Joyfax Server User Manual

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Beginner Guide

Before using the Joyfax server, please read instructions as below:

1. Determine which computer on your network is best suited to act as the fax server, and make sure it is accessible to other computers on the network; If you wish to access the Fax Server **behind a router/firewall**, please refer How to access Joyfax Server behind a router/firewall?

2. Install at least **one fax modem** on the fax server and connect it to a telephone line;

3. When you start Joyfax Server or Joyfax Client on Windows XP, if it returns an error messages says "**Joyfax Server/Client has encountered a problem and need to close. We are sorry for the inconvenience**", please refer to this article

4. Joyfax Server will automatically retrieve your **Area Codes** and calls prefixes from the Windows Regional Settings, but you have to enter your area codes manually if you never configure them before;

5. The default **data folder** for the fax server's data files is C:\JoyfaxServer, the fax server will attempt to use this folder to store its data files;

6. In order to receive faxes from clients, you must specify the **Routing rules** based upon *Calling Number Display* (commonly called Caller ID), *CSID* and *Fax Line*. For more help, refer to Automatic Fax Routing

7. By automatically routing incoming faxes to clients based upon the phone number, the **Caller ID command** must be configured; For more help, review Does my modem support Caller ID?

8. A SMTP Server must be configured if you wish to receive faxes via an Email Client;

9. It's easy to import contacts from a CSV file into Joyfax Server, please refer to this article .

In summary:

- Download the latest version of Joyfax Server installation package from the download section;

- Install Joyfax Server at server:

    1. Run the installation package at server, select the **Server** component to install;

    2. Launch Joyfax Server, follow the wizards to configure the fax server;

    3. Add new users, then set up fax routing rules(**Server** ->**Options**-> **Fax Routing**)
    Now, Joyfax Server has been installed and is ready for service.

- Install Joyfax Client on the workstations:

    1. Run the installation package at server, select the **Client** component to install;

    2. Run and enter the server's address, user name and password to log in to fax server;

    3. To receive faxes from an email client, please refer to Joyfax Client Help Document.

Install Joyfax

How do I ...

- Install Modem

- Increase Windows XP/Vista TCP/IP Max Connections

- Install and uninstall Joyfax Server

Install Modem

1. To prepare the Joyfax Server for sending and receiving faxes, you should connect the modem to the computer.

2. Connect your computer's modem to your phone line using a standard phone cable. Plug in the modem's power supply if you are installing an extended modem.

3. Install the modem drivers.
   Turn on your computer. After the New Hardware Wizard detecting your modem, insert the Installation CD-ROM into your CD-ROM drive. Follow the onscreen prompts to complete the installation
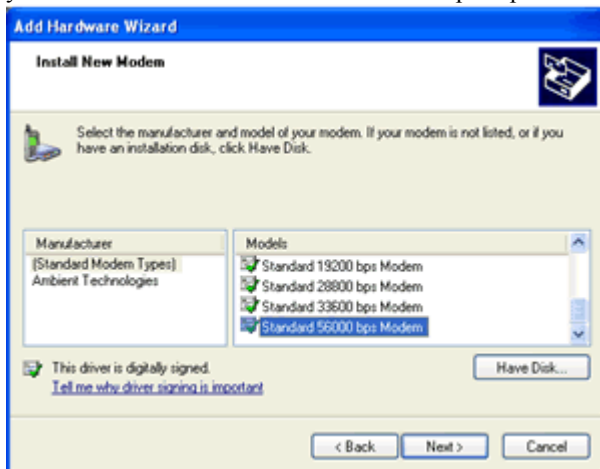
Increase Windows XP/Vista TCP/IP Max Connections

As you may have noticed Microsoft still limits your half-open (incomplete/syn packets) connection attempts per second that the system can make, this limit effects the capability of Joyfax Server. To increase TCP/IP Max Connections:

1. Download the [TCPIP.SYS patch](#) from our site;

2. Unzip the package file, and follow the introduction.

   Note: If you are using a Windows 2000/2003/Vista Server computer, just disregard this step.

Installing Joyfax Server

1. Download the latest version of [Joyfax Server installation package](#) from our site;

2. Install Joyfax Server at server:

   o Run the installation package at server, select the Server component to install;

   o Launch Joyfax Server, and follow the **Wizard** to setup the server;

   o Configure the Fax Modem and Area code;

   o Add new users, then Set up fax routing rules(Server ->Options-> Fax Routing)
   Now, Joyfax Server has been installed on the server, it will allow all Joyfax Clients to send & receive fax.

Uninstalling Joyfax Server

1. There are three ways to uninstall Joyfax Server:

   o Go to **Control Panel -> Add or Remove Programs**, find **Joyfax Server**, and then click the **Change/Remove** button;

   o Click **Start -> All Programs -> Joyfax Server**, and then select the **Uninstall** item;

   o Locate **Joyfax Server Installation Directory**, and then run the **uninst.exe** application.

2. Follow the Uninstallation wizard to complete the uninstallation.

System Requirements

To guarantee stable operation, the following minimum requirements should be met:

Requirements for Client Installation:

- 133 MHz or higher Pentium-compatible CPU

- Working Memory 64 MB or more

- Hard disk with at least 15 MB available

- Video display capable of 16-bit color and 800 x 600 resolution

- TCP/IP network(LAN or WAN)

- Print spooler service enabled

- Internet Explorer 5.0 or above

- Microsoft Windows 2000/XP/2003/Viata/2008

What is Joyfax Server

Joyfax Server allows you to send and receive faxes in a network environment by using a public phone line. Our easy-to-use Fax software also can offer the ability to manage your group faxing and the fax contact lists.

The Fax server receives incoming faxes, and then prints them or emails them to your mail box automatically. Outgoing fax jobs are submitted to the server from Joyfax Client running on the workstations or terminal server clients(Windows Remote Desktop or Citrix Client). Network clients are automatically notified when incoming faxes are received and of the results of outgoing fax jobs.

Features

- User-friendly Interface
- Supports sending and receiving faxes on Multiple modems. The theoretical limit is 16 modems.
- Supports acquiring images from your scanner for faxing
- Automatic fax routing
- Fax to Email
- Fax sent notification
- Adobe PDF to fax without Adobe Reader
- Read Tracking
- Public Phone book
- Scanner Support
- Network-wide access from every workplace
- Build-in database engine
- Simple faxing just as fast printing
- Fax broadcasting
- Perfect security management

System Requirements

To guarantee stable operation, the following minimum requirements should be met:

Requirements for Server Installation:

- 300 MHz or higher Pentium-compatible CPU

- Working Memory 256 MB or more

- Hard disk with at least 100 MB available

- Video display capable of 16-bit color and 800 x 600 resolution

- **Fax modems**/boards that support fax class 1, 1.0, 2 or 2.0

- Phone line, TCP/IP network

- Internet Explorer 5.0 or above

- Microsoft Windows 2000/XP/2003/Viata/7/2008

What's new in Version 6.0

- Cover Page for fax, powerful Cover Page Editor included;

- Fax Editor allows to edit fax message directly;

- Password-protected rubby stamp;

- Add your personal signature to outgoing fax messages

[C] - Joyfax Client
[S] - Joyfax Server
[B] - Both the Joyfax Client & Server

V6.0 Build 0502 (July 12, 2011)

- [B] - New installation
- [B] - Improving the output PDF quality
- [B] - **New Fax Editor**

V5.90 Build 0502 (May 2, 2011)

- [S] - Allows to choose a specific fax device to an user group for sending fax

V5.83 Build 0412 (April 12, 2011)

- [S] - Improve performance in data accessing and processing
- [C] - Bug fixed

V5.70 Build 0320 (March 20, 2011)

- [S] - Optimized Fax routing function;
- [S] - **Automatically save all incoming fax as PDF file**

V5.60 Build 0311 (March 11, 2011)

- [S] - Allows to set up the mode or matching order of Routing Rules

V5.50 Build 0211 (Feb 11, 2011)

- [S] - Optimized installation for Windows x64

V5.47 Build 1222 (Jan 26, 2011)

- [S] - Allows to print incoming fax to multi-printer separately by fax line

V5.45 Build 1222 (Dec 22, 2010)

- [S] - Allows to send email notification when fax sent

V5.34 Build 1216 (Dec 16, 2010)

- [B] - Optimized installation

V5.30 Build 1203 (Dec 03, 2010)

- [C] - Allow client to add/edit/remove public contact in find contact dialog

V5.20 Build 1130 (Nov 30, 2010)

- [C] - Command line supported.

V5.10 Build 1028 (Oct 28, 2010)

- [C] - Allows to use Microsoft Outlook contacts

V4.99 Build 0917 (Sep 17, 2010)

- [C] - Allows to delete page in fax document

V4.98 Build 0826 (Aug 26, 2010)

- [B] - Supports multi-page scanning
      Allows adding custom Fax modem

V4.94 Build 0610 (June 10, 2010)

- [C] - Both TWAIN and WIA standard scanner supported now!
- [B] - Optimized fax printing function

V4.93 Build 0530 (May 30, 2010)

- [B] - Optimized installation of Joyfax Server

V4.93 build 0512 (May 12, 2010)

- [C] - Optimized for Windows 7

V4.93 build 0508 (May 08, 2010)

- [B] Optimized the printing function

V4.93 build 0330 (March 31, 2010)

- [B] French language supported

V4.93 build 0320 (March 21, 2010)

- [B] German language supported
- [B] Optimized the printing function
- [C] TWAIN standard scanner supported

V4.90 build 0302 (March 3, 2010)

- [C] Bug fixed.
- [S] Transport Layer Security supported now, allows you to use Gmail/MSN account to send fax.

V4.89 build 0220 (February 20, 2010)

- [B] Bug fixed.

V4.88 build 0122 (January 22, 2010)

- [S] You are allowed to modify the Subject and Body of the Fax to email.

V4.86 build 1207 (December 6, 2009)

- [B] Bug fix compilation on 64 bit Windows

V4.8 build 1116 (November 16, 2009)

- [B] Improved fax routing function

V4.62 build 1020 (October 20, 2009)

- [B] Optimized the printing function

V4.5 build 928 (September 27, 2009)

- [C] Joyfax Cover page editor Multi-language support
- [C] Added Personal Cover Page Manager
- [C] Added Sender Information Manager
- [B] Added Italian Language

V4.1 (September 10, 2009)

- [S] New Fax Engine that supports many more fax modems
- [C] Optimized the Printer Drive which results in a better fax quality for faxes
- [C] Added Fax Report functions

V4.0 beta (August 24, 2009)

- [C] Added Joyfax Cover Page editor
- [C] Cover Page and digital Signature supported

- [B] Minor GUI tweaks
- [B] Bug fixed

V3.64 (July 30, 2009)

- [S] Added Joyfax Server Fax Storage Location Tools

V3.63 (July 28, 2009)

- [S] Improved Joyfax Server windows service.

V3.62 (June 30, 2009)

- [B] Bug fixed
- [B] Optimized the installation package

V3.60 (June 9, 2009)

- [B] Added editing public contacts & groups from a client
- [B] Minor GUI tweaks

V3.50 (May 27, 2009)

- [B] Multi-language support
- [B] Improved the import contacts feature
- [B] Minor GUI tweaks

V3.38 (May 8, 2009)

- [B] Improved the printing function
- [S] Optimized login progress
- [B] Minor GUI tweaks

V3.36 (May 4, 2009)

- [S] Fixed bug with adding/removing dialing rulues

V3.35 (April 30, 2009)

- [C] Fixed bug the software crashes sometimes if the address book panel closed

V3.32 (April 21, 2009)

- [B] Optimized login and authentication process
- [C] Improved auto-sending/receiving fax

V3.31 (April 20, 2009)

- [S] Fixed bug when network/cable disconnected in client, user couldn't login again
- [S] Improved interface for shortcut menu.
- [C] Optimized code to improve performance on sending fax

V3.30 (April 18, 2009)

- [B] Updated to be compatible with Windows 2008 Server
- [B] Improved Print function
- [S] Fixed bug the server cann't send/receive fax after redetecting fax devices
- [C] Fixed bug with Popup menus in System Tray when New Fax dialog opened
- [C] Fixed bug with exporting contacts

V3.20 (April 15, 2009)

- [B] Updated to be compatible with 64-bit OS
- [S] Minor GUI tweaks.
- [B] Fax Browser now supports .FMF format
- [C] Optimized code to improve performance on retrieving fax history
- [S] Fixed fax status issues
- [C] Fixed bug when purging deleted fax items

V3.10 (April 10, 2009)

- [S] Added Auto Mail Setup in configuration wizard

- [S] Added sending the fax as an Adobe PDF file attachment in e-mail
- [B] Improved error messages
- [B] Lots of minor interface improvements.
- [S] Fixed manually forwarding fax issue.
- [C] Fixed login issues

V3.00 (April 8, 2009)

- [B] Office 2007 style toolbars and menus have been implemented, click for more...
- [S] New Fax Engine supports many more fax modems
- [B] Added for saving fax as Adobe PDF file
- [C] Improved fax browser
- [B] Optimized code to improve the communications performance
- [B] Minor optimizations and bug fixes

V2.90 (February 2, 2009)
V2.55 (November 28, 2008)
V2.00 (November 7, 2008)
V1.50 (July 25, 2009) First Public Release

Joyfax Server

Joyfax Server is a server application that is used to send and receive fax via PSTN, you can manage outgoing and incoming fax and user lists here. A computer where Joyfax Server is running plays the role of the fax server. The main window looks like this:
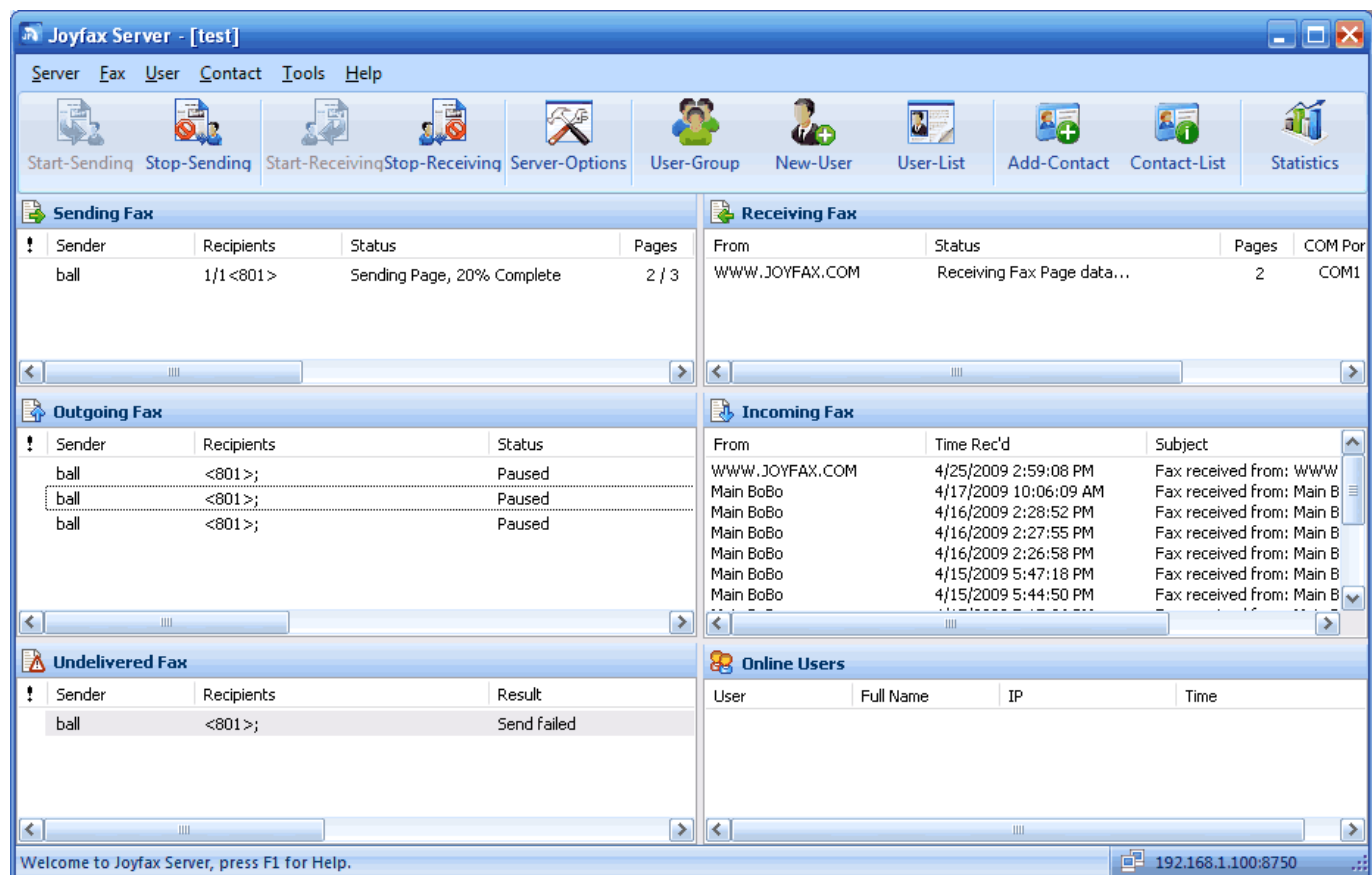
Sending/Receiving Fax panel shows the fax jobs which are sending or receiving. To cancel the job, right click on it and select **Suspend sending fax**/**Cancel receiving fax** from the popup menu.

Outgoing Fax panel shows the fax jobs which submited from clients queuing for sending. To pause a job, right click on it and select **Pause** from the popup menu; To resume a paused job, select **Resume outgoing fax**.

Incoming Fax panel **ONLY** shows the received fax items which are not dispensed. To forward Incoming fax to clients, right click on it and select **Forward fax to...** from the popup menu, then choose the expected user.

Undelivered Fax panel shows the fax jobs that are completed, but unsuccessfully. To retry to send an undelivered fax, right click on the item and select **Resend undelivered fax**.

Online Users panel displays the users who are currently connecting to Fax Server. To kick a logged user, press CTRL button and right click the user, select **Kick this user**.

Configuration wizards

The first time you start Joyfax Server, the Configuration Wizard will be launched which will enable you to set up the basic configurations of Joyfax server.

The description of each wizard step is given below:

- Step 1: The brief description of the Configuration Wizard;

- Step 2: Select whether to **Create a new database**, or **Choose an existing JoyFax Server database(*.gfd)**;

- Step 3: Set up a password to prevent unauthorized users from setting or shutting down the fax server;

- Step 4: Specify a folder on your hard disk where you want to save the faxes;

- Step 5: Fax Server automatically detects and configures fax modems for sending & receiving fax, it's recommend that you specify the Caller ID command(*AT+VCID=1* works for most modems); Please make sure that the modem is connected to a telephone line;

- Step 6: Set up the **Area code** and **Calls prefixes** so that the fax server will know how to dial a fax number. Please *unselect* **Specify dial location** if you don't know how to set it up;

- Step 7: Set up your **Fax to Email Configurations** so that the fax server will know what mail server to use and how to authenticate for sending mail;

- Step 8. Configuration completed, click **Finish** button to close the configuration wizard and open the main windows.

Area Code & Dialing Rules

Dial location

Dial location specifies the country code, area code, and specific dialing requirements for the place you are dialing from. It is used to analyze telephone numbers and determine the correct sequence of numbers to dial. You can also specify a code for dialing outside company or a building, such as an office or hotel room.

Dial location information includes:

- Country or region code
- Area (or city) code
- Area code rules
- Dialing rules

Specifying dial location

- On the **Server** menu, click **Server Options**,
- The **Server Options** dialog box will be displayed. In **Area code**, select Specif dial loation check box, enter the **Country or region code** and **Area(or city) code**;

  Note: If you don't know how to set it up, please *unselect* **Specify dial location** checkbox, the Fax Server will dial the fax number directly as you entered in Joyfax Client.
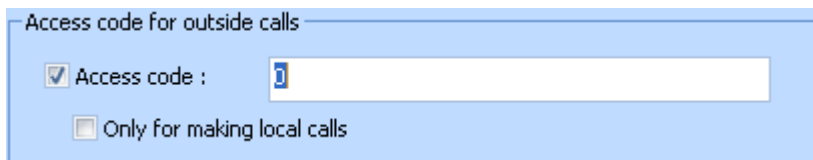

In accordance with the settings above(Ensure the **Auto. remove area code for local calls** option is checked):

Phone number	Dial as
(311) 234-5678	2345678 (local call)
+1 (311) 234-5678	2345678 (local call)
(312) 345-1234	13123451234 (national call)
+1 (312) 345-1234	13123451234 (national call)
+44 (20) 3456-7890	011442034567890 (international call)

- If you need to reach an outside line for local and long-distance calls:
  - Click **Incoming/Outgoing** section located on the left side of the window
  - Enter the numbers required to reach an outside line for local and long-distance calls.
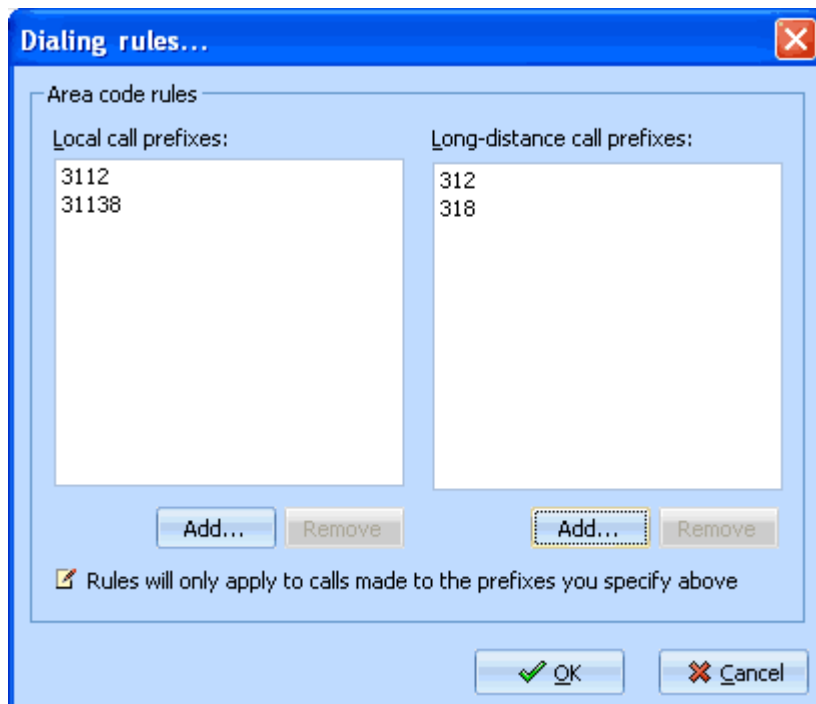
- Click **OK** to save configurations

Area code rules

Area code rules enable you to change the dialing patterns for calls to numbers in the same region or city. The default area code ru
for numbers in another area code often requires the Joyfax Server to dial the long distance operator, the area or city code, and then
phone number. For numbers in the same area code, the Joyfax Server dials only the subscriber's phone number.

- **Long-distance call prefixes:** Phone numbers that starts with these prefixes should be dialed as long distance calls;
- **Local call prefiexes:** Phone numbers that starts with these prefixes should be dialed as local calls;

Dialing rules

Dialing rules specify the long distance operator and international prefix that is dialed before domestic long distance or internationa
phone numbers. Follow these steps to specify the rules:

- On the **Server** menu, click **Server Options**;
- The **Server Options** dialog box will be displayed. In **Area code**, Given the Country or region code: **+1**; Area (or city) code:
  International prefix: **011**; Long distance: **1**;
- Check **Auto. remove area code for local calles**;
- Click **Dialing rules...** button, in the **Dialing rules...** dialog box; Given rules set as below:

Phone number	Dial as
(311) 234-5678	13112345678 (long-distance call)
(311) 345-1234	13113451234 (long-distance call)
(311) 345-6789	3456789 (local call)
(312) 234-5678	3122345678 (local call)
(318) 234-5678	3182345678 (local call)
(313) 234-5678	13132345678 (long-distance call)

Configure Fax Devices

Before configuring fax devices, you must Stop sending/receiving fax services, and then

1. On **Server** menu, click **Devices Settings**
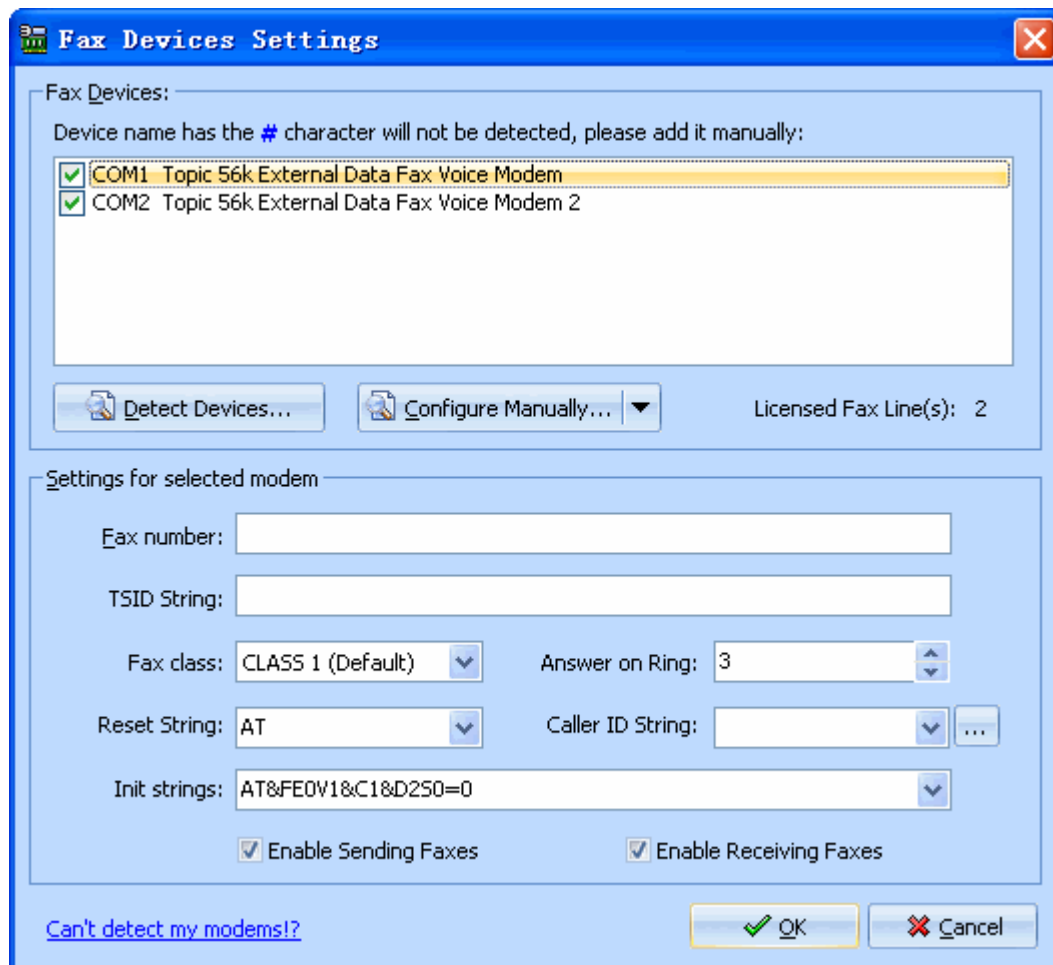
Fax Devices Settings dialog box contains the following items:

- **Devices**: Allows you to choose a modem to configure settings

- **Detect Devices:** Click this button to automatically detect all connected modems

- **Fax number:** Specify the fax number for the selected fax device

- **TSID String:** Specify the transmitting subscriber ID (TSID) sent by the Joyfax Server to a receiving fax machine

- **Fax Class:** Use Class 1 unless your modem does not support it. Class 1 has been in existence much longer,which is supported by most fax machines and enjoys the most consistent implementation across fax devices in use today. The selection of fax class does not, in any way, affect the transmission speed.

- **Caller ID String:** Speicfies the caller id command to enable Caller ID reporting; Common caller id commands are:
    1. AT+VCID=1
    2. AT#CID=1
    3. AT#VCID=1
    4. AT+CID=1

- **Reset String:** Specifies the reset command to reset the modem after a fax transmission. Common reset commands are:
    1. ATZ
    2. AT&F
    3. AT&F0

- **Answer after n Rings:** This option indicates the number of rings that will be detected before the modem is directed to go off hook and answer the call; *Sets of at least Two Rings for retrieving caller ID correctlly.*

- o **Enable Receiving Faxes:** If this options is checked, the modem will be able to receive faxes

- o **Enable Sending Faxes:** If this options is checked, the modem will be able to send faxes

2. The **Fax Devices Settings** dialog box will be displayed, click **Detect Modems**

3. Make at least ONE fax device selected; Sets the **Caller ID string** if you would know, answers on 3 rings;

4. To turn off the Modem speker, check whether **M0** (0=zero) appears in the Init strings or not. If it already exists, move it to the end of Init strings, or place the **M0** at the end of the init strings;

5. Make other all required changes and click **OK** to save.

Configure modem manually

For some reason(i.e. the modem name contains a # character), Joyfax Server cann't detect fax devices on your computer automatically, then you can add it manually by:

1. On **Server** menu, click **Devices Settings**;

2. The **Fax Devices Settings** dialog box will be displayed, click **Configure Manually** button;
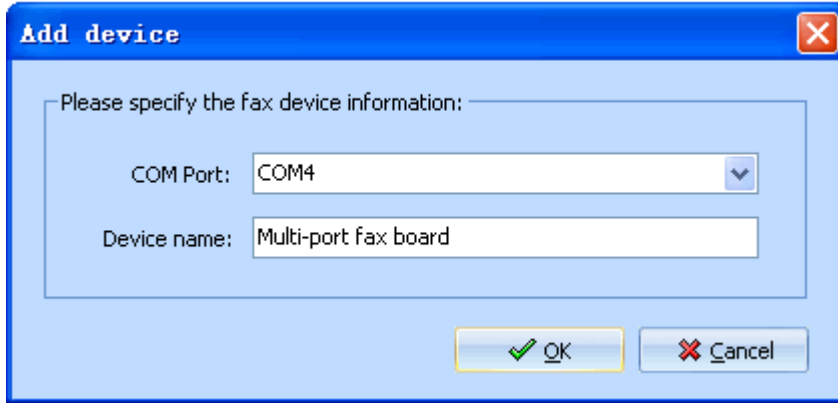
3. In the **Add device** dialog box, choose a COM port and specify a device name for the adding fax device;

4. Click **OK** to return to **Fax Devices Settings** dialog box;

5. Make other all required changes and click **OK** to save

To remove an existing device:

1. On **Server** menu, click **Devices Settings**;

2. The **Fax Devices Settings** dialog box will be displayed, select the Fax Device would like to remove;

3. Click **dropdown allow of Configure Manually** button, click **Remove Device** in the popup menu;

4. You will be asked to confirm the action. If you are sure, click **OK**.

Send fax via specific fax devices

Joyfax server allows you to specify fax devices for user groups, users in the group will only use the specific fax device to send fax.

To specify fax devices for user groups

1. On **Server** menu, click **Server Options**; or click the **Server Options** button on the toolbar;

2. The **Server Options** dialog box will be displayed, click **Sending Rules** on the right side of the window;
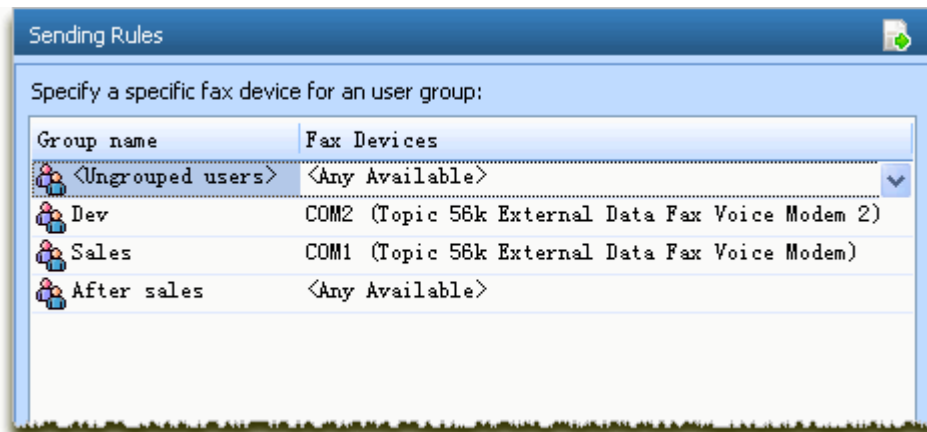
3. Choose an item in the list, and then click on the text in **Fax Devices** column to drop down the combo box, pick up a Fax device you wish to be used;

4. Click **OK** to save.

Fax to Email Configurations

To route an incoming faxes through e-mail, you must first set up your email settings so that the fax server will know what mail server to use and how to authenticate for sending mail.

Note: To change the email subject and body, please refer to: How to change the email subject and body, sent from the Joyfax Server?

To setup a STMP server

1. On **Server** menu, click **Server Options**; or click the **Server Options** button on the toolbar;

2. The **Server Options** dialog box will be displayed, click **Fax to Email** on the right side of the window;

3. Select the **Enable Fax to Email** check box:

- o **Server Name**: Specify SMTP server to be used

- o **Port**: Port to be used on the SMTP server, defaults to SMTP (25)

- o **User Name**: Username for authentication login

- o **Password**: Password for authentication login

- o **Email Address**: From a 'From:' address, not necessarily known to the server

- o **Public Mailbox**: **ALL INCOMING** faxes will be sent to the public email addresses, multiple email addresses by separating the email addresses with a comma. You may *LEAVE IT BLANK* if you wish.

- o **File Format**: Specify the format of attachments. It can be in Tiff or PDF format

- o **Send email notification when fax sent**: Send an email notification to the user when the fax was sent

4. In **SMTP Server** section, type the server name, port, user name, etc.

5. Specify the format of attachments and public mail box in **Email Message** section;

6. Click **OK** to save.

Automatic fax routing

Joyfax Server is equipped with support for routing incoming faxes to clients based upon Fax Line(COM port of modems), Calling Number Display (commonly called Caller ID) data and CSID (Called Subscriber Identification). The following incoming routing methods can be configured:

- **Route to client users**. To route an incoming fax to client users, you must set up the **Routing Rules** so fax server will use these rules to determine the destination users.

- **Route through e-mail**. To route an incoming fax through e-mail, you must first set up your email settings so the fax server will know what mail server to use and how to authenticate for sending mail.

- **Print**. Specify a printer to which incoming faxes will be printed. To route incoming faxes to a network printer, Anonymous Logon permissions must be enabled for the printer.

Routing Rules' Options

To setup Routing Rules' Options

1. On **Server** menu, click **Server Options**, or click the **Server Options** button on the toolbar;

2. The **Server Options** dialog box will be displayed, click **Routing Rules** on the left side of the window;

3. Click **Advanced...** button on the right side, the **Routing rules' options** dialog will be displayed.
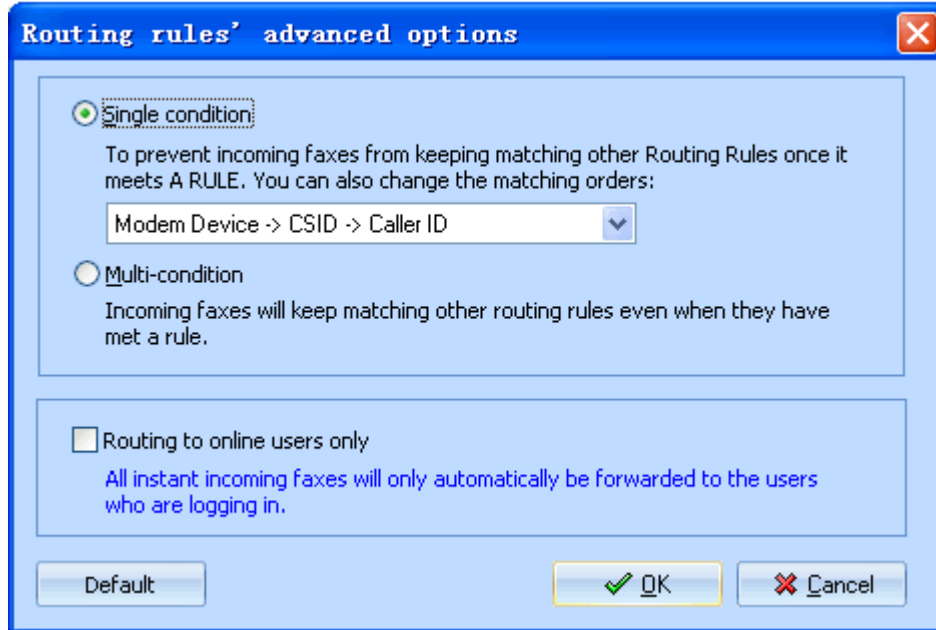
Single condition: To prevent incoming faxes from keeping matching other Routing Rules once it meets A RULE;
Multi-condition: Incoming faxes will keep matching other routing rules even when they have met a rule; **Works like version 5.5 and below.**
Routing to online users only: Choose this option If you would like the insant incoming faxes to only be forwarded to the users who are logging in.

4. Change the **Matching Mode** and **Matching Order** if need;

5. Click **OK** to save. Changes will be applied in the next coming fax.

Forwarding incoming fax to Users

To route an incoming fax to client users, you must set up the **Routing Rules** so fax server will use these rules to determine the destination user.
You can also set up **Matching Mode and Matching Order** by clicking **Advanced...** button.

To setup Routing Rules

1. On **Server** menu, click **Server Options**, or click the **Server Options** button on the toolbar;

2. The **Server Options** dialog box will be displayed, click **Routing Rules** on the left side of the window;

3. Add Fax Routing Rules:
   a). To automatically forward the fax messages which received from a specific **Fax Line(COM port)** to users:

   ○ Double-click **Devices** node to expand all available modems, choose a fax device(Modem), click **Users...** button on the buttom of the window

   ○ In the **Choose Users** dialog box, specify the users to whom the selected rules will apply

   b). To automatically forward the fax messages according to the **Calling Number Display Data(Caller ID)**:

   ○ Click **New Number** button on the bottom of the window, then enter a phone number or *the right-most digit of the integral part of* a phone number

   ○ Select the new added Phone Number in the treeview, click **Users...** button

   ○ In the **Choose users** dialog box, specify the users to whom the selected rules will apply

   c). To automatically forward the fax messages according to the **CSID**:

   ○ Click **New CSID** button on the bottom of the window, then enter a CSID string(Please see CSID Matching Rules for more information)

   ○ Select the new added CSID in the treeview, click **Users...** button

   ○ In the **Choose users** dialog box, specify the users to whom the selected rules will apply

4. Click **OK** to save. All these configs will be applied in the next coming fax.

To remove a rule

1. On the **Server Options** dialog box, click **Routing Rules** on the right side;

2. If you wish to remove a particular user from a rule, double-click a rule node to display all users associated with that rule, select a user, and then click the **Remove** button;

3. Or click a rule node, click **Remove** to delete an exiting rule directly.

Forwarding incoming fax to email addresses

Joyfax Server routes the incoming faxes to user's email addresses or any other email addresses as a TIFF or PDF attachment. The user is then able to print, save and forward the fax – similar to what occurs when a regular email with an attachment is received

Fax messages sent from User A to User B(usually called **Inner Fax**) will *NEVER* be forwarded to user's email address.

To forwarding incoming fax to user's email addresses

1. Ensure that you have set up the Fax to Email Configurations;

2. On **User** menu, click **User list...**; Or directly click **Usre List** button on the toolbar;

3. In the **User List** dialog box, choose an user, then click the **Edit...** button located on the top side of the window;

4. Specify an **Email** address, *multiple email addresses by separating with a comma*;

5. Click **Advanced** on the right side of the main window, select the **Forward to user's email address** check box; If this option is disabled, select the **Allow to receive incoming fax** option, and try again;

6. Click **OK** to save.

   Note: Routing Rules will be applied while forwarding incoming fax to user's email addresses

To forwarding incoming fax to public email addresses

- See the Fax to Email Configurations topic, ensure the **Public Mailbox** is specified.

  Note: Routing Rules will be **DISREGARDED** while forwarding incoming fax to a public email address

Automatically print incoming fax

Specify a printer to which incoming faxes will be printed. To route incoming faxes to a network printer, *Anonymous Logon permissions* must be enabled for the printer.

To automatically print incoming fax

1. On **Server** menu, click **Server Options**; or click the **Server Options** button on the toolbar

2. The **Server Options** dialog box will be displayed, click **Incoming/Outgoing** on the right side of the window

3. Select the **Automatic Print to:** check box, and click **Printer Setup** button

4. In the **Automatic Print** dialog box, click on a **Fax device**, then pick up a **Printer** in the combo box
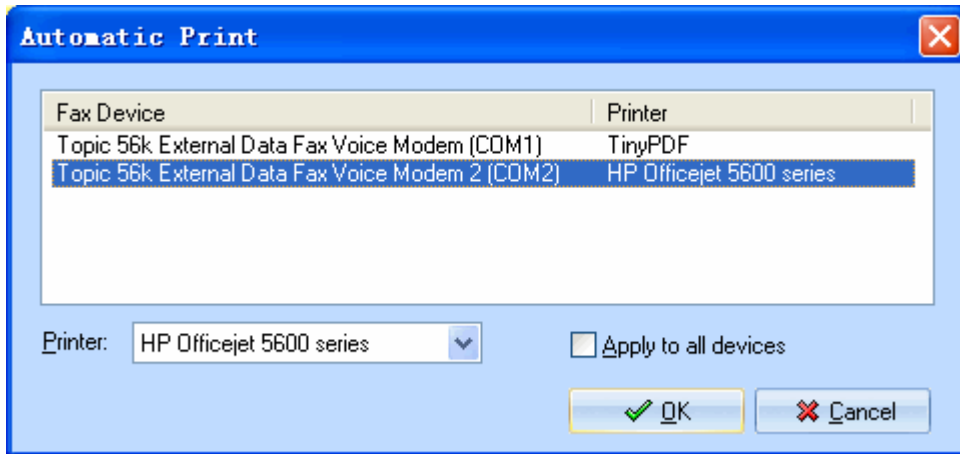
5. Click **OK** to save

   Note: All incoming faxes will be automatically printed if that option was selected.

CSID Matching Rules

Joyfax Server will use pattern matching against the calling fax machine's CSID(Called Subscriber Identification) to determine the destination user to which to forward the fax. The following table shows the characters allowed in pattern and what they match. CSID comparison is **case insensitive**, see Example below.

Characters in pattern	Matches in string
?	Any single character
*	Zero or more characters
#	Any single digit (0–9)
[charlist]	Any single character in charlist
[! charlist]	Any single character not in charlist

Character Lists

A group of one or more characters (charlist) enclosed in brackets (**[ ]**) can be used to match any single character in string and can include almost any character code, including digits.

An exclamation point (**!**) at the beginning of charlist means that a match is made if any character except the characters in charlist is found in string. When used outside brackets, the exclamation point matches itself.

Special Characters

To match the special characters left bracket (**[**), question mark (**?**), number sign (**#**), and asterisk (*****), enclose them in brackets. The right bracket (**]**) cannot be used within a group to match itself, but it can be used outside a group as an individual character.

The character sequence [] is considered a zero-length string (**""**). However, it cannot be part of a character list enclosed in brackets.

Character Ranges

By using a hyphen (**–**) to separate the lower and upper bounds of the range, charlist can specify a range of characters. For example, [A–Z] results in a match if the corresponding character position in string contains any character within the range A–Z, and [!H–L] results in a match if the corresponding character position contains any character outside the range H–L.

When you specify a range of characters, they must appear in ascending sort order, that is, from lowest to highest. Thus, [A–Z] is a valid pattern, but [Z–A] is not.

Multiple Character Ranges

To specify multiple ranges for the same character position, put them within the same brackets without delimiters. For example, [A–CX–Z] results in a match if the corresponding character position in string contains any character within either the range A–C or the range X–Z.

Usage of the Hyphen

A hyphen (**–**) can appear either at the beginning (after an exclamation point, if any) or at the end of charlist to match itself. In any other location, the hyphen identifies a range of characters delimited by the characters on either side of the hyphen.

Digraph Characters

In some languages, there are alphabetic characters that represent two separate characters. For example, several languages use the character æ to represent the characters a and e when they appear together. Joyfax Server recognizes that the single digraph character and the two individual characters are equivalent.

When a language that uses a digraph character is specified in the system locale settings, an occurrence of the single digraph character in either pattern or string matches the equivalent two-character sequence in the other string. Similarly, a digraph character in pattern enclosed in brackets (by itself, in a list, or in a range) matches the equivalent two-character sequence in string.

Example

CSID	Patterns	Match (True/False)

aJoy8FaxA	a*a	True
	[a-z]Joy8Fax[a-c]	True
	[a-z]Joy8Fax[!a-c]	False
	aJoy#FaxA	True
	[a-z]joy#Fax[a-z]	True
	aJoy?FaxA	True
	aBoy?FaxA	False

Forward incoming fax to clients manually

Joyfax Server can automatic forward the incoming fax messages to client according to the setting up rules, but you can do this manually.

To forward a received fax message to users

1. In **Incoming Fax** pane, right-click on a receiving fax item you want to forward;

2. Click **Forward fax to...** on the pop-up menu;

3. In he **Choose users** dialog box, specify the users to whom the selected fax message will be forwarded.

Managing faxes

This help section contains the following topics:

- Suspend sending fax

- Pause outgoing fax

- Resume outgoing fax

- Resend undelivered fax

- Cancel receiving fax

- **Forward incoming fax to client manually**

- Mark fax as removed

- Fax message properties

- View Fax message

- Search Fax Histroy

Suspend sending fax job

Fax message which is sending can be suspended independently, the suspended fax message will be moved to the **Outgoing fax** automatically.

To suspend one sending fax job

1. In **Sending Fax**, right-click on a fax message you want to suspend;

2. Click **Suspend sending fax** on the pop-up menu.

To suspend two or more sending fax job

1. In **Sending Fax**, press Ctrl and select all required fax messages;

2. Right-click on one of the selected fax messages, click **Suspend sending fax** on the pop-up menu.

Pause outgoing fax job

You can pause the outgoing fax job which is queuing to be sent, and resume it anytime.

To pause one outgoing fax job

1. In **Outgoing Fax**, right-click on a fax message you want to pause;

2. Click **Pause** on the pop-up menu.

To pause two or more outgoing fax job

1. In **Outgoing Fax**, press Ctrl and select all required fax messages;

2. Right-click on one of the selected fax messages, click **Pause** on the pop-up menu.

Resume outgoing fax job

To resume one outgoing fax job

1. In **Outgoing Fax**, right-click on a fax message you want to resume;

2. Click **Resume** on the pop-up menu.

To pause two or more outgoing fax job

1. In **Outgoing Fax**, press Ctrl and select all required fax messages;

2. Right-click on one of the selected fax messages, click **Resume** on the pop-up menu.

Resend undelivered fax

The unsuccessfully delivered fax messages will be moved from the **Sending Fax** to the **Undelivered Fax**, this allows you to send them again. If a fax message has more than one recipients, the Joyfax Server will try to send the fax to the undelivered recipients only.

To resend an undelivered fax

1. In **Undelivered Fax**, right-click on a fax message you want to resend;

2. Click **Resend** on the pop-up menu;

To resend two or more undelivered fax

1. In **Undelivered Fax**, press Ctrl and select all required fax messages;

2. Right-click on one of the selected fax messages, click **Resend** on the pop-up menu.

Cancel receiving fax job

To cancel a receiving fax job

1. In **Receiving Fax**, right-click on a receiving fax message you want to cancel;
2. Click **Cancel receiving fax** on the pop-up menu.

Mark fax as removed

To mark fax as removed

1. In **Undelivered/Received Fax**, right-click on a receiving fax message you want to cancel;
2. Click **Mark fax as removed** on the pop-up menu.

Note: Fax messages which were marked as removed is not deleted directly, you can find it out again by using the **Fax hisotry** function

Fax properties

The **Properties** dialog box allows you to control all aspects of the fax message including basic fax properties, priority, subject and notice.

To View/change fax properties

1. In work area, right-click on a fax message, click **Properties...** on the pop-up menu;

2. The **Fax Properties** dialog box will be displayed, make all required changes and click **OK** to save them.

View Fax Message

Open the Joyfax Browser to view the selected fax message.

To View Fax Message

1. In work area, right-click on a fax message you want to suspend;

2. Click **View fax...** on the pop-up menu.

Fax History

To search fax hisotry

1. On **Tools** menu, click **Fax history...**

2. The **Fax history** dialog box will be displayed, set up the filters;

3. Click **Search**.

Public Phone book

This help section contains the following topics:

- Managing Contact Groups
- Managing Public Contacts
- Exporting Contacts
- Importing Contacts

Managing Contact Groups

It is recommended to organize the contacts in individual groups for better overview.
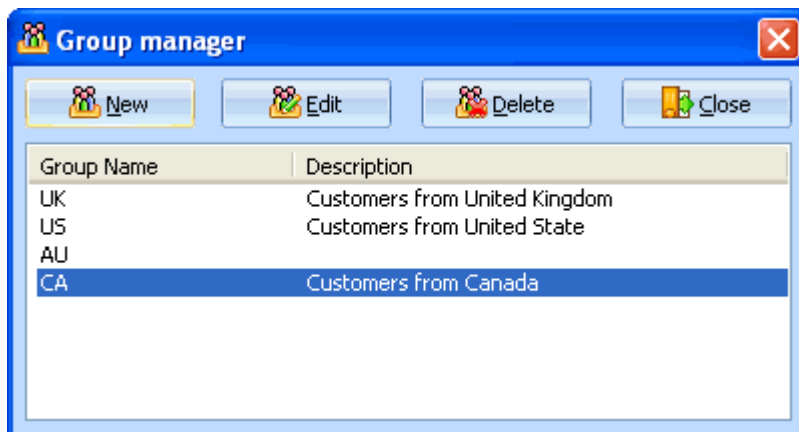
The groups listview has two columns which display main information on groups:

- **Name:** Shows a group's name.
- **Description:** Shows a group's description (if you entered it).

This help section contains the following topics:

- Add new group
- Edit group
- Delete group

Add New Contact Group

To add a new contact group

1. On the **Contact** menu, click **Contact groups...**

2. The **Group manager** dialog box will be displayed, click **New** button;

3. In the **New Group** dialog box, type a group name, description and click **OK**.

Edit Contact Group

To edit an existing contact group

1. On the **Contact** menu, click **Contact groups...**

2. The **Group manager** dialog box will be displayed, select a group you want to edit and click **Edit** button;

3. In the **Edit Group** dialog box, make all required changes and click **OK** to save them.

Delete Contact Group

To delete an existing contact group

1. On the **Contact** menu, click **Contact groups...**

2. The **Group manager** dialog box will be displayed, select a group you want to delete and click **Delete** button;

3. You will be asked to confirm this action, If you are sure, click **Yes**.

Managing Contacts

When you click the **Contact list** button on the toolbar, the **Publicc Contacts** dialog box will is displayed. It contains the list of user accounts and the buttons to manage it.
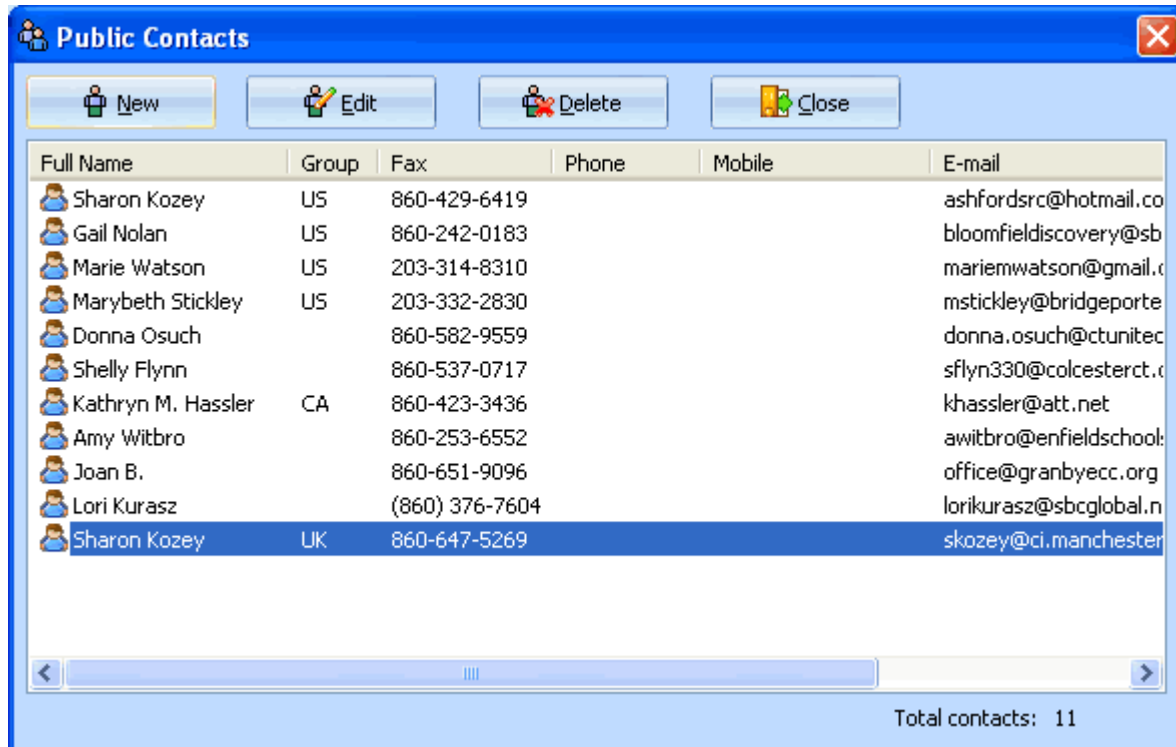
The **Contact List** has serven columns which display the main information on contacts:

- **Full name**: Shows an user account
- **Group**: Shows a group a user belongs to
- **Fax:** Shows a contact's fax number
- **Phone/Mobile:** Shows a contact's mobile or phone number
- **E-mail:** Shows an contact e-mail address
- **Address:** Shows a contact's contact address

This help section contains the following topics:

- Add new contact
- Edit contact
- Delete contact

Add new group

To add a group to the list

1. On **User** menu, click **Group manager...**; Or directly click **User Group** button on the toolbar;

2. In the **User Group Manager** dialog box, click the **Add...** button located on the top side of the window;

3. In the **New Group** dialog box, type a group name, description and click **OK**.

Edit contact

To edit an existing user

1. On **Contact** menu, click **Contact list...**; Or directly click **Contact List** button on the toolbar;

2. In the **Public Contact** dialog box, choose an user you want to edit, then click the **Edit...** button located on the top side of the window;

3. The **Edit Contact** dialog box will be displayed, make all required changes and click **OK** to save them.

Delete contact

To delete an existing user

1. On **Contact** menu, click **Contact list...**; Or directly click **Contact List** button on the toolbar

2. In the **Public Contact** dialog box, choose an user you want to delete, then preee **Delete** button located on the top side of the window

3. You will be asked to confirm the action. If you are sure, click **Yes**

To delete two or more users

1. On **Contact** menu, click **Contact list...**; Or directly click **Contact List** button on the toolbar

2. In the **Public Contact** dialog box, press **Ctrl** and select all required users, then press the **Delete** button

3. You will be asked to confirm the action. If you are sure, click **Yes**

Exporting contacts

You can export the data of the phone book to a CSV file.

To export contacts

1. On the **Contact** menu, click **Export contacts...**

2. In the **Export contacts** dialog box, specify an output CSV filename, click **Save**.

Importing contacts

Importing from a CSV file is a two step process. First, you need to prepare and verify your CSV file. Next, simply choose your import file to perform the import.

1. Preparing your CSV file
Please ensure that your CSV is a valid CSV format. A good way to check is to import your file into Microsoft Excel and see if the data is as expected. This is also a good opportunity to do any massaging of the data, if you wish. The CSV file must contain a heading row. For example, here is a valid file with a single record:

"FullName","Company","Department","Duty","Fax","Phone","Mobile","E-mail","Address","Group"
NAME,COMPANY,DEPA,JOB,555555,MOBILE,444444,EMAIL,ADD,myGroup

Click here to download the sample file(contacts_demo.csv)...

2.Importing the CSV file

- On **Contact** menu, click **Import contacts...**

- Locate the CSV file you want to import, press **Enter**;

- The Import Contacts dialog box will be displayed, and give you statistics on how many contacts were imported;

- At last, click **Close** button to close the dialog box.

Users and Groups

Each client must have an account in order to log in the Joyfax Server. This account is used to identify the client. A group is a number of zero or more users, usually with the same job description or in the same department.

This help section contains the following topics:

- [Managing Groups](#)
- [Managing Users](#)
- [User permissions](#)

Note: An user doesn't have to be a member of some group.

Managing Groups

When you click the **User-Group** button on the toolbar, the **User group manager** dialog box will is displayed. It contains the list of user groups and the buttons to manage it.
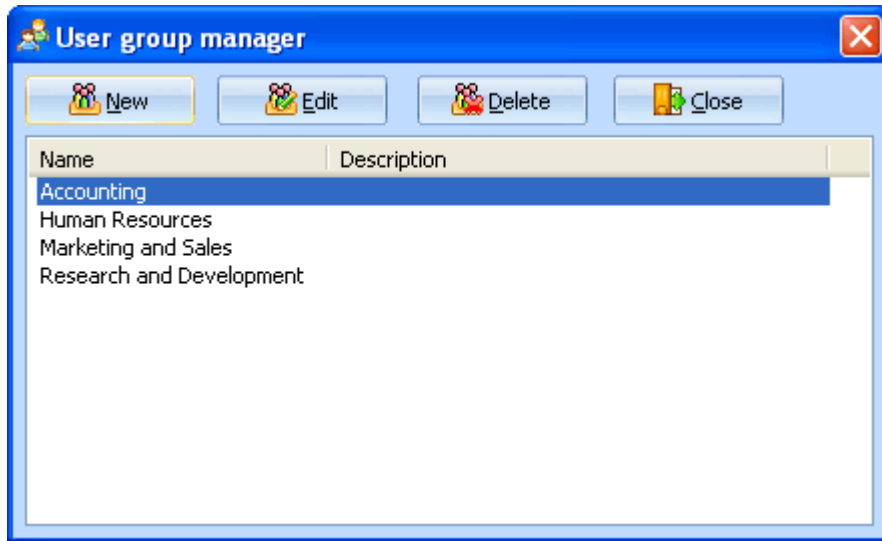
The **Group List** has two columns which display the main information on users:

- **Name:** Shows a group's name

- **Description:** Shows a group's description (if you entered it)

This help section contains the following topics:

- Add new group

- Edit group

- Delete group

Add new contact

To create a new contact

1. On **Contact** menu, click **Add contact...**; Or directly click **Add Contact** button on the toolbar

2. In the **Add contact** dialog box, choose a group, type the contact name, fax number and more.

3. Click **OK** to save

Edit Group

To edit an existing group

1. On **User** menu, click **Group manager...**; Or directly click **User Group** button on the toolbar;

2. In the **User Group Manager** dialog box, click the **Edit...** button located on the top side of the window;

3. The **Edit User** dialog box will be displayed, make all required changes and click **OK** to save them.

Delete group

To edit an existing group

1. On **User** menu, click **Group manager...**; Or directly click **User Group** button on the toolbar;

2. In the **User Group Manager** dialog box, click the **Delete** button located on the top side of the window;

3. You will be asked to confirm the action. If you are sure, click **Yes**.

To delete two or more groups

1. On **User** menu, click **Group manager...**; Or directly click **User Group** button on the toolbar;

2. In the **User Group Manager** dialog box, press Ctrl and select all required groups, then press the **Delete** button;

3. You will be asked to confirm the action. If you are sure, click **Yes**.

Managing Users

When you click the **User list** button on the toolbar, the **User List** dialog box will is displayed. It contains the list of user accounts and the buttons to manage it.
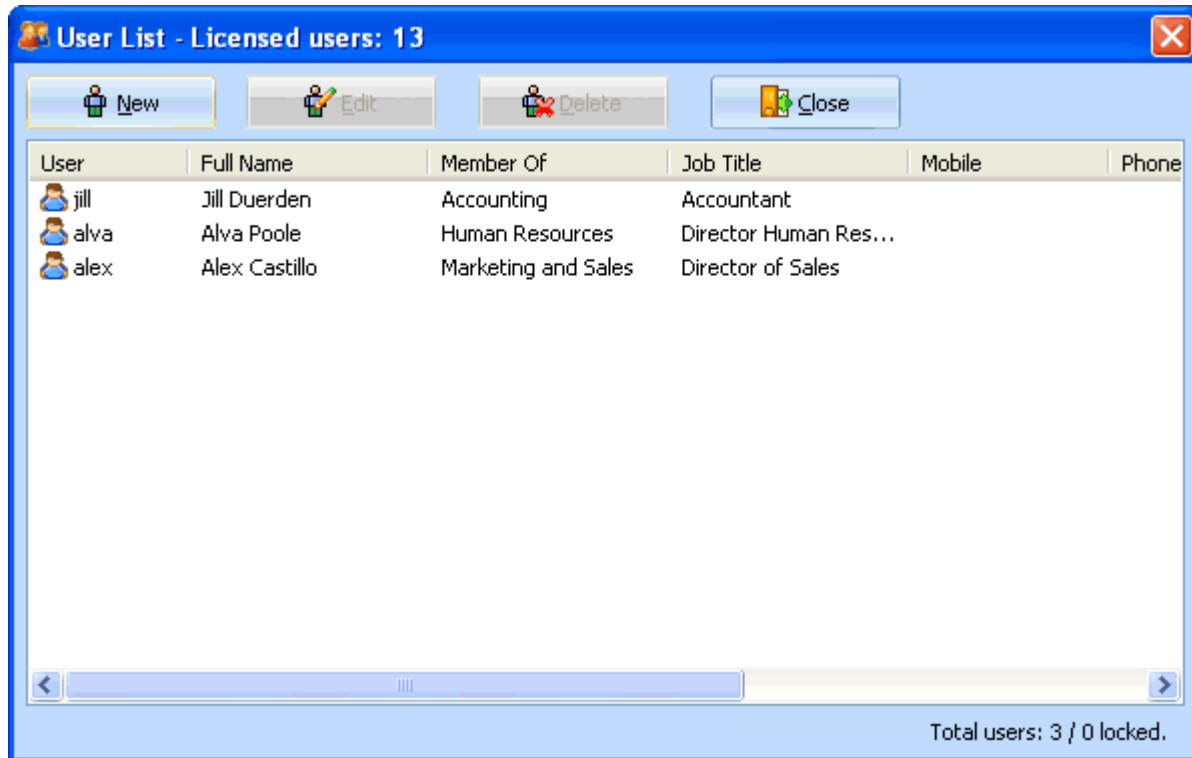
The **User List** has eight columns which display the main information on users:

- **User:** Shows an user account

- **Name:** Shows an user's name

- **Member Of:** Shows a group a user belongs to

- **Job Title:** Shows an user's particular position

- **E-mail:** Shows an user's e-mail address

- **Mobile/Phone:** Shows an user's mobile or phone number

- **MSN/ICQ:** Shows an user's instant messaging account, such as: MSN, ICQ, AOL, Gtalk and more

This help section contains the following topics:

- [Add new user](#)

- [Edit user](#)

- [Delete user](#)

Add new user

To create a new user account

1. On **User** menu, click **New user...**; Or directly click **New User** button on the toolbar;

2. In the **New User** dialog box, choose a group, type the account name, full name, and contact informations;

Note: You can specify multiple email addresses by separating the email addresses with a comma.

3. Click **Advanced** on the right side of the main window, and configure user permissions;

4. Click **OK** to save.

Edit user

To edit an existing user

1. On **User** menu, click **User list...**; Or directly click **Usre List** button on the toolbar;

2. In the **User List** dialog box, choose an user you want to edit, then click the **Edit...** button located on the top side of the window;

3. The **Edit User** dialog box will be displayed, make all required changes and click **OK** to save them.

Delete user

To delete an existing user

1. On **User** menu, click **User list...**; Or directly click **Usre List** button on the toolbar;

2. In the **User List** dialog box, choose an user you want to delete, then preee **Delete** button located on the top side of the window;

3. You will be asked to confirm the action. If you are sure, click **Yes**.

To delete two or more users

1. On **User** menu, click **User list...**; Or directly click **Usre List** button on the toolbar;

2. In the **User List** dialog box, press Ctrl and select all required users, then press the **Delete** button;

3. You will be asked to confirm the action. If you are sure, click **Yes**.

User Permissions

Regular user accounts have all permissions to send & receive faxes unless that permission was granted. This following dialog box allows you to set the User Permissions for the user selected on the User Manager window:

- **Allow to send fax**: Allows the user to send fax to a fax number.

- **Allow to send long-distance fax**: By default, the user is allowed to send fax to any number; To restrict long distance calling, **Uncheck** this option.

- **Default priority**: Sets Default Priority for all new fax message.

- **Allow to receive incoming fax**: Allows the user to receive incoming fax from Joyfax Client; it will affect the routing decisions.

- **Forward to user's email address**: Incoming fax will be sent to the user's email addresses automatically if this option checked. In order to successfully forward incoming fax to email, you must first set up your email settings so the fax server will know what mail server to use and how to authenticate for sending mail.

- **Allow to send/forward fax messages to inner user**: Allows one user to send or forward fax to another user.

- **Allow to add/edit/delete**: Allows one user to add, edit or delete public groups and contacts.

Run Joyfax Server as a Windows Service

To configure Joyfax Server to Run as a Windows Service

1. Click **Start** menu, point to **All Programs**;

2. Point to **Joyfax Server**, select **JoyfaxServer Service Setup**;
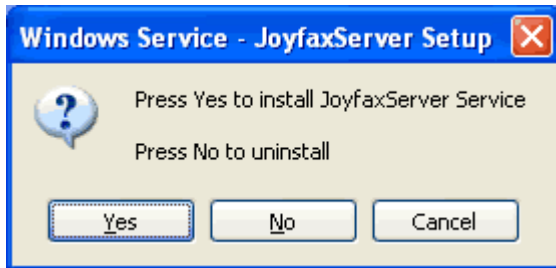
3. In the **Windows Service - JoyfaxServer Setup** dialog box: press **Yes** to install the **JoyfaxServer** service, the service will be started if it's completed successfully; press **No** to **Stop** and **Uninstall** the JoyfaxServer service.

Joyfax Client

Joyfax Client is an application that allows users to connect to a Joyfax Server, for sending and receiving fax from every workplace.
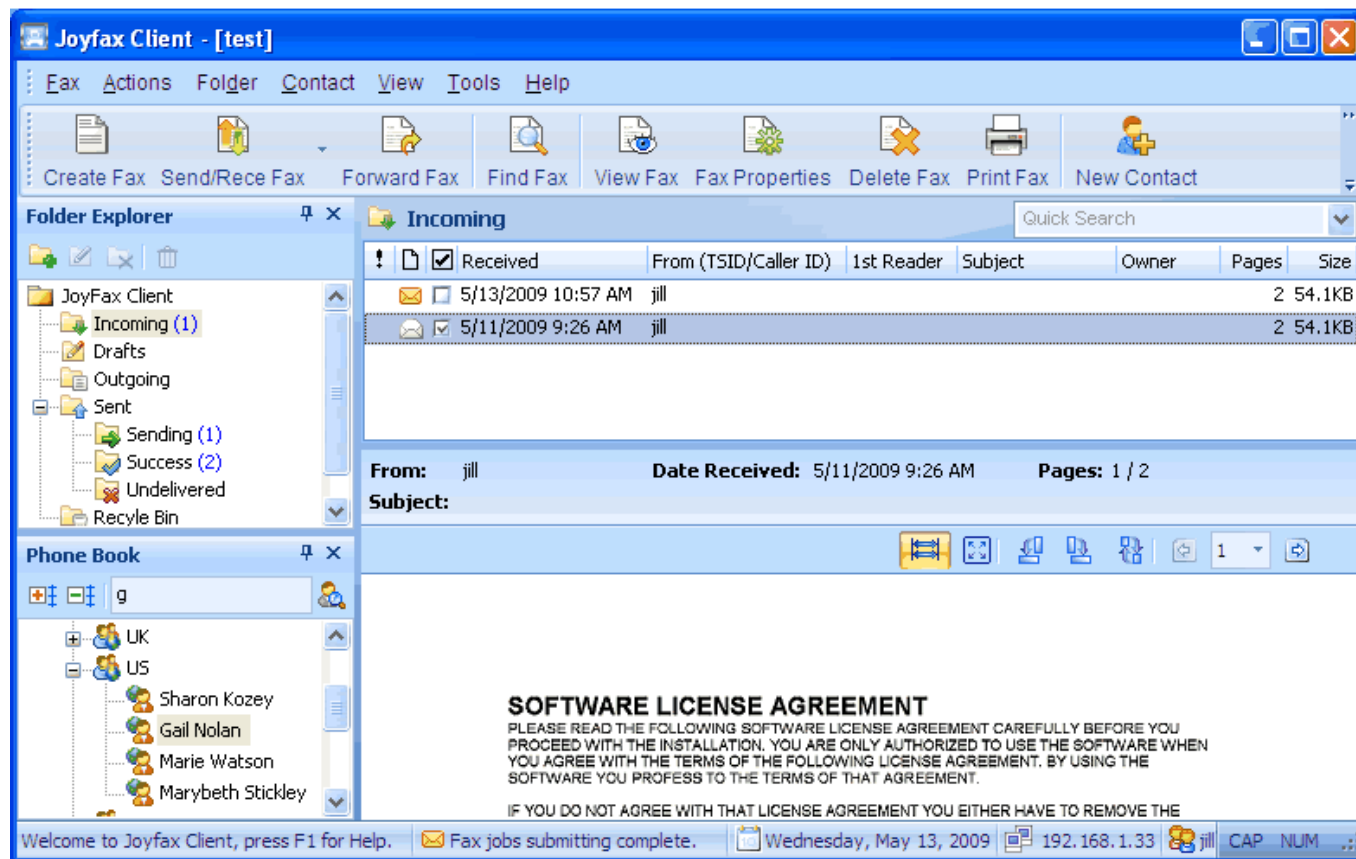
Folder Explorer

Folder Explorer displays the type of fax items in the form of a tree structure and allows you to navigate and organize through it. If the Folder Explorer is not displayed, click **Folder Explorer** on the **View** menu.

Phone Book

Phone Book displays the contacts in the form of a tree structure and allows you to manage through it. If the Phone Book is not displayed, click **Phone Book** on the **View** menu.

Fax List

Fax List displays the fax items of the currently selected folder. The column depends on the type of currently selected folder and helps you to see the main information about fax message:

- **Priority**: The priority assigned to the fax
- **Read**: Whether you have read the fax or not
- **Read Tracking**: Flags the fax item as read or not from the server
- **Received**: The time when the fax was received
- **Modified**: The time when the fax was modified
- **Submission Time**: The time when the fax was submited to fax server
- **Completed Time**: The time when the fax was sent, either successfully or failed
- **From(TSID/Caller ID)**: The Fax number or name(TSID) of the person from whom the fax was received
- **Recipients**: Shows the person to whom the fax is sent
- **1st Reader**: The user who read the fax item FIRST
- **Subject**: Shows the subject or topic of a fax item
- **Owner**: The USER who send the inner fax
- **Quality**: Resolution of the fax; Low(204 X 98) / High(204 X 196)
- **Pages**: Shows the total pages of the fax
- **Size**: Shows the file size of the fax

- **Retries**: The number of times the fax server will try to send your fax

- **Status**: The sending result of a fax item. For more detail, see the Fax Properties dialog box

Fax Preview Area

Fax Preview Area shows the contains of currently selected fax item. If the Fax Preview Area Book is not displayed, click **Phone Book** on the **View** menu.

Status Bar

The status bar, which is the horizontal area at the bottom of the main window, provides the information about the current state and any other contextual information:

- **Content Status**: The description of controls on mouse over

- **Status**: The current communication status; The progress window will be displayed if you click this pane

- **Today**: Displays the current date

- **Server**: Displays the currently logged in server; *Double-click* this pane to **Log In** or **Log Out** Fax Server

- **Current User**: Displays the currently logged in user name

- **CAP**: Displays the Caps Lock state.

- **NUM**: Displays the Num Lock state.

Install and Uninstalling Joyfax Client

Installing Joyfax Client at client computer

1. Download the latest version of [Joyfax Server installation package](#) from our site;

2. Double-click the download execute file to launch the installation;

3. Select the **Client** component to install;

4. Launch **Joyfax Client** and enter the **server's address**, **user name** and **password** to log in to fax server.

Uninstalling Joyfax Client

1. There are three ways to uninstall Joyfax Client:

   o Go to **Control Panel -> Add or Remove Programs**, find **Joyfax Server**, and then click the **Change/Remove** button;

   o Click **Start -> All Programs -> Joyfax Server**, and then select the **Uninstall** item;

   o Locate **Joyfax Server Installation Directory**, and then run the **uninst.exe** application.

2. Follow the Uninstallation wizard select the **Joyfax Client** component to complete the uninstallation.

Joyfax Client login

1. Move the mouse to **Joyfax Server** icon in system tray, the tooltip will display the server IP address and Port;

   If you wish to access Joyfax Server behind a router/firewall, please read [How to access Joyfax Server behind a router/firewall?](#)

2. Go to the client PC, and launch **Joyfax Client**;

3. In the **User login** dialog box, enter the Joyfax Server IP address, port, user name and password then press **Log in**.

   Note: The first time you install the Joyfax Server, it creates a default demonstration user **DEMO** with a **1234** password.

Joyfax Client Options

The **Joyfax Client Options** dialog box will appears at the first time you logging in fax server, It allows you to change all aspects of the Joyfax client.

To change the settings manually

1. On the **Tools** menu, click **Options**, the **Joyfax Client Options** dialog box has three sections:

    o **General** section contains the basic properties

    o **Fax** section allows you to specify the resolution and black/white threshold of faxing file

    o **Page** section allows you to specify the default cover page, header & footer template and digital signature

2. The **Joyfax Client Options** dialog box will be displayed. Make all required changes and click **OK** to save

General Section
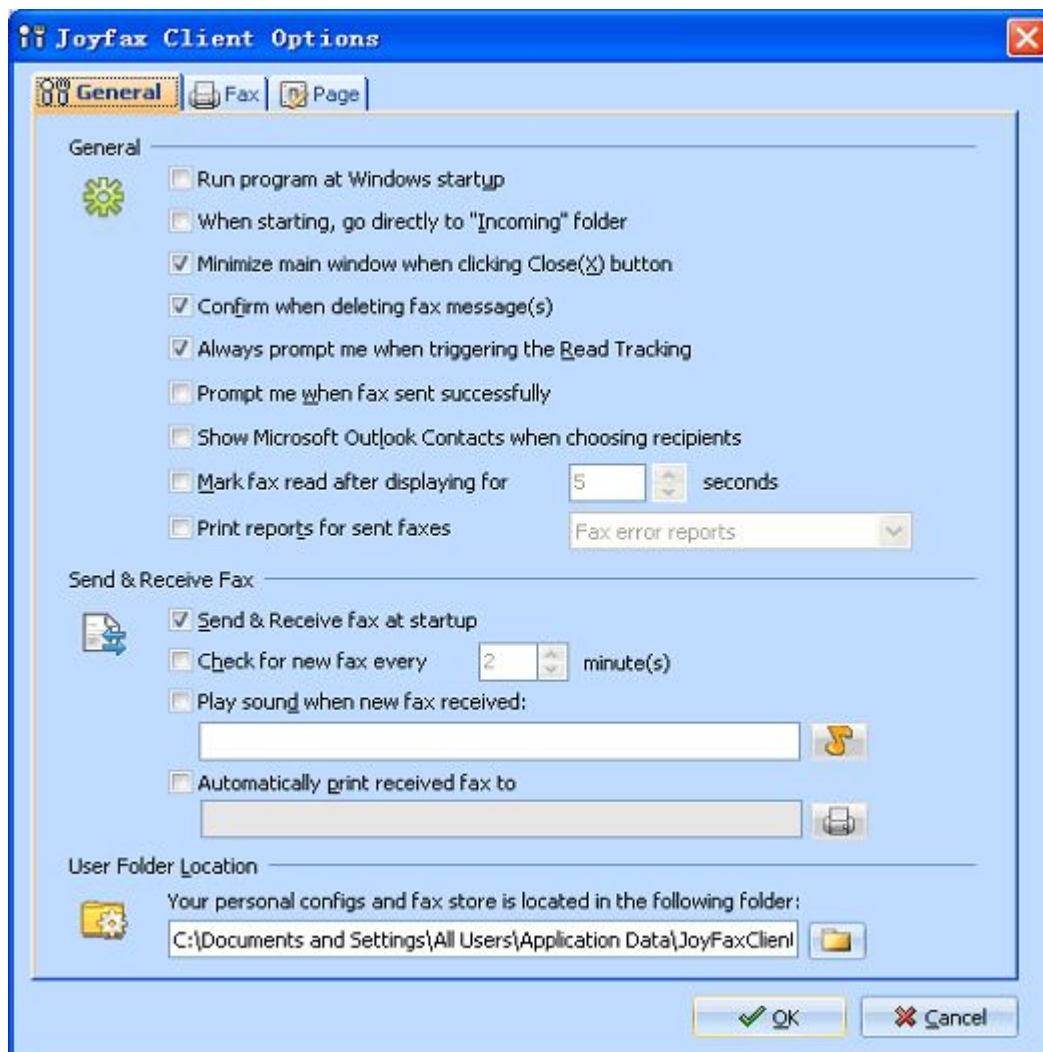
The **General** contains the following items:

- **Company**: Company name retrieved from the Fax Server

- **Run program at Windows startup**: Opens Joyfax Client at Windows startup

- **When Joyfax starts, go directly to "Incoming" folder**: Specifies whether the contents of the Incoming folder are displayed when you first open Joyfax Client

- **Minimize main window when clicking Close(X) button**

- **Always prompt me when triggering the Read Tracking flag**: Specifies whether to confirm when triggering the Read Tracking flag

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- **Confirm when deleting fax message(s)**

- **Mark fax read after displaying for N seconds**: Marks a fax item as read after you have previewed it for the number of seconds indicated

- **Send & Receive fax at startup**: Automatically receives and sends fax at joyfax client startup

- **Check for new fax every [ ] minutes**: Checks fax server for new incoming fax items at the specified interval of minutes

- **Play sound when new fax received**: Specifies whether to play a sound when new fax message arrive

- **Automatically print received fax to**: Specifies a printer to automatically print all received fax messages

- **User folder location**: Specifes the storing location of user data

Fax Section
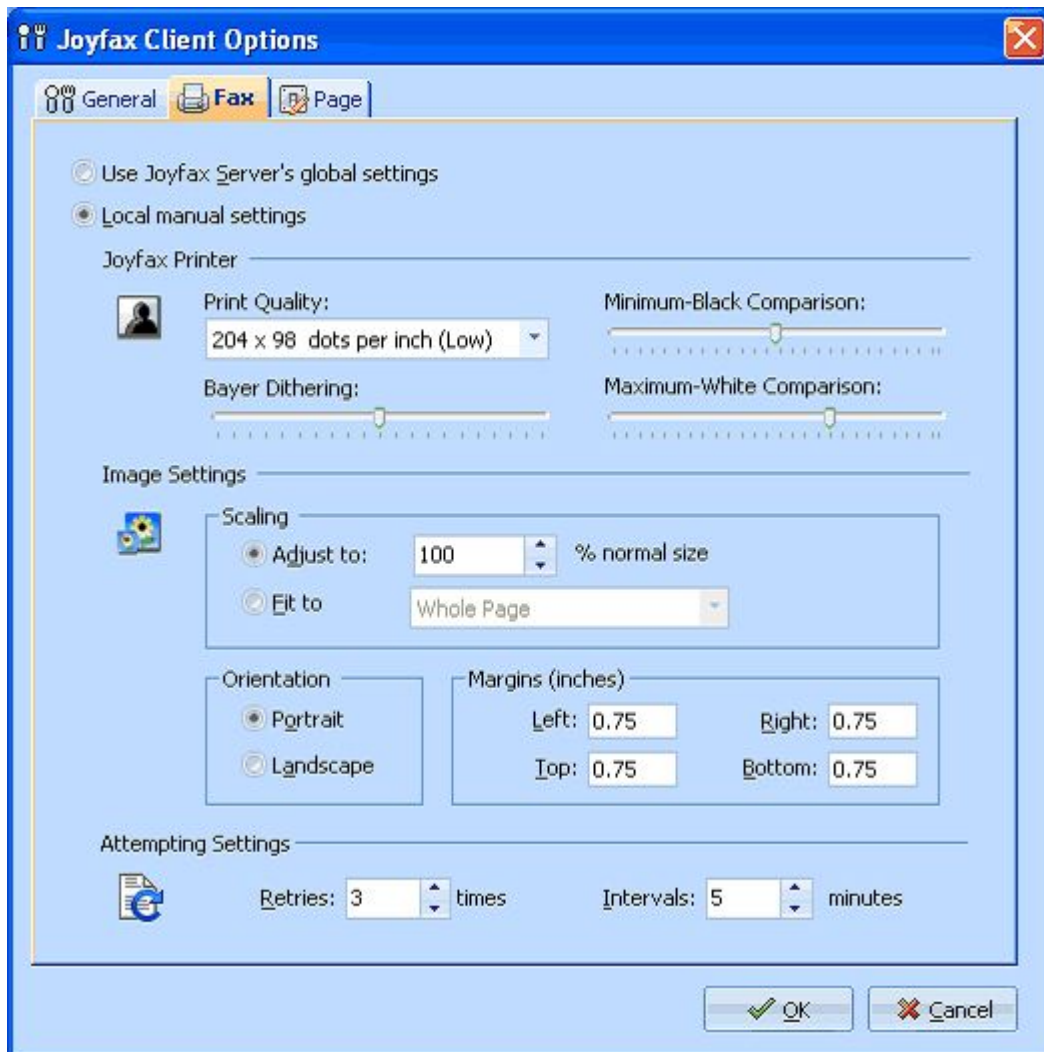
The **Fax** section shows the parameters used for converting a document to Fax format, it contains the following items:

- **Use Joyfax Server's global settings / Local manual settings**: Specifies whether to use the server's settings or local settings

- **Print Quality**: Specify the default desired resolution for the fax message

- **Bayer Dithering**: Specifies the value of bayer dithering algorithm

- **Minimum-Black Comparison / Maximum-White Comparison**: Specifies the value of the Minimum-Black and Maximum-White Comparison

  Note: To get the **best effect of the facsimile,** please adjust the dithering, Min-Black or Max-White Comparison options

- **Adjust to n% normal size**: Adjust the zoom scale when converting a image file to facsimile format

- **Fit to**: Adjust the zoom scale fit to Whole Page, Page Width or Page Height

- **Orientation**: Specifies how the image is positioned on the page. **Portrait** orients the image vertically; **Landscape** orients the image horizontally

- **Margins**: Specifies separate margin values for the top, right, bottom, and left margins, in Inches

- **Retries**: Specifies how many times the fax server try to send the fax if it is undelivered

- **Intervals**: The interval in minute that the Fax Server try to resend the fax

Page Section

The **Page** section contains the following items:

- **Default Cover Page**: Specifies a default cover page for all new creating fax

- **Default Header & Footer template**: Specifies a Header and Footer template for all new creating fax

- **Default Digital signature file**: If you want to automatically apply a digital signature to faxes, use the browse button to select the graphic file to use

- **Postion on page & Margins**: Set the desired position to use for the signature

- **Action**: Set the default action for the signature.

To login to Joyfax Server

1. Double-click on the **Joyfax Client** icon on desktop, the **User Login** dialog box appears on the screen;

2. Type the **Server address**, **User name** and **Password**, then click the **Login** button;

3. At the first time you logging in a fax server, the **Joyfax Client Options** dialog box will be displayed, change all aspects if it's necessary, and then click **OK** to continue;

4. Now, Joyfax Client is ready for you to send & receive fax!

User Login

When you start the program, the **User Login** dialog box appears on the screen. The following image shows the Joyfax Client User Login dialog box:

The User Login dialog box contains the following items:

- **Server**: Enter the domain name or IP address and Port of the Joyfax Server to connect with, for example: **192.168.1.100**, **JoyfaxServer:8751** etc. The default port is **8750** if leave it blank

- **User name**: User name used when logging in the Joyfax Server

- **Password**: Enter your Password for the server here

- **Auto login**: Automatic login to Joyfax Server when Joyfax Client starting up

- **Save password**: Save password so user doesn't need to enter the password everytime login to Joyfax Server

- **Work offline**: This lets user accesses Joyfax Client and lets user uses the program without connecting to the Joyfax Server

Note: The default user name: **DEMO**, with the password: **1234**

Sending faxes

This help section contains the following topics:

- [Sending a fax from client](#)
- [Quickly faxing to an existing contact](#)
- [Sending a fax from another application](#)
- [Faxing a document from Windows Explorer](#)
- [Sending a scheduled fax](#)
- [Sending a cover page only fax](#)
- [Add your personal digital signature](#)
- [Checking fax status](#)
- [Fax recipients](#)
- [Custom fax headers & footers](#)
- [Fax Options](#)

Sending a fax from Client

Joyfax Client can convert many different type of files to a single mutil-pages facsimile document, then submit it to the Fax Server for faxing.

Supported file types are:

- .doc, docx - Word documents
- .xls, xlsx - Excel Spreadsheet files
- .ppt, .pptx - PowerPoint documents
- .pdf - Adobe Portable Document Format (**No Adobe Reader Required**)
- .html, .htm - Web pages
- .txt - Text files
- .rtf - Rich text files
- .psd - Adobe Photoshop documents
- .tif, .tiff - Tiff files
- .ico, .bmp, .jpeg, .jpg, .png, .gif, .pbm, .g3, etc. - Up to 21 image formats

To send a fax from client

1. On the **Fax** menu, click **New fax**; or directly click **Create fax** button on the toolbars;

2. On the **Fax Editor** dialog box, enter the fax numbers who receiving the fax in the **Recipients** box manually, or click **Recipients** button to choose the recipients;
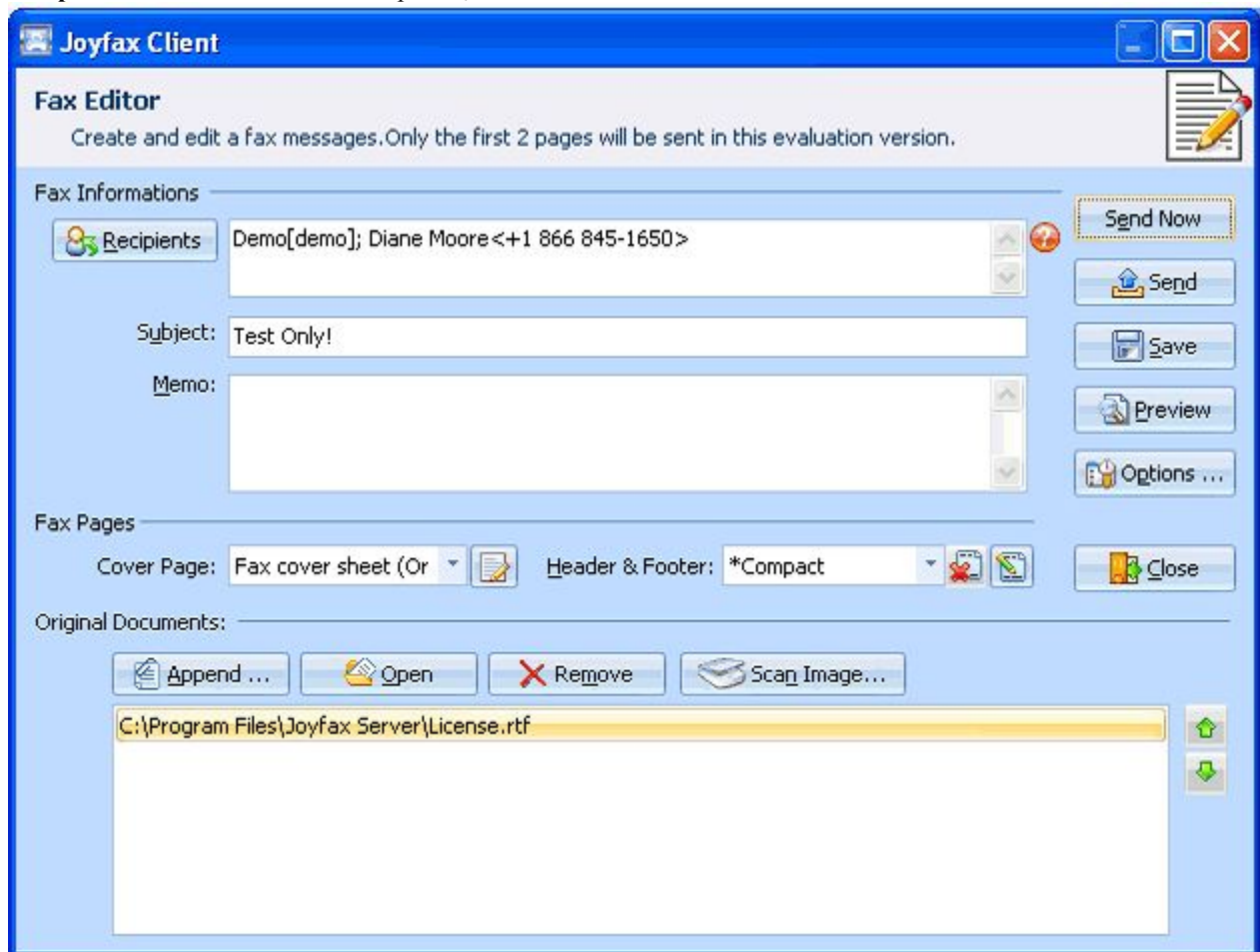
The **Fax Editor** dialog box contains the following items & buttons:

- ○ **Send Now**: Converts added documents to facsimile format and directly submit it to Fax Server for faxing

- ○

- o **Send**: Converts added documents to facsimile format and stores it in **Outging** folder for later sending

- o **Save**: Stores the current fax to **Draft** for later editing

- o **Preview**: Converts added documents to facsimile format and views with the Joyfax Browser

- o **Options**: Displays the **Fax Options** dialog box to set up preferences of the currnet fax

- o **Close**: Closes the current dialog

- o **Recipients**: The person to whom the fax is being sent. Recipients is required

- o **Subject**: Specifies a subject for fax

- o **Meno**: Specifies information that you want. This information is optional and can be whatever information you wish

- o **Cover Page**: Specifies a cover page for current fax

- o ![edit icon] Edits currently selected cover page.

- o **Header & Footer**: Specifies a **Header and Footer** template for current fax

- o ![edit/remove icons] : Edits or removes currently selected header and footer template

- o **Append**: Adds files that you want to fax

- o **Open**: Launches the currently selected document

- o **Remove**: Removes the selected files from list

- o **Scan Image**: Allows you to scan a document to add to the list

- o ![up/down arrow icons] : Uses to arrange the order of the added documents

3. Click the **Append...** button, then locate the files you want to fax;

4. Select a **Header & footer** template if you want to add headers or footers;

5. If you wish to add your personal signature or set the number of times the fax tries to send, click **Options** button located on the right side of the window, and then specify it;

6. Click **Send** button, the fax will be stored in the **Outgoing** folder and ready for sending.
   If you wish the fax to be submitted to the fax server *immediately*, you should click the **Send Now** button.

If you are composing a fax offline, your fax will be saved in the **Outging** folder. It will be sent automatically when you go back online.

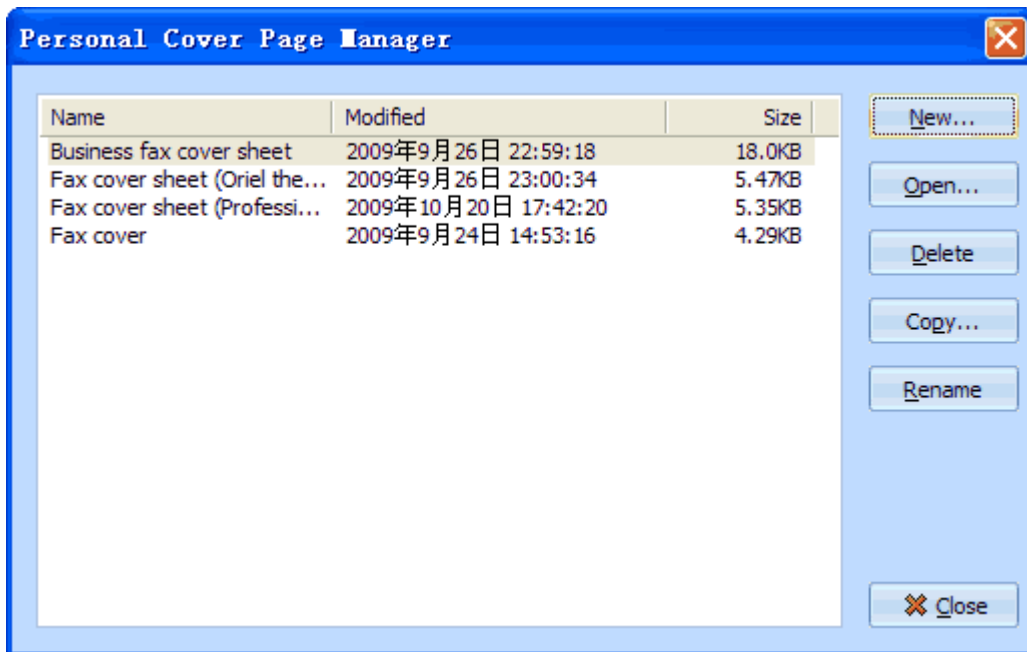# Sending a cover page only fax

To send a cover page only fax

1. On the **Fax** menu, click **New fax**; or directly click **Create Fax** button on the toolbars;

2. On the **Fax Editor** dialog box, specify the Recipients;

3. In the **Cover page** combo box, select a cover page;
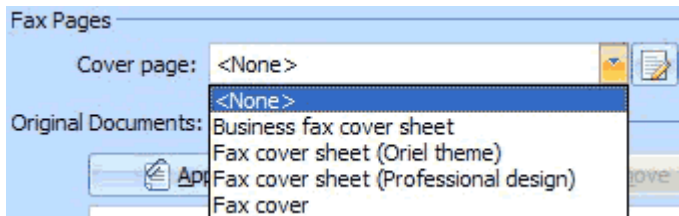
TIPS: Or click the **Customize** button to open the **cover page manager**, this allows you to **Creat**, **Edit** or **Delete** your own cover pages.
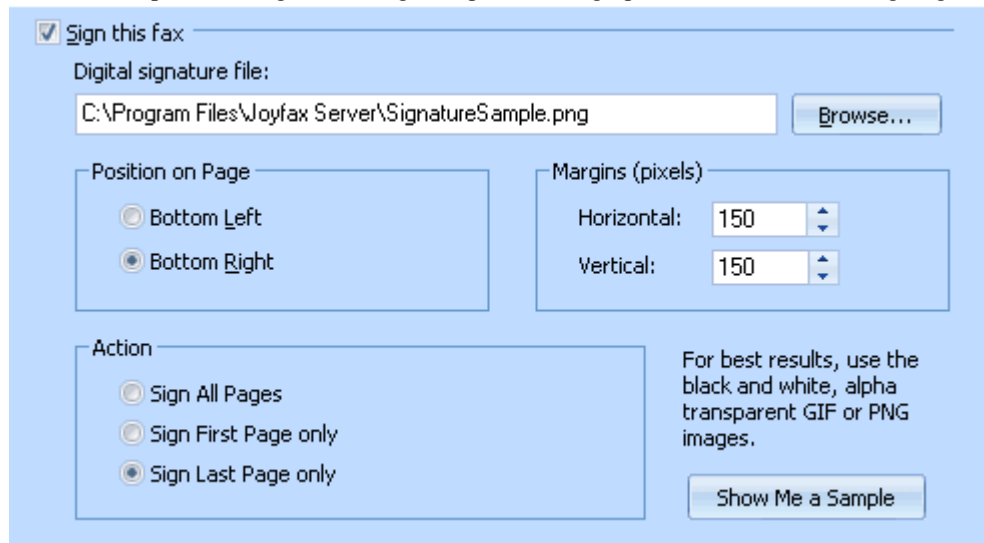

4. Click **Send Now** button.

Note: For more details about cover page, please see Cover Page Editor.

Add your personal digital signature

To add a signature for fax:

1. On the **Fax Editor** dialog box, click **Options** button located on the right side of the window

2. On the **Fax Options** dialog box, change the position or graphic file to be used for signing the fax

3. Click **OK** button

Sending a fax from another application

When Joyfax Client is installed, the **Joy Fax Printer** is automatically installed by the installer.

To send a fax from another application

1. Create a document in software, such as Microsoft Word, Excel, AutoCAD, Phostoshop or KingDee ERP;

2. In the software, click **Print** on the **File** menu, or the appropriate command for printing;

3. On the **Print** dialog box, change the printer to the **Joy Fax Printer** and click **OK**;
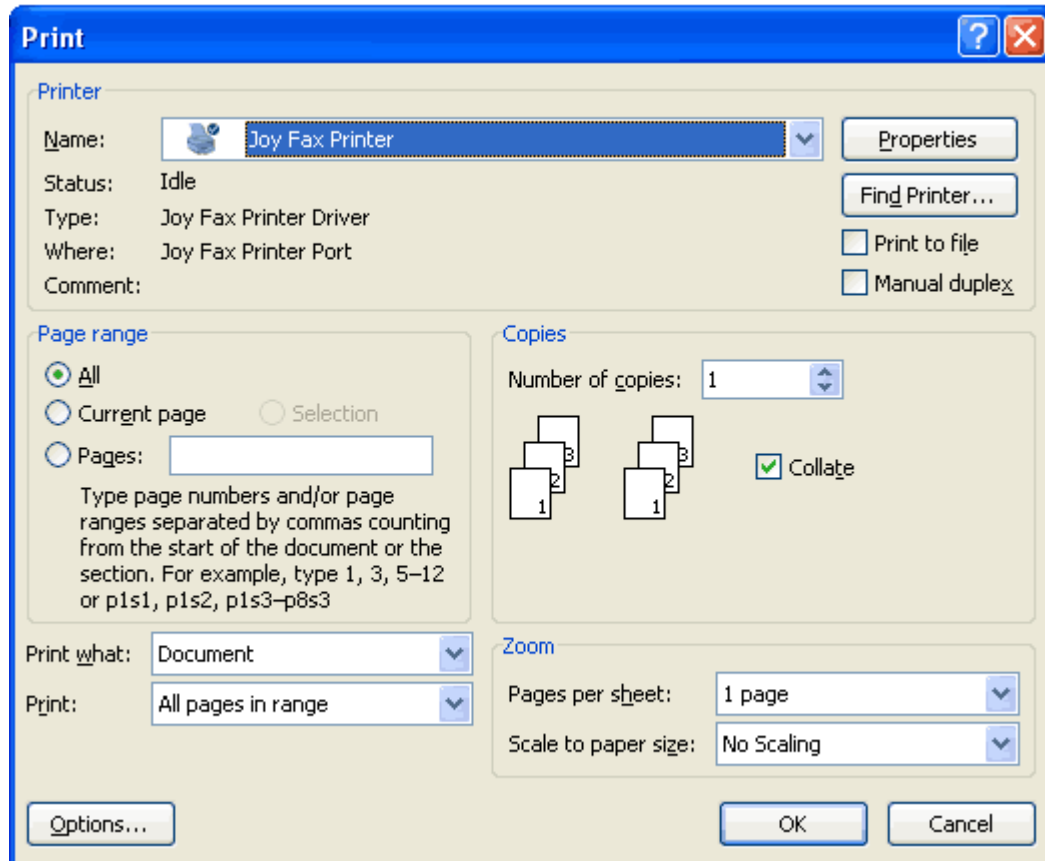
4. **Joyfax Client** will be launched automaticly, and the **Fax Editor** dialog box will be displayed after you logging in;

5. Enter the Fax number or choose a **Recipient**, make all required changes for the fax;

6. Click **Send Now** button.

Quickly faxing to an existing contact

To send a fax to the existing contact

1. On the **Phone Book** pane, type the first several letters of the contact name, or click **Expand all** button to expend all available contacts;
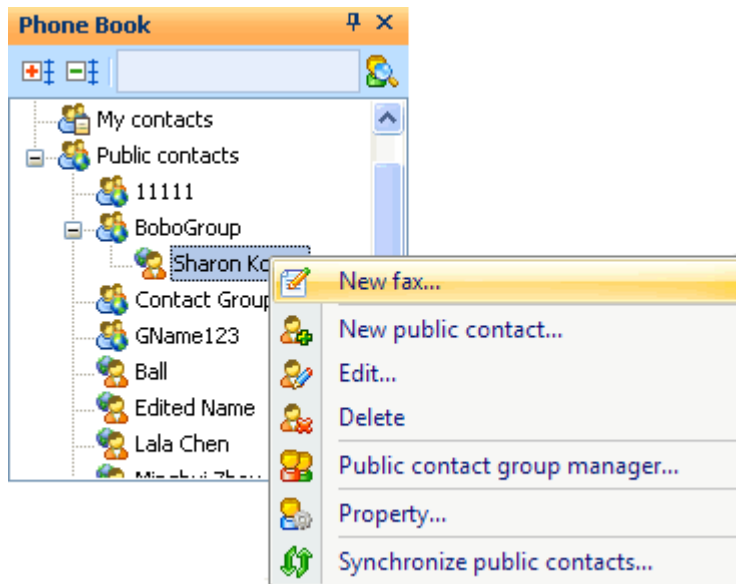

2. Locate the contact you want to send a fax, right-click on it, choose **New fax...** menu, or double-click it directly;

3. The **Fax Editor** dialog box will be displayed, add files and make all required changes for the fax;

4. Click **Send Now** button.

Faxing a document from Windows Explorer

To fax a document from Windows Explorer

1. When using Windows Explorer you can fax a document or file though Joyfax Client by right clicking on the file and select **Send To**, and select **Joyfax Client** form the popup context menu;
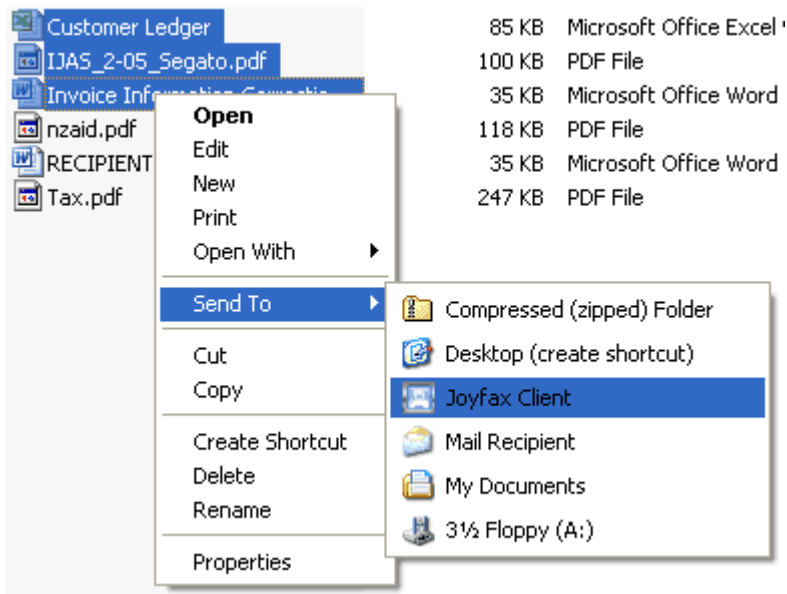

2. **Joyfax Client** will be launched automaticly, and the **Fax Editor** dialog box will be displayed after you logging in;

3. Enter the Fax number or choose a **Recipient**, make all required changes for the fax;

4. Click **Send Now** button.

Sending a scheduled fax

To send a scheduled fax

1. On the **Fax** menu, click **New fax**; or directly click **Create fax** button on the toolbars;

2. On the **Fax Editor** dialog box, specify the **Recipients**, add files to be sent;

3. Click **Options** button located on the right side of the window;

4. On the **Fax Options** dialog box, set the date and time you want to send the fax, and click **OK** to save;
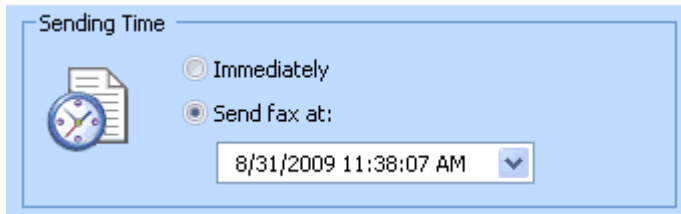
5. Click **Send Now** button.

Fax Options

To setup fax parameters

1. On the **Fax Editor** dialog box, click **Options** button located on the right side of the window

2. The **Fax Options** dialog box will be displayed, it's much similar to the **Fax tab in the Client Options** dialog box
   Two additional parameters are discussed below:

   o **Sending Time**: Specifies the point of time at which the time fax is transmitted

   o **Priority**: Specifies fax message priority

3. Make all required changes for the fax, click **OK** to save

Custom fax headers & footers

Fax header or footer consists of six entries(two **Left**, two **Center** and two Right entries), each entry can contain of any combination of static text as well as a dynamically filled variable. The dynamic variable will be replaced with information from your fax message at converting. For example, if you specify the **{Recipient Name}** variable, this will be replaced with the recipient's names.

The list of available variables includes the following:

Variables	Description
{Page Number}	Current page number
{Total Pages}	Total number of pages in the fax
{Subject}	Fax Subject
{Time Sent}	Date time when converting the fax
{Date}	Date in long format
{Time}	Time in 24 hour format
{Sender Name}	User's full name, if the full name leaves blank, account name will be used.
{Sender Fax Number}	Your comany's fax number
{Sender's Company}	Your company name, NOT the recipients's company
{TSID}	Transmitting Subscriber Identification (called CSID in the remote fax machine)
{Recipient Name}	Recipient's names
{Recipient Fax Number}	Recipient's fax number list

To add a template

1. In **Fax Editor** dialog box, select **Custom...** by clicking the **Header & Footer** combo box

2. The **Custom fax headers & footers** dialog box will be displayed, set the appropriate headers and footers, click **Save**

3. In the **New template** dialog box, enter a new name for the template. The new added template will be seleted automatically

To edit a template

1. In **Fax Editor** dialog box, selecte a template you want to edit by using the **Header & Footer** combo box

2. Click the **Edit template** button

3. The **Custom fax headers & footers** dialog box will be displayed, set the appropriate headers and footers, click **Save**

To remove a template

1. In **Fax Editor** dialog box, selecte a template you want to remove by using the **Header & Footer** combo box

2. Click the **Remove template** button

3. You will be asked to confirm the action. If you are sure, click **Yes**.

Note: The system template which has the * prefix cann't be removed

Fax Recipients

Once you create a fax, you must specify the fax number of the person who is receiving the fax. The number of recipients can be up about 2000 and more, each recipient is split by the **;** (semicolon) character. In recipients textbox, angle brackets represent public or user contacts, square brackets represent users,.
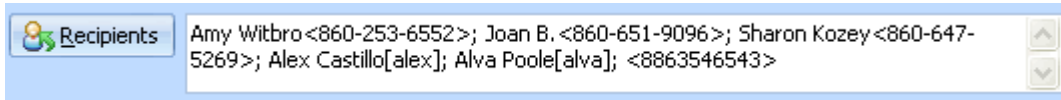

There are several methods to enter recipients:

- **Method 1**: Click **Recipients** button, then choose public & private contacts or Joyfax users from the **Choose recipients** dialog box.
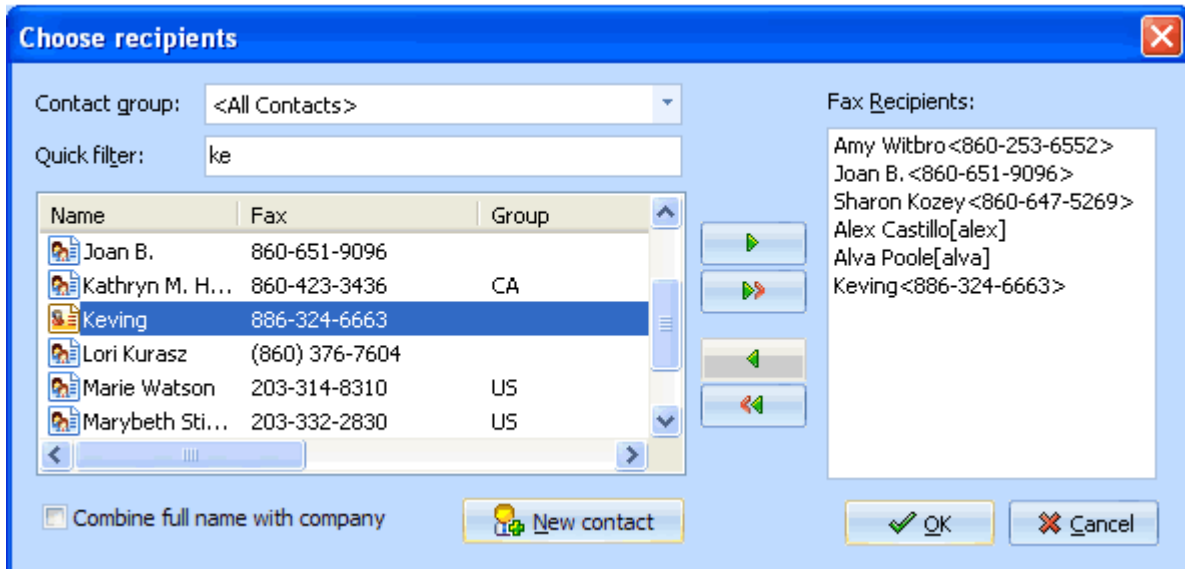
🖼 Private(Local) contacts 🖼 Public(Remote) contacts 👥 Joyfax Users

- **Method 2**: Enter part of the full name in the **Recipients** textbox, then type semicolon(**;**), the software will automatically search and fill in the appropriate contact or user in it. The following dialog box will be displayed if there are more than one results, just select a contact you want to add.
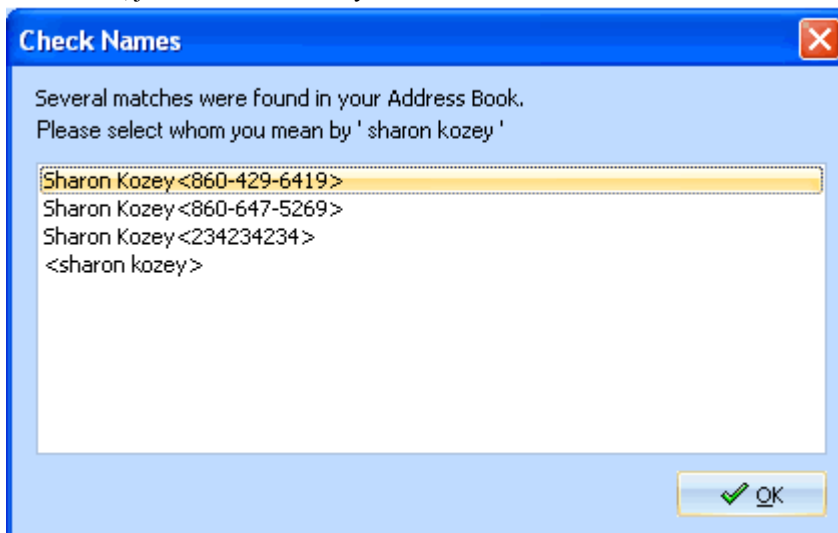
- **Method 3**: Enter fax number in **Recipients** textbox directly, the following fax number are legal:

  1. Local Phone Number: **321-1234** or **3211234**;

  2. Domestic Phone Number: **(866)-321-1234**, **1-866-321-1234**, **866-321-1234** or **866 321 1234**(separated by space);

  3. International Phone Number: **+1(866)346-3654**, **+1-866-8463654**, **+1 866 846 3654**
     In international usage, telephone numbers should always be quoted with the country code preceded by a **"+";**

  4. Outside line calls: **9,,18663211234** or **0,,3211234** (Comma is used to pauses briefly before continuing.)

You should set up an **Access Code** in the **Incoming/Outgoing** section on **Server Options** dialog box to prevent entering ouside calls prefix.

For example, when you dial in from a hotel room, you may have to add 9 to the number you are calling to get an outside line. Your number may look similar to the following:

    9,321-1234

The comma after the 9 gives a pause long enough to get an outside line before continuing to dial the full number.

5. Extension Phone Number: **321-1234,,,,,802**, **+1-866-321-1234,,,,,802** or **+44-20-1234-5678,,,,, 802**
   The number of commas is depended on the response time of SPC exchanges, 8-10 seconds is good enough

- **Method 4**: Double-click a contact in the **Phone book** pane to create new fax. The selected contact will be automatically added to the **Recipients** textbox.
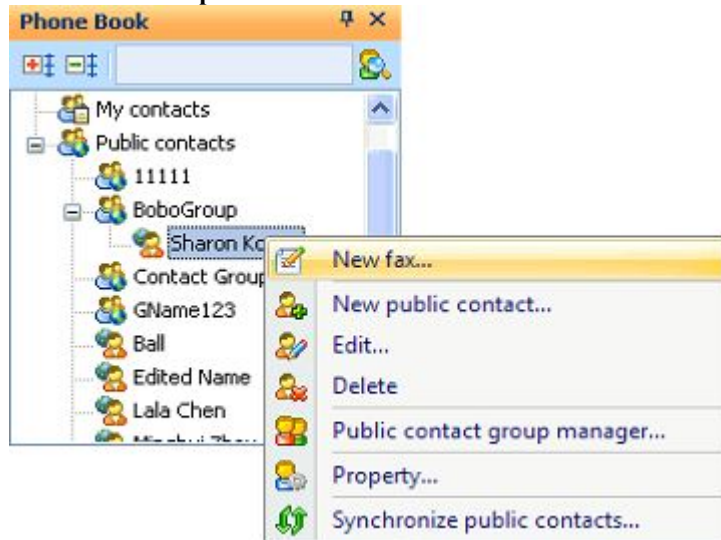
Checking fax status

To check sending status for a fax message

1. On **Fax** menu, click **Receive**(or press **F8** directly), this allows the client to refresh the fax status;

2. Right-click an outgoing fax item, choose **Properties** menu from the content menu;

3. The **Fax Properties** dialog box will be displayed, select **Transfer Details** tab, it shown below:
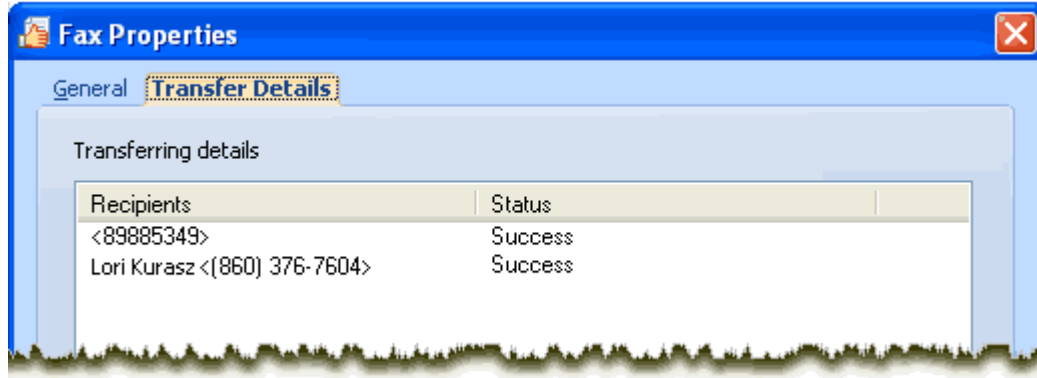
4. Click **OK** to close.

Receiving faxes

This help section contains the following topics:

- [Receiving faxes from Joyfax Client](#)
- [Receiving faxes from your email client (Outlook Express, Outlook or Thunderbird)](#)
- [Read Tracking](#)
- [Retrieving fax history](#)

Note: A system folder could NOT be moved, renamed and deleted.

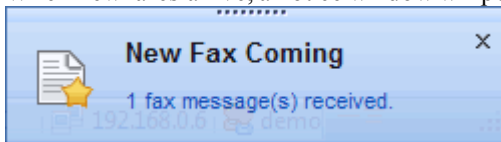# Receiving faxes From Joyfax Client

Joyfax Client will automatically receive faxes from the fax server in every certain time after you logging in. You can also manually check new faxes by clicking **Receive** on the **Fax** menu.

To immediately check for new faxes

- Click **Send/Recv Fax** on the toolbar, or press **F9**. Any fax messages in your **Outgoing** folder will be sent at the same time

- Press **F8** if you wish to check for new faxes only

To check faxes in every certain time

1. On the **Tools** menu, click **Options...**; or directly press **Ctrl + O**

2. On the **Joyfax Client Options** dialog box, select **Check for new fax every [ ] minutes**, and specify the interval of minutes

3. Click **OK**

4. When new faxes arrive, a notice window will popup from right corner of screen and indicate the number of new faxes


5. Click the notice link to open the **Incoming** foder, or click **X** to close it directly

Receiving faxes from your email client (Outlook Express, Outlook or Thunderbird)

Joyfax Server routes the incoming faxes to user's email addresses or any other email addresses as a TIFF or PDF attachment. You are then able to print, save and forward the fax – similar to what occurs when a regular email with an attachment is received.

1. Refer the article: **Joyfax Server Help Document** -> **Forwarding incoming fax to email addresses**

2. Open your email client program, e.g. Outlook Express, Outlook or Thunderbird

3. Go to the email account settings/preferences for checking mail, and the click **Send/Receive** or **Get Mail** button to recieve new messages

4. See below, shows the email sent by Joyfax Server, attachments can be tiff or pdf format
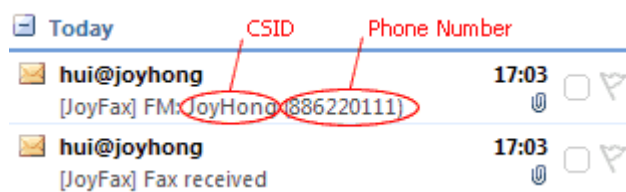
Note: You must specify the **caller id strings** in order to retrieve caller's **Phone Number** between the rings, please refer **Joyfax Server Help Document** -> **Configure Fax Devices** and Does my modem support Caller ID for more informations
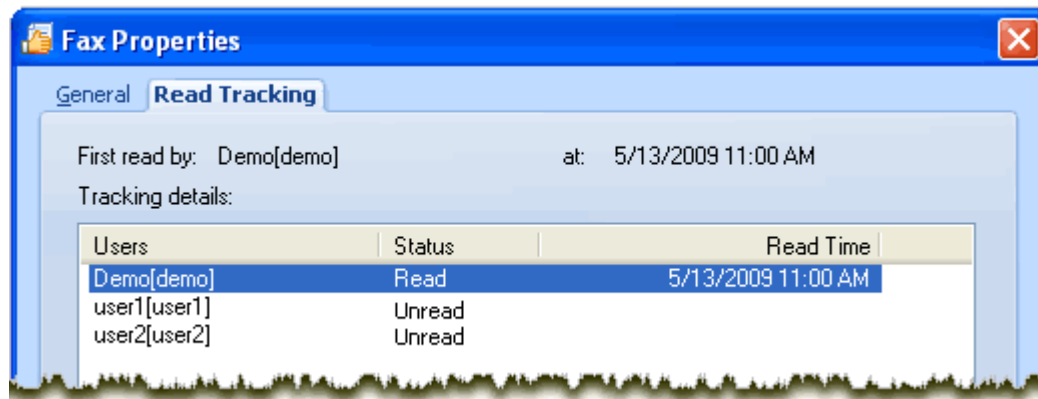
Read Tracking

This feature allows you to track the user who has read the received fax and who not yet. Navigate to **Incoming** folder, the fax list shown below:


To see who has read a fax message

1. On **Fax** menu, click **Receive**(or press **F8** directly), this allows the client to refresh the fax status

2. Right-click the fax item which you want to see the tracking detail, choose **Properties** menu from the content menu

3. The **Fax Properties** dialog box will be displayed, select **Read Tracking** tab, it shown below:

## To flag a fax message as "Read" from the Joyfax Server

1. On **Actions** menu, click **Read Tracking**; or select the **Read tracking** check box on the select item

2. The **Read Tracking** dialog box will be displayed, click **OK** to confirm the action
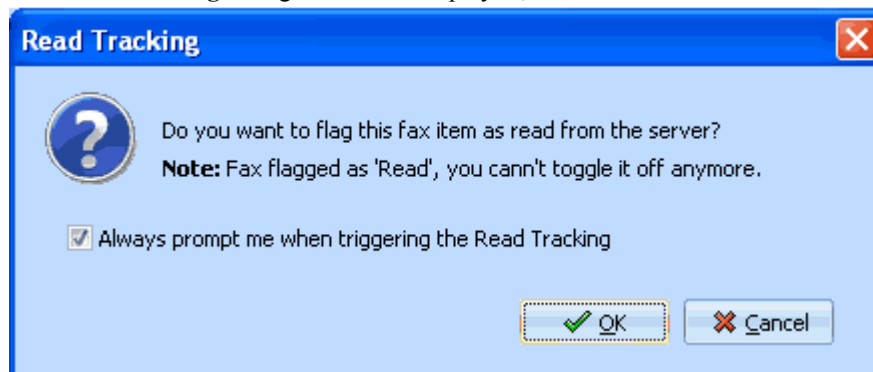
This feature will be disregarded if you select an **Inner Fax**

Managing Fax Folders

JoyfaxClient allows you to create individual folders which can be used for archiving. The number and depth of the folders is not limited in any way. Thus it is possible to realize a powerful archiving system that is organized as a tree structure.
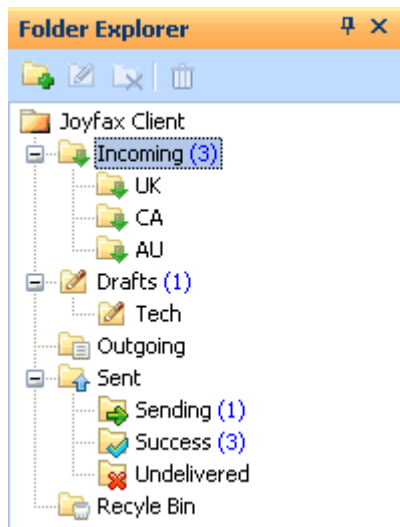
This help section contains the following topics:

- Adding a folder

- Moving a folder

- Renaming a folder

- Remove a folder

Adding a folder

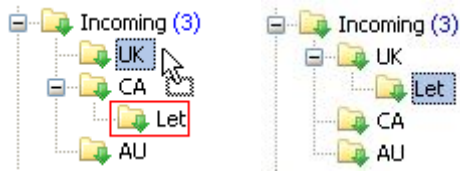**To add a sub-folder**

1. In **Folder Explorer**, select the folder in which you want to add a sub-folder

2. On the **Folder** menu, click **Add folder...** ; Or press Ctrl+D

Moving a folder

To move a folder

1. In **Folder Explorer**, click the folder and hold down the left mouse button

2. Drag the pointer over the appropriate locations

Renaming a folder

To rename a folder

1. In **Folder Explorer**, select the folder in which you want to rename
2. On the **Folder** menu, click **Rename folder**...
3. Enter a folder name, and then press **Enter** key

Deleting a folder

To delete a folder

1. In **Folder Explorer**, select the folder in which you want to delete

2. On the **Folder** menu, click **Delete folder**

3. You will be asked to confirm this action, If you are sure, click **Yes**.

Note: When you delete a folder, all fax items that belong to it will be moved to its parent folder.

Working with faxes

This help section contains the following topics:

- Fax Properties
- Searching faxes
- Print a fax message
- Marking fax as Unread
- Moving faxes
- E-mail fax message
- Deleting fax
- Restoring deleted fax

Deleting fax

When you delete a fax message, it is not deleted immediately, it is just moved to the **Recycle bin** in that case. Only when you empty the recycle bin, the fax message is deleted without the change to restore it.

To delete one fax message from the fax list

1. In the **Fax list** area, select a fax message you want to delete

2. Press **Delete Fax** button located on the toolbars, or press **Delete** key

To delete two or more fax message from the fax list

1. In the **Fax list** area, press **Ctrl** or **Shift** key and select all required fax messages

2. Press **Delete Fax** button located on the toolbars, or press **Delete** key

To empty recycle bin

1. On **Folder** menu, click **Empty recycle bin**

2. You will be asked to confirm the action. If you are sure, click **Yes**
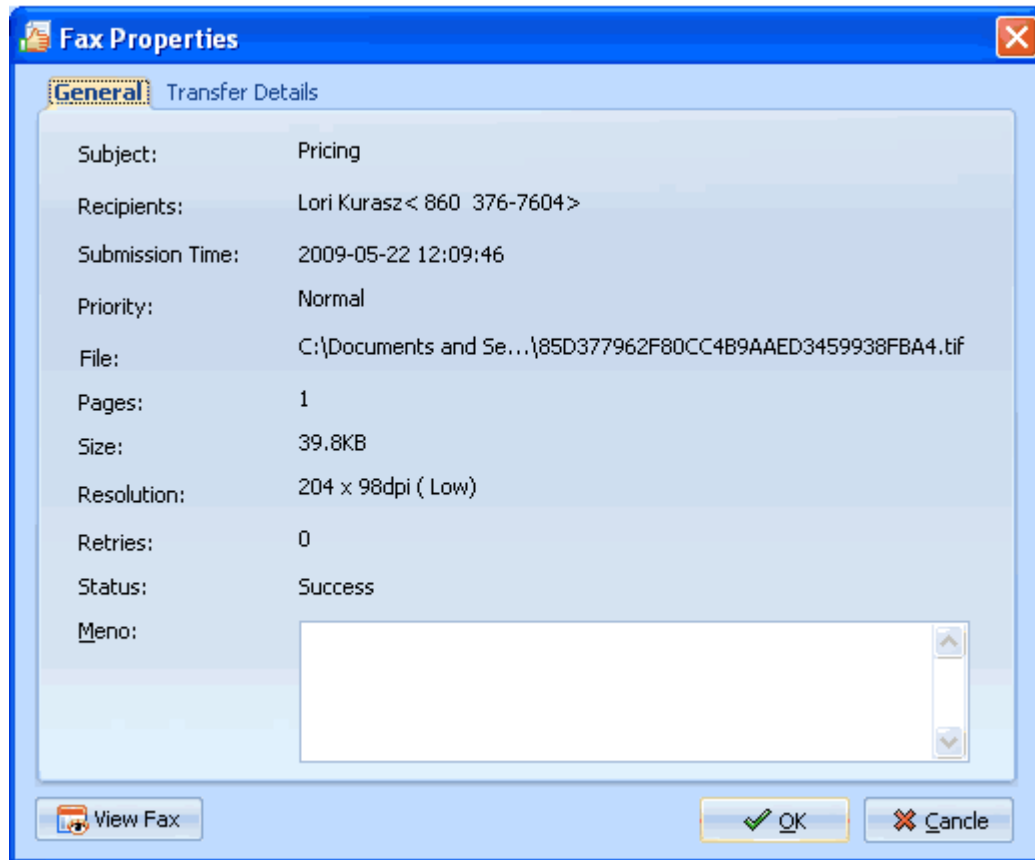
E-mail a fax message

1. In the **Fax list** area, select the item you want to email

2. On **Fax** menu, click **Mail to...**

    Note: The fax file will be automatically converted into PDF format while emailing a fax message.

Fax Properties

The **Fax Properties** allows you to view all aspects of a fax message. It has thress tabs:

- **General** section contains the basic properties, the Memo field allows you to write short notes about the fax item.

- **Transfer Details** section allows you to check the sending status of a outgoing fax message

- **Read Tracking** section allows you to track the user who has read the received fax and who not yet

Marking fax as Unread

To mark a fax message that has already been read as unread again, please follows:

1. In the **Fax list** area, select the fax item
2. On **Actions** menu, click **Mark as unread**

Moving faxes

To move fax messages to another folder:

1. In the **Fax list** area, select the fax messages you want to move

2. Drag the pointer over the appropriate locations in **Folder Explorer** pane

Print a fax message

To print a fax

1. In the **Fax list** area, select the fax item you want to print

2. On **Fax** menu, click **Print...**, the Print dialog box will be displayed

3. Select the print options you want, then click **Print**

Note: You may be able to customize the size and orientation of your printed fax message by clicking **Page Setup...** on **Fax** menu.

Restoring deleted fax

You can restore a deleted fax message from the **Recycle bin**.
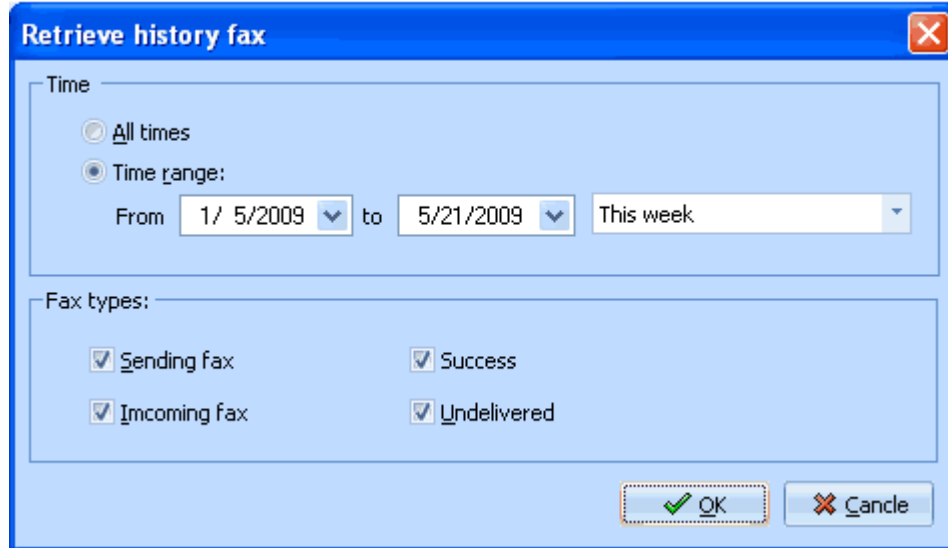
To restore a deleted fax

1. Click **Recycle bin** folder;

2. In the **Fax list** area, press **Ctrl** or **Shift** key and select all required fax messages;

3. On **Actions** menu, click **Restore**.

Retrieving fax history

Joyfax Server provides a capability to store all of your incoming and outgoing faxes in the Fax Server, so you can *retrieve them by using this function if your Windows system crashes and you didn't backup them before or you delete the fax messages stored in your local computer by mistake.*

To retrieve fax history

1. On **Tools** menu, click **Retrieve history fax**

2. The **Retrieve history fax** dialog box will be displayed, sets the appropriate terms

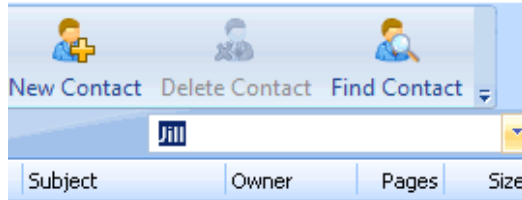3. Click **OK**, the results will be displayed in the popup window.

Searching fax

If you have to manage a few hundred fax messages, it can be quite time-consuming to find a particular message again. You can use two methods to find your fax messages:
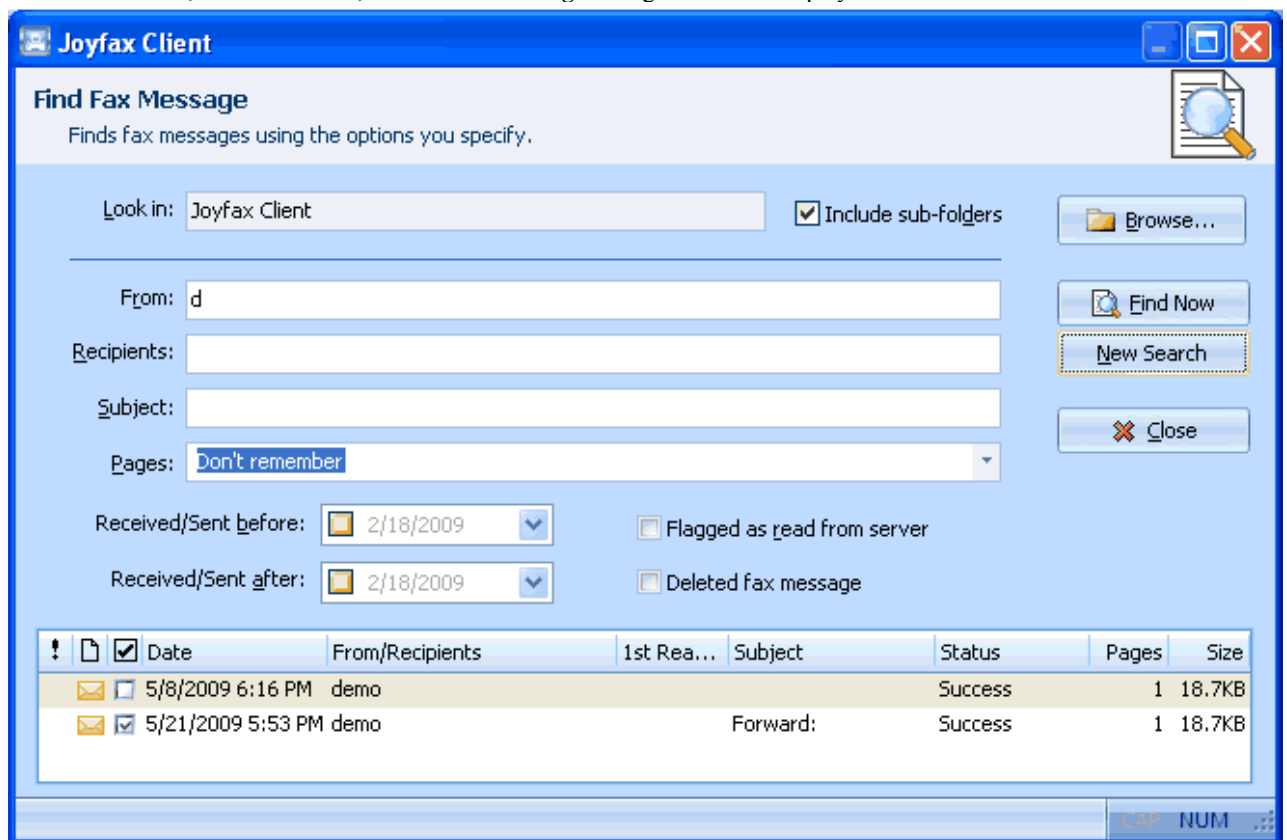
Method 1: Fax filter

- Type a string in the **Quick Search** combo box which located on the top side of the **Fax List** area, and then press **Enter**.

Method 2: Find Fax Messages

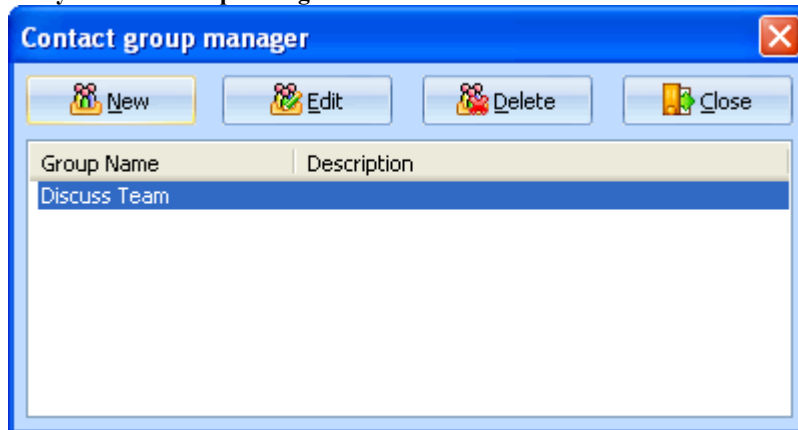1. On **Actions** menu, click **Find fax...** , the **Find fax message** dialog box will be displayed:

2. Set the appropriate filter settings and then press the **Find Now** button;

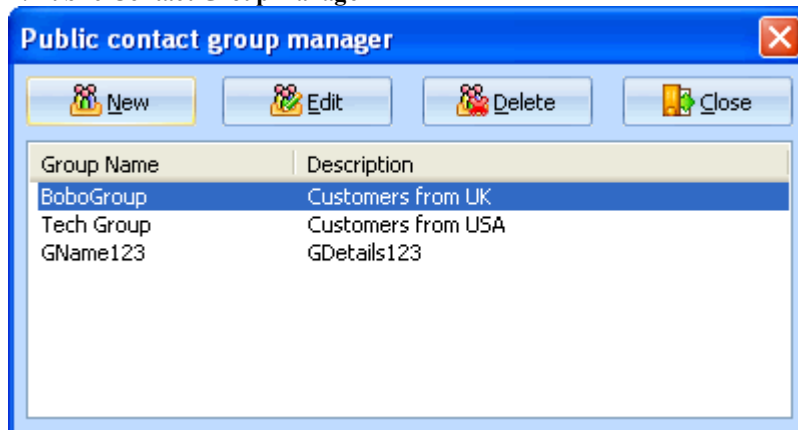3. The results will be displayed in the fax list.

Managing Contact Groups

It is recommended to organize the contacts in individual groups for better overview.

1. My Contact Group Manager

2. Public Contact Group Manager

The two group managers showed above has almost the same interface. The groups listview has two columns which display main information on groups:

- **Name:** Shows a group's name.
- **Description:** Shows a group's description (if you entered it).

This help section contains the following topics:

- Add a New Contact Group
- Edit a Contact Group
- Delete a Contact Group

Add a New Contact Group

To add a new My Contact Group

1. On the **Contact** menu, click **Group Manager...**

2. The **Contact group manager** dialog box will be displayed, click **New** button;

3. In the **New Group** dialog box, type a group name, description and click **OK**.

To add a new Public Contact Group

Note: You have this function only when it is enabled for you in the **Joyfax Server**.

1. On the **Contact** menu, point to **Public contacts**, and then select **Group Manager...**

2. The **Public contact group manager** dialog box will be displayed, click **New** button;

3. In the **New Group** dialog box, type a group name, description and click **OK**.

Edit a Contact Group

To edit an existing My Contact Group

1. On the **Contact** menu, click **Group Manager...**

2. The **Contact group manager** dialog box will be displayed, select a group you want to edit and click **Edit** button;

3. In the **Edit Group** dialog box, make all required changes and click **OK** to save them.

To edit an existing Publick Contact Group

Note: You have this function only when it is enabled for you in the **Joyfax Server**.

1. On the **Contact** menu, point to **Public contacts**, and then select **Group Manager...**

2. The **Public contact group manager** dialog box will be displayed, select a group you want to edit and click **Edit** button;

3. In the **Edit Group** dialog box, make all required changes and click **OK** to save them.

Delete a Contact Group

To delete an existing My Contact Group

1. On the **Contact** menu, click **Group Manager...**

2. The **Contact group manager** dialog box will be displayed, select a group you want to delete and click **Delete** button;

3. You will be asked to confirm this action, If you are sure, click **Yes**.

To delete an existing Publick Contact Group

Note: You have this function only when it is enabled for you in the **Joyfax Server**.

1. On the **Contact** menu, point to **Public contacts**, and then select **Group Manager...**

2. The **Public contact group manager** dialog box will be displayed, select a group you want to delete and click **Delete** button;

3. You will be asked to confirm this action, If you are sure, click **Yes**.

Add a New Contact

To create a new My Contact

1. On **Contact** menu, click **New...**, Or directly click **New Contact** button on the toolbar

2. In the **Add contact** dialog box, choose a group, type the contact name, fax number and more

3. Click **OK** to save

To create a new Public Contact

Note: You have this function only when it is enabled for you in the **Joyfax Server**.

1. On **Contact** menu, point to **Public contacts**, and then select **Add...**

2. In the **Add public contact** dialog box, choose a group, type the contact name, fax number and more

3. Click **OK** to save

Edit a Contact

To edit an existing My Contact

1. Point to the **Phone Book**. In **My contacts**, select an existing contact

2. Right-click it and select the **Edit** item

3. The **Eidit Contact** window will popup. Make the modification and click **OK** to save

To edit an existing Public Contact

Note: You have this function only when it is enabled for you in the **Joyfax Server**.

1. Point to the **Phone Book**. In **Public contacts**, select an existing contact

2. Right-click it and select the **Edit** item

3. The **Eidit Contact** window will popup. Make the modification and click **OK** to save

Delete a Contact

To delete an existing My Contact

1. Point to the **Phone Book**. In **My contacts**, select an existing contact

2. Right-click it and select the **Delete** item, or directly click the **Delete Contact** button on the toolbar

3. You will be asked to confirm the action. If you are sure, click **Yes**

To delete an existing Public Contact

Note: You have this function only when it is enabled for you in the Joyfax Server.

1. Point to the **Phone Book**. In **Public contacts**, select an existing contact

2. Right-click it and select the **Delete** item, or directly click the **Delete Contact** button on the toolbar

3. You will be asked to confirm the action. If you are sure, click **Yes**

Searching Contacts

To find a contact to edit or send faxes to quickly

1. On the **Contact** menu, click **Find contacts**, or directly click the **Find Contact** button on the toolbar

2. In the **Find Contact** dialog, specify the useful information and then click the **Search** button

3. The search result will be displayed in the buttom of the dialog

4. Select a contact to edit, delete or send fax to

Exporting Contacts

You can export the data of the phone book to a CSV file.

To export contacts

1. On the **Contact** menu, click **Export contacts...**

2. In the **Export contacts** dialog box, specify an output CSV filename, click **Save**.

Importing Contacts

Importing from a CSV file is a two step process. First, you need to prepare and verify your CSV file. Next, simply choose your import file to perform the import.

1. Preparing your CSV file
Please ensure that your CSV is a valid CSV format. A good way to check is to import your file into Microsoft Excel and see if the data is as expected. This is also a good opportunity to do any massaging of the data, if you wish. The CSV file must contain a heading row. For example, here is a valid file with a single record:

```
"FullName","Company","Department","Duty","Fax","Phone","Mobile","E-mail","Address","Group"
NAME,COMPANY,DEPA,JOB,555555,MOBILE,444444,EMAIL,ADD,myGroup
```

Click here to download the sample file(contacts_demo.csv)...

2.Importing the CSV file

- On **Contact** menu, click **Import contacts...**

- Locate the CSV file you want to import, press **Enter**;

- The Import Contacts dialog box will be displayed, and give you statistics on how many contacts were imported;

- At last, click **Close** button to close the dialog box.

Joyfax Client Console 1.0 (beta)

JoyfaxConsole [Options] -f <file1/folder1>[;...][;FileN] -r "<Recipients>"

-f	**file or folder**	**Files or files in sub folders to be faxed.**
		i.e: C:\Test\;C:\MyPDFs*.pdf
-r	**Recipients**	**Recipient list. For more see [Fax Recipients](). *Must begin and end with double quotation marks(").***

Options:

-a	**Synchronous**	Wait until fax sent completed;
-s	**Subject**	Subject of fax, i.e.: "Joyfax Sell Sheet";
-m	**Meno**	Memo of fax, i.e.: "Joyfax Server 5-user license";
-c	**CoverPage**	Cover Page profile to be used;
-d	**Header**	Header & footer profile to be used,
		0 = None; 1 = General; 2 = Compact; 3 = Detailed
-k	**Kill**	Delete input files if fax sent successfully.

Retrun:

0 - Success;
1 - Initialize failed;
2 - Invalid parameter;
3 - Unknown erorr (may unsupported file type).

Example:

JoyfaxClientConsole -d 2 -f "C:\My PDFs\D90.PDF" -r "Samm Kivin<866-6554-564>;Mr. Green<(846)6554-564>"
JoyfaxClientConsole -f C:\MyPDFs*.pdf;D:\Sell.xls -r "Samm Kivin<866-6554-564>"
JoyfaxClientConsole -s "Joyfax Sell Sheet" -m "Joyfax Server 5-user license" -f D:\Sell.xls -r "Kivin<866-6554-564>"

Cover Page Editor

Using Cover Page Editor, you can create and modify cover page templates for the Clients. A cover page provides information about the recipient and sender, such as names, company names, and fax numbers. A cover page is sent as the first page of a multiple page document. It can also be sent by itself, and include both cover page information and a brief note.

On all computers, users have a personal cover pages folder, located by default in **% ALLUSERSPROFILE% \Application Data\JoyfaxClient*Fax_UserName*\Template**. When you create new cover pages with Joyfax Cover Page Editor, the cover pages will be stored in this folder.

For information on specific topics, see:

- Add, Edit, or Delete Cover Pages

- Save a Cover Page

- Insert Cover Page Information Fields

- Add a Picture to a Cover Page

- Insert Labels, Lines, Shapes Objects

- Change the Layering of Cover Page Items

- Grouping Objects

- Display or Hide Grid Lines

Add, Edit, or Delete Cover Pages

To add, edit or delete a cover page

1. Open **Joyfax Client**;

2. On the **Tools** menu, click **Personal Cover Pages**, and then do one or more of the following:

To	Do this
Create a new cover page	Click **New** to start the Joyfax Cover Page Editor.
Add a cover page to your personal cover pages list	Click **Copy** to browse to the folder that contains the .gcp file (cover page template) that you want to copy to your personal cover page folder, and then select the file you want.
Open and edit an existing cover page	Select a cover page template, and then click **Open** to start the Joyfax Cover Page Editor and do the required modification.
Delete an existing cover page	Select a cover page template, and then click **Delete**.
Rename an existing cover page	Select a cover page template, and then click **Rename**.

Note:

- Cover pages must have a **.gcp** file name extension. If you cannot find the cover page you are looking for, make sure it has the correct extension.

- The default storage location for the personal cover page folder is **% ALLUSERSPROFILE% \Application Data\JoyfaxClient***UserName***\Template**.

Save a Cover Page

To save a cover page

1. In **Joyfax Cover Page Editor**, click the **File** menu;

2. To save a cover page with a new name, click **Save as**, and then specify a name;

3. To save a cover page with the existing name, click **Save**. If the cover page has not been saved previously, the default cover page name will appear for you to edit.

Note:

- Cover pages must have a **.gcp** file name extension.

- The default storage location for the personal cover page folder is **% ALLUSERSPROFILE% \Application Data\JoyfaxClient**_UserName_**\Template**.

Insert Cover Page Information Fields

To insert cover page information fields

1. Open **Joyfax Client;**

2. On the **Tools** menu, click **Personal Cover Pages**;

3. Select the cover page template you want to modify, and then click **Open**;

4. On the **Keywords** menu, click the information fields you want to insert, such as **Recipient Name** , **Sender Name** and so on.

5. Move the mouse to the position where you want to insert these information fields. Click the mouse, drag the mouse to adjust the field size and then drop the mouse.

6. Repeat steps 4 and 5 as needed.

> Note:
> 1. At the time you send a fax, all the information fields you inserted are automatically filled in with the information defined on the **Sending Information** and **Contact Information** in Joyfax Client
> 2. Some information fields about **Recipients**, if their variable value are severals, will be shown with The First Value in the Cover Page. They are P**ONLY** the **FIRS ONE** in the Cover Page. They are **Phone Number**, **E-mail**, **Mobile**, **Company**, **Andress** and **Zip Code**. For example, if you have five phone numbers for the recipients, it will only show the first phone number on the cover page.

Add a Picture to a Cover Page

To add a picture to a cover page

1. Open **Joyfax Client;**

2. On the **Tools** menu, click **Personal Cover Pages**;

3. Select the cover page template you want to modify, and then click **Open**;

4. On the **Objects** menu, click the **Add picture**; or on the **Drawing** Toolbar, click **Picture** tool directly;

5. Click anywhere in the document, and drag the pointer to insert the picture;

6. Double-click the inserted blank picture, in the **Picture Properties** dialog box, specify a BMP, JPG or PNG file you want to add, and then press **OK** button;

7. Repeat steps 4, 5 and 6 as needed.

Insert Labels, Lines and Shapes Objects

To insert labels, lines, and shapes objects

1. Open **Joyfax Client;**

2. On the **Tools** menu, click **Personal Cover Pages**;

3. Click the cover page template you want to modify, and then click **Open**;

4. On the **Objects** menu, click the object you want to insert; or on the **Drawing** Toolbar, click any drawing tool;

5. Click anywhere in the document, and drag the pointer to create a line or a shape, and then click outside the shape to finish;

6. Repeat steps 4 and 5 as needed.

Note: To draw a perfectly horizontal, vertical line, press and hold SHIFT while drawing a line. To draw a perfect circle or square, press and hold SHIFT while drawing a circle or rectangle.

Change the Layering of Cover Page Items

To change the layering of cover page items

1. Open **Joyfax Cover Page Editor**;

2. Right-click to select the object you want to bring to front or move to back. Small black boxes on the perimeter of the item indicate that it is selected;

3. Click **Bring Forward**, **Send Backward**, **Bring to Front** or **Send to Back** in the content menu.

Grouping Objects

To group two or more selected objects:

1. Open **Joyfax Cover Page Editor**;

2. Click the first object, and then press and hold **CTRL** while you click other objects;

3. Right-click the lastest selected object, click **Group** in the content menu.

Display or Hide Grid Lines

To display or hide grid lines

1. Open **Joyfax Cover Page Editor**;

2. On the **View** menu, click **Grid Lines**.

   A check mark next to **Grid Lines** indicates that grid lines are displayed.

Note:

- To change the size of the grid's cells:
  Open Registry editor: Start -> Run -> Regedit
  Navigate to **HKEY_CURRENT_USER\Software\JoyfaxClient\Joyfax Cover Page Editor\Application**, add a new DWord value, rename it as **GridSize**, set the Value you desired, such as: 20 (pixels)

- To change the grid color:
  Open Registry editor: Start -> Run -> Regedit
  Navigate to **HKEY_CURRENT_USER\Software\JoyfaxClient\Joyfax Cover Page Editor\Application**, set the **ColorGrid**'s value you desired, such as: c0c0c0

Fax Editor for Joyfax Server

Fax Editor is an application that allows users to view and edit fax message.

To open the Fax Editor

In Joyfax Client or Joyfax Server main interface, double-click a fax item, and then the **Fax Editor** will be displayed.
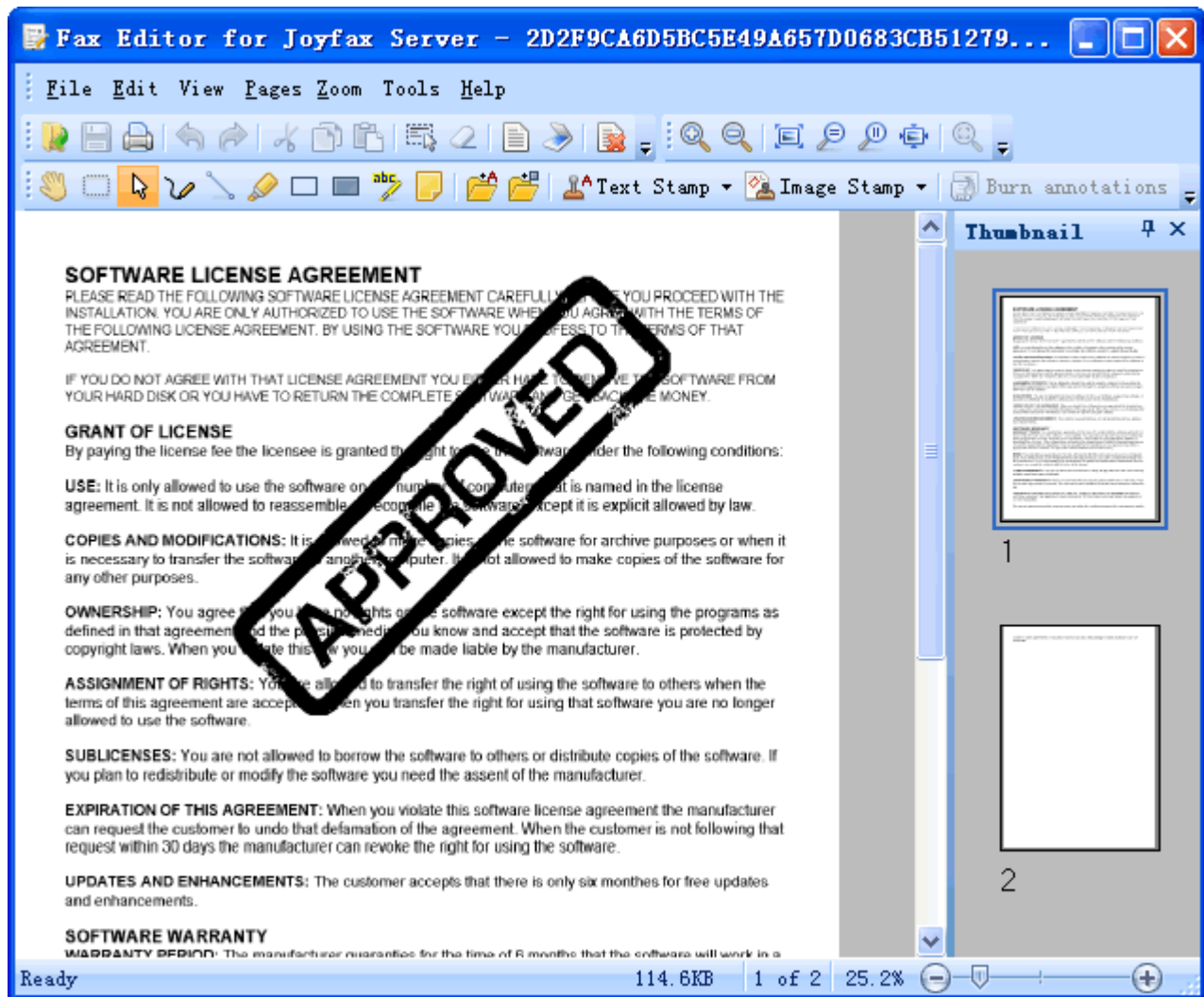
The main window contains four basic parts:

- At the top of the window is the **Menu Bar**, **Tool Bars** and **Drawing Toolbar**

- View area is the largest area of the window, it displays the fax message

- At the right side of the window is the **Thumbnail**

- At the bottom of the windows is the **Status Bar**

Menu bar

The menu bar commands are described in the table below.

| Menu	Icon	Command	Shortcut	Description
File		**Open**	Ctrl+O	Display the Open file dialog box to open a tiff file
		Close		Close the current file
		Save	Ctrl+S	Save the current fax message with the changes
		Save page as		Save the current page of the fax message
		Save as...		Save the fax message as other formats, such as PDF and bmp
		Print setup		Display the Print Setup dialog box
		Print	Ctrl+P	Print current fax message
		Exit	Esc	Close Fax Editor
Edit		**Undo**		Cancel the last operation
		Redo		Recover the last operation
		Cut		Cut the selected area
		Copy		Copy the selected area
		Paste		Paste the copied content
		Select all		Select all the contents
		Clear selections		Clear the selected annotation and the selected file area
View		**Thumbnail**		Show or hide the Thumbnail of the fax message
		Tool bar		Show or hide the Tool bar
		Drawing toolbar		Show or hide the Drawing toolbar
		Zoom toolbar		Show or hide the Zoom toolbar
		Status bar		Show or hide the Status bar
		Grayscale image		Show fax image in grayscale mode
Pages		**New blank page**		Add a new blank page to the current fax file or replace the current page
		Import from file		Insert a selected tiff file into current fax file
		Scan pages		Add a new scan page
		Delete		Delete the current page
		First page	Ctrl+Home	Move to the first page
		Pre page	PageUp	Move to the previous page
		Next page	PageDown	Move to the next page
		Last page	Ctrl+End	Move to the last page
		Rotate 90 CW	Ctrl+Right Arrow	Rotate the fax by 90 degrees counter-clockwise
		Rotate 90 CCW	Ctrl+Left Arrow	Rotate the fax by 90 degrees clockwise
		Flip Horizontal		Flip horizontal current page
Zoom		**Zoom in**	Num +	Enlarge the displayed fax message
		Zoom out	Num -	Reduce the displayed fax message
		Actual size	F4	Display the image without scaling
		Fit to width	Ctrl+W	Reduce or enlarge the image to fit into the window's width

		Fit to height	Ctrl+H	Reduce or enlarge the image to fit into the window's height
		Best fit	Ctrl+F	Reduce or enlarge the image to fit into the window's current size
		Zoom selection		Enlarge the selected area
Tools		**Text Stamp**		Add a text stamp
		Image Stamp		Add a image stamp
		Burn annotations		Burn annotations onto current page, causing them to be permanently incorporated into the fax
Help		**Contents**	F1	Display the help contents
		About		Display the information about Fax Editor

Drawing Toolbar

You can use these drawing tools to edit the fax message.

Icon	Command	Description
	Move	Pan fax page
	Selection Rectangle	Select rectangular regions of the fax for functions like copy and cut
	Selection	Select a annotation to handle such as,"Freehand Line", "Rectangle" and so on
	Freehand Line	Select freehand Line tool
	Line	Draw a Line
	Highligter	Mark an important part of the fax message
	Hollow Rectangle	Select a wanted file area with a hollow rectangle
	Filled Rectangle	Select a wanted file area with a filled rectangle
	Text	Add text onto the fax document
	Attach-a-note	Attach a note which has colourful backgroud
	Text from file	Add the content of a file onto the fax document
	Image from file	Insert an image stamp to the fax document
	Text Stamp	Add a text stamp
	Image Stamp	Add a image stamp
	Burn annotations	Burn annotations onto current page, causing them to be permanently incorporated into the fax

Using Drawing Tools

Drawing Tools take a great part in the fax editing.

Freehand Line

To add a freehand line, please take these steps:

1. Select the **Freehand line** tool.
2. Click and hold down your mouse button while dragging the mouse.
3. Release the mouse button to end the line.
4. You can also change its color or make it transparent by right-clicking the line.
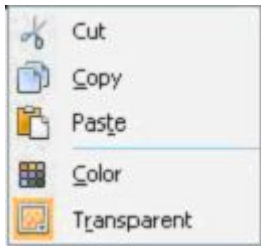
Highligher

It is like the Fluorescence Pen in the autual life and you can use it to highlight the important part of the fax message.

To highlight some contents of the fax document

1. Click the **Highligher** button.
2. Click and hold down your mouse button while dragging the mouse.
3. Release the mouse to highlight the selected area.
4. You can right-click the highlighted content to change its backgroud colour or make it transparent.
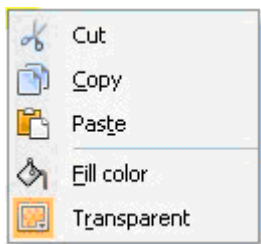
Attach-a-note:

To attach a note in the fax document

1. Click the **Attach-a-note** button.
2. Move the mouse to where you want to place the note and press the mouse.
3. Input text in the note.
4. You can right-click the added message to change its font and background colour.
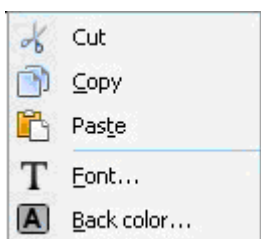
Text Stamp

📇 Text Stamp

1. Adding an exsiting Text Stamp.

1) To add an exsiting Text Stamp, please click the **Text Stamp** tool and then select an exsiting Text Stamp.

2) After adding a Text Stamp in the fax message, you can right-click the text stamp to change its font and colour.
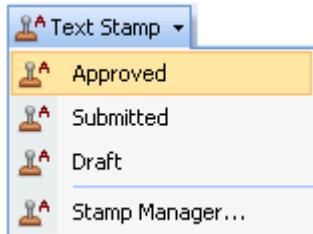
2. Customise the Text Stamp

1) Please open the Stamp Manager, and double-click an existing Text Stamp to make the modification.
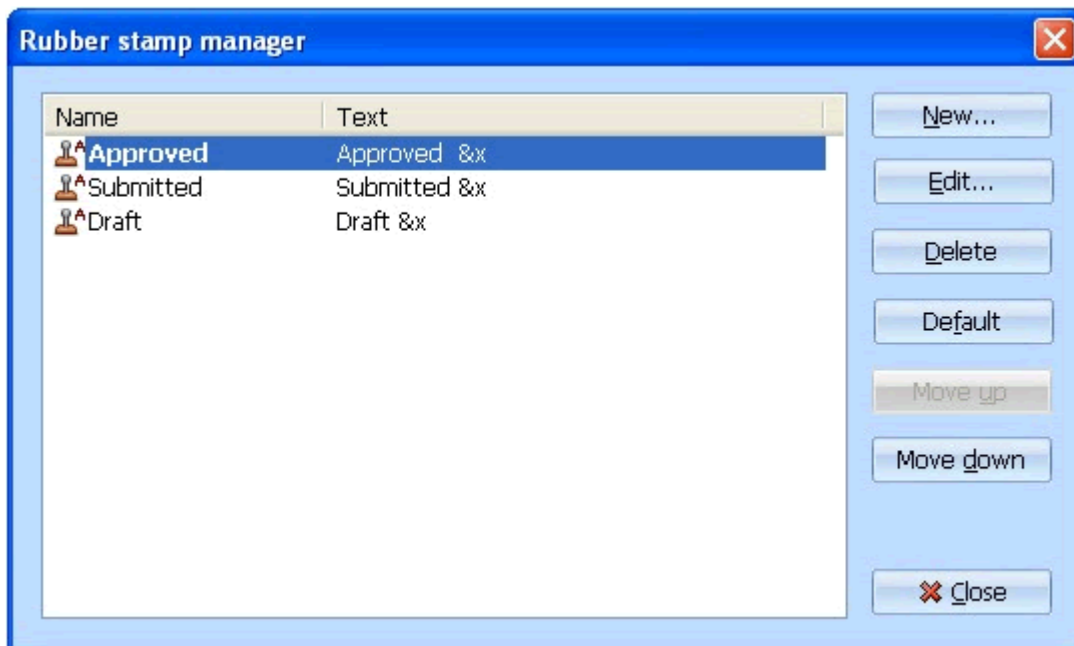
2) Click the **New** button to add a new Text Stamp.

Name: Enter the Name for the Text Stamp.

Text: Enter the Text as the content of the Text Stamp.

Varible Value: Add varible value such as: **Date** and **Time** in the Text Stamp.

Font: Specify the font of the Text Stamp.

Color: Choose the colour for the Text Stamp.

At last, click **OK** to save the new Text Stamp.

Image Stamp

Image Stamp

1. Adding an existing Image Stamp

1) To add an exsiting Image Stamp, please click the **Image Stamp** tool and then select an exsiting Image Stamp.

2) After adding a Image Stamp in the fax message, you can right-click the image stamp to cut or copy it.

2. Customise the Image Stamp

1) Please open the Signature Manager, and double-click the existing Image Stamp to make the modification.
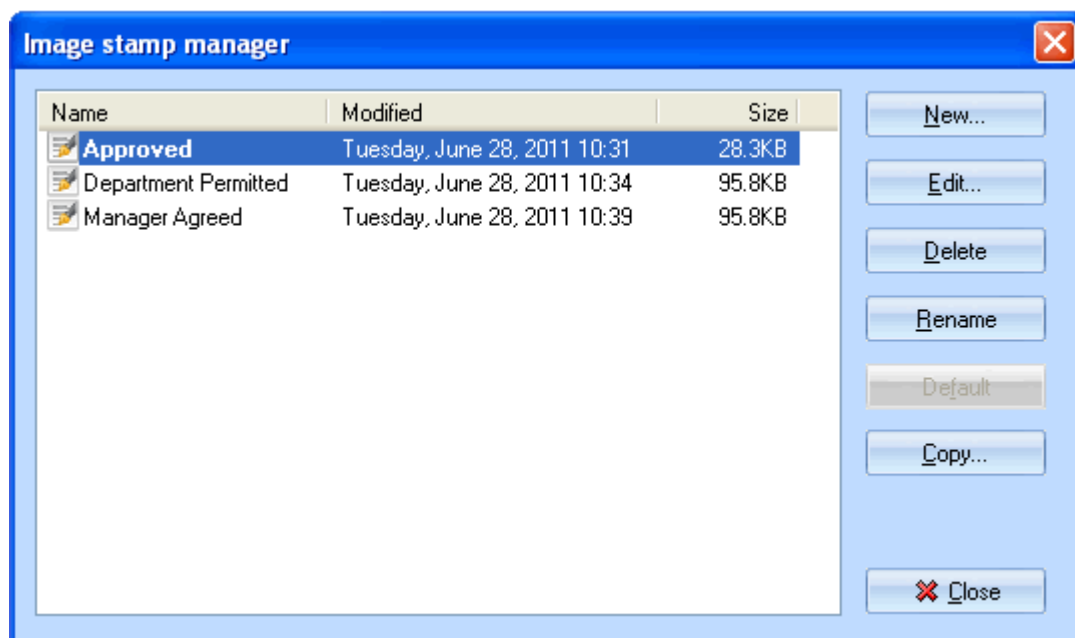
Note: If a window pops up asking the password, if there is any, just enter the password, if not, leave it **as blank** and click **OK**.
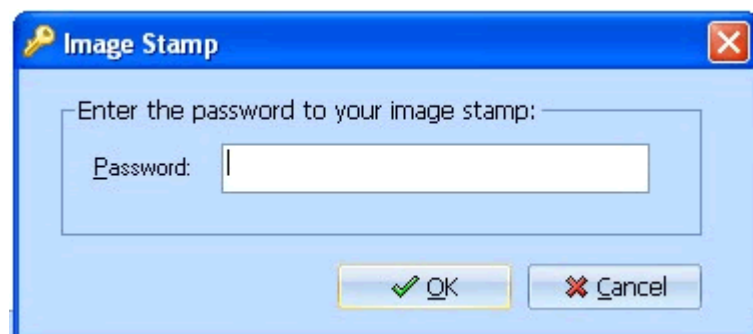
2) Click the **New** button to add a new Image Stamp.

Name: Enter the Name for the Image Stamp.

Image file: Import the image from the local path. For best results, please use a white backclor and 400*400 image.

Access: Setup the Password to limit the use of the Image Stamp.

At last, click **OK** to save the new Image Stamp.

Flexible Use of Selection Rectangle

Selection Rectangle is used to select rectangular regions of the fax for functions like copy and cut. Also, you can make good use of this Selection Rectangle tool.

1. To change the position of some paragraph of the fax

1) Click the **Selection Rectangle** tool, and select a rectangular region of the fax message.

2) Press the shortcut key "**Ctrl+X**".

3) Move the mouse to a position of the fax message where you want to place that selected rectangular region, and click the mouse.

4) Press the shortcut key "**Ctrl+V**".

2. To delete some paragraph of the fax

1) Click the **Selection Rectangle** tool, and select a rectangular region of the fax message.

2) Click the "**Delete**" button on your keyboard.

Password Protects Image Stamp

In order to protect Image Stamp, you can setup the password for the Image Stamp.

Specific steps are showed below:

1. Open the **Singarnature Manager** of Image Stamp.

2. Select an existing image stamp and double-click it to show the **Image Stamp Properties** dialog.

3. Go to the **Access** section and then specify the **Password**. At last, click **OK** to save the modification.

4. Next time when you want to use this Image Stamp, it will pop up a dialog asking you to enter the **Password**.
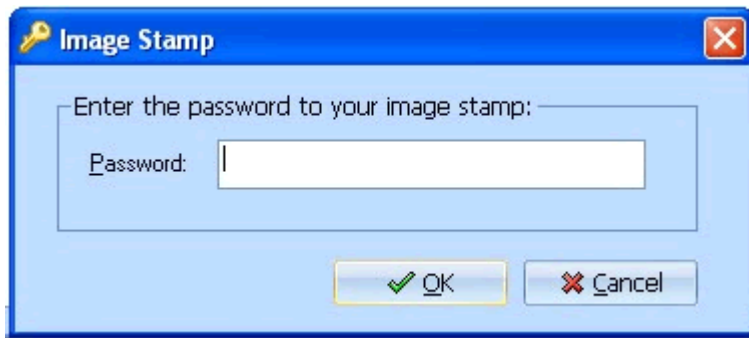
Note: If you don't set up the password for that specific Image Stamp, just leave the box as blank and click **OK**.

Insert Fax Pages from a Scanner

Fax Editor offers you a direct way to insert fax pages from a scanner.

To run this function, please take these steps:

1. Click the **Pages** menu, select **Scan pages**, and then a dialog will pop up for you to select the scanner.
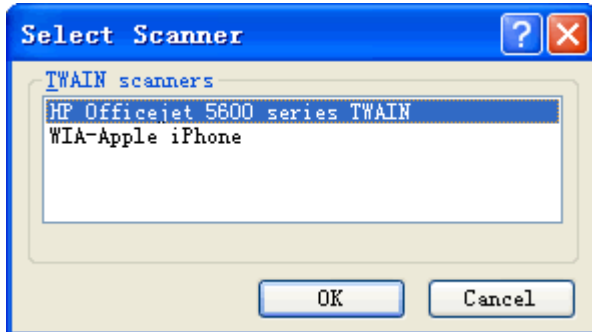
2. Please select a scanner and click **OK**, and then the pages from the scanner will be inserted at the end of the current document.

Save the Fax Message as PDF format

1.To save the whole file as PDF format

1) Click the **File** menu, select **Save as**.

2) In the pop-up window, you can choose the **PDF format** to save the whole fax file.

2.To save the current page as PDF format

1) Click the **File** menu, select **Save page as**.

2) In the pop-up window, you can choose the **PDF format** to save the current fax page.

Backup & Restore Joyfax Server files

This tutorial shows you how to backup and restore Joyfax Server. Follow the instructions given below:

To backup Joyfax Server files

1. Click **Start**, point to **Programs**, point to **Joyfax Server**, point to **Tools** and then click **Backup & Restore Server** ;

2. In **Joyfax Server Data Backup & Restore Wizard** dialog box, choose **Backup Joyfax Client fax data** , click **Next**;

3. Follow the step-by-step wizard to complete backing up the Joyfax Server files. You could set a password for protecting the backup file if you like.

To restore Joyfax Server files

1. Click **Start**, point to **Programs**, point to **Joyfax Server**, point to **Tools** and then click **Backup & Restore Server**;

2. In **Joyfax Server Data Backup & Restore Wizard** dialog box, choose **Restore backup data** , click **Next**;

3. Follow the step-by-step wizard to complete restoring the Joyfax Server files.

Backup & Restore Joyfax Client files

This tutorial shows you how to backup and restore Joyfax Client. Follow the instructions given below:

To backup Joyfax Client files

1. Click **Start**, point to **Programs**, point to **Joyfax Server**, point to **Tools** and then click **Backup & Restore Client**;

2. In **Joyfax Client Data Backup & Restore Wizard** dialog box, choose **Backup Joyfax Server data files** , click **Next**;

3. Follow the step-by-step wizard to complete backing up the Joyfax Client files. You could set a password for protecting the backup file if you like.

To restore Joyfax Client files

1. Click **Start**, point to **Programs**, point to **Joyfax Server**, point to **Tools** and then click **Backup & Restore Client**;

2. In **Joyfax Client Data Backup & Restore Wizard** dialog box, choose **Restore backup data** , click **Next**;

3. Follow the step-by-step wizard to complete restoring the Joyfax Client files.

Frequently Asked Questions

The FAQs (Frequently Asked Questions) cover common questions regarding Joyfax Server often asked by people. If you cannot find an answer to your question here, we recommend to search the Online Help for additional information. If your question was also not answered in the Online Help, please send us a support request describing the problem.

- Error "...application has encountered a problem and needs to close" when you start Joyfax Server or Client on Windows XP

- Does it matter what fax modem I use for faxing?

- Which modems and fax boards do you recommend for Joyfax Server?

- Why my **computer restarts** after the installation of multiple fax modems?

- Why my **modems can not be recognized** by the Joyfax server?

- How to enable the **Email Notification** function when faxes sent?

- How to change the email subject and body, sent from the Joyfax Server?

- Does Joyfax Server support **ISDN**?

- How to install **Multiple Fax Modems**?

- Help us to translate Joyfax Server into your language and earn a free license.

- Why I get this error message "**Cannot initialize Winsock, please reinstall the Joyfax Client**"?

- Can Joyfax Server support **VOIP**?

- What does **Ordinal Not Found : The ordinal [xxxx] could not be located in the dynamic link library LIBEAY32.dll**?

- When opening the software, you receive "**Runtime error 71: disk not ready.**"

- Joyfax Server only send the **first part of first page** when sending a fax?

- What are the differences between class 1, 2 and class 2.0 modems?

- I am having problems sending faxes with my US Robotics fax modem

- How to correct the Modem initialization string?

- The modem works fine in Windows Fax and Scan, but Joyfax Server?/ How to manually correct init string?

- Why are the **receiving faxes/pdf attachments not readable**?

- How do I silence the fax modem / How to **turn off modem speaker**?

- How can I **improve fax Reliability**?

- Does my modem support **Caller ID**?

- How to configure the **Area code** for Joyfax Server?

- In the United States, what sequence of numbers do we need to enter in the Phone book?

- Is there a way to **prevent stripping the local area code for all numbers of the local area**?

- I got the error message "**Create print desktop failed, not enough storage space.**"

- How to **import contacts** from a CSV File into Joyfax Server?

- **No receiving fax in my Client, How to configure automatic fax routing?**

- Can I send faxes from the fax server?

- How to access Joyfax Server **behind a router/firewall**?

- How to backup of the Joyfax Server files?

- Remove the limit concurrent TCP/IP connections for Windows XP/Vista

- Can I add **additional Clients or FAX Line** later?

- Why have I not received my registration codes?

Can I add additional Clients or FAX Line later?

The number of users for an existing Joyfax license can be increased to a higher license type at any time. All you have to do is to purchase the additional clients for the joyfax server. You will **receive a new license code for the Joyfax server to enable the additional clients and registraction codes for the newly purchased Joyfax Client**.

Click here to order directly through the Online Order System...

Is there a way to prevent stripping the local area code for all numbers of the local area?

In the USA and Canada it is often required that numbers of a certain area code need to be dialed as local calls and also as long distance calls. Since Joyfax Server strips the local area code for all numbers of the local area, a special configuration is required in this case.

For example: Country or region code: **+1**; Area (or city) code: **311**; International prefix: **011**; Long distance: **1**:

1. On **Server** menu, click **Server Options...**; Or directly click **Server Options** button on the toolbar;

2. In the **Server Options** dialog box, specify the **Country or region** code to **+1** and **Area(or city) code** to **311**;
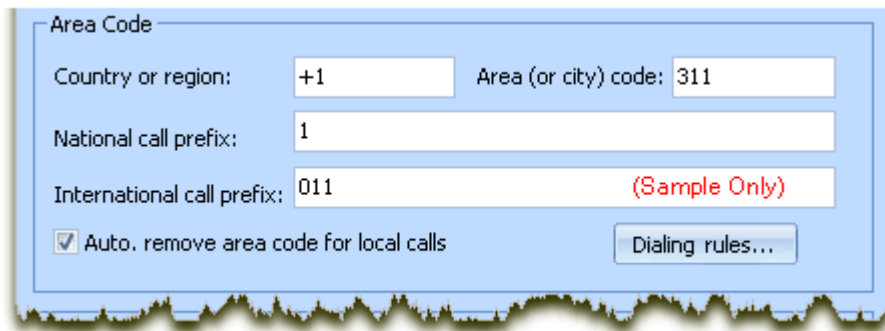
3. click **Dialing & Area code rules...** button, the **Dialing & area code rules...** dialog box will be displayed, type the Long-distance and International calls prefix, and given rules set as below:
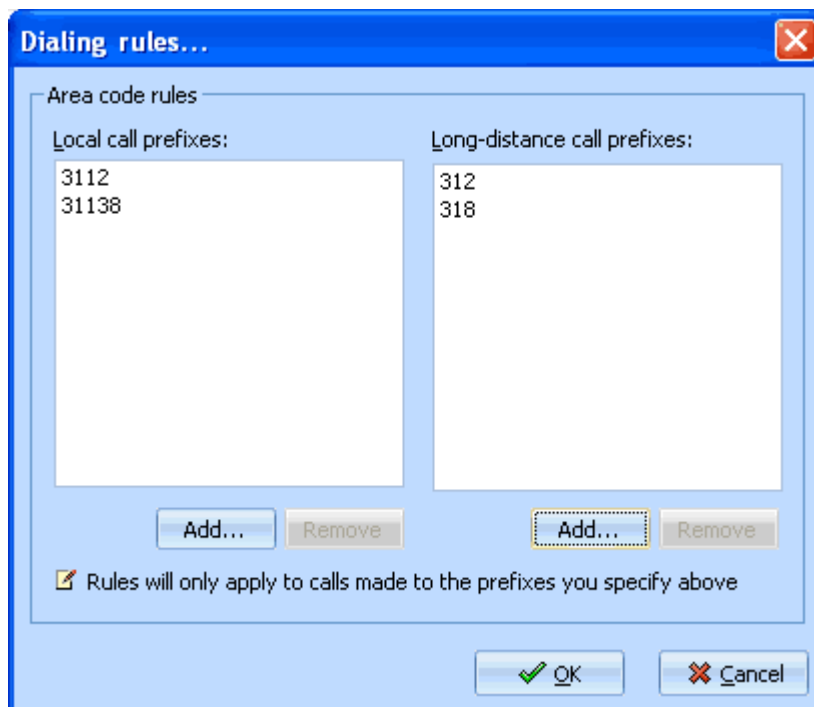
4. Click **OK** to save your configurations;

5. Dialing rules:

Phone number	Dial as
(311) 234-5678	13112345678 (long-distance call)
(311) 345-1234	13113451234 (long-distance call)
(311) 345-6789	3456789 (local call)
(312) 234-5678	3122345678 (local call)
(318) 234-5678	3182345678 (local call)
(313) 234-5678	13132345678 (long-distance call)

Does my modem support Caller ID?

First make sure you can see the Caller ID information from a normal telephone LED displayer.

Then do the following:

- Launch Joyfax Server;

- Click **Stop-Sending** and **Stop Receiving** buttons on the toolbar;

- Select **Server** menu, click **Devices Settings...**, the **Fax Devices Settings** dialog box will be displayed;

- Select the Fax Modem you wish to check in the **Devices** list, click **Caller ID Detection** button;

- In Caller ID detection dialog box, press **Detect Now** button, the software will automatically check the available AT command;

- Follow the prompt, click **Test Now!** button, then dial your phone by using another phone;

- If Caller ID is not working, you will only see the word RING for each incoming ring. If this is the case try another **Caller ID Command** and try it again;

- If Caller ID is working, you will see the word RING, followed by one or more additional data lines. The word RING will then continue to appear for each incoming ring;

- At last, press **OK** button to apply the caller id command.

How can I set up the "Fax to Email" function correctly?

To ensure the "Fax to Email" function is set up correctly, please make sure the detials about SMTP are correct.

- **For Gmail account:**
  SMTP Server
   Server Name: smtp.gmail.com
   Port: 587

- **For Yahoo account:**
  SMTP Server
   Server Name: smtp.mail.yahoo.com
   Port: 465

- **For Hotmail account:**
  SMTP Server
   Server Name: smtp.mail.live.com
   Port: 587

- **For Aol account:**
  SMTP Server
   Server Name: smtp.aol.com
   Port: 587

Error "...application has encountered a problem and needs to close" when you start Joyfax Server or Client on Windows XP

When you start Joyfax Server or Client on Windows XP, Joyfax Server or client returns one of the following error messages:

-- "Joyfax Server [version] has encountered a problem and needs to close. We are sorry for the inconvenience."

-- "Joyfax Client [version] has encountered a problem and needs to close. We are sorry for the inconvenience."

-- "This application has created errors and needs to close."

Solution: Change the Compatibility setting for Joyfax Server or Client:

1. Right-click the **Joyfax Server** or **Joyfax Client** shortcut on the desktop and choose **Properties**

2. In the **Properties** dialog box, select the **Compatibility** tab

3. Deselect **Run This Computer In Compatibility Mode For** *[any Windows version earlier than XP]* and click **OK**.

Background information

Windows XP includes a feature to run applications in a previous version's environment to reduce compatibility issues with older applications. Joyfax Server is unable to start successfully with this option selected.

I got the error message "Create print desktop failed, not enough storage space."

This error message can be the result of the non-interactive desktop heap setting in Windows. The default settings for the third value is 512 kb. The Windows registry must be used to adjust this setting.

To change the desktop heap setting, do the following:

- Open the Windows registry, go to **Start** > **Run**, type: **Regedit** or **Regedt32**

- Navigate within the Registry editor to the key: *HKeyLocalMachine\SYSTEM\CurrentControlSet\Control\Session Manager\SubSystems*

- In the right-hand pane, double-click the value Windows

- Look for the area 'SharedSection=xxxx,yyyy,zzzz, aaaa'; where xxxx defines the maximum size of the system-wide heap (in kilobytes), yyyy defines the size of the per desktop heap, zzzz defines non-interactive desktop heap size and aaaa defines terminal services.
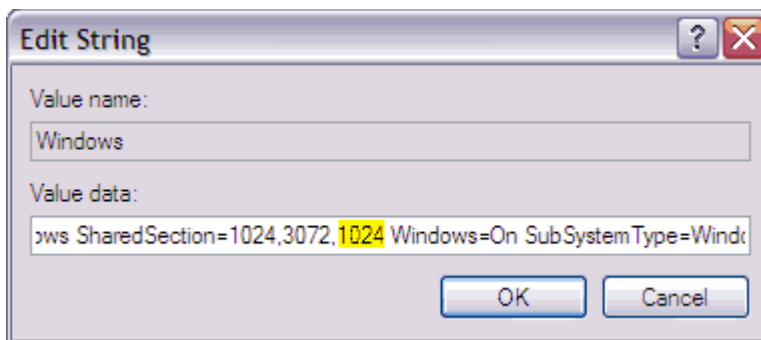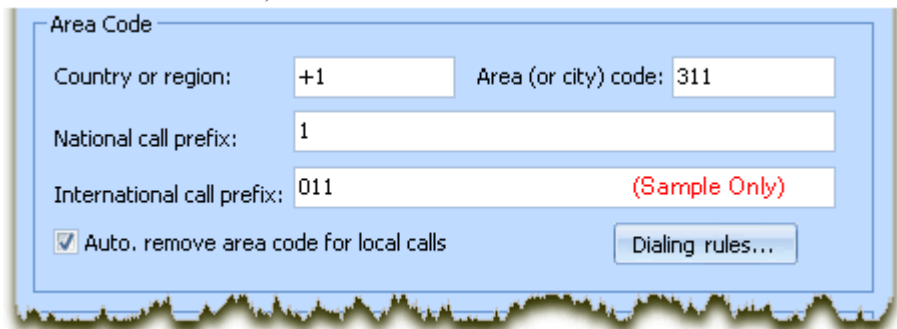
- Change the third value from 512 to 2048 or 1024 . The 512 specifies the desktop heap for desktops associated with non-interactive Windows stations.

  Note: For 64 bit machines, the default values are SharedSection=1024,20480,768; only increase the third value to 2048 or 1024 as needed.

In the United States, what sequence of numbers do we need to enter in the Phone book?

For example: You specify the area code as following settings in Joyfax Server(Make sure that you have checked **Auto. remove area code for local calls**.)

and your contact phone number is +1(311)2344 5678, the phone number you enter in Phone book:

Phone number	Dial as
+1 (311) 234-5678	2345678 (local call)
1-311-234-5678	2345678 (local call)
311-234-5678	2345678 (local call)
(311) 234-5678	2345678 (local call)
3112345678	2345678 (local call)
2345678	2345678 (local call)
(313) 234-5678	13132345678 (long-distance call)
1-823-456-7890	18234567890 (long-distance call)
823-456-7890	18234567890 (long-distance call)
+44 (20) 664000	0114420664000 (international call)
+44-20-664000	0114420664000 (international call)

Note: The **Dialing rules** will affect this, for more please see **Joyfax Server Help Document**.

What are the differences between class 1, 2 and class 2.0 modems?

If you are selecting a modem to use with this software you will do better if you use one of the recommended Class 2 or Class 2.0 modems; rather than a Class 1 modem.

During a fax transmission, data is sent in "frames" (or blocks) of data. On a mechanical fax machine, the print head will have physical limitations on how fast a line can be printed. Due to the Modified Hufman encoding of faxes, it is possible to send a single black pixel line in only a few bits. Because the fax machine has to physically move the printer head on the paper, there is a minimum line sending time required while sending data. Fax modems must send the data frames at a speed and timed to accommodate the receiving fax machine.

A Class 1 modem only sends frames. The fax software is required to build the frames from the fax data, and then send them with respect to the timing issues for the remote fax machine. In a multitasking environment, the computer may be busy with another task, and miss the timing on one of these frames. When this happens, the fax is aborted.

A Class 2 or 2.0 modem handles all the fax framing issues. The software simply gives the modem a command to send the fax data, and then streams the fax image to the modem. Class 2 modems are much better suited to multitasking environments.

Note to shoppers: Many modem makers are dropping Class 2/2.0 features from their consumer modems. I suspect that this is due to the fact that most consumers only need Class 1 support for Windows, combined with the push to 56k .90 protocols. (By providing 56K, the manufacturer consumes eprom space on the modem board that was previously used by class 2 procedures.)

Find out what class my fax modem supports:

- Type the following in Windows (Hyper)Terminal, Procomm or Kermit:
  AT+FCLASS=?

- The modem reply will be of the form:
  0,1,1.0,2,2.0

- Where 0 is for data, 1 is class 1 fax, 1.0 is for class 1.0 fax, 2 is class 2 fax and 2.0 is class 2.0 fax.

Which modems and fax boards do you recommend for Joyfax Server?

In general, we recommend you to avoid using low-cost modems for faxing, since such modems are usually only tested for data and Internet connections and do not work very reliable in fax mode.

In order to get maximum performance and reliability from your fax server, Joyfax Server recommends fax boards and modems from these manufacturers (If you are using a fax modem with Joyfax which isn't in this list and are having good results with it, please email support[at]joyfax.com so that this model can be added to this list):

- **Digi Acceleport Ras 4/8 Port Modem cards**

- **Dialogic Diva Media Boards 2/4/8 Ports**

- **Mainpine IQ Express 2/4/8 Port Modem**

- **Multi-Tech MultiModem ISI Multiport Analog Modem**

- **Comtrol RocketModem IV**

- ISDN: AVM-Fritz PCI or -USB (2 channels), click here for help!

- ISDN: Primux 2S0 (4 channels) and 4S0 (8 channels)

- ISDN: RVS-COM router

- Equinox MultiModem

- MainPine RockForce

- Intel HCF 537EP V9x DF PCI

- Eicon Diva 4BRI

- Dialogic® Diva® V-PRI/E1-30

- Zyxel Omni 56K external

- ZYXEL OMNI 56K PLUS

- Conexant V90

- Sitecom 56k PCI Modem DC-010v2

- MRI PCI Card

- Sitecom DC-015

- Hayes Accura 56K

- Zoom V.92 PCI Voice Fax modem

- U.S. Robotics V.92 USR5637 56K USB Faxmodem

- Dynamode Conexant V92 56K

- Sitecom Modem PCI Card (MODEL: DC-010)

- Phonic Pro v.92/v.90 PCI Modem (MODEL: 08-11200-A)

- Aztech 56K USB modem Model UM3100

- Multitech 3334ZDX/5600ZDX/5634ZBA

- ECOM EM-56IEV/EM-56HSFI

- Elsa Microlink 56k

- Zyxel U-90/U-1496/U-336

- Conexant Unveils Single-Chip Modem

The best **USB modem** we have used here are the Zoom model 3090 USB modem and U.S. Robotics V.92 USR5637 56K USB Fax modems. The Zoom model 3090 USB modems are hard to find, but you may be able to find one here...

Please **DO NOT confuse the model 3090 with the 3095**, we did not experience good results with the modem 3095, it has a nasty habit of refusing to be reset from software and will not release the phone line after a period of fax activity.

In addition, we DO NOT RECOMMEND using SOFT MODEM modem, such as: Trendnet TFM-560U(Agere System USB 2.0 Soft Modem), PCI Modem with SmartSP, etc.

How to backup of the Joyfax Client files?

To backup or restore data from a previously created backup, click **Start**, point to **Programs**, point to **Joyfax Server**, point to **Tools** and then click **Backup & Restore Server**, then follow the step-by-step backup wizards.

For more information please see the **Backup & Restore**

How to access Joyfax Server behind a router/firewall?

For users on an office network with a router installed, Joyfax Server is not accessible from the Internet because of many modern routers' built-in firewall.

Enabling outside Joyfax Client access to an internal Joyfax Server on an Office network requires that you set up NAT - "network address translation," or port forwarding. Please follow this instruction:

- **Step 1.** Determine your server's **internal** IP address.
  All the computers on your internal network have an IP address which looks something like 192.168.0.XXX. Get on the computer with the server running open a command window. Then type ipconfig to determine the machine's internal address, like so:
  C:\JoyfaxServer>**ipconfig**
  Windows IP Configuration
  Ethernet adapter Local Area Connection:
      Connection-specific DNS Suffix . :
      IP Address . . . . : 192.168.0.98
      Subnet Mask . . . . : 255.255.255.0
      Default Gateway . . . . : 192.168.0.1

  In this case, as you can see, the server's internal IP address is 192.168.0.98.

- **Step 2.** Configure your router.
  Most routers have an web-based administrative interface that's located at http://192.168.0.1. (This address does depend on your model. Consult your router user guide for more info.)

  Once you've gone to the router administration, entered the password (if one is set up), there should be an area called "**Port forwarding**". There, you'll set the port number that requests from the Internet will come in, and the internal computer that should fulfill those requests. Here's a screenshot of the Netgear router set up to port forward **8750** to the Joyfax Server, which is at 192.168.0.98 (see above). Click on the image to see a larger version.

- **Step 3.** Determine your server's **internet** IP address.
  In the "**Router Status**" area, you may see your Internet IP address in the Internet Port section.

Router Status

Account Name	MR814v2
Firmware Version	Version 5.01 May 09 2003

Internet Port

MAC Address	00:09:5b:9a:27:37
IP Address	24.0.209.243
DHCP	DHCP Client
IP Subnet Mask	255.255.255.0
Domain Name Server	204.127.202.4
	216.148.227.68

So, in the Joyfax Client login dialog box, type 24.0.209.243 as server address, then you may access the Joyfax Server **all over the world**.

Why fax didn't go through?

Please check the followings:

1. To perform the Joyfax Server correction, it's recommended that you set up the area code and calls prefixes and Dialing Rules.
   If you don't know how to config it, just make the **Specify dial location** check box unselected, **the server will dial the fax number directly as you entered in Joyfax Client.**

2. Ensure that you have entered the correct phone number format, the following phone numbe should be advised:
   +1(886)87654321 / +1(886)8765-4321 / (886)87654321 / (886)8765-4321 / 886-8765-4321 / 8765-4321 / 87654321 / 8765-4321,,,801(extension line: 801)

3. Try the **SECOND Init String** in **Fax Devices Settings** dialog, click here for more.

4. Ensure at least ONE fax modem choosed for sending faxes, please refer to Configure Fax Devices

5. Ensure the modem is not occupied/opened by other applications, such as: Windows Fax Service

If the problem still occurs, please feel free to contact us at: support@joyfax.com. We provide free remote assistance technical support on workdays from 8 p.m. till the second day 12 a.m. US Eastern Time. In order to use this kind of technical support, you should leave a request with the date, time and way(Teamviewer or Logme In) to contact you for establishing the remote connection.

How can I improve fax reliability?

In order to get maximum performance and reliability from your fax server, try the followings:

- Use a direct connection from the PSDN to the fax modem; Remove any splitters and other devices in that line.

- **DISABLE YOUR SCREENSAVER**. Some screensavers can be quite cpu intensive and will starve the communication threads from receiving required messages;

- Avoid running other cpu intensive processes while fax sessions are in progress, they will likely starve the communication threads.

- If you have a cheap winmodem or software modem consider investing in a good quality non-US Robotics controller based modem, please see this page.

How to install multiple fax modems?

Though we recommend you to avoid using multiple low-cost fax modems for faxing, we get asked this question a lot. Here is a simple step by step guide showing you how to install **multiple U.S. Robotics V.92 USR5637 56K USB Fax modems** on Windows XP:

- Connect the modems to computer, and install modems drivers;

- Open **Joyfax Server**, click **Stop Sending** and **Stop Receiving** buttons on the toolbar. On **Server** menu, click **Devices Settings**, click **Detect Devices...**, only one U.S. Robotics V.92 USB Modem could be found in the devices list;

- On **Server** menu, click **Exit** to close Joyfax Server;

- Right-click **My Computer**, click **Properties**, click the **Hardware** tab, and then click **Device Manager**, double-click **Modems**:
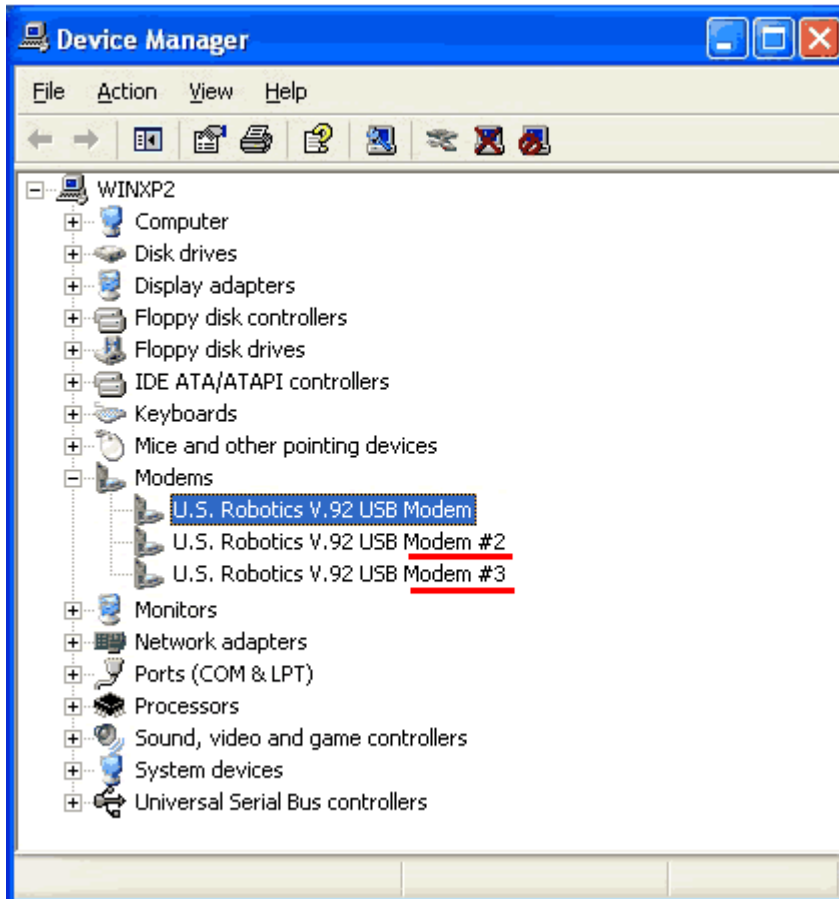
You should find that modem which name contains a # character that cannot be recognized with Joyfax Server;

- In order to fix this problem you have to update the Modem drivers manually. To prepare for updating modem drivers:

  - [Click here](#) to download the lastest release drivers: i.e: USR5637-2kXpVista32-bit.exe;

  - Extract the drivers to **C:\USR\5637**, double-click the **USR5637_2k_XP_Vista_32bit.inf** file to open with **Notepad**;

  - Replace the string **Modem2 = "U.S. Robotics V.92 USB Modem"** as **Modem2 = "U.S. Robotics V.92 USB Modem II"** (The string name may be Modem1PCI, Modem1EXT, Modem1EXTPNP and Modem1USB etc...);

Image content (Notepad window):

```
USR5637_2k_XP_Vista_32bit - Notepad
File  Edit  Format  View  Help
[ControlFlags]
ExcludeFromSelect=USB\VID_0BAF&PID_0303

[Strings]
Mfg = "U.S. Robotics Corporation"
;Modem2 = "U.S. Robotics V.92 USB Modem"
Modem2 = "U.S. Robotics V.92 USB Modem II"


;-------------------------------------------
; Installation sections
;-------------------------------------------
```
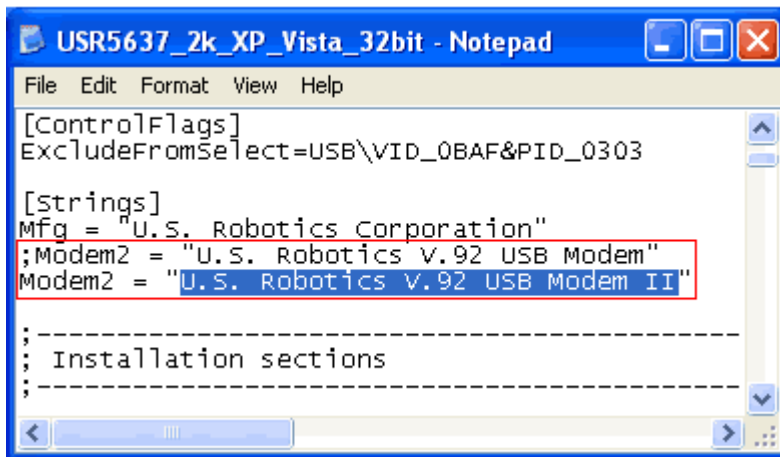
- ○ On **File** menu, click **Save As...**, type **"USR5637_II.inf"**(Include the inverted commas), click **Save**, and then close Notepad.

- Right-click **U.S. Robotics V.92 USB Modem #2** modem, select **Update Driver**;

- The Hardware Update Wizard will begin: Select **No, not this time**, click **Next**; Select **Install from a specific location (Advanced)** and click **Next**; Select **Don't search. I will choose the driver to install** and click **Next**;

- Windows will show you the current driver that is installed for the modem. Click **Have Disk**, click on **Browse** to point to **C:\USR\5637**, choose the **USR5637_II.inf** file, click **Open**, click **OK**;

- Windows will show the selected driver: **U.S. Robotics V.92 USB Modem II**, click **Next** to begin copying the necessary files to your hard drive, click **Finish** to move on;

- Repeat the above steps to update drivers for the **U.S. Robotics V.92 USB Modem #3** modem;

- Now, Joyfax Server can recognize all of your modems!

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What does Ordinal Not Found : The ordinal [xxxx] could not be located in the dynamic link library LIBEAY32.dll?

If the libeay32.dll and/or ssleay32.dll are conflicting with versions from another program on the computer this error can occur. There are three ways may resolve the problem:

- Method 1: If this problem appears in windows 64bit. Please open C:\Program Files\Joyfax Server folder and right click the JoyfaxMail.exe application.
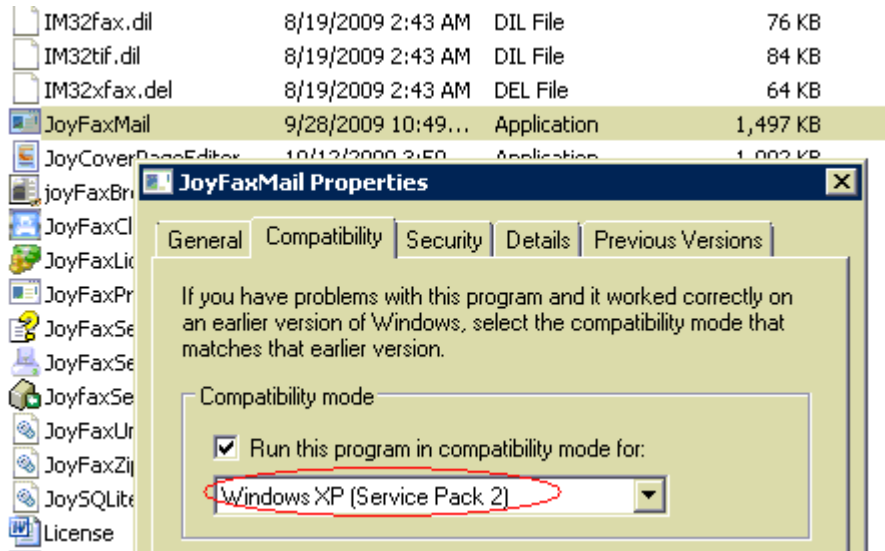
In the pop-up window, go to the Compatiblity page. Select the **Run this program in compatibility mode for** check box. Then choose **Windows XP(Service Pack 2)** and click **OK** to test again.

- Method 2: Download the SSL Library: **ssllib32.zip**, then extract the archives(libeay32.dll and SSLeay32.dll) to **C:\windows\System32** folder on the computer.

- Method 3: Download the "No TLS Support" version of **JoyfaxMail.exe**, and then extract the file to **C:\Program Files\Joyfax Server** folder. You won't be able to send email through an SMTP server that requires encryption(like Gmail, Hotmail), but it won't give you that error message.

The modem works fine in Windows Fax and Scan, but Joyfax Server / How to manually correct init string?

If you found the Joyfax Server cann't work right on your system, but the Windows Fax and Scan service. You may try using an initialization string which uses in **Windows Fax and Scan** to correct this. Please try the followings:

1. Install Fax Services on your computer, refer this page: http://support.microsoft.com/kb/306550

2. Send a testing Fax by using the **Windows Fax and Scanner**. Refer this page: http://support.microsoft.com/kb/306657

3. In **Control Panel**, click **Hardware and Sound**, and then click **Phone and Modem Options**.

4. On the **Modems** tab, click the modem you installed, and then click **Properties**.

5. Click the **Change Settings** button, if the button is present on the **General** tab. If the **User Account Control** dialog box appears, confirm that the action it displays is what you want, and then click **Continue**.
   If the **Change settings** button is not present, the modem does not support the ability to change modem settings. Refer to the documentation provided by your modem vendor.

6. Click the **Diagnostics** tab.

7. In **Logging**, select the **Append to Log** check box if you are working on a computer running Windows Vista or the **Record a Log** check box if you are working on a computer running Windows Server 2003/2008.

8. Click **View Log** if it is enabled, the **Notepad** will be launched and displays the **ModemLog_*Model*.txt** (*Model* is the name of the modem as it appears in the list of installed modems on the **Modems** tab of **Phone and Modem Options**), delete all logs, and then save the file.

9. Click **OK** button to close the **Properties** dialog box.

10. Launch the **Windows Fax and Scan** to send a test fax.

11. As soon as the fax is sent, open the **Properties** again, select the **Diagnostics** tab, and then click **View Log** button, the **ModemLog_*Model*.txt** file will be displayed as below:

    ```
    14:40:27.781 - Modem type: NetoDragon 56K Voice Modem
    14:40:27.781 - Modem inf path: oem1.inf
    14:40:27.781 - Modem inf section: Modem1
    14:40:27.781 - Matching hardware ID: pci\ven_10b9&dev_!
    14:40:31.046 - Opening Modem
    14:40:31.046 - 115200,8,N,1, ctsfl=1, rtsctl=2
    14:40:31.046 - Initializing modem.
    14:40:31.062 - Send: AT<cr>
    14:40:31.062 - Recv: <cr><lf>OK<cr><lf>        Init String
    14:40:31.062 - Interpreted response: OK
    14:40:31.078 - Send: AT &F E0 V1 &A3 &D2 &C1 S0=0<cr>
    14:40:31.078 - Recv: <cr><lf>OK<cr><lf>
    14:40:31.078 - Interpreted response: OK
    14:40:31.093 - Send: ATS7=60S19=0L1M1\N3%C3&H1N1X3<cr>
    14:40:31.093 - Recv: <cr><lf>OK<cr><lf>
    14:40:31.093 - Interpreted response: OK
    14:40:31.093 - Waiting for a call.
    ```

12. Try this **Init string** in Joyfax Server, please refer to How to correct the Modem initialization string?

Why my modems can not be recognized by the Joyfax server?

Usually, there are two reasons that make the modems can not be recognized by Joyfax Server.

One is that the modems are occupied/opened by other applications, such as: Windows Fax Service, please close or turn off the applications/windows service(**Fax Service**) and try again.

The other is that the names of the modems contain a **# character**, you can right-click **My Computer**, click **Properties**, click the **Hardware** tab, and then click **Device Manager**, double-click the **Modem** branch to expand it, if the modems with a name containing a **# character** they should not be recognized by Joyfax Server. To fix this problem, try the following steps: Go to **Control Panel** and open **Phone and Modem Options**, click the **Modems** tab; Select a modem, and then click **Remove**, repeat the preceding steps to remove all modems; At last, install your modem drivers again.

If you want to install multiple modems of the same model on the computer, please refer to "[How to install multiple fax modems?](#)"

How to correct the Modem initialization string?

If you found the Joyfax Server cann't work right on your system, you may also want to try using an initialization string to correct this.

Before you try an initialization string, check for updated modem drivers from your computer manufacturer's or modem manufacturer's website. Check the computer manufacturer's site first if the modem came with the computer as they may have an OEM version of the modem driver.

1. Run Joyfax Server, click **Stop Sending** and **Stop Receiving** button on the toolbar.

2. On **Server** menu, click **Devices Setting...**, you may see your modem model in the **Fax Device Settings** dialog.

3. The owner's manual for your modem should list its init strings in Modem manual. If it doesn't, you can look up init strings on the web. Two popular sites are:
   http://modemhelp.org/inits/
   http://www.56k.com/

4. Copy the Init string from the site, and paste in **Init strings** combo box.

5. Press **OK** to save, click **Start Sending/Receiving** button.

How to use Outlook Contacts directly when choosing the recipients?

Please try the following steps:

- Open Joyfax Client, click the **Tools** button, select **Options**.

- In the pop-up dialog, go to the General page, and then mark this item: **Show Microsoft Outlook Contacts when choosing recipients**.
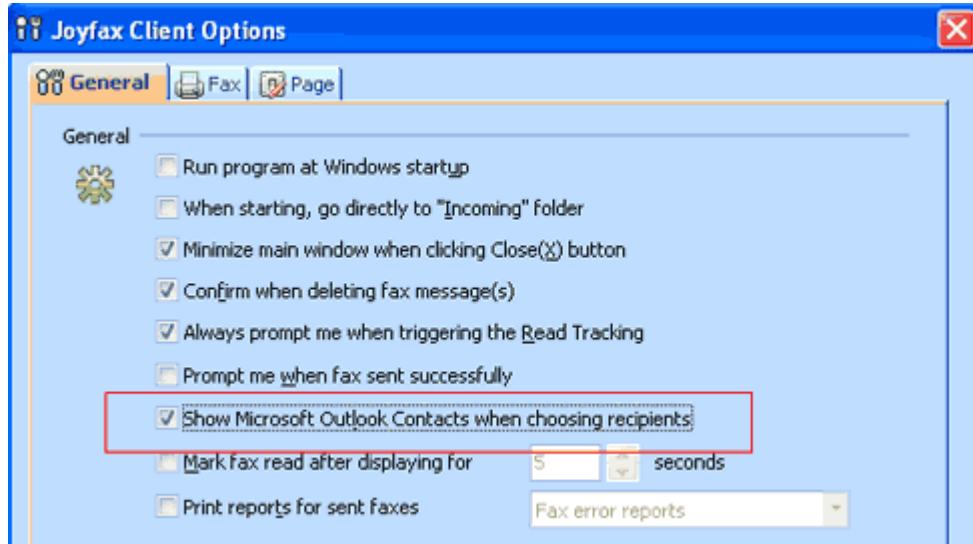
Now you can use the Outlook Contacts directly when choosing the recipients.

How many recipients can be specified in per fax message?

The Recipients textbox is limited to 64K in size such as virtual storage, and approximately 20 bytes is required for each recipient within the Joyfax Server, so you could specify no more than 50 recipients, it's good enough for Fax broadcasting.

Why have I not received my registration codes?

In general, you will receive emails with Registration Name and Code, and other information of registering in 30 minutes after your purchase. The emails are sent automatically by our registration agent Plimus.

However, sometimes for some reasons, for example, the emails are moved to your Spam/Junk folder, or your Email service provider rejects Emails from Plimus. If you don't receive your registration information after 30 minutes, please check your Spam or Junk folder first, or just contact our sales team register@joyfax.com to get assistance.

Can I send faxes from the fax server?

The Joyfax Server cannot initiate an outgoing fax job, it only sends fax jobs submitted to it from the Joyfax Client software. It can receive faxes without the need for any client software.
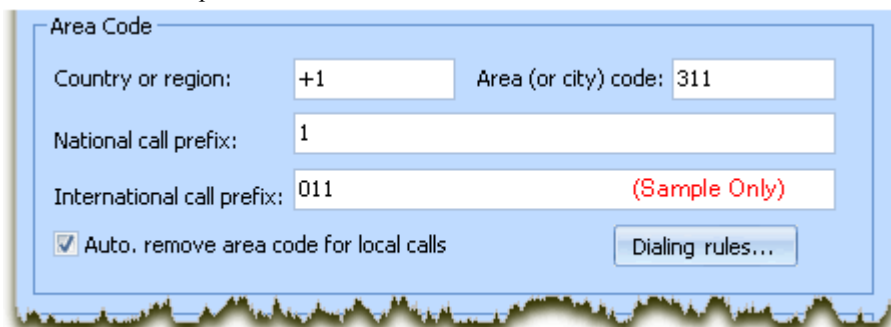
In order to send faxes from the fax server, you need to **install Joyfax Client on the same computer** where you have installed the Joyfax Server software. If you do this, you can submit fax jobs to the fax server from the server machine just as you would from a network workstation.

How to set up area code for Joyfax Server?

To perform the Joy Fax Server correction, you MUST set up the area code and calls prefixes:

1. On **Server** menu, click **Server Options...**; Or directly click **Server Options** button on the toolbar;

2. In the **Server Options** dialog box, type the Country or region code, your local area code, Long-distance and International calls prefix:

3. Click **OK** to close **Server Options** dialog box

4. **What sequence of numbers do we need to enter in the Phone book?**

Note: First time you start the Joyfax server, the setup wizards will automaticly fill out above parameters. You also can correct Long-distance and International calls prefix manually, please see this page if you donn't know the prefix code: http://www.kropla.com/dialcode.htm

How do I silence the fax modem / How to turn off modem speaker?

To turn off the modem speaker, please follow these instructions:

- Launch Joyfax Server;

- Click **Stop Sending** and **Stop Receiving** button on the toolbars;

- On **Server** menu, click **Devices Settings...**, the **Fax Device Settings** dialog box will be displayed;

- If there is more than one Modem installed in your system, select the appropriate modem;

- Check whether **M0** (0=zero) appears in the **Init strings** or not. If it already exists, move it to the end of **Init strings**, or place the **M0** at the end of the init strings.

  Init strings: AT&FE0V1&D2&C1S0=0M0

- Click **OK**

Does Joyfax Server support ISDN?

Joyfax Server supports an ISDN adapter with a **T.30-compatible** CAPI 2.0 driver. Not every card can be used: Some are only able to fax with a manufacturer-supplied software. You can check if a given card has a T.30-compatible CAPI by downloading the free CapiInfo utility. For fax polling, the B3 protocol "**T.30 with Extensions**" is required.

- **Cards for one S0/T0 line** can typically send and receive on both B channels simultaneously. However, in most cases (like AVM-Fritz) it is not possible to combine two or more passive cards in one PC since their driver does not support this.

- **Multi cards** like the Primux-2S0 or -4S0 allow sending and receiving on four resp. eight channels. These adapters are now also available as PCI-E (PCI Express) cards.

- **S2M cards** like Primux-1S2M or -2S2M can send and receive on all 30 resp. 60 channels of one resp. two primary-rate lines. They require a PC CPU with 1.5 GHz or faster and at least 512 MB of RAM.

- **ISDN routers** like RVS-COM can be used if they implement a LAN CAPI interface with T.30 support, e.g. with a DSP module for decoding fax tones. They are an alternative if internal ISDN cards cannot be used e.g. because the server is running in a virtualized environment.

The following shows you how to configure the AVM ISDN FRITZ USB modem with Joyfax Server:

1. Install AVM ISDN CAPI Port Driver
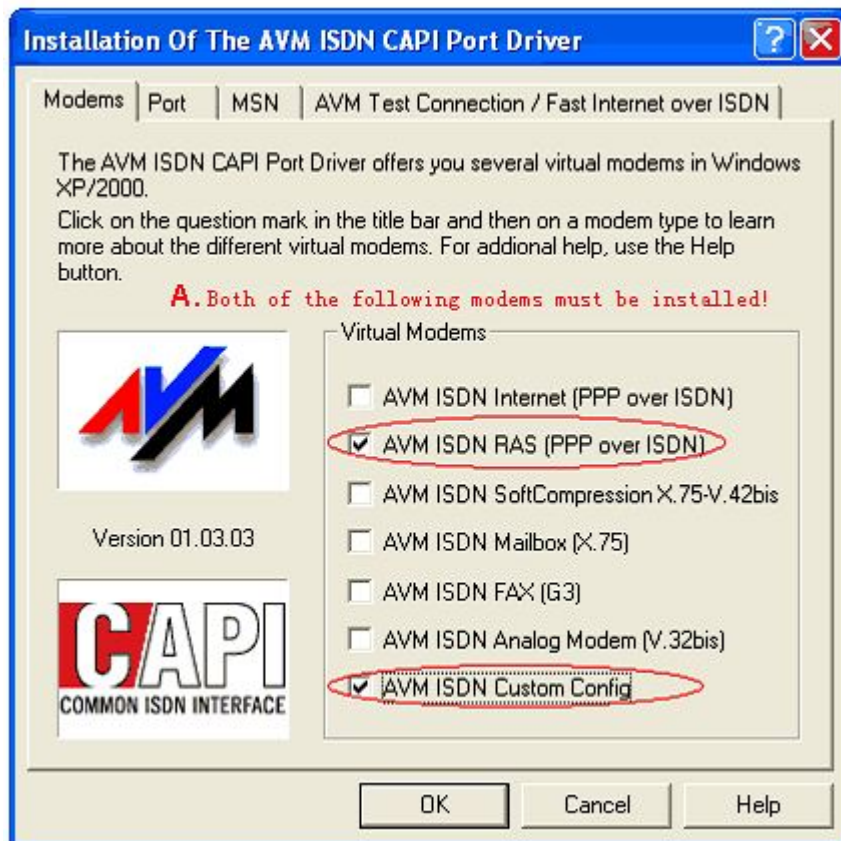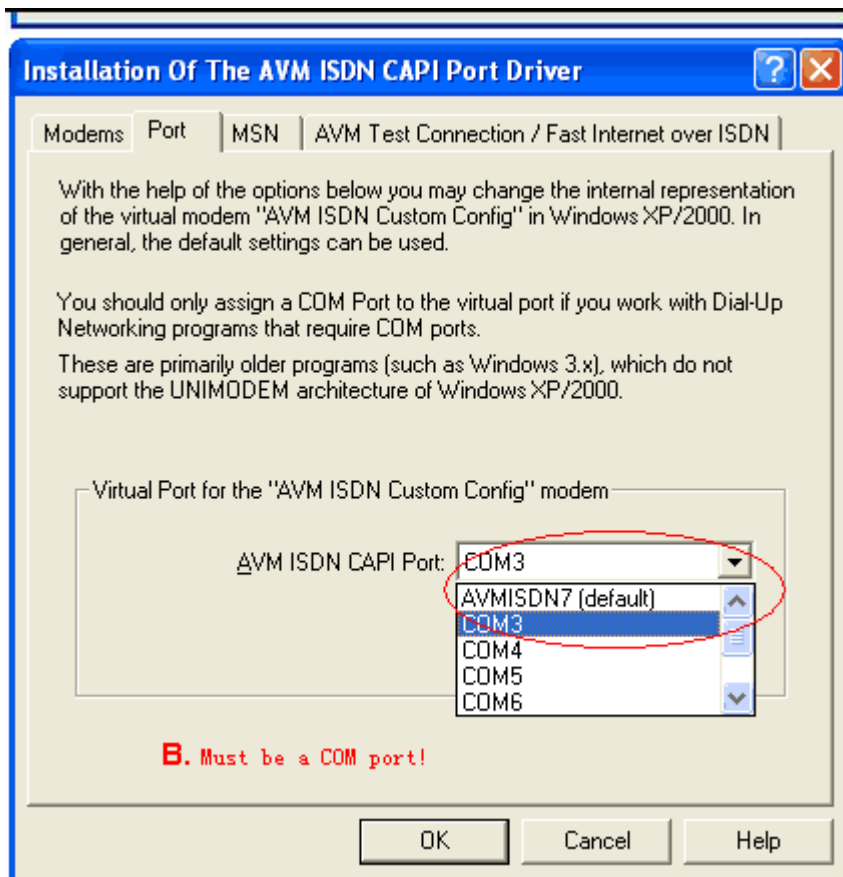
2. Test the installed modem:
   Open the Windows **Device Manager**, you will see the **AVM ISDN Custom Config** Modem installed on your system:
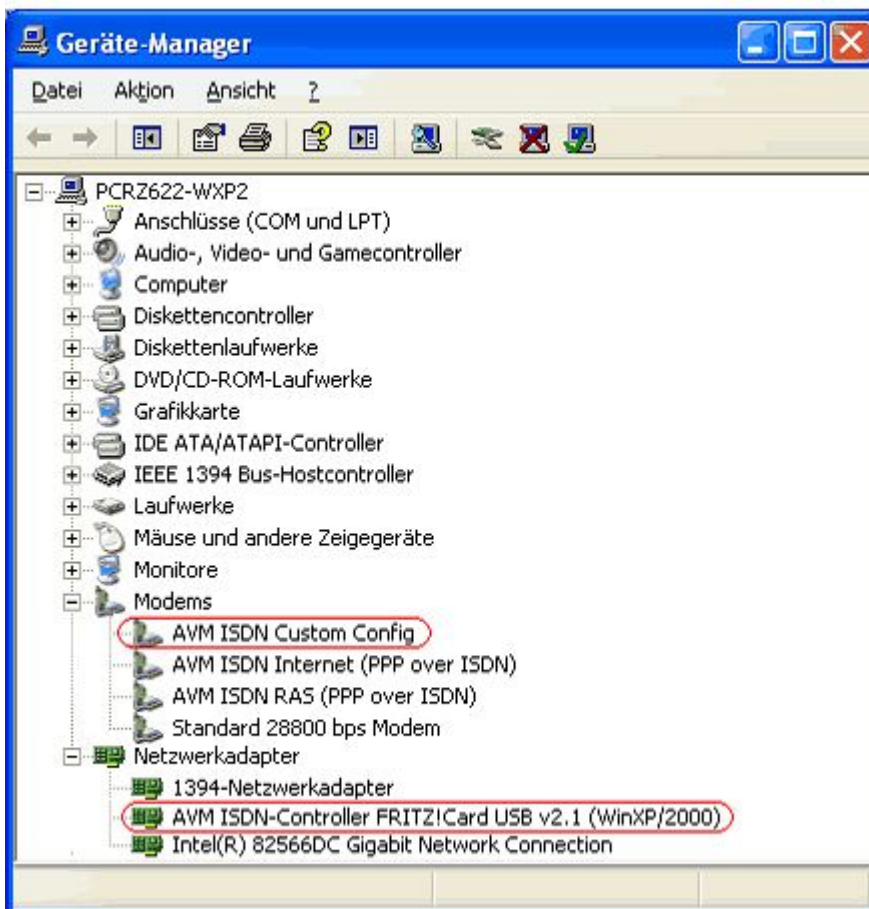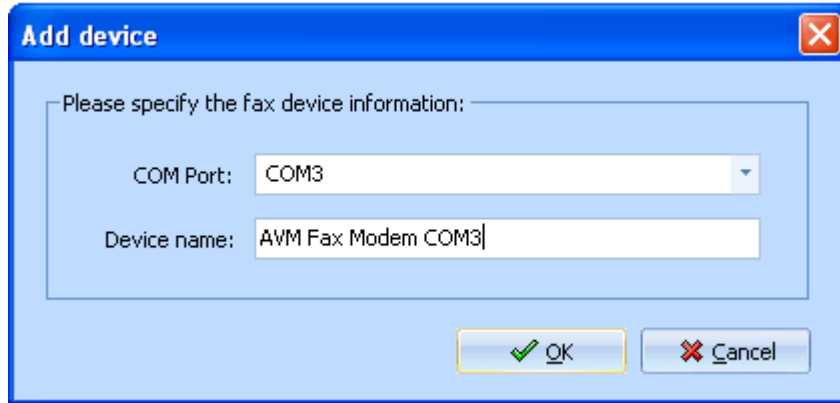
Right-Click the **AVM ISDN Custom Config** modem, click **Properties** menu, in **AVM ISDN Custom Config Properties** dialog box, select **Diagnostics** tab, there's a **Query Modem** button in this tab. If the modem is correctly installed, the list box under the button will display a list of AT commands and the modem's actual response to them when you clicking the **Query Modem** button.

You should find the **AT+FCLASS=?** command with the **0,2** value line in that list box. That means this kind of modem supports **Class 2** standard only.

3. In Joyfax Server, open the **Fax Device Settings** window, click **Configure Manually** button to add the Modem manually:

Finally, don't forget to set the **Fax Class** to **Class 2**, and try the following Init Strings one bye one:
ATS31=3
ATQ0V1E0S0=0S31=3
ATS31=3; **S49=18**; **S50=18**;

Remove the limit concurrent TCP/IP connections for Windows XP/Vista

In Windows XP SP2/SP3 and Vista, Microsoft enforces and hard-limit (hard coded in tcpip.sys) the maximum simultaneous half-open (incomplete) outbound TCP connection attempts per second that the system can make, in order to protect the system from being used by malicious programs, such as viruses and worms, to spread to uninfected computers, or to launch distributed denial of service attack (DDoS).

But this may have affects applications, servers and p2p programs that attemp to open many outbound connections at the same time. To remove maximum concurrent half-open connection limits in Windows XPSP2/SP3 and Windows Vista, apply the patched with the following steps:

- Go to the Download area, download the appropriate TCPIP patch;

- Uncompress the downloaded file

- Do as the **Readme.txt** says

Help us to translate Joyfax Server into your language and earn a free license

We now invites you to become our volunteer UI translator to localize our Joyfax Server into your language. You will be able to make a difference. The translation process is simple, easy and fast. We highly appreciate your contribution to our product.

Following is the instruction on how to translate the language files:

1. Download the Language files which can be found in our download page.

2. Decompress the downloaded file, you can see 6 files as follows: Client_English.rc, Server_English.rc, Browser_Res.rc, Client_Res.h, Server_Res.h and Browser_Res.h.

3. You may simply open the .RC files with a Resource Editor (i.e. ResEditor, Notepad++), and translate the files into your language:
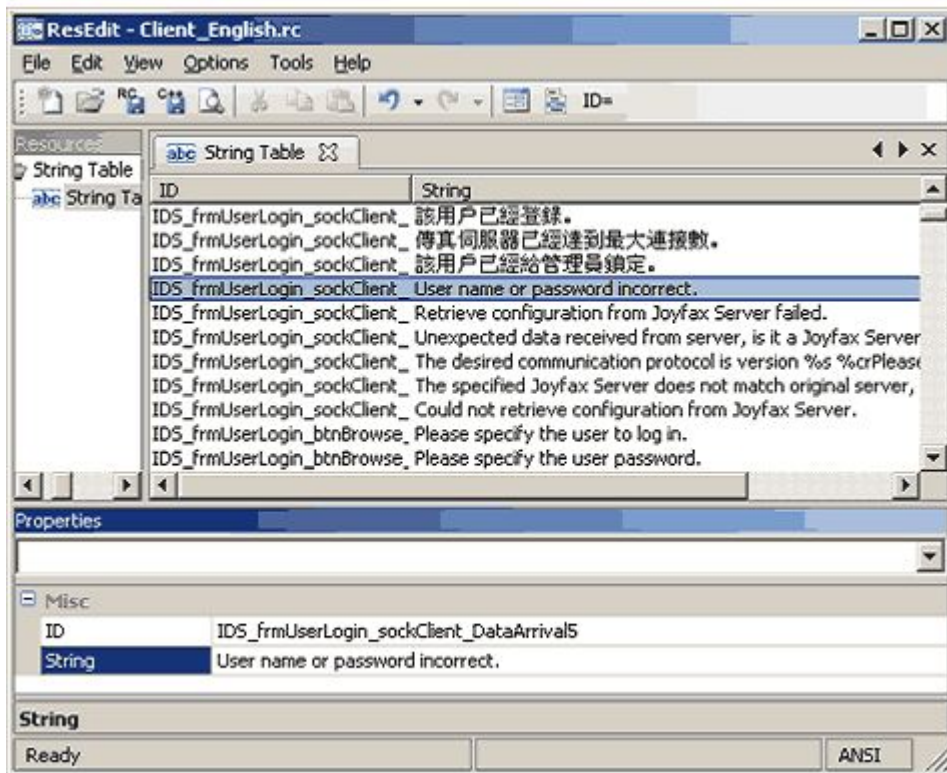
4. You also may open the .RC file with Notepad, and then translate the file into your language:

5. Save and email us the translated files.

6. We will get back to you very shortly.

I am having problems sending faxes with my US Robotics fax modem

We have heard many reports of problems with sending faxes with U.S. Robotics modems or **USB modems**. Especially earlier models. I would recommend upgrading the firmware, or better still, get yourself a different modem.

Does it matter what fax modem I use for faxing?

This is a question we get asked a lot, and for some reason most people seem to think that if it is a fax modem, each modem will perform exactly the same as any other fax modem. Nothing could be further from the truth!! Just like there are quality differences between fax machines and other products, there are quality differences in fax modems. The quality of your fax modem will determine transmission speed, amount of failures, ability to deal with bad international lines etc. If faxing is important to you or your business, invest in a quality modem. Also, follow the advice of the fax server company that are selecting.

>>Which modems and fax boards do you recommend for Joyfax Server?

Why are the receiving faxes/pdf attachments not readable?

This is a question we often get asked. It relates to the Init String you used and there are two ways for you to change the Init Strings:

1. Selecting another Init String

   1)In Joyfax Server, click **Stop Sending** and **Stop Receiving** buttons on the toolbar.

   2)Click Server menu, click **Devices Settings**, you may see your modem model in the **Fax Devices Settings** dialog.

   3)Click Detect Devices, point to **Init strings**, select the second Init Strings in the combo box, then click **OK**.

   Init strings: AT&FE0V1&D2&C1S0=0
   AT&FE0V1&D2&C1S0=0
   ☑ Enable Rece AT&FS7=60S30=0L1M1\N5%C18K3B0N1X4
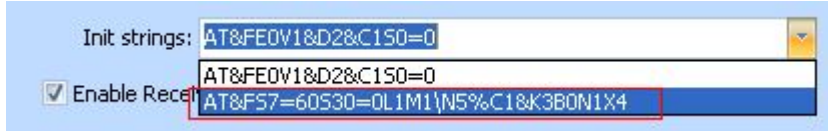
2. Correcting the Init String manually
   Please refer to [How to manually correct the init string?](#)

If the problem still occurs, unfortunately, you can check for updated modem drivers or BIOS from your modem manufacturer's website or **REPLACE with a new modem**. We recommend you to **avoid using LOW-COST or SOFT** modems for faxing, since such modems are usually only tested for data and Internet connections and do not work very reliable in fax mode

Why my computer restarts after the installation of multiple fax modems?

This case exists when there is a hardware conflict of your installed modems. The type of modems you install on your computer are not allowed to be installed together. Please change the fax modems. For modems recommended, please refer to:

>>Which modems and fax boards do you recommend for Joyfax Server?

How to increase Resolution/Quality of sent fax?

In order to increase the quality of a fax message, try the followings:

- In **Fax Editor** dialog box, click **Options** button on the left side of the window.

- The **Fax Options** dialog box will be displayed, then click **Fax** tab.

- On the **Fax** tab, click the **Custom Settings** option.

- Click and drag the **Bayer Dithering**, **Min-black Comparison** and **Max-white comparison** sliders to the settings(to *the right*) you want.

- Click **OK** button to close the **Fax Options** dialog box.

- In **Fax Editor** dialog box, click the **Preview** button to review the fax.
  If the result is not satisfactory, then try for different values, and change the **Print Quality** to **High(204 x 196)** if it's necessary.

To set up the global fax parameters:

- In Joyfax Server, click **Server-Options** button on toolbar.

- The **Server Options** dialog box will be displayed, click **Fax Parameters** on the right side of the window.

- Set parameters same as above

- Click **OK** to save, all these configs will be applied in the next time client logging in.

Why the fax can't be sent out due to "Invalid Fax File" When I send a fax from the Client?

Please double-click the "**Invalid fax file**" fax item to see whether it can be opened.
If it can, there must be an Init string problem.

Please refer to: **here** to select another init string.

No receiving fax in my Client, How to configure automatic fax routing?

Please refer to **Joyfax Server Help Document** -> **Automatic fax routing**.

Why is fax resolution so low?

Sometimes, we have selected **High Print Quality** (see How to increase Resolution/Quality of sent fax?) when creating a fax but still get no good outcome. In such case, we need to check the fax resolution setting in the **Joy Fax Printer** and make sure it is the same as the **Print Quality** set up in Joyfax Client Options:

1. Click **Start**, select **Control Panel**, double click **Printers and Faxes**;

2. Right click the **Joy Fax Printer**, select **Printing Preferences**;

3. In the pop-up dialog, click the **Advanced** button. In the **Advanced Options** dialog, you see the currect **Print Quality**:
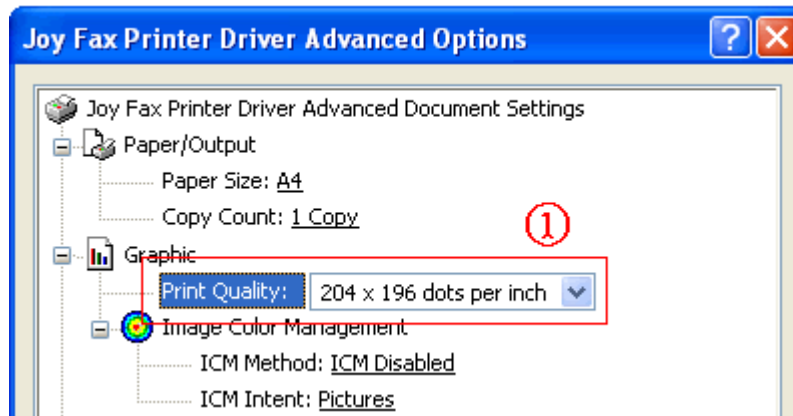
4. Go back to Joyfax Client, in the **Fax Editor** dialog box, click **Options** button on the left side of the window;

5. The **Fax Options** dialog box will be displayed, then click **Fax** tab;

6. On the **Fax** tab, click the **Custom Settings** option, then change the **Print Quality** to the value(**High(204 x 196)**) shown in the above image.

Does my modem support Caller ID?

First make sure you can see the Caller ID information from a normal telephone LED displayer.

Then do the following:

- Launch Joyfax Server;

- Click **Stop-Sending** and **Stop Receiving** buttons on the toolbar;

- Select **Server** menu, click **Devices Settings...**, the **Fax Devices Settings** dialog box will be displayed;

- Select the Fax Modem you wish to check in the **Devices** list, click **Caller ID Detection** button;

- In Caller ID detection dialog box, press **Detect Now** button, the software will automatically check the available AT command;

- Follow the prompt, click **Test Now!** button, then dial your phone by using another phone;

- If Caller ID is not working, you will only see the word RING for each incoming ring. If this is the case try another **Caller ID Command** and try it again;

- If Caller ID is working, you will see the word RING, followed by one or more additional data lines. The word RING will then continue to appear for each incoming ring;

- At last, press **OK** button to apply the caller id command.

How to change the email subject and body, sent from the Joyfax Server?

In order to change the email subject and body, please try the followings:

1. Go to **% ALLUSERSPROFILE% \application data\JoyFaxServer** folder:
    Click **Start**>**Run**, copy and paste (or type) the path shown above.

2. Double-click the **Config.ini** file to open with NotePad.

3. Add these lines to the end of the file and save it
    [Fax2email]
    Subject=[TEST] DO NOT use an inverted comma character
    Body=YOUR OWN BODY

4. Restar Joyfax Server to make effect.
    For the version above **5.45.1222**, you can also use the following variables.

    | [date] | - | Date of receiving faxes |
    | [time] | - | Time of receiving faxes |
    | [datetime] | - | Date and time of receiving faxes |
    | [csid] | - | CSID of the sender |
    | [faxnumber] | - | Fax number of the sender |
    | [pages] | - | Fax number of the sender |

    Please note, these variables are not case-sensitive.
    Let's check a sample below:
    [Fax2email]
    Subject=Received fax from [CSID]([FAXNUMBER]) at [DateTime]
    Body=You have recieved a [pages]-page fax message from [CSID]([FAXNUMBER]) at [DateTime]

When opening the software, you receive "Runtime error 71: disk not ready."

Cause

The software cannot write to the set data path. This can be caused several ways:

- the set data path does not exist

- you do not have read/write access to the data path

Resolution

Reset the data path

Select Defaults > Set Data Path. Reset the path, even if it is already set correctly. Then try again to create a report.

Verify the data path exists

Select Defaults > Set Data Path. Note the path you have set. Then browse to that location on your computer to verify that it exists.

Verify your access to the data path

Select Defaults > Set Data Path. Note the path you have set. Then browse to that location on your computer. Check the folder properties to ensure you have read and write access to the folder.

Workaround

If you are unable to open the software, it is possible to modify the data path set in the Config.ini file. Browse to C:\Documents and Settings\All Users\Application Data\JoyFaxClient\ directory. Use a text editor(NotePad) to open the file "Config.ini". Edit the "[XXXXX] UserFolder" information to force a new data path (see example below). Then save the file and try to access the program again.

Sample Config.ini

[demo]
UserFolder=C:\Documents and Settings\All Users\Application Data\JoyFaxClient\demo\

[General]
ServerIP=192.168.0.31
LanguageID=
[UserList]
1=demo
TotalCount=1

How to enable the Email Notification function when faxes sent?

Please take the following steps:

1. Open Joyfax Server, click **Server Options**.

2. In the pop-up dialog, go to the **Fax to Email** page.

3. Mark the **"Enable Fax to Email"** item, then click to enable **"Send email notification when fax sent"** check box.

4. At last, click **OK** to save the changes.

Also, please make sure these items:

- The email address of the user has been specified.

- The user has been granted this right.

1. Click the **User-List** button in the main menu, double-click a user.

2. In the pop-up dialog, go to the **Advanced** page. In the Outgoing fax section, click to enable **"Send email notification when fax sent"** check box.

3. At last, click **OK** to save the changes.

Can Joyfax Server support VOIP?

FAX was designed for analog networks, and does not travel well over a **VOIP** network. The reason for this is that FAX communication uses the signal in a different way to regular voice communication. When **VOIP** technologies digitize and compress analog voice communication it is optimized for **VOICE** and not for FAX. Subsequently, there are a number of things you need to take note of when you move to a **VOIP Phone** System.

If you want to continue using your old fax machine, and you want to connect to your **VOIP Phone** System, its best to use a **VOIP** Gateway and an ATA that supports **T38**. **T38** is a protocol designed to allow fax to 'travel' over a **VOIP** network.

Another way to deal with fax when you switch to **VOIP** is to connect the fax machine directly to the existing analog phone line and bypass your **VOIP** system.

Only the first part of first page is send when sending a fax?

The problem may occur when using an USB Modem, please try the following:

- If you are using a Zoom Model 3095 V.92 USB Mini Externa modem, please just replace it with anothr one. The best USB modem we have used here is the Zoom model 3090 USB modem, and please **DO NOT confuse the model 3090 with the 3095**.

- Install the latest drivers and update the firmware on the modem;

- Try using another initialization string to correct this.

    - In Joyfax Server, click **Stop Sending** and **Stop Receiving** buttons on the toolbar.

    - Click **Server** menu, click **Devices Settings**, you may see your modem model in the **Fax Devices Settings** dialog.

    - The owner's manual for your modem should list its **Init Strings** in Modem manual. If it doesn't, you can look up init strings on the web. Two popular sites are:
    http://modemhelp.org/inits/
    http://www.56k.com/

    - Copy the **Init string** from the site, and paste in **Init Strings** textbox.

    - Press **OK** to save

- Try different modem baud rates in this order: 9600, 12000 and 14400;

    - In **Control Panel**, click **Hardware and Sound**, and then click **Phone and Modem Options**.

    - On the **Modems** tab, click the modem you installed, then click **Properties**.

    - Select the **Modem** tab, set **Maximun Port Speed** to 9600

- **If still no luck, replace your modem with another one** that supports Class 1, 2 or 2.0 fax modems, and these Fax Modems are recommend for Joyfax Server

- Does it matter what fax modem I use for faxing?
This is a question we get asked a lot, and for some reason most people seem to think that if it is a fax modem, each modem will perform exactly the same as any other fax modem. Nothing could be further from the truth!! Just like there are quality differences between fax machines and other products, there are quality differences in fax modems. The quality of your fax modem will determine transmission speed, amount of failures, ability to deal with bad international lines etc. If faxing is important to you or your business, invest in a quality modem. Also, follow the advice of the fax server company that are selecting.

Registering Joyfax Server

Joyfax Server is licensed based on the number of fax ports required, the number of users or a mixture of both. To register your copy of Joyfax Server, you will need **2 registration codes**, a client registraction code and a server registraction code, both these two codes will be sent to you via e-mail after you pay for the corresponding license.

To order online, please visit our order page.

This help section contains the following topic:

- Registering Joyfax Server

Note: Before registering Joyfax Server, please **ENSURE** that you have the **Full-funtion version** installed
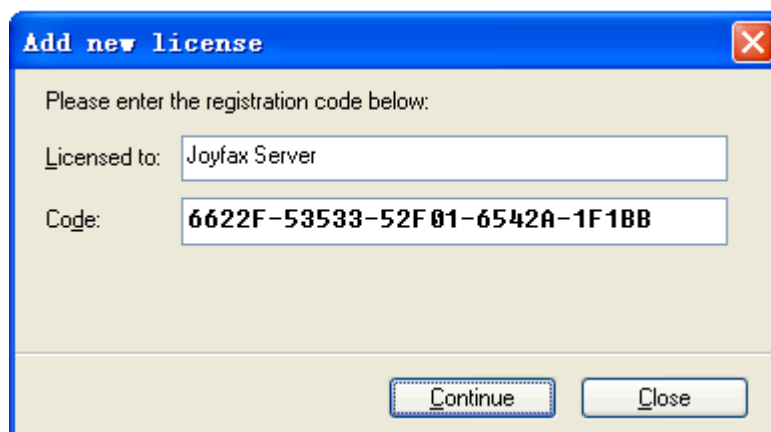
Registering Joyfax Server

Joyfax Server License Manager is a tool that allows you to activate purchased licenses (registration codes). The main window contains the registration code list, buttons to manage it and the status panel.

To register the Joyfax Server, please follow this instruction:

1. Launch Joyfax Server, click **Start**, point to **Programs**, point to **Joyfax Server**, and then click **License Manager**;
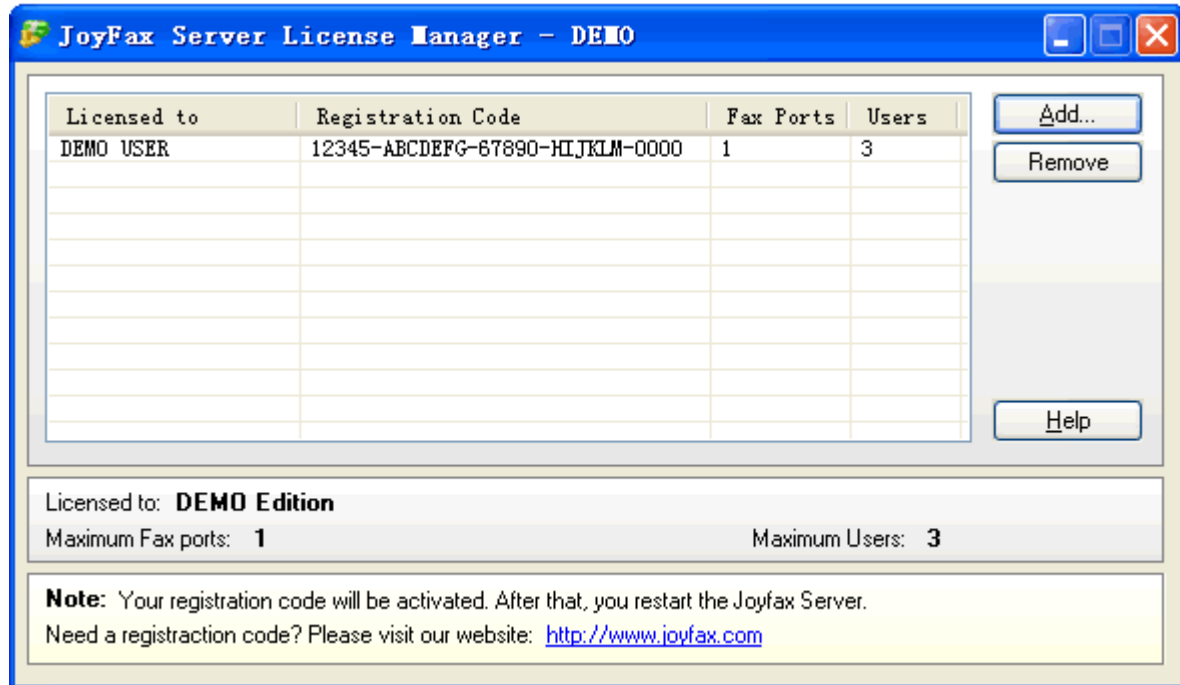
2. Press the **Add...** button located at the left side of the window;

3. In the **Add new license** dialog box, type your server's registration name and the code, then press the **Continue** button;

4. Your registration code will be activated. After that, you can close **License Manager** and launch **Joyfax Server**.

Registering Joyfax Client

To register the Joyfax Client, please follow this instruction:

1. Launch Joyfax Client, the evaluation notice dialog box will be displayed
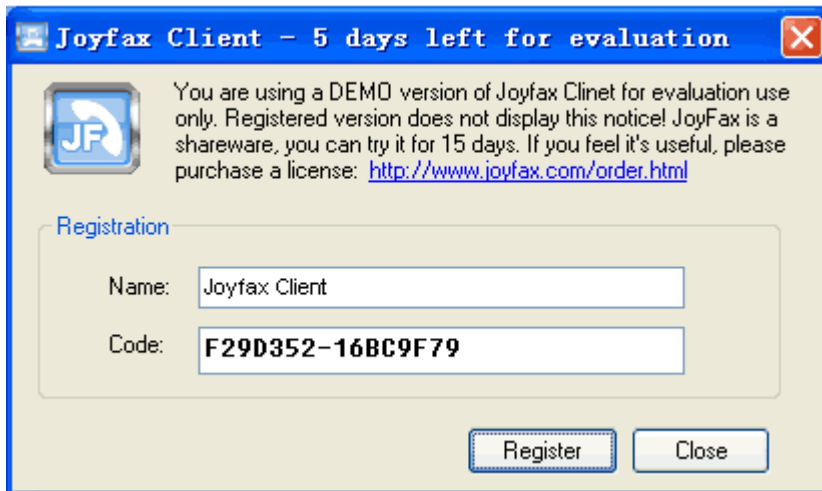
2. Type your client's registration name and the code, then press the **Register** button, your registration code will be activated

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SOFTWARE LICENSE AGREEMENT

PLEASE READ THE FOLLOWING SOFTWARE LICENSE AGREEMENT CAREFULLY BEFORE YOU PROCEED WITH THE INSTALLATION. YOU ARE ONLY AUTHORIZED TO USE THE SOFTWARE WHEN YOU AGREE WITH THE TERMS OF THE FOLLOWING LICENSE AGREEMENT. BY USING THE SOFTWARE YOU PROFESS TO THE TERMS OF THAT AGREEMENT.

IF YOU DO NOT AGREE WITH THAT LICENSE AGREEMENT YOU EITHER HAVE TO REMOVE THE SOFTWARE FROM YOUR HARD DISK OR YOU HAVE TO RETURN THE COMPLETE SOFTWARE AND GET BACK THE MONEY.

GRANT OF LICENSE

By paying the license fee the licensee is granted the right to use the software under the following conditions:

USE: It is only allowed to use the software on the number of computers that is named in the license agreement. It is not allowed to reassemble or recompile the software, except it is explicit allowed by law.

COPIES AND MODIFICATIONS: It is allowed to make copies of the software for archive purposes or when it is necessary to transfer the software to another computer. It is not allowed to make copies of the software for any other purposes.

OWNERSHIP: You agree that you have no rights on the software except the right for using the programs as defined in that agreement and the physical media. You know and accept that the software is protected by copyright laws. When you violate this law you can be made liable by the manufacturer.

ASSIGNMENT OF RIGHTS: You are allowed to transfer the right of using the software to others when the terms of this agreement are accepted. After you transfer the right for using that software you are no longer allowed to use the software.

SUBLICENSES: You are not allowed to lend the software to others or distribute copies of the software. If you plan to redistribute or modify the software you need the assent of the manufacturer.

EXPIRATION OF THIS AGREEMENT: When you violate this software license agreement the manufacturer can request the customer to undo that defamation of the agreement. If the customer is not following that request within 30 days the manufacturer can revoke the right for using the software.

UPDATES AND ENHANCEMENTS: The customer accepts that there is only six monthes for free updates and enhancements.

SOFTWARE WARRANTY

WARRANTY PERIOD: The manufacturer guaranties for the time of 6 months that the software will work in a manner that the main use of the software is not impaired. This warranty is only valid if you have installed all of the program files correctly. From the current position it is not possible to guaranty that the software is absolutely free of errors. If the software does not work in the desired manner within that warranty period you can ask for replacement or reparation. If it is not possible for the manufacturer to repair the error within a appropriate time the customer can cancel the contract with full return of the money.

MEDIA: The manufacturer guaranties for the time of 6 months that the enclosed media is free of material faults. If you detect errors on the media within the warranty period you can order a replacement media from the manufacturer. If it is not possible for the manufacturer to replace the media within a appropriate time the customer can cancel the contract with full return of the money.

CLAIM OF WARRANTY: You have to inform the manufacturer at least 30 days after the end of the warranty period to report your claim of warranty.

LIMITATIONS IN WARRANTY: There is no warranty that exceeds the above listed terms of warranty. There are no other agreements of any kind. The warranty period is limited to 6 months except otherwise defined by law.

INDEMNIFICATION AND EXCLUSION OF LIABILITY: THERE IS NO RIGHT OF INDEMNIFICATION OF ANY KIND AGAINST THE MANUFACURER OR ANY OF ITS DISTRIBUTION PARTNERS REGARDLESS OF THE REASONS.

This license agreement and the warranty terms only define the conditions between the manufacturer and the customer. Other agreements or warranty terms that are part of the package of other distributors are not practicable.

Technical support

If you have a problem with Joyfax Server, please take a look at the Help or [Frequently Asked Questions](#) in our website first, it may already contain an answer to your question.

If you still have a problem with this software and nothing else helps, please contact us at: support@joyfax.com

Please inform us about the following:

- Version (from **About** window)

- Where did you get this software?

- Is there a Firewall or an AntiVirus software installed on your machine?

- Operating system, including service packs and the third installed if you know.

- Description of your problem (as much information as possible to retrieve the problem). You can email us the error image (screenshot) to help us address your problems.

- Any additional information, which may help.

- We'll try to help you as soon as possible, usually within 12-24 hours.

If you have any comment or suggestion for the next releases, please feel free to post them to us. our feedback is important to us in getting an idea of how to make our software the best product for you.