

Fax Server

The FaxNow! Fax Server program runs on the fax server computer. This is the computer, with a fax modem installed, that will process incoming and outgoing faxes. Faxes will not be processed when the Fax Server program is not running.

The Fax Server program provides administration facilities that allow you to create and configure the system, server and modem properties.

Note Only the system administrator will normally have access to the FaxNow! Fax Server program. If you need to perform any of the tasks detailed in this section, please contact your system administrator.

To gain access to the Fax Server administration options, you must be running the Fax Server program. To run the Fax Server program, select FaxNow! Version 3\Fax Server from the Windows Start menu. Fax Server will open and display the [Fax Modem Server](#) window.

When running, the Fax Server program consists of a single window that displays a log for each configured modem and an event log that displays Fax Server events.

The Event Log and Modem Log windows may be minimised at the bottom of the Fax Server window when you start Fax Server for the first time, these can be restored at any time to view their contents. A toolbar and menu system allow configuration of the fax server and modems.

If you have installed and configured more than one modem, there will be a Modem Log window for each modem. If an intelligent fax board is installed, a modem log window will be displayed for each channel/line. You can select how these are displayed using the options on the Window menu:

- Cascade, which will display the modem windows in a staggered stack within the Fax Modem Server window
- Tile Horizontally, which will place the modem windows in a row across the Fax Modem Server window
- Tile Vertically, which will place the modem windows in a column down the Fax Modem Server window
- Arrange Icons, which will arrange the icons representing the modem windows in a pattern to suit the shape and size of the Fax Server window.

The following operations can be performed within FaxNow! Fax Server:

[Setting server properties](#)

[Setting image properties](#)

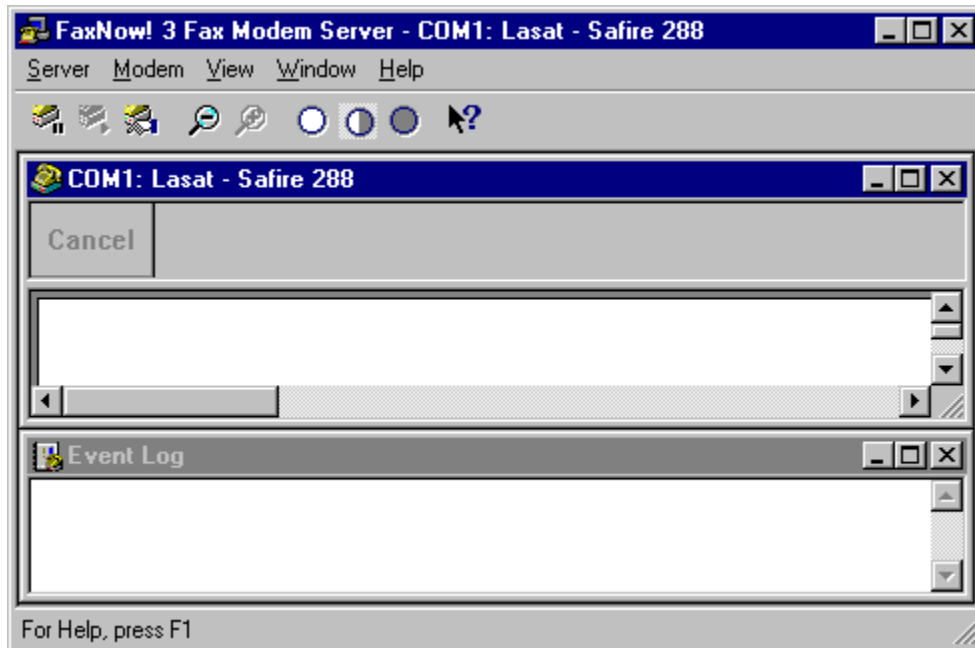
[Setting system properties](#)

[Adding and configuring modems](#)

[Using the event log](#)

Fax Modem Server window

The following illustration shows the Fax Modem Server window. Click areas of the window to see what they do.



Menu bar

The menus contained in the menu bar give access to Activity Log Reporter features. Clicking a menu name will display the options available in the menu.

Toolbar

The tools on the toolbar give access to the most common Activity Log Reporter facilities.

Modem log

There is a modem log area for each modem connected to the system. This area lists all the events detected for the modem.

Event log

This area lists all the server events detected.

Setting server properties

You can configure e-mail, old queue and HP ScanJet properties of the fax server from within the Fax Server program.

[Setting e-mail properties](#)

[Handling FaxNow! v2.5 Queues](#)

[Configuring FaxNow! for HP Network ScanJet](#)

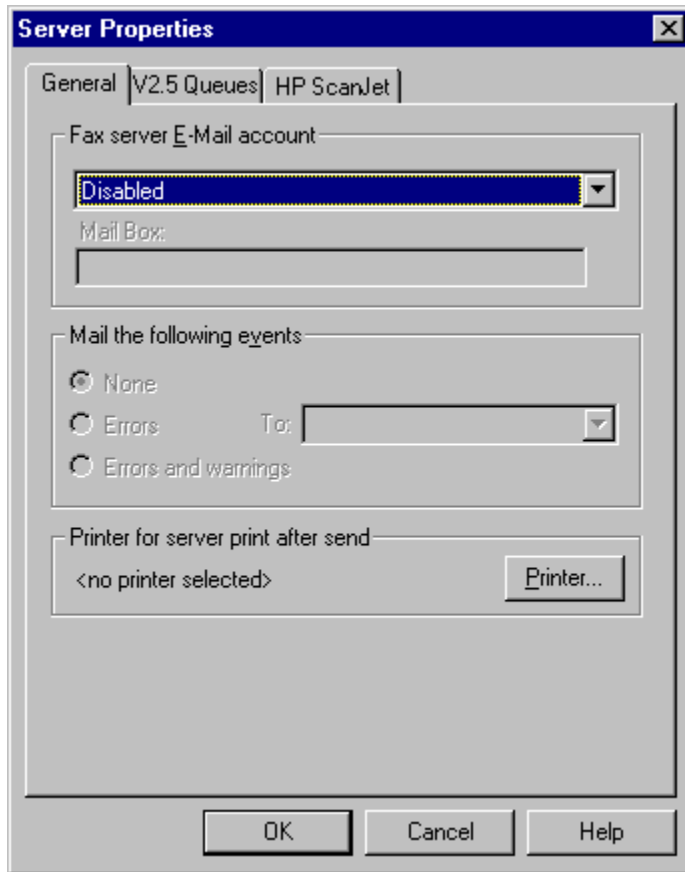
Setting e-mail properties

To configure Server properties:

1. Select Server Properties (Server menu) to display the [Server Properties](#) dialog.
2. Select the e-mail account type from the drop-down list, then enter the Mailbox and Password for the account.
3. Select the events to be notified by e-mail and the address to which they are to be mailed.
4. If required, select the printer that will be used to generate hard copy after a fax is transmitted.

Server Properties dialog - General tab

The following illustration shows the Server Properties dialog with the General tab selected. Click areas of the dialog to see what they do.



OK button

Click this button to close the dialog, implementing all selections and entries.

Cancel button

Click this button to close the dialog ignoring all selections and entries.

Help button

Click this button to see help on the Server Properties dialog.

General tab

Click this tab to display e-mail information in the [Server Properties](#) dialog.

Old Queues tab

Click this tab to display FaxNow! v2.5 queue handling information in the [Server Properties](#) dialog.

HP ScanJet tab

Click this tab to display Hewlett Packard ScanJet handling information in the [Server Properties](#) dialog.

Fax server Email account

FaxNow! can be configured to work with your e-mail system. The Fax Server Email Account refers to the mailbox name and password of the user that FaxNow! will send e-mail as. For example, if you entered a mailbox name "Fax Server", users would receive routed faxes and confirmations from a user called "Fax Server".

Select the e-mail type from the drop-down list (the default is disabled). You can then enter the mailbox address and a password as required.

Mail the following events

FaxNow! can send errors and warnings, generated by Fax Server, to the e-mail address of a FaxNow! user.

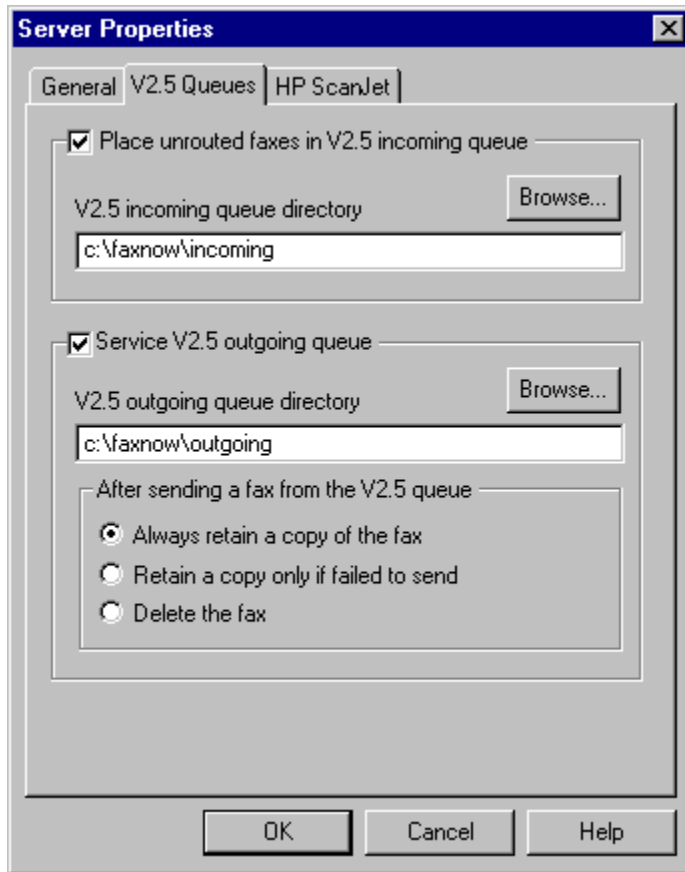
To configure this option, select the option you require and select an e-mail address to send events to. Only FaxNow! users with an e-mail address will be displayed in this list.

Printer for server print after send

In System properties, you can select options for printing outbound faxes after they have been transmitted. You can select a default printer to print outgoing faxes. To do this, click the button marked Printer to display a standard Windows Print Setup dialog. Enter the details of the printer and select OK to implement the selections.

Server Properties dialog - Old Queues tab

The following illustration shows the Server Properties dialog with the Old Queues tab selected. Click areas of the dialog to see what they do.



Place unrouted faxes in old queue

If you want to place all unrouted faxes into an old queue, select the Place unrouted faxes in old queue checkbox. You can then enter the old directory for the queue (using the browse facility if required).

Empty old queue

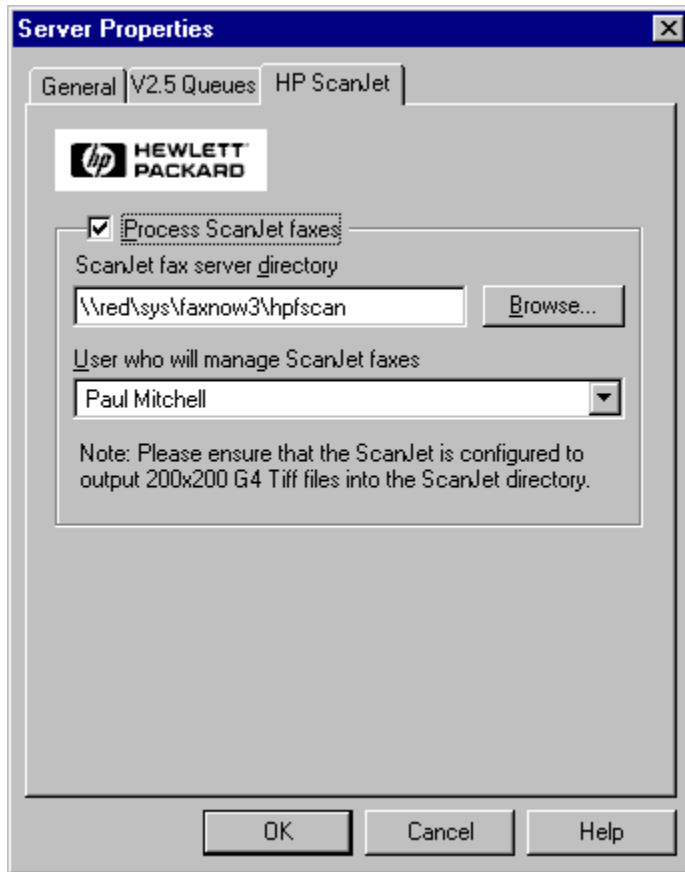
If you want to remove all the faxes from an old queue, select the Empty old queue checkbox. You can then enter the old directory for the queue (using the browse facility if required).

Retain/delete options

You can select the appropriate option button for the save or delete action to be taken when a fax is transmitted from the old queue.

Server Properties dialog - HP ScanJet tab

The following illustration shows the Server Properties dialog with the HP ScanJet tab selected. Click areas of the dialog to see what they do.



Process ScanJet faxes checkbox

Select this checkbox if you want your FaxNow! system to process ScanJet faxes. All the other options within this tab will be unavailable until you check this box.

ScanJet fax server directory

You can enter the directory or folder that will be used for ScanJet faxes on the fax server. You can use the Browse button to find a suitable folder.

User who will manage ScanJet faxes

From this drop-down list you can select the user who will manage ScanJet faxes for your system.

Handling FaxNow! v2.5 Queues

If you have an existing installation of FaxNow! version 2.5, the queues that would normally be serviced by a FaxNow! version 2.5 Fax Server can instead be serviced by FaxNow! version 3.

To set up old queue details:

1. Select the Old Queues tab. This will display the [Server Properties](#) dialog.
2. If you want to place all unrouted faxes into an old queue, select the Place unrouted faxes in old queue checkbox. You can then enter the old directory for the queue (using the browse facility if required).
3. If you want to remove all the faxes from an old queue, select the Empty old queue checkbox. You can then enter the old directory for the queue (using the browse facility if required).
4. Select the appropriate option button for the save or delete action to be taken when a fax is transmitted from the old queue.
5. Click the OK button.

Configuring FaxNow! for HP Network ScanJet

FaxNow! can be configured to work with network scanners from Hewlett Packard. See the appendix *FaxNow! and HP Network ScanJet* in the FaxNow! User Handbook for more details.

1. If you want to configure FaxNow! to work with your HP Network ScanJet, select the HP ScanJet tab. This will display the [Server Properties](#) dialog, in which you can set up FaxNow! to send faxes that have been scanned and submitted as a fax directly from an HP Network ScanJet.
2. Select the Process ScanJet Faxes checkbox to enable the ScanJet interface.
3. Enter the directory or folder where FaxNow! will look for new faxes submitted from your Network ScanJet, using the Browse facility if required.

This directory must be identical to the one specified in the HP Network ScanJet fax server setup.

4. Enter the FaxNow! user who will manage faxes sent from the HP Network ScanJet.

FaxNow! needs to know the name of the user who submitted a fax from the HP Network ScanJet so that the outbound fax can be placed into the correct Outbox folder. The HP Network ScanJet can be configured to make users identify themselves before using the ScanJet. Where this feature is not enabled, all submitted faxes are placed into the Outbox folder of the user who is defined here.

5. Click the OK button to implement the new server properties.

Setting image properties

You can set the size and brightness of displayed fax windows using either tools from the toolbar or menu options.

[Setting image size](#)

[Setting image brightness](#)

Setting image size

If Real Time is selected in Modem properties, an image of the transmitting fax can be displayed in the modem log window. You can display individual fax pages within the fax window at any of a set of predefined proportions from full window (showing one page at a time in the window) to sixteenth (showing 16 pages within the window). To change the size of displayed fax pages:

1. Maximise the window so that it is displayed within the Fax Modem Server window.
2. If you want to use the toolbar, click the [Zoom](#) tools until the layout of the window is correct.
3. If you want to use menu selections, select Image Size (View menu), then choose the required page size from the displayed sub-menu.

Setting image brightness

You can display fax pages at any of three brightness levels (light, normal or dark):

1. Maximise the window so that it is displayed within the Fax Modem Server window.
2. If you want to use the toolbar, click the appropriate [Brightness](#) tool.
3. If you want to use menu selections, select Image Brightness (View menu), then choose the required brightness from the displayed sub-menu.

Zoom tools



Brightness tools



Setting system properties

You can set up properties that will apply across the entire FaxNow! system. These can be either general properties or blacklisted fax numbers.

[Setting general properties](#)

[Configuring blacklisted fax numbers](#)

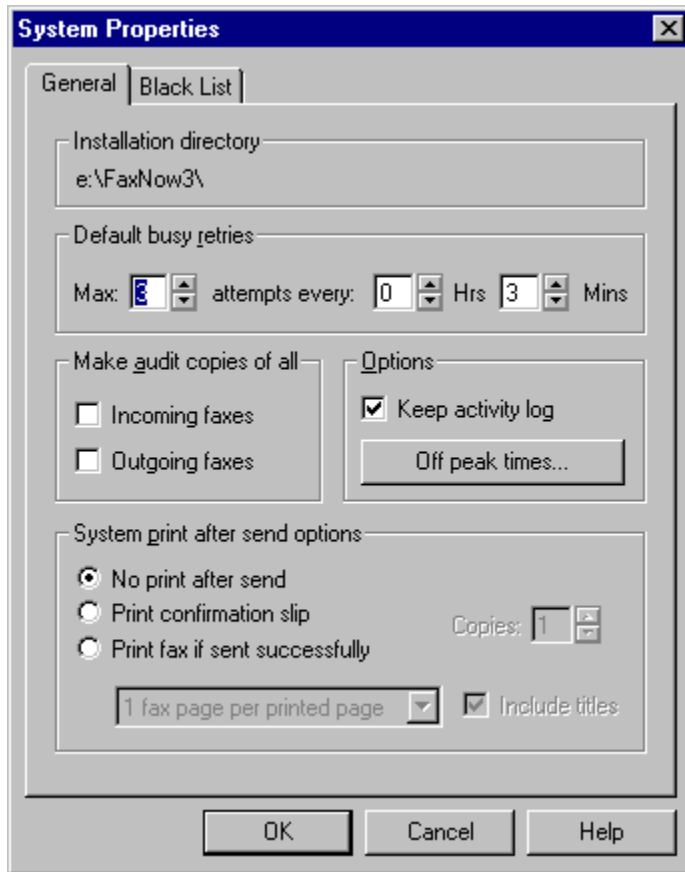
Setting general properties

To set the general system properties:

1. Select the System Properties option (Server menu) to display the [System Properties](#) dialog.
2. Set the default maximum number of attempts that will be made to deliver a fax. The default is 3, although you can enter a number between 1 and 99.
3. Enter the time interval between retries. This is the number of minutes, or hours, that the Fax Server will wait before retrying a fax. The default is 3 minutes.
4. If you want to retain copies of faxes, ie for audit purposes, select the appropriate checkbox(es). Selecting this option will retain a copy of all incoming and/or outgoing faxes in the faxnow3\audit directory. You will need to ensure that you have sufficient storage space for audit faxes. If in doubt, check with your system administrator.
5. If you want to maintain an activity log, select the Keep activity log checkbox. An activity log file called activity.dbf is created in the faxnow3\logs\activity directory. Each time a new transaction takes place, this file is updated.
6. To define the times at which off-peak telephone call rates apply, click the Off peak times button. This will display the [Off Peak Times](#) dialog. Click the strip for any day to be changed; two pointers will appear and the high rate time will be shown in white. Move the pointers to reflect the appropriate off peak times. When all times have been set correctly, click the OK button to close the dialog.
7. Select the option to print the required output after a fax has been sent. If you select any form of output, specify the number of copies to be printed. If you have selected printing of the whole fax, choose the print layout on the page and whether titles are to be included.

System Properties dialog - General tab

The following illustration shows the System Properties dialog with the General tab selected. Click areas of the dialog to see what they do.



Default busy retries

Set the default maximum number of attempts that will be made to deliver a fax. The default is 3, although you can enter a number between 1 and 99.

Enter the time interval between retries. This is the number of minutes, or hours, that the Fax Server will wait before retrying a fax. The default is 3 minutes.

Help button

Click this button to see help on the System Properties dialog.

Make audit copies

If you want to retain copies of faxes, ie for audit purposes, select the appropriate checkbox(es). Selecting this option will retain a copy of all incoming and/or outgoing faxes in the faxnow3\audit directory. You will need to ensure that you have sufficient storage space for audit faxes. If in doubt, check with your system administrator.

Activity Log options

If you want to maintain an activity log, select the Keep activity log checkbox. An activity log file called activity.dbf is created in the faxnow3\logs\activity directory. Each time a new transaction takes place, this file is updated.

Off peak times button

Click this button to set up the times at which off peak telephone rates apply.

[Click here for the procedure](#)

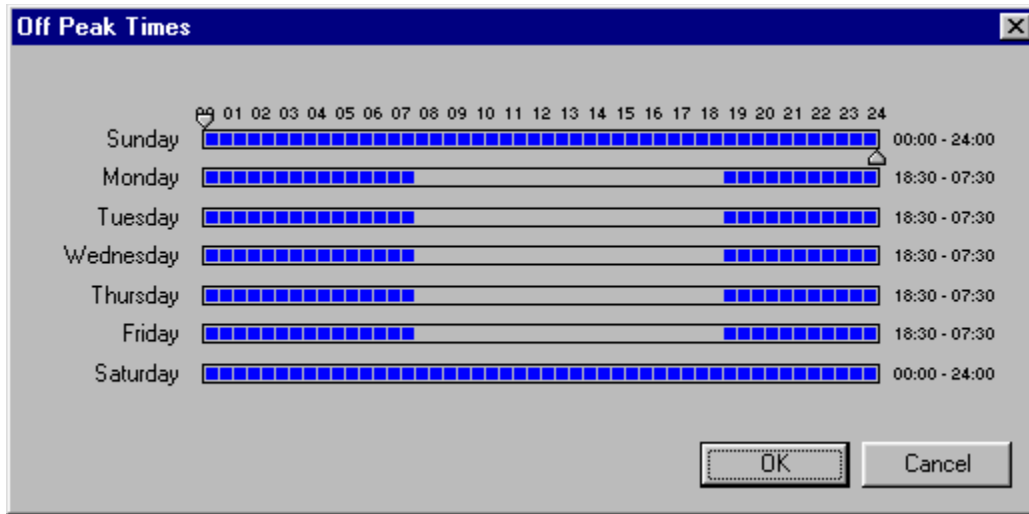
Setting off peak times

To define the times at which off-peak telephone call rates apply:

1. Click the Off peak times button. This will display the [Off Peak Times](#) dialog.
2. Click the strip for any day to be changed; two pointers will appear and the high rate time will be shown in white.
3. Move the pointers to reflect the appropriate off peak times.
4. When all times have been set correctly, click the OK button to close the dialog.

Off Peak Times dialog

The following illustration shows the Off Peak Times dialog; off peak times are shown in blue. Clicking a day will display pointers, as shown for Sunday in this illustration. You can drag the pointers along the scale to change the off peak times for the day. Clicking OK will implement the changes.



System print after send

Select the option to print the required output after a fax has been sent. If you select any form of output, specify the number of copies to be printed. If you have selected printing of the whole fax, choose the print layout on the page and whether titles are to be included.

Configuring blacklisted fax numbers

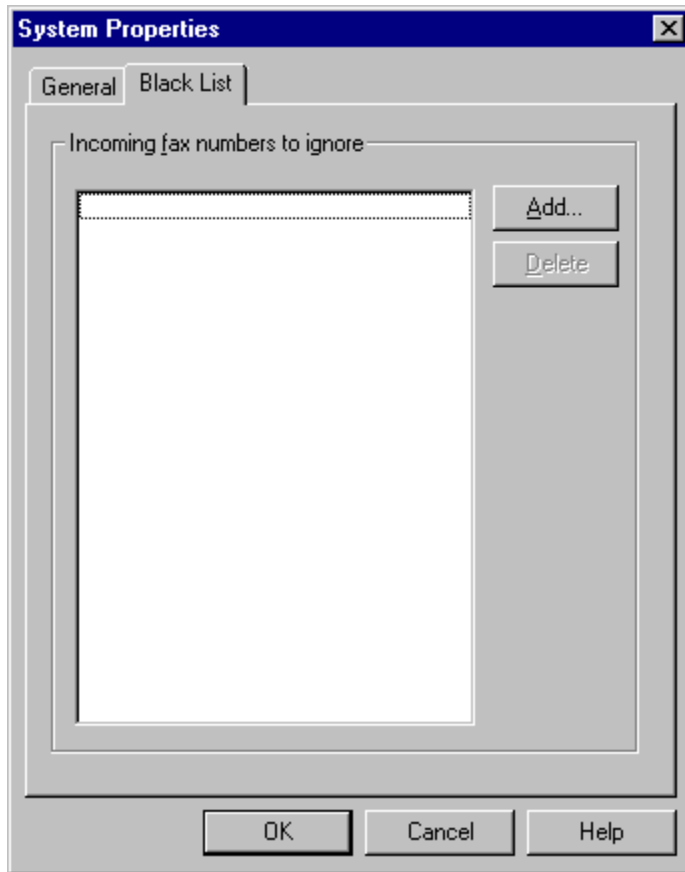
The Black List facility allows you reject unwanted faxes. The blacklist shows any fax numbers from which incoming faxes will not be accepted, allowing you to set up automatic rejection of persistent fax shots. Faxes received from these senders will be ignored. The number you enter here will be the CSID of the senders fax machine. The CSID is displayed in the From column. See the Inbox folder of Fax Manager.

To configure a blacklisted number:

1. Select the Black List tab. This will display blacklisted numbers in the [System Properties](#) dialog.
2. To add a new CSID to this list, click the Add button. This will display a dialog into which you can enter a CSID.
3. To remove an existing CSID from this list, select the CSID and click the Delete button. A message box will be displayed asking you to confirm the deletion.
4. When the list is correct and complete, click the OK button.

System Properties dialog - Black List tab

The following illustration shows the System Properties dialog with the Black List tab selected. You can add and delete numbers from the blacklisted numbers using the appropriate buttons.



System Properties dialog - Black List tab

The following illustration shows the System Properties dialog with the Black List tab selected. You can add and delete numbers from the blacklisted numbers using the appropriate buttons.

Adding and configuring modems

You can add, remove and set properties for modems used by FaxNow! You can also pause a modem during its operation, then resume operations when required.

[Adding a modem](#)

[Removing a modem](#)

[Setting modem properties](#)

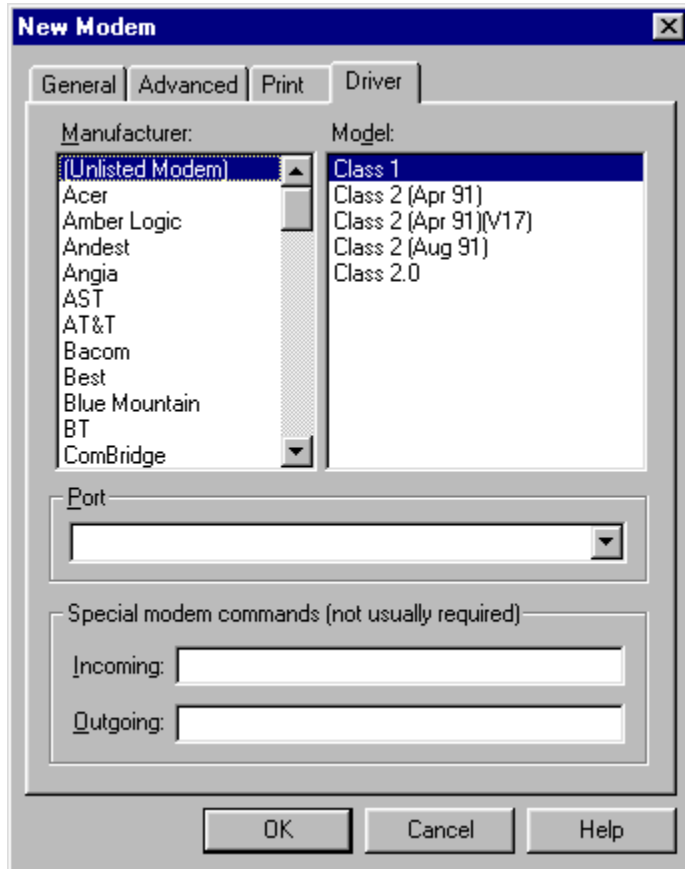
Adding a modem

To add a modem to the FaxNow! server:

1. Connect your modem to the appropriate port on the Fax Server computer.
2. In the Fax Modem Server window, select Add Modem (Modem menu) to display the [New Modem](#) dialog.
3. Select the manufacturer and model of the modem. If your modem is not shown on the list, select the appropriate class of modem under the (Unlisted Modem) entry in the Manufacturer list.
4. From the drop-down list, select the port to which the modem has been connected. This list shows all the unused ports on the server computer. If there are no entries in this list, no ports are available for the new modem. (Port displays channels when an intelligent fax board is selected)
5. If any special commands are used by your modem, enter them in the appropriate fields. These are not usually needed, but will be detailed in the documentation supplied with your modem if required.
6. You can also set other modem properties during installation of the modem by selecting the tabs in this dialog. The procedure is described in [Setting modem properties](#).
7. Click the OK button.

New Modem dialog

The following illustration shows the New Modem dialog. Click areas of the dialog to see what they do.



Manufacturer list

Select the manufacturer of the modem. If your modem manufacturer is not shown on the list, select the (Unlisted Modem) entry in the Manufacturer list.

Model list

Select the model of the modem. If your modem is not shown on the list, select the appropriate class of modem under the (Unlisted Modem) entry in the Manufacturer list.

Port list

From this drop-down list you can select the COM port to which you have connected the modem.
The list shows all ports available for modem connections.

Special modem commands

If any special commands are used by your modem, enter them in these fields. Special commands are not usually needed, but will be detailed in the documentation supplied with your modem if required.

Help button

Click this button to see help on the dialog.

Removing a modem

To remove a modem:

1. Maximise the window for the modem within the Fax Modem Server window.
2. Select the Remove Modem option (Modem menu). A message box will be displayed asking you to confirm the deletion.
3. Click the Yes button. The modem driver will be removed from the system.
4. If required, disconnect the modem from the server computer.

Setting modem properties

You can set the following modem properties:

[Modem driver settings](#)

[Modem general settings](#)

[Modem advanced settings](#)

[Modem print settings](#)

[Modem inbound routing settings](#)

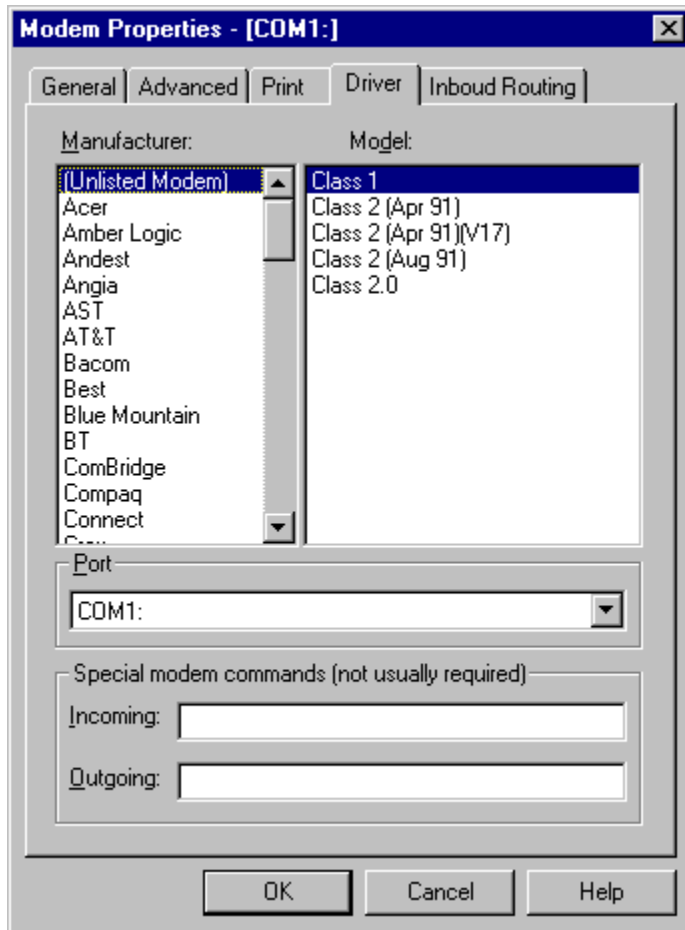
Modem driver settings

To configure an additional modem:

1. Run the Fax Server program
2. Select Add Modem (Modem menu) to display the [Modem Properties](#) dialog.
3. Select the manufacturer of your modem from the Manufacturers list.
4. On selecting an item, the Model list will change to display the various modem models available from the selected manufacturer. Select the model of your modem from the Model list. If your model is not listed, select one of the general purpose modem drivers or a similar model.
5. Select the COM port to which your additional modem is connected. Only available ports will be displayed. If you selected an intelligent fax board, the Ports dialog will display the available channels.
6. If your modem requires additional modem commands for incoming or outgoing faxes, enter them in the Special Modem Commands section of the dialog.
7. Click the OK button if no other properties are to be set.

Modem Properties dialog - Driver tab

The following illustration shows the Modem Properties dialog with the Driver tab selected. Click areas of the dialog to see what they do.



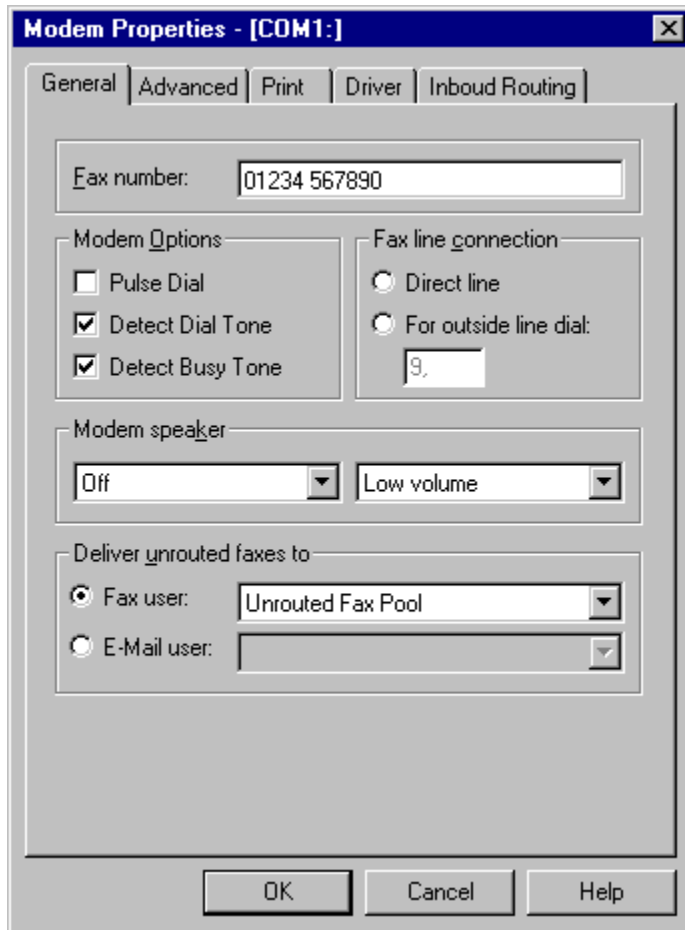
Modem general settings

Some of the options in this dialog are only available based on the options supported by your modem.

1. From the Modem Properties dialog, click on the General tab to display general information in the [Modem Properties](#) dialog.
2. Enter the CSID or Fax Number for this modem. The number you enter here will be used to identify the fax line. We recommend that you enter the fax number that you would like others to use when sending a fax to your company.
3. In the Modem Options area, select pulse dial if your local telephone exchange is elderly and will only accept pulse (rotary) dialling.
4. Detect dial tone and busy tone are selected by default; deselect these if you do not want your additional modem to detect these tones.
5. If your modem needs to pre-dial a number to establish an outside line, you can configure the number here. Select the connection your modem must make to establish an outside line. If you select to dial an outside line, enter the outside line access number (this is usually necessary if your modem is connected to a private telephone system).
6. Select the modem speaker option and the volume. If your modem does not support speaker volume settings these options will be greyed.
7. FaxNow! can route unrouted faxes to the unrouted fax folder or to a specified user. Select, from the drop-down list, where you want unrouted faxes to be delivered (unrouted faxes are received faxes that either do not include routing information or cannot be routed to a specific FaxNow! user). You have the option to route to a FaxNow! user Inbox or to a FaxNow! users e-mail address.

Modem Properties dialog - General tab

The following illustration shows the Modem Properties dialog with the General tab selected. Click areas of the dialog to see what they do.



CSID

Enter the CSID or Fax Number for this modem. The number you enter here will be used to identify the fax line. We recommend that you enter the fax number that you would like others to use when sending a fax to your company.

Pulse dial

In the Modem Options area, select pulse dial if your local telephone exchange is elderly and will only accept pulse (rotary) dialling.

Tone detect

Detect dial tone and busy tone are selected by default; deselect these if you do not want your additional modem to detect these tones.

External Line Access

If your modem needs to pre-dial a number to establish an outside line, you can configure the number here.

Select the connection your modem must make to establish an outside line. If you select to dial an outside line, enter the outside line access number (this is usually necessary if your modem is connected to a private telephone system).

Modem speaker

Select the modem speaker option and the volume. If your modem does not support speaker volume settings these options will be greyed.

Route unrouted faxes

FaxNow! can route unrouted faxes to the unrouted fax folder or to a specified user.

Select, from the drop-down list, where you want unrouted faxes to be delivered (unrouted faxes are received faxes that either do not include routing information or cannot be routed to a specific FaxNow! user). You have the option to route to a FaxNow! user Inbox or to a FaxNow! users e-mail address.

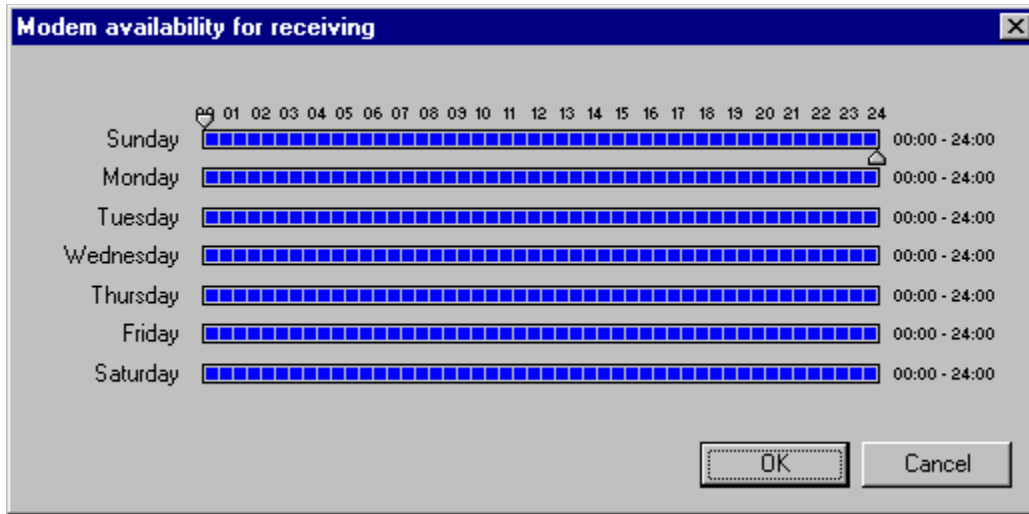
Modem advanced settings

Advanced modem settings define the speed and availability of an individual modem. To make these settings:

1. From the New Modem dialog, click on the Advanced tab to display the information in the [Modem Properties](#) dialog.
2. Select the connection speed for received and transmitted faxes on this modem by selecting options from the available drop down boxes. FaxNow! will always attempt to use the maximum speed set. When this is not possible, the speed will be reduced automatically until it reaches the minimum speed. If FaxNow! cannot receive or transmit at the minimum speed it will fail the fax.
3. Click Receive to open the [Modem availability for receiving](#) dialog. By default, all times are available. Available times are denoted by a blue bar. Each blue bar represents 30 minutes. Click and drag the time markers to change available time; the modem will not receive calls during unavailable times. Repeat the process for the Modem Availability for Transmitted calls.
4. Select the debug log requirement from the drop-down list. Selecting Bad Sessions will log only errors, selecting ALL Sessions will record all activity. We recommend that you select the default setting, Off.
Modem debug logs are very useful for diagnosing a problem sending or receiving via your modem; however, the logs created can grow very quickly depending upon the volume of fax traffic. We therefore recommend that this setting is used only when you need help in diagnosing a modem issue, and is then switched off once complete.
5. FaxNow! can display an image of an incoming fax as it is received in the Fax Server Modem window. If you want to do this, select the Real time fax viewing checkbox.
6. Connect timeout refers to the period of inactivity that the modem will permit before it performs a timeout. Enter the required time value, in seconds.
7. In the Auto Answer field, enter the number of rings that FaxNow! will wait for before answering an incoming fax call.

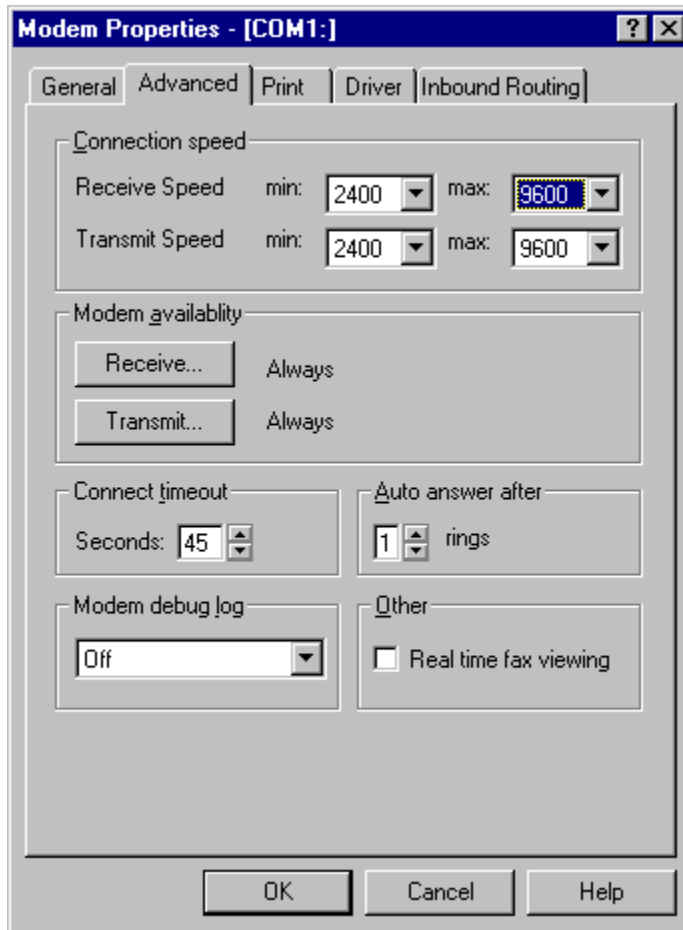
Modem availability dialog

The following illustration shows the modem availability dialog. Clicking a day will display pointers, as shown for Sunday in this illustration. You can drag the pointers along the scale to change the modem availability for the day. Clicking OK will implement the changes.



Modem Properties dialog - Advanced tab

The following illustration shows the Modem Properties dialog with the Advanced tab selected. Click areas of the dialog to see what they do.



Connection speed

You can define what speeds your modem will transmit and receive at. FaxNow! will always attempt to use the maximum speed set. When this is not possible, the speed will be reduced automatically until it reaches the minimum speed. If FaxNow! cannot receive or transmit at the minimum speed it will fail the fax.

Select the connection speed for received and transmitted faxes on this modem by selecting options from the available drop down boxes.

Modem Availability

Modem Availability allows you to configure when your modem will be available. You can define separate settings for receiving and transmitting. This means that you can stop FaxNow! from using a modem if it needs to be used by another process or application running on the fax server.

Modem Debug Mode

Modem debug logs contain information about the transmit and receive activities of your modem.

Modem debug logs are very useful for diagnosing a problem sending or receiving via your modem; however, the logs created can grow very quickly depending upon the volume of fax traffic. We therefore recommend that this setting is used only when you need help in diagnosing a modem issue, and is then switched off once complete.

Selecting Bad Sessions will log only errors, selecting ALL Sessions will record all activity. We recommend that you select the default setting, Off.

Real Time Fax Viewing

FaxNow! can display an image of an incoming fax as it is received in the Fax Server Modem window.

Connect Timeout

Connect timeout refers to the period of inactivity that the modem will permit before it performs a timeout.

Auto Answer

Auto Answer refers to the number of rings that FaxNow! will wait for before answering an incoming fax call.

Modem print settings

Modem print settings define how incoming faxes, received through an individual modem, are printed. FaxNow! can be configured, by line, to print incoming faxes to a specified printer. To access the Modem Print Settings:

1. Click the Print tab in the [Modem Properties](#) dialog to display print information.
2. Select the print option for incoming faxes. Print all faxes will print all incoming faxes received on an individual modem to the printer specified. Print unrouted faxes will print only unrouted faxes. The default is No auto print.
3. Select the print layout. Options include printing 1, 2, 4 or 9 faxes per page.
4. Select Include Titles if you want to print the fax title at the top of each page.
5. Select the printer that will be used to print incoming faxes. Click Printer to choose a printer from the available list.

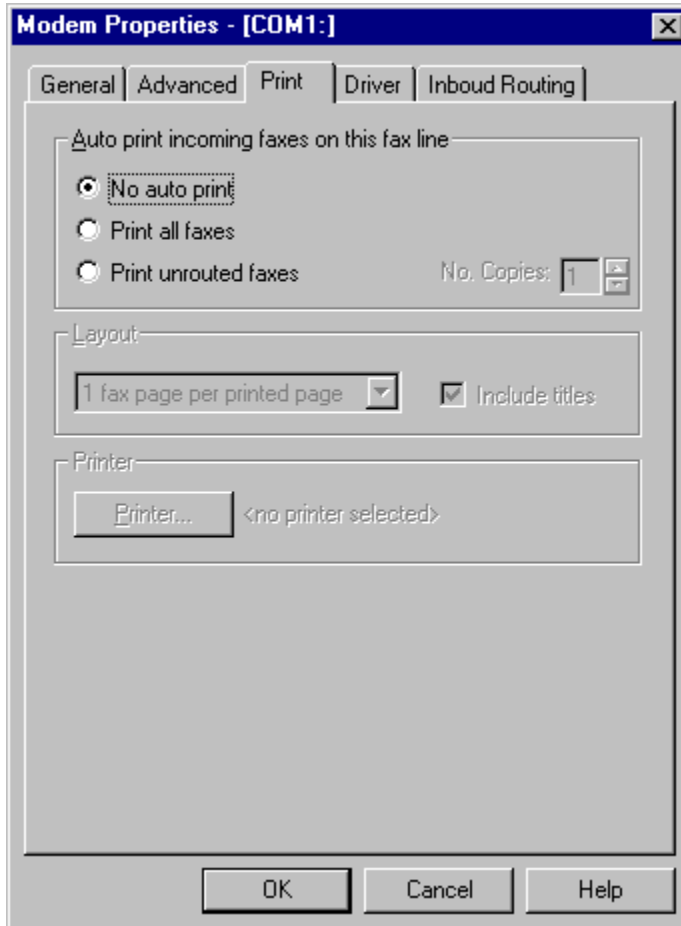
Note If you select a printing option other than No auto print, but do not select a printer, an [error message](#) will be displayed. To resolve this error, select a specified printer and continue.

No printer message



Modem Properties dialog - Print tab

The following illustration shows the Modem Properties dialog with the Print tab selected. Click areas of the dialog to see what they do.



Auto print area

Select the print option for incoming faxes. Print all faxes will print all incoming faxes received on an individual modem to the printer specified. Print unrouted faxes will print only unrouted faxes. The default is No auto print.

Layout area

Select the print layout. Options include printing 1, 2, 4 or 9 faxes per page. Select Include Titles if you want to print the fax title at the top of each page.

Printer button

Select the printer that will be used to print incoming faxes. Click Printer to choose a printer from the available list.

Modem inbound routing settings

Inbound routing settings define how an individual modem routes incoming faxes automatically to users. These options are dependant upon the features available with your modem. Therefore, options that are greyed may not be supported by your modem.

Inbound fax routing refers to a feature of FaxNow! that enables incoming faxes to be received and routed to a specified user or group without any manual intervention. This feature is not only time saving, because faxes are routed directly to users, but also ensures that received faxes remain confidential.

To configure inbound routing for an individual modem, click the Inbound Routing tab of the [Modem Properties](#) dialog to display the routing data.

Select the routing method. Any of the routing methods can be selected; however, those methods that your modem does not support will appear greyed. In addition, the Inbound Routing methods you select will either activate or de-activate the relevant sections in the dialog.

FaxNow! supports the three most popular methods of inbound routing:

[Direct Dial Inwards \(Sometimes referred to as DDI or DID\)](#)

[T.30 sub addressing](#)

[Dual Tone Multi Frequency \(commonly called DTMF\)](#)

T.30 sub-addressing

T.30 Sub-Addressing, if supported, allows another fax user to send faxes directly to a FaxNow! users Inbox. The sender fax machine/device must support T.30 Sub-Addressing.

Enter T.30 Sub Addressing settings (if selected). Specify the digit that will be used as a separating character and that to be used as a terminating character.

For example, if your Fax Extension is 123, the separating character is # and your terminating character is *, the sender would dial your fax number with the extension:

123*

to address a fax to multiple sub-addresses, use the following method:

123#124#125*

FaxNow! will ignore any digits received after the terminating character. Up to 20 digits can be included in the sub-address.

DTMF

FaxNow! supports routing to users via DTMF (Dual Tone Multi Frequency). This method requires the sender to enter the DTMF digits at their fax machine keypad or handset.

The number of digits you select will define how many digits the sender is allowed to enter before FaxNow! starts receiving the fax.

The process that a sender would follow is:

1. Enter your fax number at the fax machines handset.
1. Sender listens for DTMF tone (the frequency of this tone is defined in the DTMF tone setting; the length of this tone is defined in the Length of Prompt setting).
1. Sender enters 123#124#125*

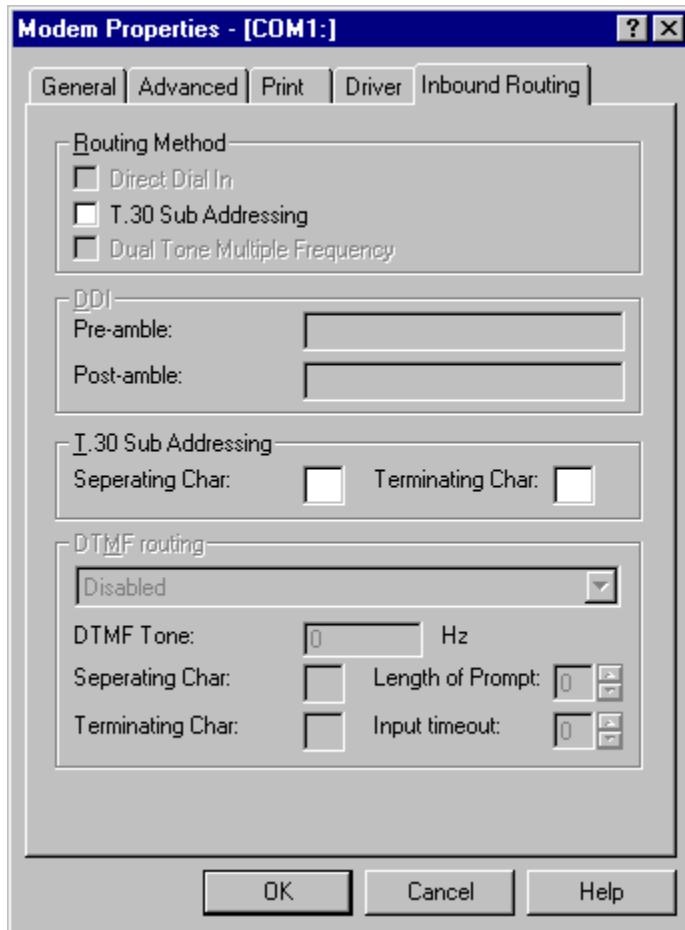
As soon as the * is received, FaxNow! starts to receive the fax.

To configure your DTMF settings:

1. From the drop-down list, select the number of DTMF digits that your modem expects to receive when receiving a fax call. This number must include separating and terminating characters (the example above would require a setting of at least 12 digits).
1. Enter the DTMF tone, separating and terminating character, length of prompt and input timeout as required.

Modem Properties dialog - Inbound Routing tab

The following illustration shows the Modem Properties dialog with the Inbound Routing tab selected. Click areas of the dialog to see what they do.



General tab

Click this tab to display general information in the [Modem Properties](#) dialog.

Advanced tab

Click this tab to display speed and availability information in the [Modem Properties](#) dialog.

Driver tab

Click this tab to display modem driver information in the [Modem Properties](#) dialog.

Print tab

Click this tab to display information about the printing of incoming faxes in the [Modem Properties](#) dialog.

Inbound Routing tab

Click this tab to display information about routing of inbound faxes in the [Modem Properties](#) dialog.

Routing method

You can select checkboxes for the routing methods you want to apply to incoming faxes.

Using the event log

The Event Log records all events such as sending and receiving faxes, and error messages. These events can be forwarded to a FaxNow! user as they occur.

To view the log, maximise the Event Log within the Fax Modem Server window. When you have examined the messages, minimise the window.

Note You cannot close the Event Log window. Selecting the close button will minimise the Event Log within the Fax Modem Server window.

Removing entries in the Event Log differs depending upon what operating system your FaxNow! Fax Server is running on.

[Removing the Event Log under Windows 95](#)

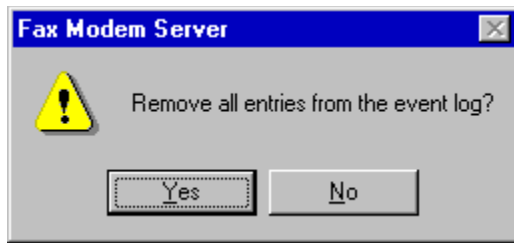
[Removing Event Log under Windows NT](#)

Removing the Event Log under Windows 95

To remove all the entries in the Event Log:

1. Select the Clear the Event Log option (Server menu). A [message box](#) will be displayed asking you to confirm the removal.
1. Click the Yes button if you want to clear the log.

Confirm deletion message

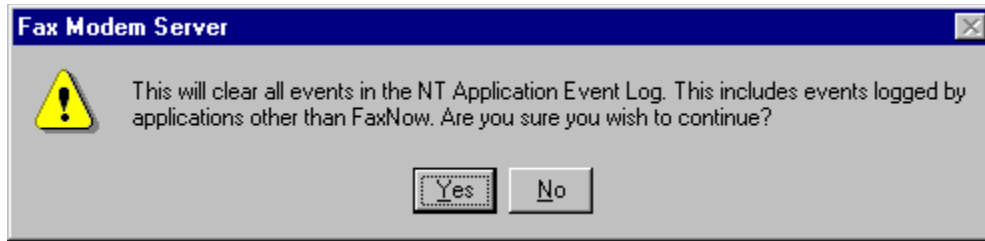


Removing Event Log under Windows NT

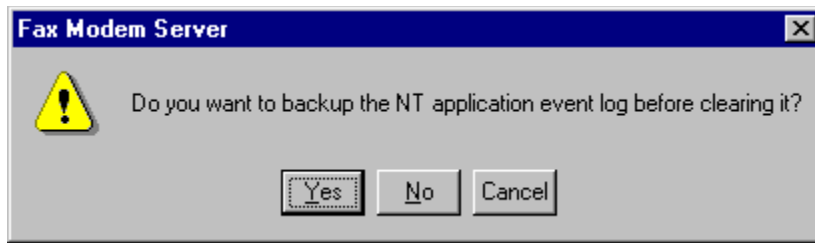
To remove all the entries in the Event Log:

1. Select the Clear the Event Log option (Server menu). A [message box](#) will be displayed confirming that this procedure will remove entries in the NT application event log, including events logged by other applications.
2. Click the Yes button if you want to proceed. A final [message box](#) will be displayed asking if you want to back up the Event Log before removal.
1. Click Yes to backup the event log, No to proceed or Cancel to abort.

Clear event log message



Back up event log message



House Keeping

FaxNow! integrates with most email programs. Some of these email programs produce temporary files when processing messages that are not removed by the email application itself. If left unchecked, these temporary files can occupy more and more of your valuable disk space on your FaxNow! Fax Server. Like most applications, FaxNow! cannot operate when it has no disk space.

To help eliminate this issue, FaxNow! incorporates an automated House Keeping process to remove these temporary files.

When enabled, FaxNow! will remove predefined temporary files after each fax transmission and/or reception.

If you find that your email program is producing temporary files, but not removing them, you can enable House Keeping to carry out this task for you.

[How to configure FaxNow! House Keeping](#)

WARNING! Use with care. When House Keeping is enabled, all files with the specified directory that match the defined prefix and extension are removed without prior warning.

Configuring FaxNow! House Keeping

1. Run FaxNow! Fax Server program.
2. Select "System Properties" (Server menu)
3. Click the House Keeping tab:



4. Click "Enable - After Send Purge Files"

Directory

Enter the drive and directory where your email application creates temporary files. House Keeping will remove specified files from this directory after every fax is transmitted.

Prefix

Enter the prefix of the files to be removed.

Extension

Enter the extension of the files to be removed. (* = wildcard)

Example

Directory = C:\windows\temp

Prefix = ABC*

Extension = *

(FaxNow! House Keeping will remove ABC*.* from C:\windows\temp)

Click "Enable - After Receive Purge Files"

Directory

Enter the drive and directory where your email application creates temporary files. House Keeping will remove specified files from this directory after every fax is received.

Prefix

Enter the prefix of the files to be removed.

Extension

Enter the extension of the files to be removed. (* = wildcard)

Example

Directory = C:\windows\temp

Prefix = ABC*

Extension = *

(FaxNow! House Keeping will remove ABC*.* from C:\windows\temp)

WARNING! Use with care. When House Keeping is enabled, all files with the specified directory that match the defined prefix and extension are removed without prior warning.

Post Amble

Post-amble digits are added at the end of the unique before it is passed by the fax modem to the FaxNow! server. If you want every user's Fax Extension to end with "89" instead of just the unique digit, you would add the digits "89" into the post-amble field. For example, if the post-amble "89" is defined, "Paul Mitchell's Fax Extension would be "489" instead of just "4".

See Also:

[DDI Inbound Routing](#)

Pre Amble

Pre-amble digits are added in front of the unique digit before it is passed by the fax modem to the FaxNow! server. If you want every user's Fax Extension to start with "12" instead of just the unique digit, you would add the digits 12 into the pre-amble field. For example, if the pre-amble "12" is added, "Paul Mitchell's Fax Extension would be "124" instead of just "4".

See Also:

[DDI Inbound Routing](#)

DDI Inbound Routing

Overview

DDI (Direct Dial Inbound) is the method by which inbound faxes can be routed to a user/group based upon the telephone number dialled by the sender.

DDI settings are defined in the Inbound Routing options of the Modem Properties dialog.

Any number of DDI numbers can be assigned to a channel. This means that calls received on the same physical line can be routed to different users/groups automatically.

To enable DDI in FaxNow!, you must be using a modem or fax board that supports this feature. You must also assign a "Fax Extension" number (see User Admin) to a user or group. The "Fax Extension" number you assign must contain the unique digits that will be passed to FaxNow! by your local telephone exchange when a fax is received.

For example, if you purchase a batch of 10 DDI numbers from your local telephone service provider, each number will be identical with the exception of the last digit. ie:

01234 11110
01234 11111
01234 11112
01234 11113
01234 11114
01234 11115
01234 11116
01234 11117
01234 11118
01234 11119

The last digit is known as the unique digit. If you have 10+ numbers, only the last 1 digit is unique in each number. If you have 100+ DDI numbers, the last 2 digits are unique and likewise for 1000+ DDI numbers, the last 3 digits are unique.

It is the unique digit that is used as the fax extension in a user's record. For example, if you want faxes received on fax number "01234 11114" to route directly to the user "Paul Mitchell", you would define his Fax Extension as "4".

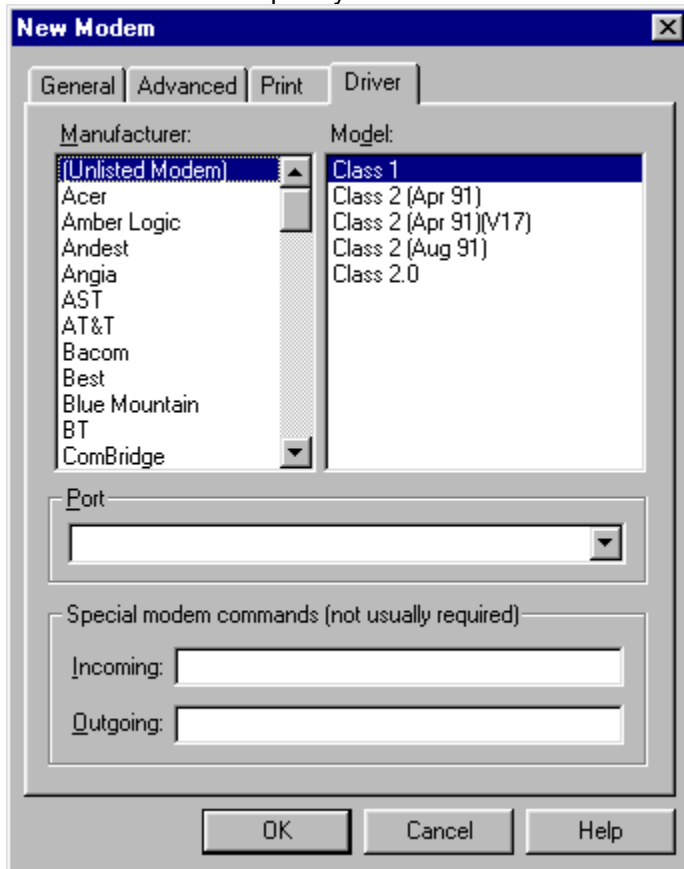
Check HP ScanJet Directory Rights

FaxNow Server requires the following network rights in order to service jobs from an HP ScanJet directory.

Netware - RWECMFA
NT - Full Control

These network rights are repeatedly checked in-order to guarantee the successful operation of this service. The interval is configured according to the balancing of the following factors:

- increased network traffic
- excessive temporary file creation



HP ScanJet service sensitivity

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About Fax Modem Server

