

Telcom FAX™

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Welcome to Telcom Fax for the Windows NT operating system. Telcom FAX enables users of Windows NT to receive and send FAX documents with their Class 2 FAX-modems. With Telcom FAX, you can take full advantage of the powerful, multi-tasking Windows NT operating system without sacrificing FAX capability.

Telcom FAX is based on a client-server model. The Telcom Administrator and the Telcom Print-to-FAX printer driver (the clients) issue commands to Telcom Server, which then performs them independently and asynchronously. Also, it's written entirely in C++, using object oriented programming techniques throughout. Version 1.1 is already in the works, and the feature set for future versions is growing all the time. Because of it's object oriented design, we'll be able to produce new versions of Telcom FAX quickly and efficiently.

This software package is shareware. You may evaluate it for a period of no more than 21 days. After this time you must either register (see ORDER.WRI) or remove it from your system. You are violating copyright law if you fail to comply with this condition (or any other condition in the license agreement).

This package contains no copy protection, expiration date, or any other devices designed to insure that you comply with the license agreement. It is a complete, fully functional evaluation version, equivalent to the registered product in every way except for the license/evaluation agreement screen that pops up every time you start the Telcom Administrator. The registered version does not display this screen.

LTC relies completely on your honesty to uphold your agreement to register if you continue using the product. When you register, you'll receive technical support and the latest version of the software. Remember that your registration dollars enable us to continue to update and expand the product. In the long run, this is translated back to you in the form of new features and enhancements. So, once again, please register if you decide to use this program for more than the evaluation period. We appreciate your honesty and support.

Please print and read this document before installing Telcom FAX. It contains facts you need to know in order to properly install Telcom FAX. It also contains the License Agreement and Disclaimer of Warranty, which you need to read before using Telcom FAX, since you will be asked to agree to them when you start the Telcom Administrator.

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Requirements

- Windows NT™
- Class 2 FAX-modem
- Modem cable that supports all modem control signals

Please note...

Telcom FAX version 1.0 will *definitely not work* on a Class 1 FAX-modem. For a list of FAX-modems that are proven to work with Telcom FAX, see below. While Telcom FAX is designed to work with any Class 2 FAX-modem, it is possible that it will not work with *your* Class 2 FAX-modem. If you have trouble getting Telcom FAX to work on your Class 2 FAX-modem, please contact LTC technical support (see below).

Compatible FAX-modems

These FAX-modems have been proven to work with Telcom FAX:

- Practical Peripherals PM14400FXSA V.32bis (Class 2 models only)
- SupraFAXmodem v.32bis, ROM v1.71+

License Agreement & Disclaimer of Warranty

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Installing Telcom FAX

Running Setup

Before you can start using Telcom FAX, you need to run the Setup program provided on the distribution disk. This program copies the program files to your hard disk, installs the Telcom Server service, and sets up your registry.

To run the Telcom FAX package setup program

1. Make sure you are logged into Windows NT with a user account that belongs to the Administrator group for your computer.
2. Insert the Telcom FAX distribution disk in drive A (or B), or if you are installing from a hard disk, be sure that all of the distribution files are all in one directory on your hard disk.
3. Open the Windows NT File Manager.
4. Select the drive and directory where the distribution files are located (e.g. A:\, B:\, etc.)
5. Run the Setup program by double-clicking on SETUP.EXE. Or, if you prefer, use any other method to run SETUP.EXE.
6. Follow the instructions on the screen.

Restarting your computer

After Setup is complete, you need to restart your computer. Setup has added a new print monitor that won't be activated until you restart. The print monitor needs to be activated before you can properly set up the Telcom FAX Print-to-FAX printer driver.

To restart your computer

1. Choose "Shutdown" from the Program Manager File menu or Control menu.
2. Click on "Restart when shutdown is complete".
3. Press "OK" to shut down and restart.
4. Refer to Telcom Help in the Telcom FAX Program Manager group for more installation instructions.

Next, install the Telcom FAX Print-to-FAX printer driver (see the next page).

Installing the Telcom FAX Print-to-FAX driver

To install the Print-to-FAX printer driver

1. Make sure you are logged into Windows NT with an administrator account.
2. Insert the Telcom FAX distribution disk in drive A (or B), or if you are installing from a hard disk, be sure that all of the distribution files are in the same directory on your hard disk.
3. Open the Windows NT Print Manager.
4. Choose "Create Printer..." from the "Printer" menu.
5. Fill in a name for the printer (e.g. "FAX", or "Telcom FAX").
6. Select "Other..." from the "Driver" list (it's all the way at the bottom).
7. Specify the path where the Telcom FAX distribution files are located (A:\, B:\, or a path on your hard drive).
8. Press "OK" to accept the path.
9. Press "OK" to select "Telcom FAX Print-to-FAX". Some files will be copied to your hard disk, and Telcom FAX Print-to-fax will be added to the printer list.
10. Fill in a description for the printer (e.g. "the FAX-modem on my desk").
11. Select "Telcom Monitor" from the "Print to" list (it may already be selected).
12. Press "OK" to finish with the "Create Printer" dialog.
13. Press "OK" to select "Letter" as the paper size.

To set up the default document information (Job Defaults)

1. Open the Windows NT Print Manager (it may already be open).
2. Select the FAX printer you installed by clicking once on it with the left mouse button.
3. Choose "Properties..." from the "Printer" menu.
4. Press "Details...".
5. Press "Job Defaults...".
6. Press "Options" to get the "Advanced Document Properties" dialog.
7. Fill in the blanks with the defaults you want. Suggestion: fill in only your name in the "From" blank, and leave all of the other ones blank. Please note that not all applications use this information for their default settings.
8. Press "OK" repeatedly until you've returned to the main window of the Print Manager.

Finally, you must configure Telcom FAX before you start using it (see Configuring Telcom FAX).

Configuring Telcom Server

Note: if you haven't run Setup yet, do that first (see Running Setup).

This is just a brief overview. Please see the "Settings dialog" topic in Telcom Administrator Help for more information on configuring Telcom Server.

To configure Telcom Server

1. Open the Telcom Administrator (also called Telcom Admin, or just Admin). You can use the icon that Setup installed in your program manager to do this.
2. Choose "Settings" from the "Server" menu.
3. Fill in the "Port" blank with the name of your FAX-modem port (e.g. "COM2").
4. Fill in the "ID" blank with your station identifier (e.g. "LTC 315-471-7332"), up to twenty characters.
5. Fill in the "Init" blank with any special modem commands you need to send to your modem. Leave off the "AT" prefix (e.g. "M0" mutes the FAX-modem speaker). Telcom Server assembles the command string "AT<init>" and sends it to the modem as the last step in the initialization sequence. See your modem documentation for a list of possible "AT" commands.
6. Fill in the "Pre-dial" blank with any special pre-dial requirements you have (e.g. "*70," to disable call waiting for one call, or "9," to get to an "outside" line if you are on a PBX). Telcom Server assembles the command string "ATD<pre-dial><fax number>" and sends it to the modem to dial the phone. See your modem documentation for more information about dialing and the "ATD" command.
7. Fill in this blank with the number of rings you want Telcom Server to tell the FAX-modem to wait before answering an incoming call.
8. Check the "Enable auto-receive" box if you want Telcom Server to receive faxes (it may already be checked).
9. Fill in the "Path" blank with the path of the directory where you want FAXes to be stored. Please omit any trailing backslash (e.g. "C:\TCFAX\DATA"). Also, be sure that this directory exists. If it doesn't, create it using File Manager or whatever method you are comfortable using.
10. Press "OK" to keep your changes.

You are now ready to start using Telcom FAX. At this point, see the section on Operations in Telcom Help for details on using Telcom FAX.

Starting & Stopping Telcom Server

Here is a brief description on how to start and stop Telcom Server. Please see Telcom Administrator Help for a more complete discussion on using Telcom Server.

Choose start from the "Server" menu in Telcom Administrator to start Telcom Server. If the server starts properly, the window caption will switch to "Running" and the red toolbar button will light up. Also, the AA light on external modems will illuminate.

To stop the Server, choose "Stop" from the "Server" menu. The caption should switch to "Stopped", and the red light on the toolbar will go out. The green toolbar button will light up, indicating that the service is stopped and ready to re-start.

If the Server doesn't start properly, check in the System event log using Event Viewer for Telcom Server error messages. Also, the file "TSRV.JNL" in the \windows\system32 directory contains a complete record of the most recent communication session.

Using the Telcom FAX Print-to-FAX printer driver

Use the Telcom FAX Print-to-FAX printer driver to send practically anything you can print to a FAX machine. The driver lets you "print" to any FAX machine as if were a printer connected directly to you own computer or network.

"Printing" to a FAX machine

"Printing" a document on a remote FAX machine isn't very different at all from printing a document on your local printer. The most significant difference is that you'll need to specify the telephone number of the FAX machine that you want to "print" to.

To print to a FAX machine

1. Make sure that the Telcom Server is running (see the on-line Telcom Administrator Help document). If it isn't running, a FAX document will be created, but it won't be sent. If you do print a document when the service isn't running, you can send it later from the Administrator (see Sending a FAX document in the on-line Telcom Administrator Help document).
2. Open a document in the application of your choice.
3. Choose "Print Setup" (or the equivalent choice) from the "File" menu.
4. Select the Telcom FAX Print-to-FAX printer you installed.
5. Press "More".
6. Fill in the document information. Be sure to fill in the phone number of the destination FAX machine. Note: this step is optional. You can fill this information in later if you choose.
7. Press "OK" to keep your changes.
8. Press "OK" to return to the document.
9. Choose "Print" from the "File" menu.
10. After several seconds (even longer depending on the size of you document), the Send Confirmation dialog will appear. Please be patient, as there is no indication that anything is happening except for occasional hard disk access.
11. Make any changes in the Send Confirmation dialog box you wish.
12. Hit "Send" to send the FAX. At this point, Telcom Server will send the FAX.

Issues

FAX-modem issues

"No two FAX-modems are alike."

While that's not entirely true, it certainly seems that way at times. Here are some known issues, work-arounds, and tips. Please note that any references to planned features in "future" versions of Telcom FAX are speculative and subject to change without notice.

LTC is interested in your feedback. At your convenience, please send us CIS mail @ [71621,637] (internet 71621.637@compuserve.com) and let us know about any problems or suggestions you may have.

Supra doesn't reset on DTR transition

All the Supra modems we've tested do not reset properly on DTR transition. This means that your modem will be left in a "FAX" state after stopping Telcom FAX. Make sure that the other programs you use with your modem issue an "AT&F" or an "ATZ" before trying to use the modem. LTC plans to include in the next version of Telcom FAX a "cleanup" command that gets sent to the FAX-modem whenever Telcom Server is stopped or paused.

14400 FAX-modems

For the widest compatibility in this version of Telcom FAX, Telcom Server assumes that the FAX capability of all FAX-modems is 9600bps max. If you have a 14400bps FAX capable FAX-modem, then you might want to add:

```
AT+FDIS=1,5,0,2,0,0,0,0
```

to your init string. Put it all the way at the end. This will enable your FAX-modem to operate at 14400bps.

LTC plans to make this a non-issue in the next version of Telcom FAX.

Sending a "Fine" fax to a "Normal only" FAX machine

If you send a "Fine" fax to a FAX machine that only supports "Normal" resolution, the FAX will show up "stretched" vertically to approximately double its original size. Currently, there is no work-around for this, although in our experience this is a rare situation.

LTC intends to include better handling for this case in a future version of Telcom FAX.

General Issues

Printing a FAX from the Viewer

The Viewer does not "fit" the fax to the printed page. This may result in the very bottom portion of a FAX document getting cut off on the printout. LTC plans to fix this in the next release.

Confirmation box does not "grab" focus

The send confirmation box that comes up after you print to the Print-to-FAX driver does not grab the input focus. The reason for this is that you might accidentally hit a key and inadvertently "confirm" or cancel the FAX send, or even send a FAX to the wrong place. Although not grabbing the focus is by design, LTC plans to include the option to grab focus in a future version of Telcom FAX.

In case you have difficulty...

LTC provides support only to registered users. For more information on registering Telcom FAX, please see ORDER.WRI.

If you have trouble setting up or using Telcom FAX, please see the section on "Troubleshooting" in Telcom Help. If you decide that you can't solve the problem yourself, you can contact LTC technical support via:

CompuServe Mail - preferred method

Send a mail message to LTC [71621,637]

Internet users, send a mail message to 71621.637@compuserve.com

Telephone

Call LTC @ 315-471-7332, M-F, 8-5 EST

Please send the following information, or have it available when you call:

- your FAX-modem brand
- your FAX-modem model
- your FAX-modem firmware revision (try "at i3" or a similar command)
- the communications port your FAX-modem is installed on
- a detailed description of the problem(s) you are experiencing

Credits

Thanks...

To my wife, Anita, who was a consistent source of encouragement and support during the length of this project; to Steven Diederich for spending so much time helping me test FAX communications against his FAX server; to the key beta testers Randy Braze, Bob Chronister, Tony Neczet, Stephen Purpura, and Mike Rosado, all volunteers, whose invaluable suggestions and feedback helped mature this product; and to everyone else who spent their time, efforts, and computer resources to make Telcom FAX version 1.0 a reality.