



# **FaxCore 2007 User Manual**

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## Introduction

FaxCore is the next generation of network fax software; it is a high-performance engine designed to track, document, manage and deliver fax traffic over enterprise networks of any size. The only major fax solution built native for Microsoft's .NET platform, FaxCore lets your organization leverage the full potential of fax archiving vital data, speeding communication and fax-enabling your applications. FaxCore is technology that adapts to how you use fax every day. Not the other way around.

The information provided in this guide instructs users how to send messages using FaxCore 2007. It also provides additional information on more advanced product features.

The terms **fax**, **message**, and **transmission** are interchangeable and all are used throughout this document.

## Contacting FaxCore

At FaxCore, we strive to provide you with the highest quality product support. Send your questions to [support@faxcore.com](mailto:support@faxcore.com). Please send your feedback and comments regarding this documentation to [documentation@faxcore.com](mailto:documentation@faxcore.com).

## Getting Started

This section offers quick step-by-step instructions on sending a message to a single recipient. This assumes that this user account has been configured by the administrator and has the permission for sending.


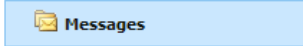
1. Launch Internet Explorer (IE 6.x or higher) and enter the FaxCore website URL (address) in the Address Bar. Mozilla's Firefox web browser is also supported.

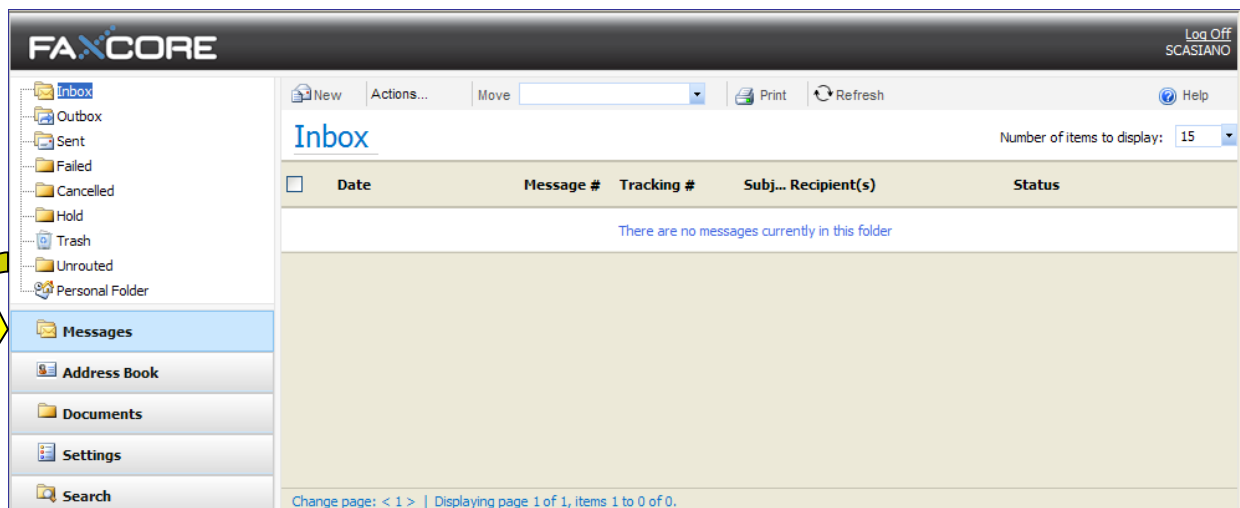
**Note: FaxCore URL (Address)**

Obtain the FaxCore address from your system administrator.



**Figure 1 - FaxCore Login Screen**

2. Enter your **Login** and **Password**; click  .. Upon successful login, the primary window appears.
3. Click  if not already selected.

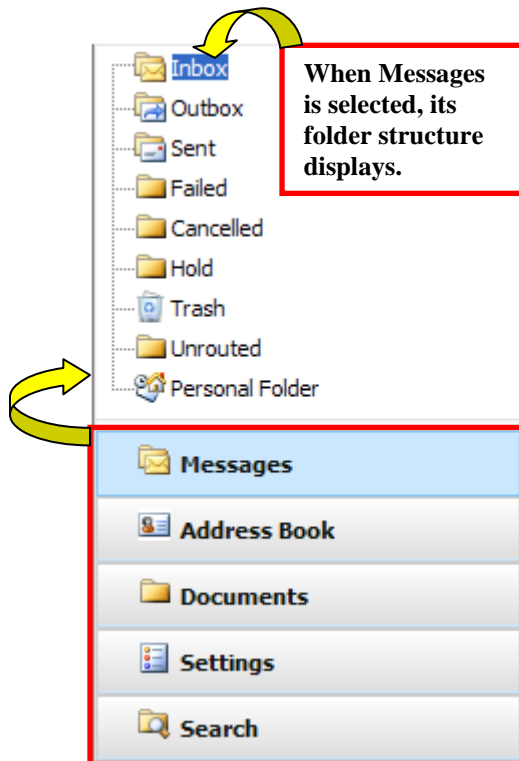


**Figure 2 - FaxCore Main Screen**

## Understanding FaxCore's User Interface

FaxCore is a 100% browser-based web application. It possesses a standard look and feel; it is easy to use especially if you have grown accustomed to products like Microsoft Outlook.

Following is an introduction to FaxCore's user interface. You will find that the interface is consistent throughout the application. The same components are used on each web page. The website consists of five primary sections; all are accessible from the **Navigation Pane** on the initial page.



The five primary sections are as follows:

### Messages

Access this section to manage all incoming and outgoing faxes. When faxes are received, they show in the Inbox. Other folders in this section are the Outbox, Sent, Failed, Cancelled, Hold, Trash, and Personal Folders.

### Address Book

The Address Book encourages organization of personal information of those who will receive faxes from you.

### Documents

Manage and organize documents.

### Settings

Define your personal profile, change your password, and store company, regional, and notification settings.

### Search

Search for a particular fax that resides in your fax library. Search using one or more message properties.

**Figure 3 - Navigation Pane**

To navigate to one of the five primary sections, merely click the section's name in the **Navigation Pane**.

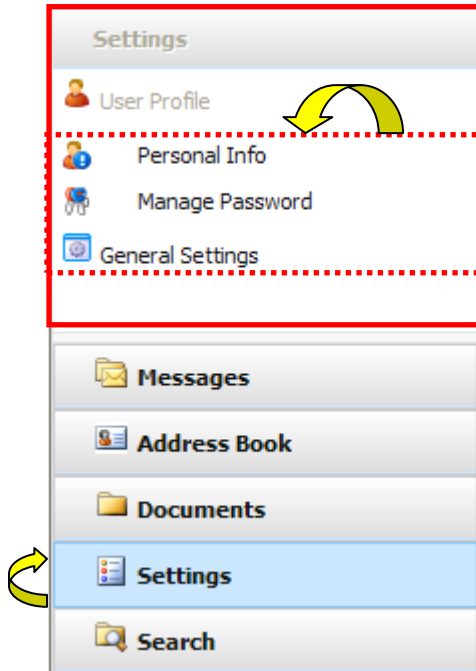
In the example above, **Messages** has been selected. When a particular section is selected, its name shows in another color and its folder structure is accessible. In addition, the information to the right changes to reflect the selection. In this case all the folders in which messages may reside are listed above the **Navigation Pane** and the contents of the **Inbox** show to the right of the **Navigation Pane**.

Click each of the sections in the **Navigation Pane** to see what appears above and to the right of the **Navigation Pane**.

## Settings: Your User Profile

User profiles and configuration options may be modified. This section explains how users may modify settings in their profiles.

Click  in the **Navigation Pane** to configure your User Profile.



FaxCore allows us to define the following when establishing our profile.

Click each link, one at a time and make the applicable entries.

### Personal Info (and Addresses)

This section contains your user name and contact information.

### Manage Password

Change your password regularly from this location.

### General Settings

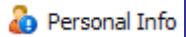
Enter your physical address. If you are an employee, enter your company's name and address. Include your language and time zone. Define you default notification settings and if a cover page should be attached along with your fax transmission.

**Figure 4 - Settings - User Profile Configuration**

Refer to the following for additional details.

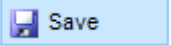
## Personal Information and Addresses

This information is about you, the registered FaxCore User. The information entered becomes the default information required when sending a transmission to a recipient.

1. Click  to access the **Personal Information** screen.

### Note: User Name (User Account Name)

No changes may be made to the User Name field.

2. Press [**Tab**] to move from one field to the next.  
Enter and/or change all applicable information.
3. Click  to update your profile.

**Refer to the following example.**

The following shows the current information contained in each field.

**Figure 5 - Personal Information**


Next, notice the changes that this particular user has made to her personal information.

**Figure 6 - Personal Information and Addresses with Changes**



**Address Types** other than EMAIL exist. The previous screen shows that when EMAIL type is selected, the Address field below it is prepared to accept an email address. However, if another Address Type is selected, the field prepares accordingly.

**The following changes may or may not be necessary.**

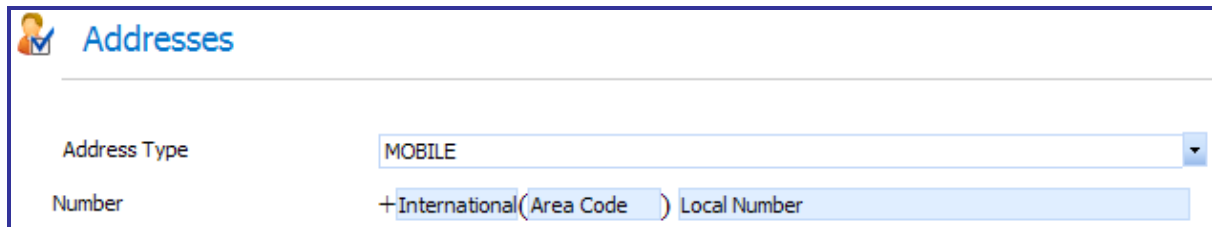
1. Click  to see the various Address Types.
2. Select the required Address Type.



Although being notified via EMAIL when a fax transmission is sent or received is set as the default, you may prefer an alert be sent to your mobile phone or land line. Would you prefer an alert to be sent to your printer?

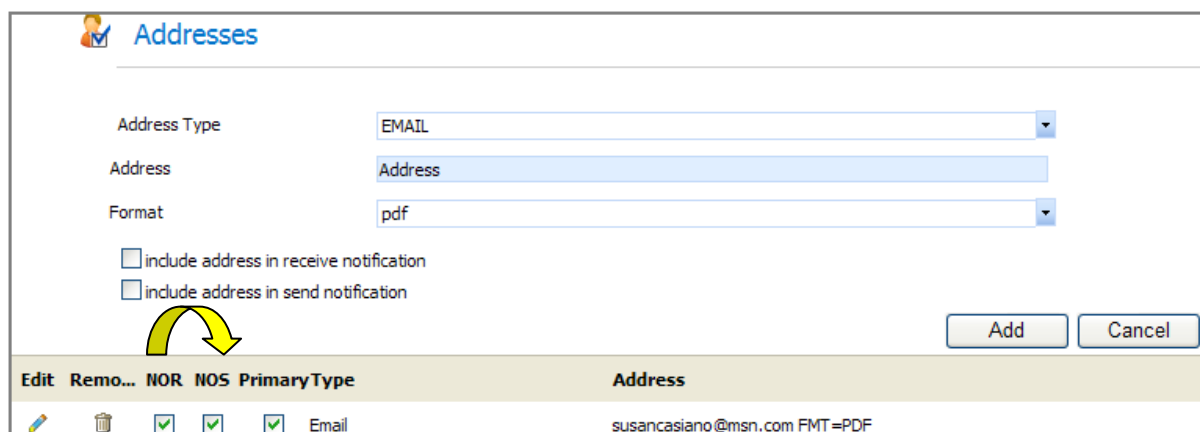
**Figure 7 - Address Types for Notification**

If the Address Type is changed to **MOBILE** or **PHONE**, the field below it changes to accommodate the entry. Refer to the following example.



**Figure 8 - Notification via MOBILE**

The most common methods of notification are by **Email**, **File**, and **Printer**. When being notified via Email the **Addresses** section appears as follows. Notice the **NOR** (notification of receipt) and **NOS** (notification of send) at the base of the section. Notifications will be sent via **Email**.



**Figure 9 - Notification via Email (NOR and NOS are Enabled)**



**Note: More Detail on Notifications (NOR and NOS)**

- A TIF email notification will be sent to mailbox [dennis@domain.com.my](mailto:dennis@domain.com.my) when sending a fax.
- A PDF email notification will be sent to mailbox [dennis@domain.com](mailto:dennis@domain.com) when receiving a fax.
- All incoming and outgoing message will be printed to IP Printer.


Ensure notification settings are defined in **General Settings**.

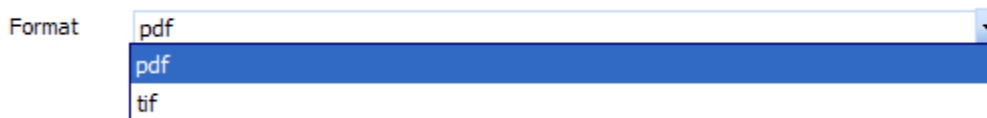
Edit	Remove	NOR	NOS	Primary	Type	Address
		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Email	dennis@domain.com.my FMT=TIF
		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Email	dennis@domain.com FMT=PDF
		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Printer	IP Printer

**Figure 10 - Additional Notification of Receipt and Notification of Sent Settings**

The address entered can be notified when transmissions are received and/or when transmissions are sent.

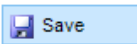
You may choose to receive your notification in one of two file formats. Both are imaged; this means that the text and/or graphics contained in the file can not be selected. As a result, no ability to copy and paste the content exists. The text can not be extracted; it is a graphic.

3. Click  and select the appropriate file format for your notifications. The first is the default file format.
  - Portable Document Format (PDF)
  - Tagged Image File Format (abbreviated TIFF or TIF)



**Figure 11 - Notifications May Be Received in One of Two File Formats**


**Note: Save Changes**

Remember to click  to save any changes and update your profile.

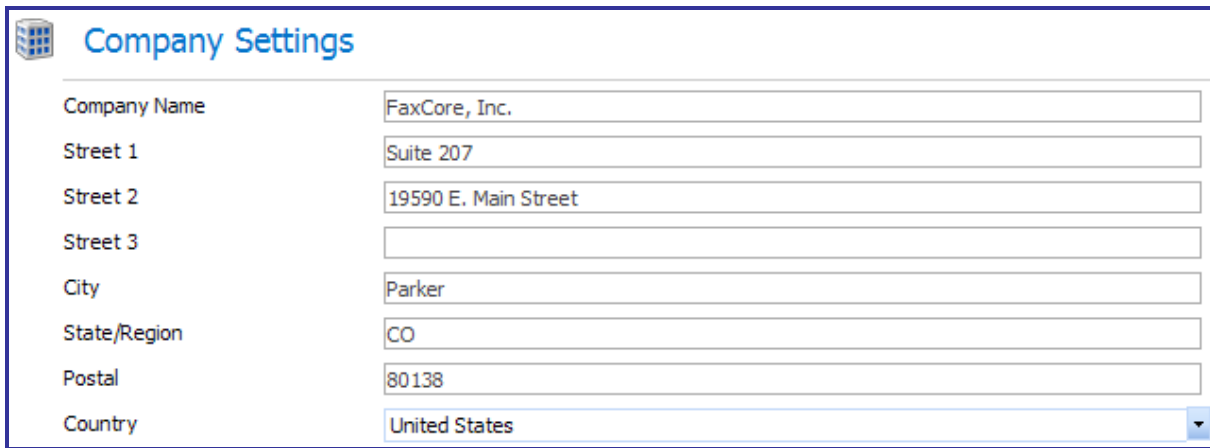


## General Settings

To define **Company**, **Regional & Language**, **Notification**, and **Default Send Attachment (Cover Page)** settings, follow the steps below.





1. Click  **General Settings** to arrive at the following screen. Begin with the **Company Settings** section.
2. Press [**Tab**] to move from one field to the next. Enter the address of your company or organization. The example that follows shows the physical address for FaxCore, Inc.

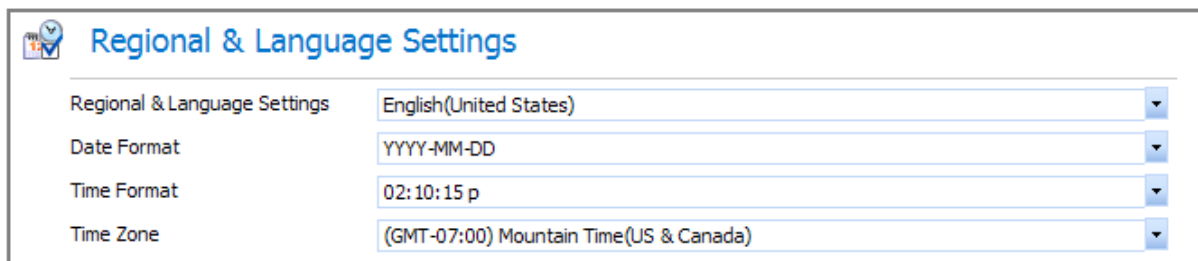
The information entered here is used as the default information when sending a transmission.



Company Settings	
Company Name	FaxCore, Inc.
Street 1	Suite 207
Street 2	19590 E. Main Street
Street 3	
City	Parker
State/Region	CO
Postal	80138
Country	United States


**Figure 14 - General Settings - Company Settings**

3. Click  **Save** to update your profile. Continue to the **Regional & Language Settings** section.
4. Click  and select the **Regional & Language Settings**.
5. Click  and select the appropriate **Date** and **Time** formats.
6. Click  to select the appropriate **Time Zone**.



Regional & Language Settings	
Regional & Language Settings	English(United States)
Date Format	YYYY-MM-DD
Time Format	02:10:15 p
Time Zone	(GMT-07:00) Mountain Time(US & Canada)

**Figure 15 - General Settings - Regional & Language Settings**

7. Click  **Save** to update your profile.

Continue to the **Notifications Settings** section.

- Click to place a check mark in the appropriate check boxes.

Keep in mind you are defining default settings. Defaults settings are those settings you would like to have applied most often to a transmission received or sent.

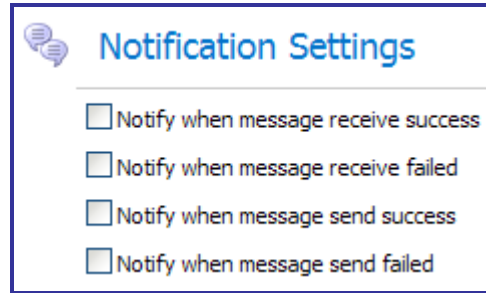


Figure 16 - General Settings - Notification Settings

- Click Save to save changes and update your profile.

Continue to the **Default Send Attachment (Cover Page)** section.

By default a cover page is sent with each fax transmission. You may or may not require a cover page at your organization. If a cover page is required, do nothing.

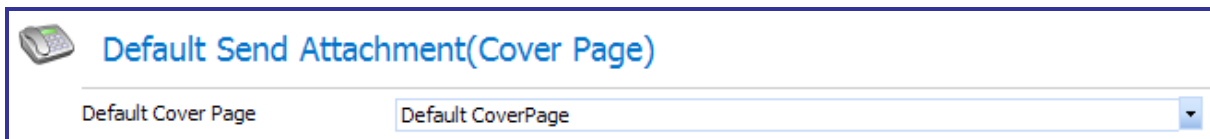


Figure 17 - General Settings - Default Send Attachment (Cover Page)

- If no cover page is necessary, click to produce the dropdown menu and select **None** above **Default Cover Page** in the dropdown.

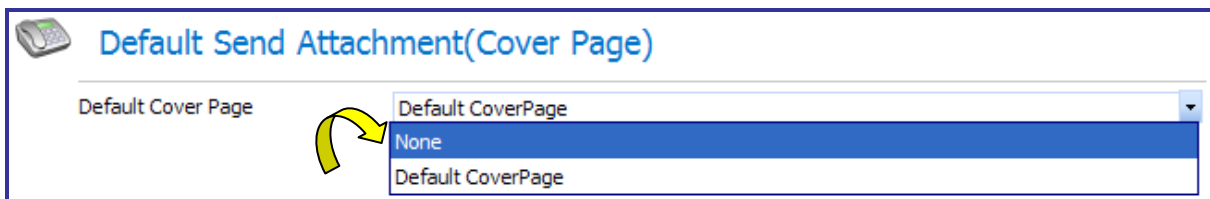


Figure 18- General Settings - Default Send Attachment – No Cover Page Necessary

If no cover page is necessary, this field shows as follows.

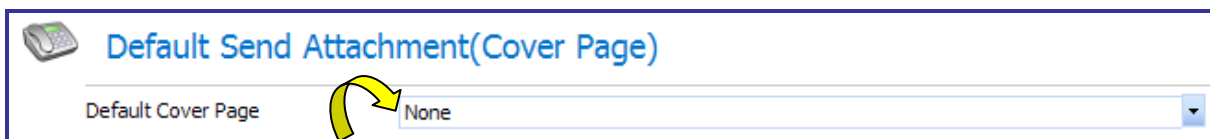


Figure 19- General Settings - Default Send Attachment - Cover Page Field Empty

- Click Save to update your profile.

Your User Profile has been defined. Please, feel free to edit your profile at any time.

## Messages

### Simply Send

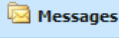

1. Click  in the **Navigation Pane** if not already selected.
2. Click  to open a **New Message** window.  
The **Sender Profile** section automatically populates with your name and the name of your company.
3. Enter the **Subject** and any applicable **Notes**.  
Press the **[Tab]** key to move from one field to the next.
4. Enter the recipient's **Name** and **Fax #**.  
When entering the **FAX #**, include the area code. No need exists for spaces, dashes, or parenthesis.  
These fields are bolded to show they are required.

Figure 20 - New Message Window

**Note: The default delivery method for each transmission is FAX.**

Although the method of delivery is, by default, FAX, feel free to choose a different method when appropriate.

- Click **Add**.  
The recipient's name shows in the **Recipients** section.

Recipients						
<input type="checkbox"/>	NS	NE	Name	Company	Delivery Address	Notify Address
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Karen Kelly	Casiano Consulting	+1 (770) 5451234	karenkelly@cas...

**Figure 21 - New Message: Recipients (to Receive Transmission)**

Additional recipients may receive the same message.

- Enter the next recipient's information.

RECIPIENTS DOCUMENTS OPTIONS

**Add Generic Recipients**

Name:  **Add**

Company:

Delivery:

Fax #:

Notify Email:

**Add From Address Book**

**Figure 22 - New Message: Another Recipient Receives the Same FAX**

- Click **Add**.  
The names of both recipients show.

Recipients						
<input type="checkbox"/>	NS	NE	Name	Company	Delivery Address	Notify Address
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Karen Kelly	Casiano Consulting	+1 (770) 5451234	karenkelly@casia...
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	David Casiano	Casiano Consulting	+1 (770) 54512345	susancasiano@ms...

**Figure 23 - New Message: Multiple Recipients Receive the FAX**

- Click the **Documents** tab.

RECIPIENTS **DOCUMENTS** OPTIONS

**Attach Documents**

- Documents
- Shared Documents

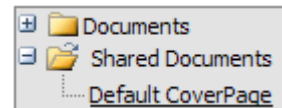
**Figure 24 - New Message: Documents Tab**



Documents that reside in the following locations may be attached to a message and be transmitted along with it.

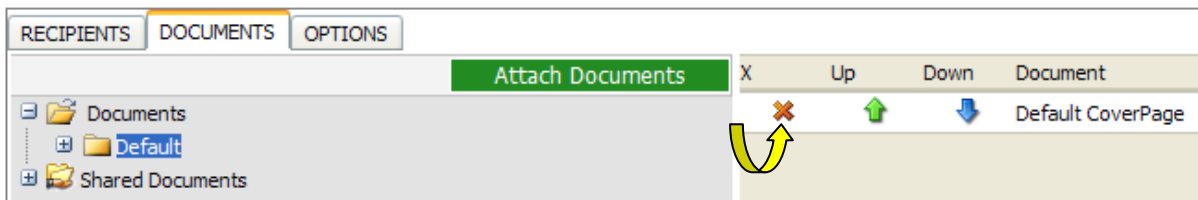
- FaxCore personal folders (+ Documents , initially only the **Default** folder resides in this location)
  - Shared (public) folder (+ Shared Documents)
  - Your computer’s local drives or the network drives to which you have access
9. Click + to the left of the **Shared Documents** folder.  
 The + becomes a - once the folder is opened.  
 The list of documents uploaded by the system administrator displays.

Examples of shared documents may include the fax cover page, company brochures, price lists, contracts, and other documentation available within an organization.



The **Default Cover Page will be transmitted along with your message** and any other attachments selected.

To remove the Default Cover Page so it is not included along with this particular message click ✕.

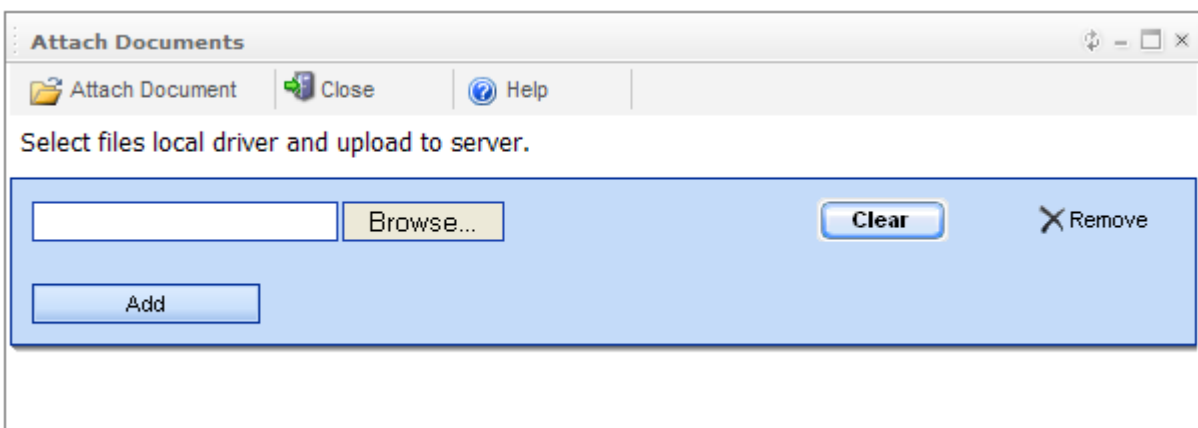


**Figure 25 - New Message: Documents Tab - Default Cover Page Attached**

To attach a document from the local or network drive, complete the following steps.

10. Click **Attach Documents** to locate the document(s) to attach.  
 The **Attach Documents** dialog box shows.

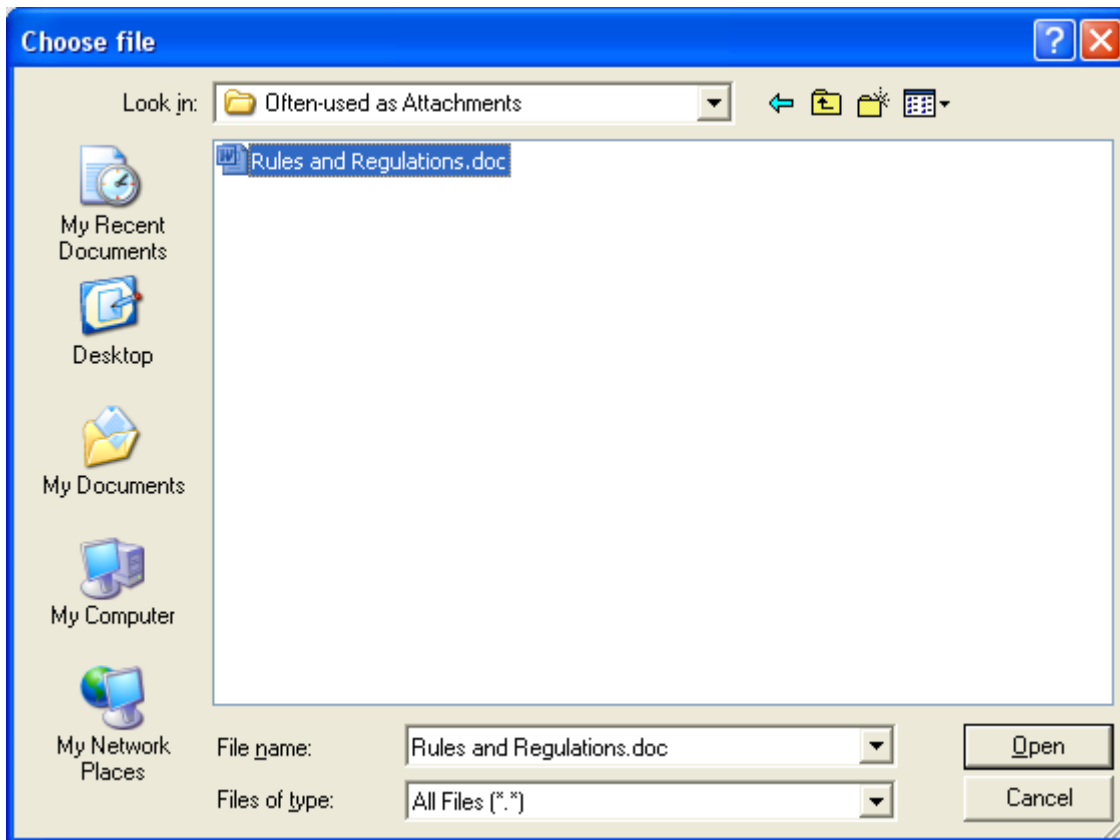
Select a document from the local hard drive, network drive, or personal FaxCore folder to attach and transmit along with the fax.



**Figure 26 - New Message: Attach Documents Dialog Box**

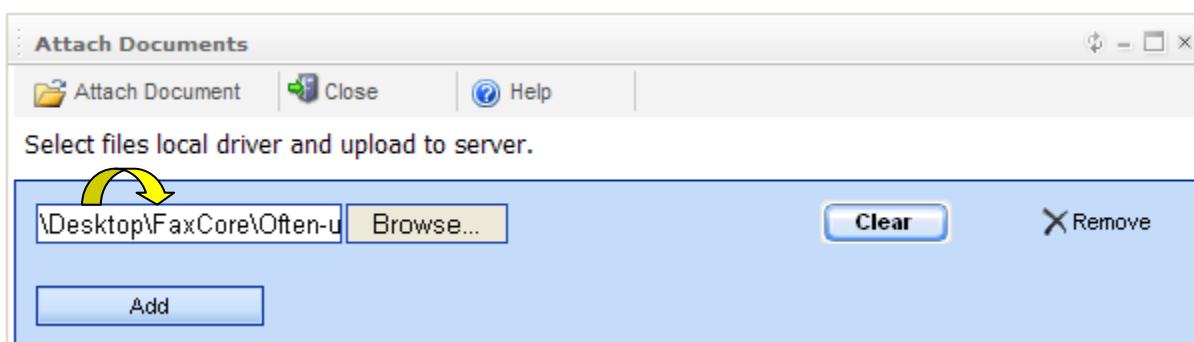


11. Click .  
The **Choose File** dialog box opens.  
Locate the folder that contains the document(s) to attach to the message.
12. Click the name of the file to attach.



**Figure 27 - New Message: Choose File to Attach (Local Hard Drive)**

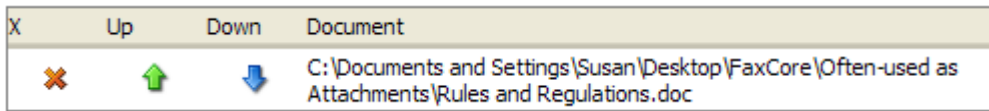
13. Click .  
The name of the file selected and its location show to the left of .



**Figure 28 - New Message: Attach Documents Dialog Box with Selection**

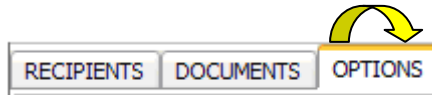
14. Click  to browse for an additional document to attach, if necessary.
15. Click  once all attachments have been selected.

The **Attach Documents** dialog box closes and the **New Message** screen appears. The selected attachments list to the right of the **Documents** tab. An example follows.

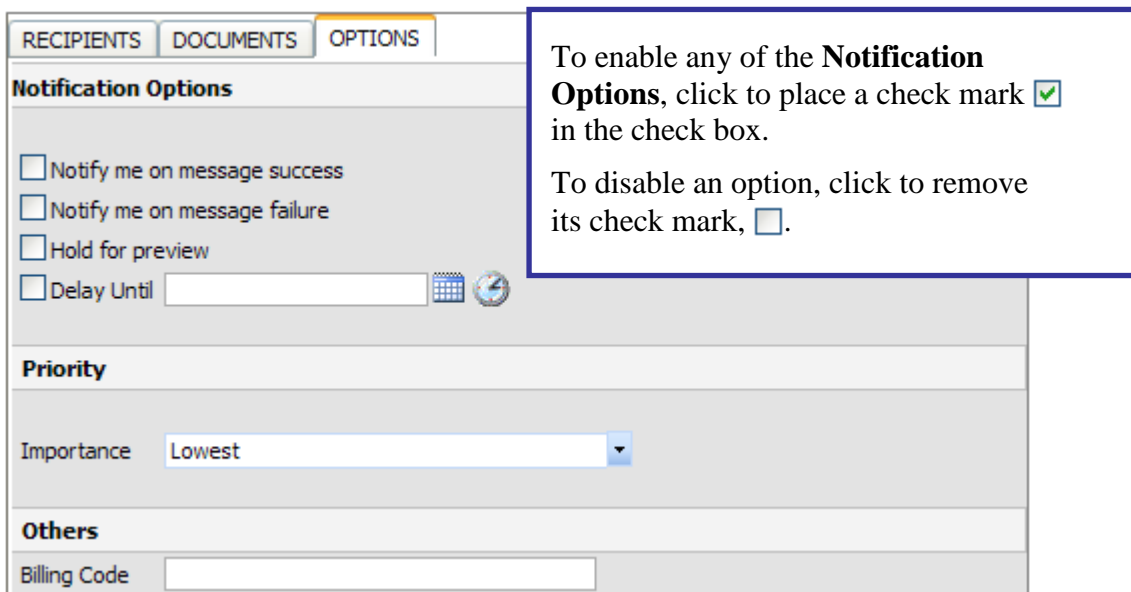


**Figure 29 - New Message: Attachments List to the Right of Documents Tab**

- Click the **Options** tab.  
Select those settings that apply to each fax or use the defaults defined.







Notification Options, the ability to set a priority, and add a billing code become available. You may request notification on successful transmission of the fax or upon its failure to transmit; you may select both options, if you prefer.



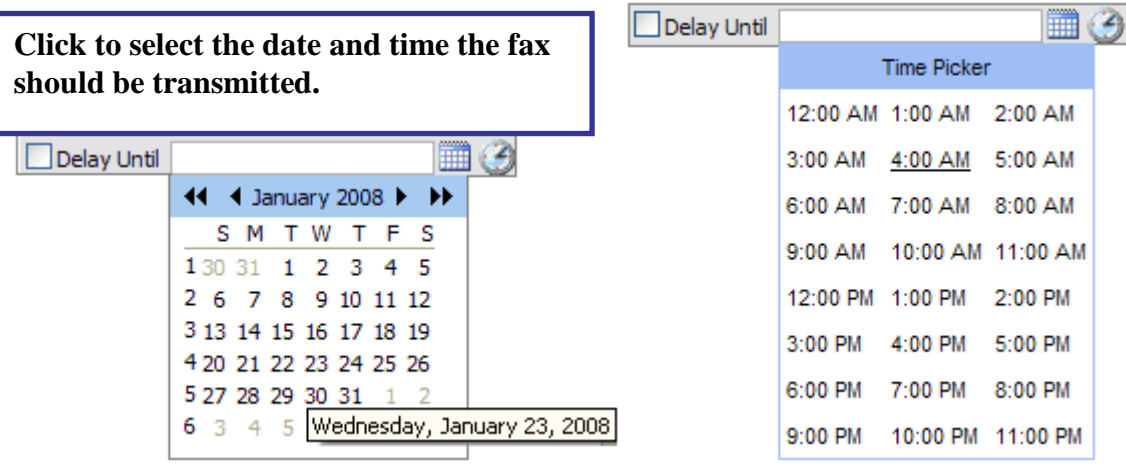
**Figure 30 - New Message: Options Available When Sending a Fax**

Refer to the following note, [Note: Faxes Held for Preview or Scheduled to be sent at a Future Date.](#)

**Note: Faxes Held for Preview or Scheduled to be sent at a Future Date**

The fax may be placed on hold (  Hold for preview ) in the event the sender or another individual must preview it before it is sent. It remains in the sender's Outbox until released. Faxes may also be stored in a queue and scheduled to be transmitted to recipients at a future date (  ) and/or time (  ). (  Delay Until    )

**Click to select the date and time the fax should be transmitted.**



**Note: To Enable or Disable Notification Options**

To enable any of the **Notification Options**, click to place a check mark  in the check box. To disable an option, click to remove its check mark, .

Let us set the following.

- 17. Click to enable the following two **Notification Options**.

We would like to be notified whether a message is successfully or unsuccessfully transmitted.

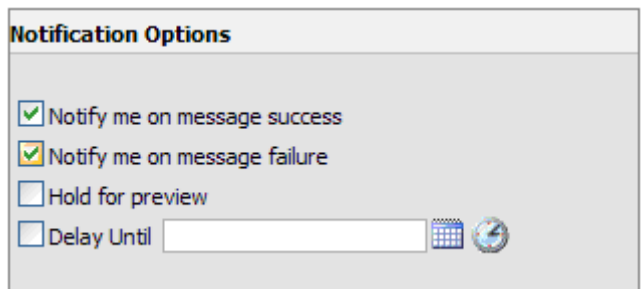


Figure 31 - An Example of Notification Options Selected

- 18. Click  to the right of **Importance** to display the **Priority** settings available.

The default **Priority** setting is  .

Choose the setting which best applies to this particular fax transmission.

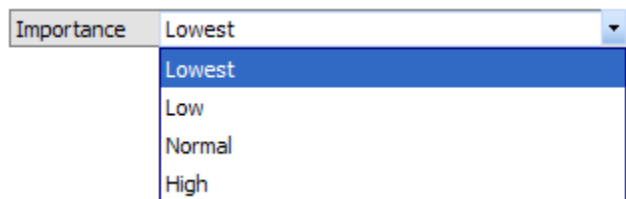


Figure 32 - Priority Settings

Perhaps **Normal** is most appropriate for this transmission.

19. Enter a **Billing Code**, if applicable.  
This is an optional field used for billing purposes.

It may consist of a combination of numbers and letters.

Figure 33 - Billing Code

Such as

20. Make an entry in the **Tracking No.** field, if necessary.

Figure 34 - Tracking Field

**Note: Billing Code and Tracking No. Fields**

The Tracking No. field may be customized by your administrator.  
The Tracking No. field could work in conjunction with the Billing Code field. For example, a series of internal billing codes could be established and assigned to a group or an individual. Since the same billing code would apply to an individual regardless of the message sent or received, it becomes easier to track those messages.

21. Click the **Recipients** tab and confirm all recipients are listed.

22. Click  once all recipients have been listed and the appropriate options are set.

The fax is transmitted to those on your distribution list.

As we prepared to send this particular fax, we asked to be notified when the fax was successfully transmitted or if the transmission failed.

Each recipient or an alternate will be notified via email that the fax has been transmitted.

Upon clicking , this Windows Internet Explorer message advises us that the fax has been sent; each transmission is assigned a message number.

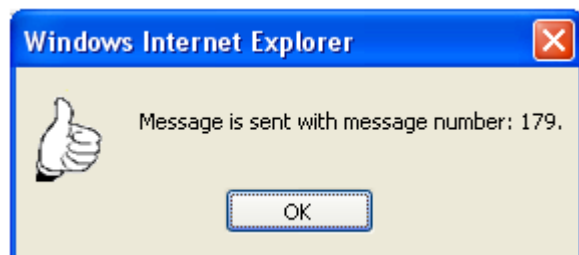


Figure 35 - Message Box Advises the Fax is Sent

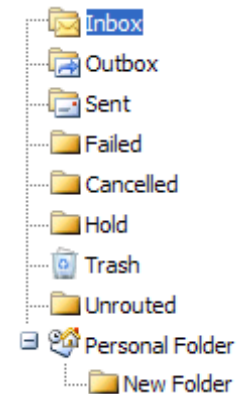
23. Click  to acknowledge and close the message box.

The **New Message** window closes and the primary window showing our **Inbox** appears in the foreground.

Now that you can see how easy it is to send a transmission, whether as a fax or in another form, suppose we discuss the various folders that show on the primary screen.

It is important to know the purpose of each folder and why a certain message appears in one folder and not another.

All the folders that show to the right, with the exception of New Folder, exist by default.



**Figure 36 - Folders that Store Transmissions**

The following table introduces the various folders that show above. The table explains the purpose of each folder and the actions that can be taken with the messages that reside in it.


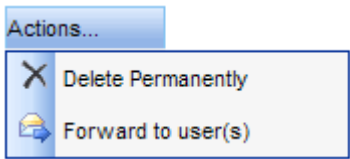

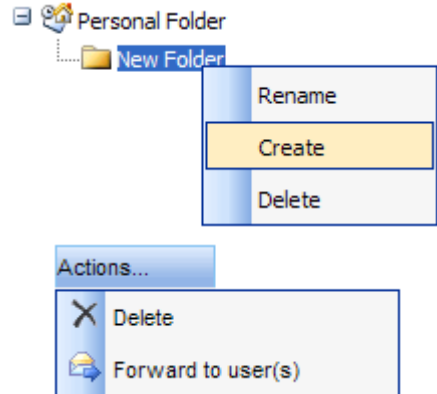
Refer to [What Happened to My Fax?](#)

## What Happened to My Fax? An Intro to Message Folders

Each transmission, whether sent by you or received by you is stored in a specific folder dedicated to that type of transmission.

<u>Where is my Fax?</u>	<u>What can I do with this fax?</u>
<p>Transmissions you receive from others reside in your  <b>Inbox</b>.</p> <p>Transmissions assigned (delegated) to you by others also reside in this folder.</p>	
<p>Faxes in the  <b>Outbox</b> are waiting to be sent.</p> <p>They may have been scheduled to be sent on another day or at another time.</p> <p>These transmissions will be moved to the  <b>Sent</b> folder once they are processed.</p>	
<p>Faxes in the  <b>Sent</b> folder are fax transmissions you sent to others.</p> <p>All completed transmissions, even those that failed are stored in this folder.</p>	
<p>Faxes not successfully transmitted are moved to the  <b>Failed</b> folder.</p> <p>These same transmissions appear in the  <b>Sent</b> folder.</p>	
<p>Only transmissions that were cancelled list in the  <b>Cancelled</b> folder.</p> <p>A copy of each is stored in the  <b>Sent</b> folder.</p>	
<p>Faxes in the  <b>Hold</b> folder are incomplete and not yet ready to send.</p> <p>They may be on hold for previewing. Once sent, they will be removed from this folder.</p>	



<u>Where is my Fax?</u>	<u>What can I do with this fax?</u>
<p>Faxes in the  <b>Trash</b> are expected to be permanently removed eventually. However, they may be restored if not yet permanently deleted.</p>	
<p>The  <b>Personal Folder</b> may house other folders you create to keep transmissions organized.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><b>Note:</b> These items will be deleted when messages are purged by the system. The system administrator sets the purge rules.</p> </div>	

Now that you are familiar with the various folders and what they do, it is time to revisit the following three.




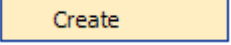
- Personal folder
- Sent folder
- Failed folder

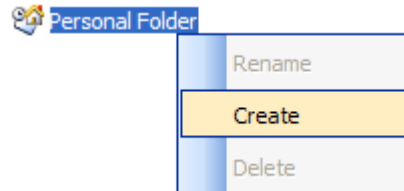


## The Personal Folder

These folders are used to store messages in a folder structure that you establish. Multiple personal folders may be created and as a result, you may organize your messages as you choose.

To add a new personal folder, perform the following steps.

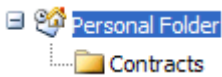
1. Click  **Messages** in the **Navigation Pane**, if not already selected.
2. Click  **Personal Folder**.
3. Right-click  **Personal Folder** and choose  from the dropdown menu as shown to the right.




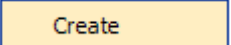
The following shows.

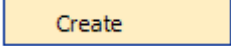


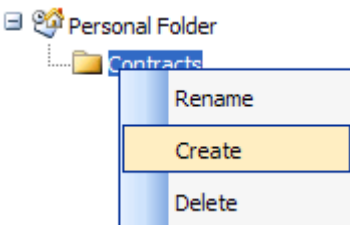
4. Type the name of the new folder and press the **[Enter]** key.



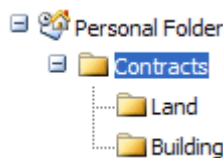
Additional folders may be added at the same level as our **Contracts** folder. Other folders may be added that are nested within **Contracts**.

To add another folder at the same level as **Contracts**, right-click  **Personal Folder** and choose . Assign a name to the new folder.

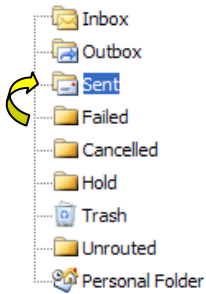
To add a nested folder inside **Contracts**, right-click **Contracts** and choose . Assign a name to the new folder.



Feel free to organize your folders and messages any way that is logical and convenient for you.



## The Sent Folder



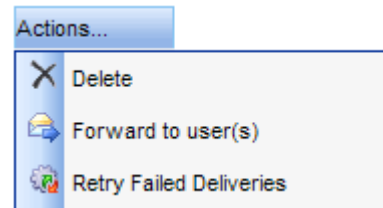
Click **Sent** in the **Folder List** to see the fax transmissions you initiated.

An example of faxes sent show below.

Sent (2)					
<input type="checkbox"/>	Date	Message #	Tracking #	Subject	Recipient(s)
<input type="checkbox"/>	1 /23/2008 10:58:18 AM	180		Documentation Release date...	Susan Casiano
<input type="checkbox"/>	1 /23/2008 10:43:20 AM	179		Documentation release date...	Karen Kelly; David Casiano

Figure 37 - Transmission Sent

One of three actions may be performed on the transmissions stored in this folder. The transmission may be tagged for deletion, forwarded or delegated to other users, or another attempt may be made to send the transmission which was not successfully sent the first time.



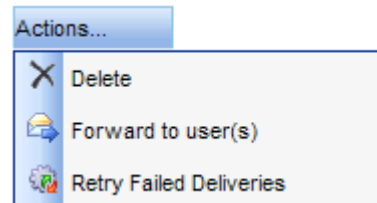
## The Failed Folder

Click **Failed** to show transmission attempts that were unsuccessful.


Failed (1)					
<input type="checkbox"/>	Date	Message #	Tracking #	Subject	Recipient(s)
<input type="checkbox"/>	1 /23/2008 10:58:18 AM	180		Documentation Release date...	Susan Casiano

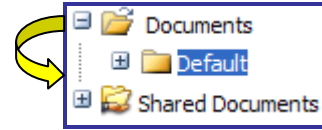
Figure 38 - Transmission Attempted and Failed

The following actions may be performed on faxes that reside in **Failed**. These are the same actions that may be performed on messages in **Sent**.



## Documents

1. Click  **Documents** on the **Navigation Pane**. Document folders show above the **Navigation Pane**.



The **Default** window shows to the right of the **Navigation Pane**.

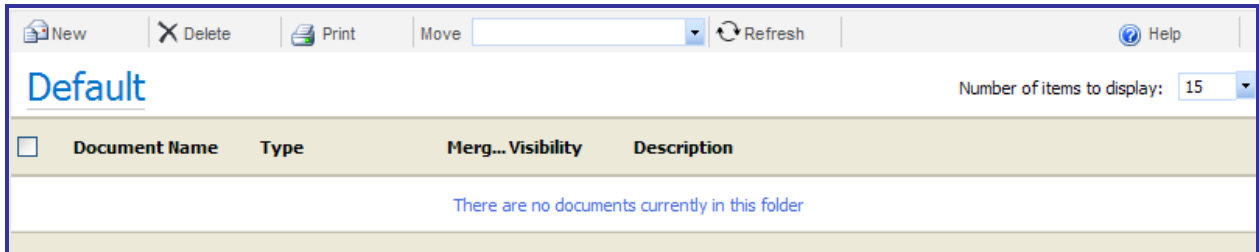



Figure 39 - Documents - Default Folder

2. Click  **New** to add a new document to the folder. The **Create Document – Document Information** dialog box appears.

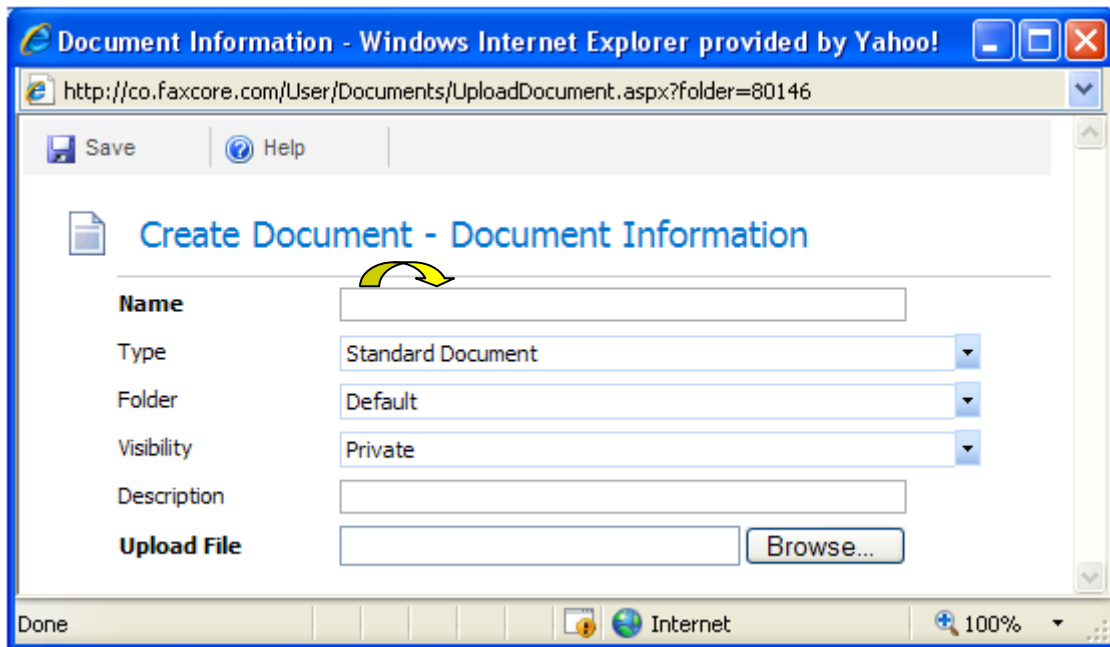
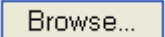
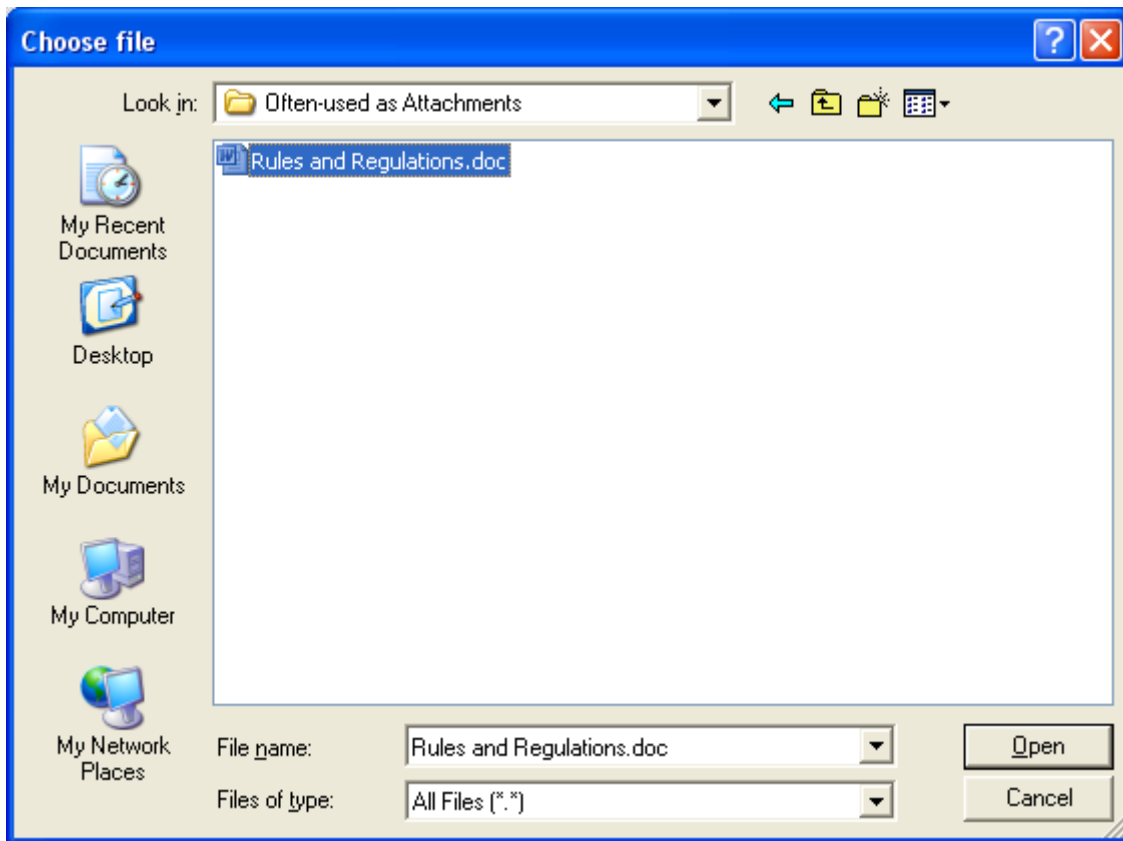


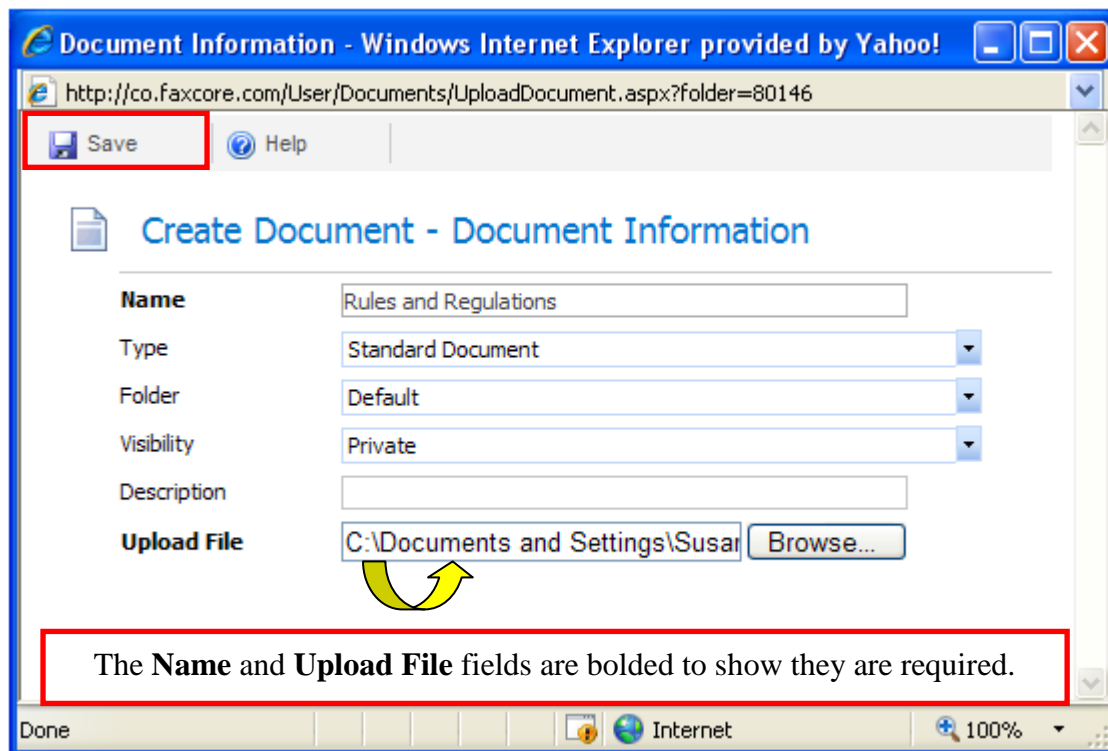
Figure 40 - Create Document - Document Information Dialog Box

3. Enter the name of the file to upload in the **Name** field.
4. Enter a file **Description**, if applicable.
5. Click . The **Choose File** dialog box opens. Locate the folder that contains the document(s) to attach to the message.
6. Click the name of the file to be attached.



**Figure 41 - Choose File to Upload**

- Click .  
The name of the file selected and its location (path) show to the left of  in the **Upload File** field.

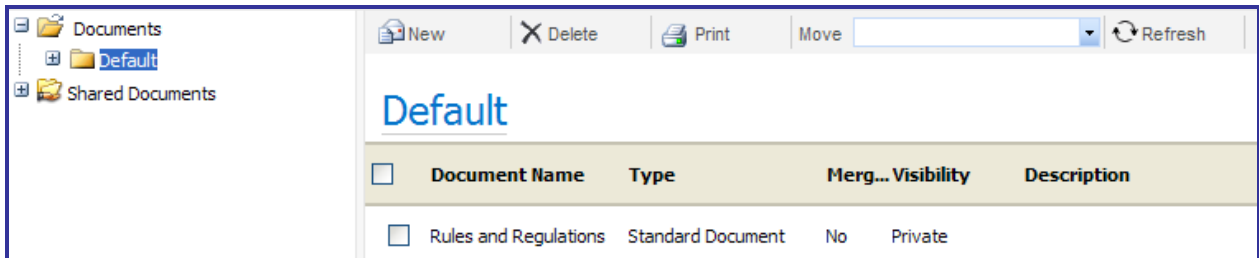


**Figure 42 - Create Document - Document Information Dialog Box - File Selected to Upload**

- Click  Save .

The **Create Document - Document Information** dialog box closes.

A copy of the document is saved to the **Default** folder since that is the folder selected in the **Create Document - Document Information** dialog box. The file also resides in its original location; it was only a copy of the file that was uploaded.






**Figure 43 - Document is Uploaded to the Default Document Folder**

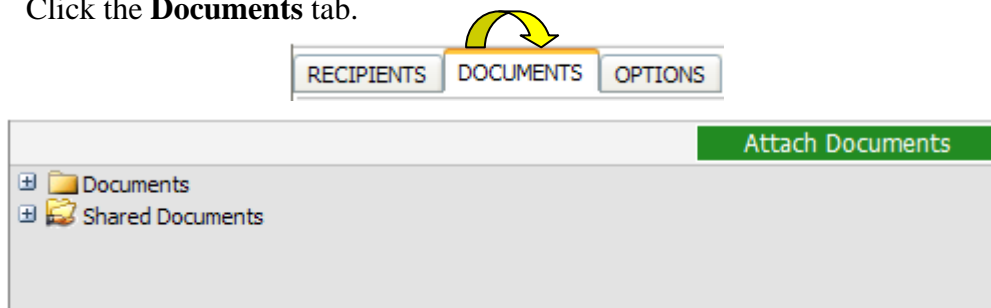
Additional folders, aside from **Default**, may be nested in the **Documents** folder.

Any document contained in the **Default** folder, **Shared Documents** folder, or other folders added by the user, may be attached to any message.

## **New Message with Attachment Uploaded to Documents Folder**

When creating a new message, complete the following step to add an attachment from one or more of these folders.

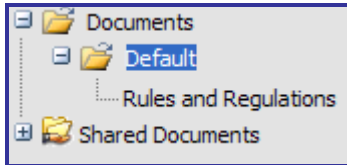
- Click  Messages in the **Navigation Pane** if not already selected.
- Click  New to open a **New Message** window.  
The **Sender Profile** section automatically populates with your name and the name of your company.
- Enter the **Subject** and any applicable **Notes**.  
Press the [Tab] key to move from one field to the next.
- Enter the recipient's **Name** and **Fax #**.  
When entering the **FAX #**, include the area code. No need exists for spaces, dashes, or parenthesis.  
These fields are bolded to show they are required.
- Click .
- Click the **Documents** tab.



**Figure 44 - New Message: Document Tab**

- Click to the left of the **Documents** folder to display the **Default** folder nested within it.  
If the **Default** folder is visible, click the to its left.  
The becomes a once the folder is opened.

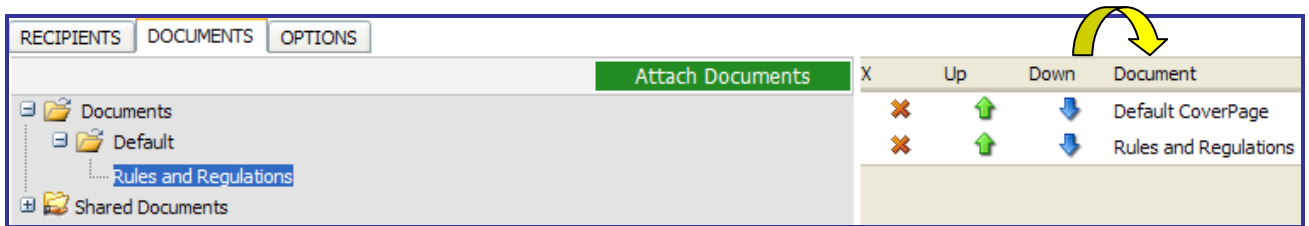
A list of documents uploaded to this folder displays. In this example, only one file has been uploaded; the **Rules and Regulations** file resides in the **Default** folder.



Documents often attached to messages may be organized in a collection of folders.

- Double-click the name of the file to attach to the message.  
In this example, only the one file is available.

The name of the file shows to the right of the **Documents** tab along with the **Default Cover Page** that it is provided.



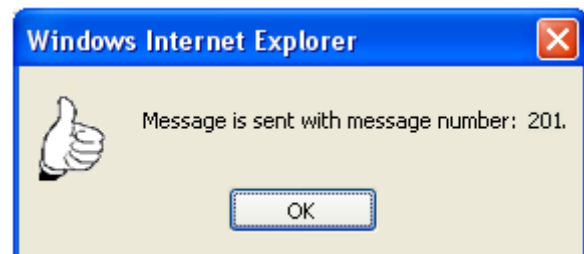
**Figure 45 - An Uploaded Document is Attached**

- Click the **Options** tab.  
Select the settings that apply to each fax or use the defaults defined.

Notification Options, the ability to set a priority, and add a billing code become available. You may request notification on the successful transmission of the fax or upon its failure to transmit; you may select both options, if you choose.

- Click once all recipients have been listed, documents attached, and the appropriate options are set.

Upon clicking , a message box advises us that the fax has been sent; each transmission is assigned a message number.



**Figure 46 - Message Box Advises the Fax is Sent**

- Click to acknowledge and close the message box.


The **New Message** window closes and the primary window showing our **Inbox** appears in the foreground.

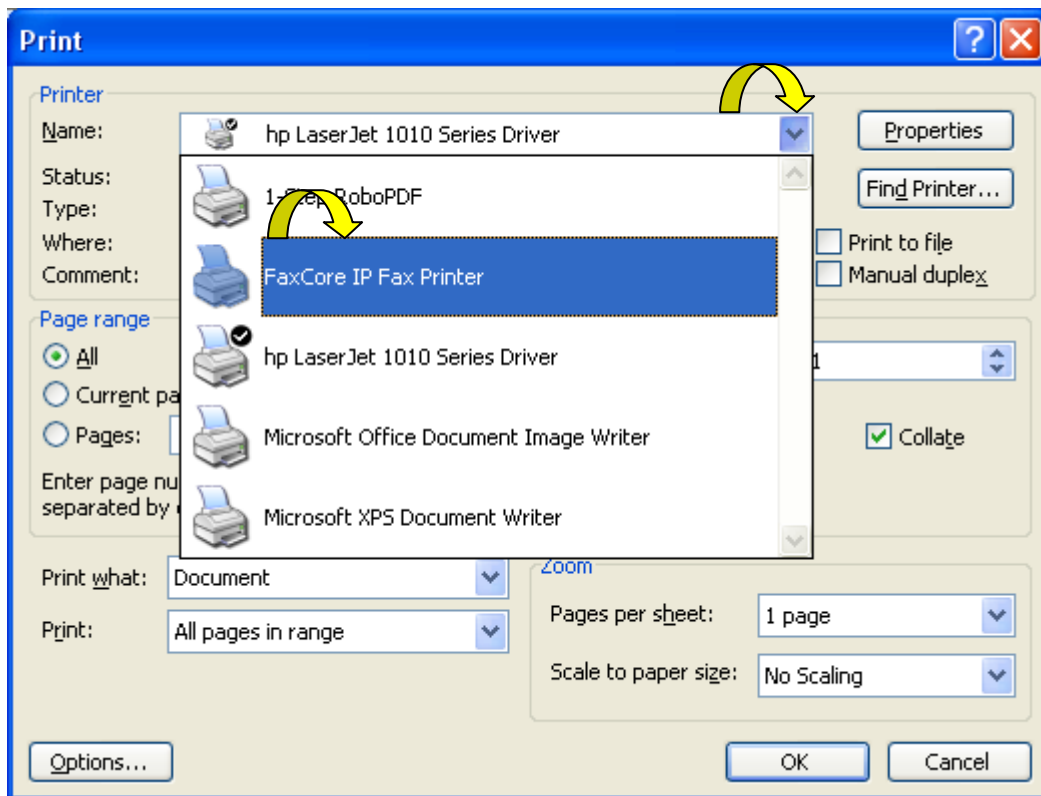
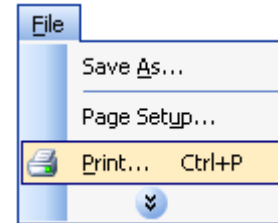


## Use the FaxCore IP Fax Printer to Quickly Distribute Documents

Once the FaxCore IP Fax Printer driver has been installed, you may print to it from within any application that allows printing. This means that any document (file) currently being worked may be distributed to recipients. It could be a Microsoft Word, Excel, PowerPoint, or Visio file. Actually, any application that offers the ability to print from it is a good candidate.

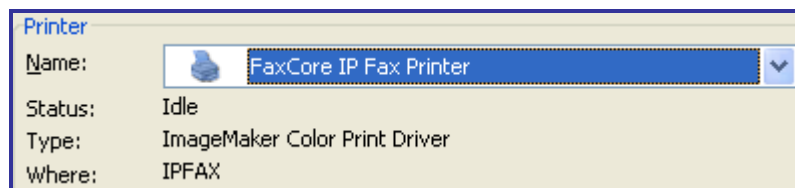
The following is an example from within MS Word.

1. From the **File** menu choose **Print**.  
The **Print** dialog box shows.
2. Click  to the right of the printer name currently showing.
3. Select **FaxCore IP Fax Printer** from the dropdown as shown below.

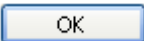


**Figure 47 - Printer Dialog Box with FaxCore IP Fax Printer Listed**

The **FaxCore IP Fax Printer** is selected.

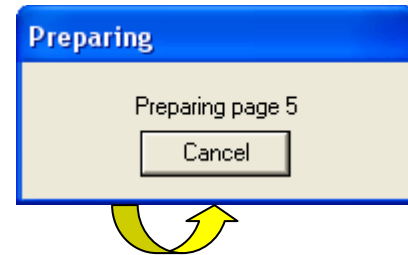


**Figure 48 - Printer Dialog Box with FaxCore IP Fax Printer Selected**

4. Click  to close the **Print** dialog box and print using the selected print driver.

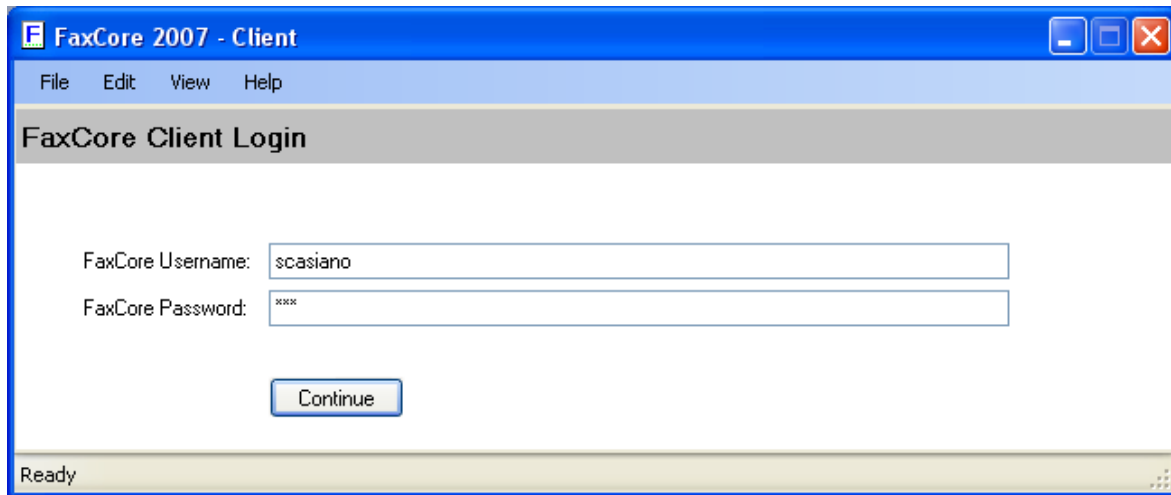


The document is preparing to print, but not to the local printer next to your desk or to the network printer in the workroom. Instead it is preparing to print using the **FaxCore IP Fax Printer driver**. This means it is preparing the file to be distributed to the list of recipients you select.



Once the **Preparing** message process is complete, the **FaxCore Client Login** screen appears.

5. Enter your **FaxCore Username** and **Password**.  
An example follows.



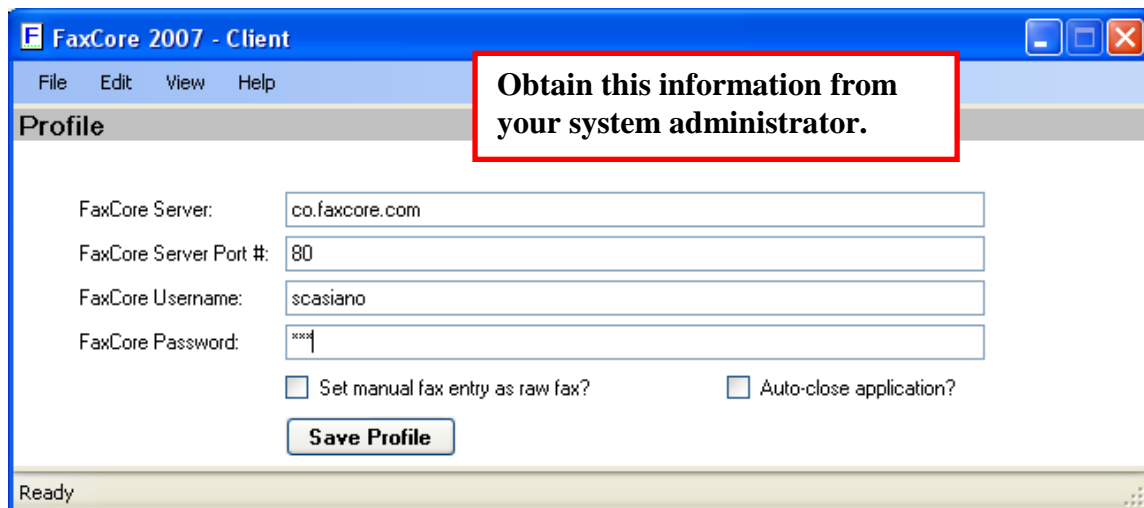
**Figure 49 - FaxCore Client Login Screen**

6. Click **Continue** to close the **FaxCore 2007 – Client** dialog box and proceed.

**Note: This is the first time I’m distributing a document outside of FaxCore!**

What if this is the first time I’m distributing a document from within Microsoft Word or another application other than FaxCore itself?

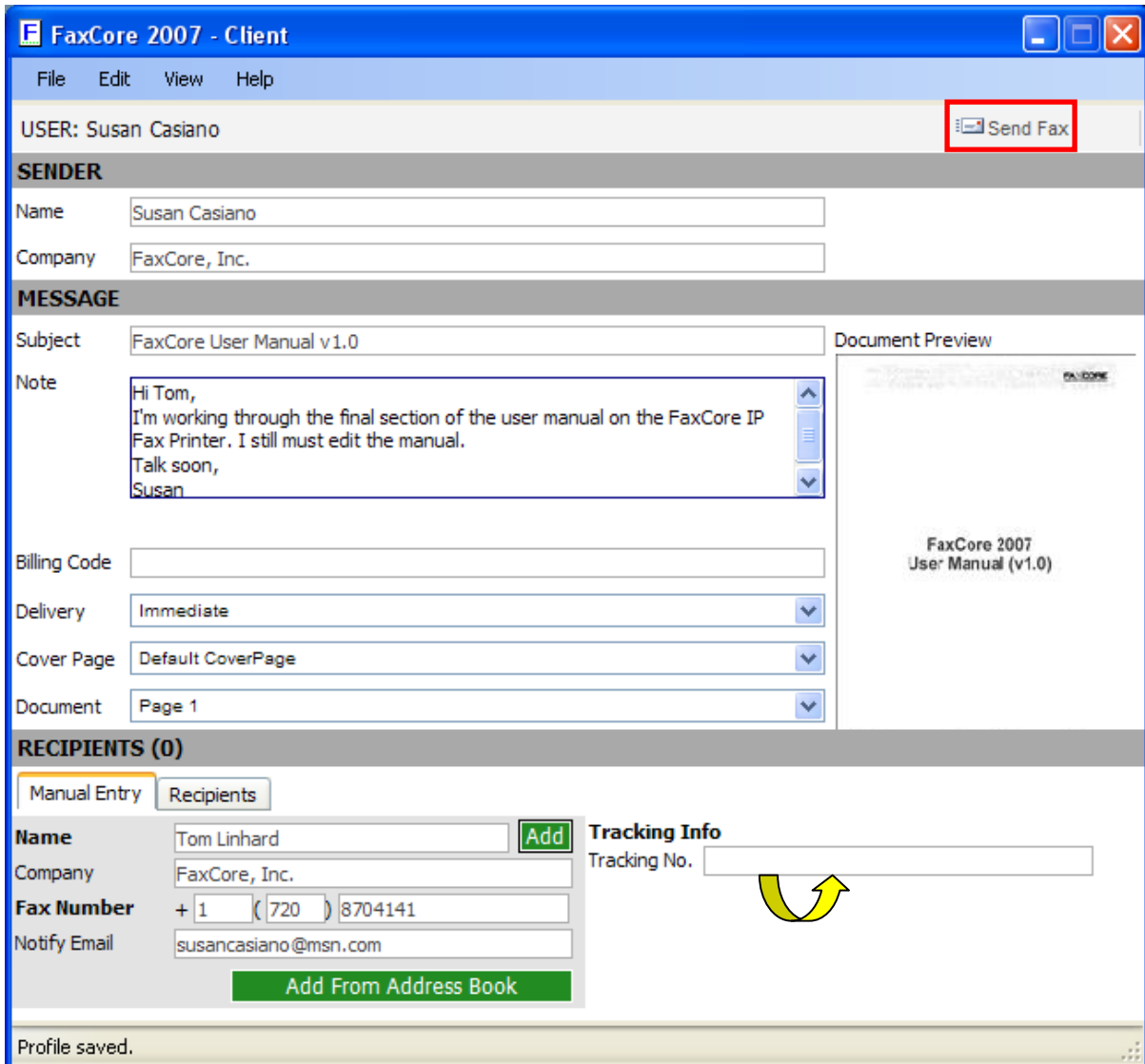
Enter your Client **Profile** data.



**Figure 50 - FaxCore 2007 – Client Profile Data**

Click **Save Profile** to save the entries.

7. Complete the necessary **Message** fields.  
 Notice the first page of the document shows in the **Document Preview** area of the **FaxCore 2007 – Client**.  
 A **Billing Code** may be entered, if applicable.  
 A **Delivery** type other than **Immediate** may be selected.  
 The **Cover Page** will be provided by default; however, it may be disabled when necessary.



The screenshot shows the FaxCore 2007 Client interface. At the top, the user is identified as Susan Casiano, and a 'Send Fax' button is highlighted with a red box. The interface is divided into several sections: SENDER, MESSAGE, and RECIPIENTS (0). The SENDER section includes fields for Name (Susan Casiano) and Company (FaxCore, Inc.). The MESSAGE section includes Subject (FaxCore User Manual v1.0), Note (Hi Tom, I'm working through the final section of the user manual on the FaxCore IP Fax Printer. I still must edit the manual. Talk soon, Susan), Billing Code, Delivery (Immediate), Cover Page (Default CoverPage), and Document (Page 1). A Document Preview area on the right shows the first page of the 'FaxCore 2007 User Manual (v1.0)'. The RECIPIENTS (0) section has tabs for 'Manual Entry' and 'Recipients', and a form for adding a recipient with fields for Name (Tom Linhard), Company (FaxCore, Inc.), Fax Number (+1 (720) 8704141), and Notify Email (susancasiano@msn.com). A green 'Add' button is next to the Name field, and a green 'Add From Address Book' button is at the bottom. A 'Tracking Info' section with a 'Tracking No.' field is also visible. A yellow arrow points to the 'Add' button, and another yellow arrow points to the 'Tracking No.' field.

Figure 51 - FaxCore 2007 Client Sender, Message, Recipients Information

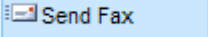
8. Enter the name of each recipient and click **Add**.  
 Recipients may be selected from the **Address Book** or entered manually.
9. A **Tracking No.** may be included, if necessary.

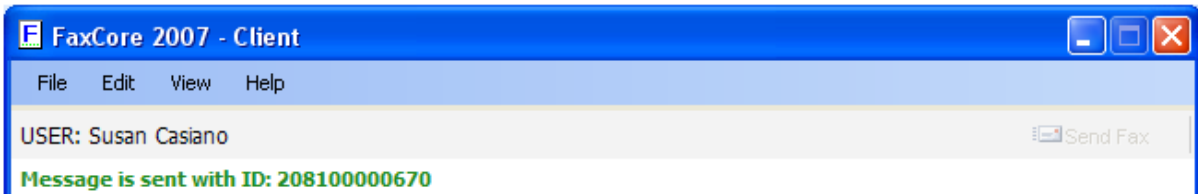


The screenshot shows the FaxCore 2007 Client interface with the RECIPIENTS (2) section. It has tabs for 'Manual Entry' and 'Recipients'. A table lists two recipients: Tom Linhard and Sam Ng. A red box highlights the 'Name' column with the text 'The names of those notified when the message is sent.' A yellow arrow points to the 'Name' column.

×	NS	NE	Name	Company	Delivery Address	Notification Address
×	✓	✓	Tom Linhard	FaxCore, Inc.	+1 (720) 8704141	susancasiano@msn.com
×	✓	✓	Sam Ng	FaxCore, Inc.	+1 (720) 8704141	sam@faxcore.com.my

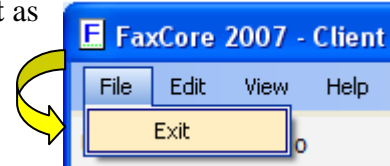
Figure 52 - FaxCore 2007 – Recipients Named

10. Click  to distribute the selected document to the recipients. Once the message is sent, a confirmation ID number is supplied. An example follows.

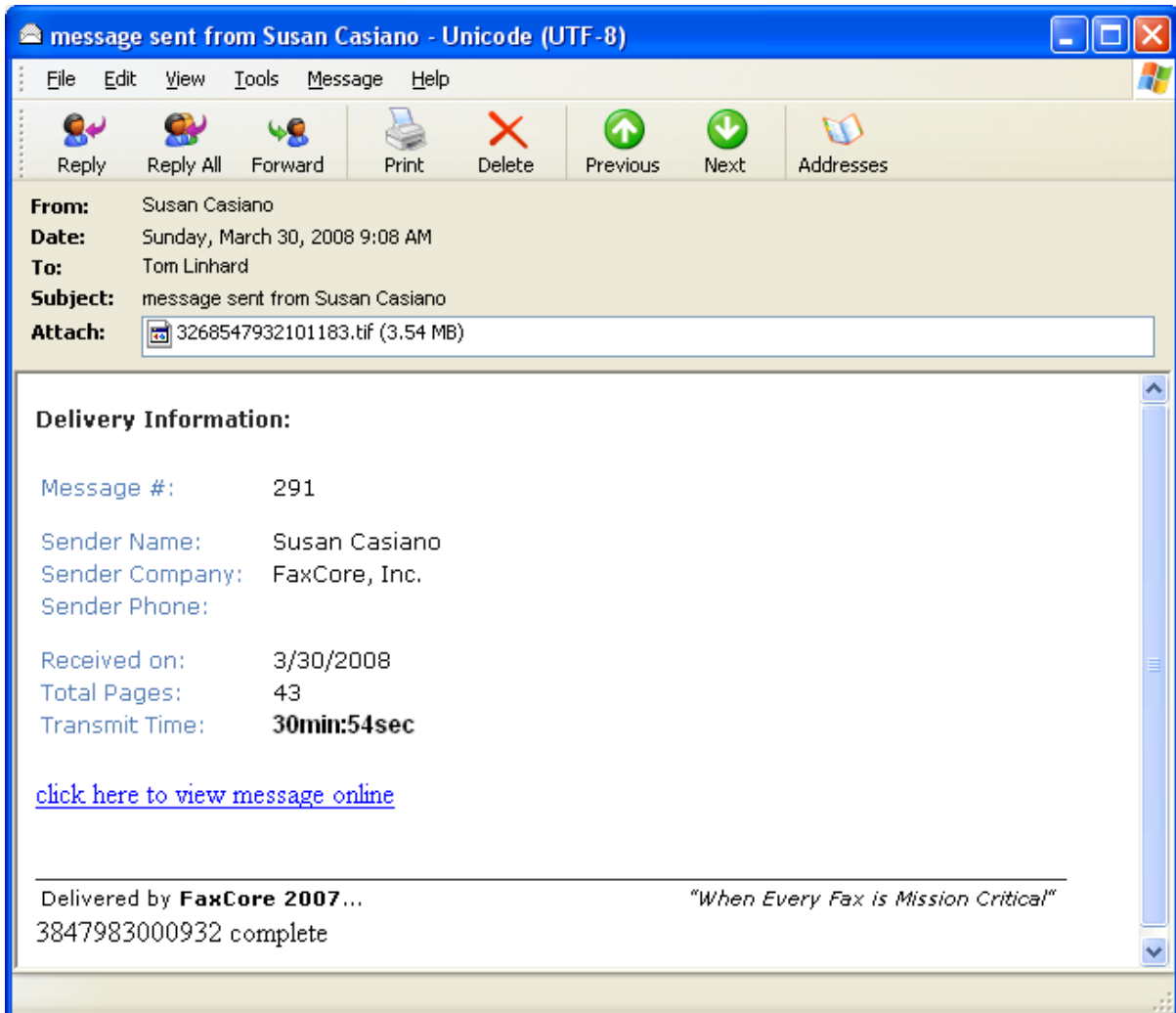


**Figure 53 - FaxCore 2007 - Confirmation of Message Sent**

11. From the FaxCore 2007 – Client **File** menu, choose **Exit** as shown.



The notification below was delivered to the specified email address to advise that the message along with the attachment was delivered to the recipient(s).



**Figure 54 - Notification of Message Sent**

To view the message once it has been sent, access it using the **FaxCore Message Viewer**.

Locate the message in its folder and double-click it.

An example of the message sent shows below in the **Message Viewer**.

Use the scroll bar just to the right of the **thumbnails** to see all pages sent in the transmission; click a **thumbnail** to show it full size.

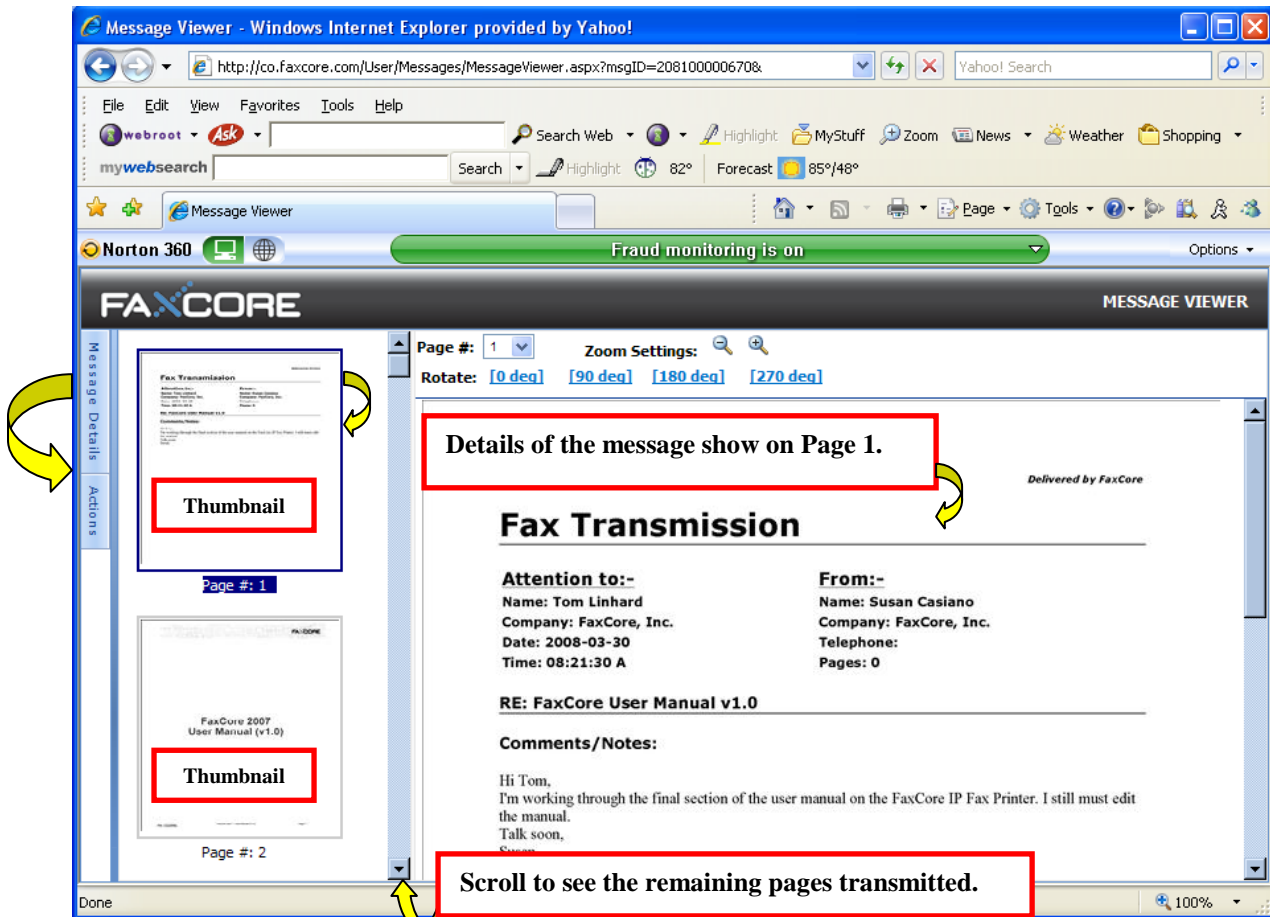
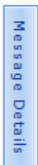




Figure 55 - Message Viewer from within FaxCore


To the left of the **thumbnails** are two tabs, **Message Details** and **Actions**. Refer to the following page for details.


Message Details

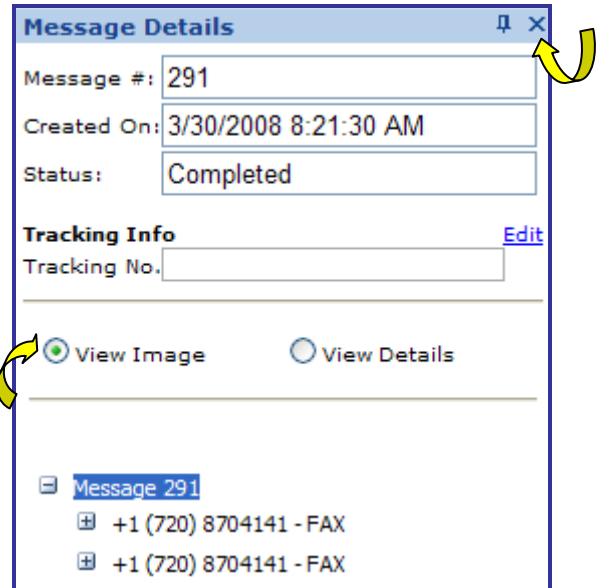
Click  to see the **Message #**, when it was created, its **Status**, and **Tracking No.**

While  **View Image** is selected, the document shows to the right of **Message Details**.

When  **View Details** is selected, additional information pertaining to the transmission shows to the right of **Message Details**.

Click  **View Image** once again to return to the document pages.


Click  to close the **Message Details**.



**Figure 56 - Message Viewer - Message Details**

Click  (Dock) to show the **thumbnail** pages along with the other information.

Actions

Click  to see the **Actions** that may be performed on this message.

The message may be printed, saved using another file name, forwarded, resent, or deleted.


The transmission may be delivered again to all recipients or a selected number.

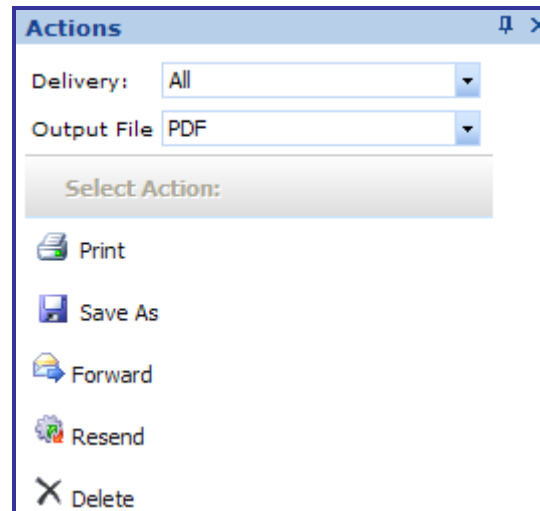
The **Output File** is currently PDF.

It may be either one of the following.

- Portable Document Format (PDF)
- Tagged Image File Format (abbreviated TIFF or TIF)

Both files are graphic formats. Text may not be selected and/or copied.

Click  to close **Actions**.




**Figure 57 - Message Viewer - Actions**



## Address Books

Rather than typing the recipient’s information, you may also pull it from the **Address Book**.

Click  **Address Book** in the **Navigation Pane** if not already selected.

The **Address Books** structure shows above the **Navigation Pane**. The **Default** address book is selected.

To the right of the **Navigation Pane** is the **Address Books** screen. Most likely, at this time, no contacts exist in your **Default** address book.

Let’s add one.

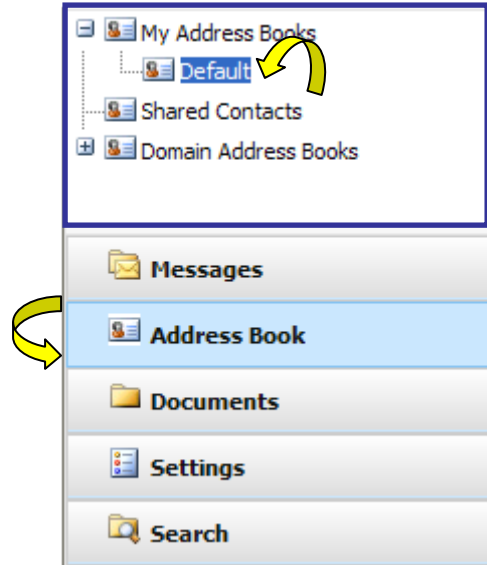



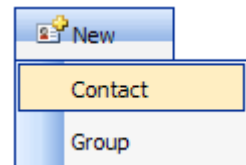


Figure 58 - Navigation Pane - Address Books

### Add a Contact to the Address Book

To add a contact to the **Default Address Book**, follow the steps below.


1. Click  **Default** if not already selected.
2. Click  **New** or allow the mouse pointer to hover over it. The menu shows.
3. Click  **Contact**. The following screen allows the entry of your contact’s profile and delivery information.
4. Enter the applicable information. Press [**Tab**] to move from one field to the next.



It is not necessary to complete each field. The following would be most relevant, but only the **Display Name** and **Email (address)** are required fields. Some of the remaining fields may be displayed on your cover page and so entering such information may be advantageous.

- **Display Name (Contact Profile)**
- First Name
- Last Name
- Address Book – where the contact information will be stored
- Preferred Address Type – in this case, EMAIL
- **Email (address) (Delivery Information)**
- Fax Number




 **Contact Profile**

Required entry

Display Name	Karen Kelly
First Name	Karen
Middle Name	
Last Name	Kelly
Company Name	
Description	
Address Book	Default <span style="float: right;">▼</span>
Preferred Address Type	EMAIL <span style="float: right;">▼</span>
Visibility	Private <span style="float: right;">▼</span>

notify this contact when message FAILS to send  
 notify this contact when message is SUCCESSFUL

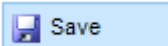
---






 **Delivery Information**

Required entry

Email	karenab123@msn.com	pdf <span style="float: right;">▼</span>
Fax Number	+303 ( 888 ) 3153	
Phone Number	+ ( ) ( )	
Mobile Number	+ ( ) ( )	
Ftp		pdf <span style="float: right;">▼</span>
Http		pdf <span style="float: right;">▼</span>
Network Printer		<span style="float: right;">▼</span>
Raw Fax		

**Figure 59 - Address Book - Contact Profile and Delivery Information**

- Click  .  
The **Contact Profile and Delivery Information** window closes and the **Default Address Book** shows with the new contact listed.

 New
 Import
 Delete
 Print
Move  
 Refresh
 Help

Contact(s) removed.

**Default**
Number of items to display: 15 ▼

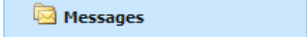
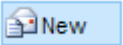
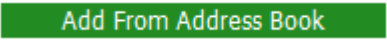
	Display Name	Contact Type	First Name	Last Name	Company Name	Preferred Delivery ...
<input type="checkbox"/>	Karen Kelly	Contact	Karen	Kelly		karenab123@msn.com

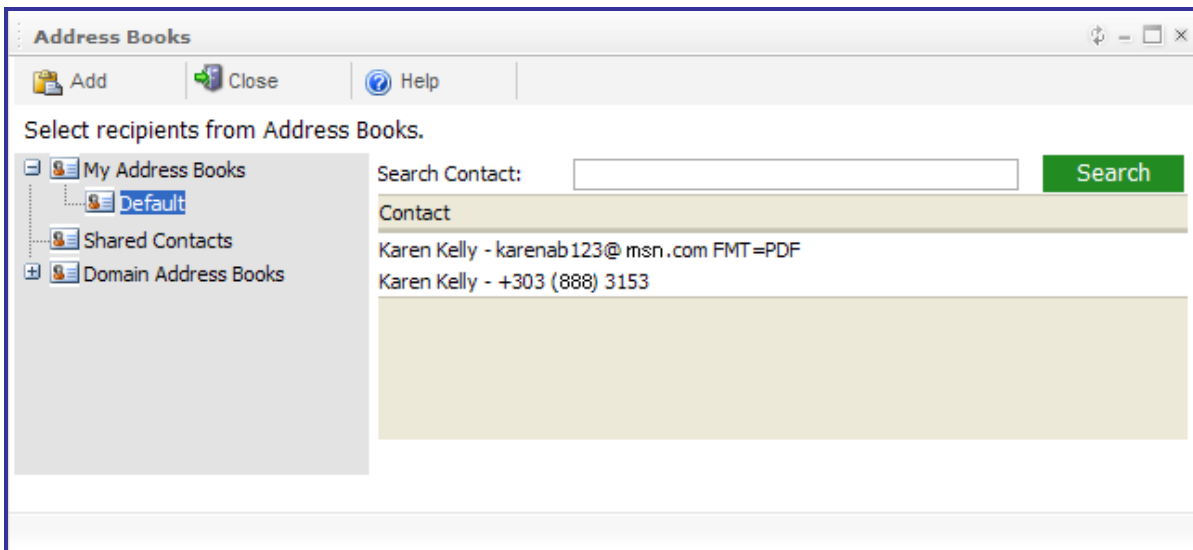
**Figure 60 - Default Address Book - Contact Lists**

Once contacts are contained in an address book, it is no longer necessary to type their information when sending a transmission to them.

## Send to a Contact in the Address Book

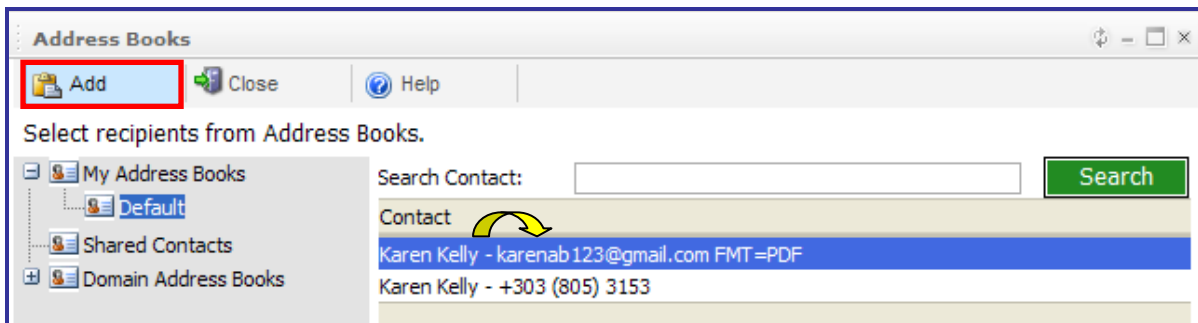
It is time to send a transmission to the individual in our address book.

1. Click  in the **Navigation Pane**.
2. Click  to open a **New Message** window. The **Sender Profile** section automatically populates with your name and the name of your company.
3. Enter the **Subject** and any applicable **Notes**. Press the [**Tab**] key to move from one field to the next.
4. Click  in the **Recipients** section. The **Address Books** window displays.
5. Select the correct address book; in this case, **Default**.



**Figure 61 - Address Books - Default with Listing**

6. Click the name of the contact as shown below.



**Figure 62 - Address Books - Default with Recipient Selected**

7. Click  to include the selected contact as a recipient.

The **Address Books** window closes; the **New Message** window returns with the recipient's information listed in the **Recipients** section.

Recipients						
	NS	NE	Name	Company	Delivery Address	Notify Address
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Karen Kelly		karenab123@ms... FMT=PDF	karenab123@ms... FMT=PDF

Figure 63 - Recipient from Default Address Book

- Click once all recipients have been listed and the appropriate options are set.

Each recipient or an alternate will be notified via email that the message has been transmitted.

Upon clicking , this message box advises us that the fax has been sent; each transmission is assigned a message number.

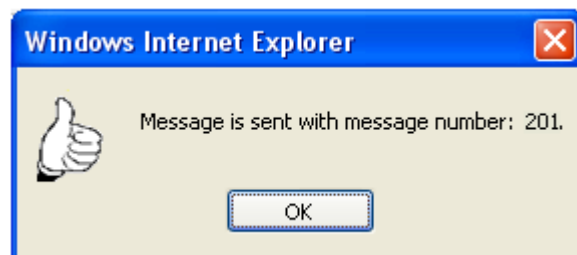


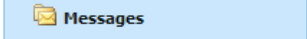

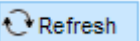
Figure 64 - Message Box Advises the Fax is Sent

- Click to acknowledge and close the message box.

The **New Message** window closes and the primary window showing our **Inbox** appears in the foreground.

## Receive a Fax

Incoming messages may be received via email or in the user's FaxCore **Inbox**.

1. Click  in the **Navigation Pane**.
2. Click  to return to the **Inbox** folder.  
Once the **Inbox** is the active folder, click  to refresh the screen and show new messages.
3. Double-click a particular message to open it for viewing in the **Message Viewer**.

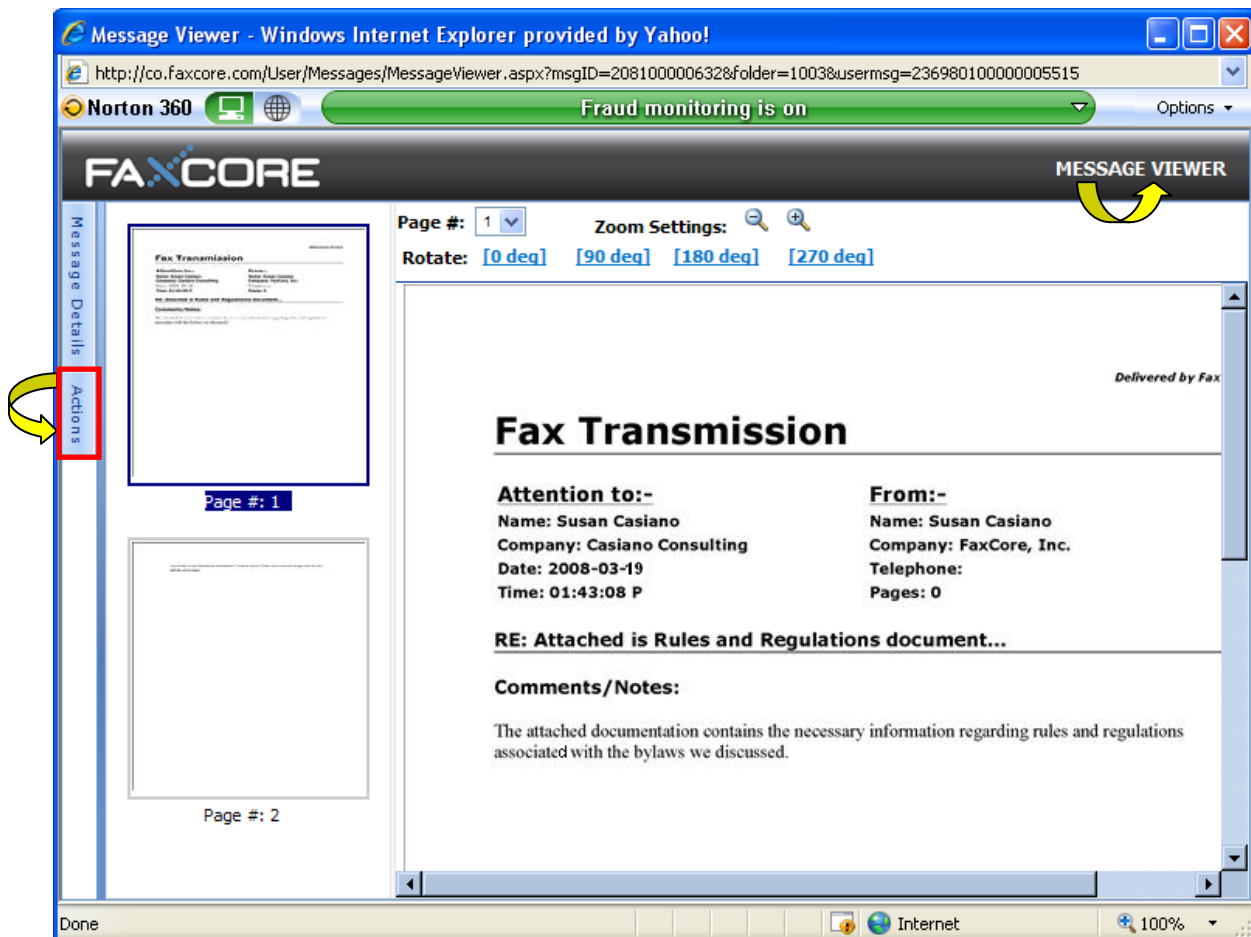
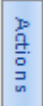


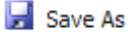
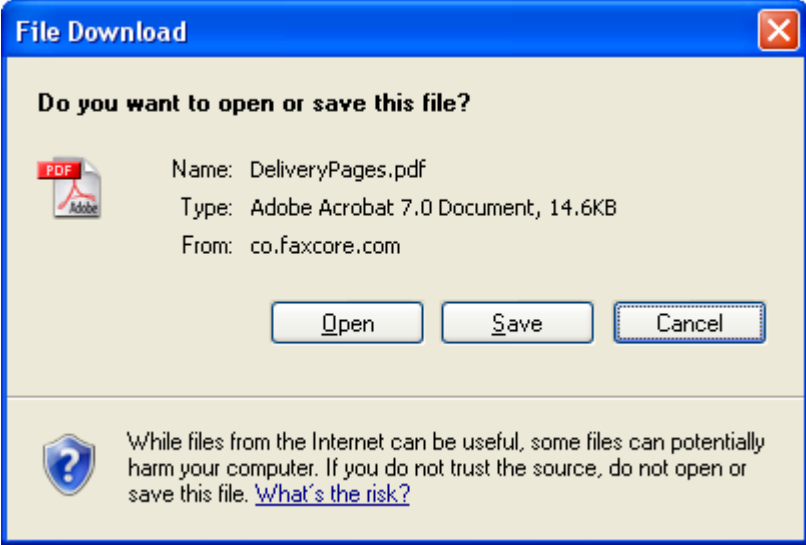
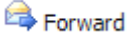



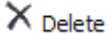

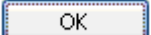
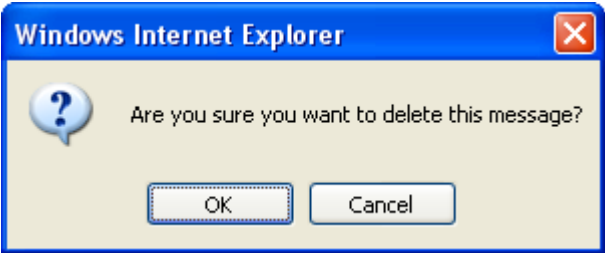




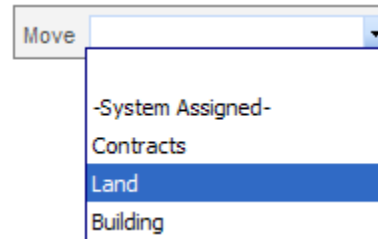
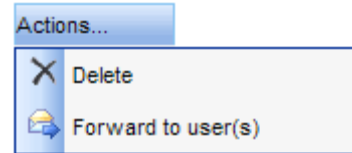
Figure 65 - Message Viewer - Read the Fax

4. Click  on the left side of the window to see what may be done with the fax.  
The following actions are available.

Action	Description
 Print	<p>Print the message to a local or network printer.</p> <p>When the message opens in the Adobe Reader window, click  to print.</p>
 Save As	 <p>The dialog box shows a PDF file named 'DeliveryPages.pdf' from 'co.faxcore.com'. It includes 'Open', 'Save', and 'Cancel' buttons. A warning message at the bottom states: 'While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. <a href="#">What's the risk?</a>'</p>
 Forward	<p>Choose  Forward to forward this message to selected recipients.</p>
 Resend	<p>Choose  Resend to resend this message to the original recipients who are still listed.</p>
 Delete	<p>Click  Delete to remove this message from the <b>Inbox</b>. You are asked to confirm your request.</p> <p>Click  to complete the process and delete the message.</p>  <p>The dialog box asks: 'Are you sure you want to delete this message?' with 'OK' and 'Cancel' buttons.</p>

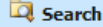
Without opening the message, and while the message lists in the **Inbox**, the following actions may be taken.

- Click  **Print** to open the message in its PDF format using Adobe Reader.  
Click  on the Adobe Reader toolbar to print the message and any accompanying attachments.
- From the **Actions** menu, the message may be deleted or forwarded to others
- The message may be moved to a personal folder.  
**Contracts, Land, and Building** are personal folders we created earlier.  
The **Land** and **Building** folders reside in the **Contracts** folder.





## Search for a Fax

1. Click  in the **Navigation Pane** if not already selected.  
The fields on which a message can be searched display above the **Navigation Pane**.

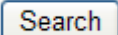
A search may be accomplished by entering criteria in one or more fields.

If the **Message #** or **Tracking #** is known, enter the value in either field. Since these numbers are unique, only one message that meets the criteria will be found. Searching on either of these two fields provides the fastest results. However, the **Message #** and **Tracking #** may not be known.

Searching by a Recipient's name may produce a long list of messages. Still, this is an efficient way to search for the one message that must be located.

It is possible to search on multiple criteria. This narrows the search results. For example, search for all messages sent or received during a range of dates by using the **From Date** and **To Date** fields. If you prefer, you may still enter the recipient's name in the **Recipient** field, if you know how to spell it.

**Figure 66 – Search Fields – Enter Criteria**

2. Enter the criteria in the field or fields on which you wish to search.
  3. Click .
- The results of the search show to the right in the **Search Results** window.

**Following are two examples of successful searches.**

The first search was accomplished by entering a single criteria; the recipient's name was entered in the **Recipient** field.

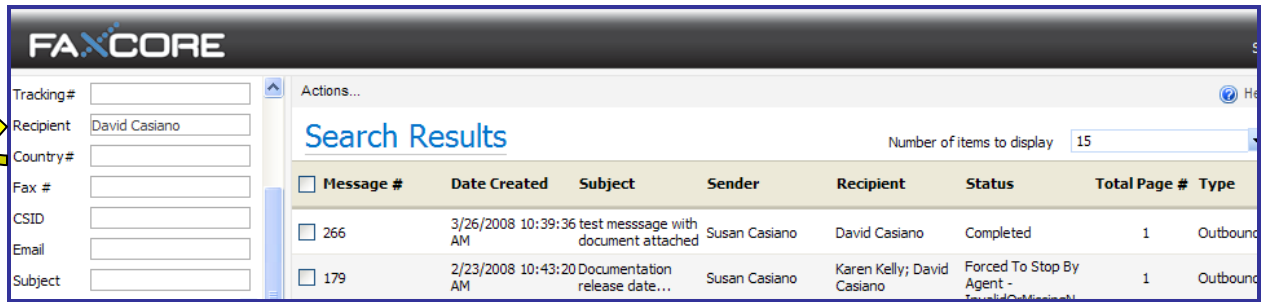


Figure 67 - Results of Search on Recipient's Name

The second search was accomplished by entering multiple criteria; the recipient's name was entered in the **Recipient** field and the **From Date** and **To Date** fields also contain entries. Multiple criteria tend to limit the results of the search; fewer messages meet the criteria.

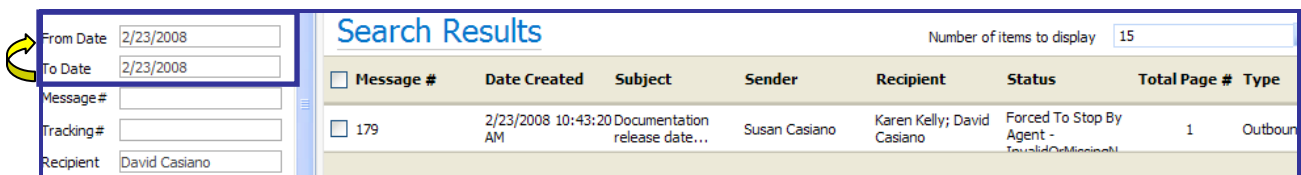
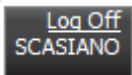


Figure 68 - Results of Search using Multiple Criteria

## To Log Off Faxcore



to exit the application and return to the **Login** screen.

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