

About WinFax Companion Services

Through a strategic alliance between Symantec and Concord Technologies, you can use Concord's Fax Broadcast, Fax Mailbox, and Universal Mailbox services in conjunction with WinFax. All three of these WinFax companion services utilize the WinFax interface to reach Concord, who render the services, provide customer service, and conduct billing. For more information about any of these services, click the appropriate service below.

>> **Fax Broadcast** – Fax Broadcast is a WinFax companion service provided by Concord Technologies that lets you easily fax your documents to hundreds of people with one simple transmission, directly from WinFax. Fax Broadcast automatically transmits your document and recipient list to Concord, freeing up your telephone lines and computer for you to continue working. Fax Broadcast allows you to control when your faxes get sent out with the last person on your distribution list receiving their fax at virtually the same time as the first.

>> **Fax Mailbox** – Fax Mailbox is a WinFax companion service provided by Concord Technologies that ensures you get every fax sent to you. Never again will you miss an important fax because your line was busy, your computer was turned off, or because you were traveling. Your Fax Mailbox will instantly receive any fax sent to your personal toll-free number and store it until you are ready to receive it into WinFax or send it to print at a standard fax machine. With Fax Mailbox, your faxes can be retrieved from wherever you want them.

>> **Universal Mailbox** – Universal Mailbox is a WinFax companion service provided by Concord Technologies that ensures that you always have access to your fax, email, and voice messages. With Universal Mailbox, you will be sure to get all your messages, even if you are out of the office, your line is busy, or you cannot get access to the Internet. As a Universal Mailbox subscriber, you will be given a permanent email address and a uniquely assigned toll-free 800 number for both fax and voice messages. You can retrieve voice messages over the phone and forward your fax and email messages to print at a fax machine. You can retrieve all three message types into WinFax by either dialing into Concord directly with a modem or by connecting through the Internet. You can also retrieve all three message types by using a web browser to visit Concord's message center site on the World Wide Web.

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About Fax Broadcast

Fax Broadcast is a simple and affordable way to send faxes simultaneously to a handful of people or to hundreds in a single call.

Sending a fax broadcast is similar to sending a regular fax, except that you must select the Broadcast delivery method (on the Send dialog Recipient menu, click Send By, and then click Broadcast). When you click Send, WinFax validates your passcode and then delivers your broadcast to the Fax Broadcast host. The Fax Broadcast host computer processes your fax broadcast request, assigns an identification number (ASN) to it for tracking purposes and then broadcasts the fax simultaneously to the recipients, according to your send instructions.

Delivered broadcasts appear in the Send Log marked with their ASN. In the Send Log, the fax broadcast behaves like any other fax, except that you cannot view the broadcast cover page. The broadcast cover page (if you included one) is added by the Fax Broadcast host at broadcast time and is not part of the WinFax log record.

To use the Fax Broadcast option, you must subscribe to the Fax Broadcast service. For more information, on the Setup menu in WinFax, point to Concord Fax Services, and then click Broadcast.

Note

- The Fax Broadcast service is supported only in the North American English version of WinFax. If you are using the English version of WinFax from a country outside of North America, the Fax Broadcast feature will not work.


What's different from regular faxing?

Sending a fax broadcast is similar to sending a regular fax. The table below describes how fax broadcasts differ from regular faxes.

Task	Description
Setting up WinFax	Before you can use Fax Broadcast, you must subscribe to the Fax Broadcast service to set up a Fax Broadcast service account, and then set up the Fax Broadcast option on your computer.
Sending fax broadcasts	Sending a fax broadcast is similar to sending a regular fax, except you need to specify the Broadcast delivery method (on the Send dialog Recipient menu, click Send By, and then click Broadcast). When you click Send, WinFax prompts you for your Fax Broadcast account and passcode. After your account information has been validated, WinFax delivers the broadcast to the Fax Broadcast host, who then broadcasts the fax to the recipients.
Addressing fax broadcasts	When addressing fax broadcasts, you can use any of the addressing methods provided for regular faxes, or you can create a distribution list that resides on the Fax Broadcast host and is called a "host list". When you send a fax broadcast to a host list, you only have to compose your fax once, and the Fax Broadcast host distributes it to each recipient in the list.
Cover pages	Only the top 5 inches of a Cover Your Fax cover page or your own cover page design appears in the final broadcast cover page. Check the status bar in Cover Page Designer to determine the height of your cover page graphic. You can also use the broadcast cover page template, which is 5 inches high, as a general guide.
Resubmitting fax broadcasts	<p>When resubmitting a broadcast, any individual recipients or host list entries appear in the Recipient List of the Send dialog as originally submitted. However, any recipients that were members of a recipient group in the original broadcast appear for resubmitting as individual recipients.</p> <p>If your original broadcast contained a total of more than 110 fax numbers (excluding any fax numbers in host lists), the Send dialog does not appear and WinFax delivers your broadcast exactly as originally submitted. You cannot change your recipients or select other options before resubmitting. If you want to change your original broadcast, you must reassemble it.</p>
Canceling broadcasts	To cancel a broadcast, you need to know the ASN of the broadcast (shown in the Send Log) and the fax numbers of the recipients whom you want to remove from the broadcast list. Depending on your setup you can either cancel broadcasts by using the appropriate command on the Services menu or by calling Concord (for more information, click here »).
Generating reports	You can generate broadcast reports to identify transmission and delivery problems.
Failed faxes	If errors occur in your broadcast because a voice answers a call, there is no answer or the line is busy, WinFax notes the errors and continues to broadcast. After broadcasting, WinFax faxes you an Exception Report listing the errors.

Enabling the Fax Broadcast service

1 Start Program Setup.


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2 In the list, double click Concord Services, and then click Fax Broadcast. The Concord Fax Broadcast Setup wizard starts.

3 Follow the instructions on screen. Click Next to proceed.

4 After an account is established, you will be provided with an account number and passcode.

5 Set up Fax Broadcast on your computer.

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Note

- The Fax Broadcast service is supported only in the North American English version of WinFax. If you are using the English version of WinFax from a country outside of North America, the Fax Broadcast feature will not work.




Setting up Fax Broadcast

1 Start Program Setup.

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- 2 In the list, double click Concord Services, and then click Fax Broadcast. The Fax Broadcast dialog appears.
- 3 Click the User tab. Do the following:
 - a In the Name, Company and Voice Number fields, type the appropriate information.
 - b In the Time Zone drop-down list, click the time zone you are calling from. (U.S. customers only).
- 4 Click the Access tab. Do the following:
 - a In the Account Number field, type the six-digit account number assigned to you by Customer Service.
 - b In the Host List Number field, the default phone number required to connect to the Fax Broadcast host appears. If necessary, change this number (U.S. customers only).
- 5 Click the Modem tab. Do the following:
 - a In the Location drop-down list, click your current location.
 - b In the Modem drop-down list, click the modem you are currently using.
 - c Select any other appropriate options.

Notes


- The Fax Broadcast service is supported only in the North American English version of WinFax. If you are using the English version of WinFax from a country outside of North America, the Fax Broadcast feature will not work.
-  If you wish to change your personal information at a later time, contact the Customer Service department.
-  The default host list phone number is toll free in the U.S. and Canada.
-  To get the fastest response time possible, set your modem to its maximum speed. If you are a U.S. customer, the maximum is 9600 baud. If you are a Canadian customer, the maximum is 14,400 baud.

Broadcasting a fax


- 1 Start your fax and open the Send dialog.

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- 2 Address the fax. Do one of the following:


 **Specify multiple recipients** – You can address a fax to multiple recipients in the Send dialog using the Recipient List. (For more information, click here


.)


 **Use a host list** – In the Number field, type the appropriate host list number.


- 3 On the Recipients menu, point to Send By, and click Broadcast. The Send dialog reappears.
- 4 On the Options menu, click Send Options. The Send Options dialog appears. In the When Sending section, do the following:
 - a Enable Send To All Recipients Using Concord Fax Broadcast.
 - b Click OK. The Send dialog reappears.
- 5 Select a cover page to include with the fax (optional).
- 6 Select attachments to include with the fax (optional).
- 7 Select any other appropriate options in the Send dialog.
- 8 Click Send. The Personal Information Number dialog appears.
- 9 In the field, type your passcode and click OK. WinFax begins processing the fax broadcast.

Notes

 The Fax Broadcast service is supported only in the North American English version of WinFax. If you are using the English version of WinFax from a country outside of North America, the Fax Broadcast feature will not work.

 After specifying the Broadcast delivery method, fill in the remaining fields in the Send dialog just as you would for a regular fax. For help on a setting in the Send dialog, click




 at the top of the dialog, and then click the setting.

 When delivering to a Recipient List containing different delivery methods, “Broadcast” types are sent before other types, regardless of the order in which they appear in the list.




About host lists

A host list is a distribution list that resides on the Fax Broadcast host. You can use host lists to address fax broadcast. When you send a fax broadcast to a host list, you only have to compose your fax once, and the Fax Broadcast host distributes it to each recipient in the list.

You can create a host list by:

-  uploading an existing WinFax phonebook file (*.DBF) to the Fax Broadcast host
-  exporting an existing WinFax phonebook file (*.DBF) into ASCII format and uploading it to the Fax Broadcast host
-  creating an ASCII host list file and uploading it to the Fax Broadcast host

To use the host list, you must upload it to the Fax Broadcast host using the Host List Manager. The Host List Manager can add (upload), replace, download, or delete host lists on the Fax Broadcast host. If you select multiple operations, the Host List Manager performs the operations in the following order:

-  downloads selected files
-  deletes selected files
-  adds or replaces selected files

To address a fax using a host list, type the host list number in the Number field on the WinFax PRO Send dialog.

Creating an ASCII host list file



- 1 Start Notepad or any other text editor.
- 2 For each recipient you want to add to the distribution list, type the fields shown in the table below. Type one field per line and press Enter after each field.

Field Format	Example
Host list number	12345
Fax number	416-555-1234
CSID	Blank
Alternate fax number	Blank
Alternate CSID	Blank
Page Header Text	Blank
Recipient Reference	Brownstone Bricks
To field 1	Brownstone Bricks
To field 2	6 Brick Avenue
To field 3	Anytown, CA
To field 4	99999-1234
Attn field 1	Ollie Brownstone
Attn field 2	416-555-3456
Attn field 3	Blank
Attn field 4	Blank
#	#

- 3 Repeat step 2 for each recipient you want to add to the distribution list.
- 4 Save the file.
- 5 Upload the host list to the Fax Broadcast host.

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Notes

-  To skip any of these fields in an ASCII host list file, leave a blank line by pressing Enter.
-  The fields marked “Blank” in the example are fields WinFax does not use. To avoid any problems, leave the CSID and Alternate CSID fields blank.

Adding a host list

- 1 Start WinFax.

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- 2 On the Services menu, click Host List Manager. The Host List Manager dialog appears.
- 3 In the Add/Replace section, type a three to six digit host list number in the Host List Number field. If you want to replace an existing host list, type that host list number in this field.
- 4 Do one of the following:
 -  **ASCII files** – If you want to add an ASCII file (either an ASCII host list file you created from scratch or one you created by exporting a WinFax phonebook), click File Name. Click Browse, select the file you want to add or replace and click OK. Proceed to step 4.
 -  **WinFax phonebook files** – If you want to add or replace a WinFax phonebook, click Phonebook. Click Select, select the phonebook you want to add or replace and click OK. Proceed to step 4.
- 5 Click Add To List. Your host list number and file name appear in the list to the right.
- 6 Repeat steps 3 through 5 for each host list you want to add or replace.
- 7 In the Location drop-down list, click the location you are calling from.
- 8 Click OK. WinFax uploads the selected WinFax phonebook file or ASCII file to the Fax Broadcast host automatically. If the host list number currently exists on the Fax Broadcast host, the host list is replaced automatically.


WinFax verifies all files to be added to the Fax Broadcast host. If an error in a fax number is found, WinFax displays a dialog that describes the error and allows you to correct the information to be added to the host.

Note

-  The original file is not affected by changes made in this dialog.

Deleting a host list

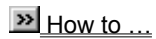
1 Start WinFax.

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- 2 On the Services menu, click Host List Manager. The Host List Manager dialog appears.
- 3 In the Delete/Download section, type a three to six digit host list number to delete in the Host List Number field.
- 4 Enable Delete.
- 5 Click Add To List. Your host list number appears in the list to the right.
- 6 In the Location drop-down list, click the location you are calling from.
- 7 Click OK. WinFax deletes the selected WinFax phonebook file or ASCII file from the Fax Broadcast host automatically.

Downloading a host list


- 1 Start WinFax.




- 2 On the Services menu, click Host List Manager. The Host List Manager dialog appears.
- 3 In the Delete/Download section, type a three to six digit host list number to download in the Host List Number field.
- 4 In the File Name field, type the path and name of the file where you want the downloaded host list to be stored.
- 5 Click Add To List. Your host list number appears in the list to the right.
- 6 Enable Download.
- 7 In the Location drop-down list, click the location you are calling from.
- 8 Click OK. WinFax downloads the selected WinFax phonebook file or ASCII file from the Fax Broadcast host automatically and stores it in the specified file location.


Canceling a fax broadcast

Do one of the following:

 **Cancel an entire broadcast** – Call the Customer Service department with the ASN of the broadcast you want to cancel.


 **Cancel part of a broadcast** – Call the Customer Service department with the ASN of the broadcast you want to cancel and the specific destination fax numbers to be omitted.


Note

 You can find the ASN of a broadcast in the Send Log.


Canceling a fax broadcast

Do one of the following:

 **Cancel an entire broadcast** – On the Services menu, click Terminate Broadcast. In the Broadcast ASN field, type the ASN of the fax broadcast you want to cancel and click OK. WinFax cancels your broadcast.


 **Cancel part of a broadcast** – Call the Customer Service department with the ASN of the broadcast you want to cancel and the specific destination fax numbers to be omitted.

Note

 You can find the ASN of a broadcast in the Send Log.


Requesting Fax Broadcast reports

1 Start WinFax.

 How to ...

- 2 On the Services menu, click Fax Broadcast Report. The Fax Broadcast Report dialog appears.
- 3 In the Period section, select the time period you want the report to cover.
- 4 In the Location drop-down list, click the location you are calling from.
- 5 Click OK. The Personal Information Number dialog appears.
- 6 In the field, type your passcode and click OK. WinFax sends an activity report of all faxes sent during the specified period to the fax number you specified when you subscribed.

Note

 You can also request a detailed activity report about a particular broadcast for a fee by calling the Customer Service department. Be ready with the ASN from your Send Log and the fax number to which you want the report sent.


Requesting Fax Broadcast reports


- 1 Start WinFax.


 How to ...

- 2 On the Services menu, click Fax Broadcast Report. The Fax Broadcast Report dialog appears.


- 3 In the Type section, click the type of report you want to request.

 **Exception** – Click this option to receive a list of all failed faxes in a specific broadcast. Type the ASN of the required broadcast in the Broadcast ASN field.


 **Status** – Click this option to receive status information about all broadcasts submitted in a specific time period in the last 24 hours. Specify the time period in the To and From fields.

 **Inquiry** – Click this option to receive detailed information about a specific broadcast. Type the ASN of the required broadcast in the Broadcast ASN field.

- 4 In the Delivery Method section, click the method by which you want to receive your report.

 **Fax** – Click this option to receive your report by fax. In the Fax To field, type the fax number to which you want the report sent.

This option is not enabled for Exception Reports unless you requested this as the delivery method when you subscribed to Fax Broadcast. To change the delivery method for Exception Reports, call the Customer Service department.

 **Text File** – Click this option to receive your report as an ASCII file that can be read in a text editor. In the File Name field, type the path and file name. To select the directory to which you want the report to be added, click Browse.


If you requested Text File as the delivery method for Exception Reports when you subscribed to Fax Broadcast, you must specify the file name and its destination for the most recent Exception Report. To change the delivery method for Exception Reports, call the Customer Service department.

- 5 In the Location drop-down list, click the location from which you are calling.

- 6 Click OK. The Personal Information Number dialog appears.

- 7 In the field, type your passcode and click OK. A report for the selected time period is generated and delivered according to the report delivery method you specified.

Note

 You can find the ASN of the required broadcast in the Send Log.

About Fax Mailbox

Fax Mailbox is a private messaging center for fax and voice messages. It allows you to receive messages 24 hours a day, 7 days a week, without leaving your computer or fax machine running.

To use the Fax Mailbox option, you must subscribe to the Fax Mailbox service. For more information, on the Setup menu in WinFax, point to Concord Fax Services and click Fax Mailbox.


Note



The Fax Mailbox service is supported only in the North American English version of WinFax. If you are using the English version of WinFax from a country outside of North America, the Fax Mailbox feature will not work.


Enabling Fax Mailbox service

- 1 Start Program Setup.

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- 2 In the list, double click Concord Services, and then click Fax Mailbox. The Concord Fax Mailbox Setup wizard starts.
- 3 Follow the instructions on screen. Click Next to proceed.
- 4 After an account is established, you will be provided with a personal toll-free number and passcode.

Note

 The Fax Mailbox service is supported only in the North American English version of WinFax. If you are using the English version of WinFax from a country outside of North America, the Fax Mailbox feature will not work.

Retrieving faxes sent to your Fax Mailbox

1 Start WinFax.

 How to ...

2 On the Services menu, click Retrieve From Mailbox. The Retrieve From Mailbox dialog appears.


3 If your Fax Mailbox number does not already appear in the Mailbox Fax Number field, type your 11 digit fax number.

4 In the Password field, type your passcode.


5 To change any dialing properties, such as your dial prefix number, click Properties. In the Dialing properties dialog, make your changes and click OK. The Retrieve From Mailbox dialog reappears.


6 Click OK. WinFax checks your Fax Mailbox for any new faxes and delivers them to your Receive Log.




Note

 WinFax records all retrieval attempts in the Send Log, including the number of faxes found in the Fax Mailbox. Each fax retrieved from your Fax Mailbox appears as a separate message in your Receive Log.

Contacting Concord for assistance with Fax Services problems

If you encounter problems while using Concord Fax Services, check the WinFax troubleshooting list (click here ) for solutions to common WinFax problems.

If you are unable to find the information you need, carefully document your problem (click here  for information on preparing to contact technical support), and then contact Concord in one of the following ways:


-  **Telephone** – 800-792-0329 or 206-256-7500
-  **Fax** – 800-301-0329 or 206-256-7501
-  **Email** – service@concordfax.com

About Universal Mailbox

Universal Mailbox is a WinFax PRO companion service provided by Concord Technologies that ensures that you always have access to your fax, email and voice messages. With Universal Mailbox, you will be sure to get all your messages, even if you are out of the office, your line is busy or you can not get Internet access. As a Universal Mailbox subscriber, you will be given a permanent email address and a uniquely assigned toll-free 800 number for both fax and voice messages. You can retrieve voice messages over the phone and forward your fax and email messages to print at a fax machine. You can retrieve all three message types into WinFax PRO by either dialing into Concord directly with a modem or by connecting through the Internet. You can also retrieve all three message types by using a web browser to visit Concord's message center site on the World Wide Web.

Enabling the Universal Mailbox service

1 Start Program Setup.


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2 In the list, double click Concord Services, and then click Universal Mailbox. The Concord Universal Mailbox Setup wizard starts.

3 Follow the instructions on screen. Click Next to proceed.

4 After an account is established, you will be provided with your authorization information.

Using the Universal Mailbox service

A plug-in is required for users to operate Concord Universal Mailbox within this version of WinFax PRO. The Universal Mailbox plug-in will update this help file. For instructions on receiving the plug-in, click here .

