



FaxScape User Manual

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FaxScape User Manual

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Part



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About this manual

1 About this manual

The GoldBolt Software FaxScape Fax Server
is another step to a paperless office.

Let us keep our planet a great place to live.

- 0 -

This manual was created with Help & Manual,
the XML based documentation and online
help tool from EC Software.

www.helpandmanual.com



Part

2

Sending faxes

2 Sending faxes

2.1 Introduction

You can compose a fax by sending an email to the fax server using your mail client. This is possible by using special conversion to image techniques used by the fax server. The email that is sent to the fax server is used as a basis to specify the fax number to dial to, the note to put in the leading cover page (which is pre-configured by your administrator in the fax server) and optionally, any documents that will be appended after the cover page.

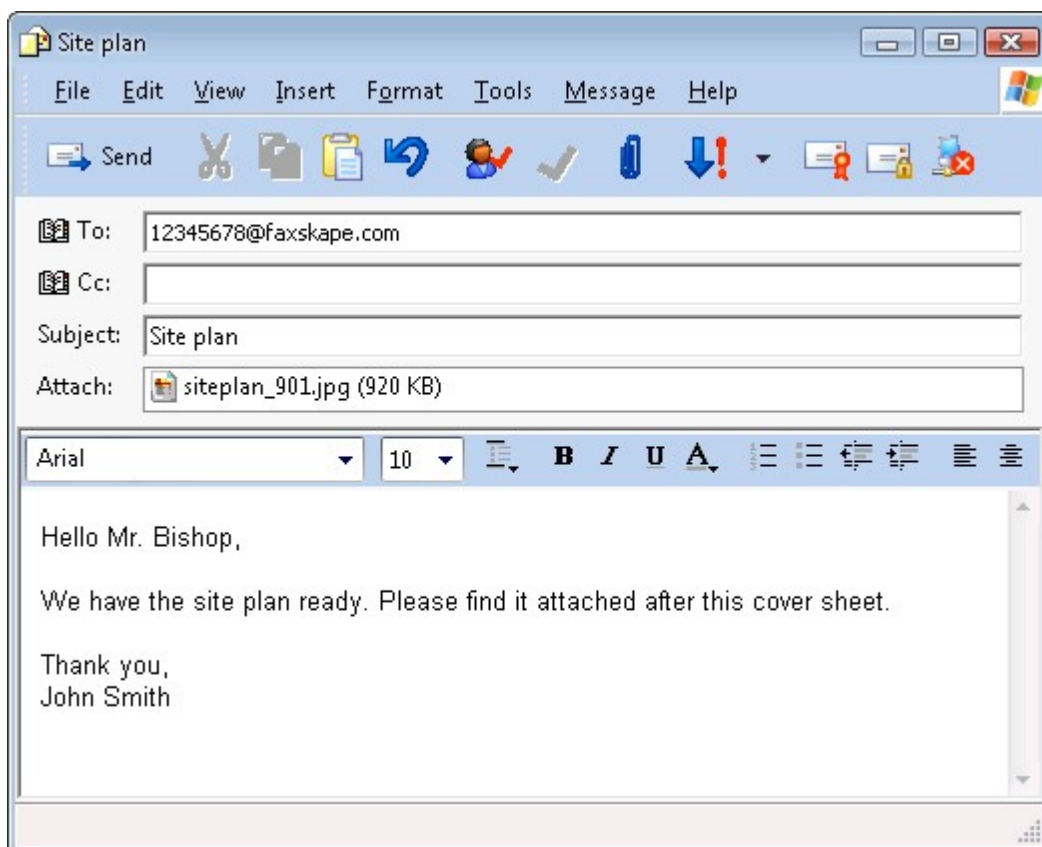
2.2 Sending faxes from your mail client

To send a fax from your email client you have to start by creating a new email message and address it to a special email address. The format of this email address is as follows:

<number>@faxskape.com

For example; to send a fax to number 12345678, you have to address your email to **12345678@faxskape.com** which address will be parsed by the fax server and the fax number extracted.

The next step is to set up the subject and then the message text in the body or message part of the email. The subject and message text are used to compose a leading cover page as the first page of the fax. The subject can also be used as a reference when the fax sent confirmation report is received.



Sending a fax with an email client

At this point you can also attach documents to be included in your fax. These documents include and are not limited to Microsoft Office document files, HTML files, PDF files, text files, image files and

many more which are configurable by the administrator on the fax server.

After you compose your message hit the Send button and the email is submitted to the server. All you have to do now is wait for the submit confirmation report (if enabled) which will indicate you the new job number of your fax. After the fax is sent by the fax server you will also receive the sent confirmation report or a sent failed report which indicates that the fax failed to be sent.

2.3 Cover pages

If you would need to send an attached document as fax but without the need of a leading cover page, you can do so while composing your fax email.

While composing your fax email, you have to remove all the existing text in the body or message part of the email. This will tell the fax server that you do not intend to send a cover page.

 This is not true if the administrator sets the option to always send a cover page regardless if there is a body or message included in the email.

2.4 Reports

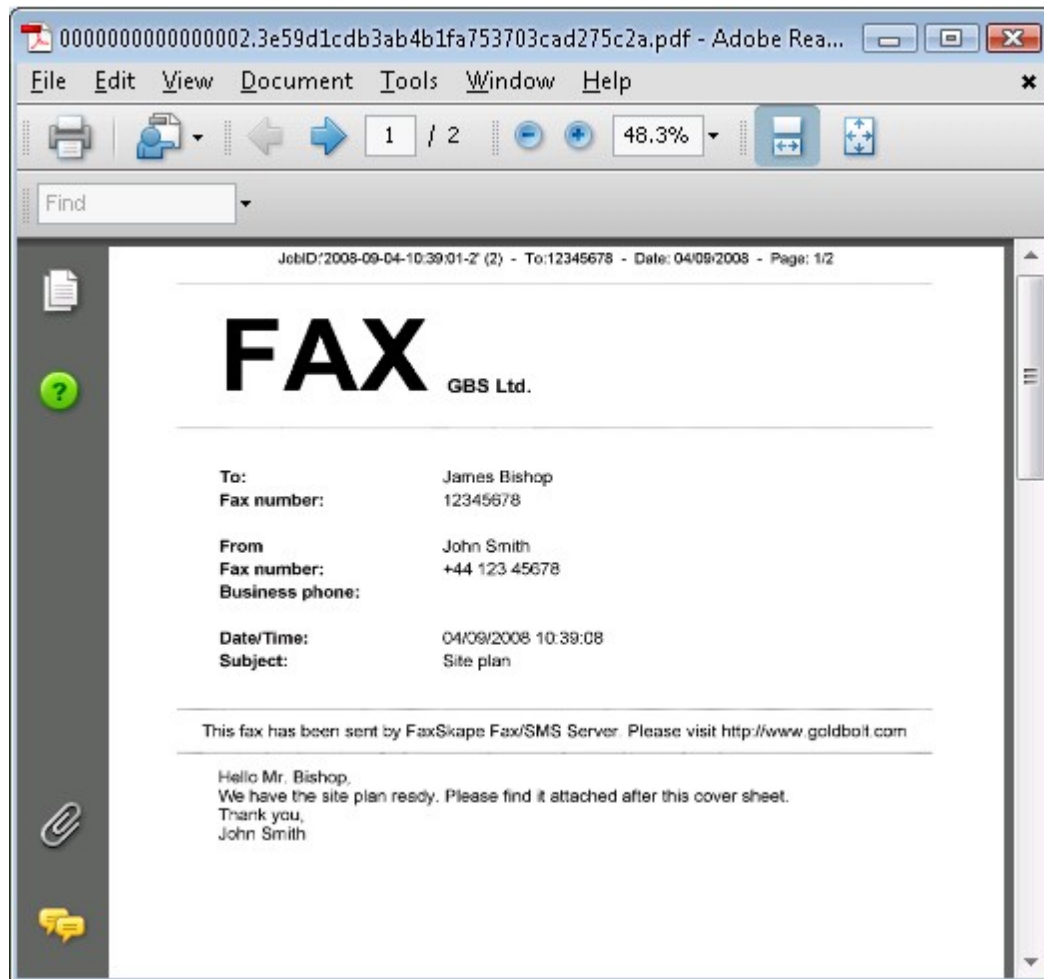
The above mentioned reports are sent to you as emails from the fax server specifying all the details necessary to describe the type of report. For example, a fax submit confirmation report will give you the details of the job number and that the fax has been submitted. The fax sent confirmation report will give you all the details of the successful fax session that took place including information on the remote fax machine. While the fax failed report will give you information mostly on the reason of failure.

2.5 Report Attachments

The reports, with the exception of the submit report, will contain the fax image attached as either in PDF format or in TIFF format. So for PDF you will need a PDF viewer application installed and for TIFF you would need a TIFF viewer application.

Microsoft Windows has its own TIFF viewer so there is no need to install any extra applications for TIFF viewing.

For PDF files, you could install the free Adobe Reader. We recommend using Adobe Reader version 7 and above.



Viewing a sent fax with Acrobat Reader

2.6 Sending a fax to multiple recipients

In addition to sending a fax to a single recipient, you can also send a fax to multiple recipients. This is possible due to the fact that when sending an email you can specify multiple email addresses as recipients. So to send to multiple recipients you have to follow the same steps as when sending to one recipient with the exception that you add more addresses as in the following example.

To send an fax to two numbers being 12345678 and 87654321 you have to address your email as **12345678@faxskape.com ; 87654321@faxskape.com** where the semicolon ';' is used as the address separator. The address separator can be different depending on your email client. The comma ',' is also a common address separator so ask or check which address separator your email client uses. Some email clients, like Thunderbird, does not use address separators, instead it uses a recipient list where recipients are entered in a list per line. Outlook and Outlook Express both use the semicolon ';' address separator.

2.7 Fax domain

The domain **faxskape.com** is the default set up by the FaxScape Fax Server and this manual assumes that this is kept. In the event that the domain is changed, the administrator should contact you on which fax domain to use when sending faxes.

2.8 Identification

Your address information could be included in the cover page as sender information as identification for the receiver to know who is sending the fax message. If the cover page includes this information, you will see it on the first page of the included fax attachment of the report.

Part



3

Receiving faxes

3 Receiving faxes

3.1 Introduction

Faxes are received by the FaxScape Fax Server. This in turn stores, sorts, manages and routes the received faxes to the respective users based on rules configured on the fax server configuration. This means that you do not have to worry about how the fax is received as this is handled by the fax server. You will receive your fax in your inbox.

3.2 Receiving faxes in your mail client

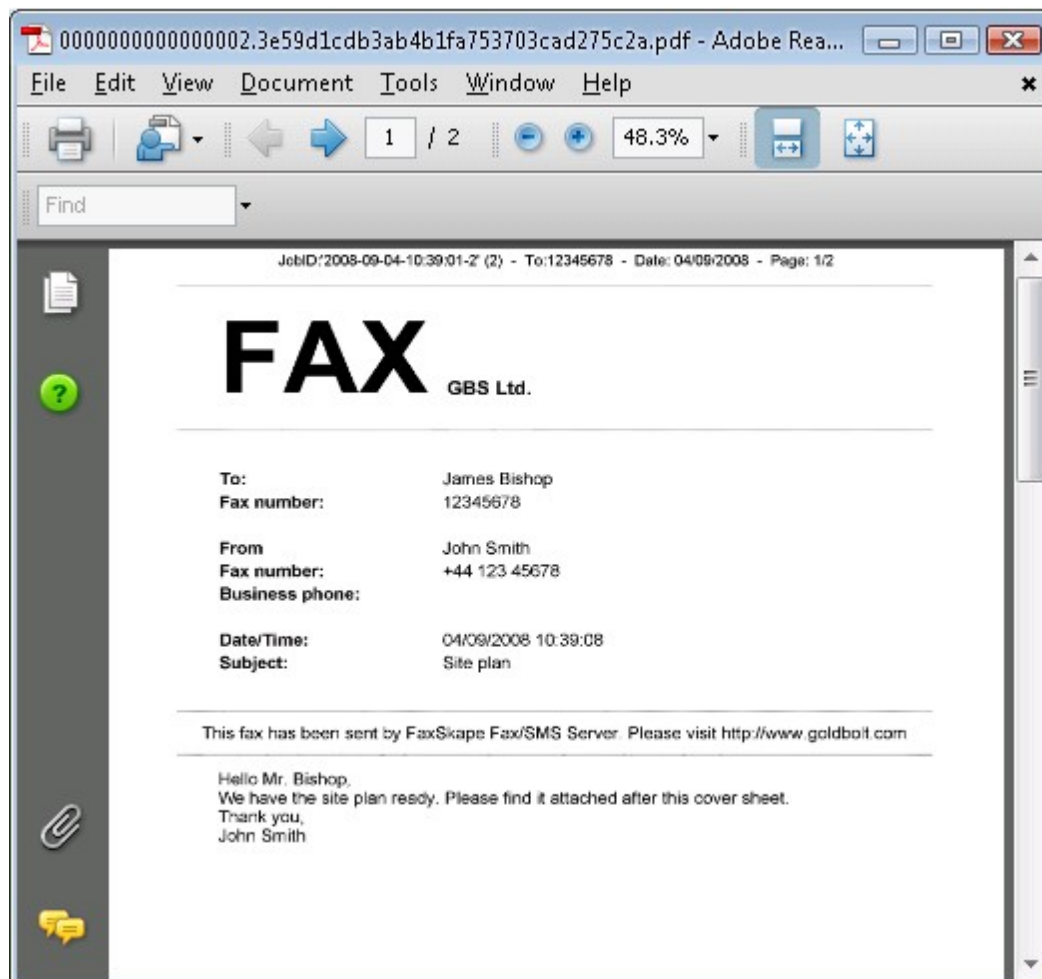
As explained in the introduction, faxes are received by the fax server. The fax server then sends a fax received report email to you. These reports contain all the details that describe the fax session and the sender of the fax. The fax image will be attached as a file attachment.

3.3 Fax Attachments

The fax received report will contain the fax image attached either in PDF format or in TIFF format. This is decided by the fax server depending on the configuration set by the administrator. So for PDF you will need a PDF viewer application installed and for TIFF you would need a TIFF viewer application.

Microsoft Windows has its own TIFF viewer so there is no need to install any extra applications for TIFF viewing.

For PDF files, you could install the free Adobe Reader. We recommend using Adobe Reader version 7 and above.



Viewing a received fax with Acrobat Reader

Part

4

Sending SMS messages

4 Sending SMS messages

4.1 Introduction

You can compose an SMS message by sending an email to the fax server using your mail client. The email sent to the fax server is used as a basis to specify the mobile number to which to send the SMS message and the message text to use. A special technique is used by the server to filter out and optimize the message text to use the least amount of SMS messages possible to reduce costs.

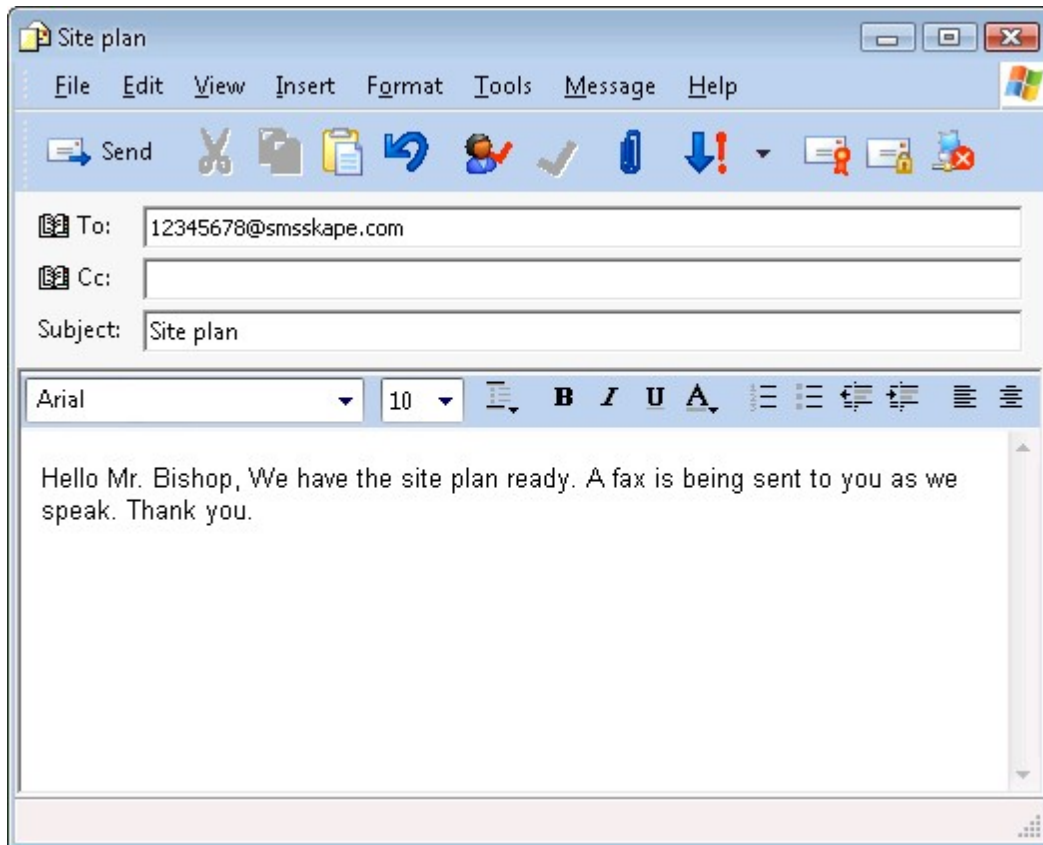
4.2 Sending SMS messages from your mail client

To send an SMS from your email client you have to start by creating a new email message and address it to a special email address. The format of this email address is as follows:

<mobile number>@smsskape.com

For example; to send an SMS message to mobile number 12345678, you have to address your email to **12345678@smsskape.com** which address will be parsed by the fax server and the mobile number extracted.

The next step is to write the message text in the body or message part of the email. The subject is not used so it can be left empty although this is discouraged since the subject can be used as a reference when the SMS sent confirmation report is received.



Composing an SMS message using an email client

After you compose your message hit the Send button and the message is submitted to the server. All you have to do now is wait for the sent confirmation report.

The sent confirmation report is sent to you as an email from the fax server specifying the time the

SMS message was sent and details about how your message was sent including message splitting and the text that was actually sent.

4.3 Sending an SMS message to multiple mobiles

In addition to sending an SMS message to a single mobile number, you can also send an SMS message to multiple mobiles. This is possible due to the fact that when sending an email you can specify multiple email addresses as recipients. So to send to multiple mobiles you have to follow the same steps as when sending to one recipient with the exception that you add more addresses as in the following example.

To send an SMS message to two mobiles being 12345678 and 87654321 you have to address your email as **12345678@smsskape.com ; 87654321@smsskape.com** where the semicolon ';' is used as the address separator. The address separator can be different depending on your email client. The comma ',' is also a common address separator so ask or check which address separator your email client uses. Some email clients, like Thunderbird, does not use address separators, instead it uses a recipient list where recipients are entered in a list per line. Outlook and Outlook Express both use the semicolon ';' address separator.

4.4 SMS domain

The domain **smsskape.com** is the default set up by the FaxSkape Fax Server and this manual assumes that this is kept. In the event that the domain is changed, the administrator should contact you on which SMS domain to use when sending SMS messages.

4.5 Email signatures

The server tries to filter out any signatures appended by email clients, although this is not always detectable, a high percentage rate has been seen. Due to this it is highly recommended to **remove the signature before sending an SMS message** or switching off signatures completely from your email client.

4.6 Identification

The administrator can choose to enable an option to automatically append your name at the end of the message text as identification for the recipient to know who is sending the SMS message. If the option is enabled, you will see the appended text in the SMS sent confirmation report you receive after the message is sent.

4.7 Length of messages and message splitting

Since SMS message are short in size, hence the name Short Message Service, the server is equipped with a system to split long message texts in multiple SMS messages. There is a set maximum limit that a message can be split into and this is normally set to 3 messages, so a recommendation would be to **keep your messages as short as possible**.

Part

5

Receiving SMS messages

5 Receiving SMS messages

5.1 Introduction

SMS messages are received by the FaxScape Fax Server. This in turn stores, sorts, manages and routes the received SMS messages to the respective users based on rules configured on the fax server configuration. This means that you do not have to worry about how the SMS message is received as this is handled by the fax server. You will receive your SMS message in your inbox.

5.2 Receiving SMS messages in your mail client

As explained in the introduction, SMS messages are received by the fax server. The fax server then sends an SMS message received report email to you. These reports contain all the details that describe the received SMS message including the mobile number of the sender and the related text message.

5.3 Special routing

When you send an SMS message to a person, this person would naturally reply back to the same number used. Since the mobile sending the SMS message is at the fax server, this has its own number and this number is shared by all users. Worst of all there could be multiple mobiles on the server each with a different mobile number.

So how does the server know when to give me my SMS message?

The answer is simple, the server knows to whom you sent your SMS message to, and thus when a message comes back the server will route it to you.

This is one if the number of special routings available. More can be configured by the administrator.

Part

6

Using the monitor

6 Using the monitor

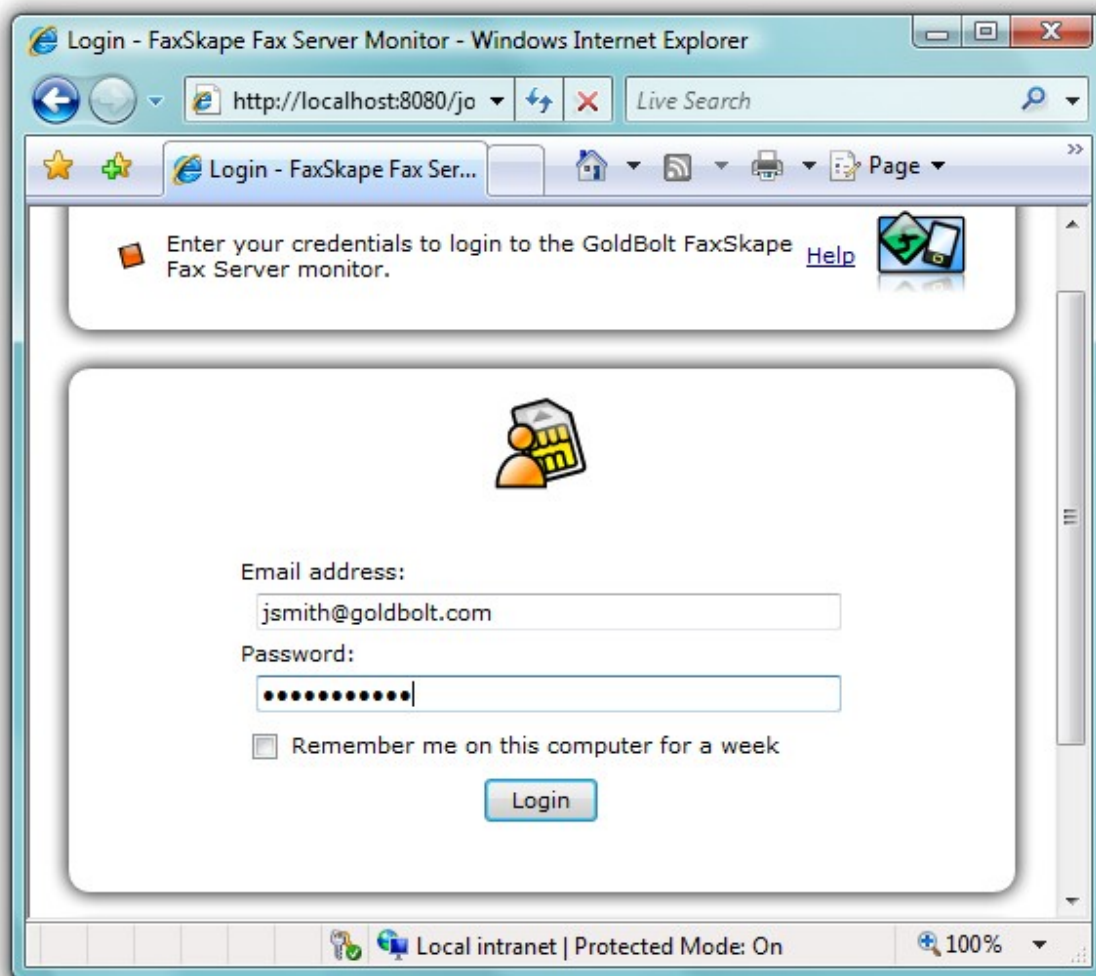
6.1 Introduction

The monitor is a personal space for you to manage and view your current fax jobs. It is accessed using your web browser.

Supported web browsers include Microsoft Internet Explorer, Mozilla Firefox and Opera.

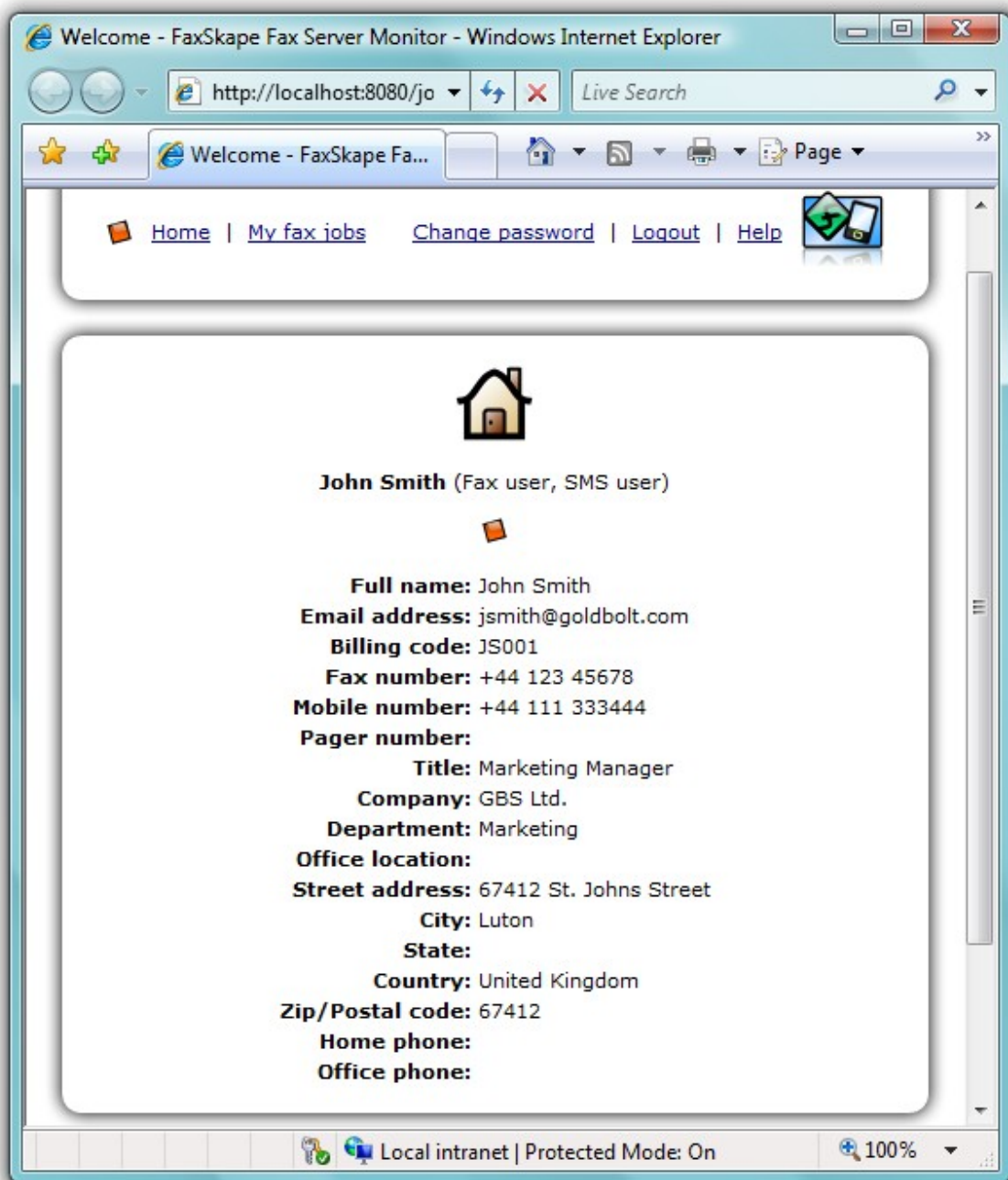
6.2 Logging in

The first time you browse to the monitor page from your web browser, you will be presented with a login page. This provides you with two boxes where you have to enter your email and your password.



Entering credentials

Then hit the login button to enter into your personal monitoring session where you will be presented with the home page showing your personal information. This personal information can only be changed by the administrator.

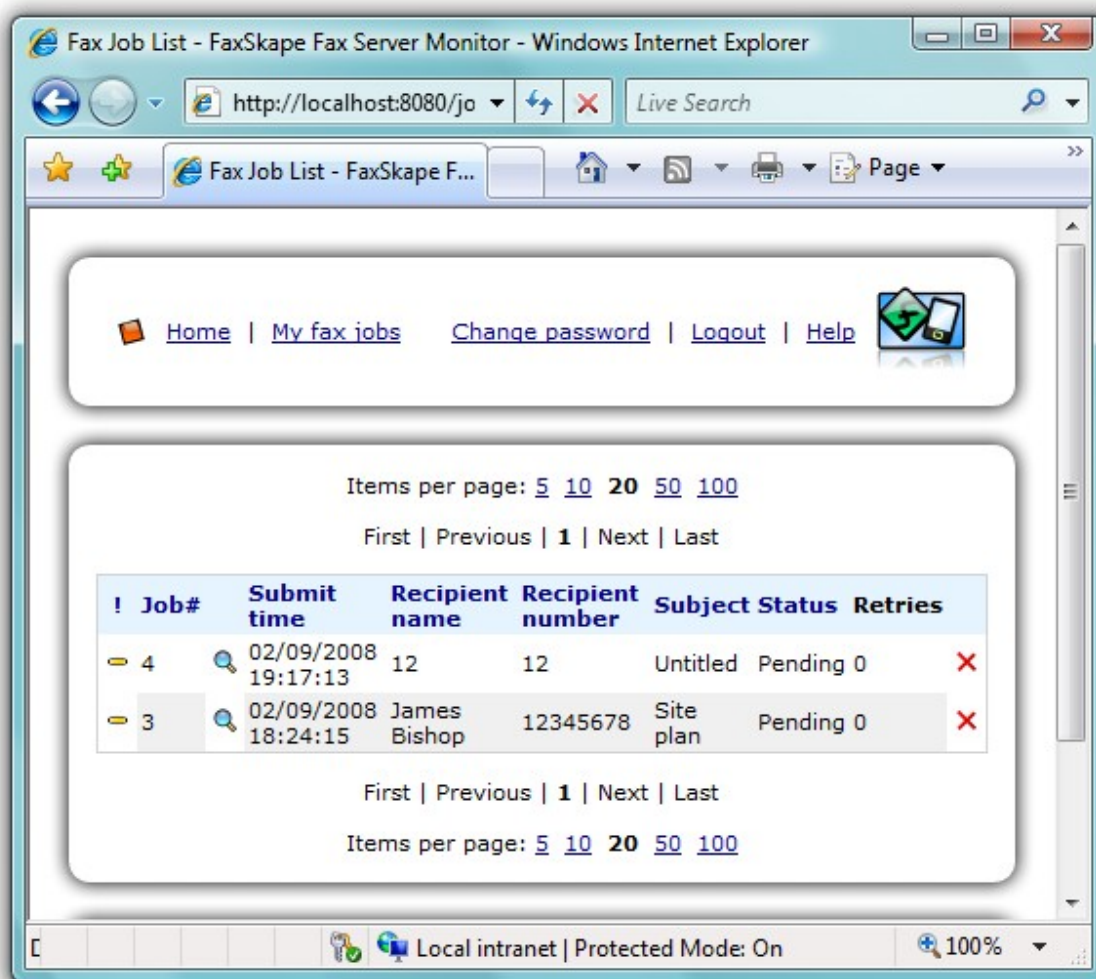


Welcome page after logging in

 If you wish not to have your session expire quickly, you can choose for the session to remain active for a whole week when logging in.

6.3 My fax jobs

You can view your currently submitted fax jobs by choosing the 'my fax jobs' link.



Showing own fax jobs

From this screen you can see each fax job listed in each row in the table. You can do two operations to the job items, one is to view the fax and the other is to cancel the fax. To view the fax associated with a fax job item you have to click on the lens image  next to the job number and to cancel a job you have to click on the cross icon  at the far right of the item.

The left most column marked by an exclamation mark (!) is the priority of the fax consisting of  for high priority,  for normal priority,  for low priority and  for discount time.

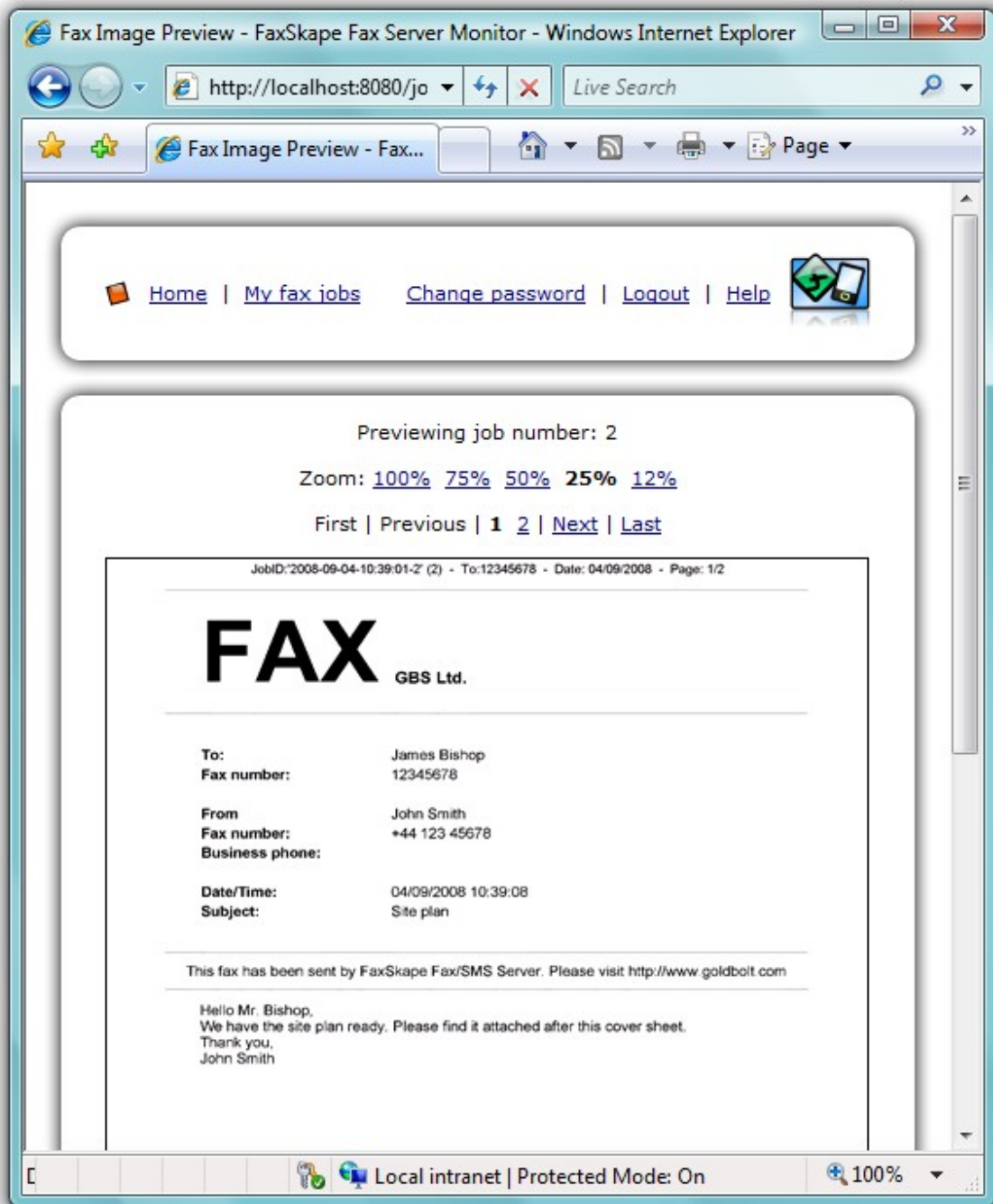
 You can sort the list by clicking on the header row item titles.

 The fax will not disappear immediately from the list since the fax server has to process it and send a cancelation report back to the sender.

 You cannot cancel a fax while it is already being sent by the fax device.

6.4 Viewing faxes

When clicking on the lens icon to view a job's current fax image you will be presented with the online fax viewer.



Viewing a pending fax job

The viewer is equipped with zooming and page changing capabilities.

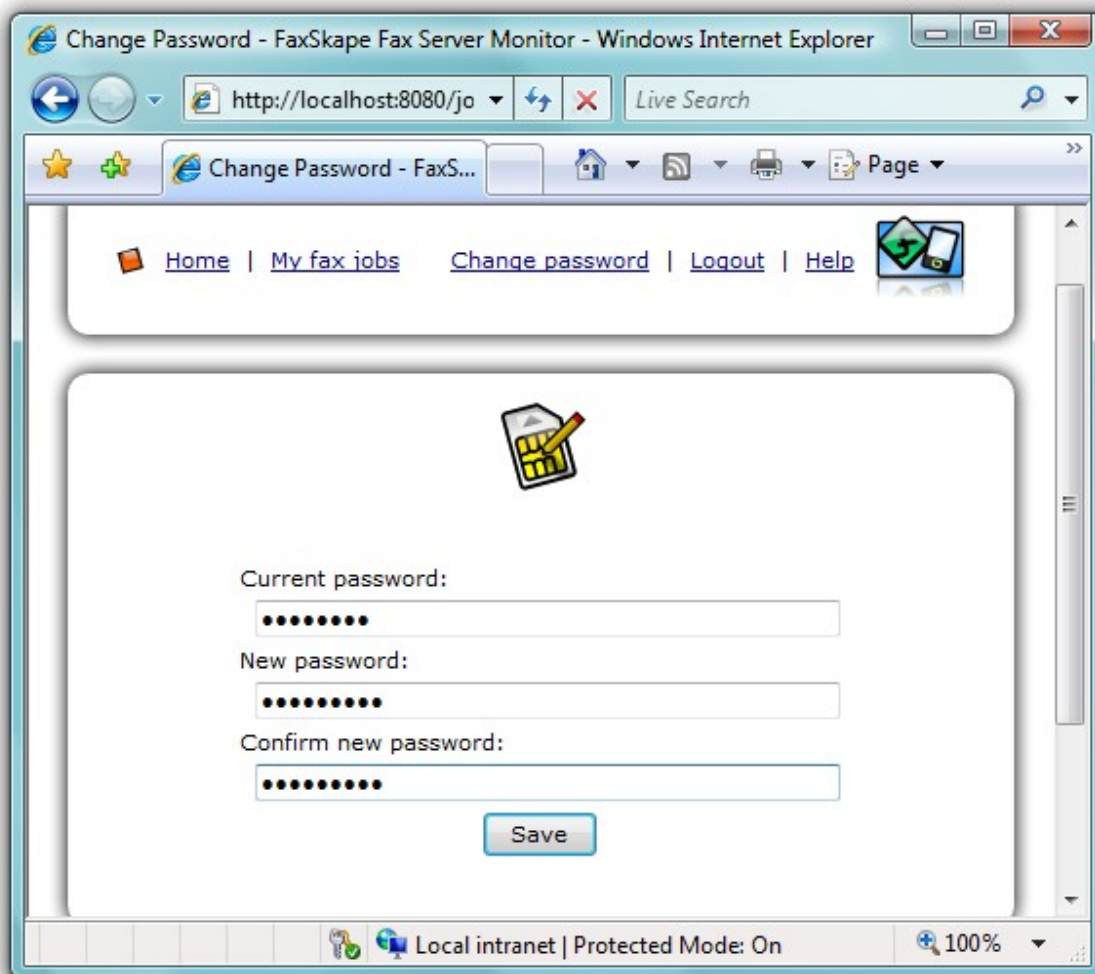
⚠ Sometimes you will not be able to view the fax image since this will still be in a conversion stage.

6.5 All fax jobs

Some users have the rights to manage fax jobs of other users. The same instructions apply for normal users except that there are more fields showing per fax job. These include the sender email address and the sender name. To view all fax jobs including other user's faxes, click on the 'all fax jobs' link in the main link bar.

6.6 Changing password

If you need to change the password for whatever reason, you need to click on the 'change password' link in the main link bar.



Changing passwords

You need to enter your old password and the new password 2 times to confirm. After which you hit the Save button and your new password is used.

 There is no need to login again to use the new password.