4-Sight Fax Operating Guide

UK Office

Telephone: +44 (0) 1202 758400

Fax: +44 (0) 1202 758444

ISDN: +44 (0) 1202 769570

E-mail: technical_support@four-sight.co.uk

US Office

Telephone: +1 (515) 221 3000

Fax: +1 (515) 224 0802

ISDN: +1 (515) 222 0177

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ABOUT THIS OPERATING GUIDE

This document describes 4-Sight Fax product and consists of the following sections:

- **Overview**

Introduction to 4-Sight Fax and a Packing List

- **Server Functionality**

Describes how to install and configure 4-Sight Fax software on the server.

This information can be found on page 1-1.

- **Client Functionality**

Describes how to install and configure 4-Sight Fax software on the client machines.

This information can be found on page 6-1.

- **Integration**

Describes how you go about setting up and using E-Mail systems to send faxes, and integrating 4-Sight Fax into other applications using AppleScript

This information can be found on page 9-1.

- **Appendices**

Provides helpful information on Troubleshooting and technical advice for both client and server functionality.

This information can be found on page A–1.

Guidance Through The Manual

Areas which require special attention or care are highlighted thus:

⚠️ **_Please be aware of this information._**

Specific procedures are highlighted thus:

1   Follow this instruction first

2   Follow this instruction second.

What You Should Already Know

When installing and configuring the server software it is assumed that the person who is designated as the Network Manager, referred to as the "administrator" has a thorough knowledge of the Macintosh. They should be familiar with network software administration.

The Client software is very simple to install and is designed to be installed by the individual user.

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CLIENT FUNCTIONALITY

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4- Sight Fax Overview

WELCOME TO 4-SIGHT FAX!

Thank you for choosing 4-Sight Fax as your fax solution - we are confident that you will find it to be an invaluable tool.

The 4-Sight Fax system allows you to send and receive fax messages from your Macintosh.

Features

- Send and receive faxes from your desktop.

- Simple to use drag and drop faxing.

- Fax documents from any Macintosh application.

- 256 grayscale faxing - enhanced quality.

- Automatic notification of transmission.

- Delayed send for reduced cost faxing.

- Comprehensive accounting and archiving.

- Multiple customizable cover pages.

- Automatic retry if number busy.

- Automatic or manual printing of received faxes.

- Server expandable from one to 12 channels (50 to 600 pages per hour).

- Third party product integration (Applescript™, 4D™, WebSTAR™).

- E-Mail compatibility (QuickMail™, Quarterdeck Mail™, Microsoft® Mail).

- Optional PC Link Windows® client software.

- Seamless compatibility with major OCR packages.

- <NEW> Automated inbound routing (direct to desktop).

- <NEW> Security - user log-in and privileges.

- <NEW> Customizable billing fields.

- <NEW> Server based address book.

- <NEW> Optimized for fax broadcasting.

4-SIGHT TERMINOLOGY

Throughout this manual you will see the following terms:

4-**Sight Fax** is the name of the fax system.

Comms-**Server** is the name of the 4-Sight Fax Server application. The server application handles the faxes created by the users and sends them via a fax modem. When a fax is received, Comms-Server converts it into a usable Macintosh format and then alerts the appropriate users that a fax has arrived.

4SFax Administrator this application must be kept in the extensions folder and on the server. It allows the administrator or users with administrator privileges to configure individual users and groups.

4-**Link** is the name of our message handling Desk Accessory (DA). It allows the user to view the Fax Server queue and to create, edit, view and address messages.

4-**Talk** is the network protocol developed by 4-Sight to communicate over AppleTalk, between the Fax Server application and the 4-Link DA.

4-**Sight Fax Print Driver** is the print driver which converts documents into fax format that the server can transmit.

Fax Draggin' has drag and drop faxing capabilities. The icon is created during installation and is located on your hard drive. You can make aliases of the file anywhere.

Fax Switcher control panel for user definable selection of the 4-Sight Fax Print driver. It also enables/disables the FAX Finder menu option, and should be placed into the control panels folder.

THE 4-SIGHT FAX SYSTEM
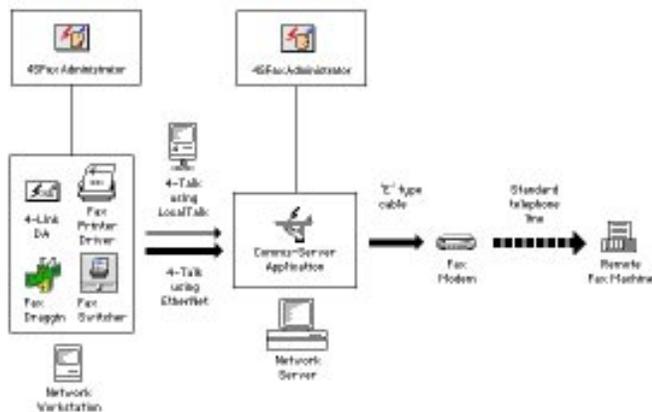
The diagram above explains how the system works.

Network workstations use the Fax Printer Driver/4Link DA to create a fax. These are then sent over the AppleTalk network using 4-Sight's own protocol named 4-Talk. The network used to connect the machines can be either LocalTalk (or any proprietary version of LocalTalk), Ethernet or a combination of the two. The faxes are collected by the Comms-Server application, which is running on a machine designated as the fax server.

> ⚠ ***This machine does not have to be dedicated to this task, although it is recommended.***

Comms-Server then processes the faxes and sends them to the fax modem, which is attached to the server machine by means of a serial cable - one end of which connected to an available serial port on the Macintosh, the other connected to the computer interface on the fax modem. The modem then dials out, connects with the remote fax machine/system, and transmits the fax. When completed a message is passed back from the remote fax machine to the fax modem, then to the Comms-Server and finally to the workstation alerting the user that the fax was transmitted successfully!

PACKING LIST

Please check that you have the following items;

1   4-Sight Fax box contents comprises;

      a) Software Disks

            i) 4-Sight Fax Server

            ii) 4-Sight Fax User

            iii) 4-Sight Fax Extras

            iv) 4-Sight Fax Integration

      b) 4-Sight Fax manual

      c) QuickRef Guides

      d) Dongle

      e) Serial Cable (Type E)

      f) Product Registration Card

Software Disks and Product Registration Card

Please read the software licence agreement in the licence envelope and ensure that you accept the terms and conditions outlined. The licence envelope contains your master software disks. You are allowed to make ONE backup copy of each disk which must be clearly marked with the 4-SIGHT Copyright message.

⚠ *Please complete and return the registration card to ensure that you receive access to technical support, software upgrades and news of 4-Sight product releases.*

Serial Cable

The serial cable supplied connects the fax modem to a serial port on your Macintosh. 4-Sight call this Cable E. DO NOT USE ANY OTHER CABLE.

Dongle

The hardware dongle(s) is used to authorize your use of the software. Different or multiple dongles are provided depending on the configuration of 4-Sight Fax you have bought.

2   FAX MODEM

Please read the instructions and information regarding fax modems in the Hardware section

Server Functionality

Server Installation and Configuration
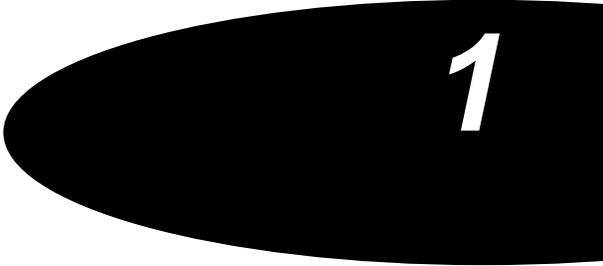
1

SERVER INSTALLATION & CONFIGURATION

Before using your 4-Sight Fax system you must have the server software installed onto the fax server machine and the user software installed onto each workstation. This section describes how to install the server software and also how to connect your fax device to the server.

Background Information

The preface details some useful information on typical networks and fax servers.

Minimum Network Configuration
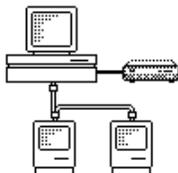
One machine on the network must be designated as the fax server. This has the fax modem connected to it and runs the COMMS-SERVER application which processes the faxes.

Typical Server Requirements

The table below shows the minimum fax server specification in a variety of typical situations. These examples are dedicated installations - if you wish to use other applications simultaneously, then a more powerful machine will be required in each instance.

	Machine	RAM*	HD Capacity
Small Network (send only)	**IIci**	**8MB**	**80MB**
Small Network (send & receive)	**IIci**	**8MB**	**80MB**
2 channel system (requires 4-serial card)	**IIsi**	**5MB**	**80MB**
4 channel system (requires 4-port card)	**IIci**	**6MB**	**160MB**
8 channel system (requires serial card(s)	**Quadra**	**8MB**	**240MB**
In conjunction with an E-Mail server	**IIsi**	**8MB**	**160MB**
In conjunction with an AppleShare server	**IIci**	**16MB**	**240MB**

* RAM requirements for black and white faxing. Additional RAM required for Grayscale faxing.

⚠ *Comms-Server is a complex application that handles several processor intensive tasks simultaneously - imaging faxes to be sent, imaging incoming faxes to be printed, sending and receiving faxes, queuing, receiving faxes from client machines over the network, etc. Therefore, consideration should be given to the machine that is used, ideally a dedicated Macintosh is preferable.*

⚠ *4-Sight Fax is Accelerated for Power Macintosh, therefore if you are installing a multi-channel system, or running other applications (on the same Macintosh) a Power Macintosh is preferable.*

⚠ *It is possible to run Comms-Server on an AppleShare 4.x file server under System 7 using certain types of fax modem. Please check the hardware table for details.*

**Hardware Installation -
Single Channel Comms-
Server**

Connect to
Mac modem port

Serial Cable
"Type E"

Connect to
fax modem
computer
interface
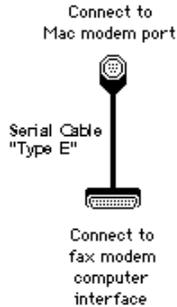
Connecting The Fax Modem   The fax modem is connected to the Macintosh by means of a serial cable (Type E) - this is supplied with the system. If your cable is missing DO NOT use any other cable 'Type E'. Contact your supplier to obtain the correct type.

> *If you wish to make a replacement serial cable please refer to the Hardware Appendix which describes the specification.*

The Macintosh end of the serial cable is the Macintosh standard 8-pin mini-din connector. This should be connected to the modem port of the machine you have designated as the fax server.

> *Multi-channel systems are described on the following pages.*

In most instances the fax modem end of the serial cable is standard 25 way D connector. Connect this to the fax modem computer interface.

power
supply   telephone
line

telephone
socket
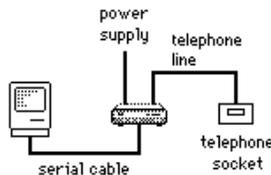
serial cable

Finally connect the power supply to the modem and the telephone cable into your fax telephone line socket.

> **If you wish to make a replacement serial cable please refer to the Hardware section, which describes the specification.**

Connecting The Security Dongle

Before installing the fax server software it is also necessary to attach the Security Dongle. Dongles are used to licence your use of software and enable the configuration (number of users and number of channels) that has been purchased.

The installation procedure for a dongle is as follows;

1   **Shut down your Macintosh.**

2   **Connect the male connector of the dongle into any free ADB port.**

   ADB ports are located at the rear of your Macintosh and are identified with this icon.

3   **Start up your Macintosh.**

If your computer does not have a free ADB port available then carry out the following procedure;

1   **Shut down your Macintosh.**

2   **Disconnect the cable which is plugged into any Macintosh ADB port.**

ADB ports are located at the rear of your Macintosh and are identified with this icon.

3   Connect the ADB cable removed in Step 2 into the female connector of the dongle.

4   Start up your Macintosh.

You can install the dongle anywhere in the ADB chain.

Now whenever the software is started it interrogates the dongle to ensure that you are authorized to continue.

If the dongle has not been installed and the server software is started, the following dialog will be displayed on the server machine;

The security dongle is not attached. Please save all current work, shutdown your Macintosh and restart.
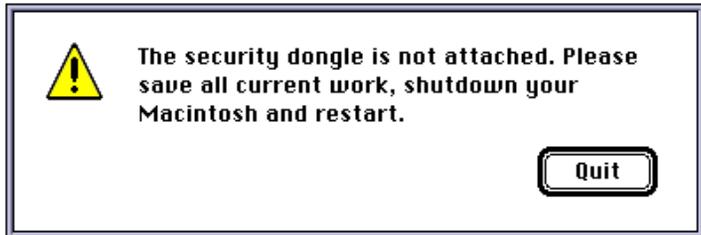
Quit

Please Quit the Comms-Server application, shutdown your Macintosh, attach the Security Dongle, as above and restart your Macintosh.

Hardware Installation - Multi-Channel Comms-Server

If you have purchased a multi-channel version of the Comms-Server application then additional hardware installation is required.

Installing Serial Cards   In order that two or more fax modems can be driven by the Comms-Server, extra serial ports must be available (in addition to the standard modem port). To achieve this install the serial card supplied by 4-Sight into an available NuBus or PCI slot in the server machine, To do this:

1   Shutdown the fax server machine and remove the casing.

2   Touch the exterior of the power supply cage to earth yourself.

3   Carefully insert the serial card into an available NuBus or PCI slot.

4   Replace the casing and restart.

For the card to operate correctly, follow the standard software installer instructions included with the serial card.

Serial cards that 4-Sight Fax recommends:-

Nubus

Creative Solutions Inc.

Hurdler 4-Port

PCI   MegaWolf;

Fenris

Extra modems can now be attached to the serial ports on the NuBus or PCI card (or external unit).
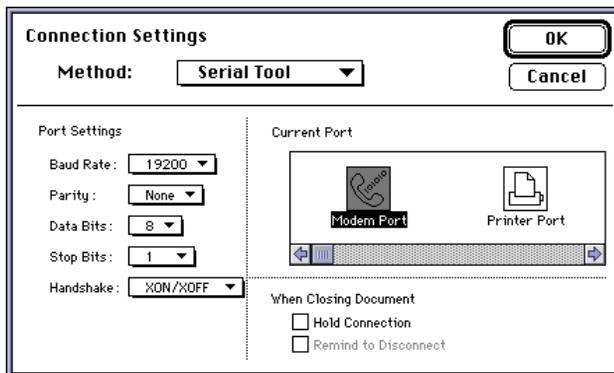
> ⚠ *Only serial cards supplied or approved by 4-Sight can be guaranteed to provide reliable faxing.*

Installing The Fax Server Software

This section details the installation of the 4-Sight Fax software on the server machine.

Minimum Server Machine Requirements

Macintosh IIci or better, with a14 inch monitor

System 7 or later

2.5 MB of available Hard Disk space

Approximately 2 MB of available application RAM.

What's Going To Happen? The 4-Sight Fax Server software is automatically installed by using the Apple Install utility supplied on the disk.

Upgrading For those up grading from a previous version of 4-Sight Fax, we recommend that you back up your Comms-Server machine before removing all 4-Sight Fax related files, including preference files.

> ⚠ *IMPORTANT: When setting your fax system, please ensure that only users with the same versions of client software as the server are allowed to connect to this Comms-Server.*

Installation   **1   Insert the disk labelled "4-Sight FAX SERVER."**

⚠️   *Please print out the accompanying 'Read Me' file, located on this first disk for the latest information on using and configuring 4-Sight Fax.*

2   Double click on the Installer icon.

Installer

3   A title screen appears, click "Continue."

The Easy Install dialog appears;

```
┌─────────────────────────────────────────────────────────────┐
│ ═══════════════════  Server Installer  ═══════════════  ▣    │
│                                                               │
│  ┌─────────────────────────┐                                 │
│  │  Easy Install      ▼    │                                 │
│  └─────────────────────────┘                                 │
│  ┌─────────────────────────────────────────────────────────┐ │
│  │ Installing:                                               │ │
│  │   • Comms-Server                                          │ │
│  │   • 4-Talk                                                │ │
│  │   • Serial Tool                                           │ │
│  │   • Sample Cover Pages                                    │ │
│  │                                                           │ │
│  │                                                           │ │
│  └─────────────────────────────────────────────────────────┘ │
│  ┌─ Destination Folder ──────────────────┐   ┌─────────────┐  │
│  │      📁          ┌────────────────┐    │   │    Quit     │  │
│  │   4-Sight Fax    │ Select Folder… │    │   └─────────────┘  │
│  │ on the disk "Macintosh HD"        │    │   ┌─────────────┐  │
│  │                  └────────────────┘    │   │   Install   │  │
│  └───────────────────────────────────────┘   └─────────────┘  │
│                                                            ▣   │
└─────────────────────────────────────────────────────────────┘
```
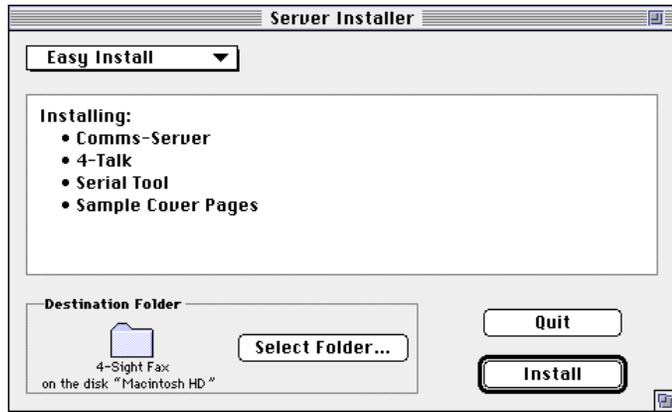
By default the Easy Install option is selected.

> ⚠ *If you want to change the location where the software is to be installed click the Select Folder button. Choose the new location from the displayed dialog box. You can navigate to a different disk if required.*

4   Click the Install button.

The installer program will perform all the necessary installation of 4-Sight Fax tasks for you. A dialog records its progress. You will be asked to insert the "Extras" disk part way through the installation.

5   When the installation is complete, you are prompted to restart your Macintosh.

What Files Are Installed?

Comms-Server is the main part of 4-Sight Fax. Comms-Server manages the imaging and queues for incoming and outgoing faxes.

4-Talk extension file is the network protocol used to communicate with Comms-Server. This file is loaded at start-up and is placed into the Extensions folder.

Serial Tool is a system extension which allows Comms-Server to communicate with Serial devices (modems) connected to either the Macintosh modem port or 4-Sight approved serial cards.

Sample Cover Pages are in PICT format, provided on installation. These are automatically sent at the front of any fax message transmitted from the system. It is possible to substitute your own customized cover pages.

4SFax Administrator is a systems extension which enables the administrator, or users with administrator privileges to access and configure users and groups on the server either whilst at the server machine or remotely from a user's machine.

Comms-Server Configuration

To configure the Comms-Server application double-click to launch it, it is located in the 4-Sight Fax folder in your Hard Disk folder. The first time that you do this after installing the application you will be asked the following;

When you have installed Comms-Server it will need to be configured before you can use it for the first time.

Please enter your company details :

Name :

Address :

Tel No :

Fax No :

OK

1   Enter your company's details

This information will automatically appear on the default fax cover sheet.

```
┌─────────────────────────────────────────────┐
│ Please select the device type you are using: │
│  ┌──────────────────────────────┐  ┌───────┐ │
│  │ Amber Logic                  │  │  OK   │ │
│  │ Aware PowerFax               │  └───────┘ │
│  │ Com1 219X                    │            │
│  │ Com1 MV219N                  │            │
│  │ FlexFax                      │            │
│  │ FlexFax Jnr                  │            │
│  │ FlexFax Pro/Ultra            │            │
│  │ Fury 14.4 & 19.2             │            │
│  │ Fury Fax 9600                │            │
│  │ Hasler Fax                   │            │
│  │ Hasler Fax+                  │            │
│  │ Hayes Accura/Optima          │            │
│  │ LCE-126P                     │            │
│  │ Leonardo Pan                 │            │
│  │ MicroCom V34 ESII            │            │
│  │ ✓MultiTech II & ZDX          │            │
│  │ NetComm M4F/M7F              │            │
│  │ Omron ME2814BII              │            │
│  │ PACE                         │            │
│  │ PRI•COM 14.4                 │            │
│  │ Prometheus Fax               │            │
│  │ PSI COMstation II            │            │
│  │ PSI COMstation V             │            │
│  │ Psion PDM4 & 40              │            │
│  │ Psion PDM50 & 60             │            │
│  │ RoadRunner Quin              │            │
│  │ SmartLink M4F                │            │
│  │ SmartLink V32bis             │            │
│  │ ▼                            │            │
│  └──────────────────────────────┘            │
└─────────────────────────────────────────────┘
```

2   Select the relevant device from the list.

Creating A Start-up Application

It is a good idea to make Comms-Server a start-up application - eg. one that opens automatically when the Macintosh is restarted (this is because the application must be running for faxes to be processed).

When using System 7 or greater you will be asked on installation if you would like Comms-Server to automatically create an alias of itself in the START-UP ITEMS folder. It is advisable to do this.

You can do this automatically or at a later stage if you wish.

Under System 7

Comms-Server alias

↓

Start-Up Items

Create a Comms-Server alias and place it in the START-UP ITEMS folder in the system folder.

Checking Fonts

You may also see the following message:
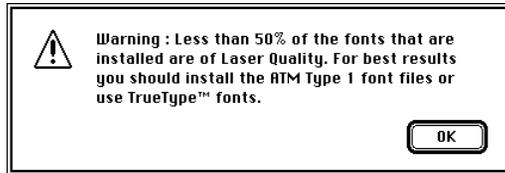
This means that over half your server fonts are not installed to laser quality. Because of this, fonts on your faxes will not be sent at the best possible resolution. It would help if Adobe Type Manager and/or TrueType were installed on the server.

Adobe Type Manager™   True Type font

> *It is not necessary to install ATM or TrueType - however they do allow fonts to be sent at the best possible resolution. See the next section on "Further Configuration" for a detailed description of their functionality.*

Further Information

Comms-Server is now configured for use. However please read the COMMS-SERVER reference section for a detailed description of its features and their configuration.

> *For the system to operate the Comms-Server application must be running. It is quite normal for a Macintosh and modem to be left on 24 hours a day.*

The following pages contain information regarding configuration that will further enhance your server's functionality.

Further Configuration   This section outlines further procedures that should be carried out by the Network Manager. They are not absolutely necessary for the system to operate, but need attention at some time.

⚠️   *For a more in depth discussion please see the Comms-Server reference section.*

Installing Relevant Fonts   Comms-Server has sophisticated font handling incorporated into it, to ensure that fonts are accurately drawn by the fax system. To do this all fonts that are used on the network need to be installed on the Fax Server if they are to be imaged at the best possible resolution.

Most fonts comprise of two files - the screen (bitmap) font and the printer (outline) font.

Screen Fonts

A screen or bitmap font is used by the system to draw text on the Macintosh screen. It is a collection of dots, and has a resolution of 72 dots per inch. It is advisable to install each screen font at up three times larger than you wish to transmit it via the fax system.

e.g. - if you wish to send 24 point Times then it would be advisable to install 72 point Times on the server.

This is because the system converts the bitmap font image down to the actual size from a larger point size. If only a small point size is installed then the resulting fax will have jagged fonts.

Printer Fonts

Printer or outline fonts are mathematical descriptions of a font, which can be scaled accurately to any required point size. They are used when printing fonts to a LaserWriter and have a much higher resolution than the equivalent bitmap font. As they are scalable you only need one printer font installed on your system per font.

Font Imaging   By default 4-Sight Fax will use the screen font to image text on your faxes. These will be at 72 dpi resolution. To improve on this you need to install the printer font and also a utility which uses the printer font when imaging faxes instead of the screen font.

There are 2 such font imaging utilities:

Adobe Type Manager

ATM uses the printer font to create a very high definition screen font when the fax is imaged.

TrueType & System 7

If you are using system 6.0.7 or later, then Apple's own font imaging utility called TrueType is available. It operates in a similar manner to ATM - using OUTLINE FONTS to create the accurate bitmap image used by the fax system.

> **If you need any further information about either Adobe Type Manager or TrueType please contact your supplier.**

Installing Fonts - System 7

Drag the screen and printer fonts you wish to install ONTO the system folder - NOT INTO IT. The system will automatically install the screen fonts into the system file and the printer fonts into the EXTENSIONS folder.

Using system 7.1 or later:

Drag the screen and printer fonts you wish to install ONTO the system folder - NOT INTO IT. The system will automatically install the screen and printer fonts into the FONTS folder.

> **Please refer to the ATM instruction manual for details on how to use ATM with different versions of the system software.**

Cover Pages

When running the Comms-Server application for the first time you were asked for your company details. These were used to create a temporary cover page. This is automatically sent at the front of any fax message transmitted from the system.

This temporary cover page can be replaced by the Network Manager creating a new one using a graphics package such as MacDraw (not included). The Network Manager can create up to 14 cover pages which can be selected by the User when sending a fax.

For details on creating cover pages please see the Comms-Server reference section.

Transaction Logging

When the fax system processes a document - either incoming or outgoing then a log can be kept by the system. There is a separate log for incoming and outgoing faxes. The log files are by default kept in a folder named "Log Folder" (created automatically when Comms-Server is installed). The information stored in this log is determined by the choices made by the Network Manager in the Accounting Set-Up menu. This file is saved in text format (tab delimited) and can be imported into a spreadsheet application for later analysis.

Comms-Server Reference
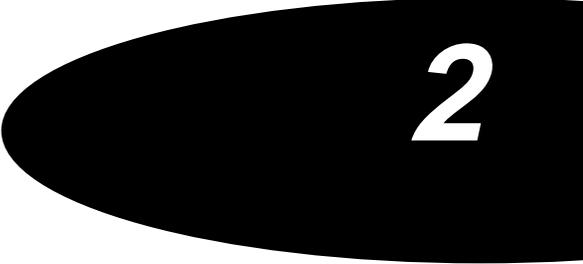
2

COMMS-SERVER REFERENCE

This section takes you through Comms-Server menu items in turn, describing the function, configuration and operation of each item.

Application Components

Comms-Server comprises of two pieces of software:

1   **Comms-Server INIT extension.**

2   **Comms-Server application.**

Comms-Server INIT

The CS INIT extension pre-loads at machine start-up time (you will see its icon appear along with any other system extensions you may have installed). It paves the way for the main application, setting several system variables which cannot be specified when the application itself is launched.

Comms-Server

The application takes around 700K of disk space and typically 1500K of RAM when loaded (dependent upon application configuration).

FILE MENU

File	
New	⌘N
Open...	⌘O
Close	⌘W
Save	⌘S
Save As...	
Page Setup...	
Print	⌘P
Logout	⌘L
Quit	⌘Q

This menu lets you do the following;

- **New**
- **Open**
- **Close**
- **Save**
- **Save As...**
- **Page Setup...**
- **Print**
- **Logout**
- **Quit**

New   Opens a new text window.

Open   Opens a Comms-Server file - either a log file or an archive.

Close   Closes a Comms-Server file.

Save   Saves changes to any Comms-Server files.

Save As...   Allows you to rename a file.

Page Setup...   Allows you to specify the page setup for printing.

Print   Prints the foremost window.

Quit   Quits the Comms-Server application.

EDIT MENU

All the menu items from the Edit menu listed below all have the standard Macintosh functions.

Edit	
Undo	⌘Z
Cut	⌘X
Copy	⌘C
Paste	⌘V
Clear	
Select All	⌘A
Cover Page	▶
Company Info...	
Show Clipboard	

- **Undo**
- **Cut**
- **Copy**
- **Paste**
- **Clear, and**
- **Select All**

Cover Page

Allows you to position the automatic text fields on the cover pages.

Cover Page	▶	Standard ⌘1
		Standard ⌘2
		Standard ⌘3
		Standard ⌘4
		Standard ⌘5
		Standard ⌘6
		Standard ⌘7
		Standard ⌘8
		Standard ⌘9
		Standard ⌘0
		Standard
		Standard
		Standard
		Standard
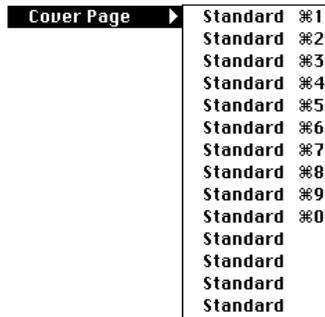
Select the relevant cover page profile and the cover page background PICT file is displayed with the text fields superimposed in the Cover Page Editor.
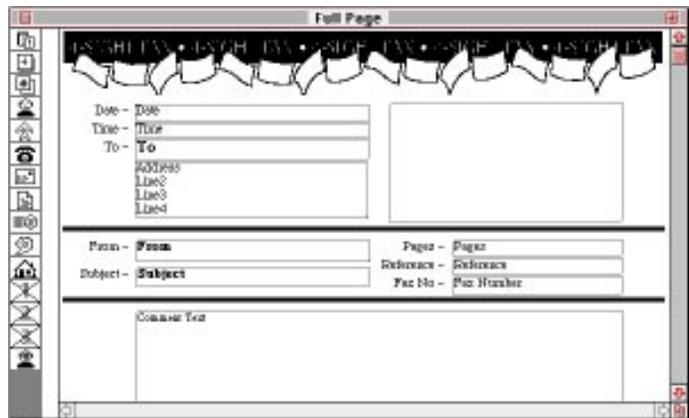
Date
Auto-entered from the internal calendar.

Time
Auto-entered from the internal clock.

Number of page
Calculated by the server.

From
Auto-entered from 4-Link preferences.

Recipient
Auto-entered from the address book.

Fax number
Auto-entered from the address book.

Address
Auto-entered from the address book.

Subject
User entered from the message window.

Reference
Auto-entered by the server.

Comment
User entered from the message window.

Company info
Auto-entered from the company information.

Custom fields
Currently disabled custom fields. Configuration of custom fields located in
Chapter 5 Custom Fields.

Custom fields

Currently disabled custom fields. Configuration of custom fields located in **Chapter 5** Custom Fields.

Custom fields

Currently disabled custom fields. Configuration of custom fields located in **Chapter 5** Custom Fields.

Personal Fax Number

The cover page tool bar features a new button which when clicked displays the users personal fax number field. This field is only available when using the 4-Sight Fax Automated In-Bound Routing option. This field combines the Common Personal Fax No. Prefix and the users Personal Fax No. Suffix.

Please see Chapter 3 and Chapter 4 Security and Automated In-Bound Routing for further details.

By clicking and dragging on any of the fields you can reposition each of them in turn on the background PICT. They can be moved around the screen using UP, DOWN, LEFT & RIGHT arrow keys. Holding down the COMMAND (⌘) key when using the arrow keys, you can resize the box in the appropriate direction.

The text font, size and style can be defined on a per field basis by selecting the appropriate field and choosing the desired configuration from the FONT, SIZE and STYLE options.

If you have assigned a PICT file which is shorter than a standard A4 page you will need to define where the bottom of the cover page is.

PICT files should not be bigger than an A4 page as they may fax incorrectly.

Move the pointer at the left hand side of the window to adjust the line defining the bottom of the page into the appropriate position.

⚠️ *It is important that the PICT file is no longer than A4 as this may cause problems.*

When you have positioned all the automatic text fields and defined their styles close the window. You will be asked to confirm the changes.

Repeat this process for the other cover pages as applicable.

⚠️ *Please see Cover Pages option under Setup menu for importing background PICT file.*

Company Info...

Allows you to edit the company details that appear at the top of each page sent and that also appears on the default cover page.

This features a new field "Personal Fax No Prefix" allowing you to configure a common prefix for all personal fax numbers. In the above 4-Sight example, if routing on 3 digits this would be set to "44.1202.758". After configuring this dialog please click "OK" to save settings.

⚠️ *This field is only available when using the 4-Sight Fax Automated In-Bound Routing option. Please see Chapter 4, Automated In-Bound Routing for further details.*

Show Clipboard

Displays the contents of the clipboard.

COMMANDS MENU

This menu lets you do the following;

Commands
- Resend from Archive...
- Test Print...
- Test Fax...
- Report...
- Scan...
- Reject...   ⌘R
- Delete
- Suspend
- Unsuspend
- Reprint
- Edit Address...   ⌘I
- View...   ⌘E

- **Resend From Archive**
- **Test Print...**
- **Test Fax...**
- **Report...**
- **Scan...**
- **Reject...**
- **Delete**
- **Suspend**
- **Unsuspend**
- **Reprint**
- **Edit Address...**
- **View...**

Resend From Archive

This allows you to select an outgoing archive file to be resent.

Test Print

Allows you to select a .FAX or PICT file to be printed locally to test if the system is operating correctly. This feature is only available for systems using an STT fax machine and will be grayed otherwise.

Test Fax

Select a .FAX or PICT file to send as a fax. Then enter the fax number required. This is useful as a quick test that the fax device is operating correctly - it is not for normal fax transmission.

Report

Downloads a report from the hardware device of its current status and gives details of the latest transactions. This feature is only available for certain devices. If it is not applicable then the option will be grayed out.

Scan

Place the document to be scanned into the paper feed of the fax machine and select SCAN. You will be asked the resolution required and to name the file. This is only available when using the STT machine.

Reject

If for whatever reason you wish to reject a fax in the outgoing queue, simply select it and choose REJECT. A text dialog will be displayed asking you to enter the reason for the fax being rejected. This will appear back on the users machine as a notification message.

Delete   Removes item(s) that have finished being processed from the queue. You can
                               only delete outgoing items that have been sent or rejected - and incoming
                               items which have been viewed.

                               ⚠️ ***Items which meet the criteria mentioned will be automatically
                                   deleted after the period specified in the Queuing Setup menu.***

Suspend   Allows you to suspend the processing of document(s) indefinitely.

Unsuspend   Allows you to re-enable the processing of document(s) after it has been
                               suspended.

Reprint   This allows you to print an additional copy of a selected queue item (one of
                               which has already been printed).

Edit Address...

                               Displays the address details for any outgoing faxes, which may be edited.

View...   Views selected queue item(s).

Setup Menu

```
┌─────────────────────────┐
│ Setup                   │
│ Device...          ⌘U   │
│ Queuing...         ⌘G   │
│ Server Security...      │
│ Security Setup...    ▶  │
│ Printing...             │
│                         │
│ Accounting...           │
│ Archiving...            │
│ Server Address Book...  │
│                         │
│ Imaging...              │
│ Fax Fonts...       ⌘F   │
│ Cover Pages...     ⌘H   │
└─────────────────────────┘
```
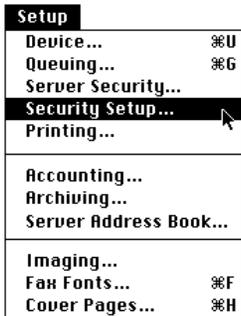
This menu allows users to select;

- **Device…**
- **Queuing…**
- **Server Security…**
- **Security Setup…**
- **Printing…**
- **Accounting…**
- **Archiving…**
- **Server Address Book…**
- **Imaging…**
- **Fax Fonts…**
- **Cover Pages…**

Device...

```
┌──────────────────────────────────────────────┐
│ ▣ ═══════════ Device Setup ═══════════         │
│ ┌─────────┐  Type: [ MultiTech II & ZDX  ▼]   │
│ │   ▭     │      ☒ Enable Outgoing            │
│ │ 4-Sight Fax │  ☒ Enable Incoming            │
│ │         │  Max retries: [3]                 │
│ │         │  Retry every [5]  minutes.        │
│ │         │  ( Communications... )            │
│ │         │  ( Configuration... )             │
│ │         │  ( Inbound Routing... )           │
│ │         │  Minimum Priority of messages     │
│ │         │  to process: [ Bulk      ▼]       │
│ ├─────────┤  ☐ Local Print Only               │
│ │  New    │  Name: [4-Sight Fax          ]    │
│ │ Delete  │                                   │
│ └─────────┘                                   │
└──────────────────────────────────────────────┘
```
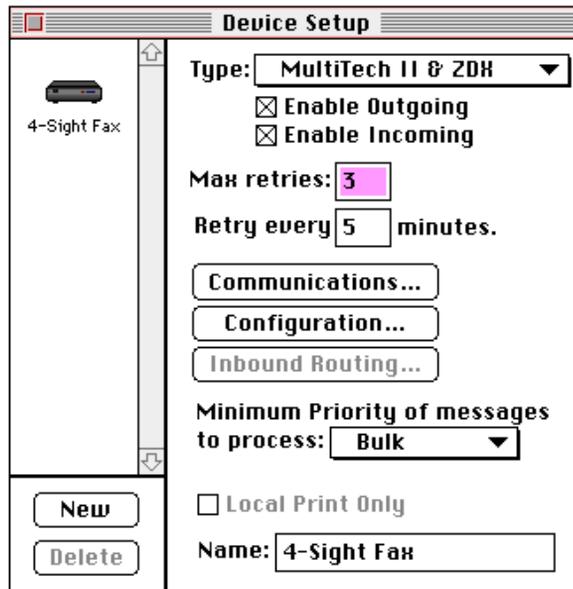
Type This pop-up menu is used to select the type of hardware device which is connected to the Comms-Server modem port. Once the appropriate selection has been made the system knows which communications settings and command set to use.

Enable Outgoing By selecting this checkbox you enable the processing of outgoing messages in the Comms-Server queue. If this option is not enabled then files are still placed into the queue window but are not transmitted.

Enable Incoming By selecting this checkbox you enable the processing of incoming messages in the Comms-Server queue. If this option is not enabled then the device will not answer incoming calls. This option is not available on certain devices.

Max Retries This defines the number of times the system will retry sending a document if a failure (for whatever reason) occurs. If after the specified number of retries the document has still not been sent then a failure message will be passed back to the originator.

Retry Every "n" Minutes BABT regulations state this must not be more than the following:

If retry time < 1 min - 1 retry

If retry time < 2 mins - 4 retries

If retry time < 3 mins - 6 retries

If retry time > 3 mins - as many as required.

Communications
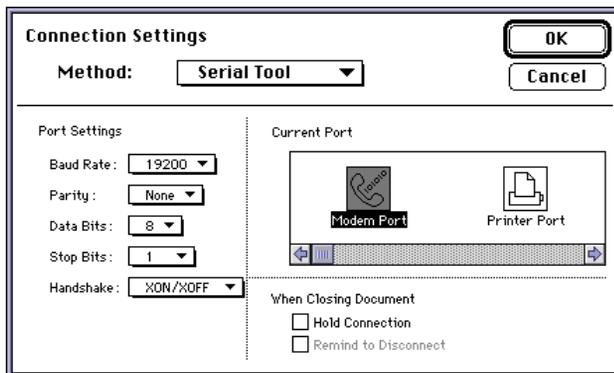
This window is used to select the Macintosh serial port that is being used to connect to the hardware device. Select the appropriate port (usually the modem port).

The communications settings displayed **must not be altered** as they are set when you choose which device you are using.

> ⚠️ *Do not use the printer port, it is not rated for high speed data transfer such as fax. If you cannot use the modem port, contact your supplier for a 4-Sight approved Nubus or PCI serial card.*

Configuration
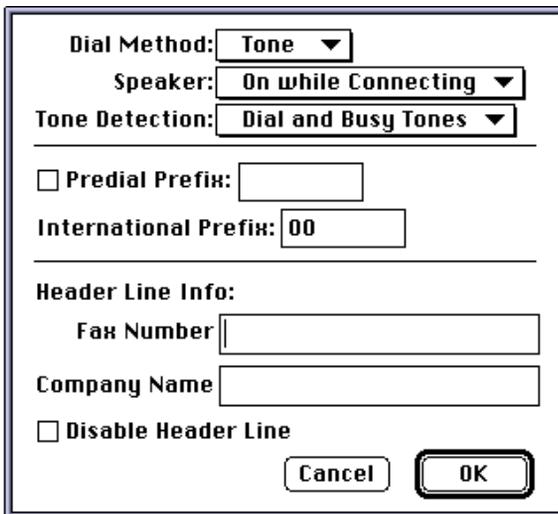
Dial Method   This tells the modem to use either the Pulse or Tone dialling when dialling out. If you are not certain which option to choose select PULSE dial.

Speaker   This option allows you to enable the modem's loudspeaker while connecting to the remote device. This is useful when checking to see if the device is negotiating successfully.

Tone Detection   This drop down menu enables you to configure tone detection options with each modem. If you are experiencing difficulties with your telephone exchange, try altering the settings.

Pre-Dial Prefix   Enter any prefix required to pick-up an outside line on the line your hardware device is connected to. If you wish to pause after dialling the initial digit, while the external dialtone becomes available enter a ",".

International Prefix   Enter your international prefix. If you then prefix any number with a "+", the code you enter will be inserted.

e.g. + 31 99 123 4567

becomes 00 31 99 123 4567

if 00 has been entered in this field.

Fax Number   Enter the number of the fax machine to which any replies to your fax message should be sent. This number appears at the head of every page of fax transmitted in order to indicate to the recipient who the fax is from

Company Name   Enter your company name as you wish it to appear on the header line.

⚠   ***The fax number and company name both default to the entries made when you first ran Comms-Server and entered your company details.***

Disable Header Line   This allows you to disable the header line containing your company name and fax number.

Device Setup...

Minimum Priority Of Fax Messages To Process   This determines the minimum priority of messages being handled. This feature is only used when more than one device of the same class (eg: fax modem) is to be connected to the Comms-Server (a multi-channel system). It allows you to keep a device available for urgent messages only etc. If, as is probably the case, you have a single device connected, the lowest priority level "Bulk" should be chosen, so that all messages will be processed.

Local Print Only   If you are using an STT Fax machine then this option forces all output to be printed on the local fax machine. This is useful for demonstration purposes.

Name   In this field you can name the hardware device as it will appear in the left hand side of the window and also in the accounts log. This function is especially useful in a multi-channel system to differentiate between like hardware devices eg Modem 1 and Modem 2.

New & Delete   These are used with a multi-channel version of Comms-Server to create and delete hardware devices as required.

Adding A Channel   If you wish to create an additional hardware device channel, then click NEW. If it is grayed out then you need to purchase additional channel licences from your supplier.
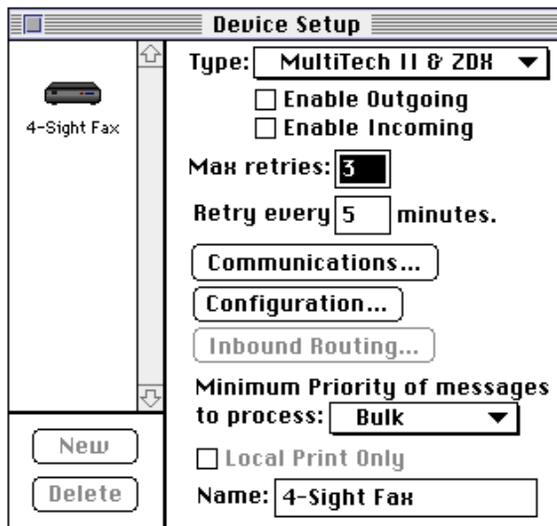
Configure this new channel in an identical fashion to the first - EXCEPT THAT IT MUST BE DIRECTED AT A DIFFERENT SERIAL PORT. To do this click the "Configuration" button and select a different serial port for each channel.

If you require further serial ports contact your supplier for a 4-Sight approved Serial card.

⚠️ *If further channels are assigned to the server you must increase its memory allocation by 300K per additional channel. To do this quit the application - select it - choose GET INFO, and then type in the new memory allocation in the current size box.*

Queuing

```
                    Queue Configuration
              ◉ Incoming    ○ Outgoing

              ⊠ Enabled  [ Folder : ] Incoming Folder
              ⊠ Allow access via 4-Link
              ☐ Delete completed items after [ 1 ] hours

                                    [ Cancel ]  [  OK  ]
```

Incoming/Outgoing   Selects which queue to configure.

Enabled   The Queue checkbox controls whether or not Comms-Server displays items in the queue and therefore is a software master ON/OFF switch. It is useful to use this feature to suspend processing when maintenance is being carried out.

Folder   This specifies which folder Comms-Server looks at for items to be processed. When the system is installed folders named QUEUE and INCOMING are automatically created and defined as the queue folders.

If you wish to change these folders for any reason click the button and a standard selection box is displayed.
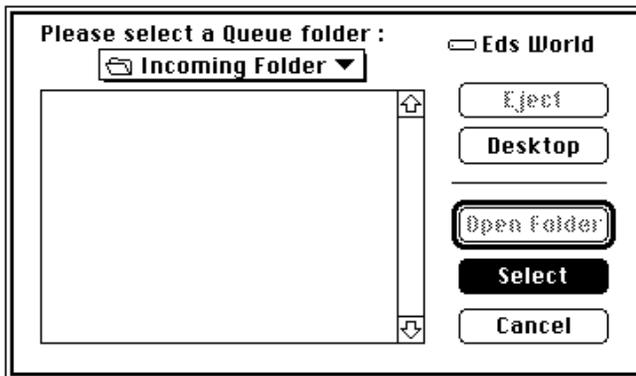
> ⚠ *Be careful to open the folder you have selected and then choose the SELECT option. If you do not do this the folder above (in hierarchy terms) the one you want will be selected and Comms-Server will not see any files to process.*

Allow Access Via 4-Link   Allows network users to view the queues and send messages via their 4-Link DA. If this option is not checked then no network user access is available.

> ⚠ *Checking or unchecking this item applies to both incoming and outgoing queues. It is not possible to enable/disable these separately.*

Delete Completed Items After "x" Hours

This sets the time interval until completed queue items are automatically deleted. If you do not wish items to be automatically deleted then do not check this item.

⚠️ *Files will not be archived unless they are deleted from the appropriate queue. Therefore this option must be enabled in addition to archiving.*

⚠️ *These check box items can be configured for both the incoming and outgoing queues. Ensure that you have configured both!*

⚠️ *For Incoming faxes they will not be deleted until they have been read. After being read they will be deleted 'x' hours after being read, if delete time has already passed.*

Security Features

For security options and features, please see Chapter 3.

Printing

Printing Configuration

◉ Incoming ○ Outgoing

Printed copy of messages:
◉ Off
○ First Page Only
○ All Covers and one copy of Enclosures
○ Full Printing

☐ Direct Postscript™ Printing
[Printer:] --- NOT SET ---
☒ Printing Sounds
☐ Prioritise imaging over printing   [Cancel] [OK]

This allows you to specify any hard copies of transmitted or received faxes. The hard copy will be printed to the printer which is currently selected in the Chooser of the machine on which Comms-Server is running.

To achieve the best results we suggest that you make the following changes in the page setup (in the file menu).

```
┌─────────────────────────────────────────────────────────────┐
│ LaserWriter Page Setup                      B1-6.0    ┌──────┐│
│                                                       │  OK  ││
│ Paper: ○ US Letter  ● A4 Letter    ┌──────────────┐   └──────┘│
│        ○ US Legal   ○ B5 Letter  ○ │   Tabloid    │   ┌──────┐│
│                                    └──────────────┘   │Cancel││
│        Reduce or  ┌───┐            Printer Effects:   └──────┘│
│        Enlarge:   │100│%        □ Font Substitution?  ┌──────┐│
│                   └───┘                               │Options││
│        Orientation              □ Text Smoothing?     └──────┘│
│                                 □ Graphics Smoothing? ┌──────┐│
│                                 ⊠ Faster Bitmap Printing? │Help││
│                                                       └──────┘│
└─────────────────────────────────────────────────────────────┘
```
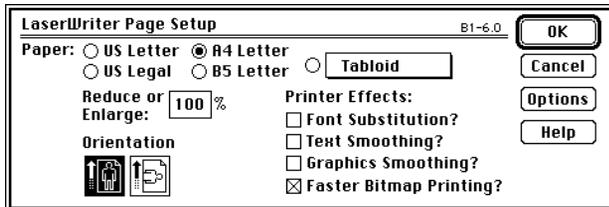
- **Select the correct paper size**

- **Turn off font substitution**

- **Turn off text smoothing**

- **Turn on larger print area (in Options)**

It is possible to prioritize Comms-Server tasks, providing "Prioritize imaging over Printing" is enabled. To do this go to the Comms-Server SETUP menu and select the option within the Printing configuration dialog. This ensures that approximately 30 faxes are prepared per channel before any printing task will begin.

Incoming/Outgoing   This specifies whether you are configuring the hard copy for incoming or outgoing faxes.

Off   No hard copy will be printed

First Page Only   The first page only will be printed.

All Covers And One Copy Of Enclosures   This feature is useful when sending out mailshots to several destinations. Copies of all cover pages will be printed, but only one copy of any enclosed files.

Full Printing   All pages sent/received will be printed.

Direct Postscript™ Printing
This option allows Comms-Server to bypass the standard Apple LaserWriter driver when printing hard copies. This is useful for a number of reasons:

By using the Printer button it is also possible to conveniently select printers directly from within this dialog, as opposed to selecting them from the chooser.

1   **Comms-Server generates better PostScript (binary PS), which is smaller in size and therefore processing of each page is faster.**

2   **If you have a printer which supports Postscript level II, Comms-Server can take advantage of this (even faster!)**

3   **Comms-Server has a built in print spooler, so there is no need to use PrintMonitor. This means that if there is a problem with printing other processes can continue - which is not the case if PrintMonitor places an alert on the screen.**

4   **Comms-Server can be imaging a queue item when printing another.**

Printing Sounds
This checkbox allows you to specify whether you want to hear the Comms-Server sounds for beginning and ending a print job.

Printing and Imaging Priorities
It is now possible to prioritize Comms-Server tasks. If you enable the "Prioritize over Printing" option in the Printing configuration dialog under the Comms-Server Setup menu, it ensures that approximately 30 faxes are prepared per channel before any printing task will begin.

Accounting

Accounting Configuration

○ Incoming   ● Outgoing

☒ Enabled

New log every: ○ Day   ● Week   ○ Month

Include: ☒ Reference   ☐ Pages Standard
         ☒ Date & Time   ☐ Pages Fine
         ☒ From   ☒ Pages Total
         ☒ To   ☒ Duration
         ☐ Company   ☐ Device Type
         ☒ Subject   ☐ Device Name
         ☒ Number   ☐ Priority

[Custom Fields...]   [Cancel]   [OK]

The accounting log is automatically created by Comms-Server allowing you to analyze the processing of messages. The file is in plain text format with tabs between each field and is saved into the CS Log folder.

This file can be imported into a spreadsheet program for analysis.

FAX COSTS 10/9/96						
	Call Charges					
	A Band/min	£0.05				
	B Band/min	£0.15				
	I Band/min	£0.40				
Date	**From**	**To**	**Number**	**Pages**	**Duration**	**Cost**
10-Sept	David Coombes	Terry Baker	0171 123 987	5	0:05:53	£0.75
10-Sept	Ed Morey	Terry Baker	01202 123456	3	0:02:00	£0.80
10-Sept	Gordon Fong	Bryan Taylor	01703 265098	2	0:02:25	£0.10
10-Sept	Una Kennedy	Ann Friend	0171 987 3456	1	0:01:32	£0.05
10-Sept	Masayo Randall	Toni Baird	01202 768486	6	0:06:08	£0.25
10-Sept	Roger Brittain	Claudine Peet	01703 695476	7	0:09:45	£1.25
					0:27:03	£3.20

The period between new logs being created is specified by choosing a new log every DAY, WEEK or MONTH.

It is now possible to store the first line of the address field, by selecting the company checkbox in the ACCOUNTING Setup.

The information held in the log file is chosen by checking the boxes:

Reference	**A unique reference number relating to the transaction.**
Date & Time	**Date & Time the message was processed.**
From	**Sender's name.**
To	**Recipient's name.**
Company Name	**First line of address field from Address book***
Subject	**Subject of the message.**
Number	**Telephone number of the remote device.**
Page Std	**Number of pages sent standard quality.**
Pages Fine	**Number of pages sent fine quality.**
Pages Total	**Total number of pages sent.**
Duration	**Length of time devices were connected.**
Device Type	**Model type of the device used.**
Device Name	**Name of the device used.**
Priority	**Priority of message**
	0.25 = Standard
	0.50 = Important
	0.75 = ASAP
	1.00 = Urgent.

* Custom fields - for information on configuration of custom fields please refer to Chapter 5 - Custom Fields.

Archiving

Archiving Configuration

◉ Incoming   ○ Outgoing

☐ Enabled   [Folder :] Archive In
New sub-folder every: ○ Day ◉ Week ○ Month

[Cancel] [OK]
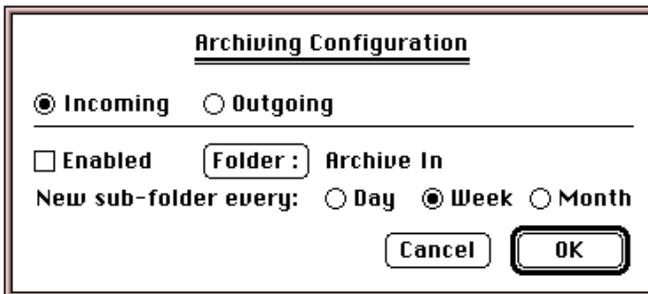
Incoming/Outgoing   Selects which archive to configure.

Enabled   This controls whether the archiving option is enabled or not.

⚠ **In order for archiving to operate, auto deletion of queue items must also be enabled - this is because a file is not archived until it is deleted from a queue.**

Documents are archived in FAX format and can be viewed using the Comms-Server "Open" command or resent via the RESEND FROM ARCHIVE command in the Commands Menu.

In order to trace a particular archived file you need to first look at the accounting log to find the unique reference number (incoming faxes have the prefix "I"). Files in the archive are named using this unique reference number.

⚠ **An easy way to find an archived file is to copy the unique reference number from the log, open the Find File command in the Finder and pasting in the reference number.**

⚠ **The volume of transactions processed may mean that an archive folder will rapidly fill up with several hundred files and this may affect the speed of the Comms-Server. To overcome this a new dated sub-folder is created periodically within the one you have just specified.**

New Sub Folder Every...   The period between the new folders being created is specified by choosing a new sub-folder every DAY, WEEK or MONTH.

Also due to the fact that archive files are basically graphic images they can rapidly fill up your hard disk. For instance an A4 page typically occupies 30-40K of disk space. Please make sure that you have enough disk space available for archiving and that you perform regular housekeeping to maintain the situation.

BEWARE - **if the hard disk becomes full the Macintosh may fail.**

Folder   With this button you can select the folder into which your archives are placed. When Comms-Server is installed two folders named ARCHIVE IN and ARCHIVE OUT are created and set as the archive folders. However, the archiving feature defaults to OFF until turned on by the Network Manager.

If you wish to alter the archive folder click the button and specify the drop folder. You can access any hard disk mounted on the Fax Server machine for example an external removable cartridge drive.

The Server Address Book

The Server Address Book is created and edited by the administrator. When a user views the Server Address Book, the entries appear to be combined within their address book. However, Server Address Book entries are differentiated by a bullet point, which appears at the left of each entry, it is not possible for a user to edit or delete Server Address Book entries.

The Server Address book allow you to build up a list of frequently used addresses, to which faxes may be sent. You can maintain any number of Server Address Books. Addresses can be imported from external sources such as word processing and database applications.

After selecting the "Server Address Book" menu option under the Setup menu the following dialog is displayed;
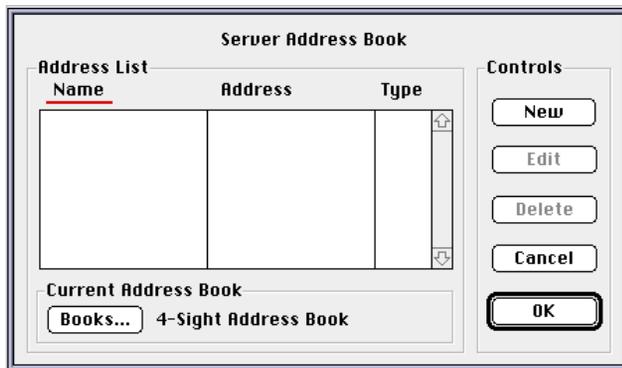
The dialog displays the Server Address Book entries under the following fields; Name, Address and Type. Addresses are displayed in alphabetical order under the Name field. However, it is possible to also sort on the Address field by clicking on the Address title and thereby moving the red bar.

Addresses may be added, deleted or edited by clicking the New, Edit or Delete buttons.

Creating New Address Entries

To create a new entry, click the New button and the edit dialog box is displayed;

```
┌──────────────────────────────────────────────────────┐
│                  Server Address Book                   │
│  ┌──────────────────────────────────────────────────┐ │
│  │ Name    [                              ]  ┌─ OK ─┐│ │
│  │ Number  [                              ]  └──────┘│ │
│  │ Address [                              ]  ┌Cancel┐│ │
│  │         [                              ]  └──────┘│ │
│  │         [                              ]          │ │
│  │         [                              ]          │ │
│  └──────────────────────────────────────────────────┘ │
│  Current Address Book                                  │
│  [ Books... ]  4-Sight Address Book       ┌── OK ──┐  │
│                                            └────────┘  │
└──────────────────────────────────────────────────────┘
```

The edit dialog has fields for name, number and address. Use the "Tab" key to move from field to field in order to edit the text. Use the "OK" or "Cancel" buttons to indicate that the changes should be saved or ignored.

Editing An Address Entry

Entries may be edited by selecting the entry in the list and clicking on the Edit button. The edit dialog is displayed with the address details to be edited after changes have been made click the OK button.

Importing Address Lists From Other Applications

The 4-Sight Fax Server Address Book is stored in a tab delimited text file. This avoids the need to provide a special import and export mechanism for the names and fax numbers.

Import Address Lists

If you wish to load addresses from an existing database, simply import the data into a text format file, with the following fields:

NAME> FAX NUMBER> ADDRESS>TYPE

(Where TYPE is always 'Fax', this entry speeds up opening of large address books).

Each field should be separated by a TAB and each record should end with a RETURN. The new file you create can be loaded into Comms-Server as a new address book. Large address files may take a while for the address book to index all entries.

⚠️ *If you are importing a large address book file (greater than 100 items), it is advisable to sort the entries BEFORE importing them. 4-Link will open them more quickly as it does not have to perform the sort function itself.*

Selecting Address Books   To choose a new address book, click the Address Book icon and select an existing address book or the text file you have exported from another application. To create a new address book, click the "New" button and enter a name for the book. You will then be presented with a blank address book list to start a new list.

⚠️   **The default 4-Sight Address Book file is stored in the Preferences Folder, and is called 4-Sight Server Address Book.**

Imaging
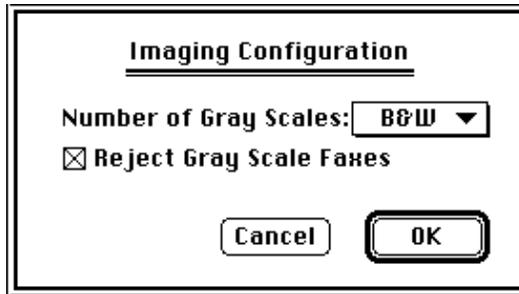
This option defines how faxes are imaged by the server. If the "B&W" option is selected then any color information in the documents received from the workstation will be ignored. If you wish to have a better representation of color documents then you need to select either 16 or 256 levels of gray.

The effect of doing this is illustrated below:

⚠️   **Using grayscale imaging has two penalties- 1) it takes longer to image the fax before it is sent, 2) the fax will take longer to transmit as there is more information contained in the image file.**

Number of Gray Scales   This pop-up selects the levels of grays to imaged.

```
┌──────────────────────────┬──────────┐
│ Number of Gray Scales:   │ ✓B&W     │
│                          │   16     │
│                          │  256     │
└──────────────────────────┴──────────┘
```
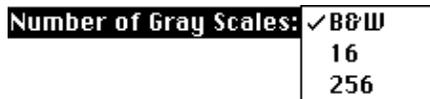
The default setting is B&W

Reject Gray Scale Faxes   This option is only available if B&W is selected. If selected, any faxes sent to be imaged in Gray Scale (in the 4-Sight Fax print driver) will be automatically rejected. A message saying that Gray Scale is not enabled will be sent to the client. If unselected, any faxes set to be imaged as Gray Scale will be imaged, but only in B&W. There is no notification back to the client.

Setting The Comms-Server Memory Allocation   If you select either 16 or 256 levels of Gray, you will be advised that Comms-Server needs more memory (how much depends on the number of Gray Scales you have selected

```
┌──────────────────────────────────────────────────────────────┐
│   ⚠     There is not enough memory available for Comms-Server  │
│         to perform Gray Scale imaging as configured.           │
│                                                                │
│         You will need to allocate an extra 3797K of memory to  │
│         the Comms-Server memory partition.                     │
│                                                                │
│         Comms-Server can make this change for you or you can   │
│         manually adjust the memory partition using the Finders │
│         "Get Info" window.                                     │
│                                                                │
│   [ Adjust Memory Partition ]                    (    OK    )  │
└──────────────────────────────────────────────────────────────┘
```
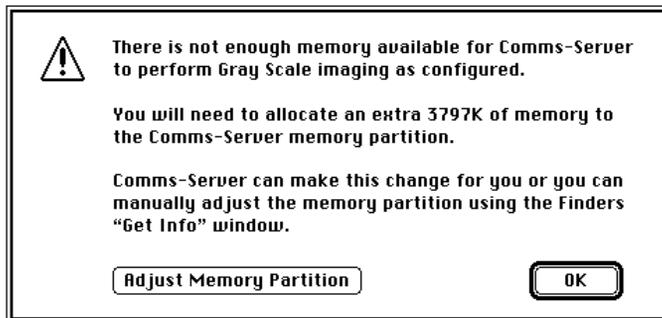
⚠   *Grayscale imaging is not supported on some Macintoshes, eg.*
Quadra 840AV.

By clicking the "Adjust Memory Partition" button, the memory allocation will be automatically changed to the recommended size.

A dialog is displayed to confirm this
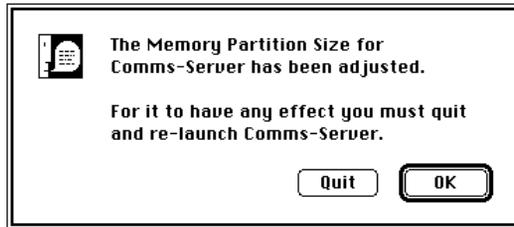
You must now quit Comms-Server and relaunch it.

Manually Setting The Memory Allocation

You can also do this manually - by quitting Comms-Server, selecting it in the Finder and then selecting "Get Info" in the File Menu.

Enter the recommended RAM configuration in the "Preferred Size" box.

Low Memory Warning   While Comms-Server is launching it checks to see if there is enough RAM
                         available in order to image faxes at the required level of gray. If there is not
                         enough RAM available the following dialog is displayed:

```
┌─────────────────────────────────────────────────────┐
│  ⚠   There is not enough memory available for         │
│      Comms-Server to perform Gray Scale imaging.      │
│                                                       │
│      Imaging will only be performed in Black &        │
│      White and Gray Scale faxes will be rejected.     │
│                                                       │
│      Select the "Imaging..." option from the          │
│      "Setup" menu to change this setting.             │
│                                          ┌────────┐   │
│                                          │   OK   │   │
│                                          └────────┘   │
└─────────────────────────────────────────────────────┘
```
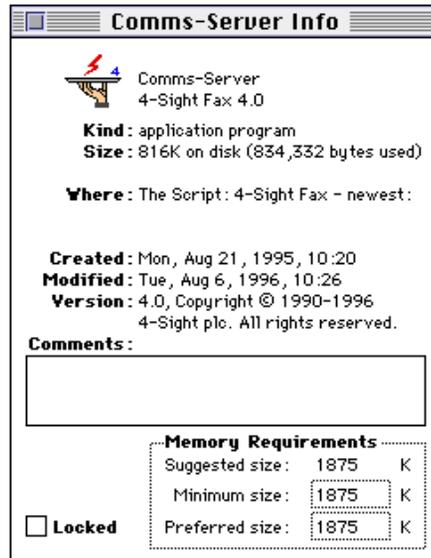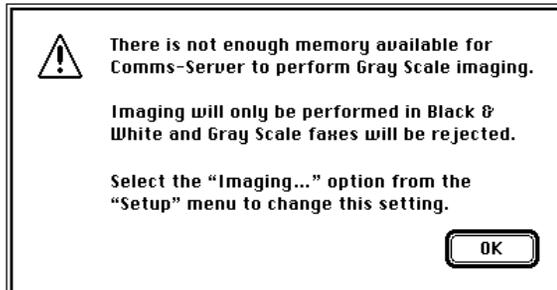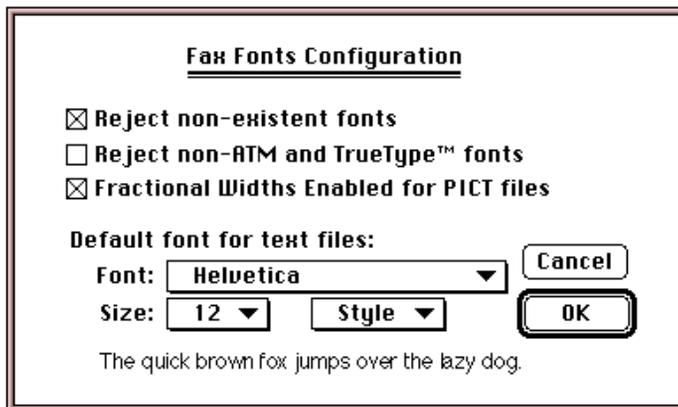
Gray scale faxes will now be rejected.

If you wish to change this, open the "Imaging" setup dialog within Comms-Server.

Fax Fonts

```
┌─────────────────────────────────────────────────────┐
│              Fax Fonts Configuration                  │
│                                                       │
│   ⊠ Reject non-existent fonts                         │
│   ☐ Reject non-ATM and TrueType™ fonts                │
│   ⊠ Fractional Widths Enabled for PICT files          │
│                                                       │
│   Default font for text files:         ┌──────────┐   │
│   Font:  │ Helvetica          ▼ │      │  Cancel  │   │
│   Size:  │ 12 ▼ │  │ Style  ▼ │        ┌──────────┐   │
│                                        │    OK    │   │
│                                        └──────────┘   │
│   The quick brown fox jumps over the lazy dog.        │
└─────────────────────────────────────────────────────┘
```

If you have hundreds of fonts installed, there may be a long pause before the
full dialog window appears.

Reject Non-Existent Fonts   By checking REJECT NON-EXISTENT FONTS the Comms-Server will reject
                                back to the Sender any faxes containing fonts which are NOT installed on the
                                Fax Server machine.

Installing Relevant Fonts   The sophisticated font handling incorporated in the system is to ensure that fonts are accurately drawn. **To do this all fonts that are used on the network need to be installed on the Fax Server. Most fonts comprise of two files - the screen (bitmap) font and the printer font. They are installed as follows:**

Using system 7   Drag the screen and printer fonts you wish to install ONTO the system folder - NOT INTO IT. The system will automatically install the screen fonts into the system file and the printer fonts into the EXTENSIONS folder.

Using system 7.1 or later   Drag the screen and printer fonts you wish to install ONTO the system folder - NOT INTO IT. The system will automatically install the screen and printer fonts into the FONTS folder.

Reject Non-ATM and TrueType Fonts

Adobe Type Manager

If you are using Adobe Type Manager on the server you can reject fonts whose printer fonts are not resident by selecting the REJECT NON-ATM AND TRUETYPE FONTS option. ATM uses the printer font when the fax is imaged. If the printer font is not available then this option will reject the fax back to the user. If you are not using ATM then it is advisable to install each screen font at up to three times larger than you wish to transmit via the fax system eg. if you wish to send 24 point Helvetica then it would be advisable to install 72 point Helvetica on the server. This is because the system converts the bitmap font image to the actual size required from a larger point size. If only a small point size is installed then the results can be disappointing.

TrueType & System 7

If you are running System 7 you can use Apple's own font imaging system called TrueType. It operates in a similar manner to ATM using Outline fonts to create bitmap image used by the fax system. If you wish to reject faxes not handled by TrueType then select REJECT NON-ATM TRUETYPE FONTS.
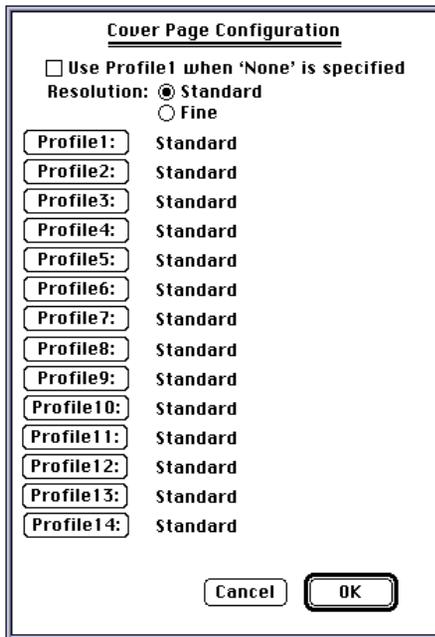
Fractional Widths   By checking FRACTIONAL WIDTHS ENABLED FOR PICTS the Comms-Server uses fractional widths for imaging the PICT file used as the basis of the Fax cover page (along with any PICT files attached to Fax messages).

Fractional widths are an option available in many applications and relate to a specific form of letter kerning (horizontal spacing). For more information please consult the relevant software manual. They are important in Comms-Server because the cover pages are created using PICT files which may or may not use fractional widths. Unfortunately the PICT file does not contain any information telling Comms-Server whether fractional widths are used or not. If you find that your cover pages are printing distorted text e.g. letters missing from the end of lines, then the problem is almost certainly related to fractional widths and the box should be checked. This is a global setting for all faxes so please ensure that users transmitting PICT files are aware of this problem and universally agree to either use or not use fractional widths.

Font, Size & Style   The pop-up menus for FONT, SIZE & STYLE allow you to choose the type format of any text files that you attach to a message being transmitted as a fax. As you change these menu selections a sample is displayed showing you what the text would look like. If an italicized font name appears in the list this indicates that it would not image very well if chosen.

Cover Pages

| Cover Pages... ⌘H |

Cover Page Configuration

☐ Use Profile1 when 'None' is specified

Resolution: ⦿ Standard
              ○ Fine

Profile1:	Standard
Profile2:	Standard
Profile3:	Standard
Profile4:	Standard
Profile5:	Standard
Profile6:	Standard
Profile7:	Standard
Profile8:	Standard
Profile9:	Standard
Profile10:	Standard
Profile11:	Standard
Profile12:	Standard
Profile13:	Standard
Profile14:	Standard

[Cancel] [OK]

It is up to the Network Manager to create the fax cover pages to be used on the network. It is possible to create up to 14 designs which could be used, for example, in different departments within a company.

Creating Cover Pages   The cover page is created in two parts. The first is a background graphic containing your company logo, address & telephone number for example. The second is the information relating to the fax which is automatically overlaid into text fields that you will position.

Creating the cover page is split into three operations:

1   **Creating the background PICT.**

2   **Assigning the PICT file to a cover page profile.**

3   **Positioning the automatic TEXT fields.**

1) Creating the background PICT

Before trying to create your own background let us start by looking at the STANDARD PICT file supplied. You will need a graphics package such as MacDraw or ClarisWorks in order to open the file and create your personalized background. Open the STANDARD PICT document from within your graphics application. The following graphic will be displayed.
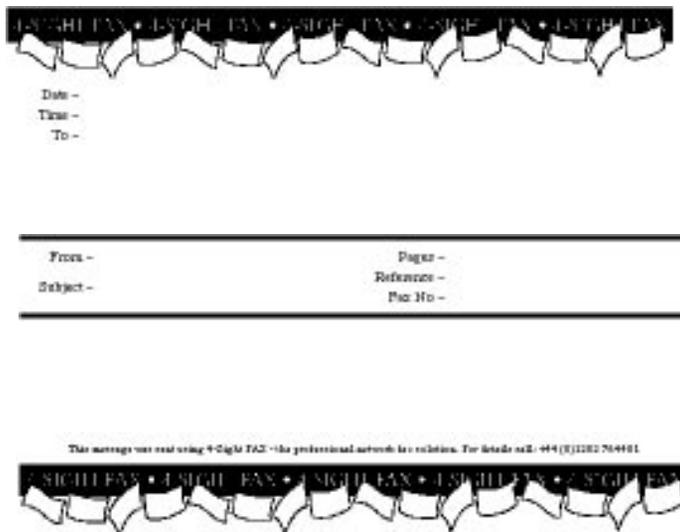
You will notice that gaps have been left for the automatic text entries to be added at a later stage.

You can now modify the sample cover page to incorporate your logo, address, etc. Alternatively, if you are experienced in using the graphics application you may wish to open a new document.

> ⚠ *Cover pages can be any size you wish up to a maximum of a standard A4 page. Problems will be experienced if larger PICTS are created.*

Save the file using PICT format onto the hard disk, which contains the Comms-Server. Repeat the process for any other cover page designs (if applicable).

2) Assigning the PICT file to a cover page profile

[Profile1:] New Fax Header

Select COVER PAGES from the SETUP menu. Then select the PROFILE button you wish to assign and choose the appropriate PICT file you have just created. Repeat this process for other cover pages if applicable.

⚠️ *To remove a specification of a new cover page file hold down the option key while clicking on the appropriate profile button.*

3) Positioning the automatic text fields

Select the relevant COVER PAGE profile from the EDIT Menu and the cover page background PICT fie is displayed with the text fields superimposed.
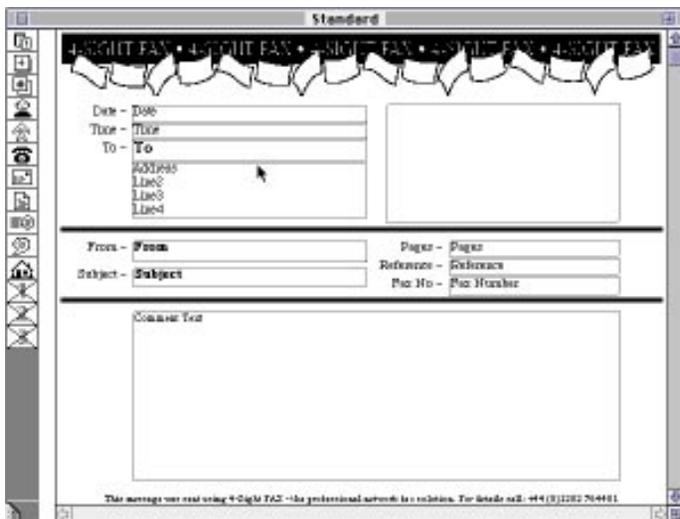
Each field can be selected either by clicking on it or by selecting its icon from the left hand side of the window (the icon definitions are on page 5).

You may select multiple fields by shift selecting several items - or you can select all fields by using the SELECT ALL command in the EDIT menu.

By clicking and dragging on any field you can reposition each of them in turn on the background PICT. They can be moved around the screen using the UP, DOWN, LEFT & RIGHT arrow keys. Using the arrow keys while holding down the COMMAND (⌘) key you can resize the box in the appropriate direction.

Format
  Font ▶
  Size ▶
  Style ▶

The text font, size and style can be defined on a per field basis by selecting the appropriate field and choosing the desired configuration from the FONT, SIZE and STYLE options.

⚠️ *If you do not wish to use a particular field, you can remove it from the layout by selecting it and pressing the DELETE key. This will gray out the relevant icon in the icon bar at the left of the window. To retrieve the field, click on the grayed icon. BEWARE - IF YOU DELETE THE COMMENT TEXT FIELD, NO MESSAGE WILL APPEAR ON THAT COVER PAGE!*

If you have assigned a PICT file which is shorter than a standard A4 page you will need to define where the bottom of the cover is.
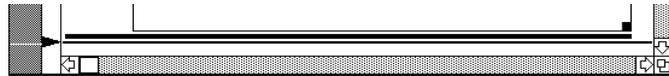
Move the pointer at the left hand side of the window to adjust the line defining the bottom of the page into the appropriate position.

When you have positioned all the automatic text fields and defined their styles close the window. You will be asked to confirm the changes.

Repeat this process for the other cover pages as applicable.

Cover page Setup Options

Cover Page Configuration

☐ **Use Profile1 when 'None' is specified**

Resolution: ◉ **Standard**
             ○ **Fine**

Resolution   You can specify the "Resolution" at which the cover pages are transmitted by clicking the appropriate button. Fine transmission will take longer to complete.

Use Profile 1...   This forces "Profile 1" to be sent, even if the user selects "No Header" when sending the Fax.

**Using PostScript Graphics
On Cover Page
Backgrounds**

Cover pages are imaged assuming all the information is in PICT format. Several programs allow you to place EPS and PostScript graphics into a file and then save it as PICT. This technique works if you are printing to a PostScript printer. However, 4-Sight Fax cannot interpret PostScript code. The faxed result will be screen representation of the EPS or PostScript graphic elements, which is less than desirable.

You can use cover pages that have been produced in a PostScript based authoring program, (PageMaker, Illustrator, XPress, etc.) by converting the page into a high resolution (200 dpi) PICT. This can be accomplished using T-Script a PostScript imaging application, which is available from the following address:

T-Script Deluxe, TeleTypsetting Co., 311 Harvard St, Brookline, MA 02146, tel: +1 (617) 734-9700, fax: +1 (617) 734-3974
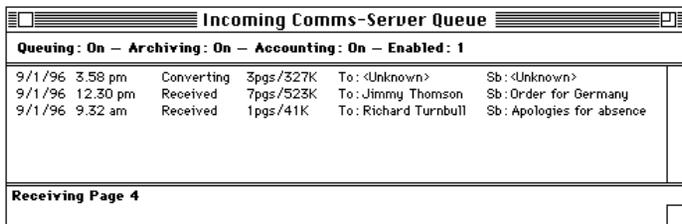
> ⚠️ *Cover page text and graphics cannot occupy an image area longer than a standard A4 sheet of paper (11") and cannot be wider than 8.25". When placing text headers, make sure that there is enough room for 4-Sight Fax to enter the information that is placed beside these headers. Also, ensure that there is plenty of clearance between items.*

WINDOWS MENU

Windows
Incoming Queue
Outgoing Queue

To display either of the queues select the item in the Window menu. To close the window click the close box in the upper left hand corner of the queue window.

Incoming Queue Window

◼︎ ◼︎◼︎ Incoming Comms-Server Queue ◼︎◼︎◼︎	◻︎
Queuing: On — Archiving: On — Accounting: On — Enabled: 1

9/1/96	3.58 pm	Converting	3pgs/327K	To: <Unknown>	Sb: <Unknown>
9/1/96	12.30 pm	Received	7pgs/523K	To: Jimmy Thomson	Sb: Order for Germany
9/1/96	9.32 am	Received	1pgs/41K	To: Richard Turnbull	Sb: Apologies for absence

Receiving Page 4

Queue Setup

Queuing : On – Archiving : On – Accounting : On – Enabled : 1

The setup of the queue regarding queuing, archiving, accounting and modem (as configured under the Comms-Server Setup menu).

Date & Time

9/1/96

The date and time at which the document was received into the Comms-Server queue.

Fax Status   Shows the status of the document.

Converting   The document is being converted into Macintosh format.

Received   The document has been converted.

Printed   The incoming fax has been printed.

Pgs   The number of pages in the document.

Size   The space occupied by the document in the Incoming folder.

To   Who the document has been assigned to by a user that has read the document. Unread documents are marked <Unknown>.

Subject   The title of document as assigned when read. Unread documents are marked <Unknown>.

Server Status   The current status of Comms-Server; displayed at the bottom of the window, showing the status and error messages.

Incoming Call   An incoming call has been received and the system is negotiating.

Connected 9600   The connection has been established at the baud rate shown.

Receiving Page 4   The fourth page of an incoming fax is being saved to the hard disk.

Printing   The document is being printed.

Fax Communication Error   An error occurred while receiving the document.

Idle   Comms-Server is currently idle.

Outgoing Queue WIndow

Italicized items are currently suspended.

Queue Setup

Queuing : On – Archiving : On – Accounting : On

The setup of the queue regarding queuing, archiving and accounting.

Date & Time

9/1/96

When the fax is waiting it shows the date and time at which the document was sent to the Comms-Server queue. If the fax has failed it shows the date and time of the next retry. When the fax is sent it displays the time at which it was sent.

Fax Status   Shows the status of the document.

Waiting   The document has not yet been processed by the queue.

Page 1/4   The document is being transmitted (the first page out of four is currently transmitting).

Failed 3   The system has attempted to transmit the document but has failed 3 times.

Max Retries   The document has failed to be transmitted after the maximum number of retries have been attempted.

Suspended   The document has been suspended by the Network Manager or a user and will remain in the queue until unsuspended or rejected.

Rejected   The document has been rejected by the Network Manager.

Sent   The document has been successfully transmitted and is waiting for the queue to become idle so that a hard copy can be printed or deleted.

Printed   The hard copy has been printed. The document will be removed from the queue after a period specified by the Network Manager.

From   The originator of the document.

To   The recipient of the document.

Subject   The subject of the document.

Server Status   The current status of Comms-Server:

Page 1/4   Processing page 1 of 4 page fax.

Sending Last Page   The last page of a fax is being transmitted.

Printing   The hard copy is being printed.

01719871234	Dialling the number shown.
Connected 9600	Connection established at the baud rate shown.
Fax Communications Error	An error occurred while transmitting a fax. See 'Troubleshooting' for errors.
No Response	The remote machine did not answer.
Idle	Comms-Server is not processing any jobs.
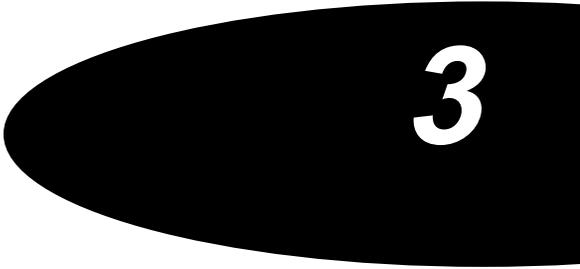
Security   3

SECURITY FEATURES

4-Sight Fax features a powerful set of security functionality providing for a secure server environment and a full range of user and group privileges. This chapter discusses server security and the configuration and setup of users and groups. How this functionality is viewed from a user perspective is discussed in Chapter 6 Client Installation and Configuration.

Server Security

To enable security for the Comms-Server application, select the Server Security option under the Setup menu, as seen opposite.

The following dialog will be displayed;

Setup	
Device...	⌘U
Queuing...	⌘G
Server Security...	
Security Setup...	
Printing...	
Accounting...	
Archiving...	
Server Address Book...	
Imaging...	
Fax Fonts...	⌘F
Cover Pages...	⌘H

Security Options

☒ Administrator access only

[Change Password...]

[Cancel]   [OK]

This option allows the Network Administrator to secure access to Comms-Server. On installation no password is configured. The Administrator password is chosen by clicking Change Password, which displays the following dialog;

Change Password

Old Password: [●●●●●]

New Password: [●●●●●●]

Double Check: [●●●●●●]

[Cancel]   [OK]
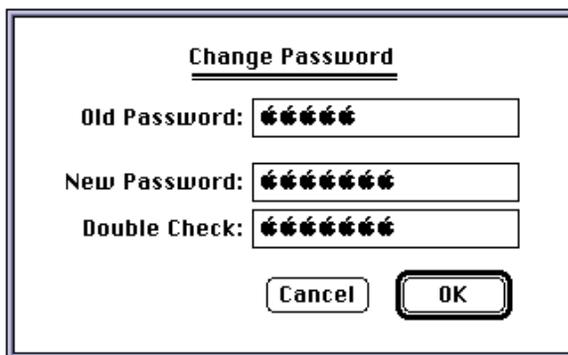
You will be asked to enter an existing password (on initial access this field should be left blank) and then the new password twice. The (🍎) is displayed instead of the actual characters to preserve security.

After password configuration if the "Administrator access only" check box is clicked then each time an attempt is made to alter any Comms-Server configuration, the following dialog will be displayed;

The network administrator is given the opportunity to remain logged into Comms-Server, this is useful if number of configuration changes need to be made in a single session. After finishing configuration to re-secure access to Comms-Server select the Logout option from the File menu.

Users wishing to access Comms-Server now have to re-enter the administrator password to make further changes.

⚠️ *In previous versions of 4-Sight Fax the Security option under the Setup menu in Comms-Server provided a level of security associated with users as well as the server. This menu option now is concerned solely with securing Comms-Server and user security is dealt with under the Security Setup option under the Setup menu.*
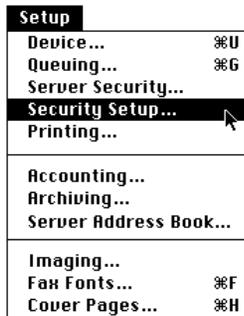
4SFax Administrator

On installation an application called 4SFax Administrator is installed on both client and server machines.

This is the utility provided to configure and administer users and groups. This may be handled from either the client or server machines. However, it must initially be accessed from Comms-Server, so that users may first be setup and secondly configured with Administrator privileges allowing configuration from client machines.

SETUP MENU

To access from Comms-Server select the Security Setup option under the Setup menu.
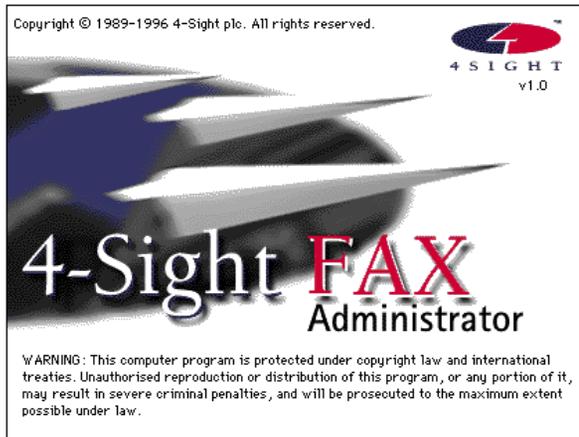
Setup
Device...   ⌘U
Queuing...   ⌘G
Server Security...
Security Setup...
Printing...

Accounting...
Archiving...
Server Address Book...

Imaging...
Fax Fonts...   ⌘F
Cover Pages...   ⌘H

To access from user machines select the Security Setup option under the 4-Link menu.

4-Link
About 4-Link...	
Security Setup...	
New...	⌘N
Open...	⌘O
Close	⌘W
Save	⌘S
Save As...	
Edit...	⌘E
View...	⌘I
Refresh	⌘R
Address Book...	⌘B
Preferences...	⌘F
Select All	⌘A
Logout	⌘L
Page Setup...	
Print...	⌘P
Quit	⌘Q

⚠ **The Security Setup option under the 4-Link menu is only available if the logged in user has the "Administrator access to server" privilege enabled.**

After selecting Security Setup the following splash screen is displayed as 4SFax Administrator is launched.

Copyright © 1989-1996 4-Sight plc. All rights reserved.

4 S I G H T
v1.0

4-Sight **FAX**
Administrator

WARNING: This computer program is protected under copyright law and international treaties. Unauthorised reproduction or distribution of this program, or any portion of it, may result in severe criminal penalties, and will be prosecuted to the maximum extent possible under law.

4SFax Administrator displays the following menu options

🍎 File Edit Users Groups

FILE MENU

File
Disable User Logins
Disconnect Users...

Quit   ⌘Q

This menu option lets the user;

• **Disable User Logins**

• **Disconnect Users...**

• **Quit the application**

Disable User Logins

This option ensures that no unconnected users may login to Comms-Server. This may be useful during a period of administration or configuration. After selection to enable users to login again re-select the same option which has toggled to Enable User Logins.

File
Enable User Logins
Disconnect Users...

Quit   ⌘Q

Disconnect Users

This option displays the following dialog, which allows the administrator to disconnect all connected users after a configurable time has elapsed. This may be used in conjunction with the aforementioned Disable User Logins to enable to the administrator to work on the server.

Disconnect all users from
this server in 5 **minutes?**
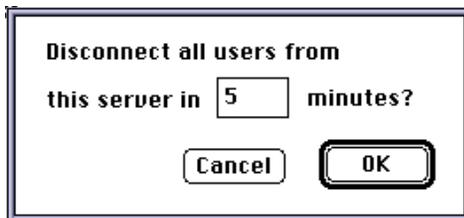
Cancel   OK

After a time has been entered and OK clicked to confirm the following modal dialog is displayed.

≡ **Forced Disconnection** ≡

All users will be disconnected
from this FAX Server in 5 minutes.

Cancel Forced Disconnection

This provides the administrator with the option of cancelling the previous command, or allowing them to monitor the progress of the user disconnection functionality.

Quit

Quits the 4SFax Administrator utility.

EDIT MENU

UNDO, CUT, COPY, PASTE, CLEAR and SELECT ALL all have the standard Macintosh functions.

```
Edit
 Undo        ⌘Z

 Cut         ⌘X
 Copy        ⌘C
 Paste       ⌘V
 Clear
 Select All  ⌘A

 Preferences...
```

Preferences

Selecting this option displays the following dialog;

```
        Security Setup

  ☒ Force clients to use a password

   [ Cancel ]    (  OK  )
```

This allows the administrator to force users to have passwords, rather than letting them choose to have no password.

USERS MENU

This menu is concerned with the setup and configuration of network users.

```
Users
 User Setup...
 Default User Setup...

 Import User List...
 Export User List...
```

⚠ *Before 4-Sight Fax may be used from client machines it is essential to setup and configure network users.*

User Setup

When accessing this option for the first time the following dialog is displayed;

This enables the administrator to add new users, which after they have been saved will be displayed in the User List window enabling the administrator to Edit and Delete the Users that have been created, when required.

After clicking the New button the New User dialog below is displayed;

This is divided into 4 separate areas

1   User Details.

2   User Privileges.

3   Group Membership.

4   In-Bound Routing.

User Details   This category consists of;

Name   In this field the administrator types the individuals user or login name (this must be unique).

Password   The administrator may add a password for each user, which the user has the option of altering. On first entering the password the administrator is able to see the text, but on subsequent editing of the user password it will be hidden by a standard string of five bullet points.

Type   This allows the administrator to configure each user as a Mac client using 4-Link (or an integrated mail system - see Chapters 9 and 11) or a PC client using PC-Link (see System Add-Ons Chapter 9).

⚠   ***Not all user and group functionality is supported if PC-Link Client is selected. Those features that are supported are; Name, Group, Membership, and Inbound Routing. Privilege functionality is NOT available.***

User Privileges

Administrator Access To Server   When enabled it allows a user connecting over 4-Link to remotely configure Users and Groups. Thus a user with this privilege may select, under their 4-Link menu, the Security Setup option which starts up the 4SFax Administrator utility to allow access to the server based Security functionality from their client machine.

FUll Queue Access   When disabled the user may only see their own outgoing and incoming
                      queue entries in their 4-Link queue window. If enabled, the user may see
                      queue entries for all network users and view and edit them.

Allow Automatic Login   Allows the user to select Login Automatically from 4-Link Start-up
                          Preferences, this means users would be able to automatically login at
                          startup and avoid having to input a password.

Allow Username Alias   Allows the user to input an alias in the 4-Link Name Preferences. The alias
                         may appear on outgoing cover pages, in the "From" field, by the user
                         selecting their alias as their Public Name, on startup or in the 4-Link Send
                         Message window.

Enforce Group Name As Public   This disables the user from using their Login Name (or Alias) as their Public
                                 Name, and ensures that they may only use the name of groups of which they
                                 are a member. If a user is configured to be in multiple groups then they have
                                 the choice of selecting which group name they want to use as their Public
                                 Name.

Priority Fax   This allows the user to send Urgent faxes, selectable in the 4-Link Send
                 Message window and the 4-Sight Fax Print Driver. Urgent faxes are
                 prioritized in the outgoing queue above "normal" faxes.

Broadcast Fax   This allows the user to send a fax to more than 25 people/destinations. It
                  provides useful control over fax-shotting activities.

Private Fax   This allows the user to send a fax that may not be viewed or edited by any
                other user except themselves, this includes users who have Full queue
                access.

Group Membership   This displays which Groups the user is a member of. It is for informational
                         purposes only and cannot be edited, except from under the Groups menu
                         option.

In-Bound Routing   These options relate to 4-Sight Fax's Automated Inbound Routing
                         functionality. This optional extra to 4-Sight Fax allows the system to be
                         configured to route incoming faxes directly to users machines.

⚠   ***In-Bound Routing requires additional configuration and setup as
      described in Chapter 4.***

Enable In-Bound Routing   This enables inbound routing for each user.

User Fax Number   The administrator inputs the user's personal fax number in this field. This
                    will be their DDI or DID number as provided by the local Telcom provider.

User Printing   This enables users to have their incoming faxes (received on their personal
fax number) printed to a selected printer.

Choose Printer   When clicked this displays the following dialog.
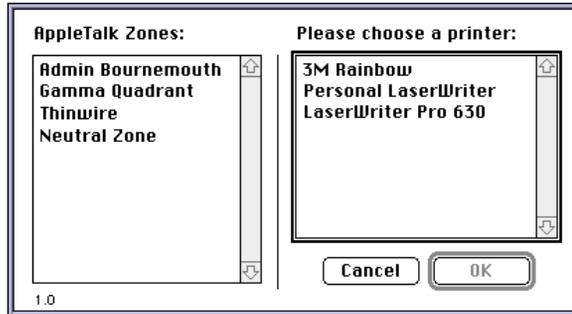
This allows the administrator to select a personal printer associated for each
user for their incoming faxes.

Notify User By   This drop down menu allows the administrator to configure how the user
receives notifications for their incoming faxes.

The QuickMail and Quarterdeck Mail options may be used in conjunction
with the mail gateways that are included with 4-Sight Fax and are discussed
in Chapters 9 and 11.

Default User Setup   This menu option displays a similar dialog to the New User dialog allowing
the Administrator to setup a default template for all new users either
created by the New button in the User Setup dialog or through the Import
User List option as explained below.

Import User List　　　　This allows the administrator to import a list of users which may have been
exported from a different application or prepared in spreadsheet. When
clicked it displays the following filepicker allowing the administrator to
select the file they want to open.
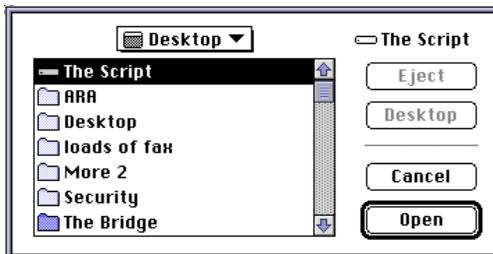
The format for the list is ASCII tab-delimited text. The components of the list
are discussed in the following section "Importing and Exporting Notes";

> **IMPORTANT: Before importing a new user list please export your
> existing list for back up purposes if required, as importing a new
> list overwrites the existing one.**

Export User List　　　　This allows the administrator to export the user list in ASCII tab-delimited
text format. After selecting the menu option the following dialog is displayed;
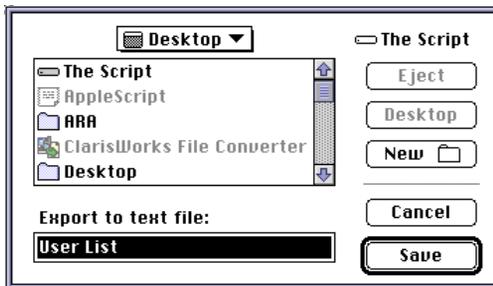
This allows the administrator to select where they would like to save the file
and what they would like to name it.

Importing & Exporting - Notes

The format for the user list is as follows;

Field	Description			
User Name	Unique user name used for login purposes (max 31 characters)			
DDI/DID No	Automated In-Bound routing number (max 31 characters)			
Version	This refers to the version of 4SFax Administrator, currently this is always "1"			
Type	User or Group, defined by the letters "U" or "G"			
Group Name	Unique group name (max 31 characters)			
Attributes	The privileges associated with the user or group, see below			
Printer Name	The printer name (max 31 characters)			
PrinterZone	The printer zone (max 31 characters)			
Password	The user's password (encryupted)			
Alias	The user's name alias name			
Origin	Mac Client or PC-Link Client - see below			
User Prefs	User Preferences as taken from 4-Link			
Method	Method of Notification - see below			
User 1	First Member of Group			
User 2	Second Member of Group			
User 3	Third Member of Group			
Usern	"nth" Member of Group			

For user records only fields 1, 3 and 4 are mandatory. If a field entry is illegal then the Import User List function will ignore the characters. In addition, if fields are left blank then the Import User List function will substitute sensible values.

⚠ *Import and Export User List functions may only be used when accessing 4SFax Administrator from Comms-Server. This functionality is not available from 4-Link.*

End Of Field And Record Markers

End of field marker - Tab

End of record marker - Character Return

Attribute Characters

To enable attributes, enter a string containing the attributes you require for this user i.e. "A D G X."

Allow username alias - A

Allow Broadcast fax - B

Enable In-Bound Routing - D

Allow Full Queue Access - F

Enforce Group Name as Public - G

Allow Automatic Login - L

Allow Private Fax - P

Allow Priority Fax - U

Allow Administrator access - X

Enable in-Bound Routing User Printing - R

User Origin - Mac or PC

Notification Method

4-Talk - 4T

QuickMail - QM

Quarterdeck Mail - QD

⚠   *Password fields needs to be blank.*

GROUPS MENU

Groups
Group Setup...
Default Group Setup...

This menu is concerned with the setup and configuration of groups of users. It may be useful to group users together for the purposes of selecting a general Public Name for a set of users and also to have a single incoming fax number Automatically In-Bound Routing to a number of users and printing to the output device in their department.

Group Setup

This menu option displays the following dialog;

This enables the administrator to create new groups, which after they have been saved will be displayed in the Group List window enabling the administrator to Edit and Delete as required the Groups that have been created.

⚠️   *Before the user can actually setup any group membership for users they must have first setup some users.*

After clicking the New button the New User dialog below is displayed:

This is divided into 3 separate areas - Group Details, Group Privileges, and In-bound Routing.

Group Details

Name   In this field the administrator types the desired Group name (this must be unique).

User List   This field displays all the users that have been setup. By selecting users and clicking on the move button users may be included in the Group.

Group Member List   This displays the users that have been included in the Group. To remove users from the Member List simply select and re-click the Add button, returning them to the User List.

Group Privileges   These correspond exactly to the User Privileges section described above.

⚠️ *If a user is a member of a Group and has different privilege setting for each then the privileges that are used are those associated with the Public name that the user has selected. If the user has selected their user name or alias as their public name then they will be assigned their user privileges. If they are using their Group name as Public then their Group privileges will apply.*

In-Bound Routing   These options relate to 4-Sight Fax's Automated Inbound Routing functionality and correspond exactly to the User In-Bound Routing options described above. Therefore it is possible to assign a group of users a single In-Bound routing number. All Group Members will receive notification of any faxes received on this number and they maybe printed to the selected printer.

Default Group Setup   This menu option displays a similar dialog to the New Group dialog allowing the Administrator to setup a default template for all new groups created by the New button in the Group Setup dialog.

⚠️ *The 4SFax Administrator utility may be secured from a server and client perspective. All Comms-Server functionality maybe secured using the Server Security option under the Comms-Server Setup menu. Access to 4SFax Administrator from 4-Link is secured through the assigning of the "Administrator access to server" user privilege.*

Automated In-Bound Routing

4
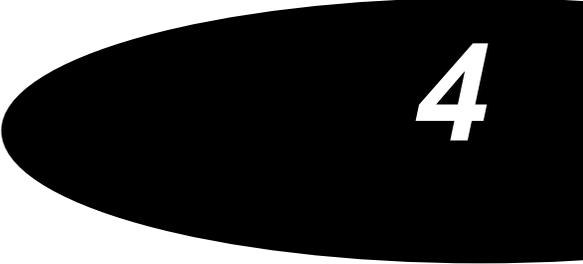
**AUTOMATED INBOUND
ROUTING**

Network fax solutions have been accepted widely as a basis for increasing staff productivity and reducing costs, however this has generally been from the view-point of outgoing faxes only, as fax solutions have never really provided a satisfactory solution for incoming faxes other than the staples of automated printing and/or manual routing (both of which 4-Sight Fax offers).

This chapter explains the configuration and implementation of 4-Sight Fax's new Automated Inbound Routing Functionality.

Overview

4-Sight Fax's Automated Inbound Routing functionality is based on the concept that all users wishing to receive faxes within an organization will be provided with their own personal and unique fax number. This service is provided by the relevant PTT or Telecom provider according to your location.

US & Canada - In the US and Canada analogue trunk lines are available that can have multiple DID numbers mapped to them, thereby providing 4-Sight Fax with the individual fax numbers that it requires. If you have any queries about this service then please contact your relevant 4-Sight office or reseller for assistance.

Europe - In Europe ISDN lines are required as it is not commonly possible to have multiple numbers mapped to a single analogue line. A standard BRI ISDN2 line may be configured with DDI numbers (part of the ETSI European standard) thereby providing 4-Sight Fax with the individual fax numbers that it requires. If you have any queries about this service then please contact your relevant 4-Sight office or reseller for assistance.

Rest of World - If your PTT organization offers an ETSI compliant digital network then DDI service is probably available, if you are uncertain then please contact your relevant 4-Sight office or reseller for assistance.

Hardware

As explained above, different telecom configurations are required according to global location. What 4-Sight Fax does is recognize the number that has been dialled and then "looks it up" in a user list table to see which individual the dialled number refers to.

4-Sight Fax recognizes the DTMF (Dual Tone Multi Frequency) tone that has been dialled. In order to pass this information through to 4-Sight Fax there are two "special" hardware requirements.
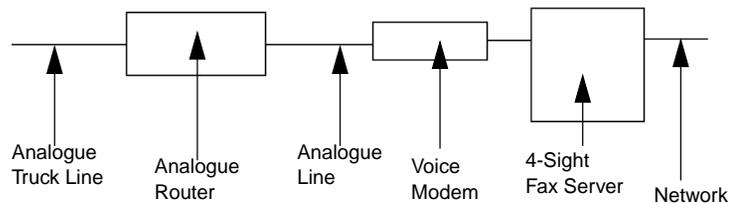
Router - This device converts the DID or DDI numbers into DTMF tones. If the router is analog based (DID) then it will generally feature an incoming analog port and an outgoing analog port. If the router is digital based then it will generally feature an incoming digital port and one or two outgoing analog ports, this is because digital router has to convert a digital signal to analogue (and convert DDI to DTMF).
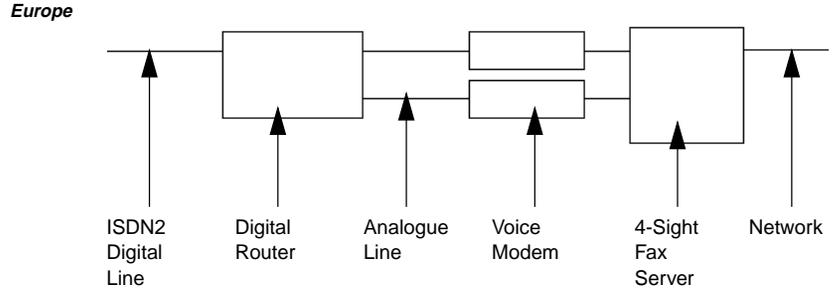
Modem - A special type modem is required to be able to parse DTMF tones to Comms-Server as well as do the normal tasks associated with modems. These are generally modems with voice functionality (as well as fax and data). Please contact your relevant 4-Sight office or reseller for information on modems supporting this functionality.

Hardware Configuration

The hardware configuration may alter not only according to which country you are in, but also according to the telcom setup that you have at your organization. Normally the router hardware will include documentation describing a variety of environments and the appropriate configurations required. If you have a PBX system then please contact your relevant 4-Sight office or reseller for assistance as some PBXs may be able to parse DTMF tones (and digital to analogue conversion). Below are diagrammed simplistic setups for US & Canada, and Europe.

US & Canada

Analogue Truck Line

Analogue Router

Analogue Line

Voice Modem

4-Sight Fax Server

Network

Europe

```
          ISDN2      Digital      Analogue     Voice      4-Sight    Network
          Digital    Router       Line         Modem      Fax
          Line                                            Server
```

Software Configuration   Once the hardware configuration is complete and DTMF tones are made
available to the 4-Sight Fax server, it is possible to start to configure the 4-
Sight Fax software for automating inbound routing.

The instructions below assume that 4-Sight Fax has been installed and
configured according to Chapter 1.

**1   With your Macintosh shutdown, please attach the 4-Sight Fax Automated
       Inbound Routing dongle and restart. Launch Comms-Server.**

2   Access the Device dialog from Comms-Server Setup menu.

**3   A new button should be visible - "Inbound Routing..." for the fax device
   that has that capability.**

> ⚠ *This button will appear gray if a modem driver is selected from the drop down menu that does not support DTMF tone parsing.*

4   **Click on the "Inbound Routing..." button, which displays the following dialog;**
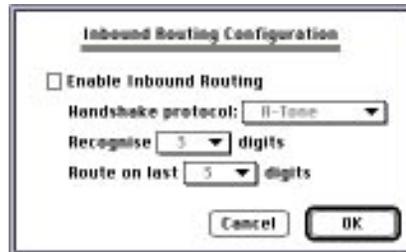
The check-box "Enable Inbound Routing" is the on/off switch for inbound routing, when it is checked the rest of the dialog becomes configurable.

The Handshake protocol drop down menu provides the following options;

```
None
✓A-Tone
 B-Tone
 Immediate
```
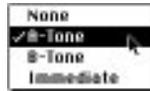
This is the way the modem communicates with the routing hardware. According to different environments which may involve Analogue lines, Digital lines, PBXs, etc., different options need to be selected, however in most cases this will nearly always be configured to A-Tone which is the default.

The "Recognize "n" digits" drop-down menu is configured to recognize the number of digits parsed through by the local exchange. This number will always be the same. For instance at 4-Sight's UK office the number routed by the local exchange is always 11 digits - 01202 758444, regardless of whether it is a local call - 758444, a national call - 01202 758444, or an international call - +44 1202 758444. Therefore to set this number it is necessary for you to know how many digits are passed from your local exchange (normally area code + number)

This number should be set to the same number as the "Route on last "n" digits" drop down menu, except when it is necessary to route on a range of numbers that are not the "last" numbers of the call, but a range in the middle. For instance if using the above example 4-Sight needed to route on "7584" this menu would be configured for "9" digits and the "Route on last "n" digits" menu would be set to "4" digits.

The "Route on last "n" digits" drop-down menu enables you to select the number of digits from the end of the number dialled (or recognized) that are routed on. For instance, in an organization with up to 100 people 2 digits would suffice 0 - 99, for an organization with up to 1000 people 3 digits would be necessary 0 - 999, etc. This would also be the number of DID/DDI numbers required from the telcom provider.

Please click "OK" after configuring this window to save settings. It is necessary to configure each modem for Inbound Routing if you have a multi-channel setup.

⚠ *It is possible to have a multi-channel configuration where some of the modems are being used only for outgoing faxing, and some for inbound routing only.*

Comms-Server features a new cover page field to display individual users personal fax numbers. To configure this firstly access the "Company Info..." dialog under the Comms-Server Edit menu.

Please enter your company details :

Name :   4-Sight plc

Address :   Gild House
                64 - 68 Norwich Ave West
                Bournemouth
                Dorset BH2 6AW

Tel No :   +44.1202.758400

Fax No :   +44.1202.758444

Personal Fax
No Prefix :   +44.1202.758

[Cancel]   [OK]

This features a new field "Personal Fax No Prefix" allowing you to configure a common prefix for all personal fax numbers. In the above 4-Sight example, if routing on 3 digits this would be set to "44.1202.758". After configuring this dialog please click "OK" to save settings.

To make the individual's fax number appear on cover pages it is then necessary to edit your cover pages.

Select the relevant cover page under the Comms-Server Edit menu.

The cover page tool bar features a new button which when clicked displays a new field to be positioned on the cover page, users personal fax numbers. This field combines the previously mentioned Common Personal Fax No. Prefix and the users Personal Fax No. Suffix.

After configuring Comms-Server for Automated Inbound Routing it is necessary to apply personal fax numbers to individual users using the 4SFax Administrator application. Please see Security Chapter 3 for details on this.

Custom Fields

5

CODE BOOKS

4-Sight Fax features three new customizable Accounting fields. These may be used to store additional information in the Accounting Log (perhaps for billing purposes) and may be configured to appear on outgoing cover pages. This chapter discusses the server setup and administration of 4-Sight Custom Fields and provides a user perspective once the system has been configured.
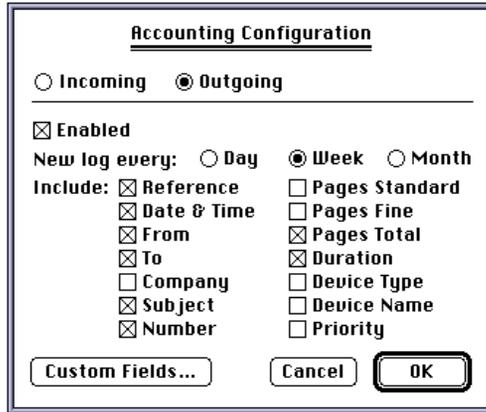
> ⚠ **Use of Custom Fields is non-mandatory, on installation Custom Fields are not enabled.**

Custom Field Configuration

Custom Fields are administered from the Comms-Server machine, select the Accounting option, under the Setup menu.

Setup	
Device...	⌘U
Queuing...	⌘G
Server Security...	
Security Setup...	
Printing...	
Accounting...	
Archiving...	
Server Address Book...	
Imaging...	
Fax Fonts...	⌘F
Cover Pages...	⌘H

This displays the following dialog;

Accounting Configuration

○ Incoming   ⦿ Outgoing

☒ **Enabled**

New log every: ○ Day ⦿ Week ○ Month

Include: ☒ Reference   ☐ Pages Standard
☒ Date & Time   ☐ Pages Fine
☒ From   ☒ Pages Total
☒ To   ☒ Duration
☐ Company   ☐ Device Type
☒ Subject   ☐ Device Name
☒ Number   ☐ Priority

[Custom Fields...]   [Cancel]   [OK]

⚠ *If the Incoming radio button is highlighted, custom fields are not available, select 'Outgoing.'*

Click the Custom Fields button and the following dialog will be displayed;
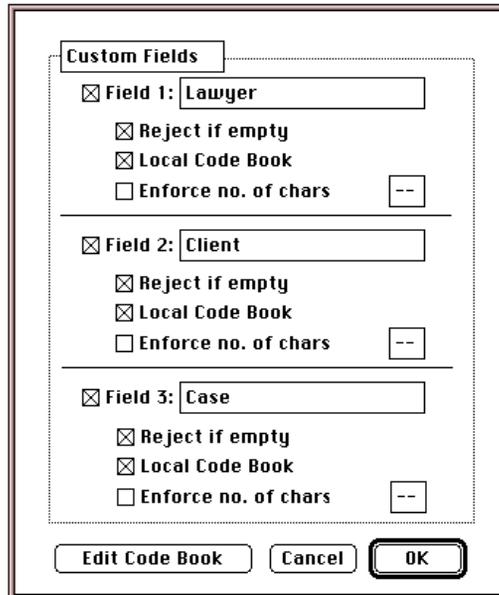
Custom Fields

☒ **Field 1:** | Lawyer |
  ☒ **Reject if empty**
  ☒ **Local Code Book**
  ☐ **Enforce no. of chars** | -- |

☒ **Field 2:** | Client |
  ☒ **Reject if empty**
  ☒ **Local Code Book**
  ☐ **Enforce no. of chars** | -- |

☒ **Field 3:** | Case |
  ☒ **Reject if empty**
  ☒ **Local Code Book**
  ☐ **Enforce no. of chars** | -- |

[Edit Code Book]   [Cancel]   [OK]

This dialog is the configuration window for Custom Fields. The text editable field at the top of the dialog defaults on installation to say Custom Fields, however it is possible for the network administrator to input a suitable title. The text inputted to each field will be displayed as a title for enabled Custom fields which appear in 4-Sight Fax client software (4-Link & 4-Sight Fax Print Driver) discussed later in this chapter.

Enable Field Checkbox   When checked this box enables the custom field. This means that the field will appear in the 4-Sight Fax client software allowing or enforcing input of a string of characters. In addition, information input by users will be stored in the outgoing Accounting Log with the other accounting information that has been checked.

As with the Custom Fields title, the administrator also has the flexibility to input the most suitable name for each field, this will be displayed in the code books and the 4-Sight Fax client software. In the above example Legal terminology is used.

Reject If Empty   If this box is checked, it forces users not to leave enabled custom fields blank, thus ensuring that the user includes a string of characters in the field. If the user attempts to send a fax without including a character string the following dialog will be displayed on the client machine;
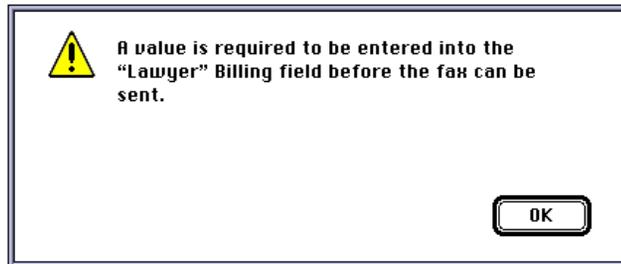

This will vary according to which and how many enforced fields are blank.

> *Reject if empty is checked, and the user attempts to avoid input by clicking the space bar, the message will also be rejected.*

Local Code Book   If this box is unchecked then the user will only be able to enter codes that
                         have been set up in the Comms-Server code book. This provides a powerful
                         level of control as in conjunction with the Reject if empty option users are
                         forced to include codes for all outgoing faxes, but the codes that are input
                         must be taken from a non-user editable code book (i.e. the server code
                         book). If this box is checked it lets users setup references and codes for the
                         relevant fields in their own local code book.

Enforce No. Of Characters   This checkbox allows the administrator to configure a specific number of
                         characters to be included in each field. If a user includes the incorrect
                         number of characters for a field then the following dialog will be displayed
                         on the client machine;
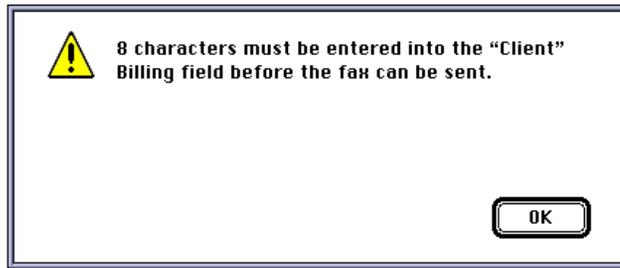
                         This check box is only enabled if the Local Code Book is enabled for each
                         field, otherwise it is grayed out.

Edit Code Book   When clicked, this button displays the following dialog; (depending on the
                         number of fields checked and titles entered).
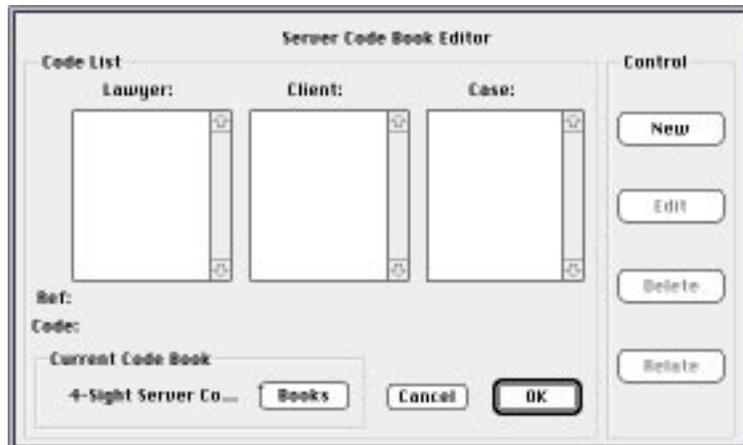
This is the interface for setting up and editing the server code book. If the New button is clicked the following dialog appears enabling the network administrator to input references and codes. If the administrator chooses to input reference and code for more than one Field, then this will relate the information. Please see Related codes.

Edit Codes

Lawyer:	Ref:	
	Code:	
Client:	Ref:	
	Code:	
Case:	Ref:	
	Code:	

Cancel   OK

These dialogs alter according to the number of fields that have been enabled.

The Reference 'Ref:' field is an identifier for the code (i.e. it is easier to recognize a name or word as opposed to a string of apparently random characters).

When editing existing codes care must be taken. Each reference only appears once in the field windows, however with related fields (see below) a lawyer or client or case may appear many times within the actual code book itself. Therefore a dialog is displayed when editing existing codes to warn the user how many codes in total will be affected.

There are 5 affected records,

Are you sure you want to edit them?

Cancel   OK

After input codes are displayed in the server code book as below;
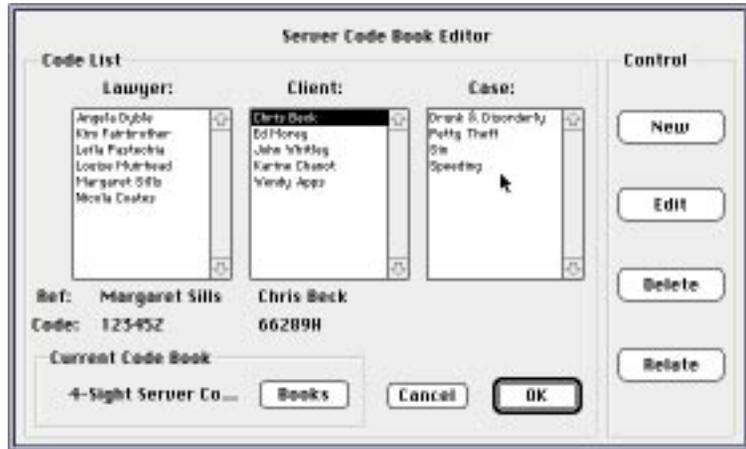
References are displayed alphabetically on the first letter. Selecting an item
in a field activates that field for searching on a reference by typing its first
few letters. After input the administrator may check codes without clicking
the Edit button. This is done by highlighting them, after selection, both the
reference and the code are displayed beneath the relevant window. If a code
is wrong or needs editing clicking the Edit button displays the Edit Codes
dialog as above with the reference and code displayed ready to be edited.
Clicking the Delete button deletes references and codes.

RELATED CODES

When codes are created or imported they may be related. Please see the following pages. This means that a Field's codes may be linked to another Field's code. This is a powerful feature of 4-Sight's code books as from a user perspective it may make selection of codes simpler. For instance, a Lawyer may be linked to a number of clients. The user simply selects the lawyers reference or clients reference and clicks the Relate button. This then clears all unrelated codes from the windows and only related codes will be displayed;
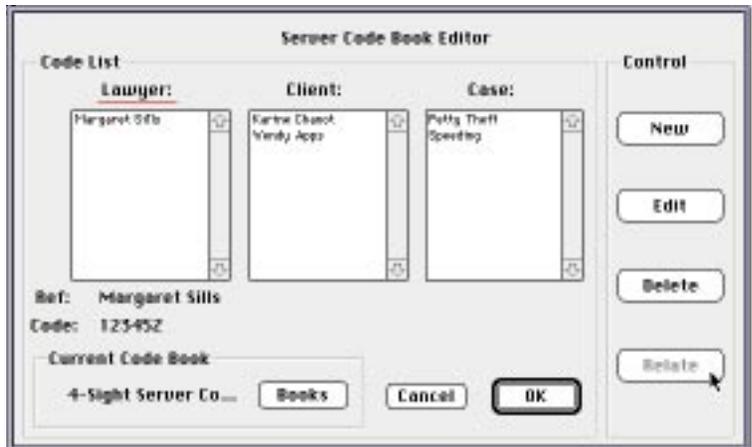
In the above dialog a single lawyer has been selected, and the Relate button clicked (double clicking on a reference also automatically displays the related codes). There are two related Clients and two related cases, therefore within the user code book, selection of codes is greatly reduced and simplified by the ability to display codes related to an item. The name of the Field from which the reference has been selected to check for related codes is underlined in red, by re-clicking in this Field the whole code book reverts to viewing codes in unrelated format again.

Creating Related Codes   To create related codes simply click the New button and input reference and code for more than one field.
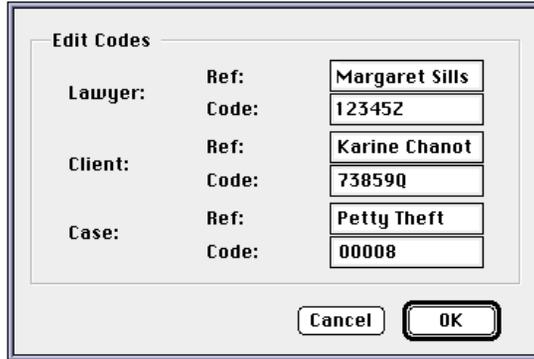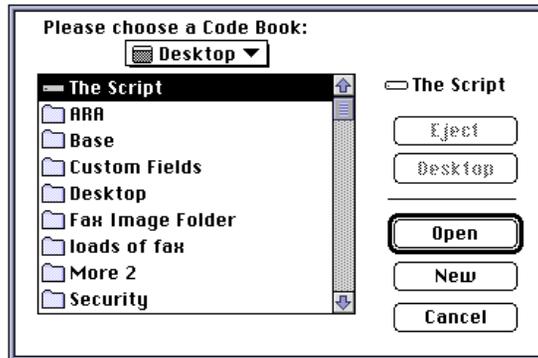
```
┌─────────────────────────────────────────────┐
│  ┌─ Edit Codes ─────────────────────────┐    │
│  │              Ref:    │ Margaret Sills │    │
│  │   Lawyer:                              │    │
│  │              Code:   │ 123452         │    │
│  │                                        │    │
│  │              Ref:    │ Karine Chanot  │    │
│  │   Client:                              │    │
│  │              Code:   │ 738590         │    │
│  │                                        │    │
│  │              Ref:    │ Petty Theft    │    │
│  │   Case:                                │    │
│  │              Code:   │ 00008          │    │
│  └────────────────────────────────────────┘   │
│                          ( Cancel )  ( OK )    │
└─────────────────────────────────────────────┘
```

⚠ *If the administrator needs to setup new related codes and some of the components already exist, rather than clicking the New button and re-inputting details that already occur in the code book, the codes that already appear are simply selected first. Then the New button is clicked to display the Edit window with this code information displayed. This is useful for quickly relating two or three previously unrelated codes, or adding and relating a new Case to an already related Lawyer and Client.*

Code Books   This button allows the administrator to import a code book, when clicked it displays the following filepicker dialog;

```
┌─────────────────────────────────────────────┐
│  Please choose a Code Book:                   │
│        ▦ Desktop ▼                            │
│  ┌──────────────────────┐ ⬆   ⊂⊃ The Script  │
│  │ ⊏ The Script          │                    │
│  │ 🗀 ARA                 │     ( Eject )      │
│  │ 🗀 Base                │     ( Desktop )    │
│  │ 🗀 Custom Fields       │    ─────────────   │
│  │ 🗀 Desktop             │                    │
│  │ 🗀 Fax Image Folder    │     (  Open  )     │
│  │ 🗀 loads of fax        │                    │
│  │ 🗀 More 2              │     (  New  )      │
│  │ 🗀 Security           ⬇│                    │
│  └──────────────────────┘     ( Cancel )      │
└─────────────────────────────────────────────┘
```

This may assist in the setting up of codes books, as typing in hundreds of references and codes can be potentially time-consuming. The format for a code book is ASCII tab-delimited text. Therefore code books may be exported from databases or edited in spreadsheets prior to being imported.

The format for code books will vary according to whether related or unrelated information, or a mixture of both is required. The diagram below displays some examples of how a code book could look when opened in a spreadsheet;

Unrelated codes

Field 1		Field 2		Field 3	
Reference	Code	Reference	Code	Reference	Code
Angela Dyble	77745F				
Wendy Apps	34520K				
				Speeding	5
		Chris Beck	66289H		
Margaret Sills	12345Z	Karine Chanot	00249A	Petty Theft	1
Louise Muirhead	45672N			Sin	2
Nicola Coates	47829V	John Whitley	4443D		
		Ed Morey	22169X	Drunk & Disorderly	3

Related codes

In text format the above example would appear as below;

Unrelated Codes Angela Dyble(Tab)77745F(Tab)(Tab)(Tab)(Tab)(CR)

Wendy Apps(Tab)34520K(Tab)(Tab)(Tab)(Tab)(CR)

(Tab)(Tab)(Tab)(Tab)Speeding(Tab)5(CR)

(Tab)(Tab)Chris Beck(Tab)66289H(Tab)(Tab)(CR)

Related Codes Margaret Sills(Tab)12345Z(Tab)Karine Chanot(Tab)00249A(Tab)Petty Theft(Tab)1(CR)

Louise Muirhead(Tab)45672N(Tab)(Tab)Sin(Tab)2(CR)

Nicola Coates(Tab)47829V(Tab)John Whitley(Tab)4443D(Tab)(Tab)(CR)

(Tab)(Tab)Ed Morey(Tab)22169X(Tab)Drunk & Disorderly(Tab)3(CR)

User Input

⚠️ *This section discusses client functionality, which is also discussed in greater detail in Chapters 6 - 8.*

After Custom Fields have been enabled in the Comms-Server application, the user has the opportunity to input from within the 4-Sight Fax Print Driver if faxing a document.

This allows the user to manually input codes. In the above example the Lawyer and Client fields have been configured not to allow user based input, therefore a "From Book" message appears where the code would normally be typed. This prompts the user to access server based codes, which are displayed within the user code book and can be accessed from the 4-Link Send Message window.

⚠️ *If Custom Fields have not been enabled then the Fax Print Driver dialog and Send Message Window are truncated so as not include the additional fields for code input.*

After configuring this dialog the user clicks the Fax button and the 4-Link
Address Book is displayed. The user selects an address and the Send
Message window comes front most. This window allows the user to
manually input codes similarly to the aforementioned Fax Print Driver, but
also enables them to access their own code book (if allowed) and the server
based code book (if setup).
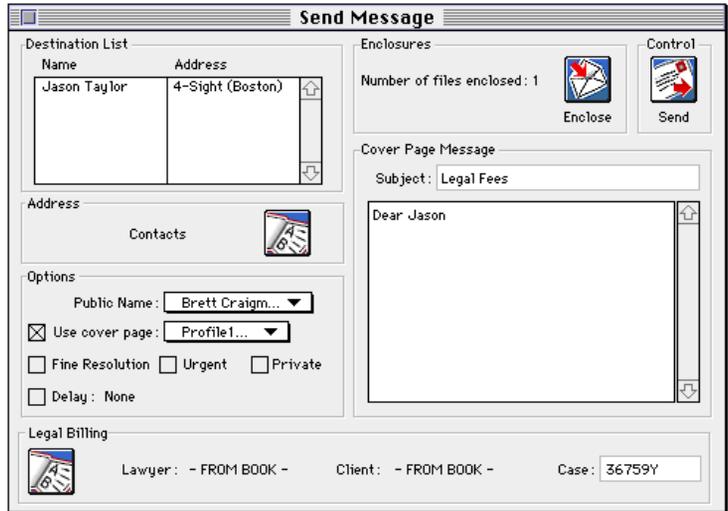
The user accesses their own code book and server based entries by clicking
the Code Book button. This displays the user code book.
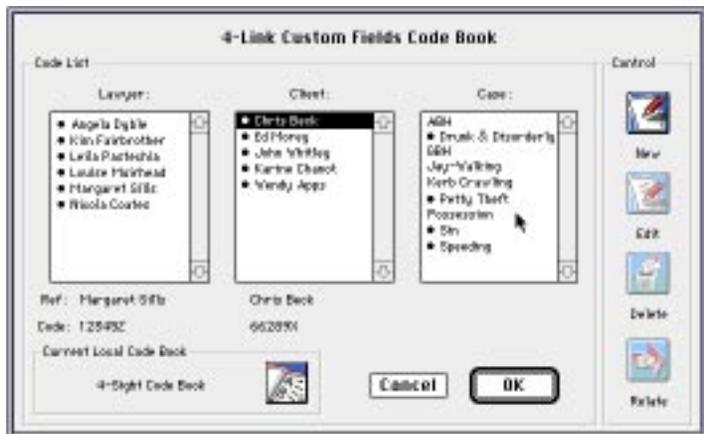
This code book interface is almost exactly the same as the Server based code book editor, bar some color iconic buttons. In addition the functionality for server and client code books is exactly the same, so please refer to the above section for more detailed information for manipulation of code books. Server based codes are prefixed with a "•". In this example the Lawyer and Client Fields must have codes inputted from the server, and therefore no local entries exist for these fields. However the Case field is enabled to allow input from the client's local code book and from server codes.

The user simply highlights the codes to be displayed on the outgoing cover page (perhaps using the Relate button to aid ease of use/input) and then clicks the OK button which redisplays the Send Message window with the codes added.
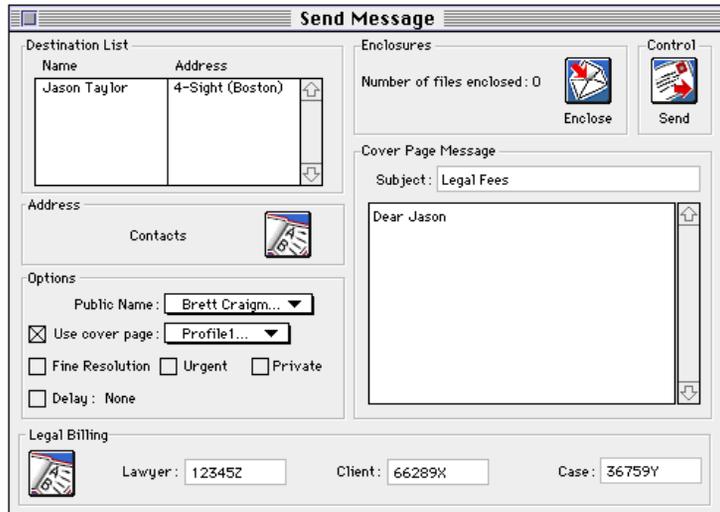
The user then simply has to write a cover page message and then click send.

> *If the user attempts to create a new code from within their own code book when Custom Fields is configured to only allow server code entries to be input then the user will only be allowed to create new codes for the fields that are not server enforced. This is true for the Edit button, and server based codes may not be deleted from user machines.*

⚠ *Whether codes are related or unrelated makes no difference to what may be selected, for instance if a user selects a lawyer and then views the code book for related items the relevant client and/ or case may not be displayed, the user simply reverts to viewing the code book in an unrelated manner and selects the relevant codes from the full field lists. To change from a related view of a particular field you need only click within the main body of the list for that field.*

⚠ *If you are using either QuickMail or Quarterdeck Mail (see Chapters 9 & 11) codes for Custom Fields may only be inputted from the 4-Sight Fax Print Driver which limits users to manual input only as opposed to using the functionality associated with server and client code books. Therefore, the Comms-Server must be configured to allow 'local Codebook.'*

Client Functionality

Client Installation and Configuration

6

CLIENT INSTALLATION AND CONFIGURATION

Before using your 4-Sight Fax system you must have the server software installed onto the fax server machine and the user software installed onto each workstation.

Installing The Fax User Software

This section details the installation of the 4-Sight Fax software on the User machine(s).

Minimum User Machine Requirements

Macintosh IIci or better, with a14 inch monitor

System 7 or later

1 MB of available Hard Disk space

Approximately 300K of available application RAM.

What's Going To Happen?

The 4-Sight Fax User software is automatically installed by using the Apple Install utility supplied on the disk.

Installation

1   Insert the disk labelled "4-Sight FAX USER".
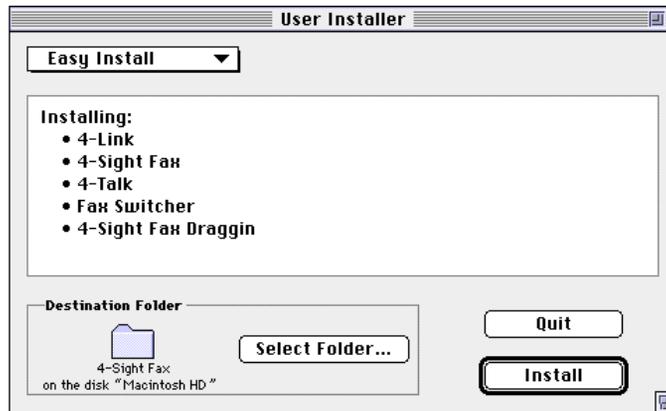

2   Double click on the Installer icon.

Installer

3   A title screen appears, click "Continue…"

By default the Easy Install dialog is selected.

```
┌══════════════════ User Installer ══════════════════┐
│                                                      ▣ │
│  ┌─Easy Install        ▼ │                            │
│                                                        │
│  ┌──────────────────────────────────────────────────┐ │
│  │ Installing:                                        │ │
│  │    • 4-Link                                        │ │
│  │    • 4-Sight Fax                                   │ │
│  │    • 4-Talk                                        │ │
│  │    • Fax Switcher                                  │ │
│  │    • 4-Sight Fax Draggin                           │ │
│  │                                                    │ │
│  └──────────────────────────────────────────────────┘ │
│  ┌─Destination Folder──────────────────┐   ┌─────────┐ │
│  │        📁                            │   │  Quit   │ │
│  │             [ Select Folder... ]     │   └─────────┘ │
│  │    4-Sight Fax                       │   ╔═════════╗ │
│  │ on the disk "Macintosh HD"           │   ║ Install ║ │
│  └──────────────────────────────────────┘   ╚═════════╝ │
│                                                       ▣ │
└────────────────────────────────────────────────────────┘
```

⚠️   *If you want to change the location where the software is to be installed click the Select Folder button. Choose the new location from the displayed dialog box. You can navigate to a different disk if required.*

4   Click the Install button.

The installer program will perform all the necessary installation of 4-Sight Fax files for you. A dialog tracks its progress. You will be asked to insert the "Extras" disk part way through the installation.

5   When the installation is complete, you are prompted to restart the Macintosh.

What Files Are Installed?

4-Link is the message handling Desk Accessory (DA). It allows you to view the Fax Server queue window and to create, edit and address messages. This DA is installed directly into the System folder.

4-Sight Fax Print Driver is a Chooser-based print driver that converts documents into fax format that the Server can transmit. This file is placed into the Extensions folder.

It is not compatible with QuickDraw GX, so this must be disabled.

Fax Switcher control panel for user definable selection of the 4-Sight Fax Print driver. It also enables/disables the FAX Finder menu option, and should be placed into the control panels folder.

4-Talk extension file is the network protocol used to communicate with Comms-Server. This file is loaded at startup and is placed into the Extensions folder.

4-Background is an extension that allows integration between the 4-Link DA viewer, several OCR programs and Fax Switcher.

4SFax Administrator is a system extension which enables the administrator, or users with administrator privileges to access and configure users and groups on the server either whilst at the server machine or remotely from a user's machine. This must be kept in the Extensions Folder.

The Fax Draggin has drag and drop faxing capabilities. The icon is created during installation and is located on your hard drive. You can make aliases of the file anywhere.

User Configuration

When you have installed 4-Link, it will need to be configured before you use it for the first time. Before this can be done the administrator must have first setup users (and groups if required). Please see Chapter 3 - Security.

Selecting A Server

1   Select 4-Link from the Apple menu, or the Fax Switcher menu.

As you have not previously communicated with the fax server you will need to inform 4-Link of its location on the network. The following dialog is displayed:
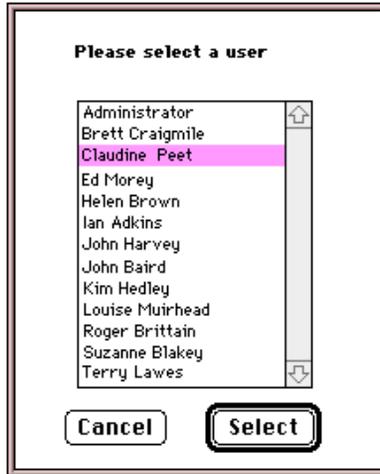
Select a Server:

Fax Server
Sales Fax & ISDN Server

Appletalk Zones:

Admin Bournemouth
Admin LocalTalk
Forbidden Zone
Gamma Quadrant
Neutral Zone

[Cancel]   [OK]

2   Select the Server you are going to fax through by clicking on its name in the list and then clicking OK. Double clicking the name also works.

⚠ *If the window appears without any servers listed, this indicates that your network server is not currently active and faxing cannot continue.*

For a Server to be "active" means that Comms-Server is currently running and it is configured to allow 4-Link access. Ask your network administrator to check if your Server has 4-Link access activated. Specific information regarding this option can be found under 4-Link Access in the Server Configuration section.

Logging In...   Once the server has been selected the user is then presented with the following dialog, allowing the user to select their login name from the server;

Please select a user

Administrator
Brett Craigmile
Claudine Peet
Ed Morey
Helen Brown
Ian Adkins
John Harvey
John Baird
Kim Hedley
Louise Muirhead
Roger Brittain
Suzanne Blakey
Terry Lawes

[Cancel] [**Select**]

From the name list dialog the user highlights their name and clicks Select

> ⚠ *If a users name does not appear in the name list dialog the administrator, or a user with administrator privileges must add to or edit the user list (See Chapter 3- Security).*
>
> *If you did not get this dialog, please select "4-Link" from the Apple Menu. The user should then be presented with the dialog on the next page. By pressing the "Name…" button the user sill get the above dialog where it is possible to select the user name.*

After selecting the login name the user is presented with the login dialog

It is possible to select an alternative login name by clicking the name button. In multi-server environments it is also possible to select a different server by clicking the Currently Selected Server button, it displays the aforementioned Message Server Selection Dialog. The user may then enter a password (if configured by the administrator) to access 4-Link. If no password is required or the correct password is entered then the 4-Link DA window is displayed.
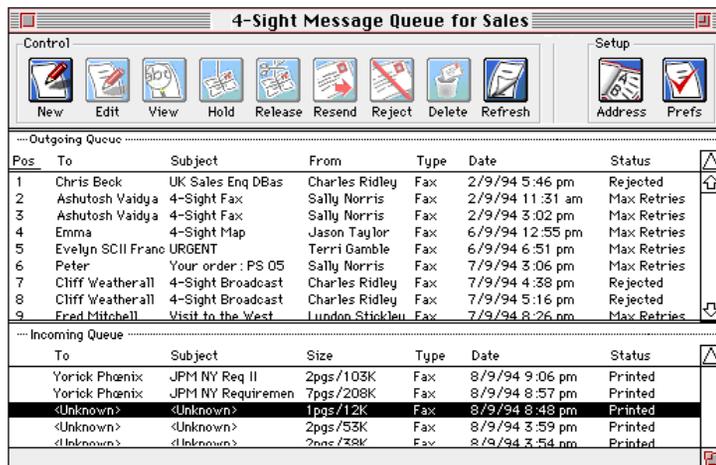
4-LINK USER PREFERENCES

To configure 4-Link please follow these instructions;

Before using the 4-Link DA to send and receive messages, you must configure its operation with 4-Link Preferences. There are two ways in which you can access the user preferences. These are

1   From the 4-Link menu item.

```
4-Link
  About 4-Link...

  Security Setup...

  New...            ⌘N
  Open...           ⌘O
  Close             ⌘W
  Save              ⌘S
  Save As...

  Edit...           ⌘E
  View...           ⌘I
  Refresh           ⌘R
  Address Book...   ⌘B
  Preferences...    ⌘F
  Select All        ⌘A
  Logout            ⌘L

  Page Setup...
  Print...          ⌘P

  Quit              ⌘Q
```

2   From the 4-Link Prefs button, in the 4-Link DA.

When either or these two options are selected, you will be presented with the User Preferences dialog.

This dialog enables users to be able to configure various options. These options are available from the drop down menu, at the top of the dialog, which alter the options within the dialog. The various Preferences are as follows;

- **Server Prefs -** comprising Connection Method, Server selection and Queue Display Options.

- **Name Prefs -** comprising Login Name, Password, Alias and Public Name.

- **Notification Prefs -** comprising Outgoing, Incoming and Method.

- **Startup Prefs -** comprising startup options and Public Name.

Each of these options will now be explained in detail.

Server Prefs
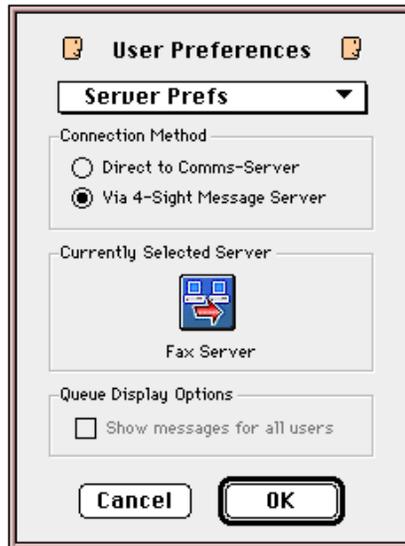
Connection Method The default for this option is "Via 4-Sight Message Server." Direct to Comms-Server may be used only when 4-Link and Comms-Server are resident on the same machine.

Currently Selected Server If you wish to change the server to which you are connected, click this button, and the server picker will be displayed;

Select a Message Server:

> Suzanne Blakey 7100
> Sales Fax & ISDN Server
> Fax Server

Appletalk Zones:

> **Admin Bournemouth**
> Admin LocalTalk
> Forbidden Zone
> Gamma Quadrant
> Neutral Zone

[Cancel]   [OK]

If you are using a direct connection to Comms-Server, then this option will
not be available and the button will be grayed.

Queue Display Options   This checkbox determines whether users view just their own items in the
outgoing and incoming queues or whether all queue items are displayed.
The network administrator may configure the availability of this privilege for
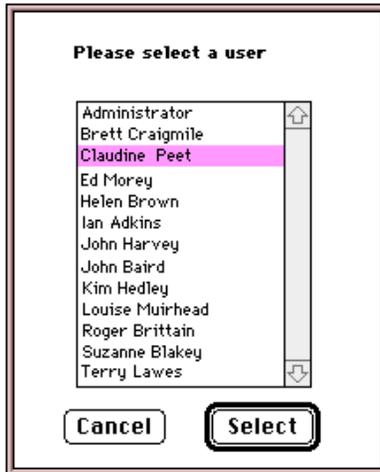individual users under the Security Setup option.

Name Preferences

```
┌─────────────────────────────────────┐
│   🗋   User Preferences   🗋          │
│   ┌─────────────────────────────┐    │
│   │   Name Prefs           ▼    │    │
│   └─────────────────────────────┘    │
│  ┌ Login Name ──────────────────┐    │
│  │ ┌──────────┐                  │    │
│  │ │ Login... │  Dave Kitson     │    │
│  │ └──────────┘                  │    │
│  └──────────────────────────────┘    │
│  ┌ Password ────────────────────┐    │
│  │ ┌────────────────────────┐   │    │
│  │ │ Change Password...     │   │    │
│  │ └────────────────────────┘   │    │
│  └──────────────────────────────┘    │
│  ┌ Alias ───────────────────────┐    │
│  │ ┌────────────────────────┐   │    │
│  │ │ Product Specialist     │   │    │
│  │ └────────────────────────┘   │    │
│  └──────────────────────────────┘    │
│  ┌ Public Name ─────────────────┐    │
│  │ ┌──────────────────────┐ ┌─┐ │    │
│  │ │ ● Dave Kitson        │ │▼│ │    │
│  │ │   Product Specialist │ └─┘ │    │
│  │ └──────────────────────┘     │    │
│  └──────────────────────────────┘    │
│   ┌──────────┐  ┌──────────────┐     │
│   │ Cancel   │  │     OK       │     │
│   └──────────┘  └──────────────┘     │
└─────────────────────────────────────┘
```

The user name, which is assigned to each user is shown to the right of the
name button. If it is necessary for you to alter your login name click on the
login button and the user login dialog appears.

To select the user name that you require, click the name button once more.
The name selection dialog appears which allows you to select the
appropriate name.

Login Name   On clicking the Name button, users are presented with the Name Picker dialog;

Please select a user

```
Administrator
Brett Craigmile
Claudine Peet
Ed Morey
Helen Brown
Ian Adkins
John Harvey
John Baird
Kim Hedley
Louise Muirhead
Roger Brittain
Suzanne Blakey
Terry Lawes
```

[Cancel] [**Select**]

After selecting the desired Login name the user is presented with the Login dialog;

Please login to your 4-Sight FAX Server...

User Details

[Name...] Claudine Peet

Password: [   ]

Currently Selected Server

Claudine Peet 7100@Admin Bournemo...

[Cancel] [**Login**]

The selected name is displayed, and the user is prompted to input a password, if required. The user may also change their server connection.

The user confirms their entries by clicking the Login button.

⚠️ **If, by accident you enter the wrong password, you will be presented with the following dialog. Click OK to re-enter the correct password.**

> ⚠️ Sorry – the username or password you have entered is incorrect. Please try again.
>
> [**OK**]
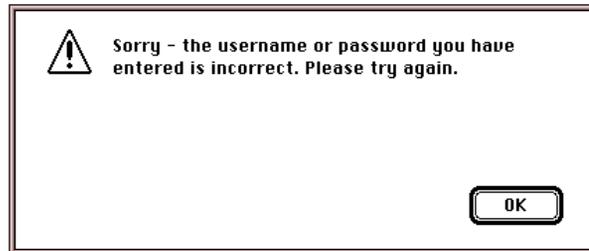
Password   Clicking the Change Password button displays the following dialog;

> **Change Password**
>
> Old Password: [   ]
>
> New Password: [   ]
>
> Double Check: [   ]
>
> [Cancel]   [**OK**]

This enables the user to alter the password assigned to them by the network administrator.

Alias   This option allows users to type in an alternative name to appear on outgoing faxes. The network administrator may configure the availability of this privilege for individual users under the Security Setup option.

Public Name   This drop down menu becomes enabled if a user has more than one name (i.e. Login Name, Alias and Group Name). The user may select which name they want to use for outgoing faxes by using the drop-down menu. This is also selectable from the 4-Link Send Message Window.

Notification Preferences

Outgoing

My Activity   If selected, the user will be notified when a message sent by them is successfully transmitted or when it reaches the maximum number of retries.

General Activity   If selected, the user will be notified when any item in the outgoing queue is transmitted or reaches the maximum number of retries. This option is only available if a user has full queue access privileges, configured by the network administrator under Security Setup.

Incoming

My Activity   If selected, the user will be notified when an item in the incoming queue is forwarded for their attention.

General Activity   If selected, the user will be notified when any item is received into the incoming queue. This option is only available if a user has full queue access privileges, configured by the network administrator under Security Setup.

Personal Fax Number   If Automated Inbound Routing is active the users Personal Fax Number suffix is displayed.

Method   This specifies how users wish to be notified of messages in the Message Queue.

Chime   If selected, a distinctive audible alert will sound when there is an item in either queue for your attention.

Flashing Icon   If selected, the Apple Menu icon will alternately flash with the 4-Link notification symbol.

Note Window   If selected, a dialog is displayed indicating an item for your attention has arrived (either a report back from the server on the progress of an outgoing fax or that an incoming fax has arrived). The default setting is for all three options to be selected.

Startup Preferences
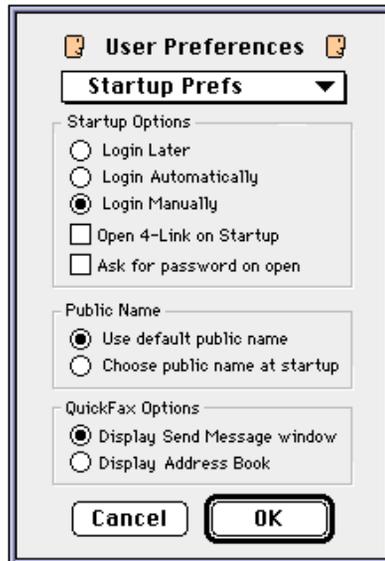
Startup Options

Login Later   When selected, the user is not logged in at startup. The user will be prompted to login when they try to access the fax server.

Login Automatically   When selected, the user is automatically logged in at startup. The first time the user logs in, they will have to enter their correct password. After the system has been used once, the user does not have to login each time. To use this facility the user must have this privilege enabled, by the network administrator.

Login Manually   When selected, the user is presented with the 4-Sight Fax login dialog, upon machine startup.

Open 4-Link On startup   If either Login Automatically or Login Manually are selected, checking this box opens the 4-Link DA after startup login. This could be useful, for example if the user wants to see the status of the queues immediately after starting their machine. However, if Login Later is enabled "Open 4-Link on Startup" will be grayed.

Ask For Password On Open   When checked, if a user is logged in, but not currently accessing any fax functionality, when any of the client functionality is.

Users may be logged in without any fax client functionality active. When this box is checked, if any feature of 4-Link is selected, the user is prompted by the Login dialog before they can access any functionality.

Public Name

Use Default Public Name   These radio buttons are only available to users who are privileged to have multiple names (Login, Alias and Group).

When selected, the user is not prompted to choose a public name at startup because the default public name from user preferences is automatically selected.

Choose Public Name At startup   If this option is selected the user will be prompted to choose their public name on startup.

QuickFax Options

Display Send Message Window   When using QuickFax choosing this option displays only the Send Message window and allows users to input recipient details on the fly.

Display Address Book   When using QuickFax, choosing this option displays the Send Message window, but automatically opens the Address Book for selection of an existing address.

Logging Out

To logout, go to the 4-Link menu and select Logout.

```
┌─────────────────────────┐
│ 4-Link                  │
├─────────────────────────┤
│  About 4-Link...        │
│                         │
│  Security Setup...      │
│                         │
│  New...           ⌘N    │
│  Open...          ⌘O    │
│  Close            ⌘W    │
│  Save             ⌘S    │
│  Save As...             │
│                         │
│  Edit...          ⌘E    │
│  View...          ⌘I    │
│  Refresh          ⌘R    │
│  Address Book...  ⌘B    │
│  Preferences...   ⌘F    │
│  Select All       ⌘A    │
│  Logout           ⌘L    │
│                         │
│  Page Setup...          │
│  Print...         ⌘P    │
│                         │
│  Quit             ⌘Q    │
└─────────────────────────┘
```

> ⚠ **When a user logs out they will NOT receive any notification messages.**

FAX SWITCHER CONFIGURATION

Fax Switcher is a control panel associated with the FAX Print Driver, allowing you to configure how it is invoked (amongst other things). The Fax Switcher control panel may be accessed under the Fax Switcher menu (next to finder), or from the Control panel under the Apple Menu. Once selected the Fax Switcher window is displayed.
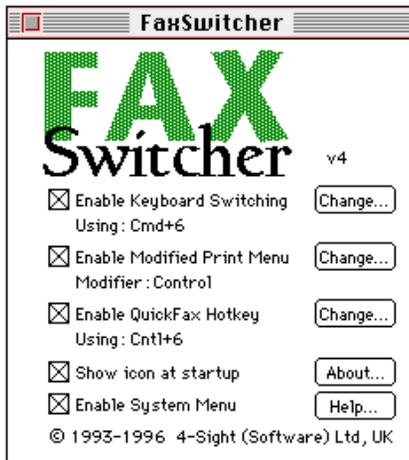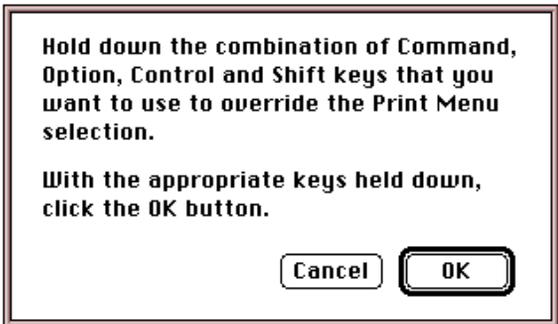

Enabling the check boxes turns the specific feature on or off. If you wish to alter the displayed setting, click the "Change" button.

Keyboard Switching
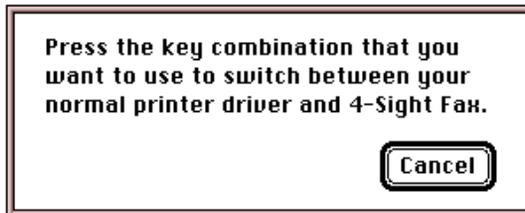
This allows you to define a keystroke which switches between your normal printer driver and the 4-Sight Fax printer driver. This defaults to COMMAND-6.

Modified Print Menu

> **Hold down the combination of Command, Option, Control and Shift keys that you want to use to override the Print Menu selection.**
>
> **With the appropriate keys held down, click the OK button.**
>
> [Cancel]   [OK]

This defines the modifier key used to alter the "Print" and "Page Setup" commands in the File menu into "Fax" and "Fax Setup."

> ⚠ **This defaults to the "Option" key, but within some applications this is already reserved for other operations & the "Fax" command is not displayed. If this is the case, specify another modifier key.**

QuickFax Hotkey   This determines the keystroke used to open a new QuickFax window.

> **Press the key combination that you want to use to open the QuickFax message window.**
>
> [Cancel]
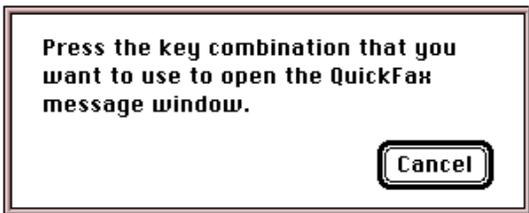
Show Icon At Startup   Self explanatory.

Enable System Menu   This selects whether the 4-Sight Fax system menu is displayed or not.

QuickFax
4-Link

FaxSwitcher
4-Sight Fax
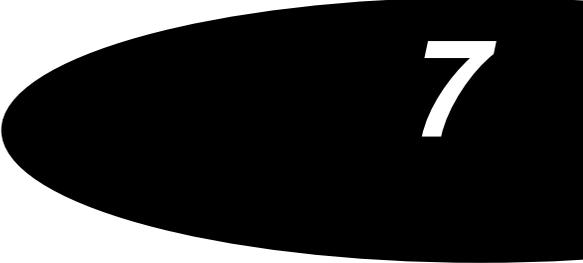
Sending A Fax   7

SENDING A FAX

File Formats

4-Sight Fax sends documents to the fax modem that have been converted into a 4-Sight proprietary fax format. It can also send plain text, MacPaint bitmapped graphics and standard PICT documents without conversion. However, other application-specific formats must be converted.

To convert an application's document format (eg.a ClarisWorks file) into one that 4-Sight Fax can send, you simply "print" the document using the Fax print driver. This converts the file format and allows you to send the document directly or save it to disk for later transmission (either alone or in conjunction with a number of messages and documents that together form an "enclosure").

4-Sight Fax format file

Message Conduits

Once converted, there are two message conduits through which the document(s) may be addressed and sent to the fax modem.

The standard addressing conduit is the supplied 4-Link desk accessory and its associated functionality; including QuickFax and the fax Draggin, 4-Link which allows you to bundle into an "enclosure" and a number of pre-formatted documents along with a text message and selected cover page. It includes address books for storing frequently used fax addresses and allows faxing of the enclosures to multiple locations. (Fax Draggin is an alternative method, please see page 10).

The second method allows you to send documents and enclosures through your standard Quarterdeck Mail (which was previously known as Microsoft Mail) or CE QuickMail E-Mail messaging system. For information on QD Mail Integration please refer to Chapter 10 and Chapter 12.

Creating A Fax From An Application Document

As each application has its own proprietary file format, it would be impossible for the 4-Sight Fax system to be up-to-date with all the applications on the market. The 4-Sight Fax system takes advantage of the common printing interface provided by Apple to all applications to capture their output in a format suitable for fax transmission.

There are two steps to creating a fax document from within your application:

1   Hold down the 4-Sight Fax modifier key (as specified in the Fax Switcher control panel - defaults to the "Option" key), choose "Fax Setup..." from the File menu and verify the page settings.

standard file menu   modified file menu

File		File	
New...	⌘N	New...	⌘N
Open...	⌘O	Open...	⌘O
Close		Close	
Save	⌘S	Save	⌘S
Save as...		Save as...	
Place...	⌘D	Place...	⌘D
Links...	⌘=	Links...	⌘=
Book...		Book...	
Preferences...		Preferences...	
Print Setup...		Fax Setup...	
Print...	⌘P	Fax...	⌘P
Quit	⌘Q	Quit	⌘Q

print commands   fax commands

2   Hold down the 4-Sight Fax modifier key and choose "Fax..." from the File menu.

> ⚠ *It is assumed that the document you wish to fax is complete and ready for transmission and that it has been saved (always a sensible precaution).*

> ⚠ *If the option key does not change the menu, or an unexpected result occurs it is probably because the application you are using is already making special use of the Option key. Use 'Fax Switcher' to select an alternative "hot key."*

Page Setup   If you were previously using a printer other than the LaserWriter, hold down the 4-Sight Fax modifier key and select "Fax Setup..." from the File menu. This window allows you to alter the page setup or confirm the default settings by clicking OK.
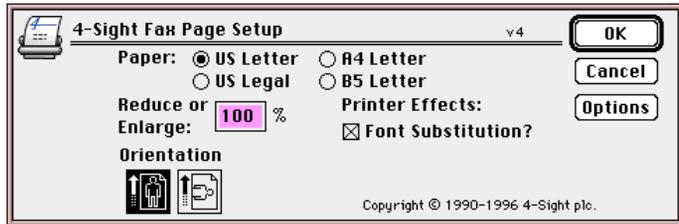
The Page Setup dialog box may not accurately match the one illustrated as some applications offer extra facilities. The features shown appear with most applications.

Paper   Click the button that matches the paper size you wish to use. These paper sizes emulate the LaserWriter paper sizes exactly. N.B. With Laserwriter 7 it is not possible to print more on an A4 page with LW8. Unfortunately, the fax driver does not fax this size.

4-Sight Fax does not support A3 faxing.

Orientation   This feature is compatible with the standard LaserWriter settings.

Documents with 'mixed' orientation cannot be faxed separately, or combined after saving separated pages as a fax enclosure first.

Reduce or Enlarge   Type any percentage of reduction or enlargement from 25% to 400%. Your output is automatically scaled to that size. This feature is compatible with the standard LaserWriter settings.

Font Substitution   This option converts the Macintosh fonts Geneva, New York and Monaco to the LaserWriter fonts Helvetica, Times and Courier. Word spacing will be affected by substitution and better results will be achieved by using LaserWriter fonts directly.

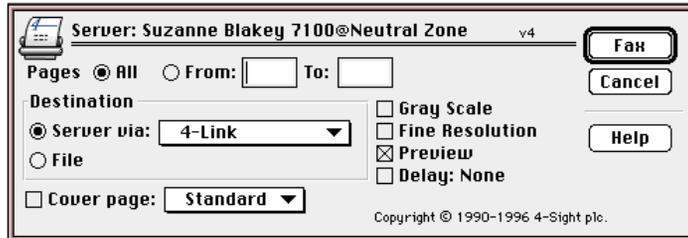**Options** This button displays another useful feature:

```
┌─────────────────────────────────────────────────────────────┐
│  ⬚ 4-Sight Fax Options                    v 4    ┌──  OK  ──┐ │
│                                                  │  Cancel  │ │
│        ┌─────────┐   ⊠ Larger Print Area        └──────────┘ │
│        │    ⬚    │                                           │
│        │  ⬚      │                                           │
│        └─────────┘                                           │
│                              Copyright © 1990-1996 4-Sight plc. │
└─────────────────────────────────────────────────────────────┘
```
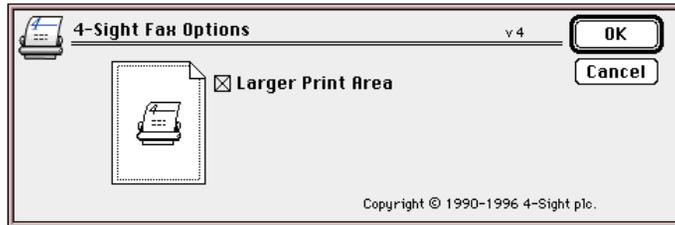
Larger Print Area This has the same function as the equivalent LaserWriter option and allows you to print closer to the edge of the paper.

Printing Your Fax Now that the page setup has been configured, the document can be converted, saved in fax format and sent to the fax server.

Hold down the 4-Sight Fax modifier key and choose "Fax..." from the File menu and the print dialog box is displayed.

This dialog allows you to set the print specifications:

```
┌─────────────────────────────────────────────────────────────┐
│  ⬚ Server: Suzanne Blakey 7100@Neutral Zone   v4  ┌─ Fax ─┐ │
│  Pages ◉ All  ○ From: │     │  To: │         │    │ Cancel │ │
│  ┌─Destination──────────────┐  ☐ Gray Scale     └────────┘ │
│  │ ◉ Server via: │ 4-Link ▼ │  ☐ Fine Resolution ┌─ Help ─┐│
│  │ ○ File                   │  ⊠ Preview         └────────┘│
│  └──────────────────────────┘  ☐ Delay: None              │
│  ☐ Cover page: │ Standard ▼ │  Copyright © 1990-1996 4-Sight plc. │
└─────────────────────────────────────────────────────────────┘
```

The Print dialog box may not accurately match the one illustrated as some applications offer extra facilities. The features shown appear with most applications.

Pages Allows you to specify a range of pages to convert. Select the "From:" box by clicking it and then type the number of the first page to be converted. Press the Tab key to move to the "To:" box and then type the number of the last page to be converted. To convert a single page, type the same page number in both boxes. To convert all pages of a document, click on the "All" radio button.

Destination Specifies how the file is processed:

File   allows you to save the document to disk, in fax format so that it can be sent later or combined with other documents. You will be prompted for a name to save the output fax file.

Server via 4-Link   allows you to send the document in fax format using the 4-Link desk accessory.

> ⚠ *If the 4-Link option is grayed out, either the Server is not currently active or selected, or 4-Link has not been granted access to the Server. Refer to Server Connection in the Configuration section.*

Server via QuickMail   (Optional - only appears if installed). Allows you to send the fax using the standard CE QuickMail addressing facility. See Chapter 10.

Server via Quarterdeck Mail   (Optional - only appears if installed). Allows you to send the fax using the standard Quarterdeck Mail addressing facility. See Chapter 12.

Cover Page   This pop-up menu allows you to choose a cover page that will be sent with your fax. The checkbox determines whether a cover page is used or not. Each cover page is assigned a name at the Server. The process of creating and assigning covers is carried out by the network administrator.

Grayscale   If you are faxing a color or grayscale document, then select this option. The server will then image this file as a grayscale fax. The advantage of this is that image quality of the final fax is much better. However, grayscale faxes will take longer to image and transmit.

> ⚠ *If the network administrator has not enabled the grayscale feature of the server, then jobs marked as grayscale by the user will of course be imaged as black and white.*

The effect of using grayscale is illustrated below:

document imaged

as B&W

document imaged

as 256 grays.

Fine Resolution   This increases the definition and quality of the fax being transmitted. Standard faxes are transmitted at 200 x 100 dpi resolution. Fine faxes are transmitted at 200 x 200 dpi.

This checkbox should be clicked if you are sending small text or graphics and also if you are using the Gray Scale option. A fax will take twice as long to send in Fine mode.

It is advisable to use Fine when sending landscape faxes.

Preview   When this option is checked, an on-screen preview of your document (as it will appear on the fax) is displayed before it is sent to the fax machine.
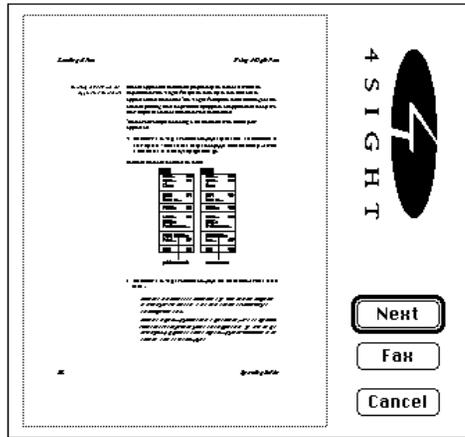
The "Next" button allows you to view the following page(s) in a multi-page document. You can cancel the fax while you are previewing it by clicking on the "Cancel" button. You can turn the preview off and continue with the printing of the fax by clicking the "Fax" button.

When the mouse pointer is moved over the preview area it turns into a magnifying glass icon. If you click the mouse, the preview window will show the appropriate part of the page at full resolution. If you click again, the whole page will be previewed again. If you click and drag, you can scroll around your page at full resolution.

Delay   By default, a fax is transmitted as soon as possible. If you wish your fax to be transmitted at another time of day, eg., to avoid peak period phone rates, click on the "Delay" checkbox. The current date and time are then displayed.

⊠ **Delay:** 12/01/91 **15**:12:42 ⬍

To set the time that you wish the delayed fax sent, click on the value you want to change and enter a new value using the keyboard or click on the up and down arrows to the right. The value that you specify will be the earliest time that your fax will be transmitted. If you do not want to delay the fax, make sure that the checkbox is unchecked - the text will display the word NONE.

⚠ *Please ensure that the client and server machines have the same system time set.*

Custom Fields   For information on custom fields please see Chapter 5).

Help   Displays a description of the Print dialog features.

⚠ *The "Cover Page, Grayscale. Fine Resolution and Delay" functions may all be set within the 4-Link Send Message window. However, this functionality is configurable from within the 4-Sight Fax Print Driver as well because it is not available from the E-Mail that may be integrated with 4-Sight Fax.*

When you have completed filling out the Print dialog, you can click on the OK button or press the RETURN key to start the imaging of your fax.

If "Preview" was checked, a preview window will appear (as shown on the previous page). When you have finished previewing the document, click the "Fax..." button.

After a few moments the appropriate addressing window will be displayed (either 4-Link, QuickMail or Quarterdeck Mail).

Users selecting 4-Link, refer to the discussion of "Faxing via the 4-Link DA "in the following pages.

Users selecting QuickMail, refer to the discussion of "Faxing via QuickMail" in Chapter 10.

Users selecting Quarterdeck Mail, refer to the discussion of "Faxing via Quarterdeck Mail " in Chapter 12.

THE 4-SIGHT FAX DRAGGIN

4-Sight Fax provides an easy to user drag and drop faxing utility called the Fax Draggin. It enables users to complete the above set of tasks (i.e. Creating a fax on application documents) by simply dragging application documents to the Fax Draggin icon. Before continuing with the "faxing via the 4-Link DA" section, this useful utility is discussed.

The 4-Sight Fax Draggin icon created during installation is located on your hard drive. You can make aliases of the file anywhere.

Configuring The Fax Draggin

1   **Double click the 4-Sight Fax Draggin icon.**

2   **Select Always show configuration first to display this dialog every time you use the Fax Draggin.**

3   **Select Always show print dialog to display the selected applications print dialog box before creating the fax.**

> *Some applications require this option to be set for faxing to operate correctly.*

4   **Select a destination**

- **4-Link -** Automatically creates the fax and encloses it before displaying the 4-Link Address dialog.

- **Quarterdeck Mail -** Automatically creates the fax and encloses it before displaying the Quarterdeck Mail Address dialog**.**

- **QuickMail -** Automatically create the fax and encloses it before displaying the QuickMail Address dialog.

- **File -** Automatically creates the fax and displays the standard Macintosh Save File dialog to name your file.

5   Select Cover page and choose a selection from the pop-up menu.

6   Select Grayscale if you are using fax color or grayscale documents.

7   Select Fine Resolution, to increase the resolution of the fax from 200 x 100 dpi to 200 x 200 dpi (advisable if sending small text or graphics).

8   Select Preview to display a preview of the fax before it is sent.

9   Click OK.

Using The Fax Draggin

The Fax Draggin can send many types of files. If the application used to create the document is not running, Fax Draggin automatically launches the program and prints the file in the appropriate fax format. The application quits and depending on your configuration you see either the 4-Link Address Book, QuickMail's Address dialog, Quarterdeck Mail's Address dialog or the Save File dialog. The Fax Draggin also accepts previously created fax documents.

To send a fax using the Fax Draggin;

1   Select the desired file.

2   Drag the file on top of the Fax Draggin.

3   Select the address.

4   Click Send.

QuickDraw GX And The Fax Draggin

The Fax Draggin is capable of sending Apple Portable Digital Document (PDD) files created by QuickDraw GX.

1 **Select the desired file.**

2 **Generate a PDD file using the PDD Maker Driver.**

3 **Drag the PDD file on top of the FAX Draggin.**

4 **Click Send.**

Faxing A Message Via The 4-Link DA

To send a fax that has been previously saved to disk, open 4-Link by choosing the 4-Link desk accessory from the Apple menu, or from the Fax Switcher menu.

If you are faxing from within an application or are using the FAX Draggin and have chosen 4-Link as the conduit, the 4-Link message window will automatically appear after clicking "Fax" in the Print dialog. The New Message window is displayed.
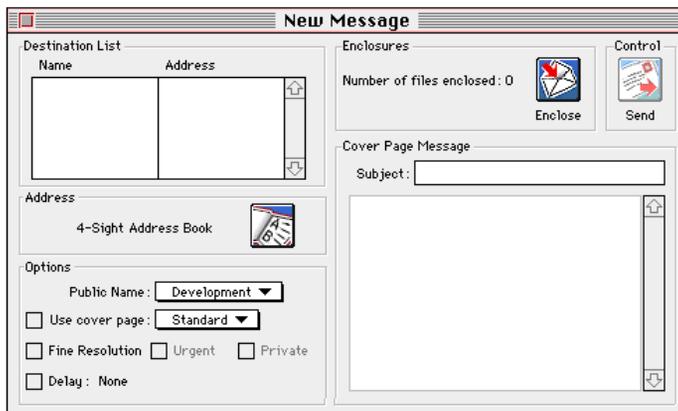
The New Message window allows you to;

- **select a cover page for transmission.**

- **add text describing the fax, including a title and enter addressing information.**

- **add a title or subject of the fax, along with the text entered into this window will automatically be placed on your cover page.**

- **specify the resolution of the fax (standard or fine).**

- **the time you wish the fax to be sent, for example if delayed, and to set its priority at the Server.**

- **select a public name (if you have privileges).**

- **select a private fax (if you have privileges).**

- **select urgent fax (if you have privileges).**

- **For information on custom fields please see Chapter 5).**

Subject   This field automatically defaults to the name of the document you are printing (if you are faxing from within an application) although it is editable by selecting the existing text and typing over it. The subject entered here will appear on the selected cover page as the title of the fax document.

Comment Text   The large text window at the centre of the screen allows you to enter a description of the fax or a personal message to be included as a cover letter. The entered text will appear on the selected cover page.

⚠️ *If you are running Apple System 7.5, both of the above text fields are "drag aware." This means that if you have a piece of text within another "drag aware" application - such as Simple Text or a desktop Clippings file, it is possible to drag that text into the comment text or subject windows.*

Enclosures   With the enclosures button it is possible to attach other documents that have been previously saved to disk to the document currently being faxed.

If you are faxing from within an application or using the FAX Draggin, you will notice that there is already one enclosure - this is the document you have just converted from the application.

⚠️ *It is possible to enclose TEXT, PAINT, and PICT files without them having to be converted.*

The enclosure window is displayed:

```
┌──────────────────────────────────────────────────────┐
│ Select documents to enclose:                          │
│   📁 Reports Folder ▼                                  │
│  ┌──────────────────────┐⇧    ⊂⊃ Admin Server         │
│  │ 🗋 Australia          │                             │
│  │ 🗋 European           │    Current file size: 45K   │
│  │ 🗋 Far East           │    ┌────────┐  ┌────────┐   │
│  │ 🗋 USA                │    │  Add   │  │ Eject  │   │
│  │                      │    └────────┘  └────────┘   │
│  │                      │    ┌────────┐  ┌────────┐   │
│  │                      │    │  Open  │  │Desktop │   │
│  │                      │⇩   └────────┘  └────────┘   │
│  └──────────────────────┘    ┌────────┐  ┌────────┐   │
│  Items enclosed:             │  Done  │  │ Cancel │   │
│  ┌──────────────────────┐⇧   └────────┘  └────────┘   │
│  │ 🗋 United Kingdom     │    _____               │
│  │                      │    1 file                    │
│  │                      │    56K to be enclosed         │
│  │                      │⇩   ┌──────────┐              │
│  └──────────────────────┘    │  Remove  │              │
│                              └──────────┘              │
└──────────────────────────────────────────────────────┘
```
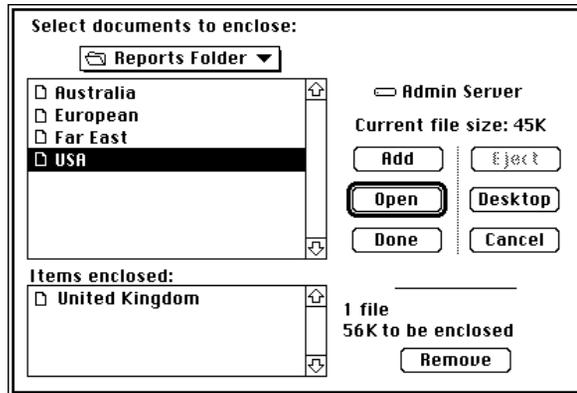
Select the files to be enclosed (there is no limit to the number allowed) just as you would select files to open an application. Files will be faxed in the order that they appear in this list. The "Remove" button allows you to edit the list.

Click "Done" when the list is complete.

The display changes to reflect the number of enclosures selected.

⚠️ *If you are running apple System 7.5, then the "Enclosures" button is "drag aware." This means that when the "New Message" window is open on the desktop, it is possible to drag in supported file types to be enclosed with this fax, from the Finder.*

Cover Page   This pop-up menu allows you to specify the cover page format you require (this overrides the selection made in the print dialog), 4-Sight Fax allows up to 14 different cover page designs. Covers pages are assigned and set up by the network administrator. Choose the Profile you desire.

Urgent   If this box is checked, the fax will be processed ahead of standard priority faxes (if the user has the relevant privilege).

Fine   Allows you to choose the resolution of the fax. If Fine is not checked, documents are sent in Standard resolution (200 x 100 dpi). If Fine is checked, the fax will be sent at 200 x 200 dpi. Fine resolution is recommended for Landscape, Gray Scale or small text documents.

Delay   Allows you to specify when you want the fax sent. If this checkbox is not selected, the fax will be sent as soon as possible. When checked, the current day and time are displayed. All items in this time/date display are editable in the same way you set the clock on the Macintosh with the General control panel.

To change any item, click on the item and enter the desired number or use the displayed up/down arrows to change that shown.

The final date/time shown will be when the document will be processed at the Server. The fax data is sent immediately to the Server. It is not necessary for a user on a network to be active or on-line for a delayed fax to be processed.

Address   The address button takes you to the address book, from where you can address the fax as required. The address window (to the left of the address button) displays the list of selected recipients. To edit this list, you must use the Address button.

Public Name   Allows a user to specify what name they want to appear on an out going fax (if the user has the relevant privilege).

Custom Fields   For information please see Chapter 5.

The 4-Link Address Book

The 4-Link address book allows you to build up your own list of frequently used addresses, to which faxes may be sent. You can maintain any number of address books. Addresses can be imported from external sources such as word processing and database applications.

After clicking the "Address" button in the Message Send window, the
Address Book window is displayed;
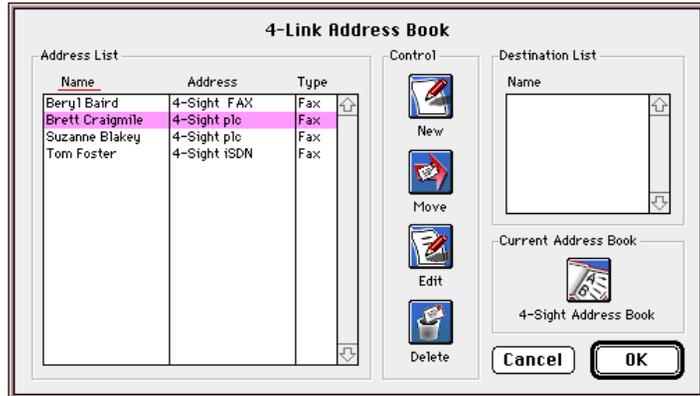
The window displays two lists. The left hand list is the address book itself.
The right hand list contains the destination addresses selected from the
address book for the current fax.

Addresses may be added, deleted or edited in both lists by clicking the New,
Move, Edit or Delete buttons.

Creating A New Address Entry   To create a new entry, click the New button and the edit dialog box is displayed:

```
┌─────────────────────────────────────────┐
│ ┌─ Recipient's Details ────────────────┐ │
│ │      Name: │                       │ │ │
│ │                                      │ │
│ │   Address: ┌───────────────────────┐ │ │
│ │            │                       │ │ │
│ │            │                       │ │ │
│ │            │                       │ │ │
│ │            └───────────────────────┘ │ │
│ │                                      │ │
│ │    Number: ┌───────────────────────┐ │ │
│ │            └───────────────────────┘ │ │
│ │      Type: │ Fax    ▼ │             │ │
│ └──────────────────────────────────────┘ │
│              ┌──────────┐  ┌──────────┐   │
│              │  Cancel  │  │   OK     │   │
│              └──────────┘  └──────────┘   │
└─────────────────────────────────────────┘
```

The edit dialog has fields for name, number and address. Use the "Tab" key to move from field to field in order to edit the text. Use the "OK" or "Cancel" buttons to indicate that the changes should be saved or ignored.

Editing An Address Entry   Entries may be edited by selecting the entry in the list and clicking on the Edit button. The edit dialog is displayed. For information on using the edit dialog, please refer to Creating a New Entry on the previous page.

Searching For Entries   Address entries can be selected in the active list by either moving up and down the list with the cursor keys or by soft-keying a name to search for. For example, to find names starting with "G" type G and the first match in the list would be highlighted. The search and sort order in the lists are case independent. The address list contains three search columns (name, address and type). The active column is indicated by an underlined title bar.

Selecting An Address Entry   To copy an address from the address list to the destination list, double click the entry or select the entry you require and then press the TAB key or the "Move" button.

You may select several recipients for your fax. When you finished adding addresses to the destination list, click on the "OK" button. If you change your mind and do not want to use the destination list that you have created, click the Cancel button.

> *It is possible to select all entries in the address book by typing COMMAND-A*

> *4-Sight Fax supports continuous and non contiguous multiple select of addresses by holding down the shift or command keys (respectively) when selecting addressing.*

Importing Address Lists From Other Applications   The 4-Sight Fax Address Book is stored in a tab delimited text file. This avoids the need to provide a special import and export mechanism for the names and fax numbers.

Exporting Address Lists   If you wish to load addresses from an existing database, simply export the data into a text format file, with the following fields:

NAME> FAX NUMBER> ADDRESS>TYPE

(Where TYPE is always 'Fax', this entry speeds up opening of large address books).

Each field should be separated by a TAB and each record should end with a RETURN. The new file you create can be loaded into 4-Link as a new address book. Large address files may take a while for the address book to index all entries.

> *If you are importing a large address book file (greater than 100 items), it is advisable to sort the entries BEFORE importing them. 4-Link will open them more quickly as it does not have to perform the sort function itself.*

Selecting Address Books

To choose a new address book, click the Address Book icon and select an existing address book or the text file you have exported from another application. To create a new address book, click the "New" button and enter a name for the book. You will then be presented with a blank address book list to start a new list.

> **The default 4-Sight Address Book file is stored in the Preferences Folder, and is called 4-Sight Address Book.**

Address Book Groups

If you wish to create a special group of recipients, enter them into a new address book (either by copying and pasting the text entries in the address book file with a word processor or by importing them from a database). When you wish to send a fax to this group, load the address book and select all the entries (either by dragging or by using the standard Macintosh Command - A key combination). Move them across to the recipient's portion of the window by pressing the TAB key or clicking the "Move" button.

Sending The Fax

Close the address book when you have finished addressing the fax and click the "Send" button in the New Message window.

A progress indicator is displayed while the fax is transferred across your network to the fax server.

SENDING A QUICKFAX MESSAGE

Sometimes you may wish to send a quick, text only fax to someone and you do not want to go through a complicated process to do this - 4-Sight Fax has the answer - the QuickFax window!

Displaying The QuickFax Window

This can be done in one of two ways, by choosing "QuickFax" from the 4-Sight Fax System menu, or by pressing the QuickFax key sequence, as configured in the Fax Switcher control panel (this defaults to CONTROL-Q).

The Message Window
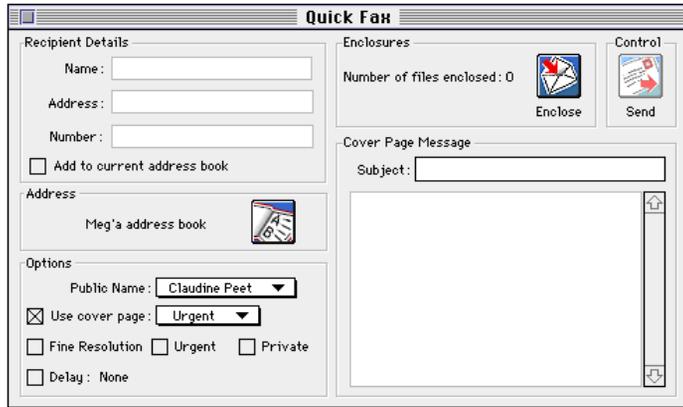
This new window enables users to send "one-off" messages, without having to access the address book. However, if you wish to add the recipients details to the address book, all you need to do is to enable the checkbox besides the 'Add to current address book.'

Alternatively, if it is necessary for you to access the address book, click the 4-Sight Fax Address Book and the following windows will appear (as in previous versions).
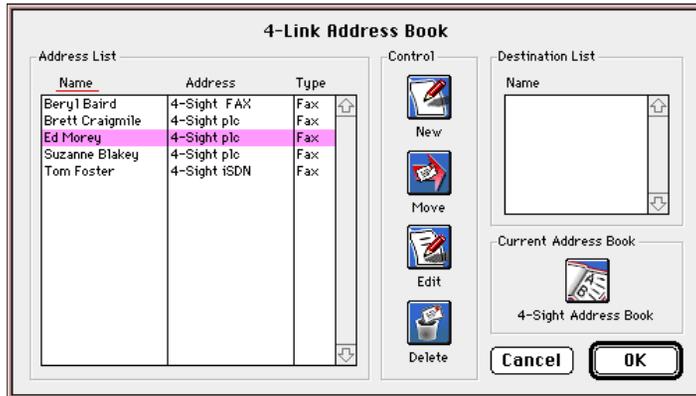
Select the destination(s) for the fax and click "OK" and the QuickFax message window will appear (see above).

Fill your message and perhaps add an enclosure - then click send.

**Monitoring The
Progress Of Your 4-Link
Fax**

You have just sent a fax message to the Server queue to be processed and
you wish to keep track of its progress, select the 4-Link desk accessory and
the Message Queue window is displayed.
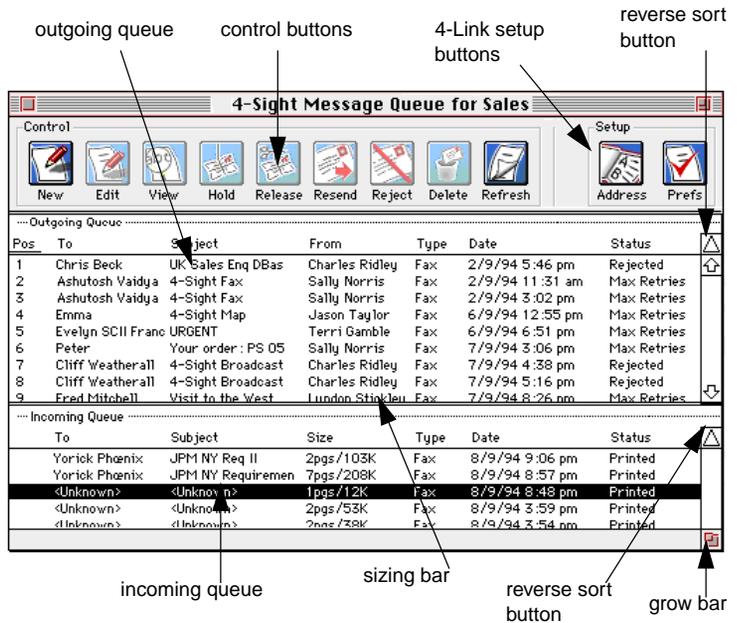
This window displays the outgoing queue in the upper portion of the window
and the incoming queue in the lower.

Users have the option of viewing the status of just their own fax messages or
may have the privileges to view faxes for all users. To show all users, click
the checkbox in the server preferences dialog, if enabled.

Queue Window Controls

New
Opens a new message window.

Edit
Edits the currently selected queue item (only available for outgoing items).

View
Displays the selected fax in a viewer window. If you view an outgoing fax, the only the cover page text is displayed on the first page.

Hold
Temporarily halts the transmission of an outgoing queue items.

Release
"Releases" items in the outgoing queue, allowing them to be sent.

Resend
Marks an item to be resent - its status will change to "Waiting".

Reject
Allows you to stop an item being sent - you will be asked to enter a reason for rejecting the fax.

Delete

Once outgoing items have been rejected or reached maximum retries, or if incoming items have been read, this option deletes the items.

Refresh

Updates the server queue list. The queue window DOES NOT automatically update, because of the network overhead.

Address

Opens the Address Book window.

Prefs

Opens the Preferences dialog.

The sizing bar allows you change the relative size of the outgoing and incoming queue windows.

By default, the next fax to be sent is at the top of the outgoing queue and the most recently received fax is at the top of the incoming queue. The sort orders can be individually altered by clicking the Reverse Sort buttons.

The sort criterion may be changed by moving the title bar to different column headings by clicking on them.

The column spacing can also be individually altered to suit. To move any column heading, hold down the OPTION key and drag the heading to its new position. SHIFT-OPTION-drag moves multiple columns.

Outgoing Queue Status   **Pos (Position)** - this shows the position of each fax in the Server queue. The Server processes fax on a first in first out basis, i.e., position 2 is processed before position 5. Priority faxes are inserted into the queue before non-priority ones.

From   the originator of the document.

To   the recipient of the document.

Subject   the subject or title of the document.

Type   type of message sent.

Date   the date and time at which each document was sent to the Server queue (or the time of the next scheduled retry).

Status   indicates the status of each document:

Waiting   the document has not yet been processed by the Server.

Imaging   the document is being imaged (converted into a format suitable for the fax modem).

Imaged   the document is ready for transmission.

Prep x/y   the header information is being added to the indicated page (the x page out of y pages is currently being prepared, i.e., 1/4 first page of four).

Page x/y   the document is being transmitted (the x page out of y pages is currently transmitting, 1/4 first page of four).

Failed:3   the system has attempted to transmit the document but has failed 3 times.

Max Retries   the document has failed to be transmitted the maximum number of times permitted.

Suspended   the document has been suspended by the user or by the administrator and will remain in the queue until manually unsuspended or rejected.

Rejected   the document has been rejected. This could be due to a user rejecting the fax, because the fax contains fonts not installed on the server or because the server has been configured to reject grayscale faxes.

Sent   the document has been successfully transmitted and is waiting for the queue to print a hard copy (if enabled) or deleted from the queue after a period specified by the administrator.

Manually Changing The Status Of Items In The Queue

You can examine and change the addressing information of any of the faxes that you have access to which are not currently being processed in the queue. You can manually suspend and/or completely delete unprocessed faxes. These actions are done through the Message Information and Status dialog.

To access the Message Information and Status dialog, double click the fax message line in the outgoing queue that you wish to examine/change or select the entry and then click the "Edit" button.

You can edit any of the addressing information in this window if the fax is not currently being transmitted. There are several other operations that you can perform on the fax as well:

View   This displays the fax on your screen.

Suspend   This will put the fax message on indefinite hold. The message entry in the queue will be displayed in italic type to indicate the suspension. You can suspend a fax that is being transmitted.

Suspend faxes may be reinstated by clicking "Unsuspend."

Reject   This rejects the queue entry and it will not be processed. Rejected items are not automatically deleted from the queue.

Delete   This deletes the queue item, you will be asked to confirm this action. You can only delete items that have been rejected or that have reached MAX RETRIES.

Cancel   Cancel closes the Message Information window and forgets any changes made to the information.

OK   Click the OK button saves any changes made.

Fax Status Notification   Depending on the settings in your 4-Link User Preferences, you will be
alerted when a fax you have sent has been successfully transmitted. You
have the choice of producing a chime, a flashing icon (where the Apple icon
normally is) and a notification dialog or all three simultaneously.

Form more information on configuring 4-Link, refer to the discussion of
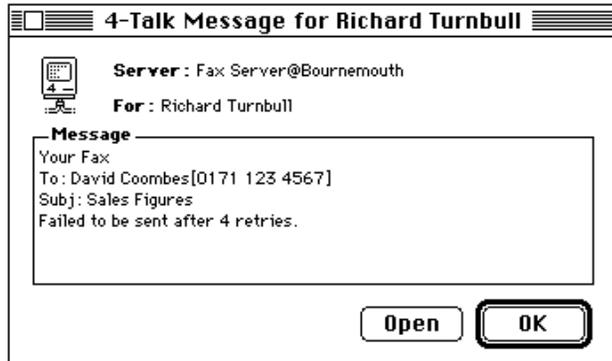4-Link Configuration in Chapter 6.

Fax Sent Notification Dialog   When a fax has been sent successfully, if configured in preferences, the user
will receive a similar dialog to the one below.
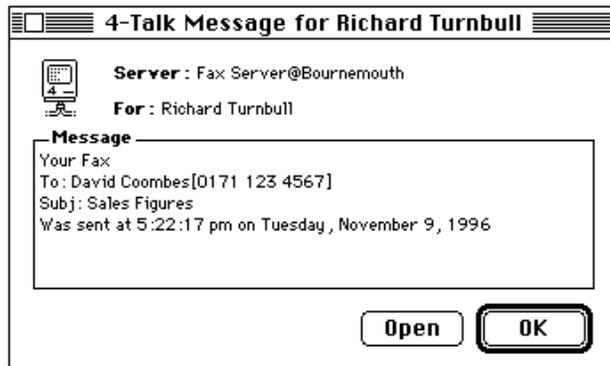
The message will be stored in the queue marked SENT for a period specified
in the Server setup. After this time has elapsed, the entry will automatically
be removed from the queue.

Fax Failed Notification Dialog   If the fax failed to transmit (after the maximum number of retries as configured in the Server Device setup) then a more distinctive chime will be sounded and the following dialog is displayed. Click the Open button to open the 4-Link DA. The failed message is highlighted in the queue. Use the Edit button to open the Message Information window to correct the problem.

```
┌──────────────────────────────────────────────────────────┐
│ ▤□▤  4-Talk Message for Richard Turnbull ▤▤▤              │
│ ┌───┐   Server : Fax Server@Bournemouth                   │
│ │▦│                                                        │
│ │4│   For : Richard Turnbull                               │
│ └───┘                                                      │
│ ┌─ Message ──────────────────────────────────────────┐    │
│ │ Your Fax                                            │    │
│ │ To : David Coombes[0171 123 4567]                   │    │
│ │ Subj : Sales Figures                                │    │
│ │ Failed to be sent after 4 retries.                  │    │
│ │                                                     │    │
│ │                                                     │    │
│ └─────────────────────────────────────────────────────┘    │
│                              ┌────────┐ ┌────────────┐     │
│                              │  Open  │ │     OK     │     │
│                              └────────┘ └────────────┘     │
└──────────────────────────────────────────────────────────┘
```
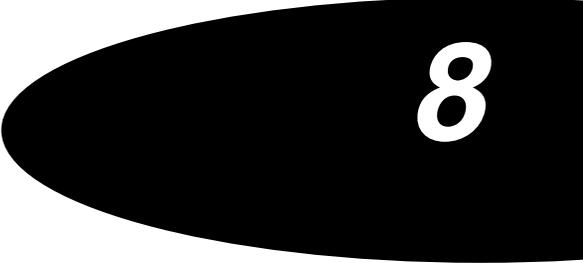
Receiving A Fax   8

RECEIVING A FAX

Receiving A 4-Link Fax

If you have configured 4-Link appropriately, you will receive a chime, flashing icon, message alert dialog (or all three) when a fax message has been received that is addressed to you. To view the message, select the 4-Link DA from the Apple Menu.
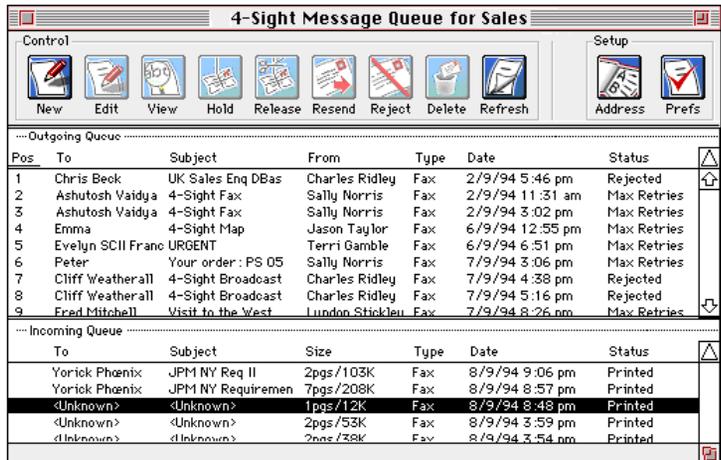
The 4-Sight Message Queue window appears. Received messages are listed in the bottom window.

The incoming queue display includes the following information:

To   the person-department to whom the fax is addressed.

Subject the short title used to describe the content of the message.

Size   indicates the number of pages in the document, and the amount of memory used by the received message.

Type   the type of message received.

Date   this shows the date and time the message was received.

Status   this shows the whether the fax has been printed, received, etc.

Viewing A Received Fax   Select the item in the incoming queue that you wish to examine and click the
                              View button or double click the item. This displays the fax in a special viewer
                              window.

This window displays each page of the received message. The icons on the
left side of the window offer control over the presentation of the display.

Zoom In
the magnifying glass allows you to zoom in on particular section of the fax.
Select the magnifying glass and click on the area to be zoomed.

Zoom Out
this option allows you to zoom out to see a larger amount of the page in your
window. Select the icon and click on the desired area.

The zoom level is displayed in the bottom left hand corner of the viewer
window (standard full size is 100%). The range available is 25% to 400%.

Invert
this function allows you to invert (flip upside down) the entire document.
This is used for occasions where a fax has been received upside down.

Next Page
click this icon to view the next page in the document.

Previous Page
click this icon to view the previous page in the document.

Go to Page
this function allows you to view a specified page within the document. Clicking the icon displays the following dialog:

> Page to display (1 to 6): [   ]
>
> [Cancel]   [OK]

Type the number of the page you wish to view.

OCR Link
this tool allows you to direct the received fax image to a supported Optical Character Recognition package for processing. When selected, you are prompted to select the OCR package that is installed and running on your system. The image will be sent to the OCR package for processing.

> Convert into text using:
> • EagleEye™ OCR
>   OmniPage
>   OmniPage Pro v5
>   OmniPage Pro v6
>   Read-It OCR
>   TextBridge
>   TypeReader
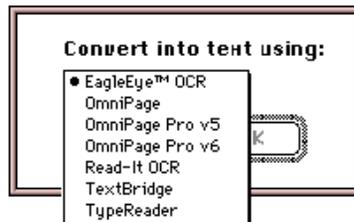
Forwarding
this tool allows you to add a descriptive subject to the received document and manually forward it via 4-Link or E-Mail to another recipient. Refer to "Forwarding a 4-Link Fax Message" on the following pages for more information.

Print
this 4-Link menu item will print the fax to the device selected in the Chooser. You can select any range of pages to print (for multi-page faxes) as well as specify a number of copies.

Save As...
this item allows you to save a received fax in one of a number of file formats. When selected, it presents you with a standard Macintosh file save window.

```
┌─────────────────────────────────────────────────┐
│         ┌── Hard Disk ──┐                         │
│                                                   │
│   □ Applications          ⇧   ── Hard Disk        │
│   □ Current Jobs                                  │
│   □ System Folder              ┌─ Eject ─┐        │
│   □ Utilities                  └─────────┘        │
│                                ┌─ Drive ─┐        │
│                           ⇩    └─────────┘        │
│                                                   │
│   Save document as:                               │
│   ┌─────────────────────────┐  ┌─ Save ─┐         │
│   │ Fax Document            │  └────────┘         │
│   └─────────────────────────┘  ┌─ Cancel ─┐       │
│   Select file format:          └──────────┘       │
│                                                   │
│     [PICT]   [Paint]   [TIFF]                     │
│     PICT     Paint     TIFF                        │
└─────────────────────────────────────────────────┘
```
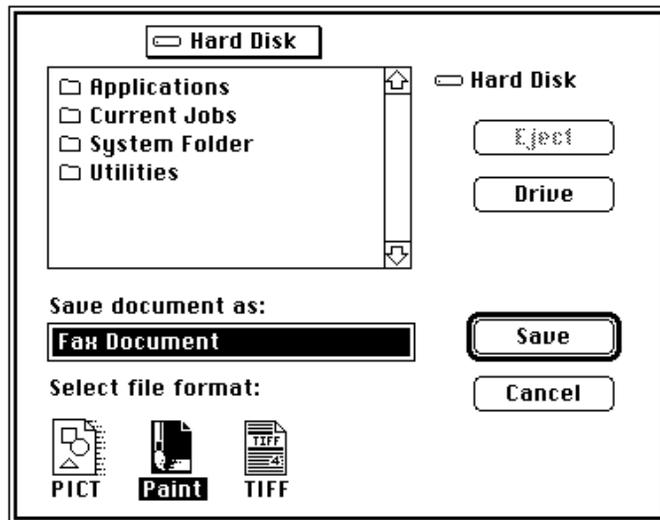
You can rename the received fax if you wish and click the appropriate icon to choose a file format. The formats available are:

PICT files can be opened and printed in most paint and draw programs. Most desktop publishing and word processing programs allow placement of PICT graphic files. The document will be saved as one large bitmapped area at the received resolution (200 x 100 dpi Standard or 200 x 200 dpi Fine).

PAINT files consist of a screen resolution (72 dpi) bitmapped image. PAINT documents may be opened and printed from most paint programs.

TIFF   files are high resolution bitmapped graphic files that may be opened and printed by some of the higher end painting programs. Most desktop publishing programs allow placement TIFF graphic files. When importing a TIFF file into a desktop publishing program, the file remains separate. Its location is saved for use during printing. Do not delete a TIFF file once it is placed in another program. TIFF files may be converted to Macintosh text files by Optical Recognition programs (OCR) such as a TextBridge.

> *When viewing a fax in the viewer, a 72 dpi resolution image may be save to the clipboard by selecting "Copy" from the Edit menu. This image can then be pasted into another application.*

Anti-Alias Viewing
this item allows you to clearly view a fax on screen at 72 dpi, converting it from the original fax at 200 dpi.

Forwarding A 4-Link Message

Received messages may be forwarded to other Users on the network. To forward a received fax:

1   **View the fax using the 4-Sight Viewer as described in this section.**

2   **Click the "Forwarding" icon found along the left side of the Viewer window.**

The following dialog is displayed:

Incoming Recipient Details

For the attention of: Richard Turnbull

Message Subject: Apologies for absence

[Cancel]   [Mail...]   [OK]

3   **The original subject of the message is displayed. Enter a new message name if you wish.**

4   **Enter the name of the person which the fax will be forwarded.**

5   **Click the OK button to forward the fax.**

If you have an E-Mail system installed, the Mail...button will be available as shown. For information about using the Mail button, please see the previous pages.

Integration

QuickMail Server Integration
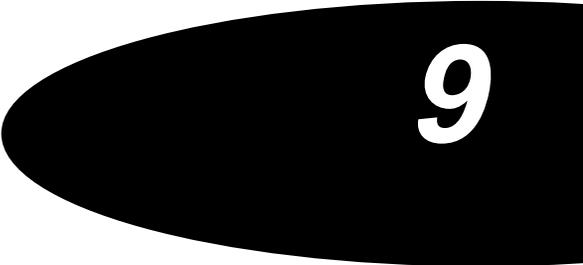
9

QUICKMAIL SERVER INTEGRATION

IMPORTANT: Before installing Mail gateways, it is necessary to configure mail users as fax users.

This section describes the installation and configuration of a QuickMail MailBridge into an existing QuickMail Server. It then moves on to the specifics of the 4-Sight Fax MailBridges.

It is assumed that your QuickMail Server is installed and that all users have the QuickMail DA installed on their workstations. You must also have already installed your 4-Sight Fax Server & User software.

Supported Versions

This 4-Sight product can be used with QuickMail versions 2.2.x or later.

Machine Configurations

The link between QuickMail and Comms-Server is made by a piece of software called a 'MailBridge'. Before installing the MailBridge it is important to understand the various configuration options available.

The QuickMail Server is a system extension which runs when the server machine is started. It is controlled by a special user interface application - QuickMail Administrator (QMA). For the server (or any other MailCenter) to operate QMA must be running and handling the MailBridge (the concepts described in this paragraph are explained more fully in the QuickMail Administrator's manual).

You MUST install all MailBridges onto the Mail Server - but you can decide to handle them elsewhere on the network using a second QMA application. The following examples explain the possible configurations.

**Single Machine
Configuration**

In this configuration the QuickMail Server, QuickMail Administrator and
Comms-Server are all installed onto a single Macintosh.

Machine Requirements   System 7

8 MB RAM

Multi-Machine Configuration
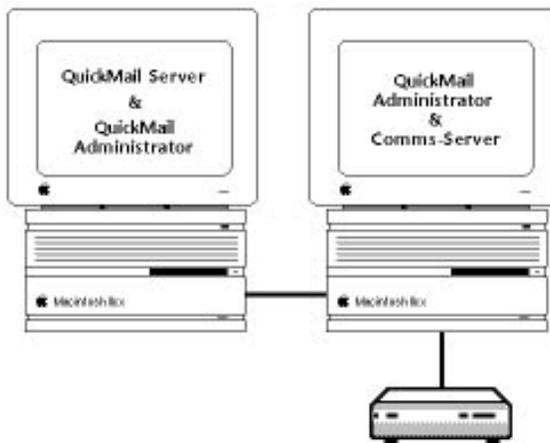
This configuration requires two machines. The machines do not necessarily need to be dedicated to just these applications, but in order for Comms-Server to operate, the QuickMail Server, QuickMail Administrator and Comms-Server must be running. The FAX MailBridge should be handled by QMA of the Comms-Server machine.

If you are running an AppleShare network, the QuickMail Server (VERSION 2.6 OR LATER ONLY) can be run as a background process on the same machine as your AppleShare Server.

System Requirements   **QuickMail Server Machine**

Macintosh SE or better with 4 MB RAM

QM Admin/Comms-Server Machine

System 7

8 MB RAM for system 7

INSTALLING MAILBRIDGES

The example below describes the installation of the FAX MailBridge. The first part of the installation must be carried out on the machine running the QuickMail Server.

> ⚠️ *Since this manual went to press it is possible that some of the dialogs may appear slightly different, if you are using a newer version.*

1   **Insert the Mail Integration disk.**

2   **Copy the FAX MailBridge file (it is called "4-Sight Fax") into the "QA" Folder (which is found in the same folder as QM Administrator), generally the System Folder.**
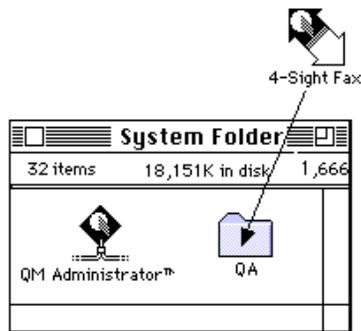
3   **Launch QM Administrator.**

4   **Create a new MailCenter by selecting "New MailCenter" from the File Menu. We suggest you name it after the type of device that it will be representing on the mail system, e.g. FAX if it is a Fax Device.**

```
MailCenter:  [ FAX                    ]
  Password:  [                        ]
    Bridge:  [ 4-Sight Fax ]
           [ Drive: ]  HARD DISK

  [  OK  ]                           [ Cancel ]
```

5   In the Bridge Pop-up list select "4-Sight Fax."

6   Click "OK"

```
              Name: FAX
    Bridge/Gateway: 4-Sight Fax
    [ Password: ]
    [ Custodian: ]  (None)

    ○ Clear log every  [ 1 ] days
    ◉ Send log every

    [ Configure... ]  [  OK  ]  [ Cancel ]
```

7   Click on the "Custodian" button.
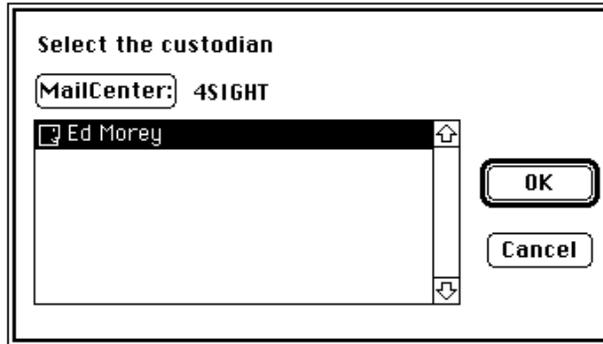
8   Choose your on-line MailCenter and select your own name. (You can later allow someone else to be responsible for the MailBridge, if you wish).

9   Click "Configure." You will see a dialog box like this one:
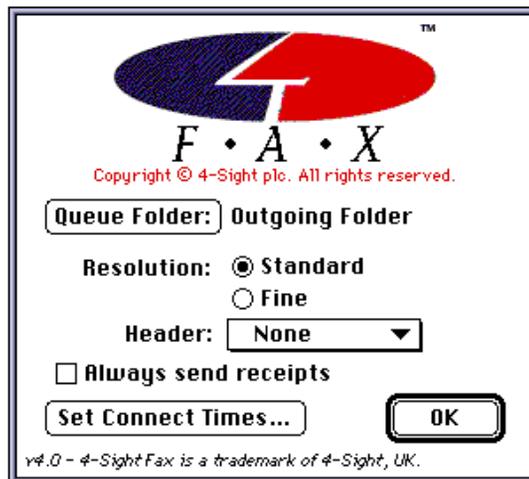
The configuration of each MailBridge is described in the next section.

Additional MultiMachine Configuration   If you are running the QuickMail Server and Comms-Server applications on separated machines, you must also carry out the following procedures.

1   On the QM server machine select "Configure QMA" in the File menu.

```
┌─────────────────────────────────────────────────────────────┐
│              QM Administrator Configuration                  │
│                                                              │
│  ☐ Communications Toolbox installed    MailCenters handled:  │
│  ☒ Outgoing only, ignore calls in     ┌──────────────────┐   │
│  ☐ Confirm before quitting            │ ☒ 4SIGHT      ⇧  │   │
│  ☒ Include header in text messages    │ ☐ FAX            │   │
│  ☐ Wait for "return" when calling     │                  │   │
│  ☐ Only find online MailCenters       │                  │   │
│                                       │                  │   │
│  Check MailCenters every │ 1 │ minutes.│              ⇩  │   │
│                                       └──────────────────┘   │
│  AppleShare memory used: │ 750 │ K      ┌──────────────┐     │
│                                         │   Zones...   │     │
│                                         └──────────────┘     │
│                                     ┌────────┐ ┌──────────┐  │
│                                     │   OK   │ │  Cancel  │  │
│                                     └────────┘ └──────────┘  │
└─────────────────────────────────────────────────────────────┘
```
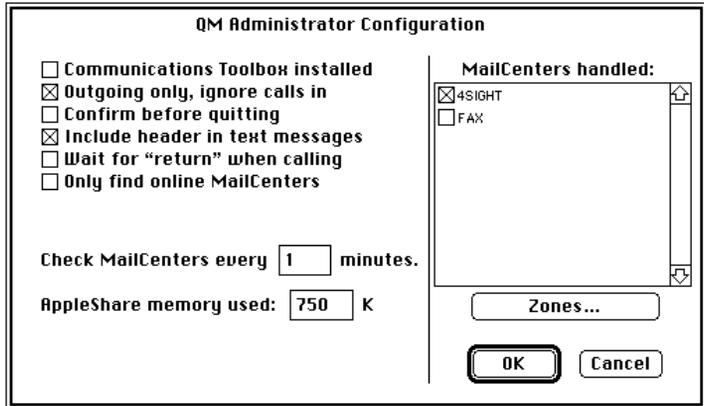
2   Do not handle the fax MailCenter.

3   On the Comms-Server machine copy QMA into the same folder as Comms-Server and create a new folder (in the same folder) named QA. Copy the MailBridge file into the QA folder.

⚠ *Depending upon which version of QuickMail you have, the QA folder may be in the System Folder.*
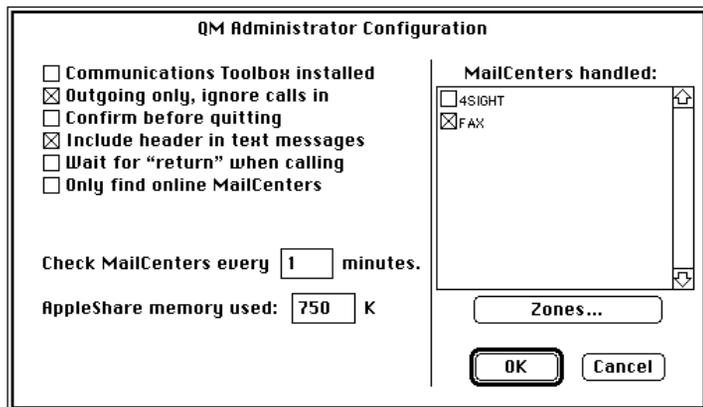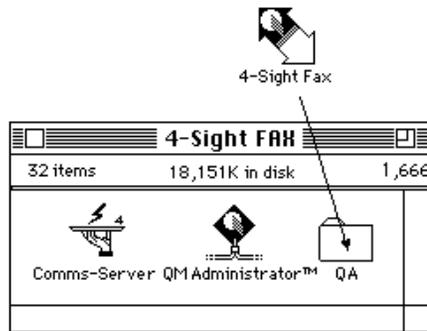
4   **Handle the fax mailcenter from this machine - but not the on-line mailcenter (in this example the on-line mailcenter is called "4-Sight").**

5   **Make sure that "Outgoing calls only" is selected or the system will not allow Comms-Server to access the serial port.**

⚠️   *For the system to operate Comms-Server and QuickMail Admin MUST be running. It is a good idea to make them both start-up applications.*

Configuring Fax Bridge
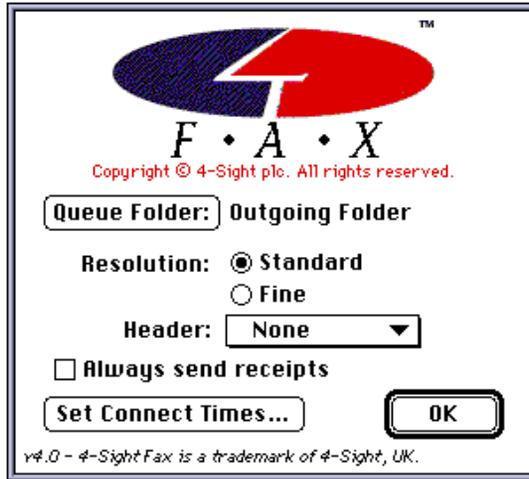
Queue Folder   To specify the Queue Folder (which is the shared folder between QuickMail and the Comms-Server), click the "Queue Folder" button and select the Queue folder.
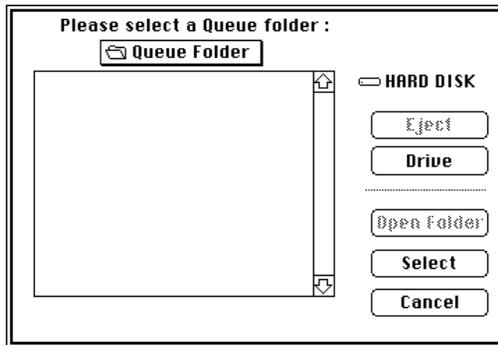
Make sure that you first OPEN the folder you wish to use, and then click the SELECT button.

Standard/Fine   Specify the resolution you wish to use for the mail message part of your fax. If a file is attached to the message that was created using the 4-Sight Fax print driver it will be transmitted using the resolution specified by the user when they printed the file. Attached MacPaint files are always transmitted using standard resolution and attached PICT files are transmitted using fine resolution.

Cover Page   If you have created and setup a cover page in Comms-Server, and wish it to be used when transmitting mail messages as faxes - then select the appropriate profile from the pop-up menu. This is the default setting which may be overridden by the user when sending a fax from the FAX print driver.

Always Send Receipts   If you always require a receipt to be sent back to the user once a fax has been transmitted, check the "Always send receipts" option. This will override any choice made by an individual user.

Set Connect Times   Click the "Set Connect Times" button. This allows you to specify how often and under what conditions the Fax Bridge should process messages. For details of these settings, see the section called "Configure A Telecom MailCenter" in your QM Administrator Manual.

Connect Times for FAX
4-Sight Fax Bridge, converts mail to Fax Messages

☒ Connect when [1] or more messages are waiting.
☒ Connect when [1] or more urgent messages are waiting.

☒ Connect every [5] minutes from 12:00 am ⬍ to 12:00 am ⬍
          S M T W T F S
Connect: ☒ ☒ ☒ ☒ ☒ ☒   ☐ Connect only once per day

After [3] failed connections, inform the Custodian
   and disable MailCenter for [4] hours.   [**OK**]   [Cancel]

1 **Set "Connect every 1 minute from 12:00 AM to 12:00 AM".**

2 **Uncheck the "Connect only once per day" box.**

3 **When you have finished configuring the connect times, click the "OK" button.**

IMPORTANT: User Accounts

Assuming the user has already created a QuickMail user account, they have to decide who is allowed the faxing capability, taking into account the number of user licences that your Comms-Server is able to handle. You need to create a new user in 4SFax Administrator, using the same name for each QuickMail user that is allowed the faxing privilege.

Faxing Via QuickMail
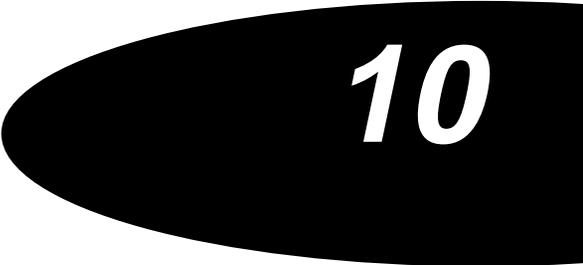
10

FAXING VIA QUICKMAIL

Sending Faxes Via QuickMail

This section describes the methods for sending a fax via QuickMail. It assumes that you have installed the standard 4-Sight FAX and QuickMail workstation software.

Sending A QuickMail Note As A Fax

Open the QuickMail DA and create a message in the normal way.
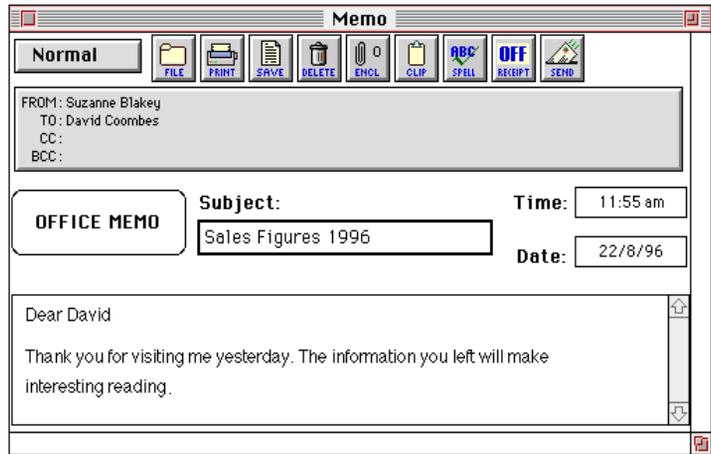
You can then address this QM message to a special fax recipient (or multiple recipients). If you wish you may also enclose files of the correct format, along with your QuickMail note - making up a multiple message. Please refer to the following pages for details of suitable file formats to enclose.

**Printing Faxes Via The Fax
Print Driver**

⚠️ *IMPORTANT: If you are using a version of QuickMail prior to 3.5,
then please continue with the following sections. However, if you
are using QuickMail 3.5 or later please turn to the QuickSender
section within this chapter.*
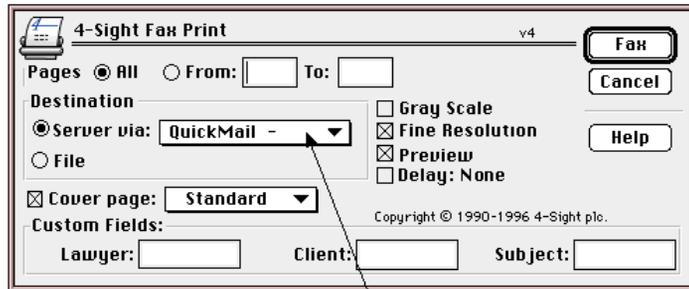
QuickMail selected

If you are faxing an application/document via the 4-Sight Fax Print Driver
(using Option key faxing or the F key), then select QuickMail as the "server
destination" from the drop down menu.

After the Fax Print Driver has been displayed (and previewed if selected),
the user is automatically presented with the QuickSend window.

The QuickSend Window   This window enables you to address the message you are sending and also write a short covering note that will appear on the cover page.

| Priority of the message | Prints the message | Delete the message | Clipboard attachments | Return receipt |

Files the message · Save as text · Enclose faxes · Spell checker · Send the message

Message Field · Address Field · Subject field
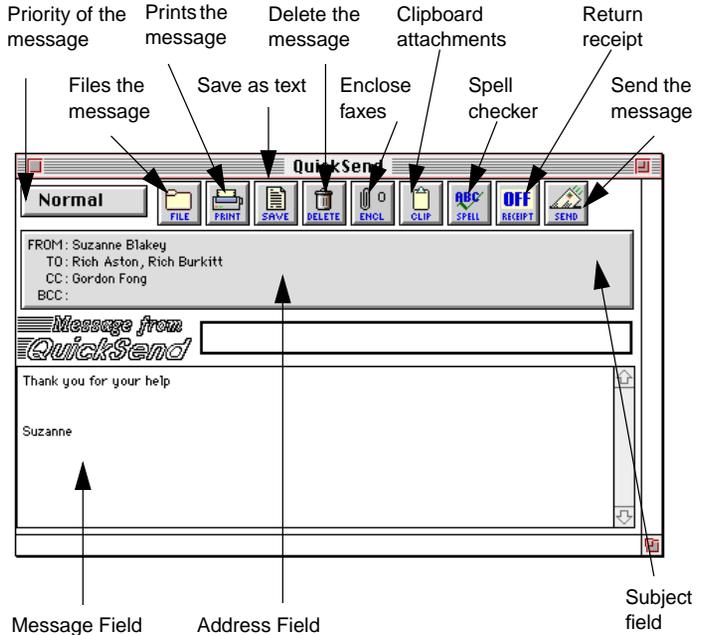
Address   Displays the Address window allowing you to assign the recipient of the message (described in the next section).

Subject   This is the text field where you can enter the subject of the message to be displayed on the cover page.

Message   This field allows you to send a covering message on the fax cover page.

Priority   "Normal" is the default priority setting for the message. The priority can be altered by clicking and selecting on this drop down menu. The other priorities available are (most urgent first): URGENT, ASAP, IMPORTANT, NORMAL AND BULK. On a network, the Comms-Server analyses the priority of all messages produced and transmits them according to their priority and their age (oldest first).

Send   When the message has been addressed click this button to send it.

Receipt   Just as a fax machine prints out a transmission report, you can ask 4-Sight Fax to give you a report of your fax transmission. This is achieved very simply by using the "Receipt" button. After a fax has been successfully transmitted you will receive a QuickMail message telling you what happened i.e. when it went, how long the message took to send, how many times it tried to connect before successfully transmitting. You can then save or delete this message as required.

```
┌──────────────────────────── FAX>Sales Figures 1996 ────────────────────────┐
│ ┌──────────┐  ┌───┐┌───┐┌───┐┌───┐┌───┐┌───┐┌───┐┌───┐┌───┐┌───┐          │
│ │ Normal   │  │   ││   ││   ││   ││ o ││   ││ABC││OFF││   ││   │          │
│ └──────────┘  │FILE││PRINT││SAVE││DELETE││ENCL││CLIP││SPELL││RECEIPT││FORWARD││REPLY│ │
│                                                                             │
│ FROM: David Coombes (31/10/96)                                              │
│    TO: Richard Turnbull                                                     │
│    CC:                                                                      │
│    BCC:                                                                     │
│                                                                             │
│    ◈   Reply to:  ┌───────────────────────────────────────┐                │
│                    │ FAX>Sales Figures 1996                │                │
│                    └───────────────────────────────────────┘                │
│                                                                             │
│ Your Fax to:                                                          ⬆    │
│                                                                             │
│ David Coombes [0171 123 4567]                                               │
│ Bizarre Inc                                                                 │
│ London                                                                      │
│                                                                             │
│ Was sent at 1:10:32 pm on Monday, October 31, 1996.                         │
│ Transmission time: 02:05                                                    │
│ Pages: 3                                                                    │
│                                                                             │
│ Reference: 43132.04617                                                ⬇    │
└─────────────────────────────────────────────────────────────────────────────┘
```
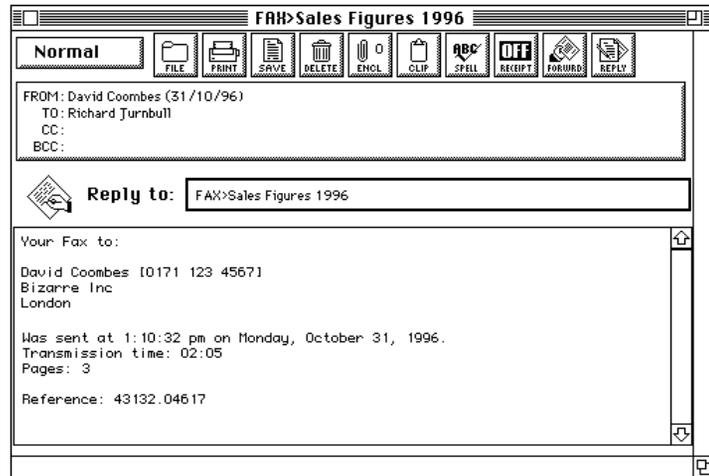
Enclosure   This facility allows you to add further files to the fax you are sending, appending them to the current file you are working on.

When sending a fax you can attach the following file types: MPNT, PICT, TEXT, .FAX.

MPNT   Paint format; created by MacPaint, Amazing Paint™, FullPaint, etc.

PICT   A general picture format; created by MacDraw, CricketDraw™, etc.

TEXT   A general format for words-only; created by all word processors and most database packages.

.FAX   Generated by the 4-Sight Fax Printer Driver when the "via Disk" option is selected in the print dialog window. The 4-Sight Fax Printer Driver produces a file which can be sent by 4-Sight Fax, and is used to send file types that do not fall into the above categories. The 4-Sight Fax Printer Driver creates ".fax" files from any Apple compliant application.

Addressing The Message

FROM: Brett Craigmile (14/8/96)
  TO: Suzanne Blakey
  CC:
 BCC:

The section of the QuickSend window below the control buttons displays a list of the recipients of the message. Click the address section to display the address book.

Address Book: Main ▼   TO:
♁ Public
🖳 project group
🗂 Ian Adkins
🗂 Rich Aston @ DEVELOPMENT
🗂 Suzanne Blakey   CC:
🗂 Roger Brittain
🗂 Rich Burkitt @ DEVELOPMENT
🗂 Tony Bushnell @ DEVELOPMENT
🗂 Simon Clark @ PCMAIL
🗂 Steve Coule @ DEVELOPMENT
🗂 Jamie Cox @ DEVELOPMENT   BCC:
🗂 Andy Enefer @ DEVELOPMENT
🗂 Gordon Fong

[Special] [Find]
[Senders...] [Delay] [Send]   [OK] [Cancel] 🗑
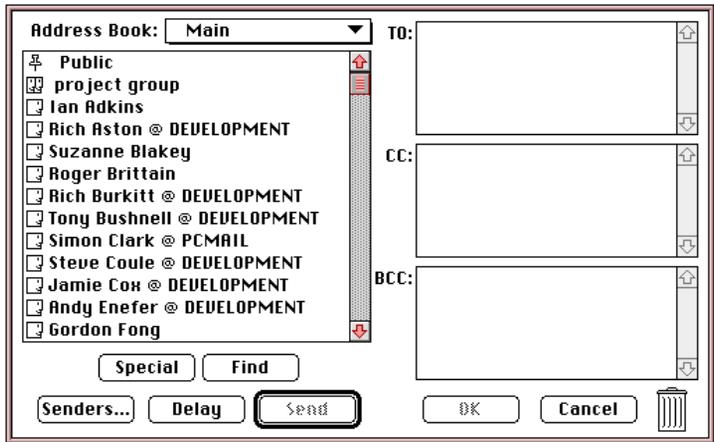
Delayed Message Click the DELAY button to select the date and time at which you wish the message to be transmitted.

Select date & time to send:
  D   M   Y
 22 / 08 / 96 ⬍

 12 : 33   pm

[OK] [Cancel]
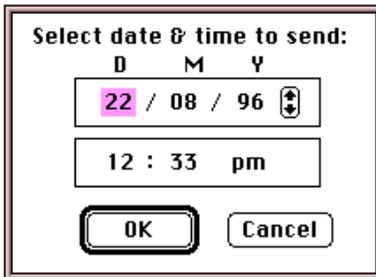
Selecting An Address The list on the left hand side of the window shows the basic list of users. If the name of the recipient appears in the list then simply click and drag the name into the TO box. If it does not appear click on the "Special" button and you can then create a special (or temporary) address for the fax to be sent.

Creating A Special Address   The Create Special Address window is displayed.

```
┌─────────────────────────────────────┐
│         Create Special Address:      │
│    First: │David                 │   │
│     Last: │Coombes               │   │
│ MailCenter: │FAX                 │   │
│     Zone: │Upstairs              │   │
│   Address:                           │
│  ┌──────────────────────────────┐    │
│  │0171 123 4567                 │    │
│  │Bizarre Inc                   │    │
│  │London│                       │    │
│  │                              │    │
│  └──────────────────────────────┘    │
│  [MailCenters]  [[ OK ]]  [ Cancel ] │
└─────────────────────────────────────┘
```

1   Enter the first and last names of the person or company to which the message is being sent into the appropriate fields.

2   Ensure that the correct MailCenter name for the type of message you are sending is displayed. If the MailCenter is incorrect click the "MailCenters" button at the bottom left of the dialog box. Select the appropriate FAX MailCenter from those listed.

3   Do not alter the ZONE field.

4   In the first line of the address field type the contact number of the recipient.

When Sending A Fax

The number should be the area code followed by the fax number

eg: 0171 123 4567.

In the subsequent lines of the address field you can type the postal address if you wish. This information will appear on the cover page/banner line at the head of each message.

Transmitting Messages

The message is now addressed to the person you have just designated and their name appears in the "To:" box in the Address window. You can now send the message by clicking the "Send" button.

QuickSender

IMPORTANT: If you are using QuickMail 3.5 or later then please refer to this section.

The 4-Sight QuickSender utility has been developed to allow 4-Sight Fax users to send faxes via QuickMail version 3.5 (or later). This has become necessary because the QuickSend facility, provided in previous versions of QuickMail by CE Software has been removed.

The 4-Sight QuickSender interface replaces the functionality provided by QuickSend as closely as possible. However, there are certain restrictions and these are highlighted under the QuickSender Limitations section.

Installing QuickSender

1   **Insert 4-Sight Fax Integration disk.**

QuickSender™

2   **Drag QuickSender to a convenient location on your hard disk.**

3   Open the QuickMail Bridge Folder.

QuickMessenger

4   Drag QuickMessenger to your System Folder.

5   Restart your machine.

6   Open the Chooser and select the QuickMessenger icon. Select the zone and Name Server that you normally use for QuickMail sending purposes.

7   Close the Chooser.

Using QuickSender   QuickSender is used in exactly the same way as QuickSend utility explained in the previous pages. When faxing an application document using the 4-Sight Print Driver, after the Print Driver has been displayed (and preview if selected) the user is automatically presented with the QuickSender window.

Priority button   Enclosure button   Receipt button   Send button   Subject field

Address field   Message field
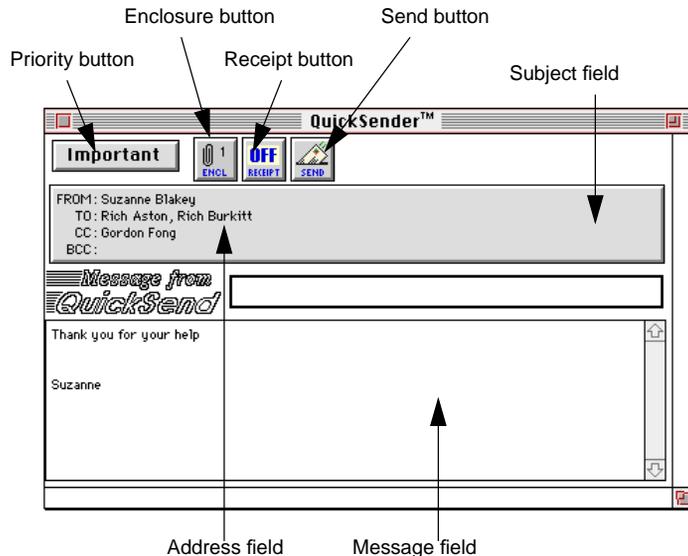
This behaves similarly to the QuickSend window, please refer to the previous pages for information on its functionality.

Clicking the Address button displays the Address dialog.
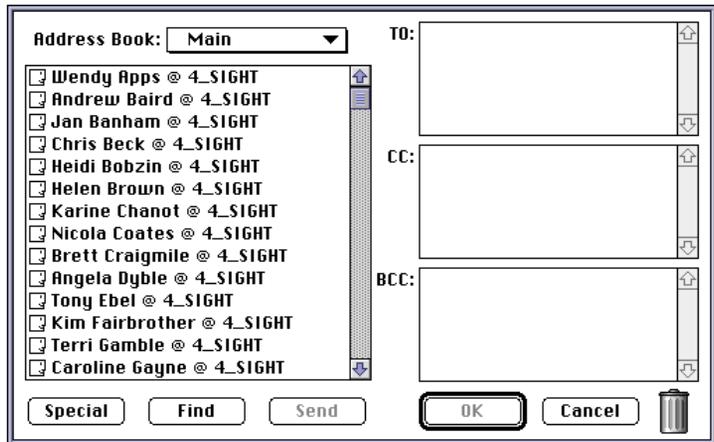
This behaves similarly to the Address Book dialog, again please refer to previous pages for information on its functionality.

QuickSender Limitations   4-Sight's QuickSender interface is aimed at being as close as possible to QuickSend. However, as may be seen from the QuickSender window and Address Book dialog there are certain restrictions and these are detailed below.

No Dragging Of Addresses Between Lists   Dragging addresses from one list to the other in the main addressing window is not done. You will have to use the tab or return keys, or double click on the address. You also can drag addresses to the trash can, just tab the selected addresses back to the address list on the left.

No Delayed Sending   QuickMessenger does not support delayed transmissions and consequently you will not find a "Delay" button in any of the addressing dialogs.

No Form Selection   QuickMessenger does not allow the specification of a form and consequently you are limited to only using the standard QuickSend form. The 4-Sight Fax gateway will extract the two editable fields present on this form and place them on the cover page transmitted with the fax.

No Clipboard Attachments   QuickMessenger does not support clipboard attachments with messages and consequently there is no Clipboard button in the message window.

File, Print. Save, Delete And Spell Buttons
None of this functionality can be replicated with QuickMessenger and therefore these buttons are not present.

No Styled Text Support
Neither QuickMessenger or the QuickMail Gateway Architecture support styled text, consequently the message window does not support the specification of style information.

Default Priority Names
There is no method for 4-Sight to obtain the names of the priorities as configured by the administrator for a particular Mailcenter. Consequently, we display the default set of names that QuickMail is configured for on a new installation.

Mailcenter In Addresses Always Listed
There is no method for 4-Sight to find out what Name and Mailcenter you are currently "logged in" as. Consequently, in all addressing dialogs the full "Name @ Mailcenter" format is used instead of just "Name" if the name is of an address on the same Mailcenter as yourself.

Selected Address Book Doesn't Match QuickMail
There is no method for 4-Sight to find out what your currently selected Address Book is. QuickSender will remember the last Address Book that you used with the QuickSender utility. If you change the Address Book selection in either QuickSender or QuickMail the two will **not** stay in sync. Editing, adding or deleting an address in a book will be correctly displayed in the QuickSender utility.

No Public Icon
As we do not know which Mailcenter you are logged into we cannot provide a "Public" address in the address list. If you wish to send mail to the public address, click on the find button and type "Public" into the last name field. All public addresses will be listed, select the one that corresponds to your Mailcenter. If you want to do this often then you may wish to create a group that contain the public address. Groups are displayed in the address list correctly.

Ask For Password On Open
If you have set the "Ask for password on open" option in your QuickMail preferences then when you attempt to send the message you have created with QuickSender, you will be prompted for your password. If you enter it correctly you will be temporarily "logged in" so that the message can be sent and then "logged out."

Send Progress
When sending your message to the server there is no method by which we can find out how much of the message and enclosures have been transferred to the server. Consequently, the normal percentage bar indicator is replaced with a "barber pole" style indicator.

"@" Characters In Address Names   QuickMessenger does not support the "@" character as part of the First Name or Last Name portions of a QuickMail address. They are displayed correctly in the addressing dialogs, but we convert any "@" characters to a "*" character when we actually use the address for real.

Transmission Receipts   On completion, if you have requested a receipt you will receive a QuickMail message containing the details of the transmission.
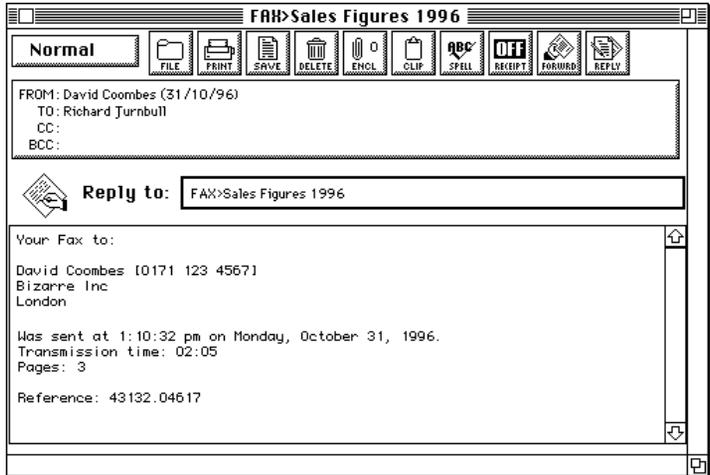
Rejected Messages   If for any reason Comms-Server could not deliver your fax then a rejection message will be sent to you via QuickMail. The dialog below is a typical example of how the message will appear.

```
┌─────────────────────────────────────────────────────────────────┐
│ □ ▭▭▭▭▭▭▭▭▭▭▭ REJ>Sales Figures 1996 ▭▭▭▭▭▭▭▭▭▭ □▯ │
│ ┌──────────┐ ┌──┐┌──┐┌──┐┌──┐┌──┐┌──┐┌───┐┌───┐┌────┐┌───┐       │
│ │ Normal   │ │  ││  ││  ││  ││  ││  ││ABC││OFF ││ ◇  ││   │       │
│ └──────────┘ FILE PRINT SAVE DELETE ENCL CLIP SPELL RECEIPT FORWARD REPLY │
│ ┌───────────────────────────────────────────────────────────┐   │
│ │ FROM: Bryan Adams   (31/10/96)                              │   │
│ │   TO: David Coombes                                         │   │
│ │   CC:                                                       │   │
│ │  BCC:                                                       │   │
│ └───────────────────────────────────────────────────────────┘   │
│        ◇   Reply to:  │ REJ>Sales Figures 1996              │     │
│                                                                   │
│ ┌───────────────────────────────────────────────────────────┐ ⇧ │
│ │ Your Fax to:                                                │   │
│ │                                                             │   │
│ │ Bryan Adams [0171 987 6543]                                 │   │
│ │ Polygram Records                                            │   │
│ │ London                                                      │   │
│ │                                                             │   │
│ │ Was rejected because of font problems.                      │   │
│ │                                                             │   │
│ │ The following fonts are not installed on the server:        │   │
│ │ B Stone Sans Bold                                           │   │
│ │ Stone Sans                                                  │ ⇩ │
│ └───────────────────────────────────────────────────────────┘   │
└───────────────────────────────────────────────────────────────┘
```
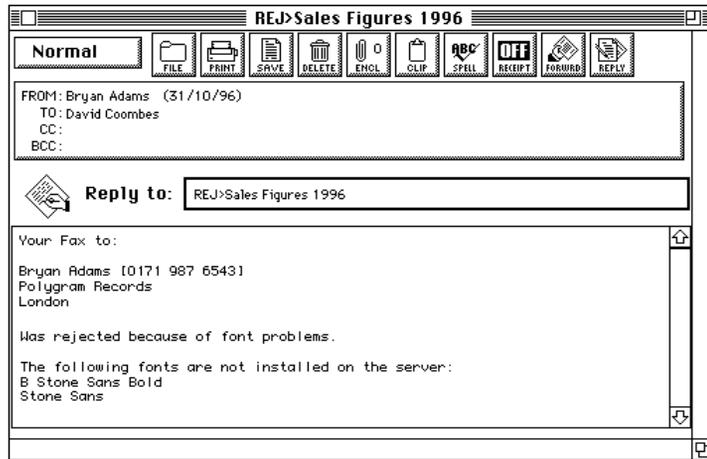
There are a number of reasons for your message failing to be sent:

Retry Count Exceeded   The remote device did not answer within the specified number or retries. You will need to investigate why.

Invalid File Type   If you enclosed a document of an invalid file type (see previous pages for supported file types).

Font Rejection   The document to be transmitted contained a font not installed on the server. Contact your Network Manager in order for the font to be installed.

Additional QuickMail Features   For further details of other useful QuickMail features please refer to the QuickMail User Manual. Sections to read include:

Customising Address Books   This allows you to store frequently used addresses in your own personal or global address books.

Groups of Addresses   Allows you to group addresses together so that you can send multiple fax shots by addressing the message to a single group.

NameServer   A central address book compiled from all books on the network - allowing you to search for addresses by name or address.

Mail Log   Allows you to keep a record of your messages, especially useful if there is a problem, as the log can be used to resend messages.

RECEIVING FAXES VIA QUICKMAIL

Fax Viewer

This section describes the installation and operation of the 4-Sight Fax Viewer application, which allows QuickMail users to view incoming faxes which have been forwarded to their workstation.

Manual Routing

You also need to designate certain users on the network, whose responsibility is to view incoming messages and then route them onto their incoming messages and then route them onto their correct recipients via QuickMail. To do this, these users need to have both the 4-Link and QM desk accessories installed on their machines along with QuickMail forwarding.

Automated Routing

Using the optional Automated Inbound Routing functionality of 4-Sight Fax means that users will automatically receive faxes via QuickMail direct to their workstation. For more information on this functionality please refer to Chapter 4.

Installing Fax Viewer and QM Forwarding

1   **Insert the Integration disk into your disk drive.**

2   **Drag Fax Viewer and QuickSender to your hard disk (it may be placed anywhere).**

3   **Open the QuickMail Bridge Folder.**

4   **Drag QM Engine and QuickMessenger to your System Folder.**

5   **When completed, restart your machine.**

Fax Viewer

The Fax Viewer application allows users to view faxes.

QuickSender™

The QuickSender application ensures integration with QuickMail 3.5 or later.

The QM Engine extension allows users to manually forward fax messages via QuickMail.

The QuickMessenger extension allows 4-Sight Fax to communicate with QuickMail.

MANUALLY ROUTING FAXES VIA QUICKMAIL

1 Select INCOMING GENERAL NOTIFICATION in the 4-Link Notification preferences.

2 When alerted by 4-Link open the 4-Link DA and view the incoming message by double clicking on it (new messages are marked as <unknown> and are at the top of the incoming queue).

3 Click the Forwarding Tool

Incoming Recipient Details

For the attention of: | Richard Turnbull |

Message Subject: | Apologies for absence |

(Cancel)   (Mail...)   [OK]

4   Type in the name of the recipient and the fax subject.

5   Click on the MAIL...button and you will be asked to confirm that this message should be forwarded to the appropriate user.

QuickMail™

To: Richard Turnbull
MailCenter: EDS_WORLD
Zone: *

☐ **Send alias of file**

(Cancel)   [Send]

If the Mail button is grayed, then you need to install the QM Engine extension into your system folder.

The incoming message will then be sent to the recipient as a file enclosure, with a QM message.

Viewing A Received Fax Via QM

1   When alerted by QuickMail open the DA.
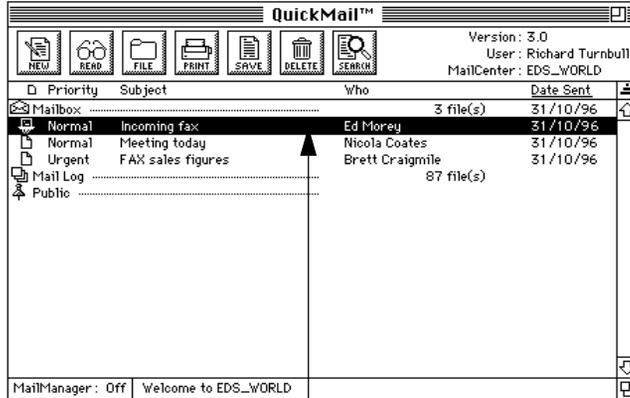
Fax Message

2   You will see a message from Comms-Server with an enclosure. The enclosure is the received fax file.
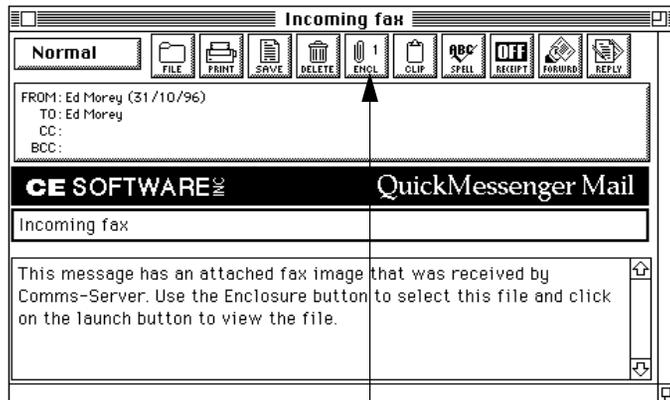
Enclosure button

3 **Retrieve the enclosed file onto your hard drive using the "Launch" button which automatically runs the Viewer application.**

The fax is displayed:

4 **You will then be able to manipulate the message using the following tools:**

Zoom In
the magnifying glass allows you to zoom in on particular section of the fax.
Select the magnifying glass and click on the area to be zoomed.

Zoom Out
this option allows you to zoom out to see a larger amount of the page in your
window. Select the icon and click on the desired area.

The zoom level is displayed in the bottom left hand corner of the viewer
window (standard full size is 100%). The range available is 25% to 400%.

Invert
this function allows you to invert (flip upside down) the entire document.
This is used for occasions where a fax has been received upside down.

Next Page
click this icon to view the next page in the document.

Previous Page
click this icon to view the previous page in the document.

Go to Page...
this function allows you to view a specified page within the document.
Clicking the icon displays the following dialog:

Page to display (1 to 6): [   ]

Cancel   OK

Type the number of the page you wish to view.

Forwarding
this tool allows you to add a descriptive title to the received document and
forward it via mail it to another recipient.

OCR Link
this tool allows you to direct the received fax image to a supported Optical
Character Recognition package for processing. When selected, you are
prompted to select the OCR package that is installed and running on your
system. The image will be sent to the OCR package for processing.

Convert into text using:
● EagleEye™ OCR
  OmniPage
  OmniPage Pro v5
  OmniPage Pro v6   K
  Read-It OCR
  TextBridge
  TypeReader

Print
this 4-Link menu item will print the fax to the device selected in the Chooser.
You can select any range of pages to print (for multi-page faxes) as well as
specify a number of copies.

Save As...
this item allows you to save a received fax in one of a number of file formats. When selected, it presents you with a standard Macintosh file save window.

Hard Disk

🗀 **Applications**
🗀 **Current Jobs**
🗀 **System Folder**
🗀 **Utilities**

⊏ **Hard Disk**

[Eject]

[**Drive**]

Save document as:
Fax Document

[**Save**]

Select file format:

PICT   **Paint**   TIFF

[**Cancel**]

You can rename the received fax if you wish and click the appropriate icon to choose a file format. The formats available are:

PICT   files can be opened and printed in most paint and draw programs. Most desktop publishing and word processing programs allow placement of PICT graphic files. The document will be saved as one large bitmapped area at the received resolution (200 x 200 dpi Fine).

PAINT files consist of a screen resolution (72 dpi) bitmapped image. PAINT documents may be opened and printed from most paint programs.

TIFF   files are high resolution bitmapped graphic files that may be opened and printed by some of the higher-end paint programs. Most desktop publishing programs allow placement of TIFF graphic files. When importing a TIFF file into a desktop publishing program, the file remains separate. Its location is saved for use during printing. Do not delete a TIFF file once it is placed into another program. TIFF files may be converted to Macintosh text files by Optical Recognition programs (OCR) such as TextBridges.

When viewing a fax in the viewer, a 72 dpi resolution image may be saved to the clipboard by selecting "Copy" from the Edit menu. This image can then be pasted into another application.

Anti-Alias viewing
this item allows you to clearly view a fax on screen at 72 dpi, converting it from the original fax at 200 dpi.

Quarterdeck Mail Server Integration
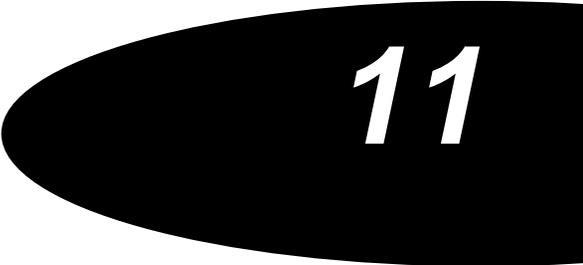
11

Quarterdeck Mail

4-Sight Fax is compatible with Quarterdeck Mail and versions of Microsoft Mail from 3.0 onwards. If you are using Microsoft Mail, when reading this manual please substitute all occurrences of Quarterdeck Mail with Microsoft Mail in the text and screen shots. The functionality of the 4-Sight Gateway is the same with both the Quarterdeck and Microsoft Mail systems. To upgrade to Quarterdeck Mail, please contact Quarterdeck Mail;

Quarterdeck Mail Corporation

2550 Ninth Street, Suite 112

Berkeley, CA 94710

Tel: (510) 649 - 4949

Fax: (510) 548 - 0393

EMail: info@starnine.com -- for general information and pricing.

QUARTERDECK MAIL SERVER INTEGRATION

IMPORTANT: Before installing Mail gateways, it is necessary to configure mail users as fax users.

This section describes the installation and configuration of a Quarterdeck Mail Gateway. It then moves on to the specifics of the 4-Sight Fax Gateway.

It is assumed that your Quarterdeck Mail Server is installed and that all users have the Quarterdeck Mail DA installed on their workstations. You must also have already installed your 4-Sight Fax Server & User software.

Supported Versions

This 4-Sight product has been tested with all versions of Quarterdeck Mail up to 3.6.

Machine Configurations

The link between Quarterdeck Mail and the Comms-Server is by a piece of software called a 'Gateway'. Before installing the gateway it is important to understand the various configuration options available.

The Quarterdeck Mail Server is a system extension which runs when the server machine is started. Gateways are installed into the server using the special Gateway Installer application. A Gateway Server system extension is then installed onto the machine running Comms-Server to handle the gateways.

> ⚠️ **It is only possible to install one Gateway Server for each Mail Server - if you wish to run multiple gateways then they either have to be controlled by a single Macintosh or you must install further mail servers to operate them.**

Single Machine Configuration

```
Q D Mail Server
Gateway Server
&
Comms-Server
```

Macintosh II cx

Machine Requirements

System 7

At least **8 MB** of RAM.

You can run Comms-Server on a Macintosh which is also your Mail Server.

If you are running an AppleShare network, the Quarterdeck Mail and Gateway Servers can be run as a background processes, on the same machine as your AppleShare Server, with Comms-Server as the concurrent application. However, this configuration is not recommended on large networks, as AppleShare processing may interfere with data transmission or reception.

Multi-Machine Configuration
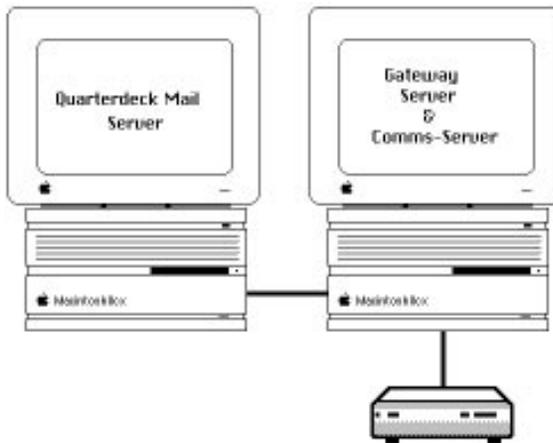
System Requirements   **Quarterdeck Mail Server machine:**

At least a Macintosh SE with 4 MB of RAM

Gateway Server/Comms-Server machine:

System 7

At least 8 MB of RAM.

This configuration requires two machines. The machines need not necessarily be dedicated to just these applications, but in order for Comms-Server to operate correctly the Quarterdeck Mail Server, Gateway Server and Comms-Server must be running. If you are running an AppleShare network, the Quarterdeck Mail Server can be run as a background process on the same machine as your AppleShare Server.

INSTALLING GATEWAYS

The example below shows the installation of the FAX Gateway. For details on configuring the 4-Sight Fax Gateway.
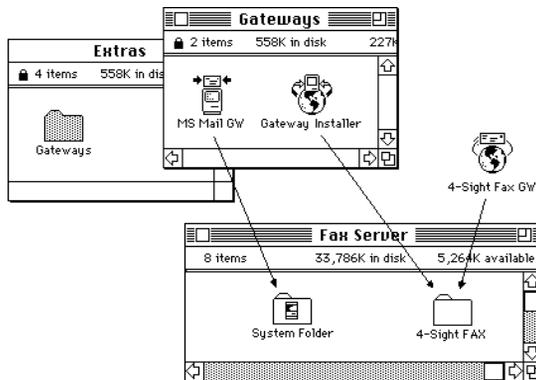
1   **Copy the MS Mail GW file from the Gateways folder into the system folder of the machine running Comms-Server.**

2   **Copy the Gateway installer from the QD Mail Extras disk onto the machine running Comms-Server. It may be convenient to place it into the 4-Sight Fax Folder.**

2a) **Copy the QD Engine™ file from the 4-Sight Fax Integration 1 disk onto the system folder of the machine running Comms-Server.**

3   **Copy the 4-Sight Fax GW file from the 4-Sight Fax Integration 1 disk into the 4-Sight Fax folder.**

4   **Restart the Macintosh.**

5   **Open the Chooser from the Apple () menu.**

6   **Select the Quarterdeck Mail icon and then your Mail Server.**
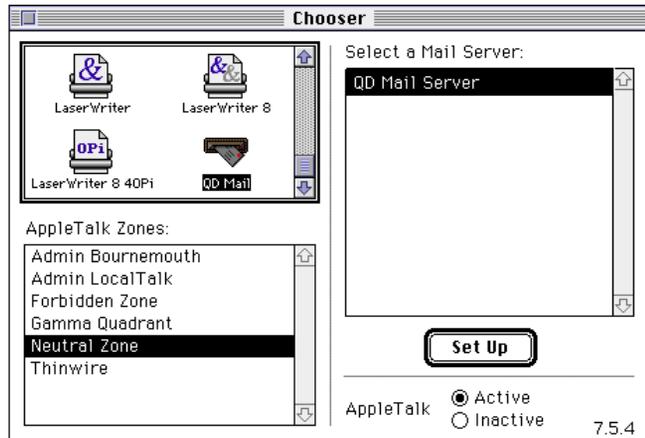
7   **Next select the MS Mail GW icon on the left, and then select your Mail Server on the right.**

8   **Close the Chooser.**

Signing In As Network Manager

In order to install and configure gateways, you must be signed in as the Network Manager. Throughout the rest of this section it is assumed that you are signed into this account. How to sign-in as the Network Manager is described below;

1   **Select "Quarterdeck Mail " from the Apple () menu.**

2   **You will be asked to sign into your Mail Server.**

Type in the name "Network Manager" and the password located in the QD Mail Network Manager manual. Click OK to sign-in.

THE GATEWAY INSTALLER

Now run the Gateway installer application, which you copied into the 4-Sight Fax folder.

```
═══════════════════ Gateway Installer ═══════════════════
 Current Mail Server:
   ┌─────────────────────────────────────────────────────┐
   │ ▤▪   Server Name:     4-Sight                        │
   │ ▨    Server Serial #: 12345678                       │
   └─────────────────────────────────────────────────────┘
 Gateways Installed on This Server:
   Name          ID   Ver   When Installed    Gateway Server
   ┌─────────────────────────────────────────────────────┐⇧
   │                                                      │
   │                                                      │
   │                                                      │⇩
   └─────────────────────────────────────────────────────┘
```
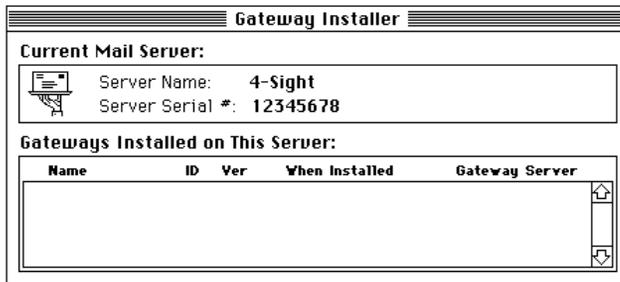
1   From the "Gateway" menu choose "Install Gateway."

2   Select the appropriate gateway file, and click OK to confirm the gateway details.

For fax you would select the file '4-Sight Fax GW' and click "Install."

3   Quit the Gateway Installer.

The Gateway is now installed but still requires configuring.

Access Gateways

If you have multiple Quarterdeck Mail servers on your network, you only need to install the FAX gateway onto one of them. The others need an ACCESS GATEWAY installed onto them in order to give users access to the FAX system.

Access Gateway

Installing an Access Gateway is a two stage process:

1   Extract the Access Gateway from your own server.

2   Install it onto the other mail servers.

Extracting An Access Gateway

1 **Run the Gateway Installer application.**

2 **Select the gateway that you want to make available to users on other Mail Servers on your network.**

```
═══════════════ Gateway Installer ═══════════════
Current Mail Server:
┌──────────────────────────────────────────────────┐
│  ┌───┐    Server Name:     4-Sight                │
│  │≡▪ │    Server Serial #:  12345678               │
│  └───┘                                             │
└──────────────────────────────────────────────────┘
Gateways Installed on This Server:
┌──────────────────────────────────────────────────┐
│ Name          ID   Ver   When Installed    Gateway Server │
│ 4-Sight Fax   4f   3.0   11:07 am, 31/10/94  <this server> ⇧│
│                                                    │
│                                                  ⇩│
└──────────────────────────────────────────────────┘
```
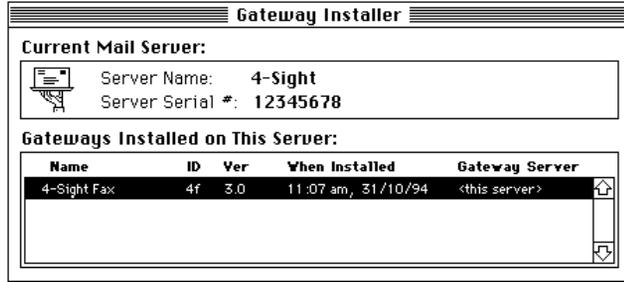
3 **Select "Extract Access Gateway..." from the Gateway menu. You will be asked for a name to save the file as.**

4   **A convenient location to save the Access Gateway would be the 4-Sight Fax folder.**

Installing An Access Gateway

Once you have extracted an Access Gateway from one Mail Server you need to install it into a different server so that the users who have accounts on that server can access the gateway.

1   Open the "Chooser" from the Apple ( ) menu and select the QD Mail icon.
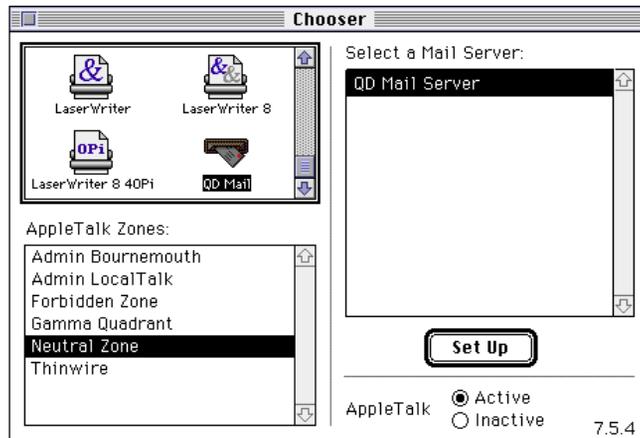
2   Choose the Mail Server that you want to install the Access Gateway on from the list on the right.

3   Close the Chooser.

4   Run the Gateway Installer application.

5   Select "Install Access Gateway" from the "Access" menu. You will be prompted for an Access Gateway file. You should use the file that you have previously extracted using the procedure above in the section "Extracting an Access Gateway."

```
≡≡≡≡≡≡≡≡≡≡≡ Gateway Installer ≡≡≡≡≡≡≡≡≡≡≡

Current Mail Server:

    ┌────┐      Server Name:     Support Server
    │ ≡• │
    │ ↓  │      Server Serial #: 87654321
    └────┘

Gateways Installed on This Server:

    Name          ID   Ver    When Installed       Gateway Server
 [A] 4-Sight Fax   4f   3.0    11:07 am, 31/10/94   4-Sight          ▲
                                                                     ▼
```
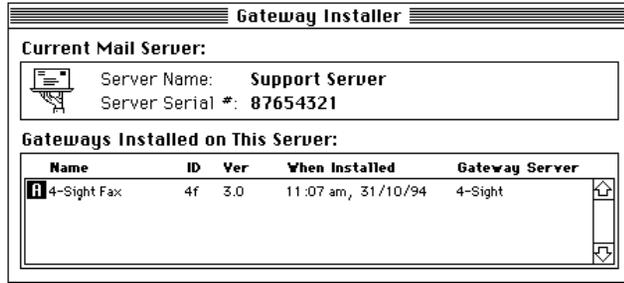
When the program has finished installing the Access Gateway, it will be listed with an "A" next to the name to show that it is not the full gateway - only one that has access to a gateway on a different server.

On the right is the name of the Mail Server that has the full gateway installed. This Access Gateway will forward all requests to that Mail Server.

Configuring 4-Sight Fax GW

In order to configure a gateway, you must be signed into the Mail Server as the Network Manager (please see page 11–6). The remainder of this section assumes that this is the case.

1   Select "Quarterdeck Mail " from the Apple (🍎) menu.

2   Choose "Gateway Configuration" from the "Mail" menu.

3   If it is not already selected, click on the 4-Sight Fax icon.
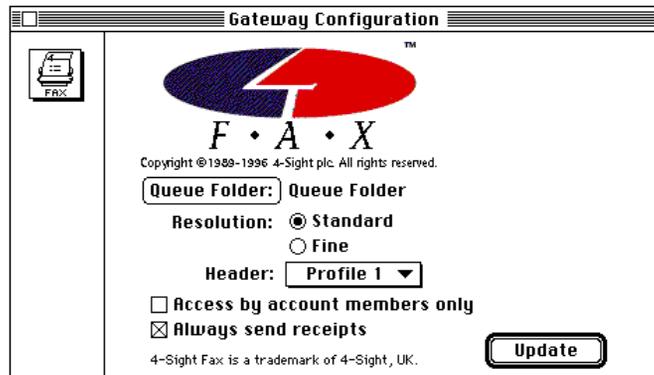
4   Click on the QUEUE FOLDER button and locate the position of the fax queue folder in the 4-Sight Fax folder.

5   Choose whether you require standard or fine transmission of mail messages that are sent directly from Quarterdeck Mail instead of using the 4-Sight Fax printer driver.

Fine print takes longer to transmit, but gives better quality results.

6   **You can restrict messages to 4-Sight Fax to a selection of users on your network. You do this by using Gateway Accounts which are described in more detail on page 11–15. If you would like everybody to have access to the 4-Sight Fax system without the extra administrative overhead of maintaining gateway accounts then leave the "Access By Account Members Only" checkbox unchecked.**

7   **Before closing the window you must remember to click the UPDATE button, otherwise the changes will not be applied.**

Gateway Connect Times   You can specify the times at which the gateway can connect the Quarterdeck Mail Server to the Comms-Server (effectively the times at which outgoing faxes will be processed).

1   **Select "Gateway Connect Times" from the "Mail" menu.**
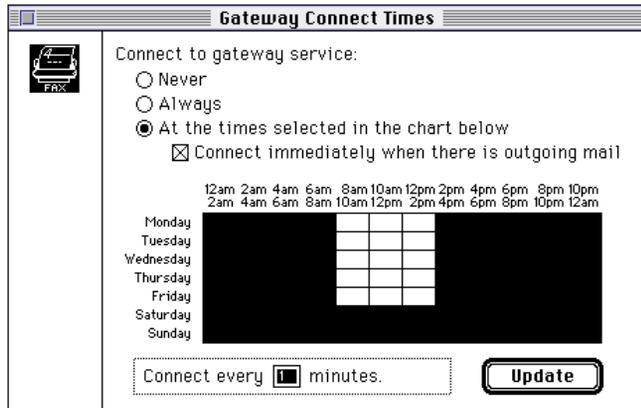
2   **Choose the times when you wish the gateway to connect.**

⚠️   *Normally you would have all the boxes selected so that faxes can be sent out at any time. However, if you wish faxes to be sent during a specific period you can select that period by checking the black squares in the weekly diagram (the example above is set to avoid sending faxes at peak periods). If you choose NEVER there will be no connection and the fax system will be disabled.*

3   **Once again you must remember to click the UPDATE button otherwise the changes will not be applied.**

Creating Gateway Accounts

If you left the "Access By Account Members Only" checkbox unchecked, then any user of the Quarterdeck Mail system can access 4-Sight Fax. If you wish to restrict access, make sure that the checkbox is checked and create one or more Gateway Accounts.

In order for users to be able to send faxes they must belong to special groups - or as Quarterdeck Mail calls them "Gateway Accounts" with access to the gateway and therefore the fax device.

1   **Select "Gateway Accounts" from the MAIL menu.**
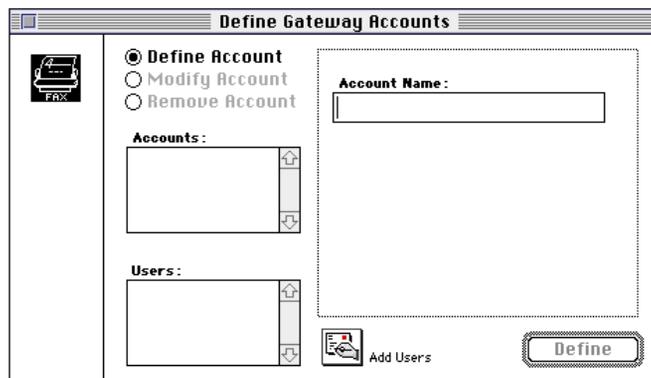
2   To define a Gateway Account select "Define Account" and type in an account name.

3   To assign users to the account, click on the "Add Users" button.
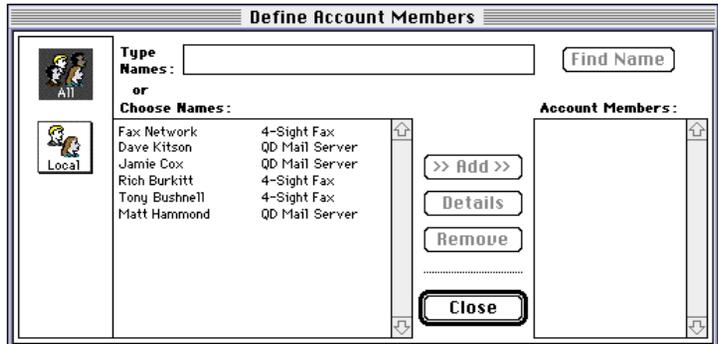
4   Select the users you wish to add to the Account and click on the ADD button.

When you have finished editing the account, click on the CLOSE button and click on the DEFINE button to define the new account.

Creating Gateway Recipients   As the Network Manager it is also your responsibility to update the global list of regular recipients of faxes. These names will appear in all Address Lists when users are addressing faxes. If an address is not listed, users can use a one-off address or their own address books, but it is much quicker and simpler for a user to choose a name from a list. So, be aware of the most important recipients of faxes and make sure their fax numbers are kept up-to-date.

⚠️   *So that users can send status enquiry messages and use the 4-Sight Fax Personal Address Book you must create a special recipient called "Fax Network."*

1   Select "Gateway Recipients" from the MAIL menu.

2   Select "Add Recipient."

3   Type in the name and the fax number of the recipient. You can also add their postal addresses for completeness, although it is optional. All the details entered will appear on any cover pages that are used.

4   When you have finished entering the details of a recipient, click on the ADD button to add them to the mail system.

5   Repeat steps 3 and 4 until you have added all your global address book entries. When you have finished close the Gateway Recipients window.

IMPORTANT: Do not forget to create the special gateway recipient called "FAX NETWORK," and enter "-" for its fax number.

IMPORTANT: Now, for each of the QD Mail clients that require faxing capabilities you need to create a user within the 4SFax Administrator with the same name as their QD Mail account.

Faxing Via Quarterdeck Mail

12

**FAXING VIA
QUARTERDECK MAIL**

**Sending Faxes Via
Quarterdeck Mail**

This section describes the methods for sending a fax via Quarterdeck Mail. It assumes that you have installed the standard 4-Sight FAX and Quarterdeck workstation software.

**Sending A Quarterdeck Mail
Note As A Fax**

Open the Quarterdeck Mail DA and create a message in the normal way.
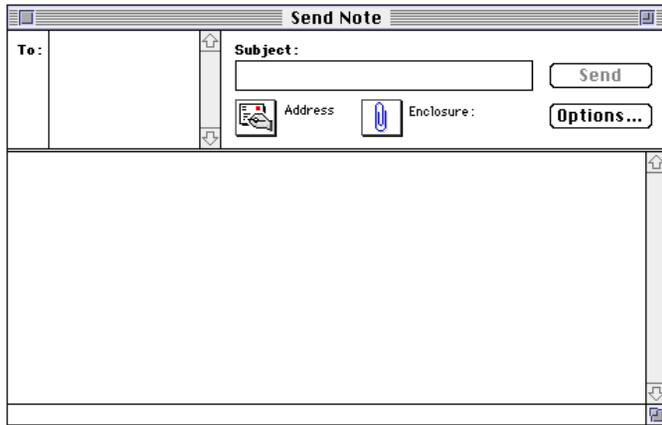
You can then address this QD message to a special fax recipient (or multiple recipients), using the method described under the Address Window section. If you wish you may also enclose an appropriately formatted documents along with your Quarterdeck Mail note - making up a multi-page message. Please refer to the Enclosure section for details of suitable file formats to enclose.

Printing Faxes Via The Fax Print Driver If you are faxing an application/ document via the 4-Sight Fax Print Driver (using Option Key faxing, or the F key) then select Quarterdeck Mail as the "server destination" from the drop down menu.
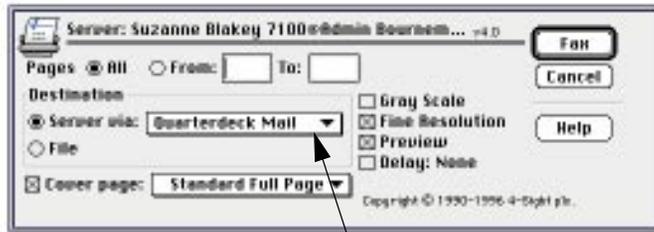
Quarterdeck Mail Selected

After the Fax Print Driver has been displayed (and Preview selected), the user is automatically presented into the Quarterdeck Mail Send Document Window.

The Send Document Window This window enables you to address the message you are sending and also write a short title for the document that will appear on the cover page.

Address button   Subject field   Send button

Enclosures button   Message field   Priority options
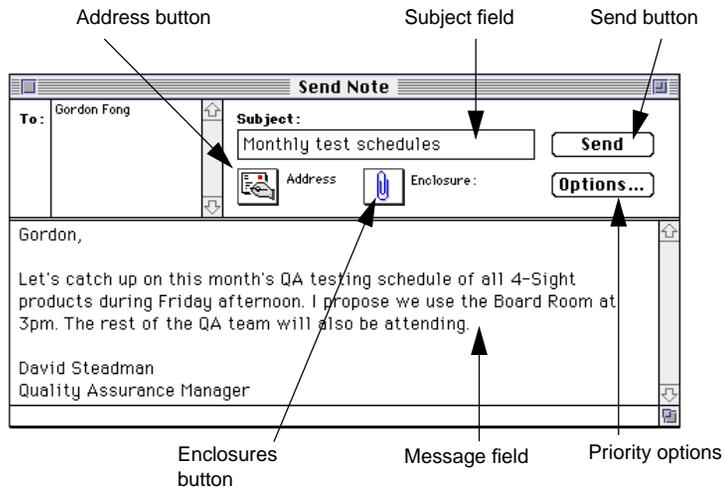
Address Displays the address window allowing you to assign the recipient(s) of the fax.

Subject This is a text field where you can enter the subject of the fax to be displayed on the fax cover (if applicable).

Message Any text typed into this field is displayed on the cover page/comments text field.

Enclosure This facility allows you to add further files to the fax you are sending, appending them to the current file you are working on.

When sending a fax you can attach the following file types: MPNT, PICT, TEXT, .FAX

MPNT -Paint format; created by MacPaint, Amazing Paint™, FullPaint™, etc.

PICT -A general picture format; created by MacDraw, CricketDraw™, etc.

TEXT - general format for words-only; created by all word-processors and most database packages.

.FAX - Generated by the 4-Sight Fax Print Driver when the "via Disk" option is selected in the print dialog window. The 4-Sight Fax Printer Driver produces a file which can be sent by 4-Sight Fax, and is used to send file types that do not fall into the above categories. The 4-Sight Fax Printer Driver creates ".fax" files from any Apple compliant application.

Options

Priority "Urgent" priority is selected by checking this option. On a network, the Comms-Server analyses the priority of all messages produced and transmits then according to their priority and their age (oldest first).

Return Receipt   Just as fax machine prints out a transmission report, you can ask 4-Sight to give you a report of your fax transmission. This is achieved very simply by using the "Receipt" button. After a fax has been successfully transmitted you will receive a Quarterdeck Mail message telling you what happened i.e. when it went, how long the message took to send, how may times it tried to connect before successfully transmitting. You can then save or delete this message as required.

```
 ████                    ≡ REJ>Desktop ≡
 4-Sight Fax Transmission Receipt
 ┌─────┐   From:    Tech Support Fax
 │ ▣ │   Date:    Mon, 8 Jul 1996 11:33 am
 └─────┘   Subject: REJ>Desktop
 ─────────────────────────────────────────────────────
 Your Fax to:

 Tech Support Fax []

 Was rejected because it contains gray scale images and the fax server has been configured
 to only allow black and white images.



 ─────────────────────────────────────────────────────
 [ Forward ]   [ Move... ]   [ Print... ]   [ Delete ]      [ ⇧ ] [ ⇩ ]
```
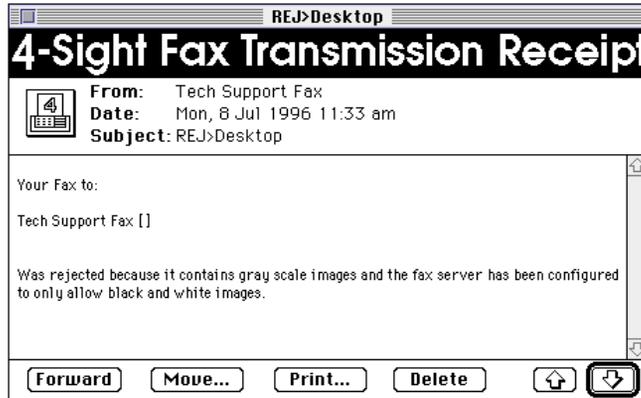
Send   When the fax has been addressed, click this button to send the fax.

Quarterdeck Mail   In version 3 of Quarterdeck Mail there are two useful extensions to the
Address Book   system. Firstly, users can have their own Personal Address Books allowing
                            you to type in all the numbers you commonly use. Secondly, the system adds
                            all one-off addresses to your Quarterdeck Mail personal address book.

Address Window

By clicking the ADDRESS button the Address Mail window is displayed. The left-hand side of the window shows a list of recipients. These may be made up from server based entries (configured by the network administrator) or a combination of both.

```
╔══════════════════ Define Account Members ══════════════════╗
║  ┌────┐  Type                                    ┌──────────┐║
║  │ 👥 │  Names: [                        ]       │Find Name │║
║  │ All │    or                                   └──────────┘║
║  └────┘  Choose Names:                    Account Members:  ║
║  ┌────┐  Fax Network    4-Sight Fax      ⇧                 ⇧║
║  │ 👤 │  Dave Kitson     QD Mail Server                     ║
║  │Local│ Jamie Cox       QD Mail Server   ┌──────────┐      ║
║  └────┘  Rich Burkitt    4-Sight Fax      │ >> Add >> │      ║
║          Tony Bushnell   4-Sight Fax      └──────────┘      ║
║          Matt Hammond    QD Mail Server   ┌──────────┐      ║
║                                            │ Details  │      ║
║                                            └──────────┘      ║
║                                            ┌──────────┐      ║
║                                            │ Remove   │      ║
║                                            └──────────┘      ║
║                                            ..........        ║
║                                            ┌──────────┐      ║
║                                       ⇩    │  Close   │     ⇩║
║                                            └──────────┘      ║
╚══════════════════════════════════════════════════════════════╝
```
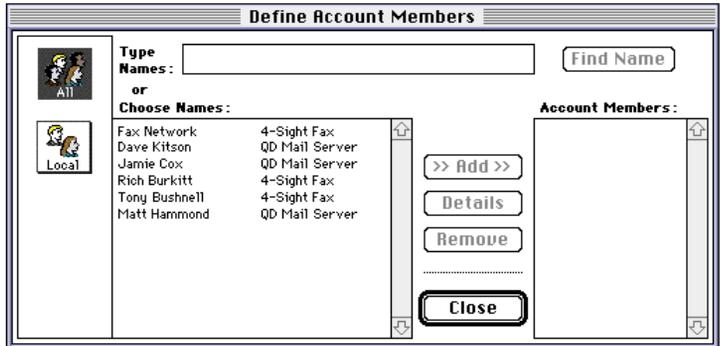
If the name of the desired recipient appears in the list then simply select the name and click on the ADD button (you may select as many recipients as you wish and also send "carbon copies" using the Cc and Bcc buttons).

One Off Address Window

If the address you require does not appear in the list then you will have to enter the details yourself. Click on the 4-Sight Fax icon in the ADDRESS MAIL window. You can then create a One-Off address.

```
╔═════════════════════ Address Mail ═════════════════════╗
║  ┌────┐   Recipient Name:                                ║
║  │ 👥 │   [                          ]                    ║
║  │ All │                                                  ║
║  └────┘   Fax Number:              Add as:  Message Recipients:║
║  ┌────┐   [                  ]    [To][Cc][Bcc]        ⇧║
║  │ 📖 │                            ┌──────────┐          ║
║  │Personal│ Postal Address: (optional) │ >> Add >> │      ║
║  └────┘   [                  ] ⇧   └──────────┘          ║
║  ┌────┐                            ┌──────────┐          ║
║  │ 👤 │                            │ Details  │          ║
║  │Local│                           └──────────┘          ║
║  └────┘                            ┌──────────┐          ║
║  ┌────┐                            │ Remove   │          ║
║  │ 📠 │                            └──────────┘          ║
║  │ FAX│                            ..........            ║
║  └────┘                    ⇩       ┌──────────┐          ║
║                                    │  Close   │        ⇩║
║                                    └──────────┘          ║
╚══════════════════════════════════════════════════════════╝
```
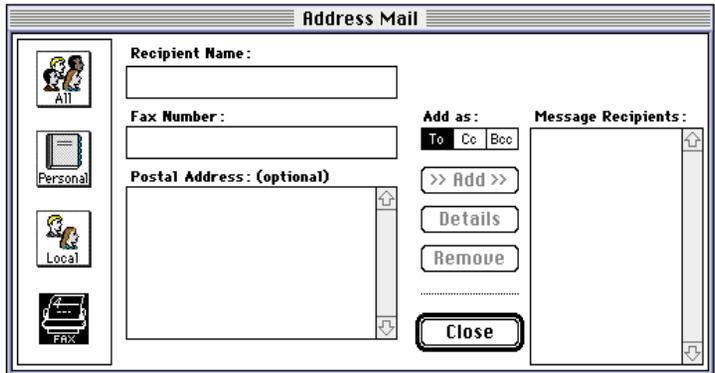
1 Enter the name of the person or company to which the message is being sent and their number into the appropriate fields.

When sending a fax:

The fax number should be the area code followed by the fax number e.g. 0171 123 4567

2   You may enter their address for completeness.

3   If the details are correct click the ADD button.

4   Select CLOSE after defining all recipients.

5   Click Send on the Send Document Window to send the fax.

Transmission Receipts
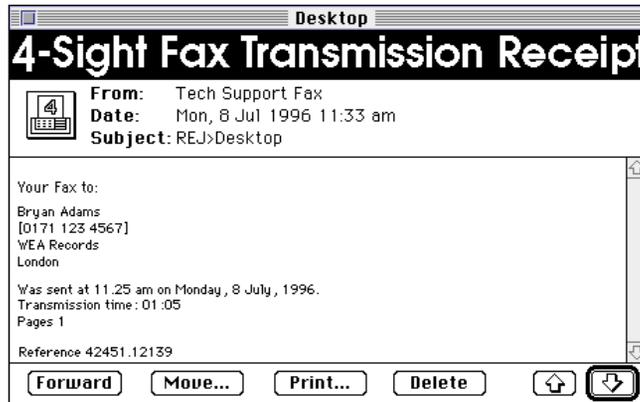
If you have requested a receipt, on completion of transmission of the message you will receive a Quarterdeck Mail message containing details of when it was sent, how long it took to transmit, etc.

Rejected Messages

If for any reason the server could not deliver your message then a rejection message will be sent to your Quarterdeck Mail box. The dialog above is a typical example of how the message will appear. There are a number of reasons for your message failing to be sent.

Retry Count Exceeded   Either the number was engaged or there was no answer. You will need to investigate why.

Invalid File Type   You have enclosed an invalid file - see the list on previous pages for supported file types.

Font Rejection   The document to be transmitted contained a font not installed on the server. Contact your Network Administrator.

Message Status Enquiry

You can find out the current status of your message by clicking on the STATUS icon in the Quarterdeck Mail window.
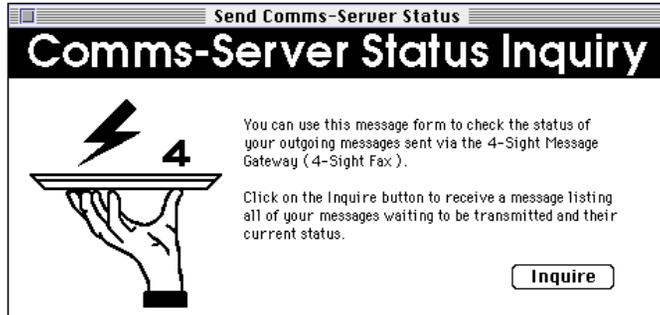
This brings up a special form which you simply click on the inquire button. The message is sent over to the mail server and the gateway gets a list from Comms-Server. This information is then returned in a special form containing useful information for you to be able to determine that the system is running in a satisfactory manner.

Comms-Server Status Report   When you have requested a status report, this form is sent to you from the
Comms-Server. It shows the current status of the Comms-Server queue and
when the system expects to send your message.

The times shown are approximate because it is impossible to determine
exactly how long the messages in front of yours in the queue will take to
transmit.

RECEIVING FAXES VIA QUARTERDECK MAIL

Fax Viewer

This section describes the installation and operation of the 4-Sight Fax
Viewer application, which allows Quarterdeck Mail users to view incoming
faxes which have been forwarded to their workstations.

Manual Routing   You also need to designate certain users on the network, whose
responsibility is to view incoming messages and then route them on to their
correct recipients via Quarterdeck Mail. To do this, these users need to have
both the 4-Link and QD desk accessories installed on their machines, along
with Quarterdeck Mail forwarding.

Automated Routing   Using the optional Automated Inbound Routing functionality of 4-Sight Fax
means that users will automatically receive faxes via Quarterdeck Mail
directly to their workstation. For more information on this functionality
please refer to Chapter 4.

Installing Fax Viewer and QD Forwarding

1   **Insert the Integration disk into your disk drive.**

2   **Drag Fax Viewer to your hard disk (it may be placed anywhere).**

3   **Open Quarterdeck Mail Gateway Folder.**

4   **Drag QD Engine to System Folder.**

5   **When completed, restart your machine.**

The Fax Viewer application allows users to view faxes.

The QD Engine extension allows users to manually forward fax messages via Quarterdeck Mail.

**MANUALLY ROUTING
FAXES VIA
QUARTERDECK MAIL**

1 Select INCOMING GENERAL NOTIFICATION in the 4-Link Notification
   preferences.

2 When alerted by 4-Link open the 4-Link DA and view the incoming
   message by double clicking on it (new messages are marked as
   <unknown> and are at the top of the incoming queue).

3 Click the Forwarding Tool.

4   Type in the name of the recipient and the fax subject.

**5   Click on the MAIL...button and you will be asked to confirm that this
      message should be forwarded to the appropriate user.**

Quarterdeck Mail™

Address...

☐ Send alias of file

Cancel   Send
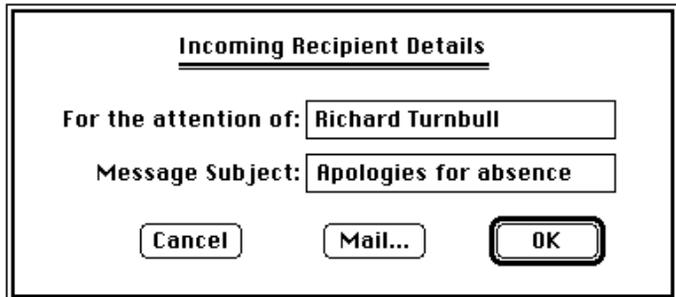
⚠️   *If the Mail button is grayed, then you need to install the QD Engine
      extension into your system folder.*

The incoming message will then be sent to the recipient as a file enclosure,
with a Quarterdeck Mail message.

VIEWING A FAX RECEIVED VIA QDMAIL

1   When alerted by Quarterdeck Mail open the DA.
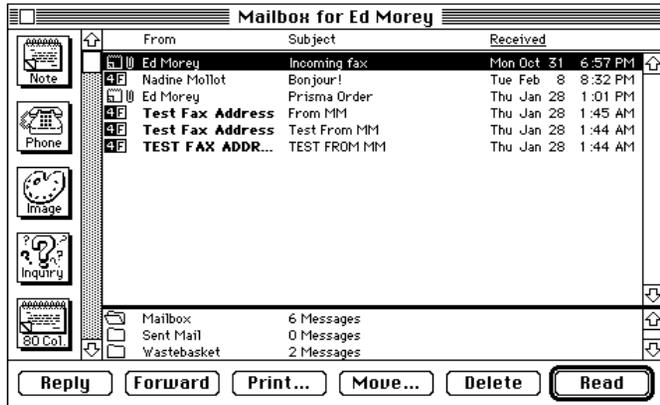
2   You will see a message from Comms-Server with an enclosure. The enclosure is the received fax file.
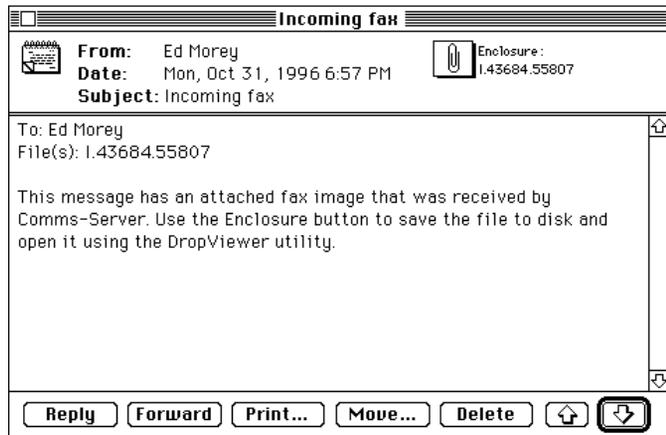
3   Retrieve the enclosed file onto your hard drive.
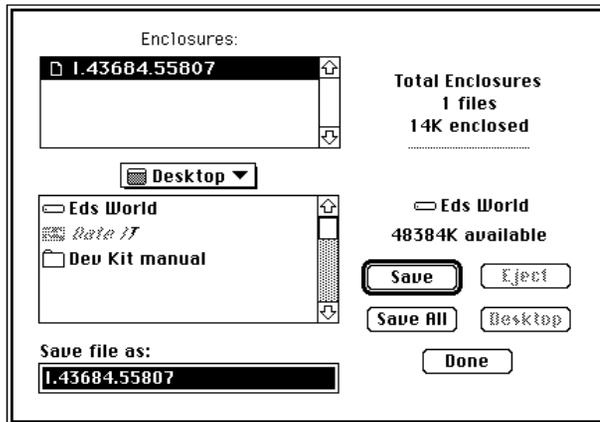
4   Double click on the enclosed file and this will automatically run the viewer application.

5   You will then be able to manipulate the message using the following tools:

Zoom In
the magnifying glass allows you to zoom in on particular section of the fax. Select the magnifying glass and click on the area to be zoomed.

Zoom Out
this option allows you to zoom out to see a larger amount of the page in your window. Select the icon and click on the desired area.

The zoom level is displayed in the bottom left hand corner of the viewer window (standard full size is 100%). The range available is 25% to 400%.

Invert
this function allows you to invert (flip upside down) the entire document. This is used for occasions where a fax has been received upside down.

Next Page
click this icon to view the next page in the document.

Previous Page
click this icon to view the previous page in the document.

Go to Page...
this function allows you to view a specified page within the document. Clicking the icon displays the following dialog:

Page to display (1 to 6): [   ]
[Cancel]   [OK]

Type the number of the page you wish to view.

Forwarding
this tool allows you to add a descriptive title to the received document and forward it via mail it to another recipient.

OCR Link

this tool allows you to direct the received fax image to a supported Optical Character Recognition package for processing. When selected, you are prompted to select the OCR package that is installed and running on your system. The image will be sent to the OCR package for processing.

Convert into text using:

- ● EagleEye™ OCR
- OmniPage
- OmniPage Pro v5
- OmniPage Pro v6
- Read-It OCR
- TextBridge
- TypeReader

Print

this 4-Link menu item will print the fax to the device selected in the Chooser. You can select any range of pages to print (for multi-page faxes) as well as specify a number of copies.

Save As...

this item allows you to save a received fax in one of a number of file formats. When selected, it presents you with a standard Macintosh file save window.

```
┌─────────────────────────────────────────────────┐
│         ┌──────────────────┐                      │
│         │ ▭ Hard Disk      │                      │
│         └──────────────────┘                      │
│   ┌─────────────────────┐ ⬆     ▭ Hard Disk       │
│   │ ▭ Applications      │ │                        │
│   │ ▭ Current Jobs      │ │     ┌──────────┐       │
│   │ ▭ System Folder     │ │     │  Eject   │       │
│   │ ▭ Utilities         │ │     └──────────┘       │
│   │                     │ │     ┌──────────┐       │
│   │                     │ ⬇     │  Drive   │       │
│   └─────────────────────┘       └──────────┘       │
│   Save document as:                                │
│   ┌─────────────────────────┐   ┌──────────┐       │
│   │ Fax Document            │   │   Save   │       │
│   └─────────────────────────┘   └──────────┘       │
│   Select file format:           ┌──────────┐       │
│                                 │  Cancel  │       │
│    [PICT]  [Paint]  [TIFF]      └──────────┘       │
│    PICT    Paint    TIFF                           │
└─────────────────────────────────────────────────┘
```

You can rename the received fax if you wish and click the appropriate icon to choose a file format. The formats available are:

PICT   files can be opened and printed in most paint and draw programs. Most desktop publishing and word processing programs allow placement of PICT graphic files. The document will be saved as one large bitmapped area at the received resolution (200 x 200 dpi Fine).

PAINT   files consist of a screen resolution (72 dpi) bitmapped image. PAINT documents may be opened and printed from most paint programs.

TIFF   files are high resolution bitmapped graphic files that may be opened and
printed by some of the higher-end paint programs. Most desktop publishing
programs allow placement of TIFF graphic files. When importing a TIFF file
into a desktop publishing program, the file remains separate. Its location is
saved for use during printing. Do not delete a TIFF file once it is placed into
another program. TIFF files may be converted to Macintosh text files by
Optical Recognition programs (OCR) such as TextBridges.

> *When viewing a fax in the viewer, a 72 dpi resolution image may
> be saved to the clipboard by selecting "Copy" from the Edit menu.
> This image can then be pasted into another application.*

Anti-Alias viewing
this item allows you to clearly view a fax on screen at 72 dpi, converting it
from the original fax at 200 dpi.
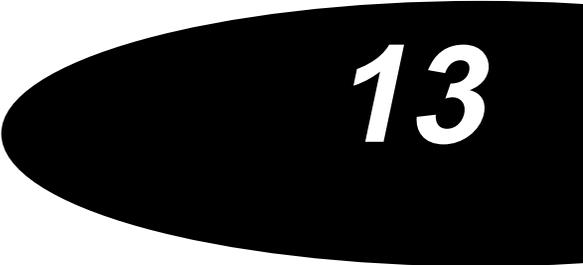
AppleScript   **13**

INTRODUCTION TO APPLESCRIPT

Developer Kits, by their nature are designed to be and can only be used by competent computer programmers who are conversant with C or Pascal Languages or other development environments. Conversely, the 4-Sight Fax AppleScript Developer Kit may be used by any user who is capable of writing small amounts of AppleScript. As the AppleScript language is akin to the HyperTalk language it should be possible for any competent user to make use of this kit. Together with the FaceSpan (neé FrontMost) user interface builder it is very easy for a user to build a simple application to send faxes within a matter of hours!

Support

4-Sight's Technical Support staff will be pleased to help you with any problems you may have – however we cannot write your AppleScript for you! It will help us if you write the problem down, stating clearly what you are trying to achieve and what is not working. A simple "It doesn't work" will not get a fast response. Due to the nature of development problems, we cannot take telephone calls regarding the AppleScript interface. It is always more efficient to have a written report sent via e-mail. Please include any sample scripts and also your telephone and fax numbers, so that we can call you with information.

Fax: +44 (0) 1 202 758 444

E-mail: technical_support@four-sight.co.uk

> ⚠ *To access the faxing capabilities of Comms-Server via a network Macintosh (using AppleScript) then that Macintosh's Owner Name, as in the Sharing Setup control panel must be entered as a user in 4SFax Administrator.*

Overview

The principle of this benefit of this complementary software is to increase the flexibility of 4-Sight Fax by enabling you to modify your existing 4-Sight Fax product to fit the requirements of your own specific working environment, without the need of hiring expensive and time consuming programming resource. This may be done in two ways,

1   Customization of the standard 4-Sight Fax client software

An example of this will be using the AppleScript API to set up specific "Drag and Dropplets." The 4-Sight Fax Draggin is provided as part of the standard 4-Sight Fax package. This is a desktop icon enabling desktop faxing through Drag and Drop, i.e. drop your document on the Draggin and all the work is done for you, the user just needs to select a fax destination and if necessary include a cover page message.

The AppleScript API enhances this functionality as specific addresses and even cover page text may be set up for multiple Fax Draggins, or Drag and Dropplets, so that the user just drops documents on the relevant Dropplet and they are transparently enclosed, addressed and sent.

2   Creating links between other scriptable applications, for instance databases.

Databases - an example of using the 4-Sight Fax Developer AP to link 4-Sight Fax to scriptable applications is in the use of databases. For instance, a database such as FileMaker Pro or Now Contact will contain all the information that is also normally located in the 4-Sight Fax address book, i.e. name of contact, fax number, company name/address. To avoid the requirement of importing new details twice, once into the database, and again into 4-Sight Fax, the user may, via the API, fax directly from within the database. Fax buttons may be added to the database which when clicked activate an AppleScript which transparently takes the required information from the database and passes it to 4-Sight Fax. All the user need do is add the cover page text and then click the send button (although even this may be scripted out, i.e. a standard sales enquiry letter). Prepared fax documents may also be enclosed transparently through the AppleScript.

WebFax - The AppleScript API may be used to integrate 4-Sight Fax with Quarterdeck's (previously StarNine) WebStar application as this is scriptable. This is beneficial for companies setting up their own internet webservers, as their home pages may be linked to a 4-Sight Fax server. Web surfers dialling into these homepages will have the option of clicking fax buttons, they would then be prompted (or enforced) to input their details and fax number, and select the information they wish to be faxed, which the AppleScript would automate. A unique way to differentiate your website, capture potential client information and avoid tedious downloads.

The AppleScript Developer kit consists of a single file called "4-Sight Developer API" that the user copies to their "Scripting Additions" folder, found in the System Extensions folder. Once this file is present on their system the full Fax Developer Kit is available to them from AppleScript and any application that is capable of running AppleScripts - i.e.: applications that fall into the category of being "attachable", e.g.: QuicKeys, FaceSpan, UserLand Frontier, etc.

> ⚠️ *You must also have AppleScript installed and running on your machine.*

The language extensions that the developer kit provides is split up into three distinct groups:

Creating Messages - New Address, New Message, Save Message, UserName.

Sending Messages - Current Server, Pick Server, QuickFax, Send Message, Use Server.

Manipulating the 4-Sight Fax Printer Driver - Change PrintSetup, Get PrintResults, Switch Printer.

The first set of commands are used to create and address messages.

The second set are used to send these messages directly to a server or to invoke the QuickFax interface of 4-Link to allow the user to confirm the message (with possible changes) before sending it to the server; this allows the creation of boilerplated fax messages. The second section also contains the commands to check that the users currently selected server can be found on the network, ask the user to pick a new server or to change the server to use - with or without a user interface.

The third set of commands allow the user to easily switch between their standard printing device driver and the 4-Sight Fax Printer Driver. It also provides an interface for setting any of the values that can be set in the Printer Driver Page Setup and Print dialog interfaces in a programmatic way.

Creating A Message

The Anatomy of a Fax Message

The AppleScript representation of a fax message is as a record with the following properties (you can think of these as fields of a record if you are used to that name, AppleScript calls them "properties" so that is the term we shall use here):

From: string	-- who the message is from (default: username)
Subject: string	-- what the message is about
Header: small integer	-- cover page to use (default: none)
ReplyRequested: boolean	-- return receipt required (default: none)
CommentText: string	-- cover page comment text
Enclosures: list of file specification	-- files to send
Addresses: list of Address/es	-- who to send the message to

All properties of the message are optional, except for the "Addresses" property. This tells the Fax Server where to send the fax to.

The Anatomy of a Message Address

Like a Message record, an Address is another record which contains properties to represent various parts of the address, here are the summary details:

Recipient: string   -- who to send to

Postal Address: string   -- postal address

Phone Number: string   -- fax / telex number

Priority: small integer   -- message priority (default: 25)

Destination: small integer   -- address class (default: Fax = 1)

Delay: integer   -- transmission delay (default: none = 0)

The only required property in an address is the "PhoneNumber", this is the telephone number that the Fax Server will dial to connect to the remote fax machine.

Creating a New Message

The format of the command used to create a new message is as follows:

New Message

   [**from** string]   -- who is creating this message

   [**about** string]   -- what is the message about

   [**with cover page** small integer]   -- which cover page to use

                                                                          (default: none)

Result: Message   -- new message

This command returns a new message record to which you can add some addresses, cover page comment text, file enclosures etc and send to the Fax Server for transmission. If you want a blank Message record you just use the command "New Message", all the extra bits in [brackets] are optional. Here is a fully fledged example:

set msg **to** New Message from "Ed Morey" about "AFC Bournemouth" with cover page 1

If you do not specify the "from" portion of the command then the name specified in the Sharing Setup Control Panel will be used - see the Username command below also.

**Creating Some Addresses
to Send Faxes To**

To create an Address you use the following command:

New Address

[**for** string]	-- persons name
[**of** string]	-- postal address
[**at** string]	-- fax / telex number
[**urgency** small integer]	-- urgency (default: Normal = 25)
[**by** small integer]	-- destination class (default: Fax = 1)
[**delaying until** integer]	-- transmission delay (default: None)

Result: Address   -- new address record

Again, all the bits in [brackets] are optional. You would normally however specify the "for" and "at" parts. The "urgency" field specifies how urgent it is to send the message that this address will be attached to. The valid range of values are 0 through 100. The default value is 25 which matches "Normal" in QuickMail and "Non-Urgent" in Microsoft Mail, 4-Link and PC-Link. 100 matches "Urgent" in all client interfaces. For users who are used to using QuickMail the following values match the other QuickMail priorities: Bulk = 0, Important = 50, ASAP = 75.

Here is an example of the New Address command:

set addr **to** New Address for "David Townend" of "4-Sight" at "01202-761666" urgency 100

Putting it all together

The Addresses property of the Message contains a list of Address records. To add a new Address to the list of zero or more existing addresses you use the following sequence:

set Addresses **of** msg **to** Addresses **of** msg & {addr}

The reason that the {addr} bit is enclosed in brackets is that the "&" command joins two lists together and we need to convert our newly created Address record into a list with one entry before we can use the "&" command to join the two lists together.

You can use this command over and over to build up a large list of recipients for your message.

Sending A Message   Once you have created a message you can send it to your Fax Server using the following simple command:

Send Message msg

Simple! The full syntax of the Send Message command is:

Send Message Message   -- message to send

   [**via** Server]   -- which server to send it to

Result: small integer

Picking and Choosing your Server   The Send Message command takes an optional parameter which is a Server record specification, this consists of the following properties:

Server Name string   -- server name

Server Type string   -- server type

Server Zone string   -- zone server is in

Network Address integer [r/o]   -- server network address

There are three ways to create a Server record, either, 1) Use the "Current Server" command to return a record that specifies the users correctly selected 4-Link Server or, 2) Use the Pick Server command to ask the user to select one or, 3) Use the Pick Server command to convert a machine address specification into a Server record - if that last one sounds complicated, don't worry it isn't.

Using "Send Message" without the extra "via" parameter is the same as specifying the users default selected 4-Link Server, thus these two commands are equivalent:

Send Message msg

Send Message msg via Current Server

To ask the user to pick a server you use the "Pick Server" command whose full syntax is as follows:

Pick Server

    [**using** Server]   -- existing server to verify

    [**picker** boolean]   -- whether to display the server picker dialog

Result: Server   -- selected server

The simplest form of this command is just "Pick Server". This will display the standard 4-Talk Server Picker and return the users selection as a Server record.

This command can be used when you want to ask the user to confirm their server selection, using their current selection as the default thus:

Pick Server using Current Server

This will display the server picker with the users current selection - if found on the network - selected.

The server picker has both an "OK" and a "Cancel" button. You can tell which button was clicked on by looking at the Network Address property of the returned Server record. If the value is 0 - an invalid network address - then the Server Record contents are deemed invalid and is an indication that the Cancel button was clicked. Here is an example:

set serv **to** Pick Server using Current Server

if Network Address **of** serv **is** 0 **then**

    display dialog "No Server Selected"

end if

Does the Server Exist?

Another use of the Pick Server command is to check that a Fax Server represented by a Server record is running on the network. To perform the check you need to use the Pick Server command without it displaying the server picker dialog.

Again, if the server is not found on the network, the Network Address property will be zero.

set serv **to** Pick Server using (Current Server) **without** picker

if Network Address **of** serv **is** 0 **then**

    -- the server can't be found on the network, ask the user

    set serv **to** Pick Server using serv

end if

if Network Address **of** serv **is not** 0 **then**

    -- only if a real server was found do we proceed

    …

end if

Setting the Server

The opposite command to "Current Server" is "Use Server", this changes the users 4-Link server selection (and consequently the value returned by "Current Server"), the next time that it is used. Here is a routine to check that the user's current selection is valid, if not it asks the user to select a server and unless they cancel the selection sets it as their new default:

```
on CheckServer()
    set foundServer to true


 -- check to see if we can find it without asking  the user
    set serv to Pick Server using (Current Server) without picker


    if Network Address of serv is 0 then
        -- not found, time to ask the user
        set serv to Pick Server using Current Server


        if Network Address of serv is not 0 then
            -- user Picked the server for us, make it the default
            Use Server serv
        else
            -- user hit the cancel button
            set foundServer to false
        end if
    end if


    -- return whether we found the server, false means we didn't and the user
    -- cancelled when asked to pick a new one.
    foundServer
end CheckServer
```

Using The QuickFax User Interface

So far the scripts that we have been writing have automated the sending of faxes to the point that there is no user interface involved. You can design your own user interface using FaceSpan (neé FrontMost) or you can use the 4-Link "QuickFax" message window.

QuickFaxing   The QuickFax command allows you to open up a new 4-Link message. Thus allowing the user to confirm or add to the contents before sending the message to the server of their choice. Using AppleScript you have the capability to set any of the fields of the 4-Link message before it is displayed to the user. Here is the format of the QuickFax command:

QuickFax   [**using** Message]   -- Message description to use

   [**for** Address]   -- address(s) to send message to

   [**about** string]   -- subject of message

   [**saying** string]   -- cover page comment text

   [**enclosing** file specification]   --file(s) to enclose

   [**urgency** small integer]   -- urgency (default: Normal = 25)

   [**delaying** until integer]   -- transmission delay (default: None)

There are two ways that you can use this command:

- **QuickFax using msg**

- **QuickFax for** addr **about** subj **saying** commText **enclosing** fileList

The first form needs a "Message" record. The advantage of this is that it contains all the information about a message and can specify multiple addresses, who the fax is from, the subject, which cover page to use, whether you want transmission receipts, the cover page comment text as well as a list of other file enclosures.

The second form is used when there is only a single address. You cannot specify some of the fields that you can if you use a message record but you can still specify the subject, the comment text which appears on the cover page, the list of files to enclose, urgency and transmission delay. The advantage of the second format is that it is simpler to use.

QuickFax Examples   **set** addr **to** New Address **for** "David Townend" **of** "4-Sight" **at** "01202-761666" urgency 100 **QuickFax** addr **about** "AppleScript Faxing" **saying** "It is really simple"

set msg **to** New Message **from** "Ed Morey" **about** "AFC Bournemouth" **with cover page** 1

-- create the first address, add it to the list

set addr **to** New Address **for** "David Townend" **of** "4-Sight" **at** "01202-761666" **urgency** 100

set Addresses **of** msg **to** {addr}

-- create the second address, append it to the list

set addr **to** New Address for "Laura Jacobsen" of "4-Sight L.C." at "+1-515-555-1234"

set Addresses **of** msg **to** Addresses **of** msg & {addr}

-- invoke user interface

QuickFax msg

Printer Management

The "Switch Printer" and "Change PrintSetup" commands let you change printer drivers and configure the settings that will be used.

Switching to and fro   To send a fax you need to use the 4-Sight Fax Printer Driver instead of your normal printer driver. To Switch between printing to your normal printer and printing via the Fax Printer Driver you can use the "Switch Printers" command. This allows you to change printer drivers to the Fax Printer Driver, revert the printer driver back to your normal printer driver or to toggle between the two printer drivers.

The Syntax of the command is as follows:

Switch Printer

   [**by** Toggling/switching from Fax/switching to Fax] -- method used to switch

   [**display** boolean] -- whether to display the "Switching…" dialog (default don't)

Result: small integer

There are three different variations of this command, changing from your default printer driver to the Fax printer driver, changing back again and toggling between the two:

1   Switch Printer by switching to Fax

2   Switch Printer by switching from Fax

3   Switch Printer by Toggling

By default, there is no user interface displayed when the switch occurs. If you would prefer an indication of the switch between printer drivers then specify the "with display" parameter:

Switch Printer by switching to Fax **with** display

Switch Printer by switching from Fax **with** display

Switch Printer by Toggling **with** display

For Printer Switching to work you must have the FaxSwitcher Control Panel installed. The "Switch Printer" command simply asks the FaxSwitcher control panel to perform the switching for it and does not actually perform the switching operation itself. If the FaxSwitcher Control Panel is not installed then the "Switch Printer" command will fail.

Configuring the Print When the user chooses the Page Setup and Print commands they are
Settings presented with two dialogs that allow them to set their print options with
regard to page size, scale, rotation, resolution as well as the page range that
they want printed and whether they want to store the resulting file on disk
or to pass it on to QuickMail, Quarterdeck Mail or 4-Link.

The "Change PrintSetup" command allows you to perform this functionality
programmatically from AppleScript. The command allows you to set any of
the options that the user can set as well as disabling the display of the Page
Setup and Print dialogs altogether - this allows for the automation of the
printing operation without user intervention.

Change PrintSetUp

[defaults boolean]   reset print configuration to default values

[to use A4Letter/USLetter/USLegal/B5]paper type

[orientated as Portrait/Landscape]   paper orientation

[scaled small integer}   -- scale factor

[larger print area boolean]   -- emulate LaserWriter larger print area

[starting at small integer]   -- starting page range

[finishing at small integer]   -- ending page range

[fine resolution boolean]   - standard or fine resolution

[font substitution boolean]   -- substitute Geneva, Monaco & New York fonts

[dialogs boolean]   -- display Page Setup and Printing dialogs

[sending   -- viaDisk/viaQuickMail/via Quarterdeck Mail/

                                                   via4Link]

[preview boolean]   -- display document preview window

[grayscale boolean]   -- black & white or gray scale imaging

[using cover page small integer]   -- 0 = no cover page, else 1 through "n"

[delaying until integer]   -- seconds since 1904

[storing in file specification]   -- file to store printed output in

You can use as many or as few of the parameters as is necessary to change
the printer settings to be the way that you want them. If you do not use a
particular parameter then the printer setting remains unchanged.

With Defaults This resets all printer settings to their default values and is useful to make
sure that all the settings are at a known value.

To Use A4 / US letter / US legal / B5

Changes the value of the paper type field.

Orientated As Portrait / Landscape

Changes the orientation of the page.

Scaled

Changes the scale factor used. This can be any value between 25 and 400 and represents a percentage scale. For normal scaling use 100.

With Larger Print Area

To force on the Larger Print area checkbox use "with …", to force it off use "without …".

Starting At

Sets the starting page number, this is normally 1. To print all pages of a document do not use the the "starting at" or "finishing at" qualifiers.

Finishing At

Sets the finishing page number. To print all pages of a document do not use the the "starting at" or "finishing at" qualifiers.

With Fine Resolution

To force the Fax to be imaged in fine resolution use "with …", to force the Fax to be imaged in standard resolution use "without …".

With Font Substitution

To make sure that font substitution is performed use "with …", to make sure that it isn't use "without …".

With Dialogs

To turn off the display of the Page Setup and Print Setup dialogs use "without …", to make sure that they are displayed use "with …". The specifier only has effect for the next print operation and is automatically cancelled if the user does not perform a print operation in the next 5 minutes.

Sending ViaDisk / Via QuickMail / via Quarterdeck Mail /Via 4-Link

To change how the fax image file is to be further processed, you specify whether it is to be stored permanently on disk or further processed by the user using Quick Mail, Microsoft Mail or the 4-Sight 4-Link Desk Accessory. If you choose the "viaDisk" specifier then you should also use the "storing in" specifier to specify where on the disk the file is to be stored,

With Preview

To force the display of the preview window as each page is imaged use the "with …" specifier, to make sure that it is not displayed use the "without …" specifier. The display of the preview window is independent of the display of the Page Setup and Print dialogs, thus you can implement the faxing operation with the only interface that the user sees being the preview window.

With Grayscale

To image the fax for grayscale faxing use "with …", to image for black and white faxing use "without …".

Using Cover Page   To choose which cover page to use use this specifier with a cover page number. The number would normally be in the range 1 though 8 unless you are using the Lite version of the 4-Sight Fax Server, in which case the range is only 1 through 2. If you use a value that is out of range, the Fax Server will automatically use cover page 1.

Delaying Until   If you wish the fax to be delayed then you can use this specifier followed by the time at which you wish the fax to be transmitted. The date and time value is specified as the number of seconds from 1 January 1904 to the time that you want the fax to be transmitted - converting a "Human" date and time into this format is left as an exercise to the reader.

Storing In   If you use the "sending viaDisk" specifier then you can use this to indicate where on the disk and with what name you would like the fax image file to be stored. You can use the "Get PrintResults" command - described below - to find out where the printer driver actually stored your file if you don't specify it yourself.

Automatic Printing Of A Document As A Fax   For applications that are "attachable" you can easily write a script that switches to the Fax printer driver, prints the front most document without any user interaction and then switches the print driver back again. For applications that aren't attachable look out for the Freeware OSA Menu Extension or create an AppleScript applet and place it in your Apple Menu Items folder.

You could increase the functionality of the example below by having the script automatically lookup the fax number based on the name found in the document and then automatically sending the output from the fax printer driver to the Fax Server without any interaction at all.

-- Here is a simple script that can be used to fax the frontmost window.

-- It turns off the Page Setup and Print Dialog displays and the preview window.

-- It also routes the output from the printer driver to the 4-Link DA for addressing by the user.

Change PrintSetUp sending via4Link **without** preview **and** dialogs

Switch Printer by switching to Fax **without**

display print window 1

Switch Printer by switching from Fax **without** display

Was The Print Successful? The user can cancel the printing operation at any time and we need a way of finding out if the user did this. Also, if you instructed the print driver to print the file to disk then you may need to know where it ended up and if it was successful - ie: you didn't run out of disk space.

To check the results of the last print operation you use the "Get PrintResults" command. This returns a "PrintResults" record which has the following properties:

Last Print Error small integer [r/o]   -- result of last printing operation

Print Output File file specification [r/o]-- file created by printing operation

Printing in Progress boolean [r/o]   -- Is the 4-Sight Fax Print Driver

currently printing?

If the user cancels the printing operation then the "Last Print Error" field will contain userCancelledError (-128).

Misc Utility Routines

As well as the AppleScript commands described above the developer API also contains a few utility routines that you may find useful.

API Version This command returns the version number of the developer API.

Username Returns the value that is setup by the user in the Sharing Setup control Panel. This is the default value used for the "from" argument in the "New Message" command.

Save Message This command is similar to the "Send Message" command except that it saves the result of the Message created as a "drop file" on disk. The can be used to join several files together or to create a drop file that can be enclosed in a message at a later date.

Drag and Drop Example Below is an example of an AppleScript droplet which allows you to drag a bunch of files onto it. It then checks that they are of the correct type, expands any folders that you selected and invokes the QuickFax dialog for you to address and send the fax to the server. This is similar in functionality to the Fax Draggin'.

```
on run

    -- No files were dragged and dropped, explain to the user how to use this
droplet!

    displayMessage("Drag and Drop the files you want to Fax onto this file!",
"OK")

end run


on open (fileList)

    -- If only a single file was dropped on us then we need to convert it into a
list of one file.

    if class of fileList is not list then set fileList to {fileList}


    -- If we have a server, then flatten out the list of files and invoke Quickfax

    set fileList to flattenFilesAndFolders(fileList, "")
 (*If at least a single file was drag and dropped we continue otherwise the
user either dragged a

    bunch of empty folders or the files were not of the correct type *)

    if class of fileList is list then

      if (count of fileList) > 0 then

          QuickFax enclosing fileList

      else

            displayMessage("Nothing to fax!", "OK")

      end if

    end if

end open

(*Given a list of files and folders this routine returns a flattened list that
contains only files. It checks  each file to make sure that it is of the correct
type. This routine returns -1 if one of the files is invalid *)
```

```
on flattenFilesAndFolders(fileList, parentfolder)

   local fileItem, fileInfo, folderList, fResult, flatList
   set flatList to {} -- we start with an empty list

   if (count of fileList) > 0 then
      repeat with fileItem in fileList
-- if this is a file in a sub-folder then we must create a path specification
         if parentfolder is not "" then ¬
            set fileItem to alias ((parentfolder as string) & fileItem as string)
         end if

         set fileInfo to info for fileItem

         -- if the target is a folder then we recurse if the folder contains any
          items
         if folder of fileInfo then
            set folderList to list folder fileItem
```

```
if (count of folderList) > 0 then

    set fResult to flattenFilesAndFolders(folderList, fileItem)


    -- If it expanded to a list with something in it then we append

                                    that to the list

    if class of fResult is list then

        if (count of fResult) > 0 then

            set flatList to flatList & fResult

        end if

    else

        set flatList to -1

        exit repeat

    end if

end if

else
```

```
                      -- If it is a file then we check its type and if it is OK we add it to the list

                            if not FileTypeOK(fileItem) then

                               displayMessage("File: "" & tailName(fileItem) &  ¬

                                  "" is of the wrong type", "Cancel Fax")

                               set flatList to -1

                               exit repeat

                            else

                               set flatList to flatList & {fileItem}

                            end if

                         end if

                      end repeat

                   end if


                   return flatList

                end flattenFilesAndFolders

                (*  Simple routine to check that the filetype and creator of the file that was
                dropped on the droplet is of

                   a typethat the Fax Server knows how to image *)


                on FileTypeOK(fileItem)

                   local fileInfo, fileType, fileCreator


                   set fileInfo to info for fileItem

                   set fileType to file type of fileInfo

                   set fileCreator to file creator of fileInfo
```

```
    return ¬
        (fileType is "TEXT" or ¬
        fileType is "PNTG" or ¬
        fileType is "PICT" or ¬
        (fileType is "MAIL" and (fileCreator is "4com" or ¬
        fileCreator is "DrpV" or fileCreator is "4msg")))
end FileTypeOK

(* Simple routine to return the filename portion of a path specification.

    IE: given "disk:folder1:folder2:file" this routine will return "file". It does
this by taking advantage of AppleScript's text delimiters property *)

on tailName(filePath)
    set saveDelimiters to AppleScript's text item delimiters
    set AppleScript's text item delimiters to ":"
    set filePath to last text item of (filePath as string)
    set AppleScript's text item delimiters to saveDelimiters
    return filePath
end tailName

on displayMessage(messageText, buttonText)
    beep 1
    display dialog messageText buttons {buttonText} default button 1
end displayMessage
```

Appendices

System Add Ons

A

SYSTEM ADD-ONS

Multi Channel Comms-Server

From our experience, 4-Sight Fax has a maximum capacity of approximately 50 pages of fax per hour. Throughput per channel is based on a variety of features, the amount of information on each page (text or graphics) speed of connections, quality/accuracy of fax address books, and busy lines. If you find that this is not enough for the volume of faxes being generated by the users on the network, then you may consider expanding your system with extra Comms-Server channel licences. Each additional channel enables you to connect another fax modem device to your server.

This gives you several benefits:

Increased Capacity   Your hourly throughput would be increased at approximately 50 pages per hour per additional channel (up to a maximum of sixteen channels). This provides an organization with an incredibly powerful fax broadcast system...800 pages per hour!

Priority Faxes   You can assign certain channels to handle urgent faxes - therefore important messages are processed immediately.

Incoming Faxes   You may wish to designate a channel to be incoming only, to free up the remaining channels for send only, thereby ensuring that your fax system can always receive faxes.

In order to send on several channels you of course need multiple telephone lines. You also require a Macintosh capable of holding either a PCI or NuBus serial card, as each additional channel requires an additional Macintosh serial port. 4-Sight can only guarantee correct operation on cards supplied by ourselves.

Additional User Licences

As your staff become more and more familiar with 4-Sight Fax it will soon become very obvious what an immensely powerful productivity tool it is. If you wish to extend the number of users on your network with access to FAX, it couldn't be simper. Just purchase an additional user licence pack. They are available in 10 or 50 user packs for both Macintosh and Windows clients.

Serialization

Dongles are used to licence your use of software and enable the configuration (number of users and number of channels) that has been purchased. Please refer to Chapter 1 for information on installing dongles.

PC Link Windows Client

If your network has both Macintosh and PC Windows users, then 4-Sight Fax can be extended to provide a complete desktop fax service for your Windows clients. PC Link requires a network link between your Macintosh and PCs, a shared data space (for instance a Novell Netware server) and a Post Office PC. This allows Windows users to send and receive faxes in the same way as their Macintosh based counterparts.

4th Dimension Developers Kit

4-Sight Fax may be integrated with ACI's 4th Dimension application allowing you to send faxes directly from within a 4D database. Here are just a few applications:

Fax Shots   Send personalized fax shots to your customers with specialist attached documents!

Accounting Chasing   Automatically send urgent faxes to companies owing you money with copies of statements and invoices attached.

Order Processing   Automate stock ordering - as soon as levels reach a minimum level then an order is automatically generated and sent to your supplier.

The 4-Sight Fax 4D developer kit is developed by a third party organization, please contact 4-Sight for details.

Hints and Tips

B

HINTS & TIPS

Things To Do

Ensure that any fonts you are using in documents which you wish to fax, are installed on the Fax server machine. This must be done because faxes are imaged (transformed into fax format), on the server and the font is required in this process. If you send a fax to be imaged, and it contains a font NOT installed on the server, then the fax will be rejected and you will be notified that there are font problems. Alternatively, the fax will be sent with a substituted font, depending on the server, fax fonts settings. If you see a message like this, contact your network administrator and inform them which fonts you are using.

Documents With Scanned Images

If you wish to fax a document with an embedded scanned image, it is important to bear in mind the resolution of the fax system. Although most flat-bed scanners can scan up to 300 x 300 dpi the maximum fax transmission resolution is 200 x 200 dpi (fine resolution). If you attempt to send a higher resolution scan than this the Fax Server will take much longer to process the document as it is having to calculate a lower resolution representation of the graphic. It will also produce an unsightly checkered pattern similar to one that you see in some photographs where they have had two "screens" applied by accident.

To avoid this problem, scan the graphic into the system at 200 dpi for imaging directly at the required resolution.

Resolution Changes

When transmitting a multi-page fax with enclosures, try not to change resolution (e.g. from standard to fine mode or vice versa) in mid fax. Problems occur with certain makes of receiving fax machine which cannot handle a change in resolution (4-Sight Fax has no such problem). If you encounter this problem, delete the offending fax and resend it making sure that the enclosures have the same resolution.

⚠ *It is possible to configure the cover pages to be transmitted in fine mode (in the Cover Page setup), in which case all enclosures should also be in fine mode.*

Things To Be Aware Of
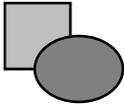
Grays

When producing documents to be transmitted using the fax system be aware that documents with gray tones (and tints when using color) will require a large number of transitions between black and white. This not only increases the processing time of the fax by the server but also increases the transmission time of the fax by the modem, but does result in better quality appearance of the fax. 4-Sight Fax allows up to 256 grayscales to be used - See Chapter 2, Imaging.

Landscape Faxes

If you wish to fax a landscape fax, it is advisable to use fine mode for the transmission. This is because most of the detail in a font is vertical information. When sending a normal portrait fax (200 x 100 dpi), there are 200 dots vertically per inch, but of course if the page is rotated through 90 degrees there is only 100 dpi resolution vertically. By selecting fine mode, you will get 200 x 200 resolution thus overcoming the problem.

Telephone Lines

When a fax is transmitted, it is normally sent at 9600 Baud, or 14,400 to the remote device. However, if the line is not "clean" then errors are introduced into the transmission. If there are too many errors, the device will "fall back" to 7200 Baud, then 4800 Baud and then, if the line is really bad, 2400 Baud. If you notice that your incoming and outgoing faxes are connecting at a baud rate lower than 9600 it will be worthwhile having your fax line tested for faults.

> *Setup Device, communicates Baud setting should be 19200 regardless of modem baud rate.*

Extracting Text From A Fax

As fax is purely bitmapped information, the text on a page of fax cannot be obtained by the conventional Copy and Paste functions. To extract the text Optical Character Recognition (OCR) software such as TextBridge has to be used to coerce the information into computer readable form. TextBridge can be purchased separately from your 4-Sight dealer.

For this reason, someone must view all incoming faxes to assign a name and subject to allow faxes to be forwarded to the correct recipient.

Adobe Type Manager 4-Sight Fax produces high resolution text output by using the features provided by Adobe Type Manager (ATM) to image the outgoing fax using PostScript Type 1 fonts. ATM is not supplied with the system but can be installed onto the Fax Server if required.

ATM generates the text from Postscript outline fonts. In an outline font, each letter of the alphabet is stored as a mathematical formula (whereas bitmapped fonts store each letter as a pattern of dots). Fonts stored as formulas take up less space in the machine's memory than bitmapped fonts and can be scaled to any size. Thus, there is no need to install hundreds of bitmapped fonts for all the possible point sizes. In addition, fonts generated from outlines produce smooth curves (no "jaggies") on the output at large point sizes.

TypeAlign Another useful product for users who want to send text that is rotated is TypeAlign. This product uses the features of ATM to produce the highest possible resolution for fax transmission. Typically, products such as MacDraw and Quark Express allow the user to rotate text within the application. The final output when using these intrinsic features of those applications is limited to 72dpi. By using TypeAlign, the user has the ability to insert rotated text in any application and get the best available quality fax transmission.

PostScript Faxing In the normal day to day operation of sending faxes from the Macintosh, the need for full PostScript support is not required. The standard 4-Sight Fax system faithfully reproduces drawing operations that appear on your screen as an outgoing fax.

EPSF   The above mentioned applications can create Encapsulated PostScript Files (EPSF) which can be imported into desktop publishing (DTP) packages such as Quark Express or Aldus PageMaker to produce very intricate graphics. Whereas DTP packages do not inherently need PostScript support to image an EPSF at full resolution, a PostScript device is needed.

When faxing documents that include a wide variety of PostScript elements (i.e. EPS graphics, rotated or circular text) it is recommended that you save the document as a PostScript or EPS file. Most applications allow this operation. After saving, image the newly created file as a high resolution (200 dpi) PICT file using a PostScript imaging application such as T-Script Deluxe from:

TeleTypsetting Co., 311 Harvard St, Brookline, MA 02146, tel: +1 (617) 734-9700,

Fax: + 1 (617) 734-3974

Alternatively, Adobe Acrobat Distiller may be used to create a PDF document and then the document may be faxed from Adobe Acrobat Reader/Exchange.

GENERAL DISCUSSION

Fax Today

The reason for dramatic growth over the last few years in the fax market-place is that fax machines are easy to use and that to date it is the only international standard for text and graphic communications.

However, within this environment there is a growing problem common to any reasonable sized company. The problem is that users are increasingly depending on fax for all of their paper based communications. This creates bottlenecks in the office and employees are often away from their work place for extended periods of time. Research has shown that in the corporate environment when a fax machine achieves a transmission/reception activity of approximately 4 hours per the working day, another fax machine is purchased.

For the Macintosh network user 4-Sight Fax can extend the use of the fax machine to 24 hours a day, 7 days a week. 4-Sight Fax is worth at least 6 fax machines to an organization!

How Does A Fax Machine Work?

A fax machine converts a graphical image on a page into an analogue signal for transmission down a telephone line to a remote machine. This remote machine then reconverts the analogue signal back into a graphical image on to thermal paper.

The conversion into a analogue signal is carried out by the optical scanner - and it is the accuracy of this scanner that determines the quality of the transmitted signal and therefore the quality of the received image. For instance if a page is not fed in correctly the horizontal and vertical lines along with any text will skew producing an unsatisfactory image at the receiving machine.

How Does A Fax Modem Work?

The fax modem works in a different way. The analogue signal is created directly by the computer fax system - with no need for any optical scanning. This greatly improves the quality of the image. The signal is then fed to the fax modem for transmission. Because the original image is better than that produced by the optical scanner, the received fax is much clearer.

When an incoming fax is received to the fax modem it passes the data directly into the computer for imaging.

The fax modem provides the interface between the computer and the telephone line - but does none of the image processing that a fax machine does. This is completely handled by the computer.

Group 3 Fax Devices

Group 3 refers to the CCITT specification for facsimile communications. This specification and its implementation was the impetus behind the fax explosion within the office equipment market place.

Essentially the specification provides for a data communication rate over analogue telephone lines of 9600 baud. This means that the average transmission time for an A4 page of information will be 30 seconds. A number of fax suppliers quote transmission times of < 15 seconds, these times are achieved using proprietary 'white space skip' routines between two faxes of the same type and does not include machine handshake. Strongly linked with Group 3 is the Group 2 standard which obviously preceded Group 3. This standard is much slower than Group 3 but quite a number of machines were sold, particularly in the United States.

Group 4 Fax Devices

The essential difference between Group 3 and Group 4 facsimile is that the scanned data is not converted into analogue signals for transmission. The data rates that can be achieved are much higher, in fact up to 64 KBaud. To utilize this speed the Group 4 facsimile machine has to be connected to a Kilostream or ISDN 2 telephone line. In consequence, Group 4 fax machines are only used by major corporations in a closed user group environment.

Fax Modem Jargon   **BABT**   **British Approvals Board for Tele-communications.
                                            The UK approvals body for telecommunications
                                            devices.**

                       CCITT   **Comite Consultatif International Telegraphique et
                                            Telephonique.International communications
                                            standards committee.**

                       V.17   **14400 Baud standard protocol used for fax
                                            communications.**

                       V.29   **9600 Baud standard protocol used for fax
                                            communication.**

                       V.27ter   **7200 Baud standard protocol used for fax
                                            communication.**

                       V.27   **4800 Baud standard protocol used for fax
                                            communication.**

                       V.32   **9600 Baud standard protocol used for fax
                                            communication.**

                       V.32 bis   **14400 Baud standard protocol used for fax
                                            communication.**

                       T.30   **CCITT specified protocol used for fax machines to
                                            negotiate with each other.**

                       T.4   **CCITT specified protocol used for the
                                            transmission of fax data.**

                       Class II (TR.29) **Standard protocol used to control fax modems
                                            from a computer (this standard is not a firm
                                            standard - hence the need for 4-Sight to provide
                                            specific drivers for individual makes of fax
                                            modem!)**

Client Troubleshooting

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TROUBLESHOOTING

If you experience any problems that you cannot rectify from reading the manual, 4-Sight offer direct software support during normal working hours to those customers who have returned their registration card.

Technical Support

Worldwide except North America and Japan, available 9.30 am- 5.00 pm GMT.

Tel: +44 (0) 1202 758400

Fax: +44 (0) 1202 758444

ISDN: +44 (0) 1202 769570

Telex: 41434 FSIGHT G

Internet: technical_support @ four-sight.co.uk

WWW: http://www. four-sight.co.uk

North America and Japan, available 8.00 am - 5.00 pm Central Time

Tel: +1 (515) 221 3000

Fax: +1 (515) 224 0802

ISDN: +1 (515) 222 0177

Soft Solutions support for 4D Fax External

Soft Solutions Inc.

2900 Chamblee Tucker Road

Building 12

Suite 200 Atlanta

GA, 30341

Tel: +1 (770) 457-9400

Fax: +1 (770) 457-9800.

Make sure that you ask for Technical Support and have the following details ready:

- **the serial number of your software**

- **the version of Comms-Server**

- **the version of the Print Driver**

- **the system version**

- **the type of server/user Macintosh**

- **and a contact name and telephone number to enable us to call you back if we cannot answer your query immediately.**

> ⚠ *It is important for you to complete and return the registration card as it allows us to provide software upgrades and new product information. Telephone support for questions other than installation related problems is only provided to registered customers.*

Hardware Maintenance

Any problems that occur with a particular hardware device must be taken up directly with the manufacturer or their representative in your country. 4-Sight do not have any hardware repair facility.

The topics discussed within this section are;

- **Installation Problems**

- **Fax Switcher Problems**

- **Cover Page Problems**

- **Print Dialog Problems**

- **4-Link Problems**

- **Sending Problems**

- **Integration.**

Installation Problems

The Installer informs me that I need System 6.0.4 or later to Install

4-Sight Fax must be installed on a disk that has a System folder. When you launch the Installer, it examines one of the mounted disk volumes. If this disk happens to be one without a System folder (i.e. a removable cartridge or a floppy disk) it will report that you must have System 6.0.4 to proceed. Actually, 4-Sight Fax runs under any System higher than 6.0.4 and all you have to do is switch disks to your boot drive. To do this, please follow the steps below:

1   **Click the Customize button.**

2   **From the Customize screen, click the Switch Disk button until the drive with the System folder appears.**

3   **Click the Easy Install button. This returns you to the initial screen.**

4   **Click the Install button.**

My virus checker reports an intrusion during Installation

The Installation program sometimes writes to system resource forks. This is also what viruses do, however, the Installer is not adding a virus to your system. Your virus checker is designed to disallow or notify you about writes to resource forks. You must disable all virus checkers before using the Installer.

Fax Switcher Problems

Holding down the modifier key does not invoke the FAX print command

The currently configured fax print modifier key (the default is the OPTION key), is already used by the application for another purpose. You will have to open the Fax Switcher control panel and define a different modifier key.

Pressing the FAX print driver keyboard selection sequence produces a 'beep': or does not switch to the Fax print driver

The 4-Sight Fax printer keyboard selection sequence will automatically switch to the driver last selected manually. If it appears that it is not switching back, it could be that the last driver manually selected was indeed the 4-Sight Fax print driver. Go to the Chooser and select your standard print driver, then try again.

Pressing the FAX print driver keyboard selection sequence switches to the 4-Sight Fax dialog; it does not switch back after use

The FAX print driver keyboard selection sequence will automatically switch to the driver last selected manually. If it appears that it is not switching back, it could be that the last driver manually selected was indeed the 4-Sight Fax print driver. Go to the Chooser and select your standard print driver, and then try again.

Cover Page Problems

When I fax from QuickMail I don't get my standard cover sheet

If you select a Profile from those listed beside Cover: on the Print dialog, a standard QuickMail cover sheet will not be used when sending a message with 4-Sight Fax. If you select "None", the default 4-Sight Fax cover sheet is sent. There is a method through which you may retain the use of your standard QuickMail cover sheet when faxing:

1   **Deselect the Cover page checkbox.**

2   **Make sure that "use Profile 1 when None is specified" option is deselected in the Comms-Server application Cover Page setup dialog.**

3   **Define a custom mail form in QuickMail. Make sure the form has enough edit fields to contain your cover information.**

The QuickSend window is not considered a custom mail form.

For information on this step, refer to the discussion on Custom Mail Forms in your QuickMail documentation.

Every Profile I select from the Cover pop-up menu prints the same cover sheet

Cover page backgrounds are PICT files that must be resident at all times on the Server machine. Each Profile is linked to a different PICT file during Server configuration. It may be that the Profile you selected is assigned to the same PICT file as another. Refer to the discussion of Cover Pages in the Server Installation and Configuration Chapter 1.

Message is Displayed: The Cover Page File "xxxxx" could not be found, please respecify where it is by choosing 'Cover Pages...' from the Setup menu

Refer to Cover Pages in the Comms-Server Reference Chapter 2.

Print Dialog Problems

QuickMail or Quarterdeck Mail is not selectable in the Print Dialog

This is an indication that the appropriate mail fax gateway has not been installed. Refer to the Mail Server Integration Chapter 9 and 11.

After selecting "Print...," the OK button in the Print Dialog is dimmed

This is an indication that there is no network connection to the server. Close the print dialog and select the 4-Link DA to make the connection.

After clicking OK in the Print dialog there is a beep instead of the 4-Link Message window opening

This indicates that there is not enough memory available on your machine to open the DA. You will have quit an application or close some windows/ DAs.

After clicking OK in the Print dialog a window appears asking me to select a Message Server

This indicates that there is no active connection to the Server. The Comms-Server application must be running to create a fax. If no Message Servers are listed, the application may not be running.

4-Link Problems

4-Link does not appear in the Apple menu

The 4-Link DA has not been installed. This should have been accomplished during the User Installation. If you are trying to create a fax to be sent, perhaps the User software has not been installed. Refer to the Chapter 6 Client Installation and Configuration.

Cannot find any Message Servers to log onto

This usually indicates that either the Comms-Server application is not running.

After sending the fax to the server you cannot find it in the queue

If you examine the queue too quickly, the system will not have updated itself and will not display your message. Wait approximately 30 seconds and then click refresh and the message should appear.

You have been alerted to the fact that your fax has been transmitted and have gone to confirm this, only to find that it is not there

You may have waited a while to confirm the message and the auto-delete function (Queueing Setup) may be set to a short period. This is good news as a message cannot be deleted from the outgoing queue unless it has been successfully transmitted.

4-Link displays -10 Error or -1278, -1277 or -1279 Error

A -10 error reported by 4-Link is caused by a time out when accessing the server. It is not fatal, and the user should try again - the server is just very busy. Error -1278, -1277 or -1279 in 4-Link is caused by a network problem, again trying to send again should prove successful. These errors occur due to busy networks or the fax server itself being busy, so simply trying again is likely to resolve the problem. The hard disk of the server being full may also cause this to occur.

4-Sight Fax and Empower

There is a conflict between 4-Sight Fax and Empower software, which affect both Comms-Server and 4-Link client machines. This conflict results in the machine freezing, on the user environment this usually occurs when the user hits the "Send" button in 4-Link and is more likely to occur if a large fax is being sent. To resolve this problem it is recommended to upgrade to Empower version 4.1.2 or later. This may also generate an error -1279.

4-Sight Fax & ATM

There is a potential conflict between 4-Sight Fax and ATM software which can affect both Comms-Server and 4-Link client machines. This conflict results in the machine freezing, on the user environment this usually occurs when the user hits the "Send" button in 4-Link and is more likely to occur if a large fax is being sent. It is recommended to upgrade to ATM version 3.6 or later to resolve the problem.

4-Sight Fax & Virex

There is a potential conflict between 4-Sight Fax and Virex software which can affect both Comms-Server and 4-Link client machines. This conflict results in the machine freezing, on the user environment this usually occurs when the user hits the "Send" button in 4-Link and is more likely to occur if a large fax is being sent. There is a work around to resolve this problem which is that if the "Check for HyperCard Virus" option is turned off in the Virex Control panel, everything seems to work OK.

Don't move the 4-Link DA out of the Apple menu folder as this upsets the 4-Link Menu icon

You can't move the 4-Link DA out of the Apple menu folder as this upsets the 4-Link menu icon. If you move it out of the Menu Items folder, the fax software can't find it anymore as it doesn't know where to find it. However, if the user finds that it is a problem located at the top of the menu they can rename it and it will still work as long as it contains the name "4-Link" in it somewhere.

QuickFax doesn't work if 4-Link is Frontmost

If 4-Link is the frontmost application and you choose "QuickFax" from the Fax Switcher menu, or hit your QuickFax hotkey or choose "Send QuickFax" from your Control Strip nothing happens. Click outside of the 4-Link window and back in again and the QuickFax message appears. This is logical as if 4-Link is already running it is just as easy to send a fax from the 4-Link window.

Importing Address Books into 4-Link

When importing a large Address Book (in tab delimited format) for example, with 1500 entries the software appears to lock up but actually it is just taking a long time to read in the information. It is recommended to speed up opening large Address Books, that you make sure that the fourth field of 'type' has a default of 'fax', otherwise each address is looked at in turn, fax used as default and then the whole file sorted before moving to the next address. It is therefore also a good idea to sort the Address Book before opening it from within 4-Link.

Sending Problems

Your fax message has failed to be transmitted and has reached MAX RETRIES

There is either a problem with the address and number to which you are sending the fax or the receiving fax machine is busy or not on-line. Select the message in the queue window and check the details. You can confirm the number in the address is correct and the machine on-line by calling it on a voice line. Enter the correct number and/or RESET the message so that the system attempts to send it again.

You have sent a message to the server and it has been rejected back to you

There are three possible reasons why the fax could be rejected. Firstly, it may contain a font that is not installed on the Fax server. Secondly, you may have enclosed an illegal file - enclosures must be in either TEXT, PAINT, PICT or .FAX (printed to disk by the Fax print driver) format - check the formats and print the file to disk and then enclose it if necessary. Thirdly, you may have selected a grayscale print when this feature has not been enabled on the server.

My faxes seem to take a long time to fax

Check the Communications settings found through the Device menu item of the Setup menu. For all modems the communications rate should be set to 19200.

4-Link does not enclose the desired application files

To enclose files to be faxed from 4-Link, it is generally necessary to create fax enclosures in the corect".FAX" format, you should use the 4-Sight Fax print driver from within any application and select the "Print to: File" option. Specify a name for the document and the desired destination folder. Now, when you wish to send that document, you can select it using the enclosure button.

> ⚠️ *Plain TEXT, PTNG (paint) and PICT files can be enclosed directly without going through this procedure. Alternatively, select the 4-Sight Fax print driver and fax directly to the server from within the application.*

Rotated text or images give poor quality fax

Faxing from a Quark, Photoshop or other graphic application documents, when text or image is rotated within the document then faxed, the rotated portion is generally of lower quality. Save the rotated image as PICT and the quality of the fax should improve. We also recommend using Type Align as this seems to greatly improve the quality of rotated text.

GrayScale Cover Pages

For cover pages to print grayscale, the cover page has to be set to be imaged in fine resolution. If it is set to image in standard resolution then it will image in black and white.

Faxing Quark documents with eps

In Quark Xpress you must select to print in black and white and have OPI include images selected, otherwise no image will be faxed, just an outline picture box with a cross through it. Set these options by selecting them and then doing a real print before faxing. Previous to Quark 3.3 the defaults allowed faxing to take place no problem, with Quark 3.3 and later you have to make sure the correct defaults are selected.

Faxing portrait and landscape in one document

The Classic Macintosh Printing Architecture upon which the 4-Sight Fax driver is based, does not support different paper orientations within the same document so currently it is not possible to fax mixed orientation documents in one stage. The work around to sending a fax with portrait and landscape is to save the sections with different orientations to disk first and then enclose the separate documents as fax enclosures.

Fax software printing A4 full page

If the application you are faxing from allows you to draw or write to the whole page, then the fax software may not fax the whole page, i.e. it will cut part of the fax off, even if you can print the whole page. This is because the printer driver, the fax driver it is based on has slight limitations in utilizing a full A4 page. In fax setup, set the 'reduce or enlarge' option to less than 100% e.g. 93% this should prevent any problems with the faxed output.

Faxing A3 documents with 4-Sight Fax

It is not currently possible to fax A3 documents. This is a restriction due to the fax printer driver and the currently supported modems. Currently, the only option when faxing an A3 document is to fax it at a reduced percentage to enable it to be accommodated onto an A4 page.

Faxing with QuickDraw GX

At present, there is no specific QuickDraw GX 4-Sight Fax Driver. However, there is a work around whereby faxes can be sent by using the following technique:

1   Use the PPD Maker QD/GX Print Driver, using this printer driver creates an electronic version of the document - rather like Acrobat.

2   When this document has been created, drag and drop it onto the Fax Draggin'. The Fax Draggin' knows how to understand QD/GX PPD documents. The Fax Draggin' will convert the file into a ".FAX" file and launch 4-Link (or QuickMail etc.) so that the user can address and send the fax.

4D print dialog apparently showing corruption

There is a conflict with Assistant Toolbox v1.2. The symptom of this problem is that the Print Driver does not work when used from the 4D API, at the Print Dialog, when OK is pressed, the dialog appears showing the text such as "This Doc cannot be printed on the printer **@£!*?...". The buttons "Print Later" and "Don't Print" appear, selecting "Don't Print" seems to let things recover. This happens even when the Fax Print Driver is selected from the Chooser and a manual print done from 4D (i.e. does not depend on the API). The solution is to remove Assistant Toolbox.

Fax driver is not compatible with QuickDraw GX

If System 7.5's QuickDraw GX is running, our fax software will not work since our printer driver isn't compatible, this is up to version 4.0.

Notifications

It has been noted that some application may have difficulty in displaying 4-Sight Fax notification windows (to let you know your fax has been sent, for example) in front of their own application windows. This can be due to memory settings or inherent design of the software, the best work around is to make sure your notification options allow for a flashing icon, chime and window so that you will always be made aware when an action has occurred and can then run 4-Link to check the fax queues for incoming or outgoing faxes.

Fax Draggin'

Nothing happening when dragging a file to Fax Draggin'

If you drag a file over the Fax Draggin' icon and nothing happens (the Fax Draggin' is not selected) you need to rebuild the desktop. Also make sure 'drag and drop' is supported on the machine!

'Always show print dialogs' option in Fax Draggin'

It is recommended to use the 'always show print dialogs' option in Fax Draggin' as some applications will not operate correctly without this option selected.

Integration   **Renaming the QuickMail DA when using fax integration**

If you are running System 7, do not rename the QuickMail DA, it must be called QuickMail and must reside in the Apple Menu Items folder. Actually, it must start with the name QuickMail, but the first character must be "Q", you can not put leading spaces or other characters at the start. If you call it something else then QuickSend won't work, and the 4-Sight Fax Printer Driver will fail to launch QuickSend as well.

⚠️ *The 4-Link does not suffer from this problem and can be renamed if desired.*

Quarterdeck Mail cover page selection with enclosures

Sending from Quarterdeck Mail to Comms-Server uses the cover page
selected in the Gateway configuration. However, if an enclosure is added
which was previously faxed to disk which also contains cover page
information then this is the cover page which is used and NOT the one
selected in the gateway configuration. If enclosure is normal text then the
gateway cover page is used.

Server Troubleshooting

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TROUBLESHOOTING

If you experience any problems that you cannot rectify from reading the manual, 4-Sight offer direct software support during normal working hours to those customers who have returned their registration card.

Technical Support

Worldwide except North America and Japan, available 9.30 am- 5.00 pm GMT.

Tel: +44 (0) 1202 758400

Fax: +44 (0) 1202 758444

ISDN: +44 (0) 1202 769570

Telex: 41434 FSIGHT G

Internet: technical_support @ four-sight.co.uk

WWW: http://www. four-sight.co.uk

North America and Japan, available 8.00 am - 5.00 pm Central Time

Tel: +1 (515) 221 3000

Fax: +1 (515) 224 0802

ISDN: +1 (515) 222 0177

Soft Solutions support for 4D Fax External

Soft Solutions Inc.

2900 Chamblee Tucker Road

Building 12

Suite 200 Atlanta

GA, 30341

Tel: +1 (770) 457-9400

Fax: +1 (770) 457-9800.

Make sure that you ask for Technical Support and have the following details ready:

- **the serial number of your software**

- **the version of Comms-Server**

- **the version of the Print Driver**

- **the system version**

- **the type of server/user Macintosh**

- **and a contact name and telephone number to enable us to call you back if we cannot answer your query immediately.**

⚠️ *It is important for you to complete and return the registration card as it allows us to provide software upgrades and new product information. Telephone support for questions other than installation related problems is only provided to registered customers.*

Hardware Maintenance

Any problems that occur with a particular hardware device must be taken up directly with the manufacturer or their representative in your country. 4-Sight do not have any hardware repair facility.

The topics discussed within this section are;

- **Installation Problems**

- **Fax Switcher Problems**

- **Cover Page Problems**

- **Print Dialog Problems**

- **4-Link Problems**

- **Sending Problems**

- **Integration.**

Installation   **The Installer informs me that I need System6.0.4 or later to Install**

4-Sight Fax must be installed on a disk that has a System folder. When you launch the Installer, it examines one of the mounted disk volumes. If this disk happens to be one without a System folder (i.e. a removable cartridge or a floppy disk) it will report that you must have System 6.0.4 to proceed. Actually, 4-Sight Fax runs under any System higher than 6.0.4 and all you have to do is switch disks to your boot drive. To do this, please follow the steps below:

1   **Click the Customize button.**

2   **From the Customize screen, click the Switch Disk button until the drive with the System folder appears.**

3   **Click the Easy Install button. This returns you to the initial screen.**

4   **Click the Install button.**

My virus checker reports an intrusion during Installation

The installation program sometimes writes to system resource forks. This is also what viruses do, however, the Installer is not adding a virus to your system. Your virus checker is designed to disallow or notify you about writes to resource forks. You must disable all virus checkers before using the Installer.

Sending Problems   **I am having trouble communicating with some fax machines**

As there literally hundreds of different types of fax machines out there, it is impossible to be compatible with them all. Please contact the remote site which you cannot connect to, ask them which type of fax machine they are using. Then contact the modem manufacturer to find out if he is aware of problems when communicating with this type of machine.

Message Is Displayed: **Failed to dial Telephone Number**

Check the telephone number and telephone line.

Telephone connection was lost!

Check the phone connection.

The remote machine is busy or isn't answering

The Comms-Server will retry the connection automatically. This message is for information only.

The telephone line is already off hook

Check your phone connection.

'Modem timed-out waiting for data' error

Most modems (within Comms-Server application, Setup, Device, Communications) should be set up with a baud rate of 19200 and XOn/XOff flow control, it is quite common for people to change the speed to 9600. The quickest and easiest way to reset the baud rate and handshake correctly is to select a different device from the pop-up menu and then reselect the original device.

Server Problems

When I launch the Comms-Server application I get a dialog explaining that CS INIT is not found

The Comms-Server application requires certain INITs or System Extensions be present in the System folder. The correct items were placed there by the Installer during the Installation phase. If you are using a Start-up manager of some kind such as Now Utilities Start-up Manager or INIT Picker, etc., it is possible that although the extensions are present in the System folder, the manager has not been told to allow their use during start-up. Check the list of enabled INIT/Extensions in the start-up list.

Option-Double Click to get fax reference number

Select a fax in the Outgoing or Incoming queue, hold down the option key while double-clicking on the item, the fax reference appears at the bottom of the queue window. This reference is used to name files on Comms-Server and can be viewed in the corresponding queue folders, through the Finder. It can be useful to use this reference on outgoing faxes for accounting and archiving purposes.

Deletion of unread/unassigned faxes (Setup, Queuing)

If incoming faxes are set to delete after, for example 1 hour, if a fax has not been read after 1 hour it is NOT deleted. If the FAX is then read, it will not be deleted for a further hour to allow any other processing of the fax to take place (forwarding, printing, resending).

Faxes not being cleared (deleted) from the queue

Faxes don't seem to be cleared automatically from the Outgoing Queue, although the correct options for Archiving/ Deleting have been set. This can happen in the following circumstances, if a fax is being sent to 10 different people, for example and 8 gent Sent and 2 stay at Max Retries, all sites will stay in the queue either until the Max Retries faxes are Rejected or Sent. Then, all 10 will be cleared from the queue automatically according to the archiving/deleting settings. To summarize, faxes will not automatically be cleared from the queue until faxes are marked Sent or they are Rejected, within a fax shot.

⚠ *Faxes manually deleted will not be automatically archived and for any faxes to be archived the deletion option must also be enabled.*

Fonts appear in italic in Setup, Fax Fonts

If a font is appearing in italic in Comms-Server, Setup, Fax Fonts pop up menu then this means that either the printer or the screen font is missing. The best test for which one is missing is to go into Key Caps and if the offending font appears then the printer font is missing and if it doesn't then the screen font is missing.

Can't select Direct Postscript Printing (Setup, Printing)

Problem in selecting Direct Postscript Printing may be due to 'odd' printer driver selection e.g. the Laser Station causes this problem, this is used for multi- sheet feeder for LaserWriter printer (IIf), switch to normal print driver, there is no problem selecting Direct Postscript Printing.

Printing to multi-sheet feeders from 4-Sight Fax

Some printers have the capability of having an additional sheet-feeder attachments. To ensure the fax software can print to additional cassettes the printer in the Chooser must have the PPD setup for the correct option, for example on the Apple 16/600 laser printer, the option Cassette (500 sheets): Installed and preferred must be set. This should mean the fax software will print to the cassette tray in preference to the main paper tray.

Retrospect and 4-Sight Fax

Retrospect version 2.1i can cause a problem when backing up a machine running 4-Sight Fax. During the backup phase all is fine, but during the verify phase Fax will stop transmitting and receiving. We recommend that the application be restarted before transmission recommences. The solution to this problem is to elect not to verify backups at the Retrospect server.

File already open for read/write (-49) error with 4-Sight Fax

If you are viewing an incoming fax and Comms-Server tries to print it you get a -49 permissions error. Comms-Server will wait and try printing again in 5 minutes.

Fax server stops if printer out of paper

Faxes will fail to be sent, if either incoming or outgoing faxes are set to print and the printer is out of paper.

Modems with baud rate greater than 14400

Modems often have two speed ratings, one for data and one for fax.The maximum baud rate that faxes can be sent is 14400, therefore attempting to send faxes using modems rated for faster data transfer will see no improvement in transfer rates. Another reason why not to try to send faxes with e.g. 28800 data transfer rate modems is that currently over 90% of the established fax/modem base in the UK that will be receiving the fax use 9600 modems. A related issue to the above is attempting to use data speed 28800 data transfer rate modems with 4-Port cards where they will not always be used for faxing. It is believed that serial cards that conform to Apple's specification can only handle data transfer at a maximum of 19200 bits per second. Again you have this transfer speed redundancy on the attached modem. It is very important that the modem used is a supported device, otherwise performance can not be assured - see the Hardware Reference section for details for supported modems.

Machines on which Grayscale faxing will work correctly

The following Macintoshes have ben tested and found to work correctly with grayscale imaging;

- **IIsi**
- **IIvx**
- **LC**
- **LCII**
- **LCIII**
- **475**
- **540c**
- **630**
- **650**
- **800**
- **950**
- **6100**
- **6200**
- **7100**
- **8100**
- **8150**
- **9500.**

Problems may occur on these machines,

- **MacII**
- **IIcx, and**
- **840av.**

Problems are likely to be experienced with machines with the IIci ROMS. This includes IIci's and AV's and occurs due to a problem with the ROMs.

Technical detail of pages sizes, Resolution and PICT files used in Comms-Server

Comms-Server reserves the first and last 24 fax pixels of each line to cope with paper alignment and different fax roll size problems at the remote end. Thus the width in Fax Pixels is 1728 - 24 - 24 => 1680. The length of the page depends on the resolution and whether you are running a US version of the Fax Server or an International version thus:

A4 Standard: 1140

A4 fine res: 2280

US standard: 1075

US fine res: 2150

The resolution of the fax is one of the following:

Std Resolution of the fax is one of the following:

Std Resolution is: 203.2* 97.79 dpi

Fine Resolution is: 203.2* 195.58 dpi

Fax pixels are useful but what you actually need to create for Cover Pages is a PICT image with the resolution of 203.2 x 195.58 dpi and bounding rectangle that is no larger than the following (top, left, bottom, right):

A4: 0, 0, 838, 594

US: 0, 0, 790, 594

Thus, 594* 203.2/72 => 2276

If you use a bounding rectangle that is larger than this then Comms-Server will scale the picture to fit on the page.

Speed Doubler with fax

It has been reported to us that using Speed Doubler on the fax server Macintosh improves the performance of the fax system.

Messages Displayed: ***Timed out trying to open the Communications Manager**

Restart your Macintosh, and reinstall CommToolbox if necessary.

*You must install the CommToolbox before you can use Comms–Server

You will see this when you run Comms-Server and CommToolbox isn't installed, Comms-Server will then quit.

*You must have some communications tools in your Communications folder (inside the System Folder) before any external devices can be accessed

Comms-Server uses the Serial Tool extension in order to communicate with the modem connected to the modem port. Check that the Serial Tool is in the Extensions folder (Communications folder if using system 6). Also check the list of enabled INIT/Extensions in the start-up list.

*The Communications Manager failed to open

Restart your Macintosh, and reinstall CommToolbox if you still have problems.

*The Communications Manager is not supported, sorry

Install CommToolbox on your Macintosh.

*The Communications Manager rejected us

Restart your Macintosh, and reinstall CommToolbox if necessary.

*The Communications Manager says there are 'n' requests pending

Restart your Macintosh, and reinstall CommToolbox if necessary.

Failed to initialize the CommToolbox Resource Manager

When you launch Comms-Server, the program initializes CommToolbox. This message indicates that Comms-Server has been unable to do this. Restart your Macintosh and if it still fails reinstall the CommToolbox.

Failed to initialize the CommToolbox utilities

Restart your Macintosh and if it still fails reinstall the CommToolbox.

Failed to initialize the Communications Manager

Restart your Macintosh and if it still fails reinstall the CommToolbox.

The Communications Manager failed to close

Restart your Macintosh, and reinstall CommToolbox if you still have problems.

The Communications Manager failed to open when requested. Please restart your Macintosh and try again

Follow the instructions.

"Comms Toolbox device failed to open"

Check that no other software is accessing the modem port - Comms-Server requires dedicated access to the modem.

Reinstalling The CommToolBox

To reinstall CommToolbox:

1 **Insert the 4-SIGHT FAX SERVER disk into the Macintosh and run the server installer.**

2 **Select CUSTOMIZE in the installer and choose the Install CommToolbox option.**

3 **When this is completed quit the installer application and restart the server.**

Message is Displayed: The Queue folder could not be found, please choose 'Queuing…' from the Setup menu to respecify its location

Refer to Queuing Setup in the Comms-Server Reference Chapter 2.

Message is Displayed: The Queue folder does not have the correct file access permission, both 'See Files' and 'Make Changes' are needed

The Comms-Server does not have enough privileges to access the Queue Folder on the AppleShare file server. You need to change the settings so that it has at least the 'See Files' & 'Make Changes' privileges. Refer to Queuing Setup in the Comms-Server Reference Chapter 2.

Message is Displayed: The saved settings for the communication medium to external devices are no longer valid. Please choose 'Devices…' from the Setup menu to specify new settings

Refer to Device Setup in the Comms-Server Reference Chapter.

There are no messages appearing in the queue windows

Check to see that queuing is enabled in the Queuing and in the Device Setup dialogs.

Although there are items waiting in the queues they are not being processed by Comms-Server

Check that the incoming and outgoing channels are enabled in the Device Setup dialog and that there is no discrepancy between the date and time on the server and the date and time setting on the clients.

Comms-Server is processing queue items but the fax device is not responding

Check that you have selected the correct device in the Device Setup. Then, check that the serial cable is connected to the port selected under Device Communications. Finally check that the modem is switched on!

The Server has stopped processing either queue

This is an indication that the Server machine is busy with some other task that has taken precedence. Check the Server directly to see if an alert window is displayed awaiting user action. This can happen if automatic printing of incoming messages is enabled and there is some kind of printer-related error (i.e., out of paper, paper jam, etc.). Make sure that the "also display alert" item in the PrintMonitor Preferences dialog is NOT SELECTED.

Message is Displayed: Fax Device Not Responding…

The communications link between the modem and the Comms-Server is broken. Check the cable between the Macintosh and the modem is a type 'E' cable. Please see the Hardware Reference.

Receiving Problems

Incoming fax displays a message in the status bar: Error - 1009

The image file is being received is corrupted.

Incoming fax displays a message in the status bar: Error - 1010

An unexpected end of file was received.

Message is Displayed: Unexpected End of File error -39

An incoming file is corrupt. make note of the file number if displayed. This file must be physically removed from the incoming queue folder before the system will operate properly.

Received fax images are jumbled, incomplete (bottom of the page first, etc.), scan lines missing or a 'bar code' effect is noticeable.

⚠ *IMPORTANT: Check the communications settings found through the Device menu item of the Setup menu. For all modems the communications rate should be set to 19200.*

Received fax images are incomprehensible (look like bar codes)

This is normally caused by changes in telephone line parameters that the modem was unable to accommodate for. Fax machines check each line of received information for validity. Unfortunately, fax modems are not able to check the received information until after the complete fax message has been received. Unlike a fax machine, fax modems in a Server environment cannot check each scan line (it would swamp the operation of the Macintosh). Therefore, if a glitch occurs, the message will be garbled throughout.

⚠ *Also check if file sharing is on, if any other software is running and that the baud rate is set to 19200.*

'Garbled' text, missing scan lines or 'bar coding' at the end of an incoming fax

If the bottom inch or so of each received Fax page is scrambled, this may be due to the serial port baud rate having been set incorrectly (the baud rate between the Macintosh and the modem). Most modems (with Comms-Server application, Setup, Device, Communications) should be set up with a baud rate of 19200 (NOT 9600) and XOn/XOff flow control for most modems, some such as the Flex Fax use RTS/CTS. The quickest and easiest way to reset baud rate and handshake correctly is to select a different device from the pop-up menu and then reselect the original device. On sending faxes, a 'modem timed-out waiting for data' error may occur. Also, check which port on the Macintosh you are using. It is recommended to either use the built-in Modem Port or a supported serial card. You cannot use the Printer Port for high speed communication as generally it will not cope with bulk data reception at speeds greater than 1200 baud.

Incoming faxes appear corrupted

It is not recommended to use the SmartLink M4F modem for receiving incoming faxes as this modem is extremely susceptible to other activity on the server machine. This can lead to corruption of incoming faxes.

Hard Copy Printing Problems

For direct printing (automatic printing of faxes), using a Level 2 PostScript printer and selecting "Direct Postscript Printing™" from the Printing configuration dialog will increase throughput substantially over the standard LaserWriter driver.

Incoming faxes are taking a very long time to print

At best it takes 90 seconds to print a standard page as it is a large bitmap file. Check the Page Setup to see that graphics and text smoothing are OFF and that faster bitmap printing and larger print area are ON.

Automatic Printing is selected, however, nothing is being printed

There might be a printer-related error (i.e. paper jam, out of paper, etc.) that is holding up printing. Check the Server for an error condition. Also. if the PrinterMonitor application is set to display an alert when a printing error occurs, it will halt all operation awaiting manual dismissal of the alert.

Header or Cover Pages Setup

It is possible to change Cover Pages daily, keeping the fields in the same place, by overwriting the original PICT with a new file of the same name. There are two files associated with each Fax Cover Page, namely, a PICT format file (eg. "Standard") and a Comms-Server file created when the user places Cover Page fields using the Cover Page editor in Comms-Server (EG. "Standard.header"). In addition, a file in the native application format is usually maintained (eg. "Standard.md" for a file was created in MacDraw) in case the original needs to be edited. Comms-Server uses the file name/extension to associate PICT files with their corresponding header field template files. Using the standard Cover Page files shipped with 4-Sight Fax, "Standard. header" contains the header page field positions while "Standard" is the PICT background. It follows that if the original PICT file is overwritten (i.e. same name maintained), it will constitute a new header page with the fields maintaining the same placement as the original header page. This allows flexibility in the use of Cover Pages over the above the choice of 14 installed Cover Pages.

Font Problems

All fonts to be used in outgoing faxes must be installed on the Comms-Server Macintosh - this means PRINTER fonts.

Cover Page Problems

If cover page splits over 2 pages or the cover page PICT is off-set, verify that the PICT is less than A4 size.

Integration

Never use 'Always Connect' setting in Quarterdeck Mail Fax Gateway connect times

The connect times for configuring an Quarterdeck Mail fax gateway should be set up to 'Connect at times....' and all times can be blacked-in in the chart. Connect every X minutes can also be set to eg. every 10 or 20 minutes. Setting 'Always Connect' can cause the gateway to stop processing fax messages to Comms-Server, leaving mail queued to the gateway. Mail which is suspended in the gateway is normally awaiting a reply file, otherwise it may have failed to receive a reply file and may be deleted if the fax has definitely sent. There is a utility, GWS Monitor available to monitor gateway activity.

Quarterdeck Mail Server - INIT or Application?

When using versions of Quarterdeck Mail 3.1 or above, the option is
provided to convert the Mail Server from an Extension to an Application.
Running as an application is preferable as it is much kinder to the machine.
However, this may result in some confusion when using gateways as
explained here: When Gateways are used with Quarterdeck Mail, the
machine handling the Gateway(s) must contain the "QD Mail GW" (Gateway
Server) extension. The Macintosh Chooser is used to point this gateway
server at the Quarterdeck Mail server and selected by default when the
machine is rebooted. However, if on reboot, the appropriate mail server
cannot be found (usually because it is not running) the gateway server loses
the link with its server and this has to be re-established using the Chooser.
The conditions under which this may happen are best described by
considering these three scenarios;

1   **Mail Server and Gateway Server on different Macintoshes - If the Server
    is not running when the Gateway Server is booted, the connection will
    be lost and forgotten.**

2   **Mail Server as an extension and Gateway Server on the same Macintosh-
    The connection should always be remembered due to the fact that the
    Quarterdeck Mail Server Extension loads before the Gateway Server
    Extension.**

3   **Mail Server as an Application and Gateway Server on the same
    Macintosh - The connection will be lost and forgotten every time the
    machine is rebooted due to the fact that the Quarterdeck Mail Server
    Application is launched after the Gateway Server Extension has loaded.**

Quarterdeck Mail 3.6 with 4-Sight Fax

1   If upgrading to QD mail 3.6, then you need to check that you have also
    installed the new QD 3.6 gateway software (it is not installed by default).
    There are two parts, one is a system extension which is still called 'MS
    Mail GW' but is v.3.6; the other is gateway installer which is an
    application (although this may not be necessary) which allows you to
    install the 4-Sight Fax gateway. You may need to go into the Chooser and
    reselect your mail server with 'QDMail' and 'MS Mail GW' (both are
    Chooser extensions), if you get a warning that you are about to start
    work off-line. Within the QD Mail client when you are logged on as
    Network Administrator, under the mail drop down menu there is a
    gateway sub-menu which has four options.

1   **Configuration**

2   **Connection times (which should not be set to 'always', but set to 'only at
    selected times' and then select all times),**

   ⚠️   ***Both 1 and 2 have an update button.***

3   **Account**

4   **Recipients (of which there must be one called 'fax network' to enable
    Comms-Server status enquiries). There is also a server setting option
    under the mail menu, which had an update button, this will restart the
    machine (regardless of whether any applications are open). It used to be
    that if all else failed, you could delete the MS Mail GW cache from the
    preference folder, this is now called QD Mail Cache (and is thought to be
    the same file).**

Quarterdeck Mail message "Message missing from Outgoing Queue"

Using Fax with Quarterdeck Mail 3.0 (may also occur with later versions), if messages from Quarterdeck Mail to Comms-Server are not coming through there will be a message saying "missing from outgoing queue" in the mail administrator in the server report. Comms-Server with 4-Link will send faxes OK. The reason for the message can be a corrupted preferences file. Delete preference files and restart to resolve the problem.
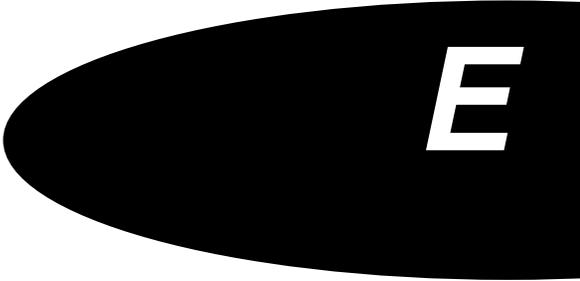
Technical Reference   **E**

TECHNICAL REFERENCE

This section is aimed at semi-technical people, who want to know a bit more about how 4-Sight Fax works, and what it supports. In addition to simple facts, there is a common questions section, which should give more explanation about certain areas.
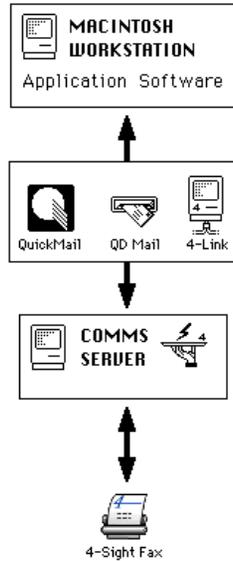
How Does 4-Sight Fax Work?

There are two main components to 4-Sight Fax - the client software and the server software.

4-Sight Fax Client

The User side of the fax system usually starts with the fax print driver. When this 4-Sight Fax driver is selected instead of the normal printer (often a LaserWriter), the application which is printing sends all the instructions to print the document to the fax driver. This stores the instructions on disk, instead of sending them to the printer. When the printing is complete, the driver has to send the printing instructions to the central "server" application. To do this, it must use a "transport" system.

4-Sight Fax can use several transports: 4-Sight's 4-Link; QuickMail; or Quarterdeck Mail. The fax printer driver invokes the appropriate application, and the user can then choose the destination fax number from an address book, or enter the number for a one-off. Finally, the user sends the message, and it is sent over the network to the server.

4-Sight Fax Server

The main part of the server is an application called Comms-Server. This manages the queue of messages to be sent, and handles the physical devices such as fax modems boxes. In addition to Comms-Server, other programs may be run as "gateways" - programs that transfer messages from one message system to another. For instance, 4-Sight have gateways for QuickMail and Quarterdeck Mail. If the 4-Link application is being used by users, Comms-Server handles them directly.

Comms-Server handles each message by storing all the information for each, in a single file on the disk, called a "drop-file". Each file contains all the printing instructions, subject and message text, and the fax number for each destination. Comms-Server examines these files on the disk, and builds up a memory "picture" of the destinations in the form of a list. It then proceeds to send each message in turn. It automatically copes with redialling later when the destination is engaged, and informing the user should it fail. When larger volumes of messages are being sent, Comms-Server automatically handles transmissions using multiple modems, and imaging the next one in the meantime.

Comms-Server

The main application that controls the fax modems to perform the actual sending and receiving.

4-Link and 4-Talk

4-Link is the 4-Sight message "transport" application (Desk Accessory). It uses the 4-Talk system extension (INIT), to communicate with Comms-Server over the network.

Print Driver

This is a special print driver to be used when you want to print from an application to a remote fax. It stores the print instructions on disk, and then invokes the transport application, either 4-Link or a mail system. The supplied "F-Key" facility allows you to switch to the fax print driver quickly, and automatically switch back to the normal printer.

Serial Ports   Comms-Server is Apple CommToolbox compatible, and should work with most compatible serial ports. However, 4-Sight only guarantee operation using either the built-in Macintosh modem port or the 4-Sight supplied serial cards. The cards we supply have a processor and memory, which helps by removing the detail of keeping the ports active, and stops Comms-Server being "I/O bound."

COMMON QUESTIONS

What Throughput Of Faxes Can I Expect?

The throughput of 4-Sight Fax varies according to many factors. The main factors are the power of the machine, and what else the machine is doing.

First, transmitting a fax can take anywhere from a few seconds to twenty minutes, depending on the fax content and the speed of the receiving fax machine and dialling and start-up time. Faxes with large amounts of "grey" (i.e. black-white-black dots) will take a lot longer than plain text or white space. Typical faxes take about 30 seconds per page to send in standard mode, one minute in fine mode. This leads to a maximum figure of about 750 standard fax pages per working day, per output channel.

The "Average" Fax   Average faxes sent by average office workers are three pages long, including the cover page. Thus about 300 users can send one page each day, or 100 users can send three faxes each day. Obviously this is very variable and assumes standard text transmissions, not worst case graphics. And if everyone sends ten page faxes, then it goes down to thirty users sending three faxes.

Of course, this also assumes that Comms-Server is transmitting as fast as possible. If the machine is slow, then it may spend some of the time imaging before it can send it. While the fax device starts sending, the imager processes the next fax.

Transmission Rates   The transmission rate is also affected by other applications that the computer is running. If other applications take up a lot of processor time, or don't handle co-operative multi-tasking well, Comms-Server will be affected. Comms-Server is designed to continue in these circumstances as best it can, but it may cause the current fax to take longer to send. Often the worst case is when a user is active on the machine, and using the menus. This causes the computer to stop processing applications, but Comms-Server will endeavor to keep the transmission active. For maximum throughput, don't run any more than you have to on the server.

Multi-Channel Configurations   For serious multi-channel operation at least a 68030, machine, large hard disk, 8MB of spare RAM is essential.

Dedicated Server?   The emphasis of this section has been on getting best throughput. For systems used in a small office (say ten to twenty occasional users), Comms-Server can happily be used on a users machine with only a small impact (mainly the imaging pauses). Alternatively, it will work on a machine like a IICX or an LCIII, but it will take a long time imaging. It may be slow, but it will work just fine.

Why Does It Take So Long To Send a Fax?

Preparation and Imaging of faxes is very time consuming, and can be affected by many factors. Where possible, Comms-Server will optimize the process, but there are a few ways the administrator can help.

When you transmit a message to multiple destinations, the main text is imaged only once and only the header is generated for each destination.

If you use a large number of fonts, ensure that Adobe Type Manager (ATM) or TrueType have plenty of buffer space. These systems store fonts in a "cache" to save having to regenerate them again. If memory is tight, then the cache is smaller, and the system may take significant time regenerating fonts.

If your computer does not have a math-co-processor, consider fitting one. Imaging is a math intensive process, as is generation of font images in ATM/TrueType. A co-processor can make a significant difference.

Can I Use the Modem For Both Fax & Data?

Yes, but not simultaneously. All fax communication with the modem device is handled directly by Comms-Server, which must be running for the fax system to operate. In order to allow incoming faxes to be received, the serial connection is kept open while Comms-Server is in operation. This prohibits other applications from accessing the modem. To use the modem as a data device, you must close the Comms-Server application first (obviously no faxes will then be sent or received until it is restarted). Alternatively another modem could be attached to another serial port (perhaps using a serial card).

Is A Busy Number Retried?

4-Sight Fax manages the queue of outgoing messages in the obvious way. The first message is tried, and if it fails (perhaps because the line is engaged) that item is set to be retried a short while later. The next item ready for transmission is then started - the system does not wait for the first item to complete before going on to the next. With multi-channel systems, each channel operates continuously, taking the next item ready from the single queue.

Can I Fax From My Database?

Yes. 4-Sight have an Application Program Interface (API) available, which is supported in various programming environments, including Think C, AppleScript and 4D databases. Contact your supplier to find out if your environment is supported.

Can I Import Address Books?

4-Sight Fax can use address books from three different applications: 4-Link, QuickMail and Quarterdeck Mail. 4-Link uses tab-delimited address book files, so import and export is very easy. Please see Chapters 5. QuickMail has an import/export facility. Unfortunately, Quarterdeck Mail does not have a facility for import/export, and every entry must be manually entered (though the use of a third-party macro application may help with large volumes).

How Do I Import An Address Book?

The 4-Link Desk Accessory contains an address book facility. The addresses are stored in a tab delimited text file. Four items of data are stored, the Name, Number, Address, and the Device type, which must be sent to "Fax".The address may contain multiple lines separated by line feed (ASCII 11). Each line is terminated by a single carriage returns (ASCII 13).

⚠️   *It is recommended that the Address Book be sorted before opening it in 4-Link.*

Files of this format can often be produced by database programs. You can either manually merge with the address book (stored in the system folder), or can select the new one using the Books button. The standard facilities can be used to copy from one book to another. Simply open a book, move addresses to the Send (right) list, open the destination book, and move addresses to the left list. The addresses are thus copied.

How Does OCR Work With 4-Sight Fax?

Versions of 4-Sight Fax from 2.4 onward support Optical Character Recognition. Faxes are received and stored as standard multi-page TIFF files. The 4-Sight Fax fax viewers are able to use System 7 to launch OCR applications. When the OCR option is chosen (the letter 'A' in the tool palette), the user is able to select from the OCR applications installed on the computer. The chosen application may then be launched with the file name of the current fax automatically supplied to be opened. The OCR application must then be able to both understand and correctly handle the automatic launch, and must be able to handle multi-page TIFF files.

We recommend TextBridge by Xerox Imaging Systems, as it is inexpensive accurate and very easy to use.

Technical Tips

System Software	4-Sight Fax is compatible with system 7 and 7.5.
Personal File Sharing	Versions of QuickMail Administrator earlier than 2.6 will not operate correctly when Personal File Sharing is enabled. It appears to work, but actually corrupts memory.
Incoming Routing	4-Sight products that support routing into mail (like Comms-Server, the Drop Viewer and 4-Link), require specific versions of the mail systems to operate. For QuickMail, you must have version 2.5 or newer. For Quarterdeck Mail, version 3.6 and earlier is supported.
QD-Mail Gateway Crashing	If the QD-Mail gateway server does not operate successfully, it may be due to an INIT clash. To ensure that the Quarterdeck INIT is loaded first, rename it to have an exclamation mark (!) at the front. Thus it should be named "!QDMail GW".
	QD-Mail 3.1 supports the cpu cache, virtual memory and 32 bit addressing. All versions prior to this version need all these options turned off.
QuickMail Administrator Crashing	AppleShare 3.0 and versions of QuickMail Administrator earlier than 2.6 are not compatible. Contact Apple or CE Software for more details and upgrades.
AppleShare Servers	AppleShare and System 7 Personal File Sharing impose a great overhead on the machine. The effect of this overhead can be to hinder the efforts of Comms-Server to send and particularly receive faxes. In general, we do not recommend using Comms-Server on a file sharing machine. If the usage is light, then it may be acceptable. A symptom of heavy network traffic is a reduction in incoming fax quality, caused by loss of incoming fax data bytes.
FlexFax and Long Telephone Numbers	The FlexFax modem may have problems when dialling telephone numbers over 22 digits long. Circuit Research Corp have a fix for this, but if you haven't needed it so far, you probably won't need an update.
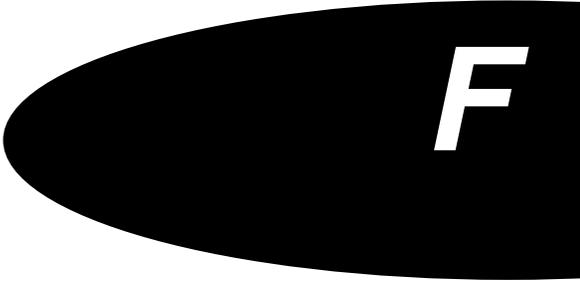
Hardware Reference **F**

HARDWARE REFERENCE

This section describes the various hardware devices supported by 4-Sight Fax, their capabilities and any specialist setup requirements.

All modems require a connection to the Macintosh, the telephone line and the power supply. The cable supplied with the modem (or our software) MUST be used to ensure correct operation.

⚠️ *4-Sight Fax does not operate with portable modems in STANDBY mode. Modems may be left in the ON mode safely (the mains adaptor should be used).*

The relevant software configuration is carried out in the DEVICE SETUP menu by selecting your hardware device in the DEVICE TYPE pop-up menu. This sets the communications parameters used when the computer communicates with the device. These can be viewed by the Network Manager in the COMMUNICATIONS window, although these default settings should not be altered in normal use.

Serial Cables

There are several different varieties of Macintosh to device serial cable, and these are normally supplied with the system.

The Macintosh end of the cable is a male 8 pin mini-din connector (the pin numbers are as in the diagram below). The modem end is either a male or female, standard RS232 25-way D connector.

8-Pin DIN
Male end
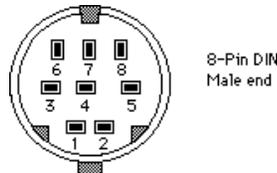
Cable Specifications

Check the table on the following page to determine which cable is appropriate for your modem.

Cable A	**Mac end** **(8 pin)**	**Modem end** **(Male DB-25)**
	1 (DTR)	20 (DTR)
	2 (CTS)	6 (DSR)
	3 (TX-)	3 (RX)
	4 (GND)	7 (GND)
	5 (RX-)	2 (TX)
	6 (TX+)	n/c
	7 (DCD)	8 (DCD)
	8 (RX+)	strapped to GND

Cable C	**Mac end** **(8 pin)**	**Modem end** **(Female DB-25)**
	1 (DTR)	20 (DTR)
	2 (CTS)	6 (DSR)
	3 (TX-)	2 (TX)
	4 (GND)	7 (GND)
	5 (RX-)	3 (RX)
	6 (TX+)	n/c
	7 (DCD)	8 (DCD)
	8 (RX+)	strapped to GND

Cable E	**Mac end** **(8 pin)**	**Modem end** **(Male DB-25)**
	1 (DTR)	20 (DTR)
	2 (CTS)	5 (CTS)
	3 (TX-)	2 (TX)
	4 (GND)	7 (GND)
	5 (RX-)	3 (RX)
	6 (TX+)	n/c
	7 (DCD)	8 (DCD)
	8 (RX+)	strapped to GND

Modem Functionality

The chart on page 19–6 shows each of the modems supported by 4-Sight Fax, and their functionality.

√ Denotes a feature is available.

X Denotes a feature is NOT available.

Cable Type	This shows which serial cable type is used with which device.
Incoming	This shows whether a device can receive faxes.
Multi-channel	This shows whether a particular device can be used in a multi-channel Comms-Server configuration.
File Sharing	This shows whether Comms-Server can be installed on a machine which is running personal file sharing or AppleShare 3.0 when using a particular device.
Data	This shows the maximum speed attainable using the data modem capabilities of a particular device. To make use of these facilities, a separate terminal package must be used (this is NOT supplied with the system).

⚠️ *Data and fax applications cannot be used simultaneously on the same server machine.*

Approved Countries   This shows the major countries in which a particular device is approved for connection to the local PITT. Check with your supplier for additional approvals.

Modem Reference Table

	CABLE TYPE	INCOMING	MULTI-CHANNEL	FILE SHARING	DATA	COUNTRIES
Amber Logic	E	√	√	√	14400	UK
Aware PowerFax 5	*	√	√	√	14400	FRANCE
Aware PowerFax 5M	*	√	√	tba	28800	FRANCE
Aware PowerFax 7M	*	√	√	tba	28800	FRANCE
Com1 MV219X	E	√	√	X	2400	FRANCE
Com1 MV219N	E	√	√	X	2400	FRANCE
FlexFax Junior	E	√	X	X	2400	USA
FlexFax	*	√	√	√	2400	USA
FlexFax Pro	*	√***	√	√	9600	USA
FlexFax Ultra	*	√***	√	√	14400	USA
Fury Fax 14.4	E	√	√	X	14400	GERMANY
Fury 19.2TI	E	√	√	√	19200	GERMANY
Fury Fax 9600	E	√	√	X	9600	GERMANY
Hasler Fax	C	X	√	√	NONE	WORLDWIDE**
Hasler Fax++	C	X	√	√	NONE	WORLDWIDE**
Hayes Accura	E	√***	√	tba	28800	WORLDWIDE**
Hayes Optima	E	√***	√	tba	28800	WORLDWIDE**
HighTide 7000	E	√	√	x	9600	USA
LCE 126P	E	√	√	√	2400	FRANCE
Leonardo Pan	n/a	√	x	√	28800	Germany
MicroCom V.34ESII-M	E	√	√	tba	28800	JAPAN
Multitech MT224	E	√	√	√	2400	WORLDWIDE**
Multitech MT932	E	√	√	√	9600	WORLDWIDE**
Multitech MT1432	E	√	√	√	14400	WORLDWIDE**
Multitech ZDX	E	√	√	X	14400	WORLDWIDE**
NetComm M4F	E	√	√	√	2400	AUSTRALIA,NZ
NetComm M7F	E	√	√	√	14400	AUSTRALIA,NZ
OmRom ME2814BII	E	√	√	tba	28800	JAPAN
Pace Microlin/fx	E	√	√	X	2400	UK
Pri●Com 14.4	E	√	√	√	14400	GERMANY
Prometheus UHO	E	√	√	X	9600	USA
PSI COMstation II	E	√	X	X	2400	USA
PSI COMstation V	E	√	√	X	14400	USA
Psion PDM4F	E	√	√	√	2400	UK
Psion PDM40F	E	√	√	√	2400	UK
Psion PDM50F	E	√	√	√	9600	UK
Psion PDM60F	E	√	√	√	14400	UK
RoadRunner Quin	E	√	X	X	2400	UK
SmartLink M4F	E	√	√	X	2400	UK
SmartLink V32bis	E	√	√	√	14400	UK
STT Fax Machine	A	X	X	X	NONE	UK
SupraFax v32bis	E	√	√	X	14400	WORLDWIDE**
SupraFaxModem	E	√	√	tba	28800	WORLDWIDE**
SupraSonic 288V+	E	√***	√	tba	28800	WORLDWIDE**
Tornado 9624	E	√	√	X	2400	BENELUX
Tornado 9696	E	√	√	X	2400	BENELUX
US Robotics Courier	E	√	√	√	28800	USA
US Robotics Courier	E	√	√	√	28800	USA
Zoom	E	√	√	X	9600	USA

* these modems use special serial cables, included as standard with the modem - please consult the documentation which is supplied with them for details.

** Worldwide indicates many countries. Check with your local supplier for confirmation of approval in your country.

*** these modems may be used in conjunction with 4-Sight Fax's automated inbound routing functionality.

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