

INTRODUCTION FOR USERS



HELLO!

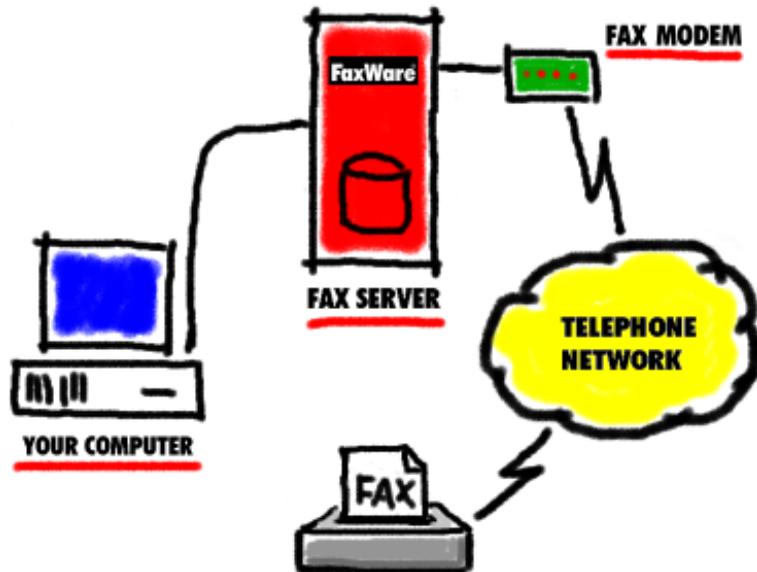
Welcome to the nice new world of simple and quick office communication. Thanks to the connection of your workstation to an efficient FaxWare network server, you have access to a quick and unbelievably convenient fax system. These short instructions have been written to facilitate the first steps and to explain the general fax functions of FaxWare.

You will be astonished how soon you will get used to FaxWare and you will be surprised how quickly you can carry out your jobs directly from your workstation. You will get to know the functionality, reliability and quality of these new possibilities. We are quite sure that you will send twice as many faxes as in the past!

Have fun!

How does FaxWare work?

It is quite simple. Your computer is connected to a server which does not only provide files and printers but also fax services. By means of one or several fax lines, this server is connected to the public telephone network.



Therefore, your PC is connected to the whole world. Generally, you can fax from any software from which you can print. Therefore, it is no longer necessary to print on paper. You no longer have to go to a fax machine, dial and press the start key.

printing=faxing

You can use FaxWare on your PC like a printer. A corresponding printer driver has been installed on your PC. Depending on the application program, you can have a document printed as a fax by selecting a title such as »Print Setup«. If you »print« afterwards, a fax will be created instead of a printout. You can fax texts, graphics, tables and everything which you can print out on a printer.

A special software, the »Frontend«, works so to speak as your »window« to the fax server. By using the Frontend, you can access your personal receive and send log or the phonebooks. You can also see which current fax jobs are being carried out.

The fax viewer

Faxes are graphic information. They are transmitted and administered like a »picture«. Another component has been installed on your PC which assures that you can view these faxes on your PC and make modifications if you want to. This component is called the »viewer«. Although you could think that it can only be used to view faxes, it also provides functions to edit documents.

The first fax from your PC

You should now dispatch your first test fax, so that you get to know the elementary functions in practice. Therefore, please go to your PC and carry out the steps described below.

Certainly you do not need help to create a text. Probably you know very well how to use your text program. Now you should load an existing text or write a short test text.

Printing means faxing

After this, please select the menu item »Print Setup« from the menu »File«. Please note, that the exact term describing this function can vary from program to program. In the case of other programs, you can find the function for a printer change in the dialog window »Print«.

Defining the
printer driver

The list displayed shows you all printers available on your PC. Please select the entry »FaxWare On Server« and confirm the selection. If you »print« your document now, the document will not be transmitted to a printer but to FaxWare. During the printing procedure, you will note that the mouse sign will temporarily change into a small turning hourglass showing the word »FAX«.

Where do you wish to send your fax to?

After you have given the text to FaxWare, a window will automatically open which you have not seen yet. It will ask you to enter the number to which you wish to send your fax. We call this procedure »addressing«.

First of all you should have a look at the various buttons and information in this dialog window. Simply insert the recipient's fax number into the field bearing the name »Number«.

Entering the
fax number

Enter the fax number in the way you are used to. I.e., if you previously did not have to dial an additional 0 or another figure to obtain an exchange line for your fax machine, there will be no need to do this with FaxWare.

After entering the address, please click on the »OK« key. The window will be closed and you will be back in your application program.

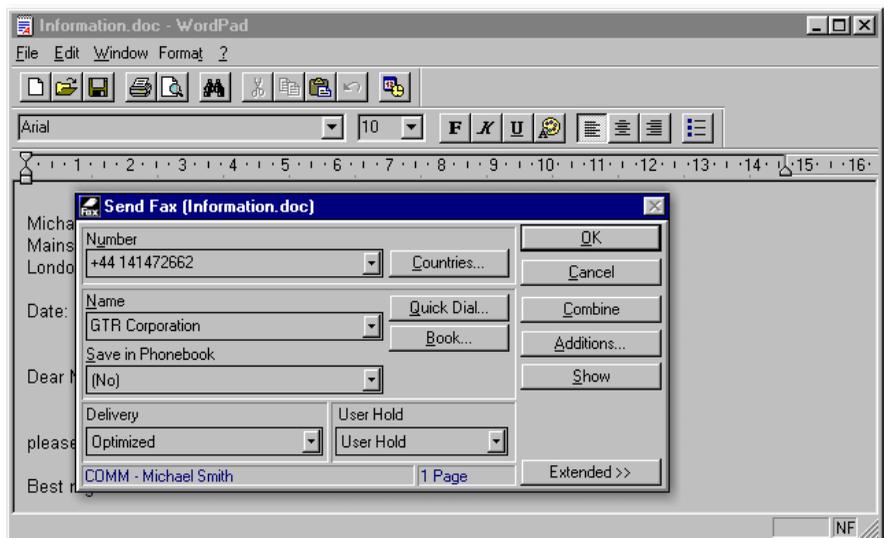
Now it is the server's turn

Now your PC has nothing more to do with the fax. FaxWare which has been installed on the network server, processes and dispatches the fax. You could now switch off your PC or use it to play games.



You can watch FaxWare while it is working on the server. To do this, you have to start the Frontend. In the task list or in the start list you will find a fax symbol bearing the name »FaxWare«.

Creating a fax



The larger buttons at the top can be used to select the send and receive logs. The third key (»globe with a letter«) is for the job log. This list contains all fax jobs which have not yet been sent.

This log shows faxes which

- ◆ are being processed.
- ◆ have to be sent again at a later point in time, because there have been problems during previous attempts (e.g. »busy tone detected«).
- ◆ are not sent yet, as they will be dispatched at a later point in time.
- ◆ are waiting for a manual release.

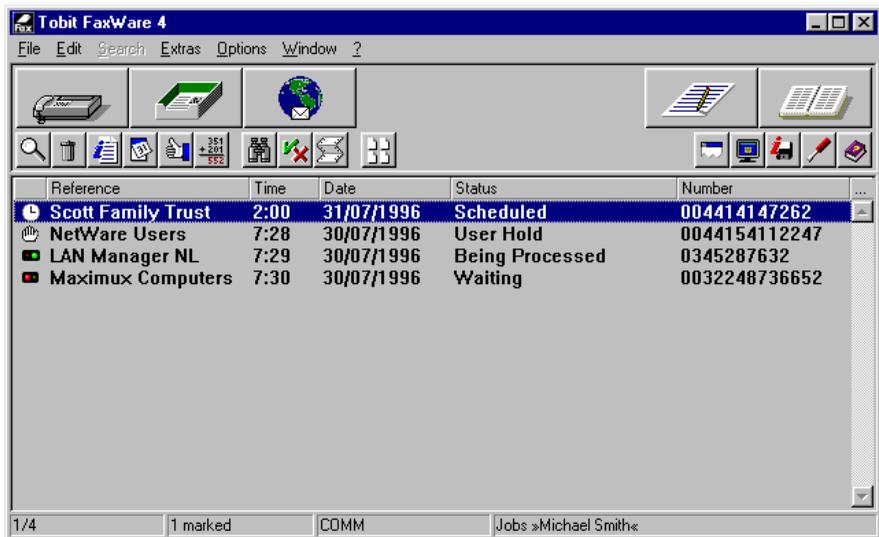
Conversion
intofax format

When you »fax« from your PC, it may occur that this new job will not be immediately displayed in the job list, i.e. there may be a slight delay. The reason for this is that the fax may not be ready for dispatch yet, as it has to be converted into a fax format first.

What has happened to the faxes?

The fax server manages detailed logs displaying the line activities. The »Send Log« shows you the status of your personal outgoing documents. If you use the key showing a fax machine, the send log will be displayed.

The job log



The screenshot shows the Tobit FaxWare 4 application window. The title bar reads "Tobit FaxWare 4". The menu bar includes "File", "Edit", "Search", "Extras", "Options", and "Window". Below the menu bar is a toolbar with various icons for fax operations. The main area contains a table with the following data:

Reference	Time	Date	Status	Number
Scott Family Trust	2:00	31/07/1996	Scheduled	004414147262
NetWare Users	7:28	30/07/1996	User Hold	0044154112247
LAN Manager NL	7:29	30/07/1996	Being Processed	0345287632
Maximux Computers	7:30	30/07/1996	Waiting	0032248736652

At the bottom of the window, there is a status bar with the following information: "1/4", "1 marked", "COMM", and "Jobs »Michael Smith«".

The send log

If a fax is dispatched correctly, the entry will be deleted from the job log and a corresponding entry will be made in the send log. In the send log you can always see which fax has been transmitted correctly and when it has been transmitted. If an error occurs and if the fax server should automatically redial, a corresponding entry will be made in the send log for every dial attempt. Your network administrator defines the number of redials.

The send log provides many other possibilities. You can for example view faxes, print them out, send them to one or several recipients or delete them. At night (when everybody is sleeping) the fax server checks and purges the send log. Old fax jobs and fax graphics are automatically deleted when they exceed a certain age. In this way, an overflow of the hard disk in the server is prevented. Your administrator defines how long faxes will remain in the send log. You should not use the send log as a »file« for all your outgoing correspondence.

Further dispatch possibilities

FaxWare provides a lot of further functions for the dispatch of documents. We have listed only the most important FaxWare features, as the menus and Frontend texts speak for themselves.

You can for example...

- ◆ create simple faxes directly from the Frontend.
- ◆ define a fixed time of dispatch for a fax.
- ◆ have the cheapest time of dispatch detected.
- ◆ see the expected charges for a fax before dispatch.
- ◆ hold your fax back until you release it manually.
- ◆ insert the number directly in your text (without manual entry).
- ◆ send broadcasts or fax merges to several recipients.
- ◆ send faxes to other users in the network.
- ◆ combine documents from various programs and dispatch them as one fax.
- ◆ insert signatures.
- ◆ insert graphics directly in your document.
- ◆ append files to your fax.
- ◆ use coverpages.
- ◆ automatically use graphic forms.

- ◆ append binary files (if the recipient also uses FaxWare).
- ◆ save comments for every fax.
- ◆ automatically have a system diagnosis printed.

With this list we would like to provide you with the most important FaxWare performance data. If you wish to learn more about this, simply ask your administrator. He will certainly be willing to help you. But perhaps you want to try some things yourself (of course only when your working time is over).

At the end of this leaflet you will find some additional notes below the headline »Advanced Techniques«.

Working with received faxes

A major advantage of a fax server is that it is very reliable and that almost no maintenance has to be carried out. If you use a normal fax machine, you have to change the paper regularly. A fax server however works 24 hrs a day, 7 days a week and is able to receive faxes without another PC or printer being switched on.

Working on faxes
in the viewer

Receiving with a server provides even some more possibilities. You can for example »fill out« incoming faxes directly on your PC, return them, route them to other users in the network or to an external destination or archive them directly. Faxes do not have to be distributed manually, as faxes can be directly sent to a »personal extension number«. After receipt they are in split seconds displayed on your PC.

This kind of fax receipt can improve your work considerably. If the fax server has not been configured differently, it will automatically create at least one printout after a fax has been received. Therefore, it is not difficult to get used to this method. Finally, your faxes will still be printed on (normal) paper.

The FaxWare Frontend provides direct access to the received faxes. For this purpose, please press the key showing a »filing tray«. If the list on your PC remains empty, FaxWare is (unfortunately) not used for receipt or there are no received faxes for you.

The symbols above the logs provide access to many special functions, which you can try yourself. You will receive a short description of every key if you move the mouse sign to such a key and wait a short moment.

The receive log



The screenshot shows the Tobit FaxWare 4 application window. The title bar reads "Tobit FaxWare 4". Below the title bar is a menu bar with "File", "Edit", "Search", "Extras", "Options", and "Window". The main area contains a toolbar with various icons for fax operations. Below the toolbar is a table displaying the receive log. The table has columns for Reference, Time, Date, User, Pages, and Line. The data is as follows:

Reference	Time	Date	User	Pages	Line
+41 76 6237100	17:38	30/07/1996	SUPPORT	4	04
+33265534228	17:32	30/07/1996	SALES	2	06
0207836653	17:31	29/07/1996	EVERYONE	1	14
Maximux Computers	17:29	29/07/1996	SALES	1	06
023-4023992	16:53	29/07/1996	SUPPORT	4	04
03429-883762	16:44	29/07/1996	EVERYONE	4	15
+142988367222	16:44	29/07/1996	SUPPORT	4	04
Wilson Foundation	16:30	26/07/1996	EVERYONE	1	02
+41 8286 837722	16:30	26/07/1996	EVERYONE	2	19
+44149827726	16:27	26/07/1996	EVERYONE	2	02
Scott Family Trust	16:13	25/07/1996	ACCOUNTING	1	02
+3229038893	16:13	25/07/1996	SALES	4	04
02992827762	16:08	25/07/1996	SUPPORT	4	04
+14882799923	15:58	24/07/1996	EVERYONE	1	02

At the bottom of the window, there are status indicators: "22/500", "1 marked", "COMM", and "Receive Log »Michael Smith«".

You can for example...

- ◆ view faxes on the screen.
- ◆ print out faxes on a printer connected to the server.
- ◆ route received faxes in the network.
- ◆ send faxes to other fax machines.
- ◆ delete a document.

Purge of old
fax files

Faxes need an average of 35-40 kB per page. This is more than ten times of what is generally contained as pure text information. Therefore, the fax server does not keep received messages for ever in the corresponding list but purges old files at night. The administrator can define how long received faxes will remain saved in your system.

Possibilities in the »viewer«

The »viewer« is the third Frontend component. With this program you can view graphic fax documents, add additional comments and send them again.

Faxes are graphic documents. They can be received in different qualities, stand on their heads or due to troubles they may be almost illegible. The FaxWare 4 viewer has a special function which can for example be used to turn faxes, to enlarge them or to make them smaller. You can even brighten or darken a fax. Therefore, it is possible to make a fax in a bad quality »legible«, although the printout is useless.

Due to the graphic functions of today's PCs, faxes can be displayed on the screens. It does no longer take a long time to view pictures and you do not have to »scroll« the fax again and again because of its low resolution. Meanwhile it would be possible to use no paper at all for the receipt and dispatch of faxes, provided that no printout was required for the files.



The viewer itself does not have an individual program symbol (»icon«) but is directly opened from the Frontend. If you click on the symbol »Show Fax« in the send, receive or job log, the viewer will be automatically loaded with all fax pages. The first page will be displayed immediately.

In addition to the functions already mentioned, the viewer also provides many possibilities to edit a fax. A tool box offers a wide range of special functions.

The FaxWare
Viewer

You should try using the various possibilities yourself. You cannot destroy original documents as changes, inscriptions or drawings are saved on another »foil« which can be made visible or invisible.

Return to sender

It will be particular interesting to work with an incoming fax if you just wish to write some information on this fax and to send it back immediately. In the viewer there is even a symbol which will save you the entry of the fax number, provided that the distant station has set the correct CSID.

Please note that you can also make certain information on the original fax invisible. If you receive for example a fax containing some confidential information, you can »cover« these parts with a white surface and then dispatch it.

Managing the phonebooks

In addition to the functions which we have already described, the Frontend also provides access to the FaxWare 4 phonebooks. These phonebooks are databases managed by the fax server. Therefore, the data is not saved locally on your computer but it is available in the entire network.

Personal phonebook

FaxWare is able to manage any number of phonebooks containing any number of entries. Every user in the network can have a personal phonebook in addition to the phonebooks of the groups to which he belongs. This »personal phonebook« is not saved on your PC either, but it is saved on the fax server. If you go to another PC in the network and log in under your name, this data will also be available to you.

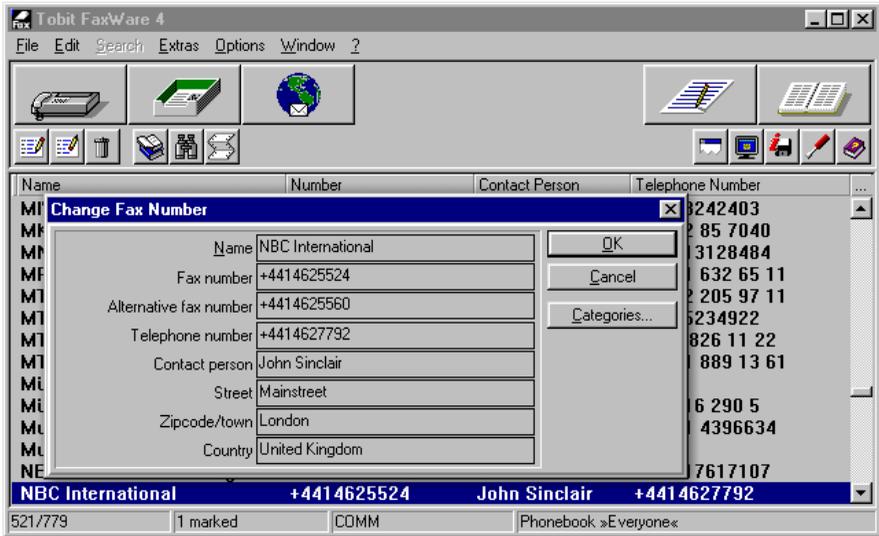
There are several functions to create, change or delete phonebook entries. However, in some phonebooks it may be impossible to make any modifications. These are databases which are either managed by another server or which are connected to another database (e.g. your customer file). In this case the maintenance can only be carried out with the data-managing application.

You cannot create new phonebooks yourself. To avoid a »complete chaos« the phonebooks are always connected to a group created by the administrator or showing you as a »member«.

Central database

We would recommend you to use the phonebooks not only for fax numbers but also to manage phone numbers regularly needed. In this way, you have all data immediately available and do not need to load a special software to have a look at your phonebooks. The search function (key showing binoculars) is very helpful. By using this function you can search for any fax entry.

Entry in the phonebook



The databases have several advantages as they are directly managed on the server («client/server»). The access to the phonebook does not overload your network and you do not need to worry about data backups. In addition, the information is not only independent of the PC you are working with, it will be even available to you when you temporarily work under other operating systems, such as DOS.

Advanced techniques

FaxWare 4 processes the faxes dispatched by your PC. The fax server converts your «printer outputs» into the required fax format and carries out many other functions.

Commands in the document

You can also insert special commands for FaxWare and define various processing methods. Communication between you and the fax server takes place through the document which you wish to dispatch. The commands are directly written in the text which you are going to print to the FaxWare driver.

The fax server has to distinguish the commands from the normal text. Therefore, every command is introduced with a «command ID» and completed with the same sequence or with a line make-up. The standard ID is »@@«.

If you create a fax document with your text program and you already know the fax number and do not wish to select it from the phonebook, you can insert the following command at any place in the document.

@@Number +44 1497 174 451 @@

The following at symbols (this sign »@«) will only be necessary, if a text follows the command.

If this document is faxed, the printer driver will recognize that the dialog window does not have to be opened to enter the number, as it is already contained in the document.

How to write commands

It is insignificant if command names are written in small or capital letters. However, they have to be written correctly. Blank and special characters are not valid within a command. There is an abbreviation for every command. It has the same meaning as the complete command.

Some examples

The command »Number« is just one example. The »command transmission« is a unique and incredibly efficient FaxWare feature.

FaxWare has more than 100 efficient commands for all kinds of purposes. There are commands concerning the addressing of faxes (such as the command »Number«), for dispatch (charge optimization, time of dispatch, number of redials, etc.) as well as for the design and layout (forms, inserted graphics, signatures, general margins, bar codes, etc.).

Try this command

@@Signature

The fax server will automatically insert your signature as a graphic at this position in the document. Of course, this will only work if the administrator has already saved your signature.

Another command is also very efficient but does not affect the design and layout of your fax.

@@Userhold

In this case, the fax server will process your job but will not dispatch it directly. The job will be displayed in the job log until you release it for dispatch or delete it.

You can obtain a complete command list describing how they work from your FaxWare administrator.

Combining faxes

Certainly you will send most fax jobs directly from an application. Perhaps however you wish to send several documents from different applications as one fax job, for example a table from Microsoft Excel and a short letter from Microsoft Word for Windows.

Combining faxes
under Windows

In this case you can use the function »Combine« provided by FaxWare under Windows. Create the first page of your fax job (e.g. in Word for Windows) and »print« the document to the FaxWare printer driver. After a short time a window asking you to enter the fax number will appear. However, do not enter a number but select the »Combine« button. Confirm the question if you wish to combine the current document with others. The window will be closed and you will return to your application.

FaxWare has kept the first document »in the back of its mind« and is waiting for further pages. Change to the next application from which you wish to add a document (e.g. Microsoft Excel) and print the desired page to the FaxWare printer driver. The »Send Fax« window will be opened again and will show the number of combined pages. To add further pages, please select again the »Combine« button and repeat the previous steps. If you do not wish to add any further documents, enter the fax number in the field »Number« instead. FaxWare will combine all documents collected so far and will place them as one job into your job log.

When combining documents, you must not enter the fax number in the document (e.g. by using the command @@Number). In this case the »Send Fax« window would not appear and you would not be able to select the »Combine« function!

Sending »a text on paper«

Dispatch of
scanned documents

Let's say you wish to send a text which is only available on a sheet of paper. To do this, you need a normal fax machine. If you own a scanner however, you can send this text with FaxWare. A printer driver allowing for the printing of a scanned page on a connected printer belongs to the scanner. You only need to »print« the scanned document to the FaxWare printer driver. The »Send Fax« window will appear. There you only have to enter the fax number - that's it! The paper fax will be sent like any other job.

Creating broadcasts

In the case of a fax broadcast a document is sent to a list of fax numbers. This document always has the same contents. Therefore, it does not have to be converted again into the fax format for each fax number. FaxWare provides several possibilities to create a fax broadcast. You can for example select the numbers from the FaxWare phonebook (via the »Send Fax« window).

Optionally the file containing the fax numbers can be directly defined in the document. To do this, the command **@@Broadcast** is available. In the following example the fax will be sent to all fax numbers defined in the text file SALES.DAT.

@@Broadcast SALES.DAT

For further notes on the use of this command (e.g. in which directory the file must be saved), please refer to your »Short reference commands«.

Creating fax merges

In addition to the »normal« fax traffic, FaxWare provides the possibility to create fax merges. The difference between a fax merge and a broadcast is that a fax merge contains individual information, e.g. the respective recipient names. Let's take the example of a fax merge under Word for Windows. First of all you should acquaint yourself with the fax merge function under Word for Windows. When you know this, creating a fax merge will be a piece of cake. You require a »control file« as for a letter merge. In addition to the usual address fields, this file must contain a field with the fax number.

The FaxWare
command
@@Faxmerge

Insert the FaxWare command **@@Faxmerge** at any place in your document. Please make sure that no text follows the command or conclude it with two additional »@«. In the next line you should enter the command **@@Number**. Behind this command, please insert the control field containing the fax number. Make sure that there is a space character between the command **@@NUMBER** and the data field! This can for example look like this:

@@Faxmerge

@@Number «Data field fax number»

Then print the document to the FaxWare printer driver. This must not be carried out over the »normal« print option but by using the mailmerge function under Word for Windows. FaxWare will now recognize that this is a fax merge and will enter the fax number from the control file for each individual job.

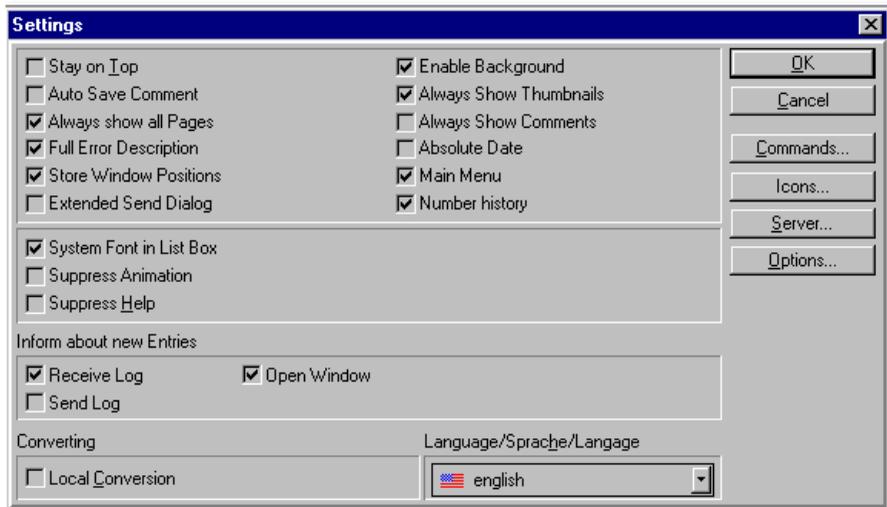
The creation of the individual fax jobs takes of course a little bit longer than in the case of a broadcast. The reason for this is that each job has to be individually converted into the fax format. By the way, you can also use other commands in the document. By means of the command @@Addressee for example, you can write the following text (e.g. the data field with the recipient names) in the heading line of the fax. During conversion the FaxWare commands will be deleted and will therefore not appear in the document.

Preview of faxes - the thumbnails

For each fax sent and received FaxWare automatically creates »thumbnail« files. These are graphics showing the fax documents in reduced size. In the logs of the FaxWare Frontend you will find an icon called »Show Thumbnails«. Mark a log entry and then click with your mouse on the thumbnail icon. A new window will be opened where the fax will be displayed in reduced size (as a thumbnail).

This way, you can easily go through the log entries and can look at the respective faxes without having to load the fax viewer. When you click with your mouse on a thumbnail image, the fax viewer will be opened automatically. If you wish to always display the thumbnails of the fax files, activate the option »Always Show Thumbnails« under the menu item »Settings« in the Frontend.

Settings for
the Windows
Frontend



Creating notes

When the logs of sent and received faxes are extensive, it is particularly useful to have a short information about the contents of the available faxes without having to view each fax. For this purpose there is the notebook function. In the log windows you will find another icon »Edit Comment File«. When you click on it, a text window will be opened where you can write a comment to the current entry. By pressing the »OK« button, the text will be saved in a file. You can leave the comment window open. Then the respective comments will be displayed for each log entry. If you want the window always to be open, please select the function »Always Show Comments« in the menu item »Settings« in the Frontend. By using the search function of the Frontend, you can search the logs for texts. To do this, select the icon »Search« (button with binoculars), define the search text in the window and activate the search field »Comment File«.

The Tobit OCR Server

As far as the subject of »creating notes« is concerned, we would like to draw your attention to a FaxWare add-on. The »Tobit OCR Server« is a program running on any PC in your network and regularly searches each new fax file for text passages. These will be saved as comment files in the »ASCII« format for each log entry. This way, the respective text can be adopted into a word processing program where it can be edited. Normally, this would not be possible as it is only available as a graphic. The Tobit OCR Server allows for scanning and editing texts which are only available on paper.

Cost-optimized fax dispatch

FaxWare provides the possibility to determine the probable transmission costs already before the fax is sent. When you create a fax, you will be able to select in the »Send Fax« window when the job is to be sent (immediate, quick, normal or optimized). Depending on your selection, FaxWare will determine the transmission costs by means of the file size, a charges table and the defined dialing code. If the fax can be dispatched at a cheaper point in time during the selected period (e.g. within 3 hours), the job will appear in the job log and show this point in time as time of dispatch. The job will be automatically sent at this time. The respective settings for the charge determination will be carried out by the system administrator on the FaxWare server.