FaxNow!

Fax Manager

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Compatibility issues

FaxNow! has been tested with many popular Windows packages. The following are notes on some specific applications.

Adobe Type Manager
Bitstream FaceLift
Corel Draw
HP LaserJet Printers
TopLevel Office Forms
Microsoft Office 97
Year 2000

Adobe Type Manager (ATM)

FaxNow! works well in conjunction with Adobe Type Manager in Windows **standard** and **enhanced** operating modes. In Windows 3.0 **real** mode, however, if Adobe Type Manager is loaded (it will always be inactive in **real** mode) the Fax Printer driver may cause the system to crash or behave strangely.

This appears to be a problem with Adobe Type Manager since removing atmsys.drv from the Windows system.ini file completely cures the problem.

A problem also exists when using Adobe Type Manager with Microsoft Excel 3.0. When printing to the Fax Printer (and HP LaserJet printers) some charts do not have their axis annotations printed correctly. Disabling ATM cures the problem.

Bitstream FaceLift

The Viewer print progress dialog may remain at 100% for some time when printing a fax to a printer assigned to the FaceLift Shell Driver. The fax should print successfully however. The problem may be cured, and Viewer's print speed doubled, by un-assigning the FaceLift Shell Driver for the printer in question.

The problem occurs because the FaceLift shell driver (SHELLPRT.DRV) does not appear to support the BANDINFO escape used by Viewer to optimise bitmap print performance.

Corel Draw

The print dialog box "percent scaling" option in Corel Draw does not generate correct output on the Fax Printer. Non scaled printouts work fine. This problem has been fixed in Corel Draw version 2.01L.

Corel Draw 3.0a does not print correctly to the fax printer if standard fax resolution is selected (204 x 98 dpi). Fine resolution faxes (204 x 196 dpi) work fine.

HP LaserJet III driver

When printing a fax from Viewer to a HP LaserJet printer, using the Scale to Page option, the last few pixels may be chopped at the bottom of the page. Later versions of the LaserJet printer driver fix this problem (e.g. the version shipped with Windows 3.1).

The resolution setting in the LaserJet III printer setup dialog box may display 300 DPI when the driver is first installed but the printer may actually default to 75 DPI. This will make fax images printed from Viewer look "bitty". This may be cured by selecting 75 DPI, from the printer setup dialog box, followed by OK and then re-selecting 300 DPI followed by OK. The printer should now print at 300 DPI.

Top Level Office Forms

Office Forms by TopLevel computing works well with FaxNow! V2.5. There is an issue regarding the quality of the faxed image. To avoid this issue, always use the fine resolution setting of 200x200dpi setting

Microsoft Office 97

Office 97 applications do not produce correct output when using a table under Microsoft Windows 95.

Two additional printer resolutions have been created for FaxNow 2.5. 200 by 200 (Fine) and 200 by 100 DPI(standard).Use either of these printer resolutions to fix these issues.

Year 2000

FaxNow 2.5 is year 2000 compliant.   After midnight on 31st December 1999, the short date format will be displayed as 00

Fax Manager keyboard interface

Key(s)	Function
Right Arrow	Scrolls window right a small amount.
Left Arrow	Scrolls window left a small amount.
Down Arrow	Moves to next Fax Manager entry.
Up Arrow	Moves to previous Fax Manager entry.
Home	Moves to first entry in Fax Manager window.
End	Moves to last entry in Fax Manager window.
Delete	Deletes selected entry.

Fax Manager menu commands index

Settings menu commands

The settings menu allows some user customisation and hardware configuration. Please consult the manual for more detailed descriptions of the individual dialog boxes.

Modem...
Allows configuration of optional modem parameters. This option is not available for network clients.

Fax Manager...
Allows configuration of optional Fax Manager parameters including set alert method for incoming faxes and file location settings.

Fax Printer...
Allows printer orientation, resolution and paper size to be changed.

User Details...
Allows editing of details which will appear on the cover sheet.

User Admin...
Allows adding / deleting of users on network FaxNow! server. Available on network versions on the FaxNow! Server PC only.

View menu commands

Options controlling the information displayed within Fax Manager's client area.

Progress Bar
Enables, or disables, display of the progress bar at the top of Fax Manager's window. Available on FaxNow! Fax server and personal versions only.

Retained Faxes
Enables, or disables, display of the retained faxes.

All Faxes

Displays all users faxes (network version only).

Own Faxes

Displays only faxes sent by this user (network version only).

Current Log
Launches notepad on the current log file, if logging is enabled.

Previous Log
Launches notepad on the previous log file, if logging is enabled.

Update Queues
Forces queues to be read from disc (network version only).

Tools menu commands

The tools menu is context sensitive, its enabled options depend on the entry selected in Fax Manager's window. The tools menu is also available as a floating menu, activated by double clicking the left mouse button or clicking the right mouse button and holding while over an entry in the client area.

View
The view option launches the Viewer on the selected entry. It is available on all queue entries.

Pause
The entire outgoing or incoming queue may be paused. In addition outgoing entries may be paused individually.

Cancel
Cancel the current Modem operation.

Receive Now
Tells the Fax Manager to manually wait for the next incoming fax and receive the fax.

Delete
The delete option deletes the selected entry. It is available on all queue entries.

Purge...
This option allows block deletes, it is available on the incoming and retained queues.

Fax Now
This option is a short hand version of reschedule which forces the selected outgoing entry to the head of the queue for immediate transmission.

Resubmit...
This option allows entries on the retained queue to be moved to the outgoing queue so they may be sent again.

Reschedule...
This option is available for entries on the outgoing queue only. It displays a reschedule dialog box which allows the fax send time and number to be changed.

Express Fax...
Used to send a "cover sheet only" fax containing a short note. Press F9

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Background operation

Fax Manager will send outgoing and receive incoming faxes in the background while other Windows application continue. Fax Manager may be iconized or expanded while it is working in the background.

On low specification machines which are performing other large operations Fax Manager may struggle to send out faxes as it will not be given enough time to manage modem communications. These cases will be rare however if they do arise then the background operation may be disabled with the Fax Manager settings dialog.

Printing a fax

A fax may be printed by first <u>viewing</u> the fax and then printing it from Fax Viewer.

Sending a fax

A fax may be sent from any Windows application supporting a print option.

Select the Fax Printer from the application Printer Setup... dialog. Some applications do not support a Printer Setup... option on their File menu. These applications require the user to select the Fax Printer as the default printer using the Windows control panel.

Print the document in the usual way. An additional fax destination dialog box will request the destination phone number, the time the fax is to be sent and optional cover sheet details. These items may be entered directly from the Phone Book using the Phone Book... button.

After entering details into the fax destination dialog box click OK. The document will print in the usual way. Fax Manager will automatically start. The fax will appear in the outgoing queue ready for transmission at the requested time.

Status Bar

Fax Manager displays a grey status bar at the bottom of its window. The status bar is split into five sections. The sections display additional information about the entry currently selected in the main Window. The sections are as follows:

Company name (if available)

Fax number

The name of the fax file

The number of retries attempted (outgoing only)

The user who sent the fax (outgoing only)

When a queue title is selected the first section in the status bar displays the number of entries in the queue, the remaining sections are blanked.

Using the modem for data

Some fax modems support data operation and may be used for standard data services such as CompuServe. A communications package, such as Windows terminal, requires exclusive access to the modem. A simple mechanism is provided by **FaxNow!** to release the modem to other applications.

The modem is released by pausing the incoming queue. Use the <u>tools menu</u> pause command while the incoming queue banner is selected. The outgoing queue should also be paused, again using the tools menu, if there are entries which are scheduled to be sent during the period of modem data use.

The queues should be resumed (by selecting pause again) when data operation is no longer required.

Viewing faxes

A fax in any queue may be viewed by selecting the view option from the <u>tools menu.</u> The Fax Viewer will be launched with the fax from the currently selected queue entry.

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If you have any issue with your FaxNow software, take a few moments to read the manual supplied. There are pages that offer advise and tips on how to solve some of the most common questions that users have.

Alternatively, if you have access to the world wide web, you can find the same information and much much more on our web site at **http://www.redrock.co.uk**.