

Mail Client User's Guide

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Biscom, Incorporated
321 Billerica Road
Chelmsford, MA 01824

Main:

1-978-250-1800

Fax

1-978-250-4449

Home Page:

<http://www.biscom.com>

Sales e-mail:

sales@biscom.com

Technical Support

1-978-250-8355

Technical Support e-mail:

support@biscom.com

FTP Site:

<ftp://ftp.biscom.com>

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Chapter One: Overview of the Client Software

Overview

The FAXCOM Mail Client enables you to create, send, and receive fax messages directly within your email application – just as you do email messages.

How you use the Mail Client depends on the following:

- Whether you are using Outlook or another Mail Client (where “another” Mail client includes Outlook Express).
- Whether you are using Outlook with or without the Fax Address type installed

The following sections describe the differences between using Outlook and another Mail client, and the differences between using Outlook with and without the Fax Address type installed.

Using Outlook or Another Mail Client

Your capabilities as a Mail client fax user depend on whether you are using Outlook or another Mail client, as follows:

Outlook Users

If you are an Outlook user (not Outlook Express), you can take advantage of the following additional capabilities not available to users of other Mail clients:

- Capability to use the Fax Extensions for Outlook utility, which enables easier fax recipient addressing and transmission option configuration
- Capability to select fax recipients from Outlook Address Book Contacts (even without installing the Fax Extensions for Outlook)

Other Mail Client Users

If you are using another Mail client (including Outlook Express), you address faxes by manually entering an addressing string in the proper format.

Using Outlook with and without the Fax Address Type

If you are an Outlook fax user who is *not* using the Fax Extensions for Outlook, your capabilities for addressing a fax depend on whether or not the Fax Address type is installed on your network. For Outlook users sending/receiving faxes via an Exchange Connector, the Fax Address type is automatically installed on the network. For Outlook users sending/receiving faxes via an SMTP Gateway, the Fax Address type must be explicitly installed on the network.

In the event that you are faxing via an SMTP Gateway and the Fax Address type is *not* installed, be aware of the following considerations for addressing faxes:

- The addressing string you manually enter *must* include the domain name of the SMTP computer
- You *must* specify the fax addressing string (including the domain name of the SMTP computer) in the E-mail field on the General tab of the individual contact in order to select the individual from your Contacts

Components Available for Outlook Fax Users

Depending on how your fax service administrator has configured the installation of the Mail client for Outlook users, you may have access to one or more of the following components:

Fax Extensions for Outlook – utility that adds two buttons to the Outlook New Message window for specifying fax recipients and transmission options.

Printer Driver (Biscom Fax Printer) – printer driver that enables you to fax from any Windows application

Add to List Printer Driver for mail clients – component that enables you to build one fax with multiple attachments from multiple applications

FAXCOM Viewer – TIFF viewer with which you view your received faxes

FAXCOM Client – a version of Biscom’s desktop fax application that includes just the Pending Queue and Activity Log. The Pending Queues lists all faxes queued for transmission and enables you to see what place your jobs occupy in the queue. You can select your own jobs and make last-minute changes to transmission status and destination fax number. The Activity Log lists all attempted fax transmissions, both successful and unsuccessful, and any received faxes for the fax service.

Accessing the Mail Client to Send a Fax

You can access your Mail client to send a fax in three ways:

- By invoking the client directly and sending a fax as if you were sending an e-mail message
- By “printing” a Windows application file to the Biscom Fax Printer and being transferred to the Mail client New Message window to address and send the fax as if you were sending e-mail
- By selecting *File...Send To...Mail Recipient (as Attachment)...* within any MS Office application

For every fax you transmit that is **not** successfully delivered, a Return Status is delivered to your Inbox (if such notification is specified by your fax service administrator). Depending on your configuration, you may also receive a Return Status for successfully delivered faxes as well. Each Return Status entry is associated with a Transmission Fax Report, described later in this chapter.

Chapter Two explains how to use any Mail client to send a fax by manually addressing the fax. It also explains how Outlook users can select recipients from Outlook Address Book Contacts.

Chapter Three explains how to use the Fax Extensions for Outlook utility to send a fax from Outlook.

Chapter Two: Manually Address a Fax and/or Select Recipients from Outlook Address Book Contacts

This chapter explains how to manually address a fax.

Outlook Users for whom the Fax Address Type Is Installed

Enter the following string - INCLUDING THE BRACKETS - in the To box of a new Mail message:

```
[FAX:name@fax_number]
```

where *name* is the name of the recipient and *fax_number* is the fax number of the fax recipient, for example [FAX:John Doe@978-250-4449]

Outlook Users for whom the Fax Address Type is NOT Installed and Other Mail Client Users

Method One:

Enter the following string in the To box of a new Mail message:

```
fax=parameters@domain name of the SMTP gateway computer
```

Notes: Your fax service administrator must communicate to you the domain name of the SMTP Gateway computer you specify in the addressing string after the @ sign, such as *fax.biscom.com*.

Be aware that with some SMTP servers and some Mail clients, you may have to enclose the addressing string parameters in quotation marks, "fax=parameters"@domain name of the SMTP gateway computer. In addition, with some Mail clients, you cannot include spaces and should substitute an underscore character for a space character, as shown in one of the examples below.

The minimum parameter to include is the destination fax number, as, for example:

```
fax=/NUM=19782504449@fax.biscom.com
```

To add a name to be displayed on any cover page, you would add an additional parameter, as:

```
fax=/NUM=19782504449/NAME=mary_brooks@fax.biscom.com
```

The commands embedded in the addressing string – **which can be included in any order** – are used by the gateway to compose a cover page and to extract the remote fax machine phone number.

While the only commands required to send a fax are the fax number and the domain name of the SMTP gateway computer, there are additional commands you may enter. Refer to Table A-1 in Appendix A for the additional commands, with some messaging addressing examples to guide you.

Method Two:

Note: *You cannot use Method Two if the Fax Extensions for Outlook is installed.*

Name%fax#%coverpage@domain name of the SMTP Gateway computer

Where *Name* is the name of the fax recipient **without spaces**, *fax#* is the destination fax number and *coverpage* (which is optional) is the name of the coverpage file as, for example

John_Smith%19788551212%coverpg@fax.biscom.com

where the underscore character substitutes for a space character

SMTP Mail Users for whom Dot Addressing is Enabled

Note: *You cannot use Dot Addressing if the Fax Extensions for Outlook is installed.*

If your administrator has enabled the use of Dot Addressing for the SMTP Gateway, you can specify the following string:

firstname.lastname.fax#@domain name of the SMTP Gateway computer

where *firstname* is the first name of the fax recipient, *lastname* is the last name of the fax recipient, and *fax#* is the destination fax number, as, for example

John.Smith.19788551212@fax.biscom.com

Select Recipients from Outlook Address Book Contacts

Outlook Users for whom the Fax Address Type Is Installed

Even **without** the Fax Extensions for Outlook installed, Outlook users for whom the Fax Address type is installed can do the following to address the message to recipients stored in the Outlook Address Book Contacts:

- Click the **To...** button to display the Select Names dialog box (Figure 2-1).

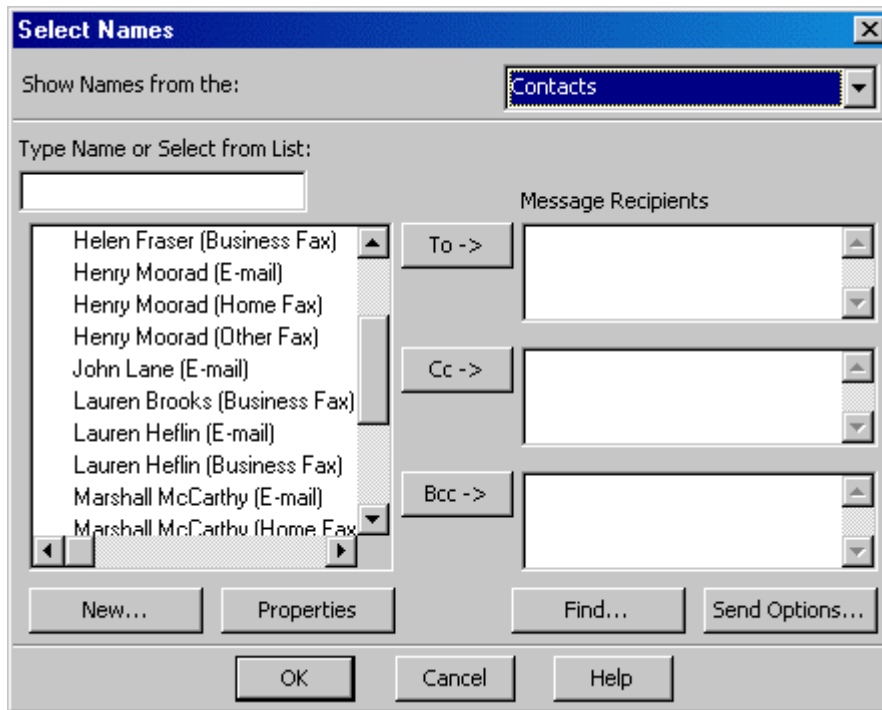


Figure 2-1. Select Names Dialog Box

- Select the **Outlook Address Book Contacts** from the Address Book drop-down list box.
- Select recipients from the displayed list box. You can select names for which a *Business Fax*, *Home Fax*, or *Other Fax* number has been specified.

Note: *Be aware that any cover page you use displays only the Business Fax entry.*

- Click **OK** after you have selected all recipients from the Address Book.

Outlook Users for whom the Fax Address Type Is NOT Installed

If the Fax Address type is NOT installed, Outlook users can do the following to select recipients from Outlook Address Book Contacts:

- Select your Contacts folder; double-click the specific Contact; In the E-mail box on the General tab (Figure 2-2), specify the fax addressing string in either of the following formats, then click **Save and Close**.

To: FAX=1-303-450-3324@biscom.com

Or

To: FAX=1-303-450-3324/ATTN=Joe Doe@biscom.com

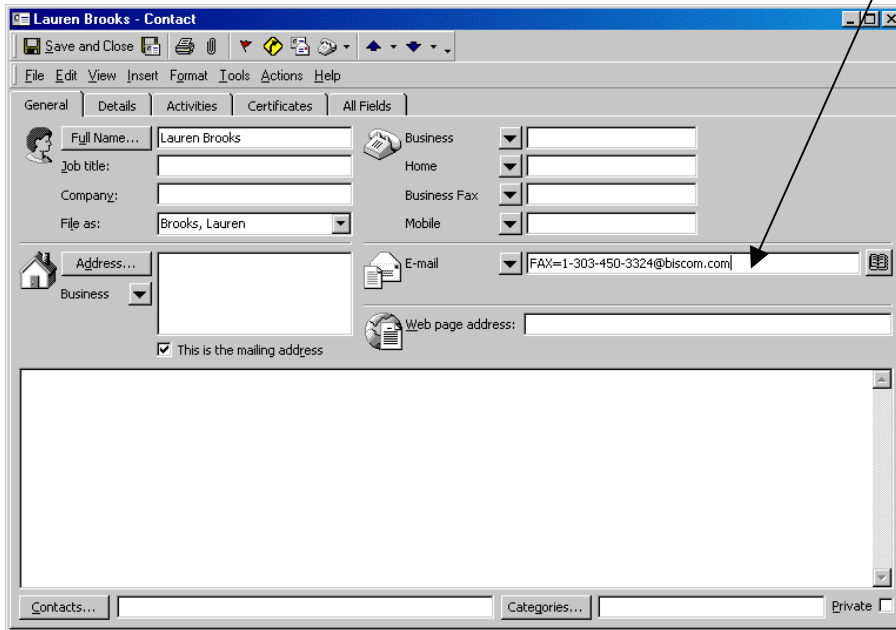


Figure 2-2. Contacts General Tab

You can now select this individual from your Contacts and not have to specify the fax addressing string.

Chapter Three: Use the Fax Extensions for Outlook to Send an email to a Fax Number

Understanding the Fax Extensions for Outlook

As an Outlook user, you may have installed the Fax Extensions for Outlook utility, which enables easier fax recipient addressing and transmission option configuration. The Fax Extensions for Outlook utility adds two fax buttons in the

New Message box – the **Add Fax Recipient** button  and the **Fax Options and**

Sender Information button .

The **Add Fax Recipient** button  displays a dialog for specifying:

- Fax recipient addressing information

The **Fax Options and Sender Information** button  displays a dialog for specifying:

- Cover page sender information
- Cover page selection
- Notification of fax transmission results
- Transmission priority
- Transmission resolution
- Scheduling

You can then save the Fax Options and Sender Information for the current fax or for all fax messages.

1. Click the **Add Fax Recipient** button  on the New Message window to display the New Fax Recipient dialog box (Figure 3-1).


Figure 3-1. New Fax Recipient Dialog Box

2. Specify the appropriate information, where *Fax Num* is the only required information. All other fields are optional (and will be displayed on the cover page so long as the cover page includes the corresponding heading for the information).

To automatically add the specified fax recipient to your Contacts list, check the *Also Add to Contacts* check box.

Click the appropriate button, To, Cc, or Bcc, to be returned to the New Message window with the information displayed in the appropriate To, Cc, or Bcc box.



3. Click the Fax Options and Sender Information button  to display the Fax Options and Sender Information dialog box (Figure 3-2).

Fax Options and Sender Information [?] [X]

Sender Information

From Name:

Fax Num.:

Voice Num.:

Company:

Address1:

Address2:

Address3:

Fax Options

Cover Page: ...

Return Status: ▼

Priority: ▼

Resolution: ▼

Preview message before sending.

Schedule this message at

Immediate Offpeak Specified

▼ ▼

Cost Code for this message

...

Figure 3-2. Fax Options and Sender Information Window (Exchange Users)

Fax Options and Sender Information [?] [X]

Sender Information

From Name:

Fax Num.:

Voice Num.:

Company:

Address1:

Address2:

Address3:

E-Mail:

Include additional Sender Information

Fax Options

Cover Page: ...

Return Status: ▼

Priority: ▼

Resolution: ▼

Schedule this message at

Immediate Offpeak Specified

▼ ▼

Cost Code for this message

...


Figure 3-3. Fax Options and Sender Information Window (SMTP Users)

Note: *Be aware that SMTP Gateway users must check the Include additional Sender Information checkbox in order to specify additional sender information.*

4. Fill out the window as follows:

Sender Information – information to be displayed on the cover page (so long as the cover page includes the corresponding heading for the information)

Fax Options

Cover Page – either use the cover page displayed in the box, or click the Browse button  to display the Select Cover Page window listing available cover pages. Either select another cover page or select (*none*) to send a fax without a cover page. Click **OK** to be returned to the Fax Options and Sender Information window.

Return Status – either accept *System Setting* to use the system-wide default (which is *All Faxes*, whereby you are notified of the results of all faxes, successful and unsuccessful) or select *Failed Only*, whereby you are notified only when the fax fails to be transmitted

Priority – either accept *System Setting* to use the default of *Normal*, or select another priority, either *Low* or *High*.

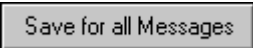
Resolution – either accept *System Setting* to use the default of *Detail*, which transmits at a resolution of 200 X 200 dots per inch (dpi), or select *Standard*, which transmits at a resolution of 200 X 100 dpi.

Preview message before sending – check this option if you want to be able to preview the fax (by opening it in a TIFF viewer such as FAXCOM Viewer) before actually sending it. You can then release the fax for actual transmission either from the Pending Queue or FAXCOM Viewer. If you open the fax for preview in a TIFF viewer other than FAXCOM Viewer, you can only release the previewed fax from the Pending Queue.

Note: *The capability to preview the message before sending is available to Mail client users only if they have also installed the FAXCOM Client application.*

Schedule this message at – either accept the pre-selected default of *Immediate* to send the fax ASAP, select *Offpeak* to send the fax at whatever time the fax service administrator has specified as the Offpeak time (typically a time when phone lines are less busy, such as 1:00 AM), or select *Specified* to specify a delayed future time in the *Date* and *Time* boxes which are then enabled.

Cost Code for this message – specify any account number associated with the recipient in order to charge back the costs of the fax.

5. Click the  to save the specified information for all fax messages (which you can override for an individual fax) or click

 Save for this Message

to save the specified information for this message only, retaining any previously-specified defaults.

6. When returned to the New Message window, send the message as you would send an email.

Add Attachments

When you invoke Outlook directly to send a fax, you can click the **Insert File** button



to attach a supported file attachment. Check with your email/fax service administrator if you are unsure as to which file types you can attach.

Send a Fax from a Windows Application

When you “print” your Windows application output to the Biscom Fax Printer, the output is converted into the TIFF format suitable for faxing. There are two Fax Printers available to you, *Biscom Fax Printer* and *Add to List Biscom Fax Printer*. Choose the Biscom Fax Printer when you want to fax the one document in which you are working; choose the *Add to List Biscom Fax Printer* when you want to build one fax with multiple attachments from multiple applications.

1. Within your Windows application, choose *File...Print...Printers*. (Menu choices may vary somewhat according to the specific application.)

To Fax the One Document in which You are Working:

2. From the Printer list displayed, choose the *Biscom Fax Printer*. Click **OK** to print the fax. After the document is prepared for printing, you are automatically transferred to the New Message window (Figure 3–4) showing an icon for the attached document.

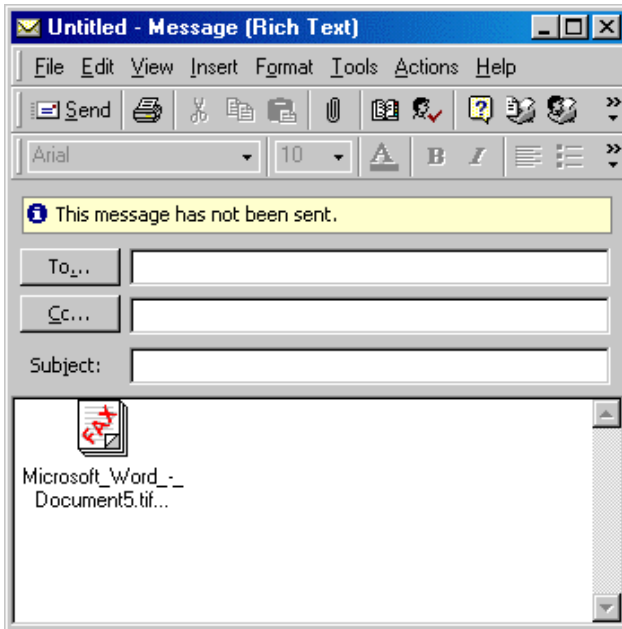


Figure 3-4. Outlook Accessed from a Windows Application

To Build a Fax with Multiple Attachments:

From the Printer list displayed, choose the *Add to List Biscom Fax Printer* and click **OK** to display the FAXCOM Send Attachments window (Figure 3-45).

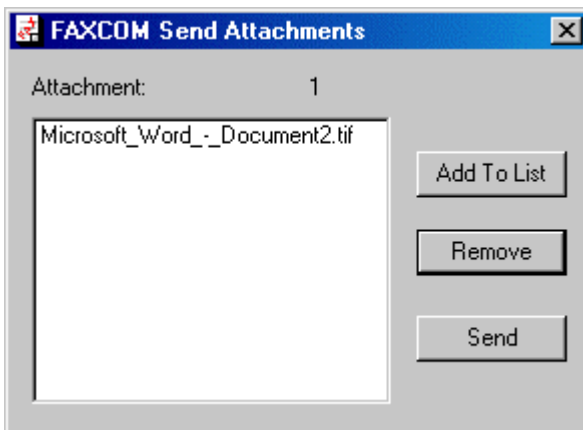


Figure 3-5. FAXCOM Send Attachments Window

To select another document, click the **Add to List** button. You are returned to the application from which you called the Add to List Biscom Fax Printer.

Either open another file in that application, or open a file created in another Windows application. "Print" that file to the Add to List Biscom Fax Printer.

If you want to add additional files, continue the process of clicking the **Add to List** button, returning to a Windows application file, "printing" the file to the Add to List Biscom Fax Printer and returning to the FAXCOM Send Attachments window.

To remove a document, select the entry and click the **Remove** button.

To send the fax with multiple attachments, click the **Send** button to be transferred to the New Message window (Figure 3–5) showing an icon for the attached documents.

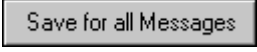


3. Address the fax and send the fax as described in the "Invoking Outlook Directly to Send a Fax" section above.

Note: You can also choose File...Send To...Mail Recipient (as Attachment).... Using this method, however, the Windows application attachment must be of a supported file type.

Preview an Outgoing Fax

Note: The capability to preview the message before sending is available to Mail client users only if they have also installed the FAXCOM Client application.

Before actually transmitting a fax, Mail client users can preview its contents by doing the following:

1. When addressing and creating the fax on the Fax Options and Sender Information Window (Figure 3–2), check the **Preview message before sending** check box before clicking either  or .
2. Select *Start...Programs...FAXCOM...FAXCOM Client* and either click the **Pending Queue** toolbar button  or select **Pending Queue** from the **View** menu.
3. Locate the appropriate outgoing fax and note its Status. Depending on the complexity of the fax contents, the number of jobs queued, the performance of the fax queue, etc., you may or may not see all three of the following successive conditions: *Submitting PREVIEW*, *Preparing PREVIEW*, *Ready for PREVIEW*.
4. When the Status is *Ready for PREVIEW*, select the fax entry, right-click and select **Preview** from the shortcut menu. The fax is opened in a fax viewer, either FAXCOM Viewer or a third-party TIFF viewer.
5. *If you have opened the outgoing fax in FAXCOM Viewer*, select **File...Release Fax** to actually send the fax – or you can exit back to the Pending Queue, select the fax entry, right-click and select **Release** from the shortcut menu.

*If you have opened the outgoing fax in another fax viewer, exit the viewer and return to the Pending Queue. With the fax entry selected, right-click and select **Release** from the shortcut menu.*

View a Transmission Fax Report

You may receive a Return Status for every fax you send – whether successful or unsuccessful – or only for those that fail.

The Subject field of the Return Status message will be one of the following:

Fax OK to *Recipient* -- for successful transmissions (where *Recipient* is the name of the fax recipient)

Fax Not OK to *Recipient* -- for unsuccessful transmissions (where *Recipient* is the name of the fax recipient)

To view the associated Transmission Fax Report for a Return Status, double-click the Return Status entry (or highlight it and press Enter). The Transmission Fax Report is displayed, as in Figure 3-6.

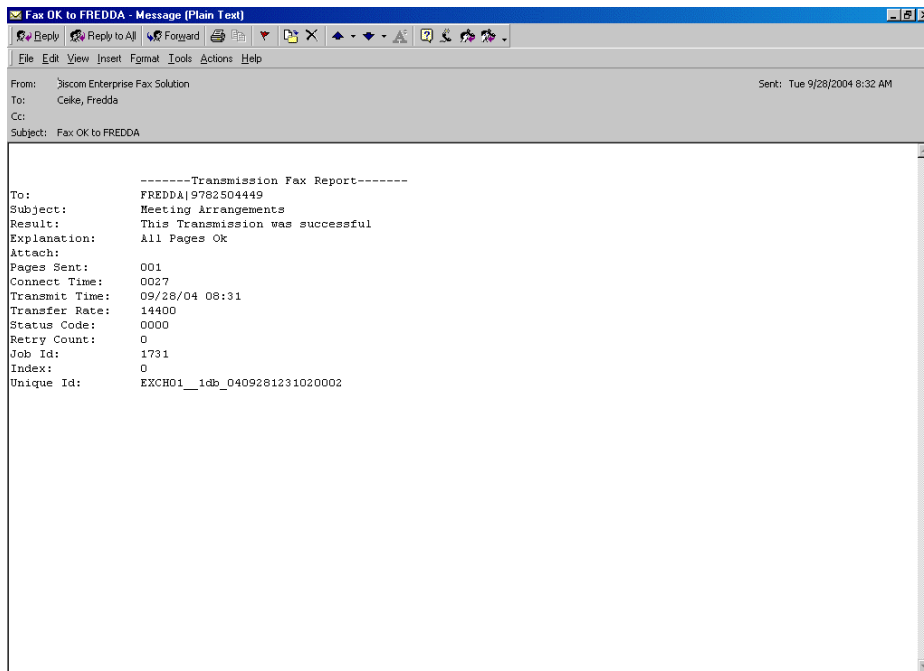


Figure 3-6. Sample Transmission Fax Report

The following information is included:

To – fax recipient

Subject – subject of the fax

Result – whether the fax was successful, unsuccessful or deleted

Explanation – description of the outcome of the fax

Attach – filename of any attachment to the fax

Pages Sent – number of pages transmitted

Connect Time – amount of time on the phone line to transmit the fax

Transfer Rate – baud rate of the transmission

Status Code – four-digit status code (0000 if successful); refer to the “Status Codes and Explanations” section immediately following for an explanation of each code

Retry Count – number of times the fax was retried

Job ID – 4-digit identifying number assigned to the fax by the FAXCOM Queue transmitting the fax. When the Job ID reaches 9999, numbering restarts at 0001.

Index – when sending a fax to multiple recipients, the specific recipient, where 0 indicates the fax was sent to a single recipient, 1 specifies a second recipient, 2 specifies a third recipient, etc.

Unique Id – a unique identifying number assigned to the fax (that is meaningful to the entire fax system, not simply the FAXCOM Queue transmitting the fax)

Note: In this case, the fax service administrator configured the program to append the original message to the Transmission Fax Report.

Status Codes and Explanations

The following is a list, with explanations, of the status codes returned in the Fax Transmission Reports.

While, in theory, it is possible to receive any of 100+ different status codes for a fax transmission in the fax service logs, typically there are only about 20 codes that you will see on a regular basis. They are:

Code	Status Abbreviation	Description
0000	ok	All pages in the fax were successfully transmitted.
0001	hup	Lost communication with called fax machine.
0002	nak	Received page quality deemed unacceptable by fax machine.
0003	nois	FAXCOM unable to transmit due to noisy phone connection.
0004	voic	Voice answer detected.
0005	dis1	Early disconnect; remote fax machine requested a disconnect before image was transmitted.
0006	dis2	Late disconnect; remote fax machine requested disconnect after image was transmitted.
0007	tone	No dial tone detected.
0013	busy	Called fax machine busy.
0014	nbsy	Phone network busy.
0015	noan	Called phone number ringing but no answer.
0016	grp1	An incompatible Group I fax machine was detected at the other end.
0017	grp2	An incompatible Group II fax machine was detected at the other end.
0018	?mdm	Non-fax modem detected.
0021	noph	No destination phone number specified.
0050	dead	After dialing, no network response.
0671		Error converting attachment to fax format.
8000	qdel	This job was manually deleted.

Chapter Four: Receive and View a Fax

If you have been configured to receive faxes in Microsoft Outlook, they appear in your Outlook Inbox as an attachment to an email message. You can then view the faxes either with a third-party TIFF viewer or the FAXCOM Viewer program (if your fax service administrator configured its installation).

Receive a Fax

In Figure 4-1, an incoming fax is listed with the Subject of *FAX RX OK <- BISCOM, INC.*

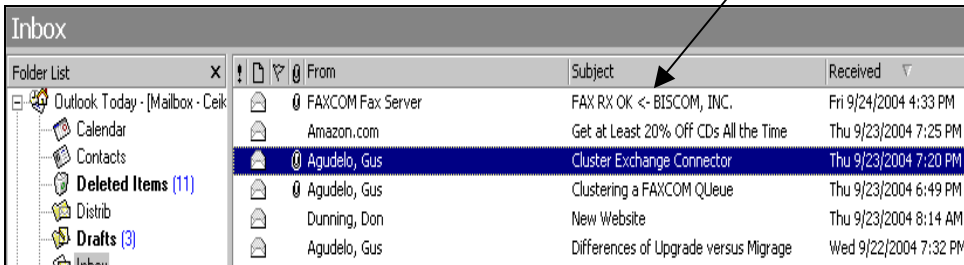


Figure 4-1. Inbox With Received Faxes

- Double-click the entry to view a Reception Fax Report (Figure 4-2).

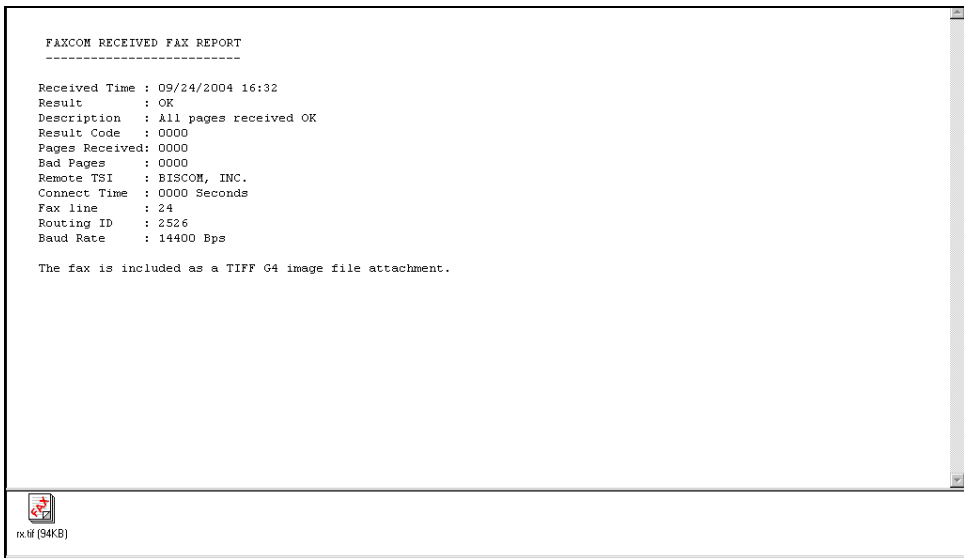


Figure 4-2. Reception Fax Report

The following information is displayed:

TSI Received – ID of sending fax machine

Pages Received – number of pages received

Connect Time – length of time to receive the fax (in seconds)

Receive Time – time the reception began

DID Received -- Direct Inward Dial digits received with the fax

Fax Port – FAXCOM server fax port on which the fax was received

Error Code – unique identifying number assigned by the fax service to track the fax

Job ID – error code for an unsuccessful transmission; a code of 0000 indicates the transmission was successful

Faxcom – specific FAXCOM Server where the fax was received

View the Fax

On the Reception Fax Report screen (Figure 4-2), double-click the icon for the



attached fax image to open the received fax with the FAXCOM Viewer application (Figure 4-3).

Note: *Faxes received as PDF files are opened in Adobe Acrobat.*

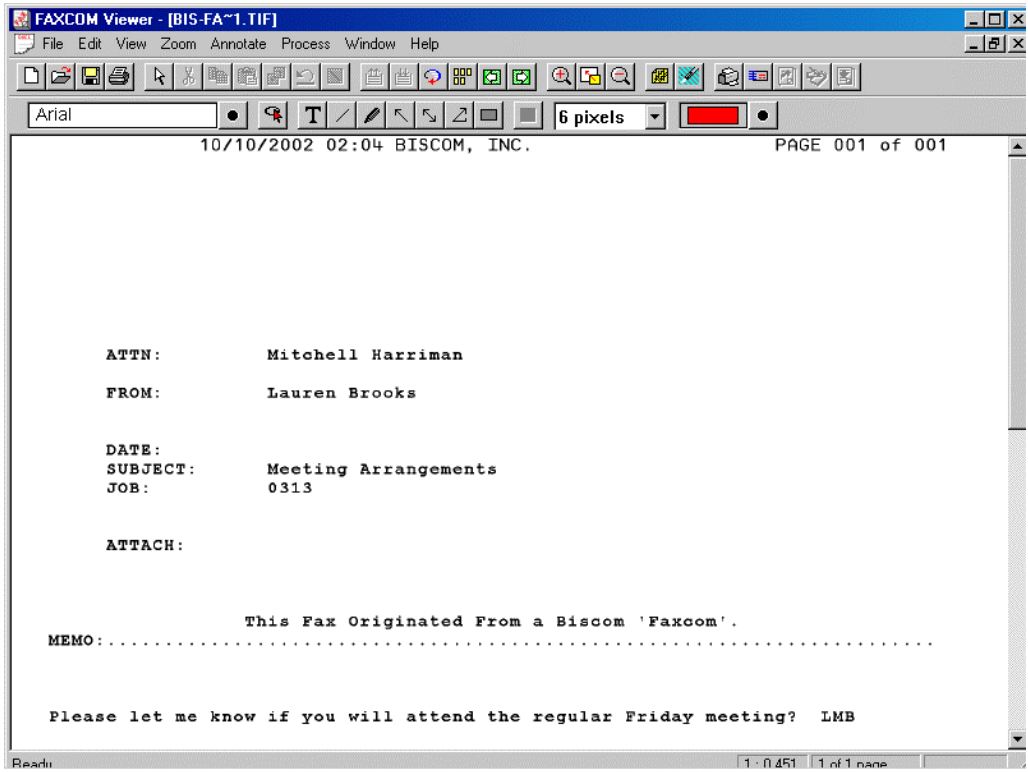


Figure 4-3. Fax Displayed by FAXCOM Viewer

Use FAXCOM Viewer as described below to perform such functions on TIFF-compatible images as:

- Displaying the pages as thumbnail images that can be moved, reordered, and stacked
- Resending faxes
- Rotating pages to any angle
- Annotating pages
- Touching up faxes with pixel granularity
- Scanning in new documents
- Overlapping two documents/pages/image areas


Work With Documents

Once you have invoked FAXCOM Viewer (either directly by selecting *Start...Programs...FAXCOM Client...FAXCOM Viewer* or by double-clicking the icon

for a received fax image), you can create and open additional documents, and even overlap two documents.


This section describes the basic procedures for working with document files.

Create a New Blank Document


- Either click **New** , or on the **File** menu click **New**.

A blank TIFF image document, called *Unnamed*, is displayed in a new window.

Open a Document

1. Either click **Open** , or on the **File** menu click **Open** to open an existing TIFF image document.
2. In the *Look In* box, click the location of the document.
3. In the area below the *Look In* box, double-click the appropriate folder.
4. Double-click the document name to open it (or type the name in the *File Name* box).

Close a Document

1. Either click **Close** , or from the **File** menu click **Close**.

If you have made changes to the document, you are prompted whether to save the changes.

2. Click *Yes* or *No* as appropriate.

If you have used any of the Annotation tools (except the Text tool) to make changes, you are prompted whether you want to merge the annotations with the original image).

3. Click *Yes* to make the annotations permanent by fusing them to the page; click *No* if you do not wish to retain any lines or highlighting you have added.


Text you have input is automatically saved and merged.

4. Click *Yes* to make the annotations permanent by fusing them to the page; click *No* to close the document without retaining the annotations.

Fax and Forward a Document

Fax a Document

While you are viewing a fax, you can fax it to any specified fax recipient(s).

1. To send a fax of the image you are currently viewing, either click **Send Fax**  or on the **File** menu click **Send Fax**.

In full-page view, you are prompted to specify whether to send all pages in the document, or to enter a specific page range to be sent.

In thumbnail view, you are prompted to specify whether to send all pages in the document, to send selected pages, or to enter a specific page range to be sent.

2. Select the appropriate option and click **OK** to be automatically transferred to your Mail client New Message window in order to address the fax, specify transmission options, create a cover page memo, etc.

Note: *The Forward Fax, Add Fax Note, and Get Next Unread Fax selections on the File menu are grayed out since they are available only for the FAXCOM Client program.*

Forward the fax to an email Recipient

1. Either click  or select **Send to Mail Recipient** from the **File** menu, or right-click and select **Send Fax to Mail Recipient** from the shortcut menu.

You are automatically transferred to your Mail client New Message window with an attachment icon for the fax.

2. Address and send the fax as you would any email message.

Release a Fax

Note: *The capability to preview the message before sending is available to Mail client users only if they have also installed the FAXCOM Client application.*

When you check the *Preview message before sending* check box on the Fax Options and Sender Information dialog (Figure 3-2) you are able to preview the fax before it is actually transmitted. You then preview the fax by accessing the Pending queue, selecting the appropriate fax entry, and, when the Status displays **Ready for PREVIEW**, right-clicking and selecting Preview from the shortcut menu to display the fax in FAXCOM Viewer.

Once you have previewed the fax, you release it for transmission by selecting **File...Release Fax** on the **File** menu.


Rename a Document

1. On the **File** menu click **Save As**.


The *Save as* dialog box is displayed.

2. To save the file in a new location, enter the location in the *Save in* box; to rename the document, enter the new name in the *File name* box.
3. Click the **Save** button.

Reverse the Previous Action

- Either click **Undo** , or on the **Edit** menu click **Undo**.
(The Undo function is grayed out if the most recent action cannot be reversed.)

Save Changes to a Document

1. Either click **Save** , or on the **File** menu click **Save**. All pages of the document are automatically saved.
2. If you have used any of the Annotation tools (except the Text tool) to make changes, you are prompted whether you want to merge the annotations with the original image).
3. Click *Yes* to make the annotations permanent by fusing them to the page; click *No* to retain the annotations as an overlay on the original image that can still be modified (resized, copied, moved, etc.).

Text you have input is automatically saved and merged.

If you are in Thumbnail mode, you are prompted whether to save all pages, save the selected pages, or save the page range you specify.

4. Select the appropriate radio button and click **OK**.
5. To be able to assign a new name to a document, or save it in another file location, click **Save As** (rather than **Save**) and enter the new name in the *File name* box, and the new location in the *Save in* box.

Launch an External Application

On the **File** menu click **Run External Application** to be able to launch an application external to the FAXCOM Viewer – such as an Optical Character Recognition (OCR) program. The Run external application box is displayed, prompting you for which external application to run, and informing you that the document you are currently viewing in FAXCOM Viewer has been saved as C:\TEMP\currimg.tif.

Either enter the path to the external application in the *External application pathname* text box, or click the **Browse** button to display the *Open* box and select the file to open. Click the **Run** button to launch the application.

If you have launched an OCR program, you can then open the document you are currently viewing, saved as C:\TEMP\currimg.tif, to perform OCR on it.

Show/Hide the Status Bar

The status bar is a horizontal area below the image window that provides information about the current state of what you are viewing in the window, such as the function of a toolbar button, page count, page currently displayed and annotation tool in use.

1. *To show the Status Bar*, on the **View** menu click **Show Status bar**.

A checkmark is displayed next to the command to indicate the toolbox is displayed.

2. *To hide the Status Bar*, on the *View* menu click **Show Status bar** (when a checkmark is displayed next to the command).

A checkmark is no longer displayed next to the command to indicate the status bar is not displayed.

Show/Hide the Toolbar

In addition to the standard Windows buttons (such as **New, Open, Save, Print, Cut, Copy, Paste**, etc.), the Toolbar includes buttons you click to select an area, rotate the image, display a thumbnail image of all pages, go to previous/next page, zoom the image, touch up the image, erase, scan, and send a fax.

1. *To show the Toolbar*, on the **View** menu click **Show Toolbar**.

A checkmark is displayed next to the command to indicate the Toolbar is displayed.

2. *To hide the Toolbar*, on **the View** menu click **Show Toolbar** (when a checkmark is displayed next to the command).

A checkmark is no longer displayed next to the command to indicate the Toolbar is not displayed.

Show/Hide the Annotation Toolbox

The Annotation toolbox includes buttons you click to insert text, draw lines and curves, highlight a rectangular area and select the color for your annotations.

1. *To show the Annotation toolbox*, on the **View** menu click **Show Annotation Toolbox**.

A checkmark is displayed next to the command to indicate the toolbox is displayed.

2. *To hide the Annotation toolbox*, on the **View** menu click **Show Annotation Toolbox** (when a checkmark is displayed next to the command).

A checkmark is no longer displayed next to the command to indicate the toolbox is not **displayed**.

Overlap Background and Foreground

You can open multiple documents in FAXCOM Viewer and then specify one as the foreground and one as the background. You can then process the foreground image without affecting the background image.

Note: You can also overlap two pages in one document, and even overlap a page on itself.

1. Open one or more documents.
2. On the **Window** menu, click either **Tile Horizontally** or **Tile Vertically** to display all open documents simultaneously.
3. On the **Process** menu, click **Overlap**.
4. With one of the documents selected as the active document, in the Overlapping dialog click the appropriate button: either **Foreground** or **Background**.
5. Click another of the documents to make it the active document, and in the Overlapping dialog click the other button, i.e., if you clicked **Foreground** for the first document, click **Background** for the second; if you clicked **Background** for the first document, click **Foreground** for the second.

The Overlapping dialog box automatically closes.

6. Maximize the document with the overlapping images, and work with it as appropriate.
7. To move the foreground image over the background image, on the **Process** menu click **Shift Foreground**. Specify the number of pixels to move the image and the direction (*Up, Down, Left, Right*), and click **OK** to move the image the specified amount and direction.
8. To end the **Overlap** function, on the **Process** menu, click **Finish Overlap**.

Shift the Foreground

When you are overlapping one document onto another, you can move the foreground image by specifying the amount to move it and the direction.


1. With one image overlapping another, on the **Process** menu click **Shift Foreground**.
2. In the box that is displayed, specify the number of pixels to move the image and the direction (*Up, Down, Left, Right*) and click **OK**.

Scan and Print

The following sections explain how you can invoke scanning functions within FAXCOM Viewer, in addition to printing the displayed image.

Scan a Page


If you have a TWAIN-compatible scanner connected to your PC, and have installed the correct TWAIN drivers for your PC operating system, you can launch your scanner application from FAXCOM Viewer to automatically insert a scanned page in your document, as follows:

1. With a page inserted in the scanner sheet feeder (top edge down, printed side away from you), either click **Scan**  or on the **File** menu click **Scan...Start Scan**.
2. Follow the instructions on the screen, referring to your scanner documentation if necessary.

Once the page is scanned and ejected, you are returned to FAXCOM Viewer with the scanned page displayed as part of the document.

3. Use any of the FAXCOM Viewer capabilities to work with the scanned image. (If the image is displayed with white text on a black background, on the **Process** menu click **Invert**.)


Print a Document

1. Either click **Print** , or on the **File** menu click **Print**.
2. In the *Print* box, specify whether to print all pages in the document or a specified page range only. Click **OK**.

Work with Pages

The following sections explain the functions by which you can manipulate pages in the document being viewed.

Change the Page Fit

1. *To fit the page width to the window*, either click **Fit Width** , or on the **Zoom** menu click **Fit Width**.
2. *To fit the page length to the window*, on the **Zoom** menu click **Fit Length**.
3. *To fit the entire page length in the window*, on the **Zoom** menu click **Fit Best**.
(Unlike **Fit Length**, whereby the page length is cut off when the window is reduced in size, **Fit Best** maintains the entire page length when the window is reduced in size.)
4. *To restore the page to its original size*, on the **Zoom** menu click **Original Size**.

Change the Page Order

When you are viewing all pages in Thumbnail mode, you can change the order of the pages within the document, as follows:

1. In Thumbnail mode, on the **View** menu click **Set Page Order** to display each page with a number indicating its page order within the total number of pages.
2. Click each page to change its order within the document.

Copy a Page

When you are viewing all pages in Thumbnail mode, you can copy a page, as follows:




1. *To copy a single page*, in Thumbnail mode, click a page and on the **Edit** menu click **Copy Page**.
2. *To copy multiple pages*, in *Thumbnail* mode, on the **Edit** menu first click **Stack**, stack the pages, click the stack and on the **Edit** menu click **Copy Page**.
3. *To insert the copied page/copied stack within the current document*, on the **Edit** menu click **Insert Page**.

Delete a Page


When you are viewing all pages in Thumbnail mode, you can delete a page (or stack of pages) and insert it in the current document, as follows:

1. *To delete a single page*, in Thumbnail mode, click a page and on the **Edit** menu click **Delete Page**.
2. *To delete multiple pages*, in Thumbnail mode, on the **Edit** menu first click **Stack**, stack the pages, click the stack and on the **Edit** menu click **Delete Page**.

Display a Document in Thumbnails

1. *To display all pages in a document*, either click **Thumbnail**  , on the **View** menu click **View All Pages**, or double-click a page displayed in full-screen mode.
2. *To exit Thumbnail mode*, either double-click any of the displayed pages, or click **Previous**  or **Next** .

Go to the Next/Previous Page

1. *To display the previous page*, either click **Previous**  , or on the **View** menu click **Previous**.

2. *To display the next page*, either click **Next** , or on the **View** menu click **Next**.

Go to the First/Last Page

1. *To display the first page*, on the **View** menu click **First Page**.
2. *To display the last page*, on the **View** menu click **Last Page**.

Go to a Specified Page

1. *To display a specific page*, on the **View** menu click **Go to Page**.
2. In the box that is displayed, click the specific page in the list and click **OK**.

Invert Background and Foreground Colors

On the **Process** menu, click **Invert** to cause a white background to be changed to black and black text to be changed to white (and vice versa).

Insert a Page


When you are viewing all pages in Thumbnail mode, you can copy a page (or stack of pages) and insert it in the current document, as follows:

1. *To copy a single page*, in Thumbnail mode, click a page and on the **Edit** menu click **Copy Page**.
2. *To copy multiple pages*, in Thumbnail mode, on the **Edit** menu first click **Stack**, stack the pages, click the stack and on the **Edit** menu click **Copy Page**.
3. *To insert the copied page/copied stack within the current document*, on the **Edit** menu click **Insert Page**.

Rotate a Page

To rotate a page 90° clockwise, you can either use a toolbar button or you can select the function from the **Process** menu.




Additional rotation functions are available from the **Process** menu.

1. *To rotate a page 90° clockwise*, either click **Rotate** , or on the **Process** menu, click **Rotate 90° CW**.
2. *To rotate a page 90° counter clockwise*, on the **Process** menu, click **Rotate 90° CCW**.
3. *To rotate a page 180°*, on the **Process** menu, click **Rotate 180°**.

4. *To rotate to a horizontal line*, on the **Process** menu, click **Rotate to Horz-line**. Draw the horizontal line and then click with the mouse. The page is rotated to the angle of the horizontal line you drew.
5. *To rotate to a vertical line*, on the **Process** menu, click **Rotate to Vert-line**. Draw the vertical line and then click with the mouse. The page is rotated to the angle of the vertical line you drew
6. *To rotate to a specified angle*, on the **Process** menu, click **Rotate Any Angle**. You are prompted to specify the angle in the *Enter a rotating angle* box. Specify the angle and click **OK** to rotate the page to the specified angle.

Stack/Unstack Pages



When you are viewing all pages in Thumbnail mode, you can stack a group of pages and then be able to copy/insert/delete all pages in the stack, as follows:

1. *To stack all pages in their current page order*, in Thumbnail mode, select all pages by holding down the shift key while you click each page.
2. Either click **Stack** , or on the **Edit** menu click **Stack**. The pages are stacked automatically.
3. *To stack specified pages in a specified order*, in Thumbnail mode, click one page and then either click **Stack** , or on the **Edit** menu click **Stack**.
4. As appropriate, click and drag any page and place it on top of any other page.
5. *To unstack a stack of pages*, either click **Unstack** , or on the **Edit** menu click **Unstack**.

Manipulate an Image

The following section describes how you can manipulate an image by enlarging or reducing the image.

Zoom an Image


1. *To enlarge the image by 10%*, either click **Expand** , or on the **Zoom** menu click **Expand**.
2. *To reduce the image by 10%*, either click **Reduce** , or on the **Zoom** menu click **Reduce**.
3. *To return the image to its original size*, on the **Zoom** menu click **Original Size**.

Work with Selected Areas of a Page

The following sections describe how you can manipulate a portion of a displayed image.

Copy and Move Page Elements


You can select an element of a page and then copy it or move it.

1. Either click **Select** , or on the **Edit** menu, click **Select**.
2. In the document window, press the left mouse button and drag the mouse to drag the selection window around the page element. Release the mouse button to display a shorthand menu.
3. Make the appropriate selection.
4. *If you selected Copy*, on the **Edit** menu, click **Paste**. Drag the selection to the desired location and click the left mouse button to position the element.
If you selected Move, drag the selection to the desired location and click the left mouse button to position the element.

Erase an Image Area


To clear the area of the image over which you drag an eraser, you can either use a toolbar button or you can select the function from the **Process** menu.

Additional eraser functions are available from the **Process** menu.


1. *To clear the area of the image over which you drag an eraser*, either click **Eraser**  or on the **Process** menu click **Eraser**. Hold down the left mouse button and drag the mouse to erase the area below the eraser. Click the right mouse button to end the eraser mode.
2. *To draw a rectangular area to be erased*, on the **Process** menu click **Erase in Rectangle**. Hold down the left mouse button and drag the mouse to define the rectangular area. Release the button to erase the part of the image enclosed in the rectangle.
3. *To draw an area within a polygon to be erased*, on the **Process** menu click **Erase in Polygon**. Hold down the left mouse button and drag the mouse to define the polygon. Double-click the button to erase the part of the image enclosed in the polygon.

Note: *If you erase an area and then immediately decide you want to retain the erased area, on the Edit menu click Undo. Or, if you decide later in the editing process to retain the erased area, when you close the file and are prompted if you want to save the changes, click No.*

Save a Partial Image

1. Either click **Select** , or on the **Edit** menu click **Select** to define a rectangular area.
2. Either select **Save Image from** the shortcut menu that is displayed, or from the **File** menu click **Save Partial Image**.
3. In the *Save As* dialog box that is displayed, enter the name for the new image document in the *File name* box, and its location in the *Save in* box.

Manipulate an Area of a Page

1. *To define a rectangular area of a page*, either click **Select** , or on the **Edit** menu click **Select**.
2. Drag the selection tool to define the area and display a shortcut menu with the following functions:

Fit to Window – fits the width of the defined area to the window

Cut – removes the defined area


Copy – copies the defined area

Move – lets you drag the defined area and then click to position it in another location

Zoom – lets you resize the defined area by dragging its selection handles and endpoints (function also available when you click **Zoom** on the **Edit** menu)

Save Image – displays the *Save As* dialog box in order to save the defined area as a new file (a function also available when you click **Save Partial Image** on the **File** menu)

Touch up an Image










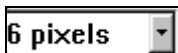

1. *To edit a portion of the image displayed in FAXCOM Viewer*, either click **Touch Up**  or on the **Process** menu click **Touch Up**.
2. Position the selection box over the portion of the image to be zoomed and click with the left mouse button to zoom the selected portion of the image.
3. As appropriate, click the mouse in a square of the zoomed image grid to clean up the image – either by adding black or removing black from a square.
4. When done, click the **Close** button icon to close the zoomed portion of the image.

Work with Annotations

The following sections explain how you can add text, lines and highlighting to a document being viewed.

Annotate a Document

On the **Annotate** menu, or from the **Annotation toolbox**, you can click any of the following functions to:

	select your annotation (to move, modify or remove it)
	add text
	draw straight lines
	draw curved lines (also called Freehand)
	draw a line ending with an arrowhead
	draw a line beginning and ending with an arrowhead
	draw a line that branches off at different angles
	highlight a rectangular area
	delete a selected annotation
	select line thickness
	select the color of annotations

Show/Hide the Annotation Toolbox


The Annotation toolbox includes buttons you click to insert text, draw lines and curves, highlight a rectangular area and select the color for your annotations.

1. *To show the Annotation toolbox*, on the **View** menu click **Show Annotation Toolbox**.
A checkmark is displayed next to the command to indicate the toolbox is displayed.
2. *To hide the Annotation toolbox*, on the **View** menu click **Show Annotation Toolbox** (when a checkmark is displayed next to the command).

A checkmark is no longer displayed next to the command to indicate the toolbox is not displayed.





Select an Annotation

In order to move, modify, or remove an annotation, you must first select it, as follows:


1. Either click **Pick Up** , or on the **Annotate** menu click **Pick Up**.
2. Click the annotation (i.e., lines or text you have entered).
3. As appropriate, drag the annotation to move it, modify it (by changing the color and thickness of lines, and the font, size and style of text), press **Delete** to remove it.

Modify an Annotation

You can modify a line you have added by changing its color and thickness. You can modify text you have added by changing its font, size and style, as follows:

1. Select the annotation, either by clicking **Pick Up** , or on the **Annotate** menu clicking **Pick Up**.
2. Click the annotation (i.e., lines or text you have entered).
3. *To change the thickness of a line*, either click **Thickness** , or on the **Annotate** menu click **Change Line Thickness**.
4. *To change the font size and style of text*, either click **Font Size** , or on the **Annotate** menu click **Change Font**.
5. *To change the color of lines and text*, either click **Color** , or on the **Annotate** menu click **Change Color**.

Make Annotations Permanent

1. Either click **Save** , or on the **File** menu click **Save**.
2. If you have used any of the Annotation tools (except the Text tool) to make changes, you are prompted whether you want to merge the annotations with the original image).
3. Click *Yes* to make the annotations permanent by fusing them to the page; click *No* to retain the annotations as an overlay on the original image that can still be modified (resized, copied, moved, etc.).

Text you have input is automatically saved and merged.

4. *To be able to assign a new name to a document, or save it in another file location, click **Save As** (rather than **Save**) and enter the new name in the File name box, and the new location in the Save in box.*

Merge Annotations

When you attempt to save a document, and have used any of the Annotation tools (except the Text tool) to make changes, you are prompted whether you want to merge the annotations with the original image.

Click *Yes* to make the annotations permanent by fusing them to the page; click *No* to retain the annotations as an overlay on the original image that can still be modified (resized, copied, moved, etc.).


Text you have input is automatically saved and merged.

Add Text

1. *To add text to a document, either click **Text** , or on the **Annotate** menu click **Text**.*

2. *To specify the font size and style, either click **Font Size***

, or on the **Annotate** menu, click **Change Font** and make your selections.


*To specify the font color, either click **Color** , or on the **Annotate** menu, click **Change Color** and make your selection.*

3. *Type your text, and either click **Pick Up** , or on the **Annotate** menu click **Pick Up** to select it and apply your color selection.*

4. *Click the text.*

5. *To change the font size and style, either click **Font Size***

, or on the **Annotate** menu, click **Change Font** and make your selections.

*To change the font color, either click **Color** , or on the **Annotate** menu, click **Change Color** and make your selection.*


6. *To move or remove the text, either click **Pick Up** , or on the **Annotate** menu click **Pick Up**.*


7. *Click the text you have entered.*


8. As appropriate, drag the text to move it or press **Delete** to remove it.

Draw Lines



1. *To draw a straight line*, either click **Line**  or on the **Annotate** menu click **Line**.

To draw a line with one arrow, either click **1-Arrow Line**  or on the **Annotate** menu click **Line with 1 Arrow**.

To draw a line with two arrows, either click **2-Arrow Line** , or on the **Annotate** menu, click **Line with 2 Arrows**.

To draw a curved line (also referred to as free hand), either click **Free Hand** , or on the **Annotate** menu click **Free Hand**.

To draw a line that branches at an angle, either click **Polyline** , or on the **Annotate** menu click **Polyline**.


2. *To specify the line width and color*, either click **Color**  , or on the **Annotate** menu click **Change Color**.



3. *To move or remove the line*, either click **Pick Up** , or on the **Annotate** menu click **Pick Up**.

4. Click the line.

5. As appropriate, drag the line to move it or press **Delete** to remove it.

Draw a Free Hand Line

1. *To draw a curved line* (also referred to as free hand), either click **Free Hand** , or on the **Annotate** menu click **Free Hand**.

2. *To specify the line width and color*, either click **Color**  , or on the **Annotate** menu click **Change Color**.


3. *To move or remove the line*, either click **Pick Up** , or on the **Annotate** menu click **Pick Up**.

4. Click the line.



5. As appropriate, drag the line to move it or press **Delete** to remove it.

Draw a Filled Rectangle

Highlighting a rectangular area draws a filled rectangle, as follows:


1. Either click **Highlight**, or on the **Annotate** menu, click **Highlight**.
2. *To specify the highlight color*, either click **Color** , or on the **Annotate** menu, click **Change Color** and make your selection.



Highlight an Area

1. *To highlight a rectangular area*, either click **Highlight** , or on the **Annotate** menu, click **Highlight**.
2. *To specify the highlight color*, either click **Color** , or on the **Annotate** menu, click **Change Color** and make your selection.

Note: Yellow is the recommended color for highlighting.

Delete an Object

To remove a selected annotation, either click **Pick Up** , or on the **Annotate** menu click **Pick Up**. Press the **Delete** key.

You can also click **Pick Up** , or on the **Annotate** menu click **Pick Up**, then click **Delete Object** .

Use a Rubber Stamp Annotation

The Rubber Stamp function enables you to stamp the image with a previously-created Bitmap or TIFF file. You can also include the date and/or time as part of the stamped image.

1. On the **Annotate** menu, select **Stamp**.
2. Click the **Browse** button and select the stamp file (.bmp or .tif) from your file listing and be returned to the Select a Stamp dialog box.

Even though the stamp will be displayed as a black and white image, you can select a color image as long as it contains less than 256 colors.

3. *To add the current date to the selected stamp file*, click the **Font** button to select the appropriate font style and size, then click the **Date** button; click the left mouse button to position the date on the stamp image preview, then click **OK**.

4. *To add the current time to the selected stamp file*, click the **Font** button to select the appropriate font style and size, then click the Time button; click the left mouse button to position the time on the stamp image preview, then click **OK**.
5. To add only the selected stamp file, click **OK**.
6. Position the stamp frame where you want it and then click the left mouse button to fix it in place.

Chapter Five: Use the FAXCOM Client

Your fax service administrator may have given you access to a version of Biscom's FAXCOM Client that includes just the Pending Queue and Activity Log. The Pending Queue lists all faxes queued for transmission and enables you to see what place your jobs occupy in the queue. You can select your own jobs and make last-minute changes to transmission status and destination fax number. The Activity Log lists all attempted fax transmissions, both successful and unsuccessful, and any received faxes for the fax service.

Use the Pending Queue

Do the following to manage your own faxes in the Pending Queue:

1. Select *Start...Programs...FAXCOM...FAXCOM Client* and either click the **Pending Queue**

toolbar button  or select **Pending Queue** from the **View** menu.

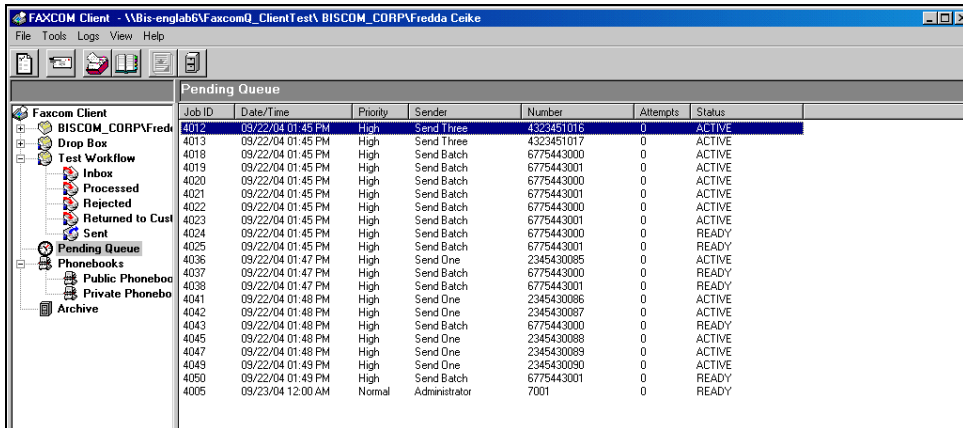


Figure 5-1. The Pending Queue

2. If appropriate, click the column headings to toggle between an ascending/descending sort.
3. To add/remove columns, right-click anywhere in the Pending Queue and select **Add/Remove Columns** from the shortcut menu; in the Select Columns dialog box that is displayed, select the *Display Selected Columns* radio button, then check/uncheck the specific columns to add/remove. Click **OK** to be returned to the Pending Queue with your selections enabled.

The columns are:

Job ID – four-digit number used to track a fax

Date/Time – when the fax is to be transmitted

Priority – specified for the transmission

Sender – Originator of the fax

Number – destination fax number

Attempts – number of transmission attempts already executed

Status – condition of the fax entry, either:

Ready – to be delivered to the FAXCOM fax server

Active – already delivered to the FAXCOM fax server

Hold – kept from being delivered to the FAXCOM fax server. If you put an Active job on hold, the Status is indicated as Act/Hld, and further retries are prevented after the current transmission attempt concludes.

If you chose to preview the message before sending, the following additional status conditions apply:

Submitting PREVIEW

Preparing PREVIEW

Ready for PREVIEW

4. *To print the Pending Queue*, right-click anywhere within the queue to display the shortcut menu and select **Print** to display the Print dialog box. Click **OK** to send the Pending Queue to the selected printer.
5. If desired, right-click and select **Only User's Faxes** from the shortcut menu to display only your jobs.
6. *To change the destination fax number, transmission priority or the time of transmission*, highlight an entry – or entries – and right-click to display the shortcut menu; select **Change** to display the Change Pending Queue Entry dialog box (Figure 5-2) or the Change Multiple Queue Entries dialog box (Figure 5-3).

If you selected only one entry:

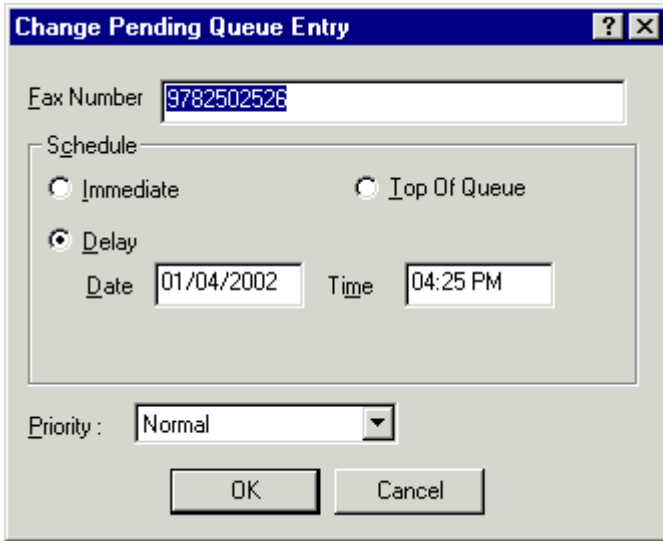


Figure 5-2. Change Pending Queue Entry Dialog Box

In the Change Pending Queue Entry dialog box that is displayed, enter the new number. Click the appropriate **Schedule** button. If you selected **Delay**, enter the date and time of the delayed transmission.

In the **Priority** box, select another priority from the choices available to you. Click **OK** to be returned to the Pending Queue with the entry changed.

If you selected multiple entries:

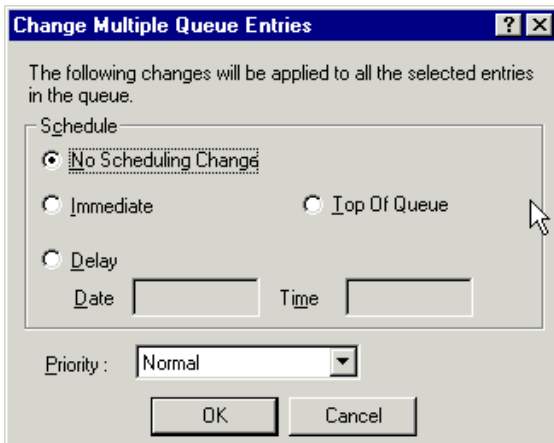


Figure 5-3. Change Multiple Queue Entries Dialog Box

Make the appropriate changes, being aware that the changes you make to Schedule and Priority apply to **all** selected faxes. You can, however, select the **No Change** radio button to retain the original scheduling specified for **each** fax.

7. *To place a fax on Hold*, highlight the entry/entries, right-click to display the shortcut menu and select **Hold**.

If you put a fax on Hold that was Active, the status changes to ACT/HLD, meaning no more retry attempts will take place after the current one.

If the current attempt is successful, or if it is the last retry attempt, the fax will be removed from the queue. If the current attempt fails and there are more retries, the fax will be put on Hold.

The purpose of holding an Active fax is to enable you to change or delete an active fax without being forced to monitor the Pending log to wait for the fax attempt to conclude.

8. *To release a fax from being on Hold*, highlight the entry/entries, right-click to display the shortcut menu and select **Release**.
9. *To delete one of your faxes*, highlight the entry/entries, right-click to display the shortcut menu and select **Delete**.
10. To preview an outgoing fax (**Exchange users ONLY**), select the appropriate fax entry for which the Status is *Ready for PREVIEW*. Right-click and select **Preview** from the shortcut menu. The fax is opened in the configured fax viewer.

Note: *The capability to preview the message before sending is NOT available to SMTP Gateway users.*

If you have opened the outgoing fax in FAXCOM Viewer, select **File...Release Fax** to actually send the fax – or you can exit back to the Pending Queue, select the fax entry, right-click and select **Release** from the shortcut menu.

If you have opened the outgoing fax in another fax viewer, exit the viewer and return to the Pending Queue. With the fax entry selected, right-click and select **Release** from the shortcut menu.

Specify the Refresh Interval

When using the Pending Queue, you can do the following to specify the interval to elapse before the display is automatically updated with the latest information:

1. Within the Pending Queue, select *File...Refresh Interval* to display the Refresh Interval dialog box (Figure 5-4).

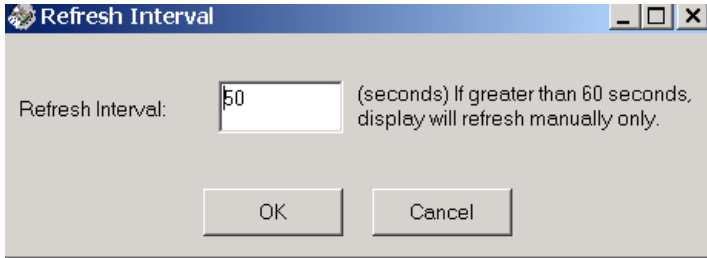


Figure 5-4. Refresh Interval Dialog Box

2. In the *Refresh Interval* box, specify the time in seconds to elapse before the display is automatically updated with the latest information. As explained in the dialog box itself, when you specify a value greater than 60 seconds, there is no automatic refresh and you must update the display manually. You update the display manually either by selecting *View...Refresh* or pressing F5.

View the Activity Log

Do the following to view the Activity Log:

- Select *Start...Programs...FAXCOM...FAXCOM Client* and either click the **Activity**



Log toolbar button or select **Activity Log** from the **View** menu.

Activity Log									
Job ID	Date/Time	Type	Retries	To	From	Pages	Code	Explanation	
5793	09/28/04 05:24 AM	RX	0000	Test WorkFlow	CLIENT TEST BAT...	0100	0000		
6349	09/28/04 05:35 AM	RX	0000	Test WorkFlow	CLIENT TEST BAT...	0100	0000		
5692	09/28/04 05:48 AM	RX	0000	Test WorkFlow	CLIENT TEST 3	0008	0000		
5690	09/28/04 05:50 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0003	0000		
5712	09/28/04 05:51 AM	RX	0000	Test WorkFlow	CLIENT TEST 3	0008	0000		
5703	09/28/04 05:52 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0005	0000		
5709	09/28/04 05:53 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0005	0000		
5705	09/28/04 05:53 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0003	0000		
5706	09/28/04 05:54 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0002	0000		
5717	09/28/04 05:55 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0002	0000		
5731	09/28/04 05:56 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0005	0000		
5727	09/28/04 05:56 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0005	0000		
5726	09/28/04 05:56 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0003	0000		
5722	09/28/04 05:56 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0002	0000		
5737	09/28/04 05:57 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0003	0000		
5749	09/28/04 05:58 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0005	0000		
5746	09/28/04 05:58 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0003	0000		
5735	09/28/04 05:58 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0002	0000		
5649	09/28/04 05:58 AM	TX	0000	4323451279	Send Three	0008	0000	ok	
5755	09/28/04 05:59 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0003	0000		
5740	09/28/04 05:59 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0002	0000		
5695	09/28/04 05:59 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0005	0000		
5671	09/28/04 05:59 AM	TX	0000	2345430541	Send One	0005	0000	ok	
5765	09/28/04 06:00 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0005	0000		
5674	09/28/04 06:00 AM	TX	0000	4323451280	Send Three	0008	0000	ok	
5763	09/28/04 06:01 AM	RX	0000	Test WorkFlow	CLIENT TEST 1	0002	0000		
5600	09/28/04 06:01 AM	TX	0000	6775443001	Send Batch	0005	0000	ok	
5678	09/28/04 06:01 AM	TX	0000	2345430543	Send One	0003	0000	ok	
5661	09/28/04 06:01 AM	TX	0000	6775443000	Send Batch	0003	0000	ok	
5688	09/28/04 06:02 AM	TX	0000	2345430547	Send One	0005	0000	ok	
5687	09/28/04 06:02 AM	TX	0000	2345430546	Send One	0003	0000	ok	
5682	09/28/04 06:02 AM	TX	0000	2345430544	Send One	0005	0000	ok	
5684	09/28/04 06:02 AM	TX	0000	2345430545	Send One	0002	0000	ok	

Figure 5-5 The Activity Log

The following information is included:

Job ID – four digit Job ID of the fax. A transmitted fax retains the same job ID, regardless of how many attempts at transmission. When the Job ID reaches 9999, numbering restarts at 0001.

Date/Time – completed date and time of the fax

Type – function type: Tx for a transmission attempt; Rx for a received fax

Retries – how many retry attempts have been made to transmit the fax, not including this entry. This field is preceded by an asterisk when the attempt is the final one.

To – destination fax number of a transmitted fax, or the name of the Fax Router for a received fax

From – name of the originator of a transmitted fax, or FAXCOM, for a received fax

Pages – number of pages of the fax

Code – error code for a transmission. A code of 0000 indicates the transmission was successful. Refer to the “Status Codes and Explanations” section in Chapter Three for a full explanation of the error code abbreviations.

Explanation – four-letter abbreviation for the error code, if the transmission was unsuccessful. For example, tone, indicates no dial tone was detected. Refer to the “Status Codes and Explanations” section in Chapter Three for a full explanation of the error code abbreviations.

Connect – amount of time in seconds on the phone line to transmit the fax

Speed – baud rate of the transmission

Chapter Six: Install and Use the Mail Merge Utility

The Mail Merge for Word utility enables you to merge and fax customized documents prepared from a main document and a data source. Do the following to install and use the utility:

Install the Mail Merge Utility

To install the Mail Merge utility you simply click the Mail Merge for Word installation document, to cause a document template to be automatically copied to the appropriate template directory.

1. Double-click the FAXCOM_Client_Mail_Merge.doc item made available to you by your fax service administrator. The following Security Warning is displayed (Figure 6-1):

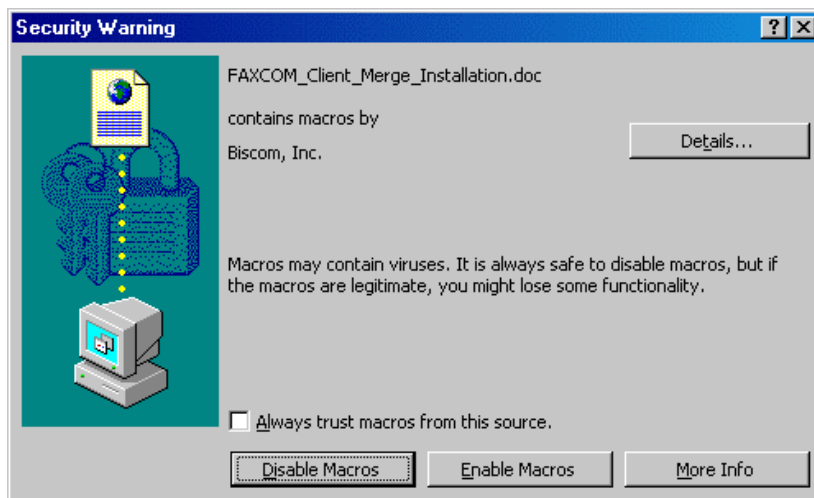


Figure 6-1. Security Warning

2. Click the **Enable Macros** button to continue and open the document, which is shown in Figure 6-2.

Note: *XP users must check the Always trust macros from this source check box in order to activate the Enable Macros button.*

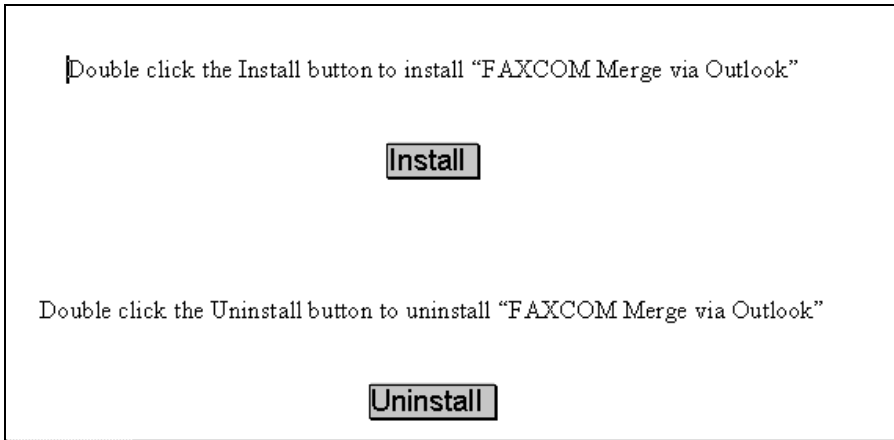
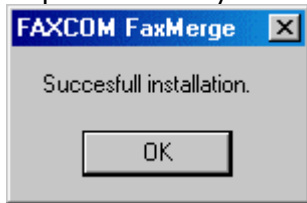


Figure 6-2. FAXCOM_Outlook_Mail_Merge.doc

3. Double-click the **Install** button to automatically copy the template to the appropriate template directory and display the following successful installation



confirmation

In addition, the **FAXCOM Merge via Outlook** selection is added to the **Tools** menu within MS Word.

*Note: To uninstall the utility, follow the steps immediately above, with the one exception being that you click the **Uninstall** button.*

Use the Mail Merge for Word Utility

Do the following to merge and fax your documents:

1. Create your data source. Make sure that you include **Fax Number** as one of the data items. (This is the only data item required by the FAXCOM Mail Merge utility in order to fax the customized merged document.)
2. Within MS Word, create your main document with the appropriate **Merge Fields**.
3. Within the main document, select *Tools...FAXCOM Merge via Outlook* to display the FAXCOM FaxMerge Mappings dialog box (Figure 6-3).

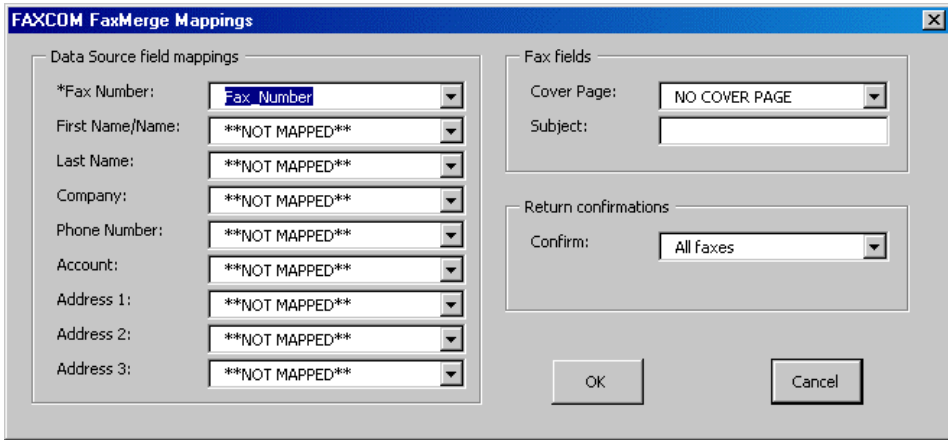


Figure 6-3. FAXCOM FaxMerge Mappings Dialog Box

4. In the *Fax Number* box (marked with an asterisk as the only field required for faxing), select the **Fax_Number** data item from the drop-down list of Merge Fields, as shown in Figure 6-4.

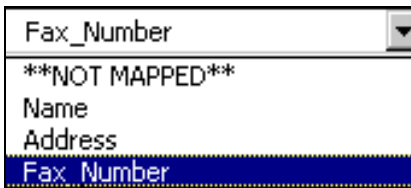


Figure 6-4. Fax Number Mapping

5. To include a cover page, in the Cover Page box, change the default of NO COVER PAGE to DEFAULT COVER PAGE or select a specific named cover page. You can then specify a Subject to be displayed on the cover page.

To select the fields to be displayed on the cover page, in the Data Source field mappings area, change the default of NOT MAPPED to the appropriate field. For example, to print the recipient's name on the cover page, in the *First Name/Name* box change the value of NOT MAPPED to **Name**, as shown in Figure 6-5.



Figure 6-5. Name Mapping

6. To specify the circumstances by which you receive a return status for the fax transmission, in the Return Confirmations Return box, select either *All faxes* or *Failed faxes only*.

Click **OK** to send the fax.

A prompt such as that displayed in Figure 6-6 is displayed.

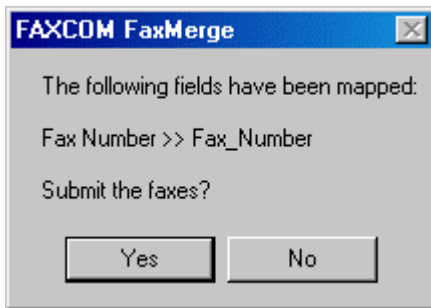


Figure 6-6. FAXCOM FaxMerge Prompt

7. Click **Yes** to submit the faxes. Depending on what you selected for Return Confirmations, you will receive a confirmation for all faxes sent or failed faxes only.

For each fax that you submit, the following Microsoft Outlook message (Figure 6-7) may be displayed.

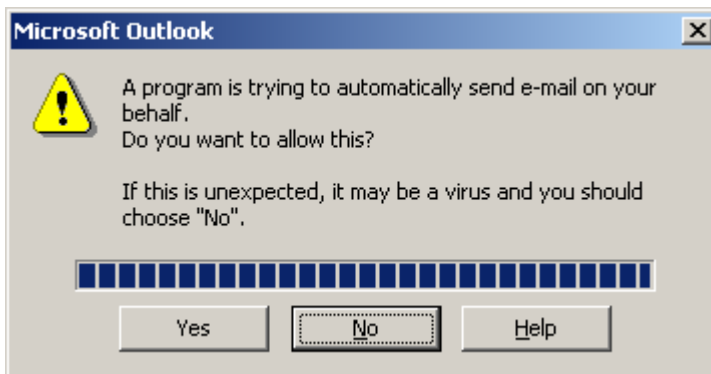


Figure 6-7. Microsoft Outlook Message

11. Click **Yes** to continue and submit the fax.

Note: Outlook displays this warning to protect you against the possibility that a virus may be the "program" that is attempting to send a message. Since you know that the program attempting to send the message is the FAXCOM Mail Merge program and the message transmission is "expected" rather than "unexpected," you can safely press Yes. Unfortunately, there is no way that the FAXCOM Mail Merge program can prevent this message from being displayed for each document you are attempting to fax if you are running Outlook SR-2 or higher.

Appendix A: Advanced Addressing Parameters and Fax Addressing Examples for SMTP Gateway Users

Table A-1 below shows all of the commands and their functions.

Parameter	Value
NUM, NUMBER or PHONE	Phone number of recipient; this is the only required field
RES or RESOLUTION	Resolution of fax, where "D" is high resolution, "S" is low resolution (and the default is the default resolution configured by the fax service administrator)
AT or TIME	Time at which to send fax, where "I" or "N" is Immediate, "O" is Offpeak and HHMM + D is an actual time; default is Immediate
COVER or COVERPAGE	Cover page to use. "(None)" or no data stand for no cover page; default is the default cover page configured by the fax service administrator
NAME, TO, ATTENTION or ATTN	Name of recipient
FROM	Override email's sender full name - used for cover page creation
COMPANY	Recipient's company
ADD1	Recipient's address 1 field
ADD2	Recipient's address 2 field
ADD3	Recipient's address 3 field
VOICE	Recipient's voice phone number
ACCOUNT	Recipient's account number
PRIORITY	Priority of fax, where "L" is Low priority, "N" is Normal priority, "H" is High priority, "U" is Urgent priority; default is Normal priority
CONFIRM	Specifies when to send back a status email to the originator, where "all" always sends back status email; "fail" sends back status email only if the fax fails; "good" sends back status email only if the fax succeeds, "none" never sends back a status email; default is value configured by the fax service administrator
RETURNMSG	Specifies when to append the original message to the status email sent back to the originator, where "all" appends the message every time a status email is returned; "fail" appends the message only with status email messages for failed faxes; "good" appends the message only with status email messages for successfully-transmitted faxes, "none" never returns the original message; default is value configured by the fax service administrator
RETURNID	If present, this string is returned in the return status under the keyword: Return Id. It can also be inserted on the return status subject field.
COMMENT or COMMENTS	Used to insert a one-line note on the cover page (use underscores to indicate spaces). Accessed by new cover page PDL command: NOTE

Parameter	Value
XHDR_	XHDR_ provides a mechanism for adding extra headers to the envelope that is created when the job is submitted to the gateway. The format is: XHDR_key=value. For e.g., to add the sender's company, insert XHDR_Snd_Company=Biscom.*

* The following is a list of valid XHDR_ extensions:

XHDR_Snd_address1

XHDR_Snd_address2

XHDR_Snd_address3

XHDR_Snd_company

XHDR_Snd_fax

XHDR_Snd_voice

Specify XHDR_key Values in a File

If including XHDR_key values in the email address creates problems because the string is too long, you can include the information in a file named FaxcomSmtplib.info and send it as an attachment. The format is a multi-line text file with each line being:

XHDR_key=value

Examples:

Address string:

Address string:

fax=/NUM=222/NAME=me/XHDR_Snd_company=Biscom/XHDR_Snd_address1=321_Billerica_Rd@biscom.com

FaxcomSmtplib.info file:

XHDR_Snd_company=Biscom

XHDR_Snd_address1 = 321 Billerica Rd

Message Addressing Examples

Example 1, Fax to One Recipient:

To: FAX=/Name=John Doe/NUM=567-9803/Res=D/AT=2300@fax.biscom.com

Transmits a fax message addressed in the cover page to John Doe, at the fax number, 567-9803, in Detail resolution, and queued by the system for transmission at 11:00 PM; the domain name is fax.biscom.com

Example 2, Fax to Multiple Recipients:

To: FAX=/NUM=671-0056@fax.biscom.com, FAX=/NUM=250-3320@fax.biscom.com

Transmits a broadcast fax to two recipients. The first string transmits to the fax number, 671-0056, immediately, at the default Detail resolution. The To field on the cover page would specify 671-0056 as the fax recipient, and the fax transmission log would display 671-0056 in its To field; the domain name is fax.biscom.com. The second string transmits to the fax number, 250-3320, immediately at the default Detail resolution. The To field on the cover page would specify 250-3320 as the fax recipient, and the fax transmission log would display 250-3320 in its To field; the domain name is fax.biscom.com.

Example 3, Fax Scheduled for Offpeak Transmission:

To: FAX=/Name=John Doe/NUM=456-5677/AT=o@fax.biscom.com

Transmits a fax message addressed in the cover page to John Doe, at the fax number, 456-5677, at the default Detail resolution, queued by the system for transmission at the time specified by the fax service administrator as Offpeak; the domain name is fax.biscom.com

Example 4, Fax Scheduled for Delayed Transmission:

To: FAX=/Name=John Recipient/NUM=1-567-9803/AT=2000+1@fax.biscom.com

Transmits a fax message addressed in the cover page to John Recipient, at the fax number, 1-567-9803, at the default Detail resolution, queued by the system for transmission at 8:00 PM, plus one day delay; the domain name is fax.biscom.com

Example 5, Fax with Return Message Value:

FAX=/NUM=5551212/NAME=John_Emergency/COMPANY=Emergency_Co/PRIORITY=U/RETURNMSG=fail@emergency.com

Queues a fax job to “John Emergency” at 555-1212, from the “Emergency Co” company. The job will be queued with urgent priority, and if the fax fails, the original message is appended to the status report when it is sent back to the originator. Note that the underscores will be converted to spaces.

Example 6, IP Fax T.37-Compliant Addressing:

Either:

To: FAX=1-303-450-3324@biscom.com

Transmits a fax message to the fax number, 1-303-450-3324, using the Offramp gateway, biscom.com.

To: FAX=1-303-450-3324/ATTN=Joe Doe@biscom.com

Transmits a fax message addressed in the cover page to Joe Doe, at the fax number, 1-303-450-3324, using the Offramp gateway, biscom.com.

Note: be aware that while the SMTP Mail Client supports the T.37-compliant addressing standard as an Offramp gateway, it does not function as an Onramp gateway.