.

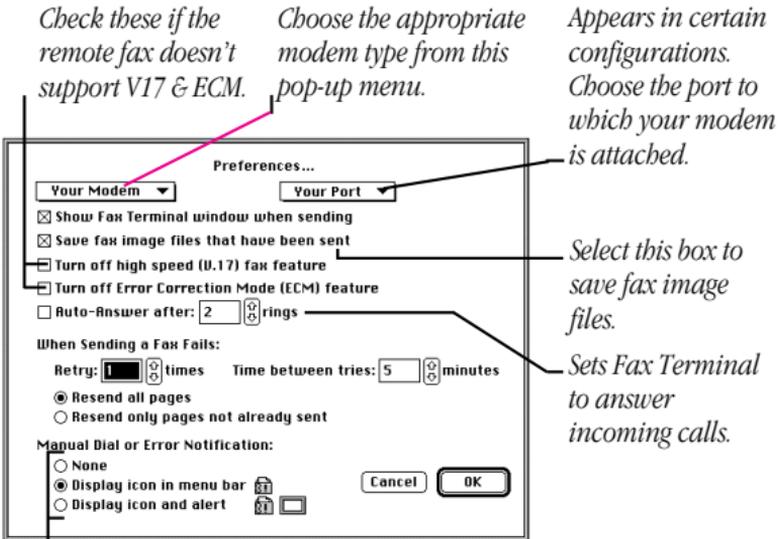
- 4 Click OK to save the Fax Terminal information.

Setting Preferences

The Preferences dialog box controls many useful fax settings.

- 1 Choose Preferences from the Fax Terminal Fax menu.

The Preferences dialog box appears.



Check these if the remote fax doesn't support V17 & ECM.

Choose the appropriate modem type from this pop-up menu.

Appears in certain configurations. Choose the port to which your modem is attached.

Select this box to save fax image files.

Sets Fax Terminal to answer incoming calls.

Displays notification for received faxes, manual dial, and errors. A batch of faxes may be interrupted by one unsuccessful fax. Selecting None allows a batch of faxes to be sent without interruption. Unsuccessful faxes can be resent.

- 2 Click the options to make your choices.

Table 2-1 summarizes the choices available.

Note: If you select None for error notification in the Preferences dialog box, Fax Terminal does not interrupt sending a batch of faxes if a single fax fails for any reason.

- 3 To save your Preferences, click OK.

Warning Fax image files can be quite large. If you frequently receive large files, be sure that you have enough free space on your hard disk. Fax reception fails if your disk is full.

Table 2-1 Fax Terminal Preferences dialog options

PREFERENCE FIELDS	RESULT
<i>Modem choice pop-up</i>	Choose the type that corresponds to your modem.
<i>Port choice pop-up</i>	Choose the port to which your modem is attached, if you have an external modem. Does not appear in some configurations.
<i>Show Fax Terminal window</i>	Allows Fax Terminal window to be displayed automatically during send and receive. If not selected, you can still activate it during send or receive.
<i>Save fax image files</i>	Faxes are transmitted and received as image files. This checkbox allows saving sent fax image files. Fax image files take up disk space and the files can always be re-imaged if you need to resend them. So, unless you frequently resend or forward sent faxes, you may want to disable saving image files.
<i>Turn off V.17</i>	If the remote fax supports V.17 (high speed), you may uncheck this.
<i>Turn off ECM</i>	If the remote fax supports ECM (Error Correction Mode) you may uncheck this.

Fax Terminal Preferences dialog options *(continued)*

PREFERENCE FIELDS	RESULT
<i>Auto-Answer</i> (unchecked by default)	Must be checked to receive faxes automatically. If unchecked, you may still receive manually. Review procedures in “Receiving a fax” in this chapter.
<hr/>	
<i>When sending fails</i>	
Retry	Sets the number of retries.
Time between tries	Sets the time between tries.
Resend all pages	Resends the entire fax if transmission fails.
Resend only those pages not already sent	Sends only the pages that failed to transmit.
<hr/>	
<i>Received Fax, Manual Dial, Error Notification</i>	
None	No notification. Check the log for received faxes or failures. Check Fax Terminal for received faxes.
Display icon	Displays icon in menu bar so that you can check for received faxes and transmission problems.
Display icon and alert	Same as Display icon, but also displays alert box for Manual Dial and Errors.

Sending faxes using Fax Sender

Fax Sender is an extension that allows any document or window that can be printed to be sent as a fax. It handles all aspects of fax transmission, including forwarding.

Selecting Fax Sender

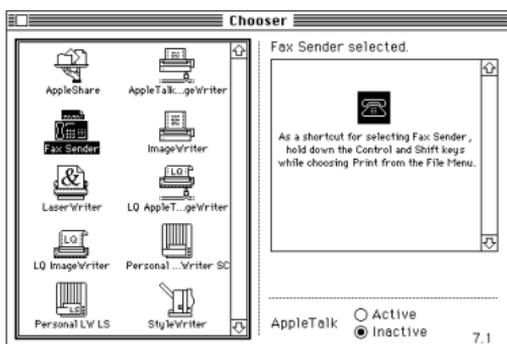
Selecting Fax Sender is like selecting a local or network printer, such as an ImageWriter or a LaserWriter.

- 1 Choose the Chooser from the Apple menu (🍏).

The Chooser window appears.

- 2 Scroll down the icons in the upper-left panel, if necessary, until you see the Fax Sender icon.
- 3 Click the Fax Sender icon.

The modem icon appears in the panel on the right side of the window.



- 4 Close the Chooser by clicking the close box.

As long as Fax Sender remains selected, all print jobs go to the fax process, not to your printer. Be sure to reselect the printer icon in the Chooser when you have finished sending your fax.

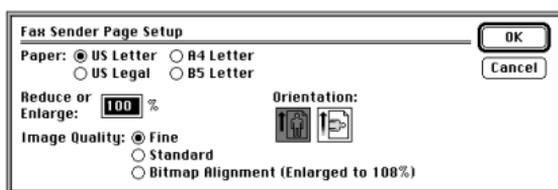
Important As an alternative to the above method of selecting Fax Sender, hold down the Control and Shift keys while choosing Print from the File menu. This shortcut does not deselect your regular printer; you return automatically to your previous printer settings for printing after the fax is sent. This shortcut works with all programs.

Fax Sender Page Setup

A number of options are available in the Page Setup dialog box.

- 1 Choose Page Setup from the File menu.

Be sure that you have selected Fax Sender in the Chooser. Otherwise, use the shortcut of holding down the Control and Shift keys when you select Page Setup from the File menu.



- 2 Select Page Setup options as needed, and then click OK.

Refer to Table 2-2 for option settings.

Table 2-2 Fax Sender Page Setup options

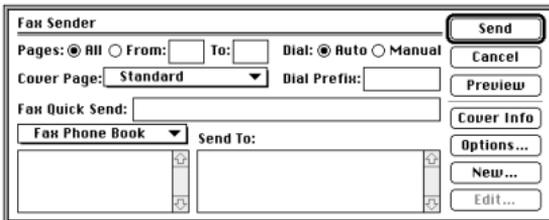
OPTION	RESULT
<i>Orientation</i>	
Portrait	Transmits the fax vertically.
Landscape	Transmits the fax horizontally.
<hr/>	
<i>Reduce or Enlarge</i>	Reduces or enlarges the fax by the percentage you indicate.
<hr/>	
<i>Image Quality</i>	
Fine	Converts fax to highest image quality for sending. Increases the send time.
Standard	Converts fax to normal image quality for sending. Decreases the send time.
Bitmap Alignment	Scales the Macintosh 72 dpi image so that every pixel is matched evenly to the fax machine resolution. Produces the best quality image for bitmapped documents, but enlarges the printed image to 108% of actual size.

Entering cover page information

The Cover Page Information dialog box is similar to the Fax Terminal Info dialog box. Both dialog boxes provide space for entering return address information to help your correspondent identify you. In addition, the Cover Page Information dialog box provides space for the document subject and a short note.

- 1 Choose Print from the File menu.

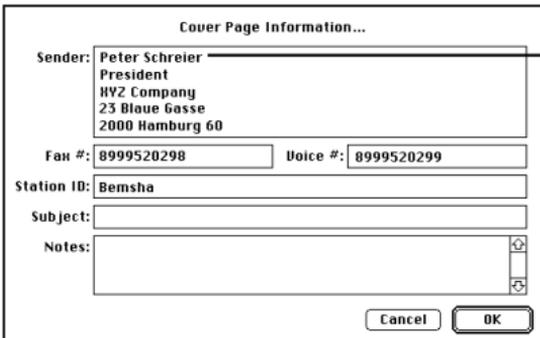
The Fax Sender dialog box appears instead of the usual Print dialog box.



- 2 To fill in cover page information, click the Cover Info button in the Fax Sender dialog box.

The Cover Page Information dialog box appears.

- 3 Type information you want to appear on the cover page of the fax you are sending.



The sender name you see when you first open the dialog box is the Owner Name you entered for AppleShare™ in the Sharing Setup control panel.

If you have already entered your return address information in Fax Terminal, you can change the information, the document name, or add a note. When you change the information in the Cover Page Information dialog box, it changes the information entered in the Fax Terminal Info dialog box, and vice versa.

Selecting a cover page

The fax software comes with three cover page choices:

- **Standard** is a precomposed, text-only cover page. You can use it as is or modify it with the Fax Cover program. Standard appears in the Fax Sender Cover Page pop-up menu as the default selection. (You can also delete the standard cover page.)

See also: “Installing cover pages” in Chapter 4.

- **None** means that no cover page is attached to the fax. The fax is sent as is and no sender or recipient information is filled in automatically.

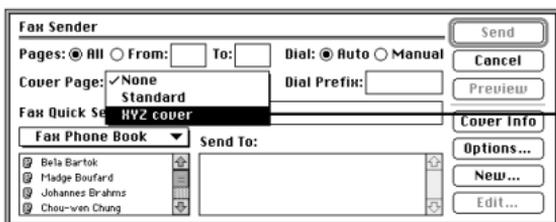
- **A sample cover page** comes with the fax software in the Fax Folder. This choice does not appear in the Fax Sender Cover Page pop-up menu unless installed with Fax Cover.

See also: “Installing cover pages” in Chapter 4.

You can create as many customized cover pages as you need.

See also: “Customizing cover pages” in Chapter 4 to compose and modify customized cover pages.

- 1 Select a cover page from the Fax Sender Cover Page pop-up menu.



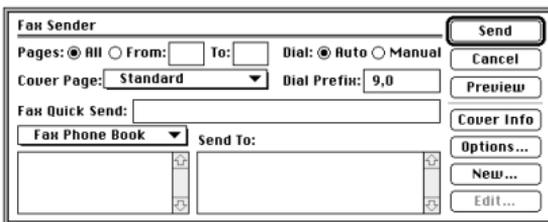
XYZ cover is a customized cover page.

Using a telephone credit card

The Telephone Credit Card option allows you to use a credit card or calling card to send a fax. Using this feature adds several steps to the sending process. You need to set up Fax Sender to handle these steps, such as dialing the credit card access code before dialing the number, detecting the credit card tone, and entering the card number itself.

Note: If you set Fax Sender to use the credit card option, all sent or forwarded faxes will use it and the entered card number. Be sure to disable the option for calls not charged to a credit card.

- 1 Type the credit card access code in the Fax Sender Dial Prefix field.

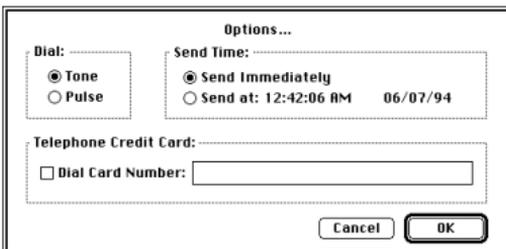


The screenshot shows the 'Fax Sender' dialog box. It includes fields for 'Pages' (All, From, To), 'Dial' (Auto, Manual), 'Cover Page' (Standard), and 'Dial Prefix' (9,0). There is a 'Fax Quick Send' field and a 'Fax Phone Book' dropdown. A 'Send To:' field is also present. On the right side, there are buttons for 'Send', 'Cancel', 'Preview', 'Cover Info', 'Options...', 'New...', and 'Edit...'.

The credit card access code (0 above) may vary depending on the card.

- 2 Click Options in the Fax Sender dialog box.

The Options dialog box appears.



The screenshot shows the 'Options...' dialog box. It has two sections: 'Dial' with radio buttons for 'Tone' and 'Pulse', and 'Send Time' with radio buttons for 'Send Immediately' and 'Send at: 12:42:06 AM 06/07/94'. Below these is a 'Telephone Credit Card' section with a checkbox for 'Dial Card Number' and an empty text field. At the bottom right are 'Cancel' and 'OK' buttons.

- 3** Click the Telephone Credit Card checkbox, and then enter your credit card number.

Many phone systems send a tone to indicate when the calling card number and PIN should be entered.

Options...

Dial: Tone Pulse

Send Time: Send Immediately Send at: 12:42:06 AM 06/07/94

Telephone Credit Card: Dial Card Number: W98761234987612349876

Cancel OK

To detect the tone, enter a W in front of the credit card number. If you find that the tone is not being properly detected, enter one or more commas to pause before sending the calling card number.

- 4** To continue setting up your fax, click OK.

Fax Sender protects your privacy by hiding your credit card number when the Options dialog box is reopened.

Dial Card Number:

Using dial modifiers

Placing a comma in any position in the telephone number, Dial Prefix box, or Dial Card Number field requests a pause. This may be useful when dialing long distance or overseas. To increase the pause time, insert additional commas.

You may need to put additional dial modifiers after the dial prefix or before the credit card number if your long distance service acknowledges an access code or telephone number with a tone before placing the call. See the Dial command in Appendix A.

DIAL MODIFIER	RESULT
Comma (,)	Introduces a two-second pause before sending the next character.
“At sign” (@)	Detects a specified period of silence before completing dial string.
Dial tone detect (W)	Detects presence of dial tone before completing dial string.

Automatic dialing

Auto Dial allows you to use the Fax Phone Book and delayed send features in Fax Sender. You can use the Fax Phone Book to make entries for frequently used numbers or to send a fax to multiple recipients.

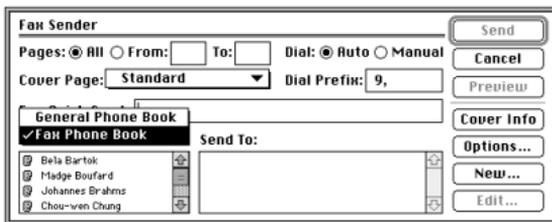
Fax Sender sends your fax to each recipient included in the Send To field of the Fax Sender dialog box. If there is a delivery problem for any recipient, Fax Sender puts the fax to that recipient in the waiting queue for retry (according to the number of tries you selected in the Retry field in the Fax Terminal Preferences dialog box). At the same time, Fax Sender delivers the fax to the other recipients in the order placed in the Send To field.

Auto Dial is the default selection in Fax Sender. When Auto Dial is selected, you can transmit your fax from the Fax Sender or from the Preview dialog box. Auto Dial applies to most cases.

See also: “Manual Dialing” later in this chapter.

Using the Phone Book and Phone Book Views

Your modem software includes a phone book. It contains information about each entry such as name, voice telephone number, fax telephone number, and so on. The phone book is shared by several programs. Different programs use different parts of the information in a phone book entry, so there are different “views” of the information that can be selected from the phone book pop-up menu. For example, if you choose the Fax Phone Book view, all entries that contain a fax telephone number are displayed.



To send faxes using Fax Sender, you can either use the Fax Quick Send feature, and type in the recipient’s fax number directly, or select the Fax Phone Book view from the phone book view pop-up menu and drag recipients’ entries to the Send To field.

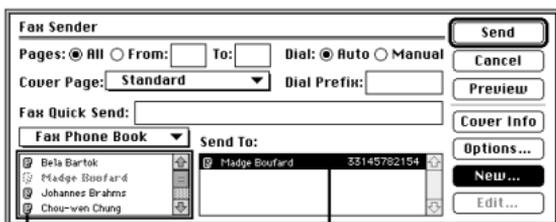
Using Fax Phone Book

Fax Phone Book holds a list of recipients along with their address and telephone numbers. You can enter, update, and remove entries from the list and then use the list to address your faxes by selecting recipients by name. You designate recipients to receive a fax by dragging their names from the Fax Phone Book to the Send To field of the Fax Sender dialog.

Adding entries

You create a list of recipients one by one. You may add them at send time or whenever you wish.

- 1 Click New in the Fax Sender dialog box.



These are existing Phone Book entries.

This entry has been dragged into the Send To field for sending. A dimmed entry remains in the Phone Book.

A New Entry dialog box appears.

- 2 Enter the information for the new entry and click Add.



You must fill in the Last Name and Fax # fields. The other fields are optional.

Parentheses and dashes can be included in the Fax # and Voice # fields.

New names are added automatically to the Phone Book when you click Add.

Editing entries

To edit an entry

- 1 Select an entry in Fax Phone Book and click Edit in the Fax Sender dialog box, or double-click an entry in Fax Phone Book while holding down the Option key.
- 2 Change the information by selecting the text and retyping. Click one of the buttons when you are finished.
 - Change saves your edits.
 - Cancel restores the old entry.
 - Delete removes the entry from Phone Book.

Dialog box titled "Edit Entry...".

Last Name: Matere

First Name: Morkku

Address: Kanslerinkatu 6
SF-33721 Tampere
Finland

Fax #: 35831123321

Voice #: 35831125002

Buttons: Delete, Cancel, Change

Important There are multiple views of entries that can be selected from the view pop-up menu, but there is only one actual phone book. If you change an entry in the Fax Phone Book view, the changes affect all views of the entry, some of which may be used by other programs.

Removing entries

To remove an entry from the Phone Book, select it, then

- Press the Delete key on your keyboard (you are asked to confirm the deletion), or press ⌘-X . (You must use the keyboard shortcut for the Cut command.)

To remove recipients from the Send To field

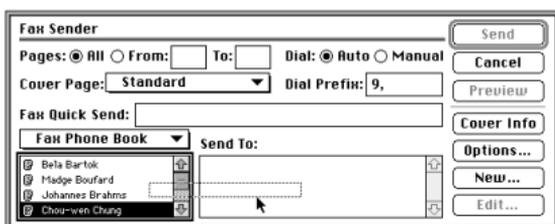
- Drag the recipient outside the scroll box, or double-click the recipient.

Addressing a fax

You can address a fax to one or to several recipients. Fax Sender sends the fax to each recipient, one at a time, in the order placed in the Send To field.

To address a fax

- Double-click the entry in the Phone Book, or drag names from the Phone Book to the Send To field.



Dial Prefix

In some cases you may need to place a number sequence, such as a local area code, before the telephone number. Put this number in the Dial Prefix field. By placing the prefix number in the Dial Prefix field, you can keep the numbers in the Phone Book independent of the dialing prefix.

Setting send time

You can send faxes immediately or at a specified later time. You change the send time in the Fax Sender Options dialog for the current fax and in Fax Terminal for any faxes in the queue.

Sending immediately

If the Send Immediately button is selected, your fax is sent immediately. Send Immediately is the default.

Delaying send time (“Send at”)

Fax Sender allows you to set the time for fax transmission. You may want to delay sending if your recipient is in a different time zone or to take advantage of lower long distance toll rate periods.

- 1 Click the “Send at” button in the Fax Sender Options dialog box.

The time displayed is the system time you set in the General Controls panel or with the Alarm Clock.

- 2 Click any element in the time or date displays you wish to change.

An arrow button appears and the element you are changing is highlighted.

- 3 Click a directional arrow to set the time.

The time and date you specify must be later than the current time and date.

Send Time: **Send Immediately**
 Send at: 14:31:43  **06/07/94**

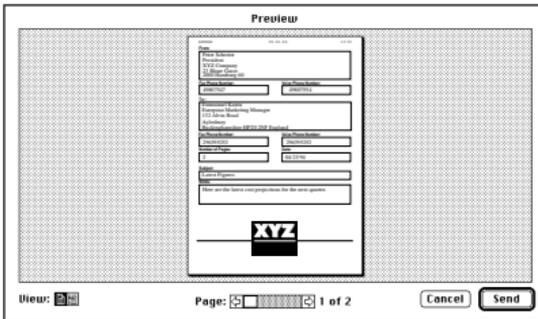
You can also change the send time while a fax is waiting to be sent.

See also: “Resetting the send time” later in this chapter.

Previewing a fax

Preview is similar to the “print preview” feature of some programs.

- 1 If you wish to see your fax before sending, click Preview in the Fax Sender dialog box.



Scrolling pages

Use the scroll bar at the bottom of the window to view each page. Clicking the arrow at the right end of the scroll bar moves through the fax one page at a time beginning with the cover page.

Changing views

Clicking the View button toggles between reduced and actual size view of a page. In actual size, you can move the page with the grabber hand to examine an undisplayed portion of the page.

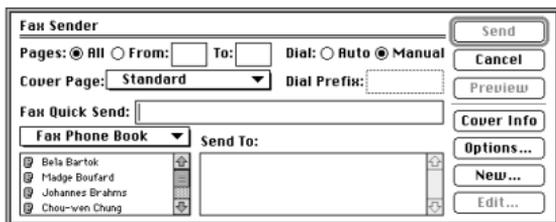
Note If you click Cancel while in the Preview dialog box, you go back to your document, not to the Fax Sender dialog box. Names that you have dragged to the Send To field are lost; you will have to select Fax Sender again.

Manual dialing

You can send most faxes using automatic dialing. Occasionally, you may have to use your telephone to connect to a recipient's fax device manually. You may have to do this if your recipient's fax machine shares the line with other devices, if the line is an extension, or if some intervention by the recipient is required in order to receive.

Note Manual dialing is not available in certain hardware configurations and in certain countries.

- 1 Choose Print from the File menu.
- 2 Click the Manual Dial button.

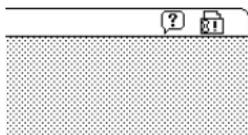


- 3 Drag a recipient's name from the Phone Book to the Send To field or type a number in the Quick Send field.
- 4 Click Send.

After Fax Sender has prepared your fax for sending, a blinking icon notifies you that your fax can now be sent by dialing manually.

See also: "Setting Preferences" earlier in this chapter.

- 5 When you see the blinking icon at the right end of the menu bar, select Fax Terminal from the Application menu.



The Manual Dial dialog box appears.



- 6 Follow the instructions in the Manual Dial dialog box.
- Dial your recipient's fax number from your handset.
 - Click Send when you hear your recipient's fax tone.

Table 2-3 Fax Sender options

OPTION	RESULT
<i>Dial</i>	
Auto	Dials recipient's fax number automatically.
Manual	Allows you to dial recipient's fax number manually.
<i>Cover page</i>	
Standard	Sends fax with text-only cover page.
None	Sends fax without cover page.
Custom choices	Sends fax with cover page designed in Fax Cover.
<i>Phone Book View</i>	
	Select the appropriate view of the phone book from the pop-up menu. To send faxes, you should always choose Fax Phone Book.
<i>Fax Phone Book</i>	
	To add an address, click New. To edit an address, click Edit. To remove an address, select the address and use the Delete key on the keyboard. You are asked to confirm.
<i>Send to</i>	
	Displays the recipient addresses for the current fax. To remove an address, drag outside the field or double-click.
<i>Preview</i>	
	Allows you to preview your fax before sending.

Fax Sender options *(continued)*

OPTION	RESULT
<i>Cover Info</i>	
Sender information	Allows you to enter your name, address, voice, and fax numbers.
Subject	Prints document name or name you choose on cover page.
Notes	Prints a short note in cover page Notes field.
<hr/>	
<i>Options</i>	
Dial:	
Tone	Selects Touch-Tone dial.
Pulse	Selects pulse dial.
Send time:	
Send immediately	Sends the fax immediately (default).
Delay send ("Send at")	Allows you to choose the time for fax transmission.
<hr/>	
<i>Telephone Credit Card</i>	
Dial Card Number	Allows you to automatically append your credit card calling number to the telephone number. All faxes use this credit card number until changed. Place dial modifiers before credit card number, if necessary.
<hr/>	
<i>New</i>	Allows you to create a new address and add it to the Phone Book.
<hr/>	
<i>Edit</i>	Allows you to edit and delete addresses in your Phone Book.

Receiving a fax

You can receive faxes automatically or manually. The Fax Terminal application doesn't have to be open to receive a fax. Make sure you have your computer correctly set to receive.

Setting Fax Terminal preferences for receiving

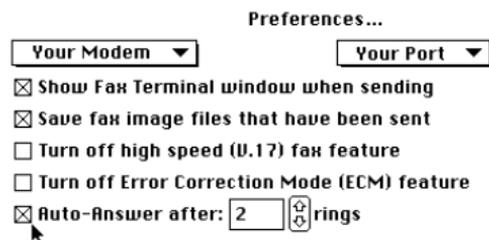
If you want to receive faxes automatically, you must set Fax Terminal preferences to allow this or use the shortcut.

- 1 Choose Preferences from the Fax menu.



Choosing Auto-Answer is a shortcut for clicking Auto-Answer in Fax Terminal Preferences.

- 2 Click the "Auto-Answer" checkbox in the Preferences dialog box, then close the dialog box.



Important If you deselect the Auto-Answer checkbox, faxes can only be received manually. If you select Auto-Answer, faxes can only be received automatically.

Checking for received faxes

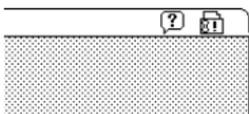
Faxes are placed in the Received Fax Documents folder.

According to the choice made in the Fax Terminal Preferences dialog box, Fax Terminal provides the following notification for received faxes.

FAX TERMINAL PREFERENCES CHOICE	FAX TERMINAL NOTIFICATION
<i>None</i>	No notification. To see if you have received a fax, open Fax Terminal and look for received fax documents in the queue or a blinking arrow in the Status box. You can also check Fax Log.
<i>Display icon</i>	Fax Terminal displays a blinking icon in the menu bar when a fax is received. See the following example.
<i>Display icon and alert</i>	Same as Display icon, plus also displays an alert when an error occurs. See the following example.

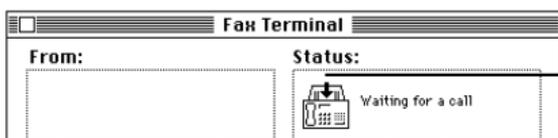
The following example assumes that Display icon is selected.

- 1 When you see the blinking icon, choose Fax Terminal from the Application menu.



The Fax Terminal window appears.

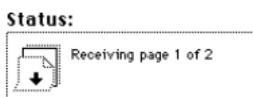
- 2 Look for the blinking arrow above the icon in the Status box.



A blinking arrow tells you when a fax has been received.

Receiving a fax while you're working

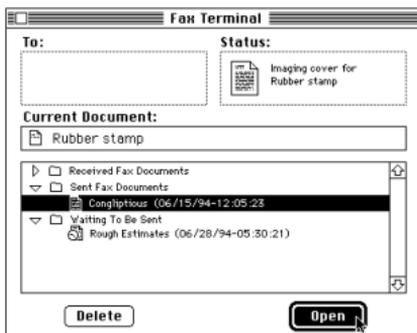
You can receive a fax even if Fax Terminal is not open or in front. You can also continue working while receiving a fax. If you set Show Fax Terminal Window in Fax Terminal Preferences, the Fax Terminal status field indicates the progress of fax reception.



Opening a fax document

When you open a fax document in Fax Terminal, the Fax Viewer program automatically starts.

- 1 Click a fax document in the Sent Fax Documents or Received Fax Documents folders.
- 2 To view your fax document in Fax Viewer, click Open.



The Fax Viewer program opens and your document appears in a Fax Viewer window. As a shortcut, you can open a fax by double-clicking it.

See also: "Viewing a fax" in Chapter 3.

Receiving manually

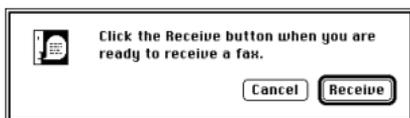
If you receive primarily voice calls, and only an occasional fax, it may be more convenient for you to use Manual Receive instead of Auto-Answer. Manual receive is only enabled if Auto-Answer is disabled.

- 1 Answer the telephone.
- 2 When your correspondent is ready to send you a fax or when you hear the fax tone, choose Receive Manually from the Fax menu.



A Receive Fax dialog box appears.

- 3 When you hear the fax tone, click Receive.



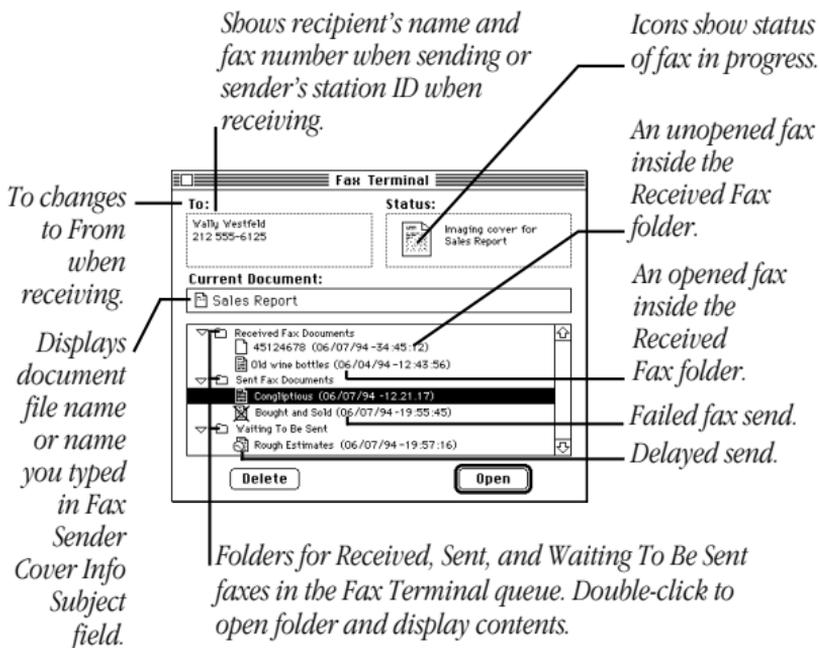
When reception is complete, the fax appears in the Fax Terminal Received Fax Documents folder.

Monitoring and managing faxes

You can use Fax Terminal to perform a variety of fax monitoring and management functions, including

- Forwarding faxes
- Checking the status of faxes currently being sent and received
- Reviewing the list of sent and received faxes
- Canceling the current fax transmission
- Deleting faxes from any of the queue folders
- Resetting the send time for faxes
- Opening and viewing the faxes in your lists

Fax Terminal also contains a log for keeping track of fax results.



Accessing Fax Terminal

Because Fax Terminal is a program that you will use frequently, it is accessible from the Apple menu (🍏). To open it, simply choose Fax Terminal from the Apple menu (🍏).

Viewing Fax Terminal

When you send or receive a fax, Fax Terminal opens automatically and its name appears in the Application menu at the right end of the menu bar. Whether you view Fax Terminal automatically at send or receive time depends on the choice you made in the Fax Terminal Preferences dialog box.

- If you chose “Show Fax Terminal window when sending or receiving” in the Preferences dialog box:

Choose Fax Terminal from the Application menu to bring Fax Terminal to the front.

- If you chose not to show the Fax Terminal window:

Select Fax Terminal from the Application menu and then choose Fax Terminal from the Windows menu to bring Fax Terminal to the front.

See also: “Setting Preferences” in this chapter.

Once transmission is complete, Fax Terminal closes automatically if the fax queue is empty when you change to another open program.

Important If an alert message appears that says you don't have enough memory to open Fax Terminal at send time, you must quit some of your active programs to provide enough memory for Fax Terminal to open. You won't lose any work, and your fax is still prepared for sending. As soon as you quit the programs, Fax Terminal opens and your fax is sent.

The Fax Terminal queue contains three types of folders: Received Fax Documents, Sent Fax Documents, and Waiting To Be Sent. See the following table.

Table 2-4 Fax Terminal document types

ICON DOCUMENT TYPE

Received Fax Documents



Read

These documents have been received and read. They can be forwarded.



Unread

These documents have been received but not opened. They can be opened and forwarded. See “Opening a fax document” later in this chapter.

Sent Fax Documents



Successful

These documents have been successfully sent. They can be opened and forwarded.



Unsuccessful

These documents were not sent because of transmission problems. They can be opened and forwarded. The preferences you selected for the original fax in Fax Terminal preferences apply when an unsuccessful fax is forwarded.

Fax Terminal document types *(continued)*

ICON DOCUMENT TYPE

Waiting To Be Sent Documents



Send Immediately (Default)

If you send several faxes in rapid succession, one is sent while the others take a place in the queue. You can change the order of transmission in the queue by dragging a Send Immediately fax up or down to a new position in the list.



Delayed Send (“Send at”)

A Delayed Send document’s send time is set in the Fax Sender Options dialog box. You cannot drag a Delayed Send document to a new position in the queue. See “Resetting the send time” later in this chapter.



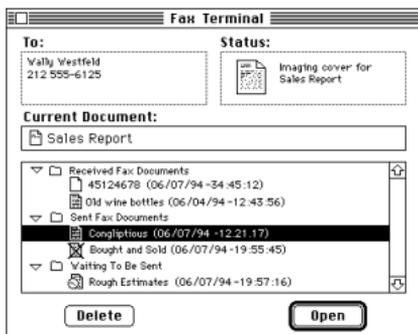
Retry

A Retry is a fax that has returned to the queue after unsuccessful transmission. A Retry takes its next send time from the “Time between tries” setting in the Fax Terminal Preferences dialog box. You cannot reset the time of a Retry fax. A Retry becomes an unsuccessful fax after the number of retries expires.

Forwarding a fax from Fax Terminal

You can forward any fax you've sent or received.

- 1 Select a fax document in either the Received Fax or Sent Fax Documents folders.



- 2 Choose Forward Fax from the File menu.



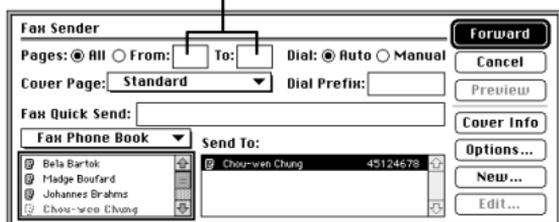
The Fax Sender dialog box appears. The Send button changes to Forward.

- 3 Enter a fax number in the Quick Send field or select an address from the Phone Book.

See also: "Addressing a fax" in this chapter.

4 To forward your fax, click Forward.

You can limit the number of pages to forward by entering a range of page numbers.

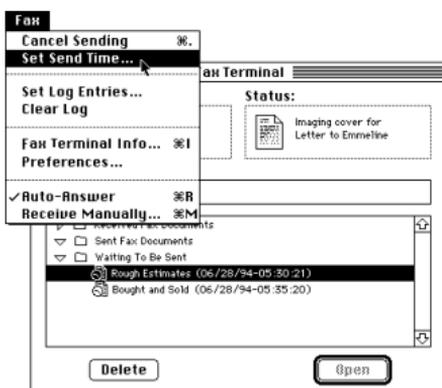


- Received faxes are forwarded as received with the original cover page, if one was attached, and your cover page, if you select one.
- Sent faxes are forwarded without the original cover page, but you can include one by selecting it when you forward.
- To forward a fax without attaching your cover page, select None from the Cover Page pop-up menu.

Resetting the send time

You can reset the send time of a delayed fax in Fax Terminal. You cannot drag a delayed fax in front of another fax in the queue (because you have already assigned it a specific send date and time in the Fax Sender Options dialog box), but you can change the assigned send time. See Table 2-4 “Fax Terminal document types.”

- 1 To reset the send time of a delayed fax, open the Waiting To Be Sent folder and select a delayed fax by clicking its name.
- 2 Choose Set Send Time from the Fax menu.



- 3 To reset the send time, select the element of the date or time you want to change.
- 4 Click the arrow buttons in the Set Send Time box, and then click OK.

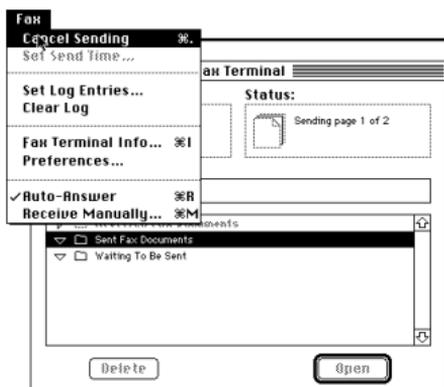
In this example, the time of the second fax is set ahead so that it can be sent before the first fax.



Canceling a fax

Canceling stops sending or receiving of the fax in progress.

- 1 Bring the Fax Terminal window to the front.
- 2 Choose Cancel Sending or Cancel Receiving from the Fax menu.



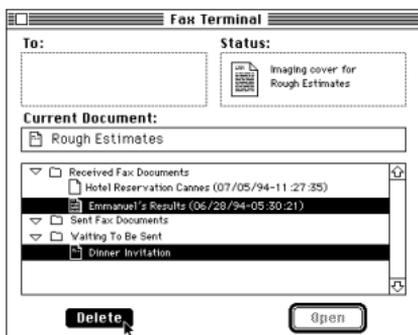
This menu item changes to Cancel Receiving, as the case may be.

The current fax stops sending or receiving after a few seconds and Fax Terminal becomes available again. Cancel Sending does not affect faxes in the queue.

Deleting a fax

You can delete faxes from the lists inside the folders in the Fax Terminal queue. You can select several faxes discontinuously by opening the folders, holding down the Shift key, and clicking faxes.

- 1 Open one or more folders.
- 2 Select one or several faxes to delete.
- 3 Click the Delete button or press the Backspace or Delete key.

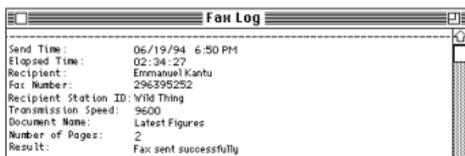


Using the Fax Log

The Fax Log keeps information about fax transmissions. This information may be useful to verify that a fax was actually sent or received at a given time. The log is especially useful when you need to check the results of delayed faxes.

Each fax, whether sent or received successfully or not, is automatically recorded as an entry in the log. When transmission is finished, you can check transmission results in the log.

- 1 To see the log, choose Fax Log from the Windows menu. The Fax Log appears and you can scroll up or down.



Managing log entries

For easy log management, you should limit the number of entries in the log, then archive the log by saving the contents to a file. For example, you might name the archive files Faxes Jan, Faxes Feb, and so on for the months of the year.

- 1 Choose Set Log Entries from the Fax menu and set the number of entries you wish.

The preset limit for the number of entries in the log is 50. To avoid losing recent entries, save the log under a different name as you approach the limit.

- 2 To save the log under a new name, choose Save Log As from the File menu.
- 3 Type the name you want for the file, then click Save.

Fax Terminal saves the information to a text file, which can be opened by SimpleText.

Clearing the log

Once you've saved the log as an archive file, you can clear the old entries from the log.

- 1 To clear the log, choose Clear Log from the Fax menu.

This clears the entries in the log. Because you have saved the contents of the log under another name and then cleared the log itself, no information is lost.

Important It's up to you to save the log under another name when you are approaching the limit. If you reach the limit without saving, the oldest entries are removed automatically so that the log never contains more than the chosen number of entries.

To check historical information on the results of a given fax, you can display any archived logs by opening them with SimpleText or a word processor. You cannot, however, open the current Fax Log with SimpleText or a word processor. You must save it to a file first.

Table 2-5 Fax Terminal Fax Log

MENU OPTION	RESULT
<i>File</i>	
Save Log As	Saves log under a different name. Archived logs can be opened by SimpleText.
<i>Fax</i>	
Set Log Entries	Specifies the number of entries the log contains. Preset value is 50.
<i>Clear Log</i>	Clears entries in the log. (You should archive the log under a different name before clearing.)
<i>Window</i>	
Fax Log	Displays Fax Log. Log may be printed during display.

Fax Viewer

In this chapter

Fax Viewer is a program for viewing and manipulating the fax documents you receive. This chapter introduces the Fax Viewer program features, beginning with those you are likely to use most frequently.

- Opening a fax
- Viewing a fax
- Improving fax display
- Printing a fax
- Editing the pages of a fax
- Selecting part of a fax to paste into a graphics document
- Converting a fax to PICT format
- Forwarding a fax
- Optical Character Recognition (OCR)

Before you begin

You should be familiar with the information in Chapters 1 and 2 on receiving faxes.

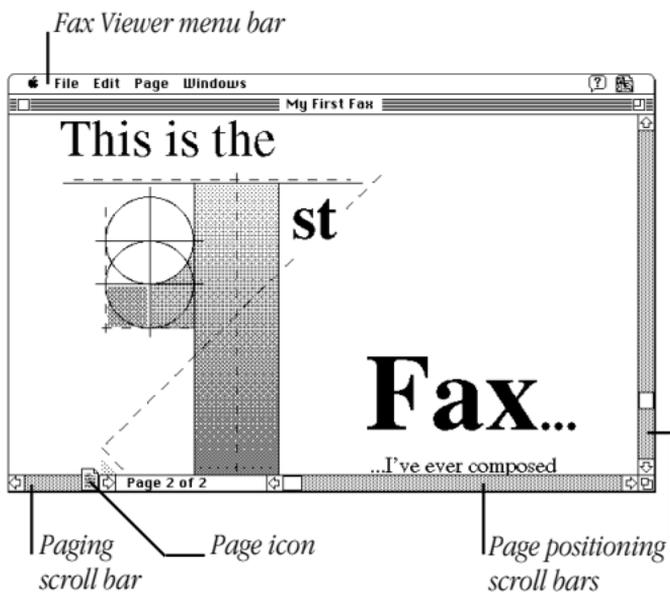
Opening a fax

You can use several methods to open a sent or received fax for viewing in Fax Viewer.

Open a Fax Viewer document by one of the following methods:

- Double-click a document in the Sent or Received Fax Documents folders in the Fax Terminal queue.
- Select a document from the Sent or Received Fax Documents folders in the Fax Terminal queue, then click Open.
- Open a Sent or Received Fax document in Fax Viewer using the Open command in the File menu.
- Double-click a Fax Viewer document in the Finder.

Your fax document appears in a Fax Viewer window.



Viewing a fax

You can view a fax document at different resolutions by choosing options in the Page menu:

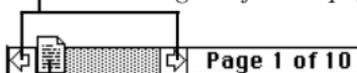
- Actual Size displays your fax at the real page size (default).
- Fit in Window displays a full page of your fax on your screen.
- Fax Resolution View means that each dot of the 200 dots per inch (dpi) fax is displayed as a pixel on the Macintosh screen. The resulting view is approximately 277% of actual size.

Moving around a document

Use the scroll bars to position a page in the window and to navigate between pages of a fax.

- To examine undisplayed portions of a page, use the vertical and horizontal page positioning scroll bars at the right of the Fax Viewer window.
- To scroll pages, use the paging scroll bar at the lower left of the Fax Viewer window.

Clicking the arrow at each end of the paging scroll bar scrolls through the fax one page at a time.



To scroll to an approximate position, move the page icon along the scroll bar. For example, to view page 5 in a 10-page document, move the page icon to the center of the scroll bar.

In addition to the paging scroll bar, the Page menu offers commands for changing pages:

- **Previous Page** allows you to move backward one page.
- **Next Page** allows you to move forward one page.
- **Go To Page** displays a dialog box for moving to a specific page.

Changing the page orientation

The options in the Page menu allow you to view your fax in the orientation you prefer.

Choose the orientation you wish from the Page menu:

- **Rotate Right** turns the current fax page 90 degrees clockwise.
- **Rotate Left** turns the current fax page 90 degrees counterclockwise.
- **Flip Vertical** rotates the current fax page 180 degrees.
- **Flip All Pages** rotates all the pages in the current fax 180 degrees.

Improving fax display

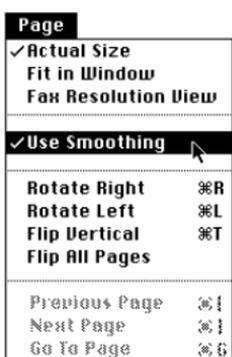
Fax Viewer has a special smoothing feature that allows you to optimize fax display. Smoothing increases the sharpness of a fax on your screen, permitting easier reading and scanning with OCR software.

- 1 Set your monitor to 256 Colors or Grays, if available, in the Monitors control panel.



Depending on the content of the received fax, you can experiment with the monitor settings and the Use Smoothing command to get the best resolution for display. Smoothing is enabled by default.

- 2 Choose Use Smoothing from the Page menu.



How smoothing works

The resolution of a fax is 200 dots per inch (dpi). Your Macintosh converts the 200 dpi fax resolution to the 72 dpi of the Macintosh screen. The conversion process concentrates gray areas together, making the document appear darker. The smoothing feature looks for dark areas, then applies a special algorithm known as dithering to improve document resolution.

Printing a fax

You print a fax the same way you print any document. See “Print a Document” and “Printing Your Work” in your Macintosh user’s guide. Make sure the printer is selected in the Chooser.

Editing a fax

You may need to resequence, eliminate some pages, or combine pages from several faxes. Editing in Fax Viewer is similar to editing in other applications such as paint programs. Generally, edit operations in Fax Viewer affect an entire page. The page is the basic unit in a Fax Viewer document. Because a fax is a graphic image, it is similar to documents created in a paint program. This means that you cannot edit the text as you can in a word processor.

Copying, cutting, or clearing a page

Entire pages can be copied or cut to the Clipboard for later use, or cleared from the document.

- 1** Make sure you're viewing the page you wish to cut.
- 2** Choose Copy Page, Cut Page, or Clear Page from the Edit menu.

Copy Page copies the current page to the Clipboard. Cut Page cuts the current page, puts it on the Clipboard, and decreases the page count by one. Clear Page clears the current page and decreases the page count by one. If you make a mistake, choose Undo from the Edit menu.

The Clipboard holds one page at a time. Be sure to paste the page into a Fax Viewer or paint program document before copying or cutting another page.

Pasting a page

You may paste a cut or copied fax page into any Fax Viewer or paint program document.

- 1** Select the page you want and cut or copy it to the Clipboard.
- 2** Use the Scroll Bar to display the page that will precede the page you want to paste in.
- 3** Choose Paste Page from the Edit menu.

Notice that the page count increases by one page and that Fax Viewer places the page after the one displayed.

Selecting a portion of a page

Paste operations in Fax Viewer only operate on entire pages. However, you can select a portion of a page for pasting into a document created by another graphics program. Fax Viewer provides a selection rectangle tool for selecting and copying portions of documents.

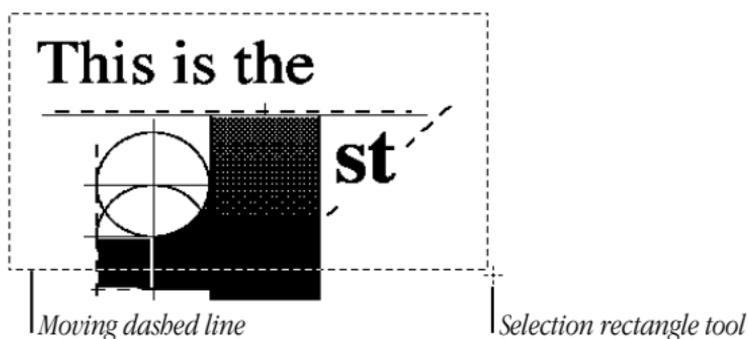
1 Select the page you wish to copy from.

2 Move the pointer over the page.

Notice that the arrow pointer becomes a crosshair. It now functions as a selection rectangle tool for selecting rectangular areas.

3 Drag the selection rectangle tool across the image from the upper left to the lower right, releasing the trackball or mouse button when the image is enclosed.

A moving dashed line encloses the selected image.



4 Choose Copy Selection from the Edit menu.

Fax Viewer places the selected image at current resolution in PICT format in the Clipboard.

- 5 Make your paint program document the active window, then choose Paste from the File menu.

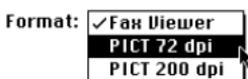
The selected image appears in your document.

Converting a fax to a PICT file

Fax Viewer allows you to save in Fax Viewer or in PICT file format. Fax Viewer documents can be opened only by the Fax Viewer program. PICT files may be opened by many graphics programs. In other words, the Save As command acts as a conversion tool for fax documents.

- 1 Choose Save As from the File menu.

The Save As dialog box appears. Notice the pop-up menu, titled Format at the bottom of the dialog box.



- 2 Change the document type using the Format pop-up menu.

In the following example, Fax Viewer is checked because the document is a Fax Viewer document. Dragging to PICT selects PICT format.

- 3 Rename the document if you wish, then click Save.

The current page is converted to PICT format (72 dpi) and saved.

CONVERSION FILE FORMATS USE

Fax Viewer	Can be opened only by Fax Viewer
PICT 72 dpi	Standard PICT format
PICT 200 dpi	High definition PICT format

Forwarding a fax from Fax Viewer

Fax Viewer forwards your faxes in the same way Fax Terminal does.

- 1 Open a Fax Viewer document using any of the several methods, then choose Forward Fax from the File menu.

See also: “Opening a fax” earlier in this chapter.

File	
New	⌘N
Open...	⌘O
Close	⌘W
Save	⌘S
Save As...	
Forward Fax...	⌘F
Page Setup...	
Print...	⌘P
Quit	⌘Q

Choosing Forward Fax forwards an already imaged fax in the Sent or Received Fax Documents folders.

Choosing Page Setup and then Print reimages an existing fax document before sending.

The Fax Sender dialog box appears.

- 2 Forward your fax as you would in Fax Terminal.

See also: “Forwarding a fax” in Chapter 5.

Optical Character Recognition (OCR)

A fax is transmitted as graphic information. A received fax document cannot be opened with a word processor or edited as text. The Fax Viewer OCR feature allows you to scan a fax and convert its graphic pixels to text. You can convert part of or an entire document to text.

OCR converts only printed characters in a fax document to text format. Character recognition is not the same as handwriting recognition; OCR cannot recognize and convert handwriting into text.

OCR Dictionaries

When you install the Fax software, the Installer places some items related to OCR in a Mimetics folder in your System Folder. Some of these items are language-specific dictionaries needed to recognize the words in the document target language. Dictionaries exist in several languages. You may obtain dictionaries for other languages by writing to the address on page ii (copyright page) of this booklet. To install other dictionaries, simply drag them into the Mimetics folder.

OCR tips

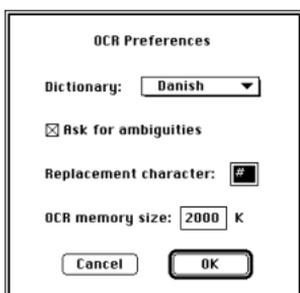
You can increase the chances of successful character recognition by taking the following precautions. Ask the originating fax to

- send documents in High Resolution Mode—200 dpi, sometimes called Fine resolution
 - use characters between 10 and 30 points in size. After 30 points the OCR interprets the characters as graphics
 - use outline fonts or TrueType fonts instead of bitmapped fonts
 - insert the document at a right angle (vertically or horizontally). It must have no more than a 7% slant
- OCR works with Fax Viewer documents only.

Setting up OCR

When the OCR software scans your document, it may not be able to recognize all the characters. OCR preferences allows you to prepare for such eventualities.

- 1 Choose OCR Preferences from the Fax Viewer Page menu.



- 2 In the dictionary pop-up menu, choose the dictionary that corresponds to the document language.



- 3 Click the “Ask for ambiguities” checkbox if you want OCR to ask you to resolve any character recognition problems.

OCR can be confused by similarities between characters and you may need to choose the correct character in a dialog box at the end of the recognition process.

- 4 Type a character to replace any ambiguous characters, then click OK.

The character (#) is proposed by default.

- 5 For now, leave the memory set to 2000K.

It may be necessary to change later.

Important If an insufficient memory message appears:

- **Immediately after running OCR** You will need to increase the amount of RAM in your Macintosh or use virtual memory. See your Macintosh Reference to accomplish this.
- **During the scanning process** Choose OCR Preferences from the Fax Viewer Page menu and increase memory size to 2400K, for example.

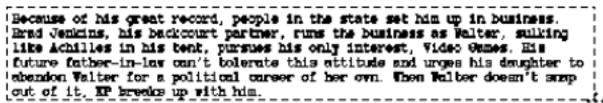
Working with OCR

The OCR process works page by page, performing the following steps:

- **Preparing data** OCR finds pictures and removes them.
- **Analysing page** OCR locates the columns of text.
- **Processing page** OCR searches the target language dictionary for the word closest to the recognized pattern and places it in text format in the clipboard or in a new document.

Converting part of a document to text

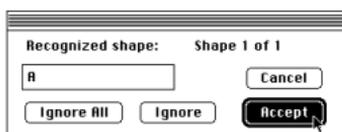
- 1 Open a Fax Viewer document and select some text with the selection rectangle tool.



Because of his great record, people in the state set him up in business. Brad Jenkins, his backcourt partner, runs the business as Walter, sulking like Achilles in his tent, pursues his only interest, Video Games. His future father-in-law can't tolerate this attitude and urges his daughter to abandon Walter for a political career of her own. When Walter doesn't amp out of it, KP breaks up with him.

- 2 Choose Copy Selection as Text from the Edit menu.

OCR scans the selected text, then places the results in the Clipboard in text format. You can paste the text into SimpleText or any word processor program. If you selected Ask for ambiguities, any questionable characters are selected and you can type the correct character in the following dialog box.



Jenkins, his backcourt
Achilles in his tent,

OCR has enclosed the character A and is asking you to resolve the problem.

- 3 Type 'A' in the recognized shape field, then click Accept.

You can skip over characters you don't want to change by clicking Ignore or Ignore All for the current page.

- 4 Choose Show Clipboard from the Edit menu.

The text is displayed and you can paste it into another program.

Converting a page of a document to text

- 1 Open a Fax Viewer document and use the page scrolling bar to go to the page you want to convert to text.
- 2 Choose Copy Page as Text from the Edit menu.

The text is stored in the Clipboard and you can paste it into another program.

Converting a whole document to text

- 1 Open a Fax Viewer document.
- 2 Choose Save As from the File menu, then select Text only in the Format pop-up menu.



- 3 Rename the document or accept the file extension '(Text)' that Fax Viewer appends to the default file name.

Fax Viewer saves your text in SimpleText format. You can open it with a word processor.

Printing faxes with FastPrint™

The Fax Viewer includes a FastPrint feature for printing fax documents more quickly on PostScript printers. The speed of printing can be significantly improved, but is only available if the preferred memory size setting of the Fax Viewer application is set to at least 1500K (the default is 290K).

To enable FastPrint

- 1 Select the FastPrint checkbox in the Fax Viewer print dialog box.

Important FastPrint only works with PostScript printers.

Fax Cover

In this chapter

Fax Cover allows you to create, manage, and save fax cover pages. You don't have to attach a cover page to a fax before sending. If you want to use customized cover pages with your faxes, you must read this chapter.

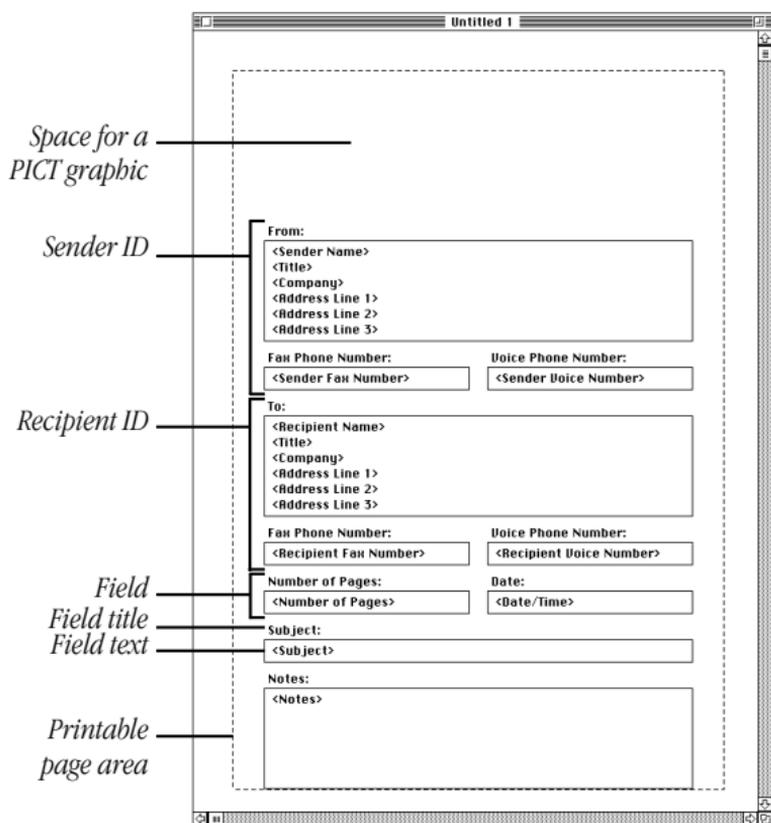
- Customize the fields on a cover page
- Align fields
- Add graphics to a cover page
- Install and remove cover pages

Customizing cover pages

Cover pages contain fields for address information. Each field has a title and contains text. Field titles are labels, such as “To” and “From.” Field text is information you enter, such as your recipient’s name. You customize a cover page by rearranging the appearance and positions of the individual fields and by adding graphics.

Customizing fields

You can decide which fields to display, change title names, edit field title and field text appearance, and position and resize fields on the cover page.

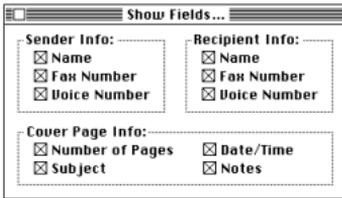


- 1 Open the Fax Cover folder (installed on your hard disk) and double-click the Fax Cover icon.

When a new cover page appears, it displays fields of titles and text. You can identify field text by the angle brackets (< >) surrounding it. Text in angle brackets acts as a placeholder for the text you enter in the Cover Page Information dialog box and Phone Book in Fax Sender.

- 2 Choose Show Fields from the Layout menu.

All fields are selected by default. The Show Fields command displays a dialog box for specifying which fields will be shown on the cover page. Clicking a field deselects it (removes the checkmark), and it will not appear on the page.



- 3 Position the cursor on a field title to edit the field title name.

Clicking a field title automatically selects the entire title. Field titles are editable text. You can edit them as you would any text, as well as change the font, size, and style using the menus. To edit multiple field titles at once, you can use Select All Field Titles from the Edit menu, or you can Shift-click to select combinations of fields to edit at one time.

Recipient:

<Recipient Name> <Title> <Company> <Address Line 1> <Address Line 2> <Address Line 3>
--

- 4 To change the font, size, or style of the field text, click anywhere in the text area to highlight the field text and use the Font, Size, and Style menus.

You can use Select All Field Text from the Edit menu, or you can Shift-click to select combinations of fields to edit at one time.

If you choose a font, size, or style for the field that would require vertical space greater than the current size of the field, the field automatically increases to the required height.

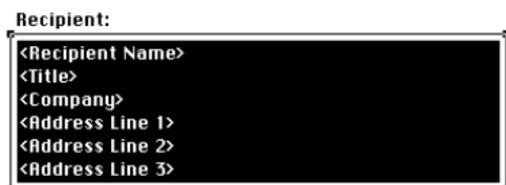
Note: You can change the font size or style of the Field Text, but you cannot edit the text itself. You can only edit the text of Field Titles.

Positioning and resizing fields

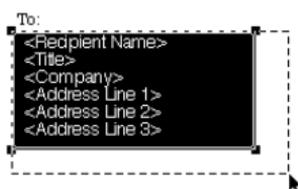
You can position and resize fields individually or in groups.

- 1 To select a field, click anywhere in the field text, not on the field title.

Clicking inside the field will highlight the text within the field, and handles will appear at the field corners.



- 2 To resize the field, drag one of the handles.



- 3 To reposition a field, drag the field by its center (not by a handle) to a new location on the page.

When a field is moved, the field title moves with the field.

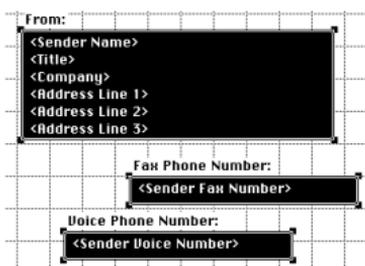
Using the grid and aligning fields

The grid allows you to align fields easily as you move them. When the grid is turned on, fields that you move or resize will automatically snap to the nearest grid line whether visible or not.

- 1 To turn the grid on, choose Turn Grid On from the Layout menu.
- 2 To see the invisible grid lines, choose Show Grid Lines from the Layout menu.

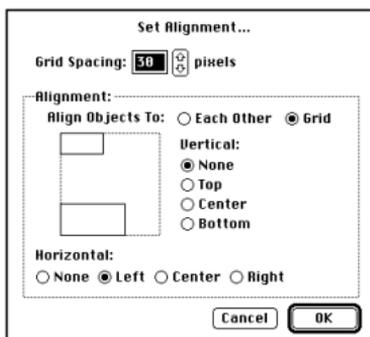
You can align fields to the grid or to each other.

- 3 Select the fields you want to align by shift-clicking. You might choose fields at random in the following positions.



- 4 Choose Set Alignment in the Layout menu.

The following dialog box appears.



- 5 Choose Align Objects To Grid and set the grid spacing, or choose Align Objects To Each other.
- 6 Choose the Vertical and Horizontal alignment options you want.
- 7 Click OK.

Note: To reuse the same alignment settings, just choose Align from the Layout menu. The settings stay the same until you change them.

Adding graphics

You can import previously created PICT graphics to a cover page and resize and combine them with text. You can use the clipboard or the Import PICT command in the Fax Cover File menu to import a PICT file.

Important Only PICT files can be imported to cover pages.

- 1 To reposition the graphic, just drag it to a new location on the page.

You can resize an imported graphic by dragging the handles, and you can move it to an empty space on the cover page or place it in the background behind superimposed text fields.

From :

<Sender Name>
<Title>
<Company>
<Address Line 1>
<Address Line 2>
<Address Line 3>

Fax Phone Number : Voice Phone Number :

<Sender Fax Number> <Sender Voice Number>

To :

<Recipient Name>
<Title>
<Company>
<Address Line 1>
<Address Line 2>
<Address Line 3>

Fax Phone Number : Voice Phone Number :

<Recipient Fax Number> <Recipient Voice Number>

Number of Pages : Date :

<Number of Pages> <Date/Time>

Subject :

<Subject>

Notes :

<Notes>

XYZ

You will be able to see your completed fax with the cover page at send time by selecting Preview in the Fax Sender Print dialog box.

The sample cover page below was prepared with TrueType fonts. Installing TrueType fonts will allow you to send fax text—even in large character sizes—with excellent character definition.

BEMSHA	09.23.94	13:01
From: Peter Schreier President XYZ Company 23 Blaue Gasse 2000 Hamburg 60		
Fax Phone Number: 632950	Voice Phone Number: 632351	
To: Emmanuel Kantu European Marketing Manager 132 Alvin Road Aylesbury Buckinghamshire HP20 2NF England		
Fax Phone Number: 296395252	Voice Phone Number: 296395252	
Number of Pages: 2	Date: 04/23/94	
Subject: Latest Figures		
Notes: Here are the latest cost projections for the next quarter.		
		

Installing cover pages

A new custom cover page must be saved and then installed in the Fax Sender cover page library. You install it only once. When you edit an existing cover page, the changes are saved without reinstalling.

- 1 Save your customized cover page.
- 2 With your cover page open, choose Install Cover Page from the File menu.

The current cover page is installed in the Fax Sender cover page library under the name you selected, in this case, “XYZ logo cover.” You will be able to choose it from the Fax Sender pop-up menu at send time.



Note: To modify an installed cover page, open the cover page, modify it, and then save it. The cover page remains installed.

Removing a cover page

- 1 Choose Remove Cover Page from the File menu.

A dialog box appears with a list of all currently installed cover pages.

- 2 Select the cover page you want to remove.

You can remove multiple cover pages by Shift-clicking their names to select them.

- 3 Click Remove.

Important Once removed, a cover page will no longer be available in the Cover Page pop-up menu in the Fax Sender Print dialog box. It still exists as a Fax Cover document, however, and you can open, edit, and reinstall it later.

Table 4-1 Summary of Fax Cover menu options

MENU OPTION	ACTION
<i>File</i>	
Import PICT	Allows you to import a PICT file into a cover page.
Install Cover Page	Puts a cover page in a library of cover pages. Cover pages are available from Fax Sender Cover Page pop-up menu.
Remove Cover Page	Removes an existing cover page from cover page library. Removed cover pages can be reinstalled.
<hr/>	
<i>Edit</i>	
Select All Field Titles	Selects all field titles in an open cover page document.
Select All Field Text	Selects all field text in an open cover page document.
<hr/>	
<i>View</i>	
Actual Size	Sizes to real cover page size.
Fit in Window	Sizes to current window size.
Reduce	Offers 25%, 50%, 75%, and 100% views.
Enlarge	Offers 25%, 50%, 75%, and 100% views.

Summary of Fax Cover menu options (continued)

MENU OPTION	ACTION
<i>Layout</i>	
Show fields	Allows you to choose the fields for cover page display.
Turn Grid on	Activates and deactivates grid.
Show Grid Lines	Makes grid visible.
Align	Aligns selected fields according to Set Alignment dialog settings.
Set Alignment	Allows you to set alignment parameters.
Use Default Size	Restores selected PICT to original size.
<hr/>	
<i>Font</i>	Allows you to set font type and size for text.
<hr/>	
<i>Style</i>	Allows you to set style and alignment for text.
<hr/>	
<i>Windows</i>	Shows names of open cover pages. Allows you to bring any open document to the front.

Using Fax Sender GX

In this chapter

This chapter informs you about

- Fax Sender GX and QuickDraw GX
- Choosing Fax Sender GX
- Fax Sender GX Page Setup
- Sending a fax
- Drag-and-drop fax send
- Using Fax Sender GX as a fax server on an AppleTalk™ network

Before you begin

To use Fax Sender GX to send faxes, you must have QuickDraw GX version 1.1 or greater installed as part of your system software. You should also be familiar with printing from an application in the QuickDraw GX environment.

See the documentation that came with your Macintosh for more information. You should understand the basic operation of sending a fax, as described in Chapter 1, “Fax Software Quick Start.”

Fax Sender GX and QuickDraw GX

QuickDraw GX imaging software is part of System 7.5. Features and advantages of QuickDraw GX include enhancement and simplification of the printing process. Since sending a fax using the fax software is just like printing to a remote printer, you can take advantage of many of these features using Fax Sender GX. The following pages introduce you to these features and lead you through the steps of sending a fax using Fax Sender GX.

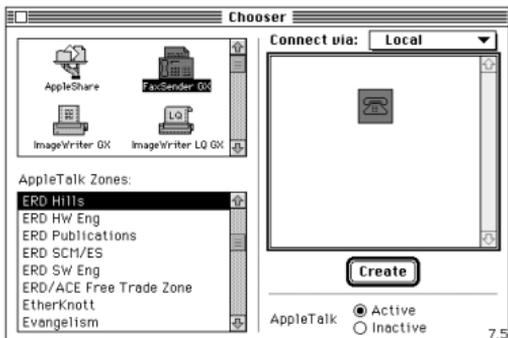
Important When you install the fax software, the software necessary to use Fax Sender GX is also installed. If you already have QuickDraw GX installed as part of your system, you see Fax Sender GX in the Chooser. If you don't have QuickDraw GX installed, you see Fax Sender in the Chooser.

Sending a fax

Sending a document as a fax using Fax Sender GX is pretty much like printing the document. You go through the same steps of choosing and setting up the output device before you print. Additionally, you must provide information about your recipient or recipients, just as you do when using Fax Sender.

Choosing Fax Sender GX

- 1 Select Chooser from the Apple menu (🍏).
The Chooser dialog appears.



- 2 Scroll, if necessary, in the upper left panel until Fax Sender GX is visible.
- 3 Click the Fax Sender GX icon to select it.
- 4 Click the Create button in the lower right corner.

This creates a desktop printer icon for Fax Sender GX. Using desktop printer icons for drag-and-drop printing is discussed later in this chapter.

- 5 Click the close box in the upper left corner to close the Chooser.

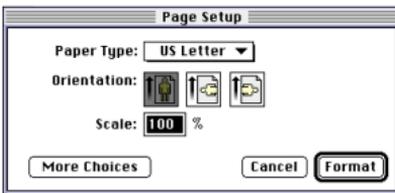
Documents printed by applications will now be sent as faxes by Fax Sender GX.

Fax Sender GX Page Setup

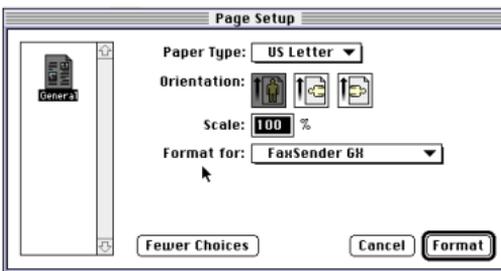
Before sending your document, you need to select the appropriate Page Setup options.

- 1 Select Page Setup from the File menu.

The Fax Sender GX Page Setup dialog appears.



- 2 To see more options, click More Choices.



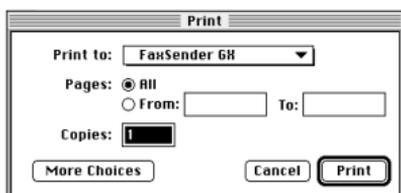
- 3 Select the Paper Type, Orientation, and Scale settings you want. Be sure that Fax Sender GX is selected in the "Format for" pop-up menu.
- 4 Click Format.

Print dialog options

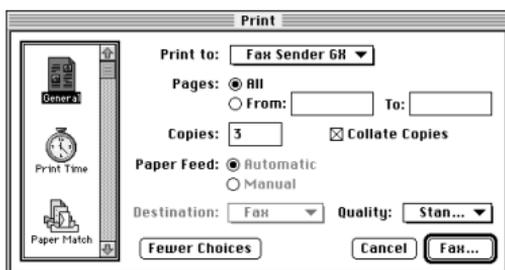
Now you are ready to send your fax. Remember that sending a document as a fax is just like printing to a remote printer.

- 1 Select Print from the file menu.

The Fax Sender GX print dialog appears.



- 2 To see more options, click More Choices.



- 3 Select the General print icon in the upper left corner if it is not already selected.
- 4 Be sure that Fax Sender GX is selected in the “Print to” pop-up menu.

- 5 Select the fax quality (Fine, Standard, or Bitmap Alignment) you want from the Quality pop-up menu.

See also: “Fax Sender Page Setup” in Chapter 2 for an explanation of the quality settings.

- 6 Click Fax.

When you set the print dialog general options and click Fax, you send your document to Fax Sender GX to be imaged and transmitted. You still need to set the transmission options, such as the recipient’s fax number and cover information.

Addressing your fax

When you click Fax in the system print dialog, the regular Fax Sender print dialog appears. The information you have filled in can be changed or left as is. Now you choose recipients, fill in cover information, and select transmission time, just as in the existing Fax Sender software.

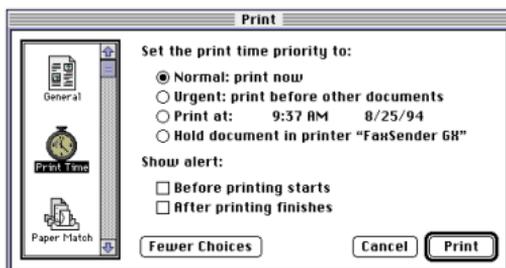
See also: Chapter 2 if you need to review the options and steps for addressing a fax.

- 7 Once you have addressed your fax, Click Send.

If you have selected Send Immediately (the default setting) in the Fax Sender Options dialog, your document is imaged and your modem dials and transmits your fax.

Print time and send time

QuickDraw GX allows you to set the print time (by selecting the Print Time panel in the Print dialog).



The time you set is the time at which your document is passed to Fax Sender GX for processing. The send time that you set in the Fax Sender Options dialog is the time at which the modem dials your recipient's fax number and transmits your fax over the phone line.

Important If you want to send your fax at a specified time, you should set the time in the Fax Sender Options dialog rather than in the Print dialog. In this case, just leave Print Now set in the Print Time panel of the print dialog.

Drag-and-drop fax send

One of the most powerful features of QuickDraw GX is drag-and-drop printing. You create a desktop printer icon for a printing device, then simply drag documents and drop them onto the icon for printing. You can send faxes the same way using Fax Sender GX.

If you followed the steps at the beginning of this chapter, you have already created a desktop printer icon for Fax Sender GX. Once you have created a desktop printer icon for Fax Sender GX, you can simply drag a document and drop it onto the Fax Sender GX icon to send the document as a fax.

Sending a fax is just like printing, except that when you use drag-and-drop to send a fax there is one additional step—addressing your fax. When you drop a document onto the Fax Sender GX desktop printer icon, the Fax Sender dialog appears, so that you can choose your recipient or recipients just as you would ordinarily.

Using Fax Sender GX on an AppleTalk network

Using Fax Sender GX, you can set up one machine on an AppleTalk network to be a central server for sending faxes. Other users on the network can then send faxes without having the modem hardware installed in their computers.

In order to do this, the server must have the appropriate hardware installed. Both the server and client machines must have the fax software installed.

Sharing a fax server

Once you have created a desktop printer icon for Fax Sender GX on the server, you can share access to it across the AppleTalk network just as you might share a hard disk or CD-ROM drive. See your Macintosh documentation for details on the sharing process.

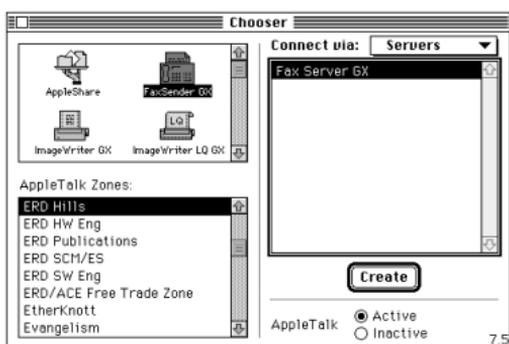
If you are sharing your modem on an AppleTalk network, try to minimize the time you spend in fax preview. While you are previewing, remote Fax Sender GX users are paused.

Sending a fax from a network client

Once a fax send server has been created and shared on your AppleTalk network, other users on the network can access it as a client, provided that they have the necessary access privileges.

Important each client must have the fax software installed. To install the fax software on a client machine, select the “Fax Sender GX Client Software” Custom Install option in the Installer.

When these conditions are met, sending a fax as a network client is no different from sending a fax from your local Macintosh. The only exception is that you must select Servers in the “Connect via” pop-up menu in the Chooser dialog.



Important When a transmission problem occurs, the error is reported on the server, that is the Macintosh that has the modem hardware installed. Therefore, if you send faxes as a network client, you should check the fax log of the server frequently to verify that your faxes have been sent correctly.

Using Apple Fax Gateway for PowerTalk

In this chapter

This chapter provides information about

- configuring Apple Fax Gateway
- adding fax services to your Key Chain
- configuring fax services
- using Apple Fax Gateway
- problem alerts

Welcome to Apple Fax Gateway

Apple Fax Gateway adds fax services to PowerTalk when used with the appropriate modem hardware. Once you have installed and configured the software and hardware, you can send documents to fax recipients, along with other e-mail recipients, from programs that support the PowerTalk Mailer. You can also send faxes from the desktop by dropping TEXT or PICT documents onto PowerTalk information cards that contain fax addresses. Most importantly, your received faxes are presented in the PowerTalk Universal Mailbox along with the rest of your electronic correspondence. Received faxes appear in your In Tray and can be opened, viewed, edited, and printed using the Fax Viewer program that is included as part of the software.

PowerTalk 1.1 or later must be installed in your system before you can take advantage of the Apple Fax Gateway features. PowerTalk 1.1 is included with System 7.5.

Configuring Apple Fax Gateway

Adding fax services to your Key Chain

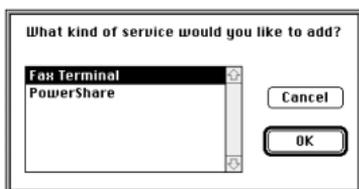
Before you can send and receive faxes, you must add fax services to your Key Chain.

- 1 Select Key Chain from the Mail and Catalogs sub-menu in the Apple Menu (🍏).



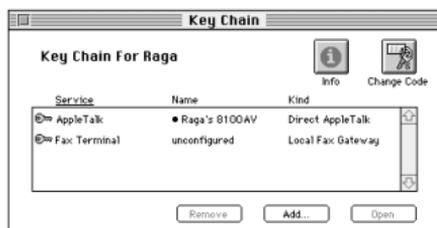
The Key Chain dialog appears.

- 2 Click Add.



- 3 Select Fax Terminal if it is not already selected, then click OK.

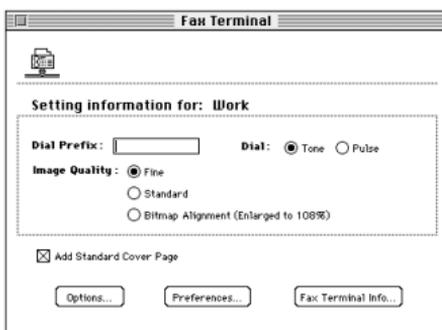
You return to the Key Chain dialog. Fax services have been added, but they are not yet configured.



Configuring fax services

To configure fax services

- 1 Double-click Fax Terminal in the Key Chain dialog, or select it, then click Open.



The Fax Terminal configuration dialog appears.

All of the features in the dialog, as well as those that are accessed by the Options, Preferences, and Fax Terminal Info buttons, work just like their counterparts in the Fax Terminal program included in your fax software package.

See also: Chapter 2, “Getting the Most out of Your Fax Software” for complete detail about these features and options.

Using Apple Fax Gateway

Sending fax documents

You can send documents from any application that supports the PowerTalk Mailer by including one or more fax addresses as recipients. Fax addresses can be selected from catalog entries or can be typed in using the PowerTalk Mailer's Type-In addressing feature. The subject that you specify in the Mailer appears on the fax cover sheet, if you checked "Add Standard Cover Page" when setting up the fax gateway software.

In addition, enclosures of type TEXT or PICT can also be sent as faxes. Note that you cannot send other types of information, such as sounds, as faxes. To send fax documents from other programs that support the PowerTalk Mailer, be sure to choose either AppleMail or Snapshot format. Refer to the documentation that comes with your program for more information.

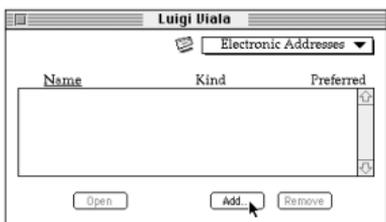
If you are using System 7.5, see the step-by-step help in the AppleMail Guide and PowerTalk Guide in the Guide menu for detailed instructions on using the mailer and information cards.

Another way to send TEXT, PICT, or AppleMail documents is to drag the document onto an information card, if you have designated the fax address as the "preferred" electronic address. Adding fax addresses is explained in the following discussion.

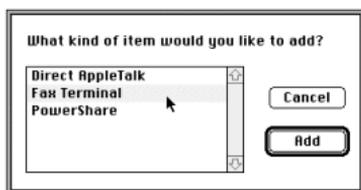
Adding fax addresses to your PowerTalk information cards

To add a fax address to PowerTalk information card

- 1 Open an information card and select Electronic Addresses from the pop-up menu. (If you want to create a new information card, open your personal catalog, select New User from the Catalog menu, and type in the name for the card.)



- 2 Click Add.



- 3 Select Fax Terminal, then click OK.
A new, untitled fax address is added.
- 4 Select the untitled user name and type whatever name you wish for your recipient.

- 5 Select the user, then click open, or double-click the user name.



- 6 Click in the Fax Number field and enter the user's fax number, then click the close box to close the fax number window.
- 7 If you leave "Preferred" selected, the fax address is the preferred electronic address. Whenever you select this user in the addressing panel or drag a document onto the user's information card, the fax address is used.

Receiving fax documents

You can receive faxes from any fax machine or fax modem. When you receive a fax, it appears in your In Tray just like any other incoming mail.

In Tray for Raga					
2 items					
✓	Subject	Sender	Date Sent	Location	Priority
✓	 Fax (4 pages)	325 3089	11/28/94, 15:44	local	normal
✓	 hello	Chandrika	11/28/94, 12:06	local	normal

Opening received fax documents

To open a received fax from your In Tray

- 1 Double-click the document.

The document is opened with the Fax Viewer program. You can view, edit, and print it using the Fax Viewer program.

See also: Chapter 3, “Fax Viewer” for complete information about Fax Viewer features.

Problem alerts

If an error occurs while sending or receiving a fax, you will get a problem alert in your Out Tray or In Tray.

To see and resolve a problem alert

- 1 Click the Problem Alert icon in your In Tray or Out Tray.



The Problem Alert appears with an explanation of the problem.

- 2 Click Resolve to remove the alert, or simply close the window to leave it unresolved.

Several of these Problem Alerts are described below

- “Some of the enclosure file(s) have been ignored. Only TEXT and PICT files can be converted to the fax format.”

You get this message if you enclose another type of file in an AppleMail document to be sent as a fax. Only files of type TEXT and PICT can be enclosed. Most word processors, paint, and draw programs have options to save their documents in one of these formats.

- “The generated fax document is empty and will not be sent.”

You get this message if all of your enclosures are of the wrong type (neither TEXT and PICT), and your document itself is empty, or if you drag a document of the wrong type onto an information card that has fax as its preferred electronic address.

- “The System Extension ‘Fax Extension’ is not present in the System Folder.”

Apple Fax Gateway requires that the Fax Extension be in the Extensions folder within the System Folder in order to work. It is placed there by the Installer program when you install the fax software. If the file subsequently gets moved, deleted, or damaged, you will need to reinstall it.

Using AppleTel Telephony Software

In this chapter

This chapter provides information about

- automatic dialing
- address book
- outgoing call log
- voice mail
- AppleTel Preferences

Welcome to AppleTel

AppleTel is a telephony program for your Macintosh. It brings automatic dialing and voice mail functionalities to your computer. When used in conjunction with the fax software, AppleTel helps you centralize all of your telephony and communications needs on your computer and to integrate them with your other activities more completely than you could by using separate devices such as fax machines, answering machines and conventional data modems.

Note AppleTel is not included in certain configurations in certain countries. If AppleTel is not included in your package you don't need the information in this chapter.

Automatic dialing

AppleTel brings screen-based telephony to your Macintosh. You can store frequently used phone numbers in the Address Book and dial automatically, or dial manually by clicking or typing. AppleTel keeps a log of all outgoing calls. You can connect a telephone to the same line (if permitted in your country).

Calling out

To place a call to a recipient for whom you already have an entry in your Address Book

- 1 Open AppleTel.

The Phone dialer appears.

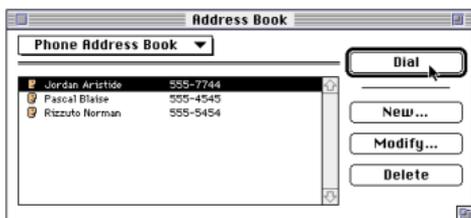


To dial a number not in the address book, type the number in this field or click the numbers on the dial pad to the left, then click Dial or press Return or Enter.

- 2 Click Address Book.

The Address Book appears.

- 3 Scroll down to the name of the person you want to call and select it, or if the Address Book is lengthy, type the first three letters of the name.
- 4 Click Dial in the Address Book.
- 5 Pick up your handset after dialing is completed.



The dialer may be also used for telephone features like Call Waiting and Call Transfer. The R button is equivalent to the flash hook function found on some phone handsets, that is, momentarily pressing the receiver.

Address Book

The Address Book stores names and phone numbers for dialing.

AppleTel and the fax software share the same Address Book.

See also: Chapter 2, “Using the Phone Book and Phone Book Views” and “Using Fax Phone Book” for detailed information on adding, editing, and deleting entries in the Address Book.

Important Since the address book is shared, if you modify or delete entries in one program, the changes will be reflected in all other programs.

Address Book Import/Export

You can use the Import/Export options in the File menu to import to or export from the AppleTel Address Book. If you already have an address book created by another program, and personal information manager or database, for example, you may be able to save it in a text format that can be imported by AppleTel.

To do so, you'll need to understand both the formatting options of the other program and the AppleTel format. The AppleTel format is described in the following paragraphs.

See also: the documentation that came with the program that originally created your address book for information on its formatting options.

The AppleTel Address Book format is text. Each entry is stored as a record consisting of separate fields for name, phone numbers, and so on. Within a record, the fields are separated by field delimiters. Within the file, the records are separated by record delimiters. The record layout is described below:

- 'AppleTel' followed by carriage return <CR> must appear as a file header.
- Each field must be followed by a field delimiter character, a tab <→> by default.

This character can be changed in the Import/Export options menu.

- Each record must end with a <CR>.
- The fields in correct order are: Last name, First name, Address, Voice, Fax, Comment.

A sample file containing two records is shown below:

'AppleTel' <CR>

Smith <→> John <→> 2124 Floral Ave. Queen City, NC
28999 <→> 555-7474 <→> 555-7574 <→> John Smith is
my mother's boss. <CR>

Jones <→> Jerry > 5434 Michigan Ave. Queen City, NC
28919 <→> 555-1245 <→> 555-3467 <→> Jerry Jones is
Juanita's oboe teacher. <CR>

Log

Call logging allows you to have a record of outgoing calls. This can be useful to you for many reasons, for example, having a record of calls you place could help with client billing or expense tracking. You can set up and sort the call log in a variety of ways.

- 1 To consult the Log, choose Show Log in the Windows menu.

The Log appears and you can sort it according to your preference by clicking on Name, Number, or Date. The heading currently in use as a sort criterion is underlined.

- 2 To set the number of Log entries, choose Log options in the Edit menu. If you select "Record all outgoing calls", then the log is limited only by disk space. Otherwise, when the number of calls in the log reaches the number you choose, the oldest log entries are deleted as new entries come in. This avoids having the log take up too much disk space. If you wish, you can archive the log to a file.

- 3** To archive the Log, choose Save Log As in the File menu. Choose an appropriate name and location for the archive file and click Save.

The log is saved, so as new calls are logged and older entries are deleted, you won't lose any information.

Voice Mail

AppleTel can be used as either a basic answering machine, or as a sophisticated voice mail system, depending on your needs. It allows you to configure and use your computer as a voice message center. Basic answering machine functionality allows you to record an outgoing message (greeting) and to record, play, and manage incoming messages. All callers get the same greeting and leave messages in the general mailbox. For many users, this is enough.

If you need more complete voice mail functionality, you can use advanced options like private mailboxes, secondary greetings, and interaction with the caller. When you use private mailboxes, you can get input from callers using Touch-Tone phones and, based on their input, play additional greetings and record their messages to separate areas.

You can manage up to ten voice mailboxes (one general mailbox and nine private mailboxes) for recording messages and remote message retrieval. Remote message retrieval allows you to call your voice mail system from any phone and retrieve your messages.

Each of the mailboxes may be password protected; a password is mandatory for remote message retrieval, ensuring that only you can retrieve your messages. Messages are recorded onto your hard disk.

Setting the volume

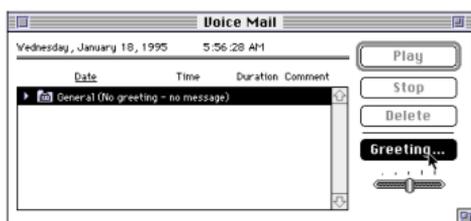
The volume slider in the voice mail window controls the volume for message playback and for monitoring while messages are being recorded from the phone line. If you don't want incoming messages to be heard during recording, set the volume slider to its lowest setting. This does not affect the volume at which messages are recorded.

Recording a greeting

Before using AppleTel's voice mail capabilities, you will want to record a greeting (outgoing message) that your callers will hear when their calls are answered. To be effective, your greeting should be free of background noise, intelligible, continuous, clearly enunciated, and suitable to the purpose for which it is intended. Your greeting should begin within three seconds of answering, so try not to leave a gap of silence at the beginning when you record your greeting. It is helpful to your callers if you include your telephone number in your greeting so that they are sure they have reached the correct number.

To record a General greeting

- 1 Select the General folder in the Voice Mail window, then click Greeting.



The recording dialog box appears.

- 2 Click the Record button.
- 3 In a clear, audible voice, speak into the microphone on your modem, if you have an external modem, or the built-in or external microphone of your computer if you have an internal modem from a distance of about 40 centimeters.

When your greeting is finished, click Stop.

- 4 To replay your greeting, click Play.
- 5 If you are satisfied with the greeting, click Save.

If you are not satisfied, repeat the above procedure.

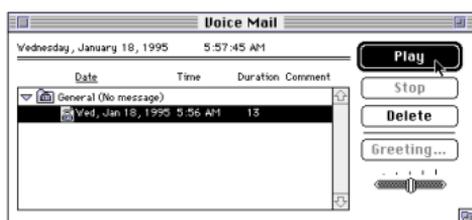
Replaying a greeting

To replay the greeting

- 1 Open the General folder.

The folder contents appear (for the moment, only the greeting you just recorded is present).

- 2 To replay greeting, select it, then click Play (or type Return or Enter).



Waiting for incoming calls

Voice Mail can be turned on and off.

- 1 Choose Preferences from the Edit menu.
- 2 Select Voice Mail settings in the dialog box according to the following table.

ACTION	RESULT
Click Auto-Answer	Turns Voice Mail on.
Set number of rings using the arrows	Determines number of rings for auto-answer. May not be changed in some countries.
Click Show Voice Mail	Opens the Voice Mail window automatically when message is received.
Type the value in the field	Sets the maximum duration of an incoming message (in seconds).

All of the options in the Preferences dialog are explained later in this document.

Retrieving messages

When a message is received, the AppleTel icon blinks in the upper right corner of the menu bar. If you selected Show Voice Mail window in Preferences, AppleTel will open when a message is received.

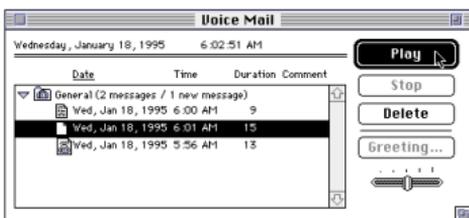
- 1 To retrieve a message, open AppleTel, if necessary.
- 2 If open, choose Voice Mail in the Windows menu, if necessary.
- 3 Double-click the General folder.

Listening to messages

When you locate received messages in the General or private mailboxes, you can listen to them.

- 1 Open the General folder.
- 2 To playback the message, select it, and click Play (or press Return or Enter).

New message icons are white. Once opened, they turn gray. In the following example, a new 15 second message was received at 6:01 AM, added to those already received.



Your Macintosh plays the message.

Deleting messages

- 1 To delete a message, select it, then click Delete.

An alert dialog asks you to confirm.

Adding a comment

To keep track of messages you can attach a comment.

- 1 To enter a comment, select a message, then choose Comment in the Messages menu (or use the ⌘-I keyboard equivalent).

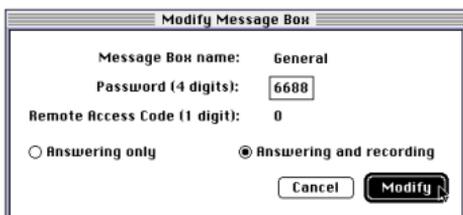
The comment dialog box appears.

- 2 Type your comments, then click OK.

Setting a password for the General mailbox

To retrieve and replay messages from the General mailbox remotely (from another phone), you must set a password. This ensures that only you can retrieve your messages.

- 1 Select the General folder and choose Modify Message Box in the Messages menu.



Modify Message Box

Message Box name: General

Password (4 digits): 6688

Remote Access Code (1 digit): 0

Answering only Answering and recording

Cancel Modify

- 2 Type a four digit password in the Password field, then click Modify.

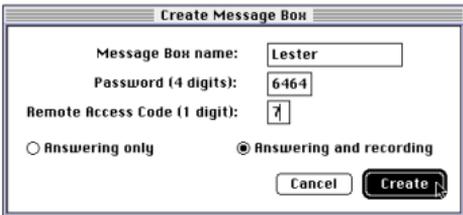
Private mailboxes

Private mailboxes are subordinate to the General mailbox. You can create up to nine private mailboxes, each one with its own greeting and message capabilities.

To create a private mailbox

- 1 Choose Create Message Box in the Messages menu.
- 2 When the Create Message Box dialog box appears, fill in the requested information.

For example, you can name this box Lester, give it a unique four digit password and access code (1–9), and record its custom greeting (use the method for General greeting).



The screenshot shows a dialog box titled "Create Message Box". It contains the following fields and options:

- Message Box name: Lester
- Password (4 digits): 6464
- Remote Access Code (1 digit): 7
- Radio buttons: Answering only, Answering and recording
- Buttons: Cancel, Create

When a caller dials in, the General mailbox always answers first. For example, the General greeting might be: “Good Morning, you have reached XYZ Company. To leave a message for Lester, press 7. To leave a message for Patti, press 9.”

If a caller presses 9, Patti’s message plays, “To record a message for Patti, begin after the beep.” If the caller leaves a message, it is recorded in Patti’s mailbox and only Patti or a person who knows her password may retrieve it.

What the caller hears

When a caller dials your number, he or she hears the General mailbox greeting. The caller may leave a message in the General mailbox after the beep at the end of the general greeting or, to leave a message in a private mailbox, press the code (1–9) for the appropriate mailbox before or during the general greeting, and then leave a message after the second beep.

Creating a special announcement

A private mailbox can be used to play special information announcements for incoming callers.

- 1 Choose Modify Message Box and click Answering only.

This creates a private mailbox which cannot record messages and whose greeting is used as an announcement.

See also: “Recording a greeting” for more information.

Sorting messages

Messages can be sorted by using the Messages menu or by clicking on date, time or duration.

Moving a message

By pressing the wrong code, a caller may leave a message in the wrong mailbox. You can drag it into the correct mailbox. The origin and date and time of transfer appear in the Comment field.

Note: The transfer is really a copy; the original message remains in the mailbox that received it. If you want to remove the original, you must delete it.

Remote retrieval of messages

Messages can be retrieved remotely with the aid of a Touch-Tone telephone handset or Touch-Tone generator.

From the General mailbox

- 1 To retrieve your messages from the General mailbox, press * followed by the four digit password while the greeting is playing.

All messages in the General mailbox are replayed.

From a private mailbox

- 1 To access a private mailbox, press the remote access code (1–9) during the General greeting.
- 2 Then, press * followed by the four digit mailbox password during the private mailbox greeting.

Two beeps confirm that the password has been correctly received; all messages in that particular mailbox are then replayed.

During playback you can send the following commands from the telephone handset:

- 1 Replay all messages
- 2 Stop message replay
- 3 Delete the current message
(erases the message from your disk)
- 4 Return to the beginning of current message
- 5 Stop message replay
- 6 Go to next message
- 7 Reserved for future use
- 8 Reserved for future use
- 9 Reserved for future use

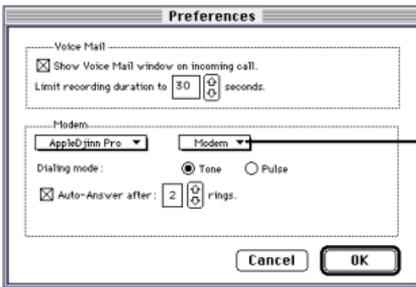
Important While receiving a message, AppleTel will stop recording after a period of silence (length varies according to country) or after busy tone or dial tone detection. You can set the maximum length of a message from 1 second to 6 minutes (360 seconds) in the AppleTel Preferences. (The maximum length is lower in some countries.)

AppleTel Preferences

You can set up AppleTel according to your particular needs using the options in the Preferences dialog.

To set Preferences

- 1 Choose Preferences from the Edit menu.



The port selection pop-up menu does not appear in internal modem configurations.

The Preferences dialog appears.

- 2 Check “Show Voice Mail window on incoming call” if you want the Voice Mail window to open automatically when you receive a call.

This setting merely controls the window display; it does not affect the functionality of Voice Mail. You can still receive messages even if the window is not shown, or even when AppleTel is not open.

- 3 Use the arrows to set the duration limit for incoming messages. Longer messages require more space on your hard disk.

You might want to mention the message limit in your greeting, for example, “You can leave a message of up to two minutes after the beep”. The range is from 1 second to 6 minutes (360 seconds). The maximum length is lower in some countries.

- 4 Select the appropriate modem type from the modem pop-up menu and select the port to which your modem is attached from the port pop-up menu. For example, if you are using AppleTel with an external modem, select your modem type from the modem pop-up menu and select the port (modem or printer) to which it is attached from the port pop-up menu. If you select an internal modem from the modem pop-up menu, the selection of the correct port (internal) is automatic and the port selection pop-up menu does not appear.
- 5 Select tone or pulse dialing mode according to your telephone system.
- 6 Check Auto-Answer to activate Voice Mail to answer incoming calls. If you leave this unchecked, Voice Mail is “off” and does not answer incoming calls (though you can still dial outgoing calls).
- 7 Set the number of rings for auto-answer using the up and down arrows. This setting is fixed and may not be changed in some countries. In countries where the setting is variable, you should keep in mind that callers are accustomed to calls being answered within about 10 seconds and most will hang up if their call is not answered within 45 seconds. In a normal setting, your caller should hear your greeting within about 15 seconds of the first ring.

Note AppleTel takes priority over Fax Terminal if the number of rings for auto-answer setting is different.

When you are satisfied with the settings, click OK. Your preferences take effect immediately and remain in effect until you change them.

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