

RightFax

8.5 User Guide

INTRODUCTION

ABOUT RIGHTFAX 8.5

RightFax is a comprehensive network fax solution for creating, sending, receiving, and managing faxes directly from a user's desktop computer. RightFax features and intuitive design make faxing as easy as printing to a network printer. A user can enhance the fax by adding a cover page and attaching documents.

FaxUtil™ is the RightFax mailbox where users create, view, print, and manage faxes. With FaxUtil, users can forward, route, and delete faxes. They can view other users' fax mailboxes and delegate views into their personal fax mailboxes.

The RightFax fax server manages network print queues assigned to faxing, converts outgoing faxes, schedules outgoing faxes, and routes incoming faxes.

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DESKTOP RIGHTFAX CLIENT

FAX OPTIONS

RIGHTFAX SYSTRAY FOR DESKTOP

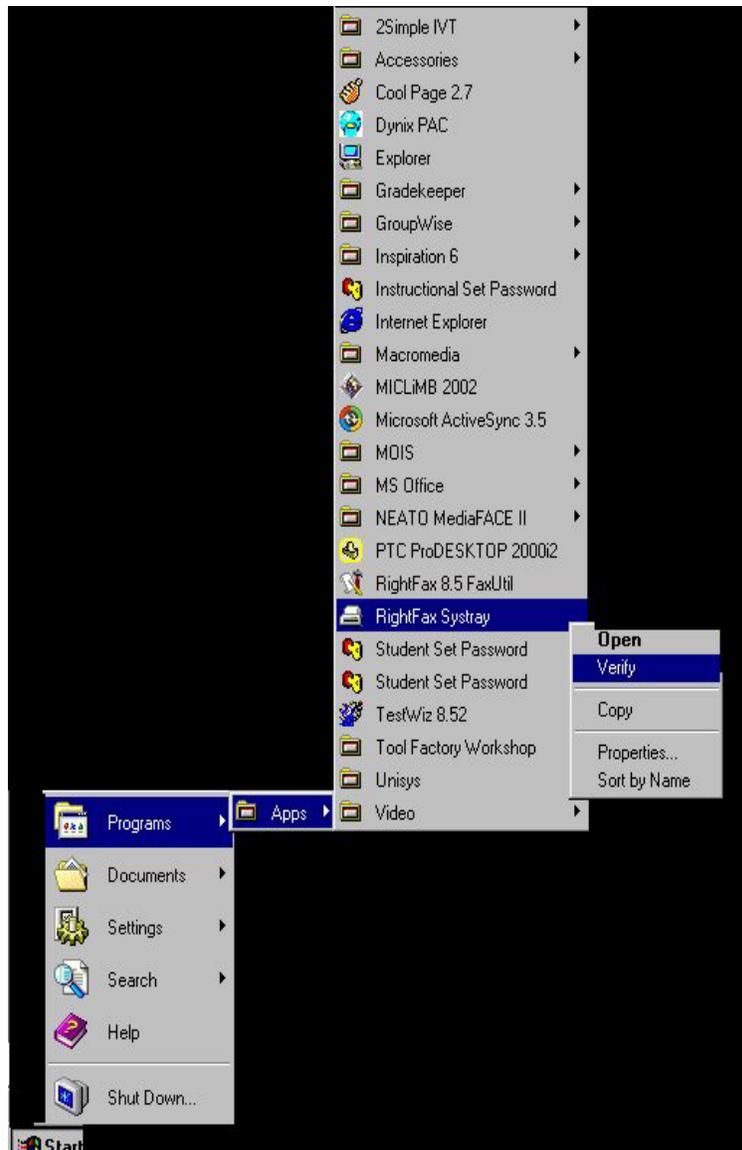
The Right Fax Systray allows you to fax any of your computer documents to any fax machine from your desktop computer.

Starting up

When you first logon to your computer, there should be a fax icon in the bottom right hand corner of your screen.



*If this icon does not appear, go to the start menu, go to APS, RightFax Systray, right click and choose verify.

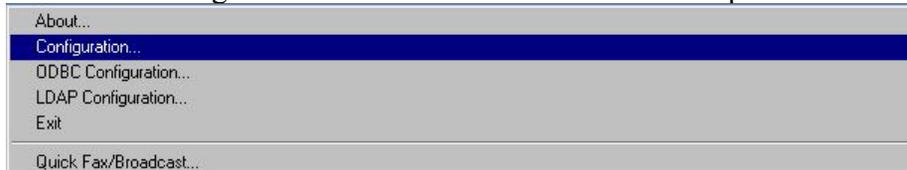


First Time Logging into the RightFax Systray

1. Right click on the RightFax icon on the bottom right hand corner of your computer screen.



2. Chose “Configuration...” from the menu that comes up.



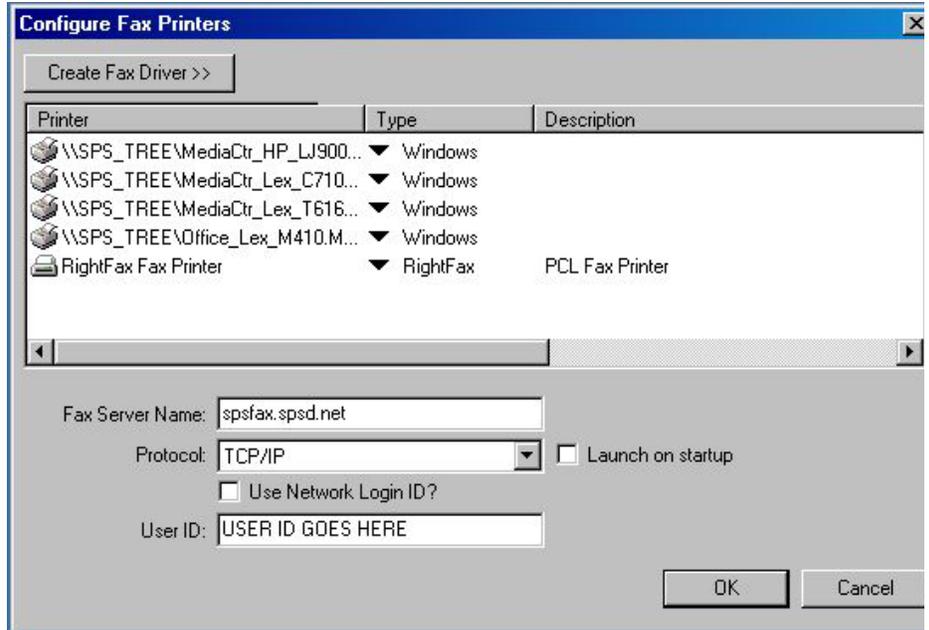
1. Change the User ID to your building's/department's fax login, all in caps. Then click on OK

NOTE:

“**Fax Server Name**” should already be set to “spsfax.spsd.net”.

“**Protocol**” should be set to “TCP/IP”

“**Use Network Login ID?**” should **NOT** be checked



2. Click OK on the “Unable to add port...” message that comes up



3. Open NotePad, then go to File > Print, select the RightFax Fax Printer, and click OK.

4. On the box that comes up, enter your password for your fax login, Check the “Remember password” box, and click OK. Click cancel on the fax Information box that comes up next.

5. Close out of NotePad.



Incoming Faxes

Incoming faxes are forwarded into to your email accounts. You can open the fax as you would open any email sent to you.

1. Log into Group Wise
2. Check incoming messages

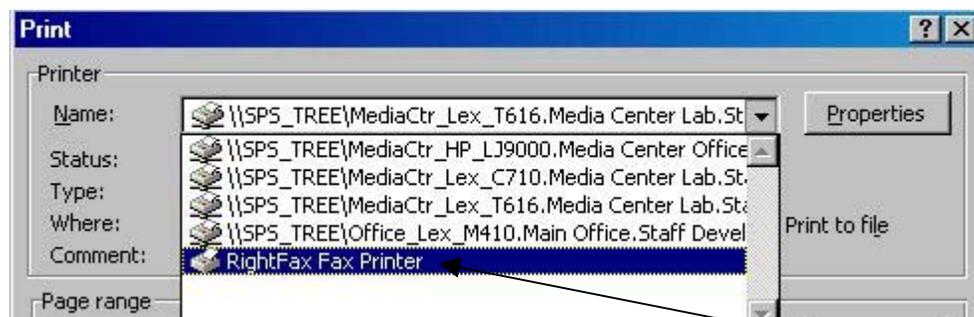
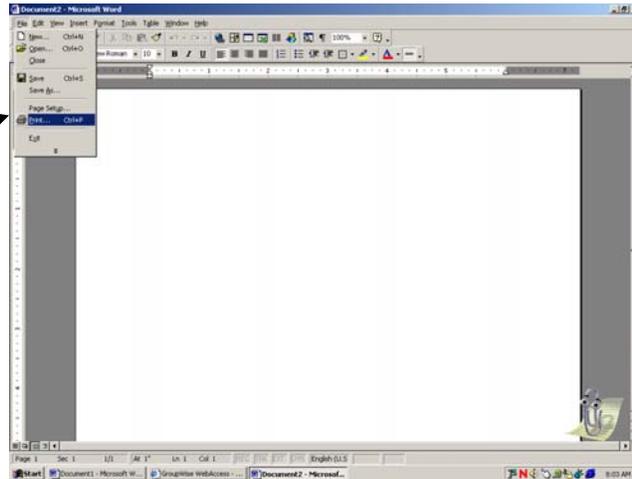
The RightFax client applications let you easily create and fax documents directly from your computer. You can create and send complex documents directly from a word processing or other business application, select and fax existing document files with the click of a button.

Outgoing Faxes

Create the document that needs to be faxed on your desktop

1. Complete your faxed document in your chosen application (Word, Excel, Access, etc.)
2. Save your document under any name that you choose
- 3.

Select Print from your file drop down menu



In your printer menu choose the RightFax Fax Printer as your selected printer.

4. Fax Information Dialog Box option will appear. Complete the cover sheet by typing in the information using your tab key to go from field to field.

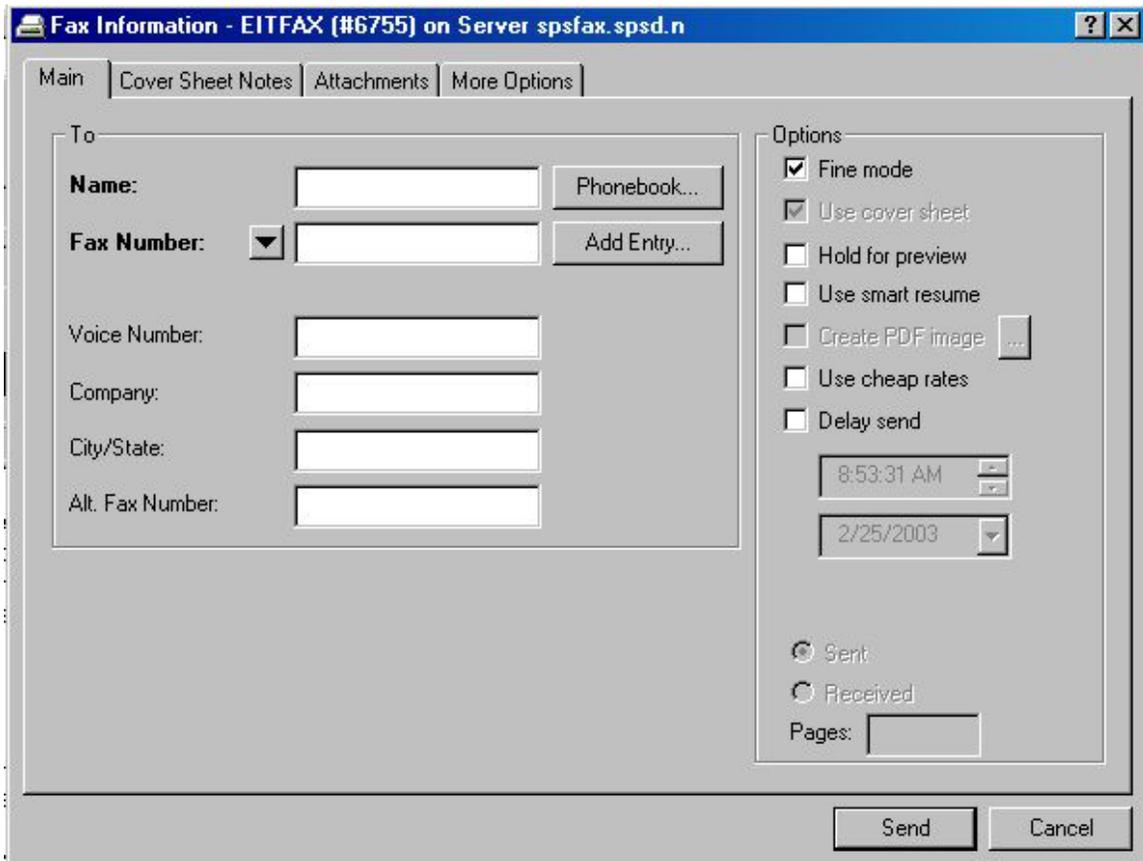
USING THE FAX INFORMATION DIALOG BOX

Whatever method you use to create a new fax, you must provide the RightFax server with fax addressing information (such as the destination fax number). When you print a document to the fax printer, it opens the **Fax Information** dialog box. This dialog box prompts you for fax addressing information and also lets you attach files, library documents, and your own notes.

The **Fax Information** dialog box also provides several options that let you control when and how the document is sent.

Boxes that appear in bold are required. If you send a fax before completing all the required boxes, the fax will remain in your FaxUtil mailbox with the status “Info Not Complete” until the required boxes are completed. In most cases, **To Name** and **Fax Number** are the only required boxes.

When you have completed all the required boxes and other optional information, click **Send** to send the fax.



The Main tab

The **To** group box needs you to enter the name, phone number, and other addressing information for the intended fax recipient as you want it to appear on the fax cover sheet. Boxes in bold (such as **Fax Number**) must be completed before the fax can be sent. You must always complete the **Fax Number** box in the **To** group box because RightFax uses this when connecting to the destination fax machine.

Note: Hyphens, parentheses, and spaces are acceptable when entering a destination fax number. You can also type the number without any spaces or separator characters at all.

You can choose to enter an e-mail address for your intended recipient instead of a fax number. To enter an e-mail address, click the down-arrow button next to the **Fax Number** box and select **E-Mail Address** from the pop-up menu. Sending to an email address allows several additional options including sending via certified delivery, sending images in portable document format (PDF), and sending file attachments of any type, including file types that cannot be rendered as images (such as WAV files).

To select a fax destination from your RightFax phonebook, click **Phonebook**. The **Phonebook** dialog box opens, listing the individual and group entries in your RightFax phonebooks. Double-click a phonebook entry to add it to the **Current Recipients** list. You can add as many fax recipients to this list as you want. To add the fax addressing information entered in the **To** group box as a new entry in your RightFax phonebook, click **Add Entry**.

Fine mode. Using this resolution takes longer to generate and send the fax but produces a clearer fax image.

Use cover sheet. Adds a cover sheet to the beginning of the fax. RightFax uses the cover sheet file specified as your user or group default.

Hold for preview. Examine the final version of the outgoing fax before you send it. The fax will be held in your FaxUtil mailbox with the status “Held for Preview” and can be viewed from there. To send the fax after you have previewed it, click the fax in FaxUtil and select **Release** from the **Fax** menu.

Use smart resume. Allows the fax server to intelligently resend only the portion of a fax which failed to send. For example, if the connection is broken after 40 pages of a 50 page fax, normally all 50 pages have to be resent. By enabling Smart-Resume, the server will only resend the last 10 pages.

Create PDF image. When sending your document to an e-mail address, check this option to send a PDF file, this will allow the document to remain unaltered when the person receiving the file opens it.

Use cheap rates. Tells RightFax to delay sending the fax until a specified time (typically in the late evening when long distance rates are lower). The **Cheap Rates** time can be specified by selecting **Options** in the FaxUtil **Tools** menu, and then clicking the **Other Options** tab.

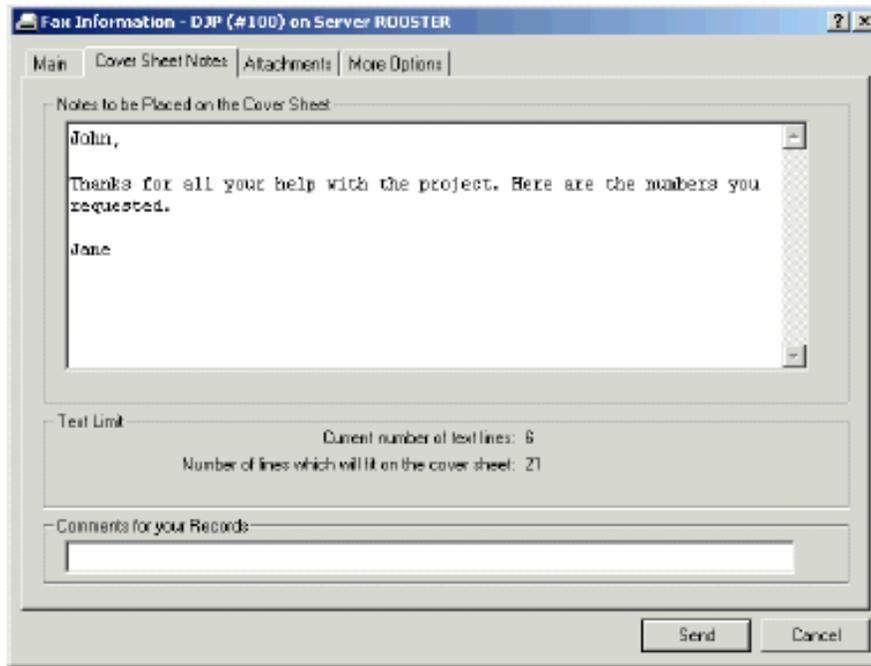
Delay send. Tells RightFax to postpone the transmission of your fax to a later day or time. This lets you take advantage of off-peak phone rates or ensure that the fax recipient is available at the other end. If you select this check box, you must also specify a date and time to queue the fax for transmission. If you specify a time and date that has already passed, the fax will be scheduled to send as soon as possible.

Note: The fax is queued at the time you specify, but will not actually be sent until it reaches the top of the queue. This can cause a delay between the time you specify in this field and the time that the fax is actually sent.

The Cover Sheet Notes Tab

Click this tab to add notes or comments to the cover sheet.

Figure 21.2 The Fax Information Dialog Box Cover Sheet Notes Tab



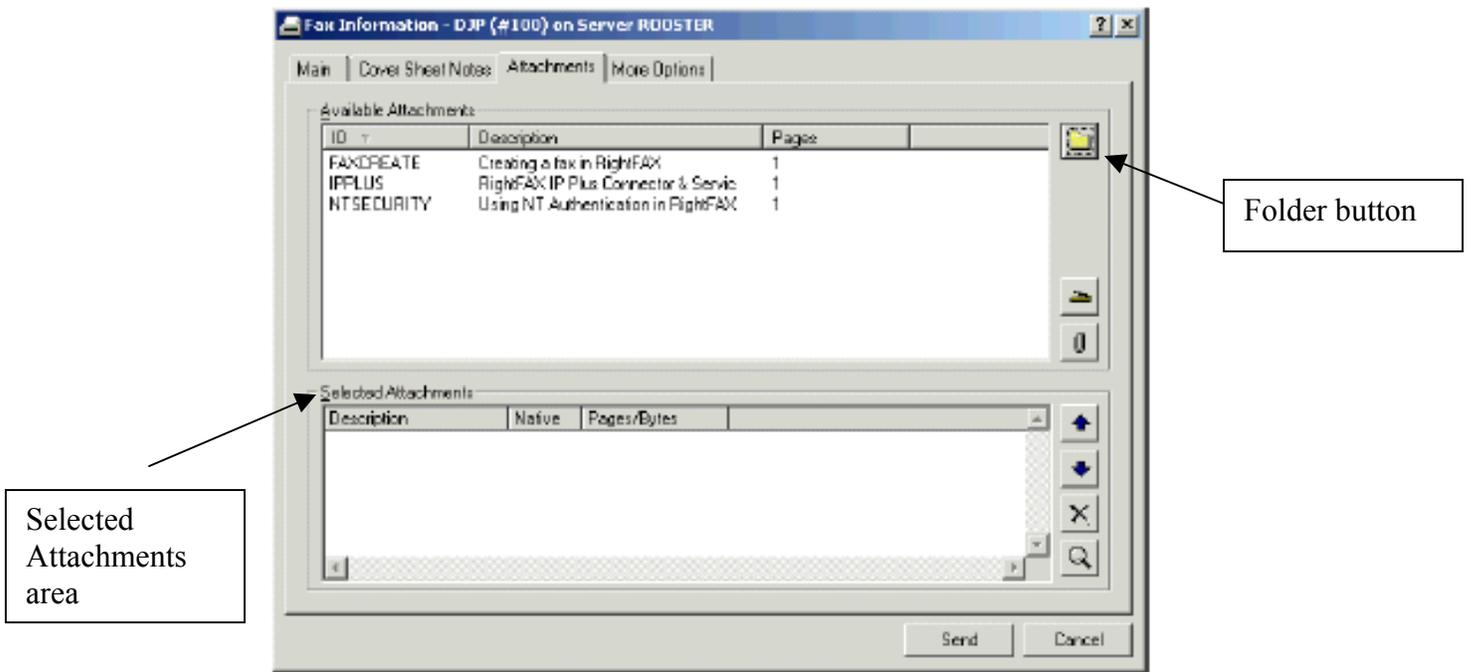
Notes to be Placed on the Cover Sheet. Type the notes that you want to appear on your fax cover sheet. You can enter up to 21 lines.

Text Limit. This displays the current number of lines in your note and the number of lines remaining. Although it is possible to enter more than 21 lines of text, only 21 can be displayed on the cover sheet. If you exceed 21 lines, the computer will beep and an error message will appear in this box.

Comments for your Records. This is a comment for your own use only. This text is not sent to the fax recipient. Text you enter in this field will be displayed in your FaxUtil mailbox under the **Comments** column.

The Attachments Tab

Figure 21.3 The Fax Information Dialog Box Attachments Tab



Available Attachments. When sending a document to a fax address, you can attach electronic documents. Electronic document files that you have saved on your local machine or on a server (such as Microsoft Word DOC files) called native documents. You can attach any of the document file types supported by RightFax's native document conversion engine (described in [Appendix A, "File Formats that Convert to Fax Format"](#)), and you can attach as many files to a fax as you want.

This box lists all of the documents stored on your fax server. Double-click a file to move it to the **Selected Attachments** list.

To attach a document file, click the file folder button to search for and select a document file. When you double-click the file name, it will appear in the **Selected Attachments** list.

Selected Attachments. This box lists the document files you have attached to the fax. Each of your attachments will be added to the fax in the order it is listed here. To move an attachment up or down, select the attachment and click the arrows. To remove an attachment, select it and click the **Delete** button [X]. To preview an attachment, double-click it.

The More Options Tab

Figure 21.4 The Fax Information Dialog Box More Options Tab

The screenshot shows a window titled "Fax Information - DJP (#100) on Server ROOSTER". It has four tabs: "Main", "Cover Sheet Notes", "Attachments", and "More Options". The "More Options" tab is active. The "Other Options" section contains a checked "Use Form" checkbox, a dropdown menu for "Cover Sheet File" set to "COPY - Copy back ground", a dropdown menu for "Priority" set to "Normal", a text field for "Recipient Fax ID", and a dropdown menu for "Automatic Deletion" set to "Never". The "From" section contains five text fields: "Name" (Jane Doe), "Private Fax Number" (555-1002), "Voice Number" (555-1001), "Company Fax Number", and "Company Voice Number". At the bottom right are "Send" and "Cancel" buttons.

Recipient Fax ID. Leave this field blank

Use Form. Leave this field blank

Cover Sheet File. If the fax administrator has granted you permission to change your fax cover sheets, you can select the cover sheet model to use here.

Priority. Specify the priority that is assigned to the fax. Select low, normal, or high priority from the list. **High Priority usage is based on District Policy.**

Automatic Deletion. Specify when sent faxes should be automatically deleted from your FaxUtil mailbox.

From. Enter your name, fax number, phone number, and other contact information. These boxes are only used for display on the fax cover sheet.

RIGHT FAX 8.5 FAXUTIL

RUNNING FAX UTILITY

FaxUtil™ is the RightFax mailbox where users create, view, print, and manage faxes. With FaxUtil, users can forward, route, and delete faxes. They can view other users' fax mailboxes and delegate views into their personal fax mailboxes.

Getting Started

To open FaxUtil, on your Start Menu select Programs > FaxUtil

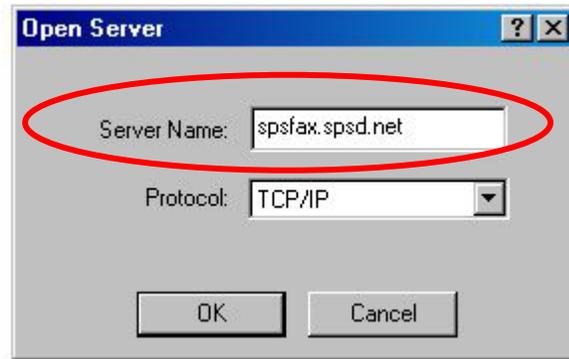
For the very first time you open the utility you will Click on File > Close Server



1. Click on File > Open Server.



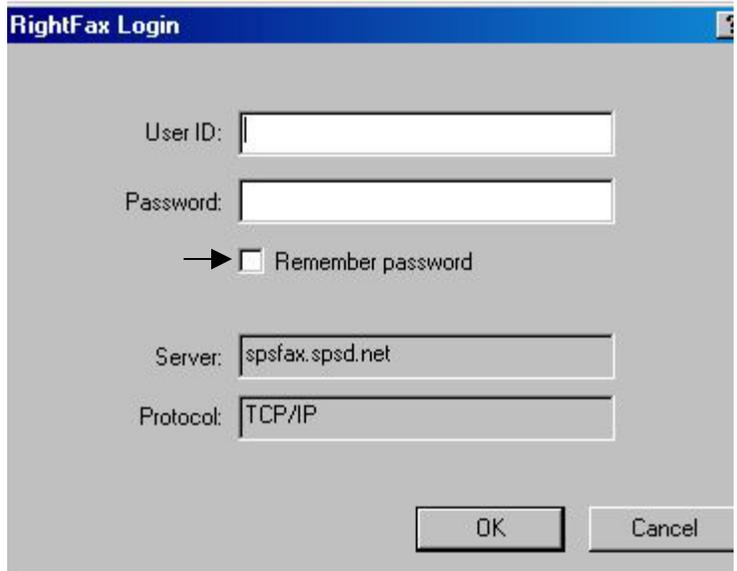
2. In the box that comes up, enter "spsfax.spsd.net" for the Server Name and make sure the Protocol is set to TCP/IP.



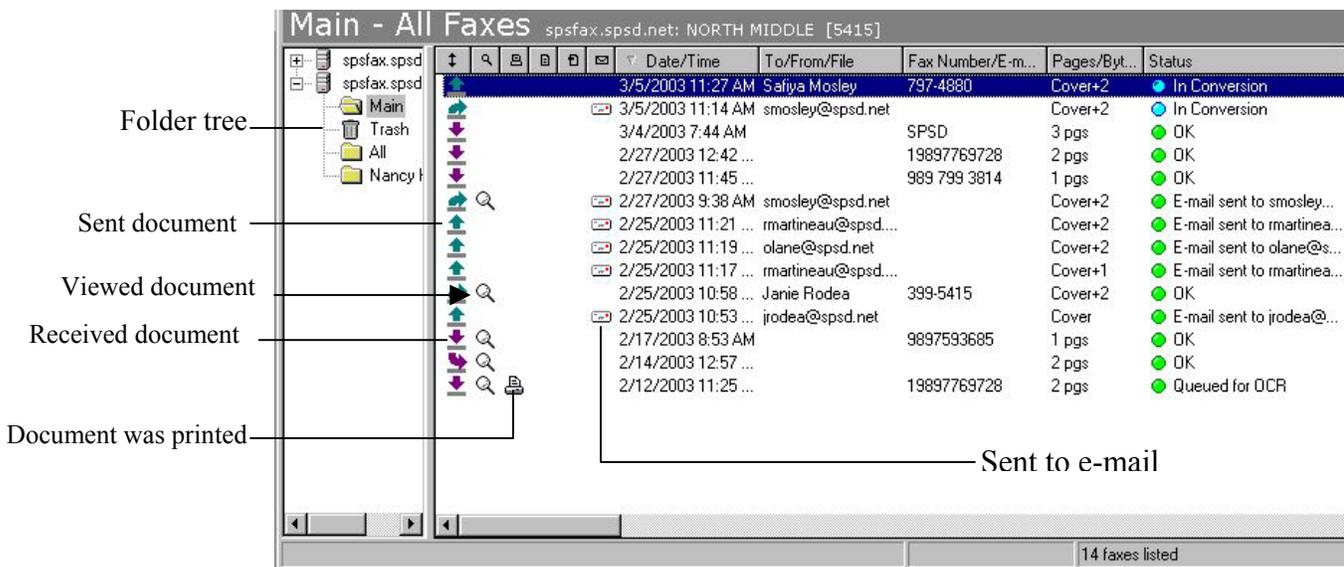
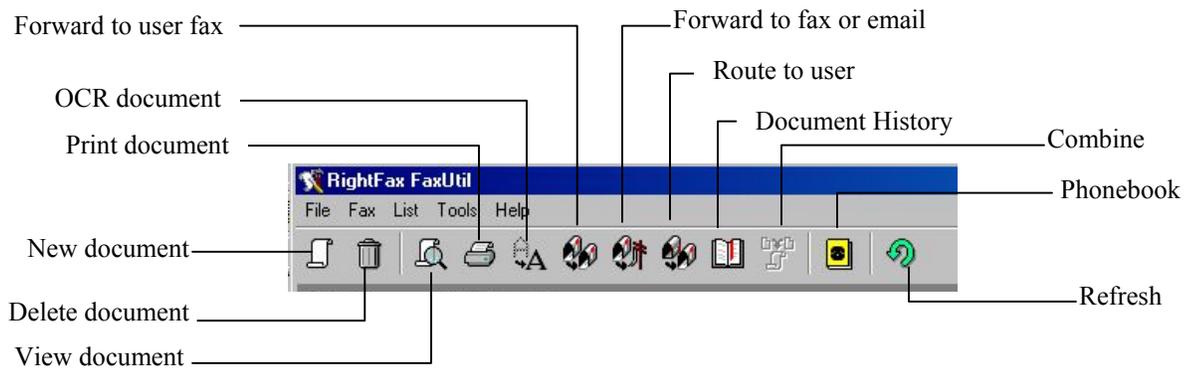
3. Click OK for the "Access is denied" message.



4. Enter your fax User ID (all caps) and Password on the next box that comes up, check the "Remember password" checkbox, and click OK.



Understanding your RightFax FaxUtil Options



Creating and Sending Documents

1. Click the **New Document** button. This opens the **Fax Information** dialog box.
2. In the **Fax Information** dialog box, add one or more fax or e-mail recipients. Specify your cover sheet notes and options, file and library document attachments, and other sending preferences.
3. Click **Send** to send the document.

To Send Your Document to a Fax Address

1. In the **Fax Information** dialog box, click the **Main** tab.
2. Enter the recipient's name, fax number, and other contact information. Entries marked in bold are required.

To Send Your Document to an E-mail Address

1. In the **Fax Information** dialog box, click the **Main** tab.
2. Click the arrow next to **Fax Number** and select **E-mail Address** on the shortcut menu. Enter the recipient's name, e-mail address, and other contact information. Entries marked in bold are required.

To Include a Cover Sheet with Your Document

1. In the **Fax Information** dialog box, click the **Main** tab and select the **Use cover sheet** option.
2. Click the **Cover Sheet Notes** tab.
3. In the **Notes** box, type any notes that you want added to the cover sheet. You can enter up to 21 lines of text.
4. Click the **More Options** tab.
5. In the **Cover Sheet File** box, select a cover sheet from the list. The cover sheet can only be changed if you have been granted permission by the RightFax administrator.
6. In the **From** boxes, enter the contact information that you want on the cover sheet.

To Attach Files to Your Document

1. In the **Fax Information** dialog box, click the **Attachments** tab.
2. Click the **Browse** button  to search for the files to attach. Attach as many files as you want. Each selected file is displayed in the **Selected Attachments** list. File attachments will be added to the end of the document in the order they appear in the **Selected Attachments** list. When sending to an e-mail address, you can check the **Native** option in the **Selected Attachments** list to send an attached file in its native file format, rather than being converted to fax format.

To Create an Individual Phonebook Entry

1. Click the **Open Phonebook** button in the FaxUtil toolbar.
2. Click **New Entry**.
3. Enter a name for the phonebook entry in the **ID** box.
4. To create an entry for a fax address, enter the fax number in the **Fax Number 1** box, and then complete the remaining address boxes. To create an entry for an e-mail address, click the arrow next to **Fax Number 1** and select **E-mail Address** on the shortcut menu. Enter the e-mail address, and then complete the remaining addressing boxes.
5. Check any options you want and click **OK**. The new entry will immediately appear in your phonebook preceded by an **Individual Fax Address** icon or an **Individual E-mail Address** icon .

To Create a Group Phonebook Entry

1. Click the **Open Phonebook** button in the FaxUtil toolbar.
2. Click **New Group**.
3. Enter a name for the group phonebook entry in the **ID** box.
4. In the list of existing phonebook entries, select each entry you want to add to the new group, and click the **Add to Group** button to move the entry to the **Group Members** list. You can add both individual phonebook entries and group phonebook entries to the new group.
5. Check any options you want and click **OK**. The new entry will immediately appear in your phonebook preceded by a **Group** icon .

Forwarding and Routing Documents

When you forward a document from your FaxUtil mailbox, a copy of the document is sent to the recipient and the original document remains in your mailbox. When you route a document, the original document is sent to the recipient and is removed from your mailbox.

To Forward a Document to a Fax Number or E-mail Address

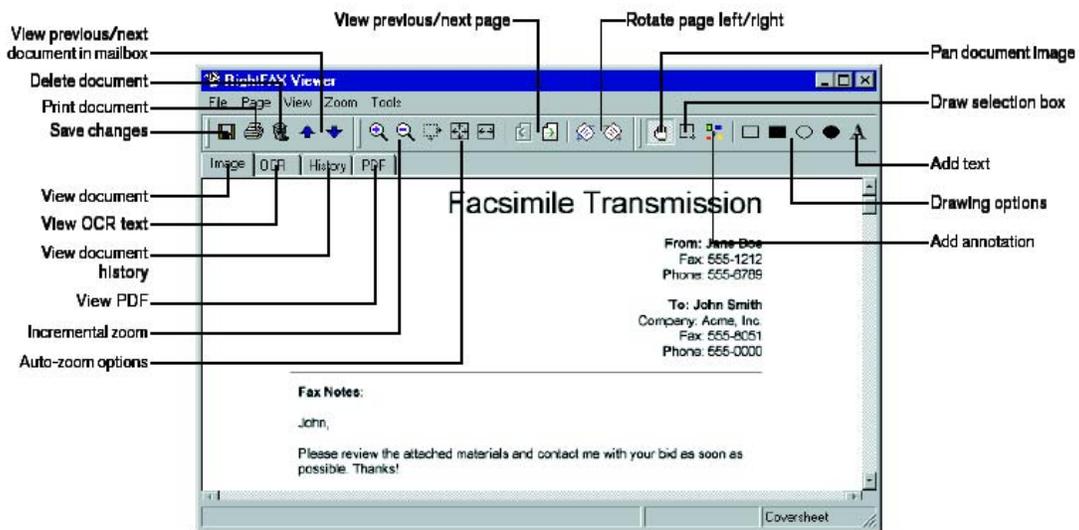
1. Select the document to forward and click the **Forward to New Number** button  in the toolbar.
2. Complete the addressing boxes in the Fax Information dialog box and click OK to send.

To Forward a Document to Another FaxUtil User on Your Network

1. Select the document to forward and click the **Forward to User** button  in the FaxUtil toolbar. This opens a list of FaxUtil users.
2. Double-click each user that should receive the document and click **OK** to send.

Viewing Documents

To open the RightFax document viewer, double-click any sent or received document in your document list.



Transmission Success and Failure

A successful fax transmission is not defined by how the information was actually received at its destination. Instead, RightFax considers a transmission successful if RightFax successfully made the connection, transmitted the information across the line, and received information from the target fax machine that indicated fax information was received.

If for some reason a transmission attempt is unsuccessful, RightFax will display the code “ER” (error-retry) and a brief error message in the **Status** column in you FaxUtil mailbox. After a certain number of attempts (five by default), RightFax will stop trying, consider the transmission failed, and display the code “ED” (error-dropped) in the status column of FaxUtil. A message appears stating that the transmission failed.



APPENDIX A

File Formats that Convert to Fax Format

The following table lists the software applications and document file formats that can be converted to faxes by the built-in conversion engine on the RightFax server. Only these file types can be converted from their native format by sending as file attachments to a fax message or by using the Send To function in Windows.

Table DA Document File Formats

Application or file format	Supported versions
Access	Versions through 2.0
AMI/AMI Professional	Versions through 3.1
ANSI text	All versions
ASCII text	All versions
Binary group 3 fax	All versions
BMP (including RLE, ICO, CUR & OS/2 DIB)	Windows
CDR (if TIFF image is embedded in it)	Corel Draw versions 2.0 through 9.0
dBASE	Versions through 5.0
DCX (multi-page PCX)	Microsoft Fax
DRW (Micrografx Designer)	Version 3.1
EPS (if TIFF image is embedded in it)	Encapsulated PostScript
Freelance for Windows	Version 1.0, 2.0, 96, 97, and Millennium
GIF	CompuServe
HTML	Versions through 3.0

continued on next page

Table DA. Document File Formats (continued)

Application or file format	Supported versions
JPEG	All versions
Lotus 1-2-3 (DOS & Windows)	Versions through 5.0
Lotus 1-2-3 (Windows)	Versions through 97
Lotus 1-2-3 Charts (DOS & Windows)	Versions through 5.0
MAC	MacPaint
Microsoft Excel (Macintosh)	Versions 3.0 through 4.0, 98
Microsoft Excel (Windows)	Versions 2.2 through 2000
Microsoft Excel Charts	Versions 2.x through 7.0
Microsoft PowerPoint (Macintosh)	Version 4.0, 98
Microsoft PowerPoint (Windows)	Versions through 2000
Microsoft Windows Works	Versions through 4.0
Microsoft Works (DOS)	Versions through 2.0
Microsoft Write	Versions through 3.0
Microsoft Word (DOS)	Versions through 6.0
Microsoft Word (Macintosh)	Versions 4.0 through 98
Microsoft Word for Windows	Versions through 2000
Microsoft WordPad	All versions
Microsoft Works (Macintosh)	Versions through 2.0
Paradox (Windows)	Versions through 1.0
PCX bitmap	PC Paintbrush
PICT1 & PICT2 (Raster)	Macintosh Standard
QuattroPro for Windows	Versions through 9.0
Microsoft Rich Text Format (RTF)	All versions
TIFF	Versions through 6.0
TIFF CCITT Group 3 & 4	Fax Systems
Unicode Text	All versions
WMF	Windows Metafile
WordPerfect (DOS)	Versions through 6.1
WordPerfect (Macintosh)	Versions 1.02 through 3.0
WordPerfect for Windows	Versions through 9.0
WordPerfect Graphics (WPG and WPG2)	Versions through 2.0