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## Menu Commands

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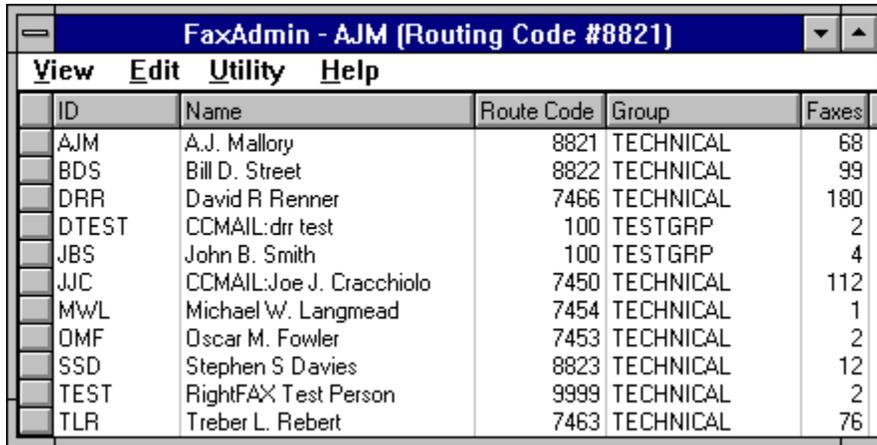
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## Users

When you choose **Users** from the **View** menu, RightFAX will show you a list of all the users currently registered with RightFAX. It will include their user IDs, names, routing codes (if you use [DID](#), [DTMF](#), or [Channel routing](#)), and how many faxes they have.



The screenshot shows a window titled "FaxAdmin - AJM (Routing Code #8821)". The window has a menu bar with "View", "Edit", "Utility", and "Help". Below the menu bar is a table with the following columns: ID, Name, Route Code, Group, and Faxes. The table contains 12 rows of user data.

ID	Name	Route Code	Group	Faxes
AJM	A.J. Mallory	8821	TECHNICAL	68
BDS	Bill D. Street	8822	TECHNICAL	99
DRR	David R Renner	7466	TECHNICAL	180
DTEST	CCMAIL:dr test	100	TESTGRP	2
JBS	John B. Smith	100	TESTGRP	4
JJC	CCMAIL:Joe J. Cracchiolo	7450	TECHNICAL	112
MWL	Michael W. Langmead	7454	TECHNICAL	1
OMF	Oscar M. Fowler	7453	TECHNICAL	2
SSD	Stephen S Davies	8823	TECHNICAL	12
TEST	RightFAX Test Person	9999	TECHNICAL	2
TLR	Treber L. Rebert	7463	TECHNICAL	76

To edit a user, highlight the line containing the ID and double click on it or choose **Edit** from the **Edit** menu.

[Creating Users](#)

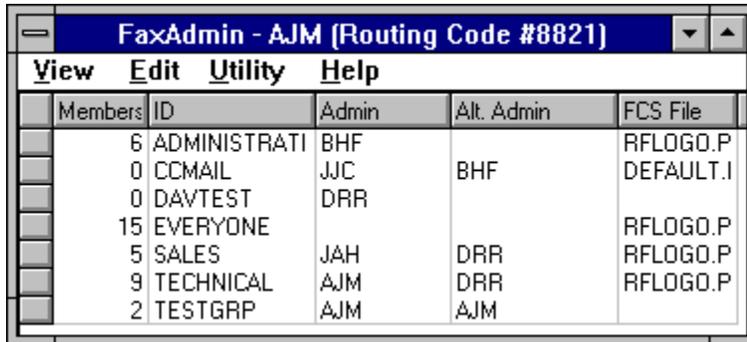
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## Groups

When you choose **Groups** from the **View** menu, RightFAX will show you a list of all the different groups of users, including their administrators, alternate administrators, and what cover sheet is assigned to each group.



The screenshot shows a window titled "FaxAdmin - AJM (Routing Code #8821)". The window contains a menu bar with "View", "Edit", "Utility", and "Help". Below the menu bar is a table with the following columns: "Members", "ID", "Admin", "Alt. Admin", and "FCS File". The table lists several groups with their respective administrators and alternate administrators.

Members	ID	Admin	Alt. Admin	FCS File
6	ADMINISTRATI	BHF		RFLOGO.P
0	CCMAIL	JJC	BHF	DEFAULT.I
0	DAVTEST	DRR		
15	EVERYONE			RFLOGO.P
5	SALES	JAH	DRR	RFLOGO.P
9	TECHNICAL	AJM	DRR	RFLOGO.P
2	TESTGRP	AJM	AJM	

To edit a group, double click on it, or select it with the mouse and choose **Edit** from the **Edit** menu.

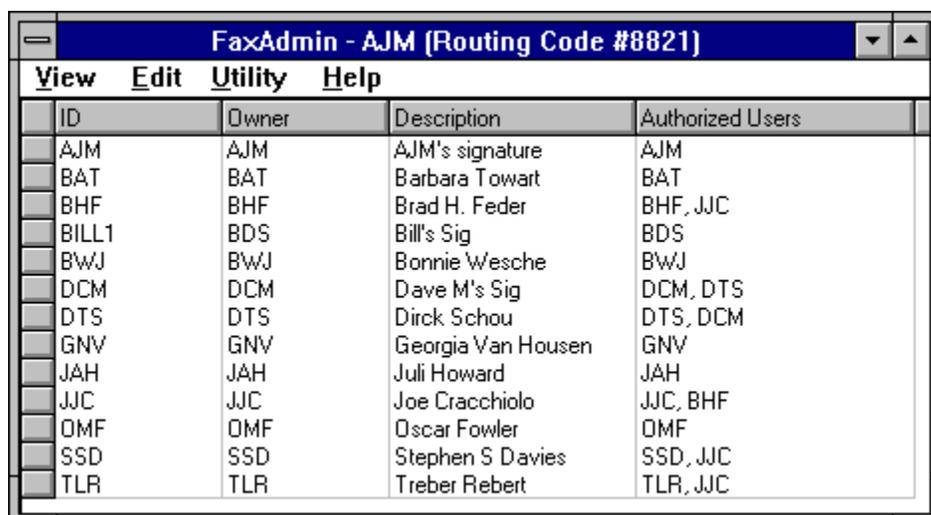
[Creating Groups](#)

[Editing Groups](#)

[Deleting Groups](#)

## Signatures

When you choose **Signatures** from the **View** menu, RightFAX shows you a list of all the signatures registered with RightFAX, including the signature code ID, the user ID, a description of the signature, and who is authorized to use it.



The screenshot shows a window titled "FaxAdmin - AJM (Routing Code #8821)". The window has a menu bar with "View", "Edit", "Utility", and "Help". Below the menu bar is a table with four columns: "ID", "Owner", "Description", and "Authorized Users". The table contains 13 rows of signature data.

ID	Owner	Description	Authorized Users
AJM	AJM	AJM's signature	AJM
BAT	BAT	Barbara Towart	BAT
BHF	BHF	Brad H. Feder	BHF, JJC
BILL1	BDS	Bill's Sig	BDS
BWJ	BWJ	Bonnie Wesche	BWJ
DCM	DCM	Dave M's Sig	DCM, DTS
DTS	DTS	Dirck Schou	DTS, DCM
GNV	GNV	Georgia Van Housen	GNV
JAH	JAH	Juli Howard	JAH
JJC	JJC	Joe Cracchiolo	JJC, BHF
OMF	OMF	Oscar Fowler	OMF
SSD	SSD	Stephen S Davies	SSD, JJC
TLR	TLR	Treber Rebert	TLR, JJC

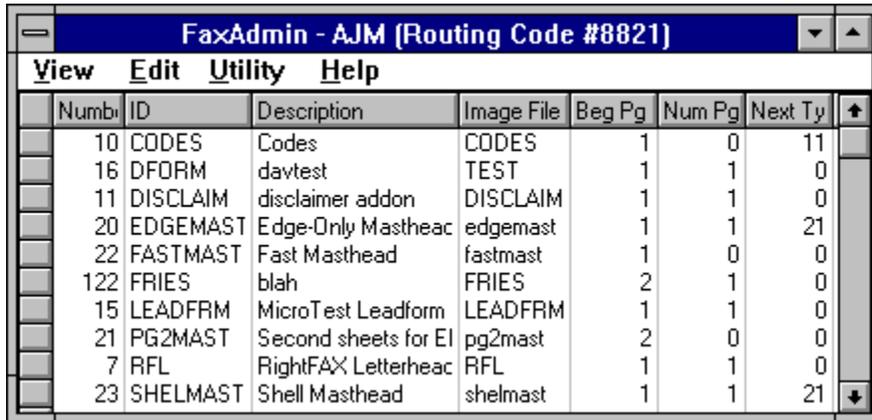
[Creating Signatures](#)

[Editing Signatures](#)

[Deleting Signatures](#)

## Forms

When you choose **Forms** from the **View** menu, RightFAX shows you a list of all the forms associated with your system. A form is a special document that has already been converted into a fax format, and can be used as an overlay for other documents. You could, for example, create forms for company letterhead paper, fill-in purchase orders, etc.



The screenshot shows a window titled "FaxAdmin - AJM (Routing Code #8821)". The window contains a menu bar with "View", "Edit", "Utility", and "Help". Below the menu bar is a table listing various forms. The table has columns for "Numbr", "ID", "Description", "Image File", "Beg Pg", "Num Pg", "Next Ty", and a scroll arrow. The table contains 11 rows of data.

Numbr	ID	Description	Image File	Beg Pg	Num Pg	Next Ty	
10	CODES	Codes	CODES	1	0	11	
16	DFORM	daytest	TEST	1	1	0	
11	DISCLAIM	disclaimer addon	DISCLAIM	1	1	0	
20	EDGEMAST	Edge-Only Mastheac	edgemast	1	1	21	
22	FASTMAST	Fast Masthead	fastmast	1	0	0	
122	FRIES	blah	FRIES	2	1	0	
15	LEADFRM	MicroTest Leadform	LEADFRM	1	1	0	
21	PG2MAST	Second sheets for EI	pg2mast	2	0	0	
7	RFL	RightFAX Letterheac	RFL	1	1	0	
23	SHELMAST	Shell Masthead	shelmast	1	1	21	

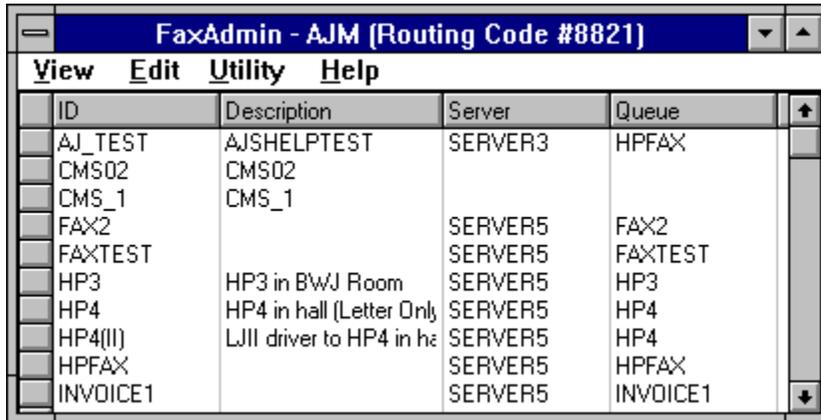
[Creating Forms](#)

[Editing Forms](#)

[Deleting Forms](#)

## Printers

When you choose **Printers** from the **View** menu, FaxAdmin displays all the printers that are defined in RightFAX. If RightFAX does not display any printers you will need to create or import some before you can print. Do not include your fax queues as printers; as this would fax your fax...



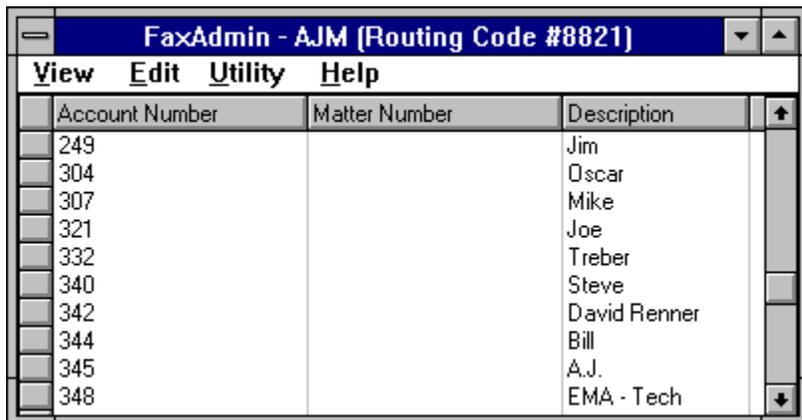
The screenshot shows the FaxAdmin application window titled "FaxAdmin - AJM (Routing Code #8821)". The window has a menu bar with "View", "Edit", "Utility", and "Help". Below the menu bar is a table listing printers. The table has five columns: ID, Description, Server, Queue, and a scroll bar on the right. The printers listed are:

ID	Description	Server	Queue
AJ_TEST	AJSHELPTTEST	SERVER3	HPFAX
CMS02	CMS02		
CMS_1	CMS_1		
FAX2		SERVER5	FAX2
FAXTEST		SERVER5	FAXTEST
HP3	HP3 in B/WJ Room	SERVER5	HP3
HP4	HP4 in hall (Letter Only)	SERVER5	HP4
HP4(II)	LJII driver to HP4 in h	SERVER5	HP4
HPFAX		SERVER5	HPFAX
INVOICE1		SERVER5	INVOICE1

- [Creating Printers](#)
- [Importing Printers](#)
- [Editing Printers](#)
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## Billing Codes

Choosing **Billing Codes** from the **View** menu displays all the billing codes defined for your company. These are codes that users may enter on their Fax Information screens. The fax server will keep records of faxes (assuming Auto-Purge is not enabled) and corresponding billing codes for use in cost recovery, cost tracking, fax tracking, etc. You can require users to enter billing codes for all faxes that they send and/or receive. You can also [Validate](#) the codes, so users have to enter "correct" codes.



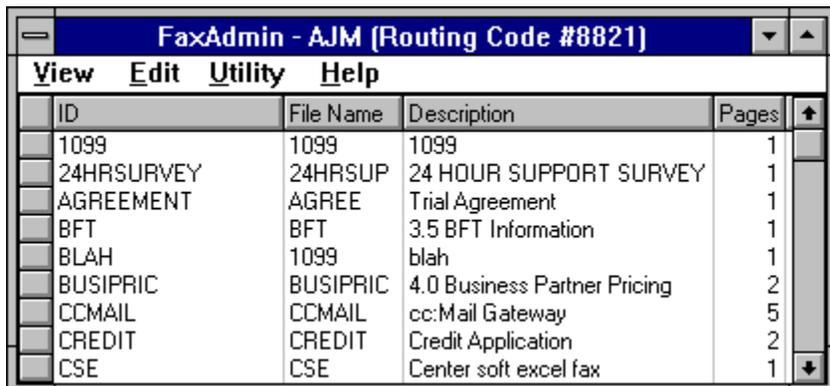
The screenshot shows a window titled "FaxAdmin - AJM (Routing Code #8821)". Below the title bar is a menu bar with "View", "Edit", "Utility", and "Help". The main area contains a table with the following columns: "Account Number", "Matter Number", and "Description". The table lists several billing codes and their corresponding descriptions.

Account Number	Matter Number	Description
249		Jim
304		Oscar
307		Mike
321		Joe
332		Treber
340		Steve
342		David Renner
344		Bill
345		A.J.
348		EMA - Tech

[Creating Billing Codes](#)  
[Importing Billing Codes](#)  
[Editing Billing Codes](#)  
[Deleting Billing Codes](#)  
[Required Fields](#)

## Library

Choosing **Library** from the **View** menu in FaxAdmin displays all the library documents developed for your RightFAX system. A library document is a document which is faxed frequently by company employees; it is already converted to a Group III format so that RightFAX does not have to execute a lengthy conversion redundantly. Credit applications, company information, product information, etc. are all examples of possible library documents.



The screenshot shows the FaxAdmin interface for routing code #8821. The menu bar includes View, Edit, Utility, and Help. Below the menu is a table listing library documents with columns for ID, File Name, Description, and Pages. The table contains the following data:

ID	File Name	Description	Pages
1099	1099	1099	1
24HRSURVEY	24HRSUP	24 HOUR SUPPORT SURVEY	1
AGREEMENT	AGREE	Trial Agreement	1
BFT	BFT	3.5 BFT Information	1
BLAH	1099	blah	1
BUSIPRIC	BUSIPRIC	4.0 Business Partner Pricing	2
CCMAIL	CCMAIL	cc:Mail Gateway	5
CREDIT	CREDIT	Credit Application	2
CSE	CSE	Center soft excel fax	1

[Creating Library Documents](#)

[Editing Library Documents](#)

[Deleting Library Documents](#)

## Create User

To Create a user you can either press the **Insert** key or choose **New** from the **Edit** while the User List is displayed. The Edit User dialog box appears with a "blank" user. Newly created users inherit their attributes from the Default user record.

**Edit User**

**User Information**

User ID:

User Name:

Password:

Distinguished Name:

Group ID:

Routing Code:

FCS Model File:

Notification Type:

**User Permissions**

<input checked="" type="checkbox"/> Administrative Access	<input type="checkbox"/> Unprotected Mailbox
<input checked="" type="checkbox"/> Auto-Purge Deleted Faxes	<input type="checkbox"/> Must Have Password
<input type="checkbox"/> Bypass Billing Code Verification	<input type="checkbox"/> View First Page Only
<input type="checkbox"/> Archive Sent Faxes	<input checked="" type="checkbox"/> Can Change Coversheets
<input checked="" type="checkbox"/> Can OCR Faxes	<input type="checkbox"/> Disallow Fax Deleting
<input type="checkbox"/> Can Use High Priority	

Buttons: Routing..., Change Password, OK, Cancel

Note: You may click on the various sections in the window above for more information.

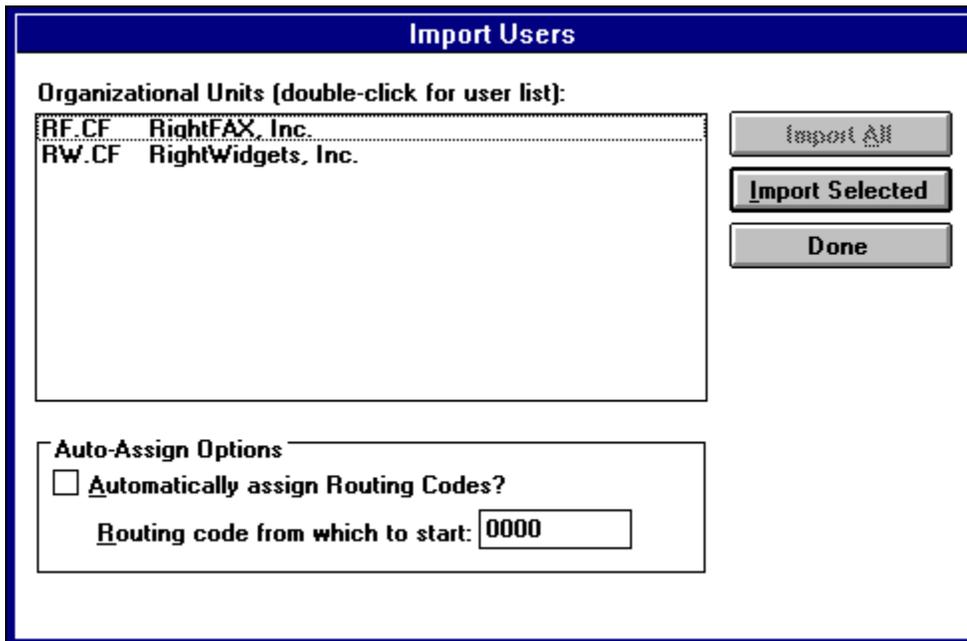
See Also:

[Editing Users](#)

[Importing Users](#)

## Importing Users

This feature will import users from a specified file server or Organizational Unit (OU). It is found under the **Edit** menu while in the **User View**. New users created during the import will inherit the attributes of the DEFAULT user. You may repeat this process for any number of file servers or OUs. You may use the **Import All** button to import all users from a server or OU at once.



**Import Users**

**Organizational Units (double-click for user list):**

RF.CF	RightFAX, Inc.
RW.CF	RightWidgets, Inc.

**Auto-Assign Options**

Automatically assign Routing Codes?

Routing code from which to start:

Buttons: **Import All**, **Import Selected**, **Done**

Note: You may click on the various sections in the window above for more information.

Note: Under Novell 4.x you must be at a PC running VLM to use Network Directory Services (NDS) for importing. If you are at a PC running NETX users will be imported from the Bindery. Under LAN Server and Windows NT networks FaxAdmin will import from the Primary Domain Controller.

## Edit Users

Select the user you wish to edit, from the **User View**, and either double click on it with the mouse or press enter, and an Edit User dialog box will appear, similar to the one below.

**Edit User**

**User Information**

User ID:

User Name:

Password:

Distinguished Name:

Group ID:

Routing Code:

FCS Model File:

Notification Type:

**User Permissions**

<input checked="" type="checkbox"/> Administrative Access	<input type="checkbox"/> Unprotected Mailbox
<input checked="" type="checkbox"/> Auto-Purge Deleted Faxes	<input type="checkbox"/> Must Have Password
<input type="checkbox"/> Bypass Billing Code Verification	<input type="checkbox"/> View First Page Only
<input type="checkbox"/> Archive Sent Faxes	<input checked="" type="checkbox"/> Can Change Coversheets
<input checked="" type="checkbox"/> Can OCR Faxes	<input type="checkbox"/> Disallow Fax Deleting
<input type="checkbox"/> Can Use High Priority	

Note: You may click on the various sections in the window above for more information.

See also:

[Creating Users](#)  
[Importing Users](#)

## Deleting Users

To delete a user select the user and press the **Delete** key or pulldown the **Edit** menu and choose **Delete**. You may select multiple Users to delete. If a user owns faxes or phonebook entries, you will be prompted to verify that all the faxes and/or phonebook entries be erased. There is no way to recover users, or the faxes and/or phonebook entries they owned, after the user is deleted.

## Creating Groups

While in the Group View select **New** from the **Edit** menu.

**Edit Group**

Group ID:

Administrator:

Alternate Admin:

FCS Model File:

Notification Type:

Days to keep deleted fax records:

**Note:** this will erase from the database, faxes which have already been deleted. This will not delete "live" faxes from users' mailboxes.

Note: You may click on the various sections in the window above for more information.

See Also:

[Editing Groups](#)

## Editing Groups

Select the group you wish to edit and either double click on it or select **Edit** from the **Edit** menu.

**Edit Group**

Group ID:

Administrator:

Alternate Admin:

FCS Model File:

Notification Type:

Days to keep deleted fax records:

**Note:** this will erase from the database, faxes which have already been deleted. This will not delete "live" faxes from users' mailboxes.

Note: You may click on the various sections in the window above for more information.

See also:

[Creating Groups](#)

## Deleting Groups

To delete a group; select the group and chose **Delete** from the **Edit** menu or press the **Delete** key. Deleting a Group does NOT delete the users belonging to the group. However, all users belonging to the group must have their group reassigned by editing the user records. Notifications, automatic purging, and coversheet selection may all exhibit strange behavior if the group to which a user belongs is deleted and the user is not assigned to a new group.

## Creating Signatures

To personalize outgoing faxes, RightFAX offers users the ability to add their own signatures to documents destined for transmission. Signatures are stored as graphic images in the \RIGHTFAX\SIG directory.

To create a signature, either fax yourself a copy of your signature, or scan your signature into RightFAX as a new fax. (In FaxUtil press Insert to create a new fax, then from the Fax Information window, press the Scan button to scan your signature.)

View the received or scanned fax, and choose the **Select box** from the Box View Toolbar. (The Select box is a clear rectangle with dotted edges.) With the mouse, select your signature, and choose **Make Signature** from the **Edit** menu in the Fax Viewer.

You will be presented with an Edit Signature box to complete. Designate a *Signature Code*, *User ID*, and *Description* for this signature. You will also need to specify which users, by ID, can use this signature in their faxes. Note that the owner of the signature is not implicitly authorized to use it, so be sure to include his or her user ID in one of the *Authorized Users* fields.

Note: Only users with RightFAX administrative privileges are allowed to create Signatures from within the Windows Fax Viewer.

See also:

[Editing Signatures](#)

## Editing Signatures

You may edit a signature by double clicking on it or by selecting it and choosing **Edit** from the **Edit** menu. A window like the one below appears. You are not allowed to modify the actual signature image. In order to change the signature image, simply recreate a signature with the same ID from within the Windows Fax Viewer.

**Edit Signature**

**Signature Info**

Signature Code: SSD

Owners Userid: SSD

Description: Stephen S Davies

Filename: 00017464.CFG

**Authorized Users**

SSD

JJC

OK

Cancel

Note: You may click on the various sections in the window above for more information.

See also:

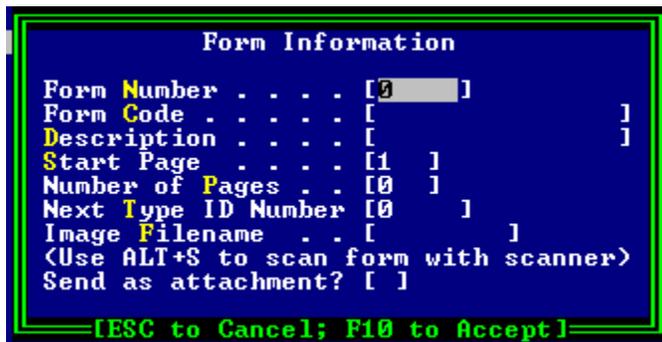
[Creating Signatures](#)

## Deleting Signatures

If you wish to delete a signature select the signature and press the **Delete** key or choose **Delete** from the **Edit** menu. The signature image file (found in \RIGHTFAX\SIG) is not removed when the signature object is deleted. Therefore, you may wish to remove a signature object's image file prior to deleting the object.

## Creating Forms

A form type is an overlay that will make your outgoing faxes look as if they were printed on letterhead, preprinted forms, or just about anything else. A form can be as simple or complex as necessary to fulfill your needs. To create a form, place a sheet of paper containing the desired image (e.g. a letterhead) into an HP ScanJet or compatible scanner, and in the DOS version of FaxUtil, while in the Form View, choose **New** from the **Edit** menu (or press insert) to bring up a dialog box like the one shown below.



```
Form Information
Form Number . . . . [0 ]
Form Code . . . . [ ]
Description . . . . [ ]
Start Page . . . . [1 ]
Number of Pages . . [0 ]
Next Type ID Number [0 ]
Image Filename . . [ ]
<Use ALT+S to scan form with scanner>
Send as attachment? [ ]
[ESC to Cancel; F10 to Accept]
```

Note: You may click on the various sections in the window above for more information.

Once you have entered all of the appropriate information, use the alt-s key combination to begin scanning. The form will be scanned twice; once in fine (high resolution) mode and once in regular mode, which are analogous to detailed and standard modes on a fax machine.

To create a form without a scanner, fax a sheet of paper with the form design on it to your RightFAX fax mailbox. You will need to fax the same form twice - once in Normal mode and once in Fine mode. From the DOS or OS/2 version of RightFAX, highlight the **Fine** mode fax, and select **Export Image** from the **Fax** menu. You will be prompted to choose a format in which to save the image; choose **Group III** formatting. In specifying where to save the fax image, type `\rightfax\papers\form2` with no extension. Next, highlight the **Normal** mode fax, and select **Export Image** from the **Fax** menu. You will be prompted to choose a format in which to save the image; choose **Group III** formatting. In specifying where to save the fax image, type `\rightfax\papers\form1` with no extension.

After exporting both images, exit to a DOS or OS/2 command prompt, switch into the `\Rightfax\Papers` directory and rename the two form images you just exported (replace *myform* with an 8 character maximum file name):

```
J:\RIGHTFAX\PAPERS> ren form1 myform.301      J:\RIGHTFAX\PAPERS> ren form2
myform.302
```

Alternatively, Windows users can highlight the **Fine** mode fax, view it with the Fax Viewer, and choose **Save As** from the **File** menu. Save this fax as form2 as above, then do the same for the **Normal** mode form1.

When finished, switch to FaxAdmin, and **View** the **Forms** section. Press **Insert** to define your new form, and complete the fields as usual. Note that in the field entitled *Image Filename*, you will have to specify the name of the form that you just exported into the `\papers` directory. It is not necessary to enter the file's path name because RightFAX will automatically search the `\papers` directory for your file.

**Example 1:** If you wish to create a form for your company letterhead that appears on every page of the document, you need to complete the *Form Code* and the *Starting Page*.

The *Form Code* could be called **Letterhd**, for instance, the *Starting Page* would be **1**, and the *Number of Pages* would be zero or blank, because you want the form to appear on all pages of the fax, and RightFAX automatically assumes that if the *Number of Pages* field is zero or blank, the form is to appear on all pages.

**Example 2:** If your first page has a large company masthead while the rest of the pages are smaller versions of the masthead, you need to create two different forms; one for the first page and one for the following pages. The first page would have a *Starting Page* of **1**, a *Number of Pages* of **1**, and a *Next Type ID Number* of the smaller version's form number. The smaller version needs a *Starting Page* of **2**, and a blank for the *Number of Pages*. Its *Next Type* field would be set to **0**, to indicate that it is the last form in the chain.

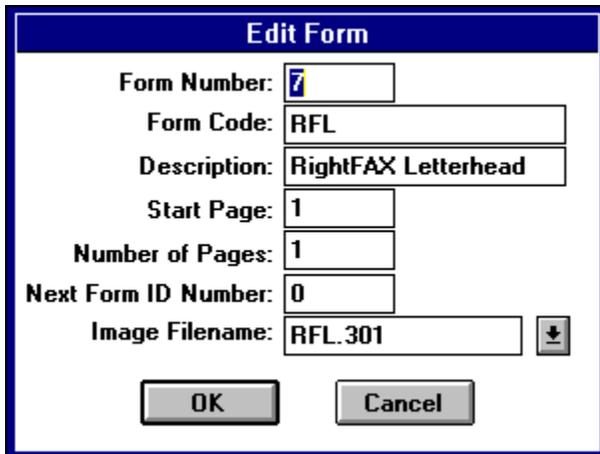
**Note:** The page numbers you specify in the *Start Page* field are absolute. If the *Start Page* for a form is set to three and you apply it to a document which only has two pages, none of the document pages will be overlaid.

See also:

[Editing Forms](#)

## Editing Forms

To edit a form go to the **Form View**, select the form with the mouse and choose **Edit** under the **Edit** menu. A window will appear like the one below.



The image shows a dialog box titled "Edit Form" with a dark blue header. It contains several input fields and two buttons. The fields are: "Form Number" with the value "7", "Form Code" with "RFL", "Description" with "RightFAX Letterhead", "Start Page" with "1", "Number of Pages" with "1", "Next Form ID Number" with "0", and "Image Filename" with "RFL.301". There is a small downward arrow icon to the right of the "Image Filename" field. At the bottom are "OK" and "Cancel" buttons.

Form Number:	7
Form Code:	RFL
Description:	RightFAX Letterhead
Start Page:	1
Number of Pages:	1
Next Form ID Number:	0
Image Filename:	RFL.301

Buttons: OK, Cancel

Note: You may click on the various sections in the window above for more information.

See also:

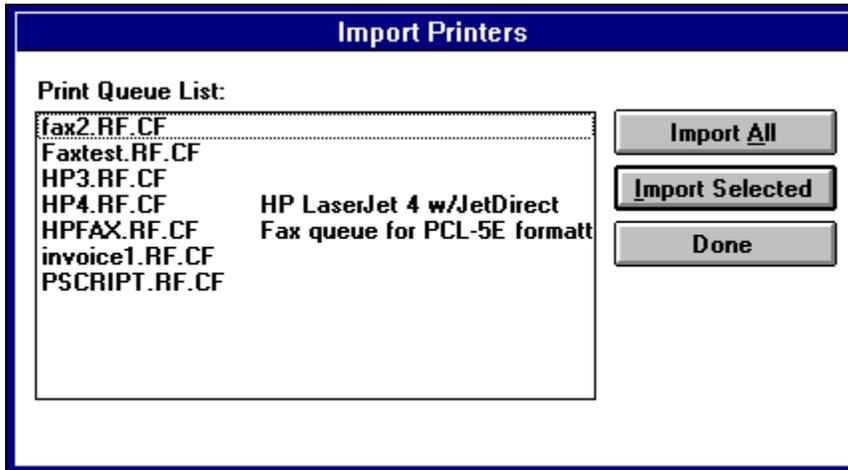
[Creating Forms](#)

## Deleting Forms

To delete a Form go to the **Form View**, select the desired Form and press the **Delete** key or choose **Delete** from the **Edit** menu. Deleting a Form does not remove the form image file(s) from the \RIGHTFAX\PAPERS directory.

## Importing Printers

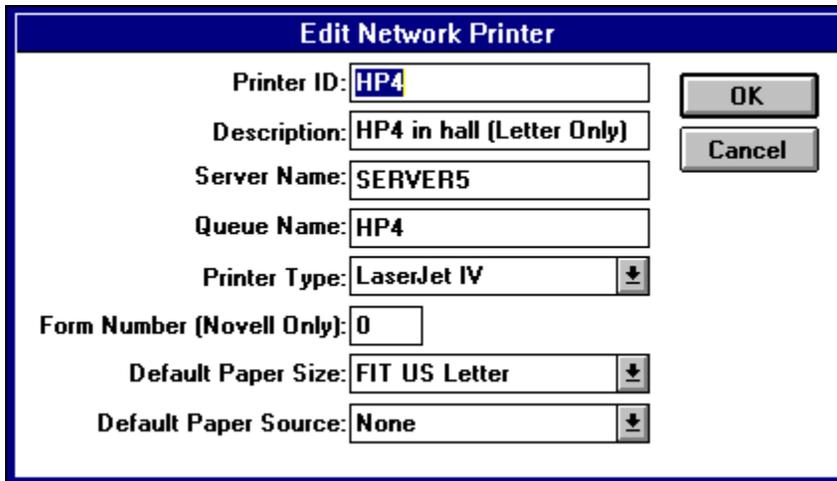
Go to the Printer View and choose **Import Data** from the **Edit** menu. A new window will appear which asks what server you would like to import printers from. You may select one or more printers by using the mouse together with the **Shift** key and/or the **Ctrl** key. Then click on the **Import Selected** button to import only selected printers.



**Note:** It does not make sense to import the print queues which the RightFAX server is servicing as outgoing fax queues. In the above example, the HPFAX, FAX2, and FAXTEXT queues are outbound fax queues to which users direct output in order that they send faxes. It, therefore, does not make sense to be able to print a received fax to an outbound fax queue (if users want to forward a received fax to another fax machine, there is a specific function for doing so from within the FaxUtil).

## Creating Printers

While in the printer View select **NEW** from the **Edit** menu. A window will appear like the one below.



The screenshot shows a dialog box titled "Edit Network Printer". It contains the following fields and controls:

- Printer ID:
- Description:
- Server Name:
- Queue Name:
- Printer Type:  (dropdown menu)
- Form Number (Novell Only):
- Default Paper Size:  (dropdown menu)
- Default Paper Source:  (dropdown menu)
- Buttons: OK, Cancel

Note: You may click on the various sections in the window above for more information.

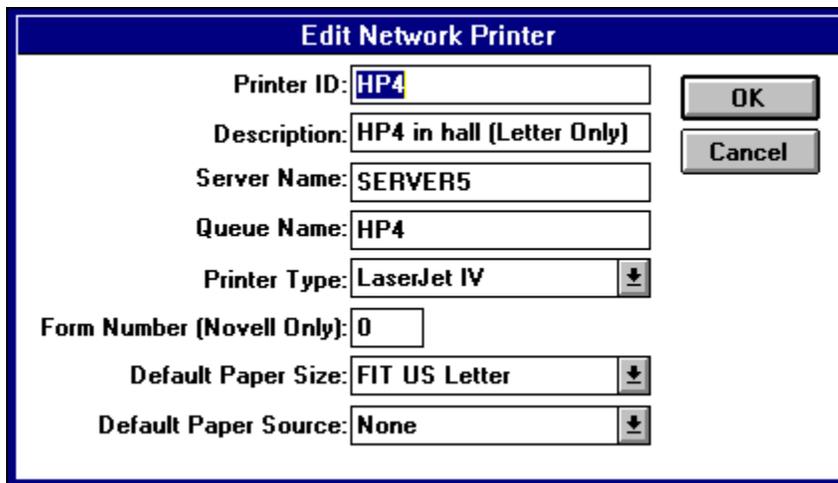
See also:

[Editing Printers](#)

[Importing Printers](#)

## Editing Printers

To Edit a printer select the printer and choose **EDIT** from the **Edit** menu. A window like the one below will appear.



The image shows a dialog box titled "Edit Network Printer" with a blue header bar. It contains several input fields and two buttons. The fields are: "Printer ID:" with the value "HP4"; "Description:" with the value "HP4 in hall (Letter Only)"; "Server Name:" with the value "SERVER5"; "Queue Name:" with the value "HP4"; "Printer Type:" with a dropdown menu showing "LaserJet IV"; "Form Number (Novell Only):" with the value "0"; "Default Paper Size:" with a dropdown menu showing "FIT US Letter"; and "Default Paper Source:" with a dropdown menu showing "None". To the right of the fields are two buttons: "OK" and "Cancel".

Note: You may click on the various sections in the window above for more information.

See also:

[Creating Printers](#)

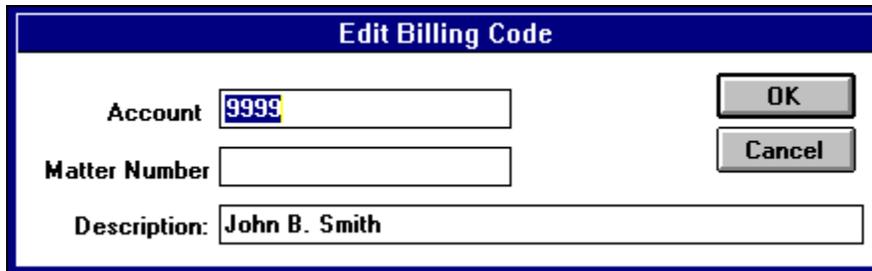
[Importing Printers](#)

## Deleting Printers

Enter the Printer View and select the printer you wish to delete press the **Delete** key or choose **Delete** from **Edit** menu. Any queued requests by users to print a fax, or faxes, on the queue being deleted will result in printing failures, i.e. because there will be no printer object to which to print.

## Creating Billing Codes

Enter the Billing Code View and select **New** from the **Edit** menu. A new window will appear similar to the one below.



The screenshot shows a dialog box titled "Edit Billing Code". It contains three input fields: "Account" with the value "9999", "Matter Number" which is empty, and "Description" with the value "John B. Smith". To the right of the input fields are two buttons: "OK" and "Cancel".

Note: You may click on the various sections in the window above for more information.

The labels you see above (Account and Matter Number) may differ as these are definable using [Customize FCS](#) menu option.

See also:

[Editing Billing Codes](#)

[Importing Billing Codes](#)

[Automatic Billing Code Importing](#)

## Importing Billing Codes

The RightFAX database can maintain detailed information about fax transmissions for reporting and billing purposes. Users can be required to enter one or two billing codes into the fax record before it is sent or deleted. Each record can hold either one or both of the two available billing code fields, and a text description.

FaxAdmin can import billing codes from two types of ASCII text files. With both types, the files must be formatted with one billing code record per line. The codes themselves cannot contain spaces, but the description may. The codes and description can be separated by spaces, tabs, or commas. Blank lines are skipped.

The first type only allows additions to the billing code table (it cannot be used to import changes or deletions). The format is:

```
BILLINFO1,BILLINFO2,DESCRIPTION
```

For example:

```
Acme,4567,Acme Steele, Inc.  
Acme,,Acme General Account  
Barnes,1123
```

The second type allows additions, changes, and deletions to be imported. It is identical to the format use by the [Automatic Billing Code Import](#) function. The second type is sometimes referred to as a "delta" format as it only contains changes to the table. There are three types of lines:

```
A,billinfo1,billinfo2,description  
C,billinfo1,billinfo2,description  
D,billinfo1,billinfo2
```

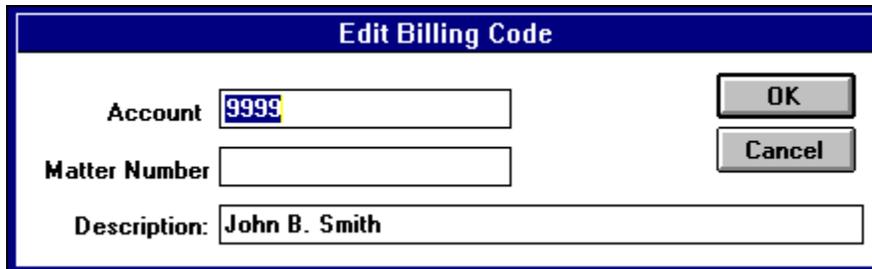
A line starting with 'A' will add a billing code. A line with 'C' will change a billing code. A line with 'D' deletes the specified billing code. All lines should terminated with a Carriage-Return/LineFeed combination and the field values must be seperated with a comma or a tab (ASCII 9) character. There cannot be any comma or tab characters within a BILLINFO1 or BILLINFO2 fields, though there can be in the Description data.

See Also:

[Automatic Billing Code Importing](#)

## Editing Billing Codes

To edit Billing Codes select the billing code you wish to change and select **Edit** from the **Edit** menu. A window like the one below will show up.



The image shows a dialog box titled "Edit Billing Code" with a dark blue header. Inside the dialog, there are three input fields and two buttons. The "Account" field contains the text "9999". The "Matter Number" field is empty. The "Description:" field contains the text "John B. Smith". To the right of the "Account" field is an "OK" button, and below it is a "Cancel" button.

Edit Billing Code	
Account	9999
Matter Number	
Description:	John B. Smith
OK	
Cancel	

Note: You may click on the various sections in the window above for more information.

See also:

[Creating Billing Codes](#)

[Importing Billing Codes](#)

[Automatic Billing Code Importing](#)

## Deleting Billing Codes

To delete Billing Codes select the billing code you wish to delete and select **Delete** from the **Edit** menu.

## Creating Library Documents

Library Documents are regularly faxed documents such as product literature, or pricing sheets. You may also use the Library to store records of graphic objects, such as logos, which you can embed in your document much the same as a signature.

To create a new library document, you must first create a fax which has the pages you want to send. You can do this by sending the document through the RightFAX print queue, faxing it to yourself, or using a scanner (or any combination of these methods). When you have the document as you want it to be sent, use the Export function in the DOS FaxUtil program to save a copy of the fax images in the Rightfax\Image subdirectory. If you are using FaxUtil for Windows, you can use the **Save As...** option from the Windows Fax Viewer. Save the files in the Brooktrout Group III format, and remember the filename you enter.

In FaxAdmin, change to the Library Document view and press insert to begin a new entry. A window like the one below will appear in which you can fill in the required information. FaxAdmin will search for the file in the Image directory, count the number of pages, and verify that all the pages are the same resolution.

The screenshot shows a dialog box titled "Edit Library Entry". It has the following fields and options:

- ID Code:** A text box containing "DID".
- Description:** A text box containing "Description of DID Service".
- Object Type:** Two radio buttons: "Library Document" (selected) and "Graphic".
- Library Document File Name:** A text box containing "DIDDOC".
- Library Document Pages:** A text box containing "1".
- Graphic Object File Name:** A dropdown menu showing "{None}".
- Buttons:** "OK" and "Cancel" at the bottom.

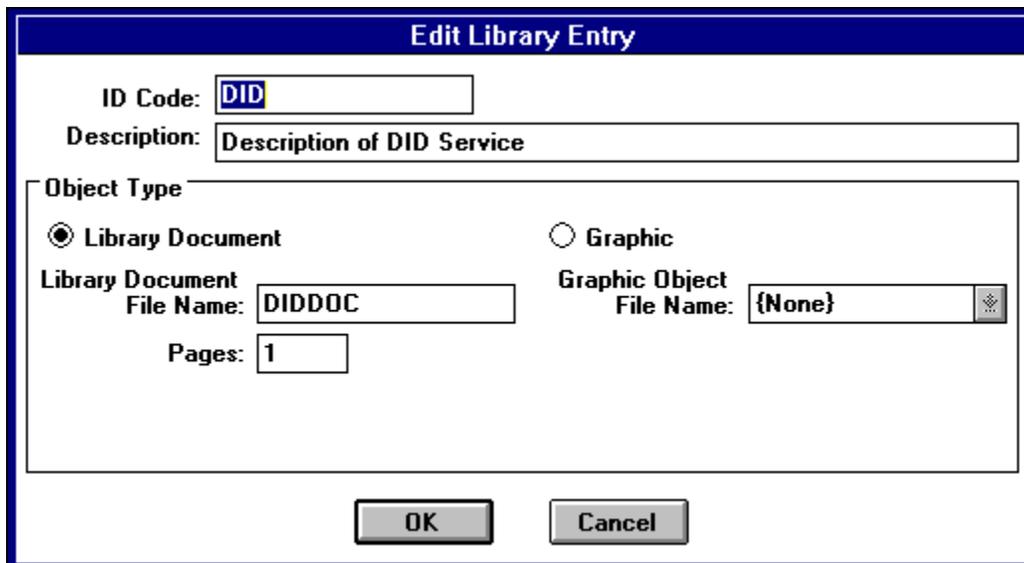
Note: You may click on the various sections in the window above for more information.

See also:

[Edit Library](#)

## Editing Library Documents

Select the Library Document you wish to edit and select **Edit** from the **Edit** menu. A Dialog Box Like the one bellow will appear.



The image shows a dialog box titled "Edit Library Entry". It contains the following fields and options:

- ID Code:** A text box containing "DID".
- Description:** A text box containing "Description of DID Service".
- Object Type:** A section with two radio buttons: "Library Document" (selected) and "Graphic".
- Library Document File Name:** A text box containing "DIDDOC".
- Pages:** A text box containing "1".
- Graphic Object File Name:** A dropdown menu showing "{None}" with a small arrow icon on the right.
- Buttons:** "OK" and "Cancel" buttons at the bottom.

Note: You may click on the various sections in the window above for more information.

See also:

[Creating Library Documents](#)

## Deleting Library Documents

To delete a Library Document select the document and press the **Delete** key or select **Delete** from the **Edit** menu. Deleting a Library Document object does not remove the images (from \RIGHTFAX\IMAGE) which belonged to the object. Such images would need to be removed manually if they will not be used in another Library Document.

## Customizing FCS Fields

Here you may specify what fields are required to be entered in the Fax Information window.

Edit Required FCS Information	
<b>Sent</b>	<b>Received</b>
<input checked="" type="checkbox"/>	<input type="checkbox"/> To Name / ID
<input checked="" type="checkbox"/>	<input type="checkbox"/> To Fax Number
<input type="checkbox"/>	<input type="checkbox"/> To Contact Number
<input type="checkbox"/>	<input type="checkbox"/> To Company
<input type="checkbox"/>	<input type="checkbox"/> To City / State
<input type="checkbox"/>	<input type="checkbox"/> From Name
<input type="checkbox"/>	<input type="checkbox"/> From Voice Phone Number
<input type="checkbox"/>	<input type="checkbox"/> Private Fax Number
<input type="checkbox"/>	<input type="checkbox"/> General Fax Number
<input type="checkbox"/>	<input type="checkbox"/> General Voice Number
<input checked="" type="checkbox"/>	<input type="checkbox"/> First Billing Info Field
<input type="checkbox"/>	<input type="checkbox"/> Second Billing Info Field
<input checked="" type="checkbox"/> Verify Billing Codes	
<input type="button" value="OK"/>	
<input type="button" value="Cancel"/>	
<b>Billing Code Descriptions:</b>	
<input type="text" value="Account Number"/>	
<input type="text" value="Matter Number"/>	

Note: You may click on the various sections in the window above for more information.

## **International Character Support**

Enable this option to help convert data from Windows ANSI to DOS code-pages.

## **Synchronize Document Library**

If the optional Ibox LibSync module has been installed, then RightFAX will periodically synchronize its document library with that of the Ibox FactsLine Fax-On-Demand system. Choosing the Synchronize Document Library function will cause the server to re-synchronize ASAP, as opposed to waiting until the next automatic synchronization.

## Export Fax Data to DBF

The screenshot shows a dialog box titled "Fax Database Query Options". It contains the following elements:

- Title:** Fax Database Query Options
- Instruction:** Choose a set of dates from which to create a database of faxes.
- Start Date:** 1 / 1 / 80
- End Date:** 12 / 31 / 99
- Include Sent Faxes:**
- Include Received Faxes:**
- Level of data:**  Faxes Only,  Faxes and their Complete Histories
- Fax Output File:** C:\TMP\FAX.DBF
- History Output File:** C:\TMP\HISTORY.DBF
- Report Format:** A list box containing: <None>, Fax Summary by User, Billing Summary Report. The "Billing Summary Report" is currently selected.
- Report Output Options:**  Screen,  Printer: HP LaserJet III on LPT1:
- Buttons:** Query, Report, Exit

FaxAdmin allows for the exporting of fax information from the database to a dBase formatted (.DBF) file. Before generating the files, select the date range for the data, whether sent, received, or both types of faxes should be included, and the level of information to be generated. After these selections have been made, click the Query button to generate the data files. Indices (files with the extension .CDX) will also be generated. These indices are in FoxPro format. If you use a different xBase system, you can ignore or delete these indices.

RightFAX includes three preformatted reports that can be previewed on the screen or printed. The reports included are the Fax Summary, the Billing Summary, and the Error Log.

The Fax Summary report lists all faxes sorted by user. This is useful to see if large numbers of faxes are collecting in particular users' boxes. This report does **not** list deleted faxes so **only** faxes that still appear in users' boxes will appear here. Date and time of transmission, time to transmit, billing codes and number of pages are displayed in this report. Total pages for each user ID are also displayed.

The Billing Summary lists all faxes listed by billing code. They are sorted by **both** billing codes, so all faxes that share a particular **first** billing code will be further broken out by the **second** billing code. Unlike the Fax Summary report, faxes that have been deleted **will** appear in this report. All faxes received during the date range chosen (which will not have a billing code) will appear at the top of this report. Date and time of transmission, time to transmit, to/from information, user ID and number of pages are displayed in this report. Total pages for each billing code are displayed as well.

Finally, the Error Log shows all faxes that were not successfully sent accompanied by the error information generated at each attempt. The user ID of the person who sent the fax is shown, along with the date and time, elapsed time and error status of each attempt.

To use these reports, simply select the report to be generated and choose the date range.

Then click on the Query button to generate the data files for the report. Finally choose the destination for the report and click on the Report button to generate it.

Note: Be aware that the Rescue utility purges all deleted fax records.

## Colors

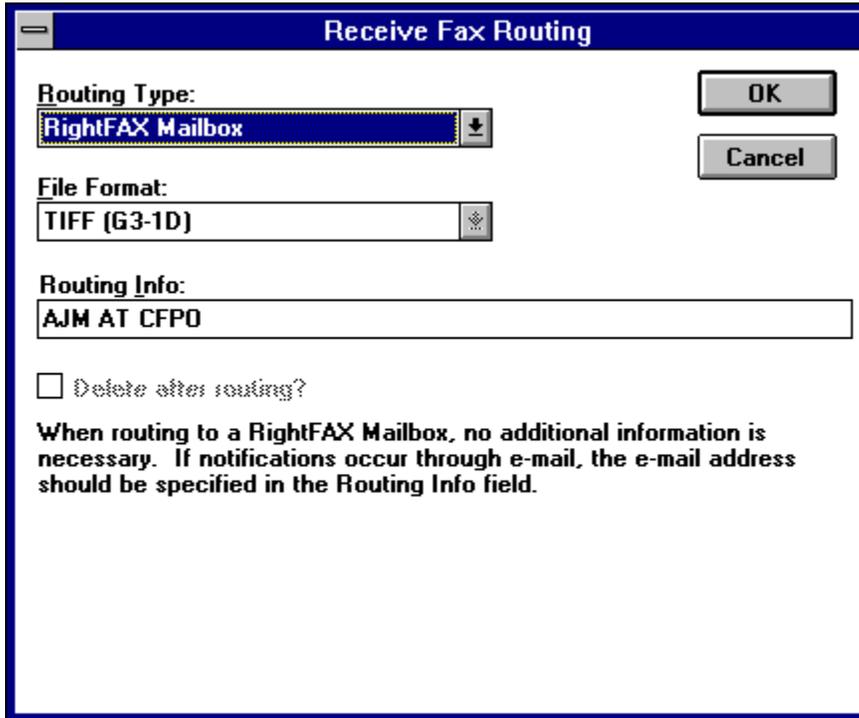
Here you can change the colors used for display in RightFAX. This item is located under the **Utility** menu. Selected colors are stored in the WIN.INI file.

## **Change Password**

This Button allows you to change the password for a user. It is great for users who forget their passwords and need to have the administrator change them so they can gain access to FaxUtil once again.

## Routing

Here you specify the type of routing for the user. i.e. cc:Mail or RightFAX MailBox. This controls to where RightFAX will deliver received faxes. Routing can automatically, i.e. DID, DTMF, OCR, or Line/Channel; manually, where a user executes a File-Route command from within FaxUtil; or semi-automatically, where a user executes a File-Forward To Network User command from within FaxUtil.



**Receive Fax Routing**

**Routing Type:**  
RightFAX Mailbox

**File Format:**  
TIFF (G3-1D)

**Routing Info:**  
AJM AT CFPO

Delete after routing?

**When routing to a RightFAX Mailbox, no additional information is necessary. If notifications occur through e-mail, the e-mail address should be specified in the Routing Info field.**

OK  
Cancel

Note: You may click on the various sections in the window above for more information.

Administrative Access--This allows users access to the administrative functions of RightFAX. Without it a user can not run FaxAdmin nor can a user switch into another user's mailbox without the correct password. If a user does not have a password, then any other user can switch into their mailbox without having Administrative Access. [Group Administrators](#) and [Alternate Administrators](#) have implicit priviledges to run FaxAdmin for and to switch into the mailbox of users belonging to their administered group(s).

Archive Sent Faxes -- If enabled, outbound faxes will be archived according to the archive options defined in the WorkServer(s). Configuring the WorkServer(s) is accomplished using the RightFAX CONFIG utility (OS/2) or the Control Panel (NT).

Outbound faxes are archived upon their completion, either successful or unsuccessful. Faxes with a status (ER:xxx), where ER stands for Error-Retry, are not archived. If a fax fails too many times, as defined by the FaxRetryCount parameter in the RIGHTFAX.INI, then it's status will change to Error-Dropped (ED:xxx). It is at the point that the fax goes to Error-Dropped status that it will be archived. In this way, a fax which fails five times in a row will not be archived five times -- only once. If a fax fails and then succeeds on a subsequent retry, it will be archived after it succeeds.

***Enabling Archive Sent Faxes implicitly disables Automatic Deleting of sent faxes (an option controlled by the user from within FaxUtil).***

Auto-Purge Deleted Faxes -- If Auto-Purge is enabled, then records of faxes deleted by the user are not maintained. When Auto-Purge is disabled, deleted fax records are maintained for the number of days specified in the RightFAX Group to which the user belongs. If you will be running fax or billing reports, it is best to leave Auto-Purge disabled (or unchecked), else as the user deletes faxes, auditing information is deleted as well.

When a user deletes a fax, the fax image is always removed from the system irregardless of the Auto-Purge setting. Since the fax images are many times larger than the fax database records, space is not a concern.

Bypass Billing Code Verification -- This attribute is only affective if billing code verification was previously enabled on a system wide basis. If so, then any user with this attribute enabled will be allowed to send faxes without supplying correct billing codes. This attribute will not exclude the user from having to supply "required" fields in order to be able to send faxes.

Billing codes are checked against the Billing Code table kept in the RightFAX database.

Can Change Coversheet -- This allows a user to freely change coversheets. If you want to restrict users to a specific coversheet, remove this attribute by unchecking the field.

Can OCR Faxes -- This controls whether or not a user can OCR faxes using RightFAX's optional Optical Character Recognition software. Users initiate the OCR process via the FaxUtil program. This attribute has nothing to do with OCR routing and does not have to be enabled if OCR routing is being used.

Can Use High Priority -- This check box controls whether or not a user can send faxes using High priority. Without this attribute enabled, a user is restricted to Normal and Low priorities only. The restriction applies to priorities selected from the FaxUtil and through the embedded code <PRIORITY:XXX> where XXX can be "HIGH", "NORMAL", or "LOW".

Priorities apply to fax conversions as well as available fax channels. Priorities are only available when using Brooktrout fax cards -- they are not supported with Gammalink fax cards.

Disallow Fax Deleting -- When enabled, this attribute will prevent a user from deleting faxes. It is useful for person(s) doing manual routing. The restriction applies to the user as opposed to the mailbox, so even if the user switches mailboxes, they still cannot delete faxes.

Distinguished Name -- This is the Novell name that specifies the users Organizational Unit (OU)/Units. It is the FULL name and tells where this user can be located in the NetWare Directory Services (NDS) from any other place in the tree.

FCS Model -- This field sets the default coversheet model for the user (or group). If a user is not assigned a specific coversheet model, then the coversheet model assigned to the Group to which the user belongs is used. If the Group is not assigned a specific coversheet model, then FCS.PCL is assumed.

Group ID -- Names the Group ID to which this user belongs. Groups are used for [coversheet model inheritance](#), [administration](#), notification method inheritance, and more.

Must Have Password -- With this box checked the user MUST have a password. Once a password has been created for that user they will not be allowed to enter a blank password when they change their password. This does not restrict the user from changing their password.

## Custom Notification

This notification method will cause the fax server to call a custom-defined command line in order to deliver a message. It is up to the customer to supply a suitable executable for the server to call upon. Please contact [RightFAX Technical Support](#) for more information on Custom Notification types.

## **E-Mail Notification**

This notification method directs fax server messages to a user's e-mail address. The optional RightFAX E-Mail Gateway is required as the server routes the messages through the Gateway. The e-mail address to which a notification is sent is determined by the user's Routing Info field.

If a user has a notification frequency set to Periodically, then the fax server will send multiple e-mail messages.

## Network Broadcast Notification

This notification type uses the built-in messaging system supplied by the network operating system. For Netware, this is the "Send" functionality. For LAN Server and Microsoft networks, this is the Messenger/WinPopup facility.

On Netware networks, DOS users need not load any extra software in order to receive network broadcast messages (they will appear on the 25th line [NETX] or on the 1st line [VLM]). For Windows workstations, they should load the NWPOPUP utility supplied by Novell. NWPOPUP is normally loaded via a 'LOAD=' or 'RUN=' command in the WIN.INI file. It may also be loaded by placing its icon in the Windows Startup group. If NWPOPUP is not loaded, then users will not receive network broadcast messages until they exit Windows or until they start a DOS-Box from within Windows. You can test a workstation's ability to receive broadcast messages by executing the following command from a command prompt on the fax server:

```
SEND "message" to User-ID
```

On LAN Server and Microsoft networks, DOS users should be running the Messenger and NetPopup services. Windows users should be running the WinPopup program as well. Network broadcast messages may not be received by DOS and Windows workstations at all times depending on the applications being used on the workstations. You can test a workstation's ability to receive broadcast messages by executing the following command from a command prompt on the fax server:

```
NET SEND <user-ID> "message text"
```

Notification Type --This determines how the user is notified by RightFAX. There are three basic types of notification: 1) Network Broadcast; 2) E-Mail (requires the optional E-Mail Gateway; and, 3) Custom.

Password -- This field is not normally available unless the user is newly created or unless the Change Password button has been pressed. If Change Password is pressed and no password is entered, the user's password will be erased. You can change user's password without having to know the old password.

Routing Code -- Specifies the DTMF extension, DID number or Channel number that will be assigned to this user. This is the number that RightFAX will use to route a received fax from the fax card(s) to a specific user.

If you will be routing faxes via DTMF or DID, then the Routing Code should be a unique number in the range 001 to 999 (for 3-digit DTMF/DID routing) or 0001 to 9999 (for 4-digit DTMF/DID routing). If you will be using Channel or Line routing, then the Routing Code should be a unique number in the range 0 to 31. Leading zeros are not significant.

The Routing Code should be unique. However, RightFAX does not enforce uniqueness, else changing routing codes would become tedious. If multiple users are assigned the same Routing Code they do not all get copies of a received fax -- only one will actually get the received fax.

Routing Codes in the range 0 to 31 may be subject to the Roll-Down feature, where the fax server will route a fax received on channel X to the nearest X-n routing code. For example, if a fax was received on channel 2 (the third fax channel) and there was no mailbox with a routing code of 2, the fax server would attempt to route the fax to routing code 1, and then 0 (assuming 1 was not found).

Unprotected Mailbox -- Normally, only administrators can switch into a mailbox without supplying a password to the mailbox. By enabling the Unprotected attribute, any user can switch into this mailbox without having to supply a password. This is useful when setting up general, or group, mailboxes where security is not an issue. This does not affect security of phonebook entries belonging to this mailbox.

User ID -- This is a unique ID which RightFAX uses to identify users. On Netware 3.x, LAN Server, and NT networks, the RightFAX User ID must match the login ID because the fax server uses the login ID to match print jobs from the fax queues against the RightFAX user database. Thus, if the login ID did not match the RightFAX User ID, users outbound faxes would never appear in their mailboxes.

On Netware 4.x networks, where NDS is employed, the RightFAX User ID usually matches the Common Name (CN) portion of the user's Distinguished Name, e.g. ".BOB.ACCOUNTING.ACME" would have a RightFAX User ID of "BOB". If there are duplicate Common Names between different Organizational Units (OU), then the RightFAX User ID will not match the CN of a one of users. For example, if you had ".BOB.ACCOUNTING.ACME" and ".BOB.SALES.ACME", then one of the BOB's would have a RightFAX User ID of "BOB" and the other "BOB2". When NDS is employed, the RightFAX server will attempt to match print jobs against the Distinguished Name field of the RightFAX Users. If no match is found, then the CN portion of the print job owner will be matched against the RightFAX User ID field. In our example, this would ensure that the outbound faxes of the BOB users would not be confused, or mixed together.

User Name -- This is simply a descriptive field with which to identify users. RightFAX makes no use of the contents of this field in normal operations. When a user is automatically added by the fax server, either during import or based on a new print job, the User Name field will be read from the Bindery (Netware 3.x), NDS (Netware 4.x), or Domain Controller (LAN Server and NT).

View First Page Only -- This attribute restricts users from viewing or printing anything but the first page of a received fax (useful when manual routing is employed). The restriction applies to the mailbox, not a user. Therefore, a user cannot login to RightFAX as themselves, switch into a mailbox with the View First Page Only restriction, and be able to view anything but the first page of any received fax. Faxes must be routed out of a restricted mailbox to another user before subsequent pages could be viewed or printed.

User List - This is a list of all users on a file server (Netware 3.x), an Organizational Unit (Netware 4.x), or a Domain (LAN Server or NT). You may select multiple users by holding down the **Shift** or **Ctrl** keys while clicking on users with the mouse.

Auto Assign Routing -- Enables automatic assignment of the Routing Code field.

Import All -- Imports all users (or printers) listed in the listbox to the left. No selections need be made in order to use this function.

Import Selected -- Imports only selected users (or printers) from the listbox to the left.  
This button is not active until a selection has been made.

Print Queue List - This is a list of all print queues on a file server (Netware 3.x), an Organizational Unit (Netware 4.x), or a Domain (LAN Server or NT). You may select multiple print queues by holding down the SHIFT and/or CTRL keys while clicking with the mouse.

Administrator -- This is the RightFAX User ID of the group's designed Administrator. The Administrator receives notification about unviewed/unprinted faxes of users belonging to the group who have not view or printed their faxes in a specified amount of time (set in the RIGHTFAX.INI file and defaulting to 60 minutes).

Group administrators are allowed access to the FaxAdmin program. However, they may only administer users who belong to the group, or groups, for which they are administrator (this also applies to alternate administrators).

Finally, group administrators (and alternate administrators) are allowed to switch into the fax mailbox of any users who belong to the group for which they are administrator without knowing users' passwords.

Alternate Admin -- This is the RightFAX User ID of group's designated Alternate Administrator. The Alternate Administrator has the same rights as the group's [Administrator](#). However, the Alternate Administrator is third in line, behind the User and Administrator, to receive notification of unviewed/unprinted faxes. When the Alternate Administrator is notified is controlled via the RECEIVE\_NOTIFY\_BRACKETS parameter in the RIGHTFAX.INI (the default is 3 hours).

Days to Keep Deleted Faxes -- This is the number of days for which to keep deleted fax records for accounting purposes. If this field is set to 0, then deleted fax records will never be automatically purged by the fax server. This value does not apply to Users who have the [Auto-Purge Deleted Faxes](#) attribute enabled.

Authorized Users -- These are the users who are allowed to place this signature on a fax via the <SIGNATURE:xxx> embedded code. The Signature Owner is NOT implicitly authorized; thus the Owner ID is usually the first Authorized ID to be entered.

Description -- This is a freeform text field used to identify an object. RightFAX does not care what goes into a Description field, it is only shown to users when they are given a list of objects from which to choose.

File Name -- Name of the file that represents the signature (files located in \RIGHTFAX\SIG), Library Document (files located in \RIGHTFAX\IMAGE) or Graphic Object (located in \RIGHTFAX\OBJ). Signatures and Graphic Objects have an extension of .CFG (a proprietary encrypted format) and are created by Administrators using the Windows Fax Viewer. Library Documents are RightFAX Group-3 formatted files with the extension .301, .302, etc.

Owners Userid -- This is the RightFAX User ID to whom the signature belongs. The owner is NOT implicitly authorized to use the signature.

Signature Code -- This is a unique identifier for the signature. This identifier is used in the <SIGNATURE:xxx> embedded fax code. For example, to place a signature in a letter one might enter the following through their word processor:

Sincerely,  
<signature:JDOE>

John Doe

Form Code -- This is a unique identifier for the form. This identifier is used in the <FORMTYPE:xxx> embedded fax code. For example, a document might contain the code <FORMTYPE:LETTERHEAD> to command the fax server to overlay the document on letterhead. Forms can also be chosen by Description from the Windows Print Driver or using the FaxUtil.

Form Number -- This number is used to identify forms and to link them together via the [Next Form ID Number](#) field.

Image Filename -- This is the name of the file in \RIGHTFAX\PAPERS directory.

Next Form ID Number -- This is used to specify the next form that will be overlaid on top of this form. In this manner you can specify compound forms of many layers. If it is set to zero no additional forms will be added.

Number of Pages -- Tells RightFAX on to how many pages this will be overlaid. Setting this value to 0 indicates that the form should be overlaid into all remaining pages in the a fax.

Start Page --Indicates on to which fax body page this form should be overlaid. Fax body pages are numbered starting at one (1); therefore a value of 0 for Start Page is not valid. It is not possible to overlay a form onto a system generated fax coversheet

Delete After Routing -- With this option is enabled, received faxes will be deleted from the RightFAX mailbox after they are successfully routed to a Network Directory or to an E-Mail system. This option does not apply if the Routing Type is set to "RightFAX Mailbox" or "OCR".

When routing received faxes to E-Mail systems through the RightFAX E-Mail Gateway, this option would normally be enabled, thus causing faxes which are successfully routed to be removed from the RightFAX system. Faxes which could not be routed to e-mail, possibly because the e-mail system is down or because an e-mail address is incorrect, are not deleted from RightFAX.

Pages -- This field contains the number of pages in the Library Document.

Library Document -- [Click here if you are adding a Library Document.](#)

Graphic -- Click here if you are trying to add a Graphic Object to the library. Graphic objects are small logos and such that can be used in a fax with the <GRAPHIC:xxx> code. For example:

ACME Incorporated <GRAPHIC:LOGO>

ID Code -- A unique identifier. This ID is used in conjunction with the <LIBDOC:xxx>, <LIBDOC2:xxx>, or <GRAPHIC:xxx> embedded codes. When a user selects library documents via the Windows Print Driver or the FaxUtil, they are presented with the [Library Document Description](#) rather than the ID Code.

Printer ID -- This is a unique identifier which RightFAX uses for its own purposes. This ID usually matches the network Queue ID, but this is not a requirement. The Printer ID should NOT contain the hyphen character (-). If a printer object does not have a description, then the Printer ID will be listed when users attempt to choose a printer from within FaxUtil, else both the Printer ID and the [Description](#) will be listed.

Server Name --This field indicates on which file server the print queue exists. For Netware 3.x networks, the name would be in the form, "SERVER", e.g. "ACMES1". For Netware 4.x networks, the server name should be blank and the Queue Name contains the NDS object name of the queue. For LAN Server and NT networks, the Server Name should be in the form, "\\SERVER".

Queue Name -- The value of Queue Name differs with the Network Operating System (NOS) in use. On Netware 3.x, Queue Name should contain the Bindery name of the queue, e.g. "LASER1". On LAN Server and NT networks, Queue Name should contain the **Sharename** of the queue. On Netware 4.x, Queue Name should contain the Distinguished Name of the queue object, e.g. **".LASER1.SALES.ACME"**. Notice that the Distinguished Name *must* begin with a period. If Queue Name does not begin with a period, RightFAX will attempt a Bindery print connection.

Printer Type -- Determines the printer driver used by the fax server to format faxes printed to this printer. Choose the one that most closely corresponds to your printer. If your laser printer supports both PostScript and PCL-5, choose one of the HP LaserJet types rather than PostScript in order to speed up printing.

Form Number (Novell Only) -- This is the form type for this printer definition. It can be any value from 0 through 999. See Novell documentation for further information on Form Numbers within the Netware Printing Systems. If in doubt, set this field to zero (0).

Default Paper Size -- Determines how the fax server will scale a fax page to fit onto the printable area of a laser printer. This setting also implies what size paper to select. Possible settings are as follows:

- None** Don't scale the image at all. This can result in some portion of the page being truncated.
- Fit Letter** Causes the fax page to be scaled to fit onto the printable area of U.S. Letter size paper (8.5 x 11 in.)
- Fit Legal** Causes the fax page to be scaled to fit onto the printable area of U.S. Legal size paper (8.5 x 14 in.)
- Fit Letter/Legal** If the fax page is 12.5 inches or less, then it will be scaled to fit onto U.S. Letter size paper, else it will be scaled to fit onto U.S. Legal size paper. This setting is useful for firms receiving faxes in a mix of letter and legal sizes and where dual-bin laser printers are employed. In such cases, the laser printer will automatically select the appropriate size paper, letter or legal, to correspond to the size of the fax page.
- Fit A4** Causes the fax page to be scaled to fit onto the printable area of A4 size paper (210 x 297 mm)
- Fit A4/Legal** Identical to Fit Letter/Legal, except that the printer will choose between A4 and legal paper trays.

Note: there is always an unprintable region into which a laser printer cannot print. RightFAX takes this into account when scaling and fits the full fax page within the unprintable region. The result is a small (5%) reduction in the page image when printed on a laser printer. Since fax pages have no unprintable region, the scaling must occur else portions of the fax pages would be lost during printing.

Default Paper Source --Determines which paper tray selection command RightFAX will send to the printer. If Default Paper Size is set to Fit Letter/Legal or Fit A4/Legal, then it is recommended that Paper Source be set to None, else the automatic selection of paper trays will not work as expected.

Billing Code Descriptions -- These are labels used to describe the customizable billing information fields (generically termed BillInfo1 and BillInfo2). Users will see these labels on the Fax Information dialog box from within FaxUtil and the Windows Print Driver.

FCS Required Fields (Received) -- By checking the boxes here you control what fields your users are required to supply on received faxes. If a received fax does not have information in all the required fields, it is considered "incomplete" and it cannot be deleted. Requiring fields on received faxes is useful when you need to do cost recovery for received faxes.

FCS Required Fields (Sent) -- By checking the boxes here you control what fields your users are required to supply before the fax server will send a fax. If a user attempts to send a fax without all the required field being supplied, the fax is considered "incomplete" and the fax server will attempt to send a message to the user alerting them to the incomplete fax. Be careful when requiring any of the "From" fields as these may not be obvious to the users, thus causing all their faxes to stay "incomplete" until they figure out that they have not supplied the "From" information.

Verify Billing Codes -- Causes the fax server to validate the billing information fields for every fax against the [Billing Code Table](#). Enabling this option does not implicitly require that users enter billing codes. If you wish to require your users to enter a billing code then enable the e check boxes above labeled *Billing Info 1/ Billing Info 2* for sent faxes.

With Verify Billing Codes enabled, the fax server will not send a fax unless it contains a valid set of billing fields. Faxes with invalid billing fields will be set to status, "ER:Invalid Billing Code".

File Format -- The file format is used when RightFAX us routing received faxes to e-mail or to a network directory. This field is irrelevant when the Routing Type is set to RightFAX Mailbox or OCR. Each user can have a different file format. The possible formats are as follows:

- PCX Single page per file with an average fax page size of 135 KBytes. Useful for routing received faxes to cc:Mail DOS and Macintosh clients as cc:Mail for DOS and Macintosh have built-in capabilities to view PCX formatted fax pages. Not recommended for Windows clients as PCX is a large format and users have to sift through multiple attachments when viewing multi-paged faxes.
- DCX DCX is simply a consolidation of multiple PCX pages into a single file. It, therefore, solves the multiple attachment problem of PCX files, but it maintains the large page size (average of 135 KBytes per page). Microsoft Mail clients for Windows and DOS have the capability to view DCX formatted faxes.
- TIFF-G3 TIFF is a common graphics file format. TIFF, by itself, does not indicate or imply a compression scheme, hence the reason we have the TIFF-G3 format specification. TIFF-G3 are TIFF structured files where the graphics data is compressed using the Group-3 Modified Huffman encoding. Group-3 compression (average of 35 KBytes per page) is much better on monochromatic pages (i.e. fax pages) when compared to PCX or DCX. TIFF-G3 is a single file format, where all pages of a fax are stored in a single file (this means users only need deal with a single attachment within e-mail). With the exception of GroupWise, none of the e-mail systems have built-in capabilities to view TIFF-G3 files. For Windows mail client, you can use the RightFAX fax viewer by associating WFAXVIEW.EXE with the .TIF extension. This will cause cc:Mail, GroupWise, and Microsoft Mail to launch the RightFAX viewer for viewing TIFF-G3 attachments.

**Note:** if users will be receiving their faxes in e-mail and they will be using one of the remote e-mail packages, i.e. where a modem is used to retrieve e-mail, then TIFF-G3 format should be used due to its superior compression when compared to PCX and DCX.

Routing Info -- This field is used to specify more routing information. For example when using cc:Mail routing you would enter the cc:Mail e-mail address associated with the particular user. The Routing Info field contains different information depending on the value of the Routing Type selector:

<b><u>Routing Type</u></b>	<b>Use of Routing Info</b>
RightFAX Mailbox	If no E-Mail Gateway is installed, then this field if left empty (with the exceptions of OCR and Network Directory Routing Types). If an E-Mail Gateway is installed, then Routing Info should contain the full e-mail address of the particular user. The e-mail address entered is used to associate outbound e-mail messages with RightFAX users, i.e. RightFAX may need to translate ACME/MAINPO/BOBC with the RightFAX User ID BOB. Routing Info allows this translation to take place.
cc:Mail	A valid cc:Mail address in one of the following formats: USER at POSTOFFICE USER #LIST at POSTOFFICE
Notes	A valid Notes address in the format: USER-NAME The user-name specified must be enough to uniquely identify the Notes user.
Microsoft Mail	A valid MS Mail address in the format: NET/PO/USER
GroupWise	A valid GroupWise address in the format: DOMAIN.PO.USER Multiple users can be specified, which is useful for routing of received faxes:  DOMAIN.PO.USER1,DOMAIN.PO.USER2  DOMAIN.PO.(USER1,USER2)
OCR	Names the routing table to be used when OCR routing faxes though this mailbox. If this field if left blank, ROUTE.TXT is assumed. Multiple routing tables are useful when used in conjunction with Line/Channel based routing. In such a secenrio, the mailbox with routing code 0 might use ROUTE0.TXT and the mailbox with routing code 1 might use ROUTE1.TXT. Assuming the first and second phone lines are not in the same hunt-group, received faxes are already broken down into two groups prior to OCR routing. Such a scheme can greatly increase the success rate of OCR routing.
Network Directory	A valid path to which to store received fax images. The field may contain various macros (detailed in the dialog itself) which cause the fax server to dynamically create subdirectories to contain the fax images. Use of macros can allow you to organize images by virtue of the subdirectories in which they are placed.

Routing Type -- Here you specify the type of routing the fax server should use to deliver received or forwarded faxes, i.e. RightFAX Mailbox, cc:Mail, OCR, WP Groupwise, MS Mail or Network Directory. This field is strongly interrelated to the [Routing Info](#) field.

## Edit

Edits the currently selected object. For details on editing a particular object, click on one of these subjects:

[Edit Users](#)

[Edit Printers](#)

[Edit Signatures](#)

[Edit Library Documents](#)

[Edit Groups](#)

[Edit Forms](#)

[Edit Billing Codes](#)

## New

Creates a new object. For details on creating a particular object, click on one of these subjects:

[New User](#)

[New Printer](#)

[New Group](#)

[New Library](#)

[New Form](#)

[New Signature](#)

[New Billing Code](#)

## Delete

This menu item will delete the currently selected object or objects.

See also:

[Deleting Users](#)

[Deleting Printers](#)

[Deleting Forms](#)

[Deleting Signatures](#)

[Deleting Groups](#)

[Deleting Library Documents](#)

[Deleting Billing Codes](#)

## Import Data

This menu item is only enabled in some views. See the sections below for further details:

[Import Users](#)

[Import Printers](#)

[Import Billing Codes](#)

## **Product Support**

If you need assistance with RightFAX or any of our client software, please contact us:

RightFAX Technical Support  
4400 E. Broadway Suite 312  
Tucson, AZ 85711

Voice (520) 327-1357  
Fax (520) 321-7456  
BBS (520) 327-7456  
E-mail: [tech@rightfax.com](mailto:tech@rightfax.com)

You should include all the information you can in your message, including the version of RightFAX, information about your network, and a description of the specific problem. The more information you provide the quicker we can solve the problem.

## Default User

The Default User is a special RightFAX mailbox which is used for the following purposes:

- \* New users inherit many of their attributes from the Default User
- \* Outbound e-mail messages from the RightFAX E-Mail Gateway may go through the Default User's mailbox so that a RightFAX mailbox need not be setup for every e-mail user wishing to send faxes.
- \* The [Routing Info](#) field for the Default User may contain special "macros" which make easier the setup of e-mail addresses for new users.

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## Getting Started

Once RightFAX is set up and running the next step is to [create](#) or [import](#) users. RightFAX provides a Default User who's settings are used as a template for imported or created users. To use this 'feature' set Default users settings up in FaxAdmin **before** Importing or creating users.

You will also need to set up routing in RightFAX. Routing controls how faxes will be delivered from the phone lines to the users. There are several methods of routing that can be used. See [Routing Types](#).

The second item to be set up are the Printers. This is done in a similar manner to the importing or creating of users. See [Import Printers](#) or [Create Printers](#).

## Automatic Billing Code Importing

RightFAX can automatically import billing codes from a file at a specified frequency. To set this up you will need to add a line to the [WORKSRV1] section of the RIGHTFAX.INI (located in the \RIGHTFAX\BIN directory structure):

```
[WORKSRV1]
    AutoImportBC=15
```

After the above line is added, WorkServer will check for the file named CODECHG.CSV to appear in its directory every 15 minutes. If such a file appears, WorkServer will attempt to import it into the RightFAX database.

```
A,billinfo1,billinfo2,description
C,billinfo1,billinfo2,description
D,billinfo1,billinfo2
```

A line starting with 'A' will add a billing code. A line with 'C' will change a billing code. A line with 'D' deletes the specified billing code. All lines should be terminated with a Carriage-Return/LineFeed combination and the field values must be separated with a comma or a tab (ASCII 9) character. There cannot be any comma or tab characters within a BILLINFO1 or BILLINFO2 fields, though there can be in the Description data.

After the WorkServer imports the billing codes file, it will produce a file called CODECHG.LOG which records what was and was not imported. You can erase this file when you are done with it. WorkServer will always overwrite the log file with each new import. The original CODECHG.CSV file will be DELETED after importing, else the WorkServer would just find it again.

## Routing Types

RightFAX can route all incoming faxes to specific mailboxes in four ways: with DID (Direct Inward Dialing), DTMF (Dual-Tone Multi-Frequency), OCR (Optical Character Recognition), or line (also called channel) routing.

**DID** routing uses a special service provided by the phone company. A DID phone line, called a **Trunk Line**, can receive calls on many different phone numbers. When a caller anywhere in the world dials any of the numbers assigned to the Trunk Line, the phone company sends a signal indicating an incoming call (not a ring), followed by the last 3 or 4 digits of the phone number. The special DID capable fax cards from Brooktrout and Gammalink are able to capture these digits. The RightFAX software uses the digits to then route received faxes to their final destinations (users).

To use DID, buy one of these special lines, along with blocks of phone numbers, from the local phone company. When ordering your DID service from the phone company, you should request a DID trunk line(s) with the following parameters:

Trunk Type: **Loop Start**  
Service Type: **Wink Start**  
Signaling: **DTMF**  
Digit Length: **4 digits**

DID Trunk Lines are **not** the same as individual phone lines, or analog extensions, which a PBX provides, even if the PBX does use DID service. Think of the fax cards as a mini-PBX which operate independently of your regular phone system.

**DTMF**, unlike DID, uses a regular phone line with a single phone number. The person sending you a fax dials this number and the call connects normally. Before the fax transmission starts, the fax card prompts the caller to enter a routing code for the fax they are sending. If the caller enters a valid routing code (one which is assigned to a RightFAX user) the fax is placed in the proper mailbox. If the caller does not enter a code before a certain amount of time has elapsed, or the code entered does not correspond to a valid RightFAX mailbox, the fax is placed in a default mailbox.

DTMF capability is configured using the following parameters in the FAXHW.INI file: **DTMF, Initial\_Tone, Initial\_Speech, Numdigits, Tonewait, and Baddigits.**

**OCR** (Optical Character Recognition) is a separate module that converts the first page of an incoming fax into a text format and then scans it for pre-specified words or sequences of words. Each word is associated with an individual mailbox. If RightFAX finds any matches, it routes the fax to the specified mailbox.

**Line/Channel Routing** is simply that; if a fax arrives on a particular line, the user assigned to that line will receive the fax in his/her mailbox. Assign one RightFAX mailbox to each incoming line.

**Manual Routing** is where one or several users receive faxes using one of the above methods and then manually routes faxes to the appropriate users.

It is possible to use more than one routing method at a time. For example you could have a DID line that routes to three different people and then those individuals would route the faxes to specific users within their respective departments.

