

OPENTEXT™

OpenText RightFax 16 EP2

FaxUtil

User Guide

Edition

OpenText RightFax 16 Enhancement Pack 2 FaxUtil

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Contents

| | | | |
|--|-----------|--|-----------|
| Chapter 1: Getting started | 6 | Searching the fax list (simple) | 17 |
| Chapter 2: Sending faxes | 7 | Searching the fax list (advanced) | 18 |
| Sending a new fax | 7 | Viewing other users' mailboxes | 20 |
| Forwarding or routing an existing fax | 7 | Viewing fax mailboxes in administrative mode | 20 |
| Releasing a fax held for preview | 8 | Chapter 5: Viewing and handling sent and received faxes ... | 22 |
| Retrying a failed fax | 8 | Viewing the fax content, fax history, and prior versions | 22 |
| Chapter 3: Completing the fax information | 9 | Saving or printing a confirmation page | 23 |
| Entering the fax destination | 9 | Adding comments to a fax | 23 |
| Assigning billing codes | 10 | Annotating a fax | 24 |
| Customizing transmission options | 11 | Sending a fax via email | 25 |
| Entering cover sheet notes | 12 | Printing faxes | 25 |
| Customizing cover sheet options | 12 | Deleting faxes | 25 |
| Attaching files, library documents, or documents scans | 13 | Combining or splitting faxes | 26 |
| Applying overlay forms | 14 | Converting received faxes to text using OCR | 26 |
| Responding to faxes needing approval | 14 | Creating a record for a paper fax | 27 |
| Chapter 4: Viewing the fax list | 16 | Archiving faxes | 27 |
| Managing fax folders | 16 | Chapter 6: Creating and using phonebooks | 28 |
| Customizing the appearance of the fax list | 17 | Creating a personal RightFax phonebook | 28 |
| Customizing the contents of the fax list | 17 | Exporting the entries from your RightFax phonebook | 32 |












| | |
|---|-----------|
| Selecting MAPI, LDAP, or ODBC phonebook entries | 32 |
| Chapter 7: Creating signatures, library documents, and overlay forms | 33 |
| Chapter 8: Defining mailbox preferences | 35 |
| Defining sending preferences | 35 |
| Defining receiving preferences | 36 |
| Defining notification preferences | 37 |
| Changing your password and default user information | 37 |
| Defining general FaxUtil program preferences | 38 |
| Chapter 9: Giving other users delegate access | 40 |
| Appendix A: Fax status messages | 41 |
| Appendix B: RightFax embedded codes | 46 |
| ADDDOC | 46 |
| ADDDOC2 | 47 |
| ADDDOC3 | 47 |
| ADDDOC4 | 47 |
| *ATDATE | 47 |
| *ATTIME | 47 |
| *BILLINFO1 | 48 |
| *BILLINFO2 | 48 |
| BREAK | 48 |
| BROADCAST | 49 |
| *CHANNEL | 49 |
| COMPLETEEVENT | 49 |
| *COVER | 49 |





| | |
|------------------------|----|
| *DELETE | 49 |
| *DELETEALL | 49 |
| DELETEDFIRSTPAGE | 50 |
| DELETEDLASTPAGE | 50 |
| *FCSFILE | 50 |
| *FINE | 50 |
| *FINECOVER | 50 |
| FORMTYPE | 50 |
| *FROMFAXNUM | 51 |
| *FROMGENFAXNUM | 51 |
| *FROMGENPHONE | 51 |
| FROMNAME | 51 |
| *FROMPHONE | 51 |
| *IGNORE | 51 |
| *LIBDOC | 51 |
| *LIBDOC2 | 52 |
| NEWDEST | 52 |
| NEWLIB | 52 |
| NEWLIB2 | 53 |
| NOBODY | 53 |
| NOCOMPLETEEVENT | 53 |
| *NOCOVER | 53 |
| *NORMAL | 53 |
| *NORMALCOVER | 53 |
| NOSMARTRESUME | 54 |

| | |
|--|-----------|
| NOTE | 54 |
| NOTIFY_ERROR | 54 |
| NOTIFY_OK | 54 |
| NOTIFY_RETRY | 54 |
| *PREVIEW | 54 |
| *PRIORITY | 54 |
| *RETRYCOUNT | 55 |
| *RETRYINTERVAL | 55 |
| *SAVE | 55 |
| SIGNATURE | 55 |
| *SMARTRESUME | 55 |
| TOALTFAXNUM | 55 |
| TOCITYSTATE | 56 |
| TOCOMPANY | 56 |
| TOCONTACTNUM | 56 |
| TOFAXNUM | 56 |
| TONAME | 56 |
| UNIQUEID | 56 |
| Appendix C: File formats that convert to fax format | 57 |

Chapter 1: Getting started

RightFax FaxUtil is the central Windows-based mailbox from where you manage your faxes and those for whom you act as a delegate. The left pane shows the available folders, the right pane the faxes within the selected folder, with flags showing the action taken on the fax, and the status indicators showing the current status of the fax.

Fax flags:  = received,  = sent,  = printed,  = converted to text (OCR),  = converted to PDF,  or  sent or received fax forwarded to another RightFax user. In addition, flags can indicate the document type:  = certified delivery message,  = SMS message,  = Emailed,  = Fax routed to email.

Status indicators:  = being processed for transmission,  = transmitted,  = not transmitted due to error; will be retried,  = not transmitted due to error; will not be retried. You can force the server to retry sending faxes with a yellow or red status. See [Sending faxes on page 7](#). For detailed information about status messages, see [Fax status messages on page 41](#).

Note If you forget your RightFax password, contact your fax administrator to assign a new one. To change your password, see [Changing your password and default user information on page 37](#).

Showing the most current list of faxes

By regularly refreshing the fax list you ensure that you are looking at the

faxes currently stored on the fax server.

To refresh the fax list now

- Click **Refresh**.

To set the fax list to refresh regularly

1. On the **Tools** menu, click **Options**.
2. On the **Other Options** tab, select the **Enable automatic fax list updates (secs)** check box, and then specify the number of seconds between the updates.

Chapter 2: Sending faxes

You can create new faxes, forward or route existing faxes, and send faxes you held for preview. If you are a fax administrator or group monitor, you can also approve or disapprove faxes that need approval. See [Responding to faxes needing approval on page 14](#). For information about broadcasting faxes to a large number of recipients, see the *RightFax Administrator Guide*.

Sending a new fax

To send a new fax

1. Click **New Fax**. The fax will be located in the *Main* folder. To create a fax in another folder, click the folder before clicking New Fax.
2. In the [Fax Information](#) window enter the destination—typically required are recipient name, destination type, and a fax number or email address—and as needed, add billing codes, cover sheet notes, and attachments, and specify other processing options.
3. Click **Send**. If required information is missing, do one of the following:
 - To send the fax now, click **Cancel**, fill in the information, and then click **OK**.
 - To fill in the information later and hold the fax in a status of *Information Incomplete* until then, click **OK**.

Forwarding or routing an existing fax



When you forward a fax, the fax is sent with the original fax remaining in your mailbox. When you route a fax, the fax is sent and removed from your mailbox.

To forward to a fax number or email address

1. Select the fax in the list, and then click **Forward to Fax**.
2. In the [Fax Information](#) window, enter the information for sending the fax, and then click **OK**. To forward to multiple recipients select a phone book group.

Forward or route to a RightFax user on your network

1. Select the fax or faxes in the list, and then click either **Forward to User** or **Route to User**.
2. In the **Search for Users** box, you can enter the RightFax user IDs, separated by commas. To search for users do the following:
 - a. Enter a full or partial user name or RightFax user ID, and then click **Search**.
 - b. Select the user, and then click **Add**. Repeat as needed for multiple recipients.

 indicates if a user account is disabled,  if it is unprotected.

3. In the **Notes added to fax history** box, enter any notes you want to add to the document history.
4. To send the fax, click **OK**.

Releasing a fax held for preview

When you release a fax held for preview it is queued to send.

To release a fax held for preview

If you created a new fax and selected the Hold for Preview option, the fax appears in the fax list with a status of *Held for Preview*.

- To send the fax, right-click the fax in the list, and on the shortcut menu, point to **Status**, and then click **Release**.

Retrying a failed fax

A sent fax that encounters errors during transmission will be retried the number of times configured by your fax administrator. It appears in the fax list with the status *Error Retry*. After the specified number of retries, the server will stop retrying the fax and the fax status changes to *Error Dropped*.

To force the fax server to retry sending a fax

- On the **Fax** menu, click **Update Status**. If the fax was already scheduled to retry, the fax server will retry immediately and not wait for the scheduled interval. If the fax had been dropped, it will go back into the send queue on the fax server as though you were sending a new fax.

Chapter 3: Completing the fax information

You enter all information for sending a fax on the tabs of the **Fax Information** window.

- To open this window, in the FaxUtil mail box, click **New Fax**. The window also opens when you click **Forward to Fax** to forward a fax to another fax number or email address.

Note A bold label indicates that the information is required. If you click Send before having filled in all required information, a message shows for each tab the fields that still need to be completed. Click Cancel to fill in the missing information. To hold the fax in a status of *Information Incomplete*, click OK.

Entering the fax destination

On the **Main** tab, under **To**, select the destination from your phone book or enter it manually.

When sending a fax to an email address, you can send select file attachments in their native format and specify file attachments as alternate body pages that should appear in the body of the email.

Depending on optional RightFax modules, you may also be able to:

- Send via **certified delivery**. The fax is sent to a special secure Web site and a message to the recipient's email address that a certified document is available at the link provided. The recipient logs on to the web site to view the fax. Sending via certified delivery requires

the SecureDocs module.

- Send a **regular** or an **encrypted PDF image** instead of the regular TIFF image. A regular PDF image is black and white and cannot be edited while an encrypted PDF image is rendered in color as applicable and can be edited. Creating regular PDF images requires the PDF module. Creating encrypted PDF images requires the SecureDocs module.


Note If your user account does not allow sending outbound emails, any fax you send to an email address will fail.

The screenshot shows the 'Fax Information' window with the 'Main' tab selected. The 'To' section includes fields for Name, Fax Number (with a dropdown arrow), Voice Number, Company, City/State, and Alt. Fax Number. There are buttons for 'Phonebook...', 'Add Entry...', and 'Use certified delivery'. The 'Accounting' section has fields for Account and Matter, with a 'Lookup >>' button. The 'Options' section on the right contains several checkboxes: 'Fine mode body' (checked), 'Use cover sheet' (checked), 'Fine mode cover' (checked), 'Hold for preview', 'Use smart resume', 'Create PDF image' (with a dropdown arrow), 'Use cheap rates', and 'Delay send'. Below these are time and date pickers, and radio buttons for 'Sent' (selected) and 'Received'. A 'Pages' field is also present. At the bottom are 'Send' and 'Cancel' buttons.


To select a destination from a phone book

1. Click **Phonebook**.
2. Double-click an entry to add it to the **Current Recipients** list. If you cannot see the entry, type a complete or partial ID in the **Type ID or select from list** box.
3. For email destinations, to send a link to the fax rather than the fax, select the **Certified Delivery** check box. You will be notified when the fax has been viewed.
4. Repeat the above step as needed to add multiple recipients, and then click **OK**. The addressing information associated with the selected entry or entries appears on the **Main** tab. If you selected multiple entries, the number of fax recipients appears as fax(*n*), where *n* is the number of recipients.

To enter a fax number destination

1. In the **Name** box, enter the name of the recipient.
2. To change the destination type, click , and then select **Fax Number**.
3. In the **Fax Number** box, enter the fax number. You can enter the number with or without hyphens, parentheses, or spaces.
4. As needed, enter optional contact information for the recipient in the **Voice Number**, **Company**, and **City/State** boxes.

To enter an email destination

1. In the **Name** box, enter the name of the recipient.
2. To change the destination type, click , and then select **E-mail Address**.
3. In the **E-mail Address** box, enter the email address.
4. To send a link to the fax rather than the fax, select the **Certified Delivery** check box. You will be notified when the fax has been

viewed.

5. As needed, enter optional contact information for the recipient in the **Voice Number**, **Company**, and **City/State** boxes.

To use post-dialing

- In the **Fax Number** box, enter an ampersand (&) followed by a sequence of DTMF digits. The post-dial string can include PSTN Telephony characters such as 0-9, #, *, and a comma, but not p, t, w, and !. The digits will be dialed as soon as the SR140 receives a SIP 183 or SIP 200 response code or a H323 message from the gateway.

Assigning billing codes

Billing codes do not normally appear in the fax, but are stored with the fax on the server. They can identify the sender, the recipient, or the content of documents.

Your user account permissions determine whether you are required to enter billing codes—either one or two—and whether you can select them from a list. By default the codes are labeled *Account* and *Matter*, but may be named differently.

To enter billing codes

- On the **Main** tab, under **Accounting**, enter a code in the **Account** box, in the **Matter** box, or both. You may also be able to select billing codes from a list:
 - a. Click **Lookup**.
 - b. In the the **Description**, **Account**, or **Matter** box, enter the characters by which to search.
 - c. Click **Search**, and then double-click a billing code to select it.

Customizing transmission options


Customizing options on the Main tab

On the **Main** tab, under **Options**, you may be able to customize transmission options for the current fax. Your user account permissions determine if you can change the settings set by your fax administrator.

Note Some options, such as using 200x200 DPI resolution, may impact the time it takes to generate and send the fax.

To customize how the fax is transmitted

- Select or clear any of the following check boxes:
 - **Fine mode body.** Select to create the body of the fax using 200 x 200 dots per inch (DPI) resolution.
 - **Use cover sheet.** Select to use the default cover sheet for the fax. Depending on your user account permissions you may be able to select a different cover sheet in the Cover Sheet File list on the More Options tab.
 - **Fine mode cover.** Select to create the cover sheet using 200 x 200 dots per inch (DPI) resolution.
 - **Hold for preview.** Select to hold the fax in a status of *Held for Preview* until you release it to be sent.
 - **Smart resume.** Select to only resend the portion of the fax that failed in case errors occur during transmission.
 - **Create PDF image.** Select to store a PDF of the fax on the sender's server (fax number recipient) or to send the fax as PDF (email recipient):
 - If sending to a fax number, the recipient will receive a conventional fax, while you can view the PDF image when viewing the sent fax.

- If sending to an email address, the recipient will receive a PDF file or a link to the PDF file (if certified delivery is selected). By default this PDF file is rendered in black and white and not editable.
 - To password protect (encrypt) the PDF file, click  and enter the password and actions the recipient should be able to perform after entering the password. Encrypted PDF files are editable and rendered in color, as applicable.

The creation of PDF images requires the optional PDF module. For more information, see the *RightFax Administrator Guide*. The ability to encrypt the PDF files requires the optional SecureDocs module. For more information, see the *RightFax SecureDocs Module Administrator Guide*.

To delay sending until the cheap rates time defined in your FaxUtil options

- Select the **Use cheap rates** check box. If the time has passed, the fax will be delayed until tomorrow at the cheap rates time.

To change the cheap rates time

- On the **Tools** menu, click **Options**, and in the **Cheap Time** box on the **Other Options** tab, specify the time.

To delay sending until a specified date and time

- Select the **Delay Send** check box, and then specify the time and date in the boxes below. If the date and time have passed, the fax will be queued to sent as soon as possible.

Customizing options on the More Options tab

Additional transmission options can be set on the **More Options** tab.

To send a text notification about this fax to the recipient's phone

- In the Recipient Notify Address box, enter their SMS number.

To restrict sending to a specific fax machine

- In the **Recipient Fax ID** box, enter the CSID of the receiving machine. If the ID does not match, the fax is not sent. Leave blank to allow sending to any fax machine.

To adjust the quality of the conversion

The **Conversion Bias** setting determines whether the conversion of attachments is optimized for images, text, both, or not at all. To use the setting selected by your administrator, select **Use Server Default**. If the resulting quality does not meet your needs, you can try to improve it by respectively selecting **Optimize for Images**, **Optimize for Text**, **High Contrast** (optimize for both images and text), or **None** (do not optimize). You can use the Hold for Preview option to check the quality of the conversion.

To change the priority for the fax

- In the **Priority** list, select one of the following:
 - **Normal** to queue the fax in the order it is sent.
 - **Low** to move the fax to the end of the send queue on the fax server.
 - **High** to move the fax to the front of the send queue on the fax server. This option is available if you have the appropriate permission.

To change the automatic deletion setting for the fax

- In the **Automatic Deletion** list, select when to delete the fax from your mailbox:

- To never delete, click **Never**.
- To delete after the fax was successfully sent, click **After Successfully Sent**.
- To delete the fax independent of whether it is sent successfully, click **Always**.

Entering cover sheet notes

On the **Cover Sheet Notes** tab, you can add notes that will appear on the cover sheet of the current fax and add a comment that you can expose in the fax list of your fax mailbox.

When you send to an SMS number, the recipient will receive only the text from these cover sheet notes.

To add notes to the cover sheet

- In the **Notes to be Placed on the Cover Sheet or in SMS Message** box, type text that should appear on the cover sheet of the fax. As you type, the **Text Limit** box shows how many lines of text you have typed so far. Only 21 lines fit on the cover sheet.

To add comments for your own use

- In the **Comments for your Record** box, enter a comment for your own use. This text will appear in the Comments column and it will not be sent to the recipient.

Customizing cover sheet options

On the **More Options** tab, depending on your user account permission, you may be able to preview the selected cover sheet file and change the file for this fax. the appropriate permission.

To preview a cover sheet file

- In the **Cover Sheet File** list, select the file, and then click **View**.

To select a different cover sheet file

- In the **Cover Sheet File** list, select the file. You can change cover sheet files only if you have been granted permission to do so by the fax administrator.

To customize your contact information on the cover sheet

- Under **From**, enter your contact information as you want it to appear on the cover sheet.

Attaching files, library documents, or documents scans

On the **Attachments** tab, you can:

- Attach files that still need to be converted to fax format.


Note To broadcast a fax to a large number of recipients, attach library documents rather than files.

If sending a file to an email address, you can send it in its native format instead of fax format.

- Library documents that have already been converted
- Documents from a TWAIN32-compliant connected to your computer.


The attachments will be appended to the cover sheet in the order they appear, unless you change their position in the list.

To attach a file


1. Click .
2. Browse to where the file is located.
3. Select the file, and then click **Attach**. The file appears in the list

of attachments.



To attach a library document

1. Click .
2. Click the library document, and then click **OK**. The library document appears in the list of attachments.

To acquire an attachment from a scanner

1. Click .
2. In the **Document Scan** window, in the **Current Scanner** box, select the scanner, and then click **Start Scan**.
3. Scan the document according to your scanner's operating instructions. After the document has been scanned, it appears in the list of attachments.

To change the order of the attachments

- Click the row of the attachment you want to move, and then click  or .

To exclude an attached file from being converted to fax format

This option is only available if sending to an email destination.

- In the row of the attachment, select the check box in the **Native** column.

To render an attached file as the body of your email

This option is only available if sending to an email destination.

When you select to render an attached file as the body of your email, the file is automatically excluded from being converted to fax format. The email software will use the first file type it supports as the body of

your email and ignore any additional files designated as alternate body pages.

1. Attach one or multiple alternate body files. These should differ only in file format and formatting, not in content.
2. If attaching multiple alternate body files, make sure that the least frequently supported body type (such as RTF) appears first (at the top of the list) and the most frequently supported body type (such as TXT) last
3. Right-click any of the column headers of the attachments list, and click **Advanced Columns**.
4. In the row for each alternate body file attachment, select the check box in the **Alt. Body** column.

To delete an attachment

- Click the row of the attachment, and then click .

To view an attachment

- Click the row of the attachment, and then click .

Applying overlay forms

On the **More Options** tab, you can specify an overlay form, such as a letterhead, to apply to the fax. Overlay forms are fax images that superimpose over the fax to give it the appearance of having been printed on a form prior to faxing.

To apply an overlay form to the fax

1. Select the **Use Form** check box.
2. In the list, select the form.

Responding to faxes needing approval

A fax requires approval if the sender's user account permissions require that faxes be approved by a fax administrator or group monitor before sending; if the sender's delegate permissions for the other user's mailbox require that faxes be approved before sending; and if the fax was blocked by a dialing rule.

Note If the fax was blocked by a dialing rule, only a fax administrator can approve the fax.

To show faxes needing approval

As a fax administrator or group monitor you can view all faxes needing your approval.

1. On the **List** menu, click **Needing Approval**.
2. On the **List** menu, click **Administrative Mode** to view the contents of all fax mailboxes for which you are a fax administrator or group monitor.

To approve a fax to send it

1. Show faxes needing approval.
2. Right-click the fax in the list, and on the shortcut menu, point to **Status**, and then click **Approve**.
3. As needed, in the text box, enter text explaining why you approve of sending the fax. The note will appear in the approval record in the fax history.
4. Click **OK**. The fax will be sent.

To disapprove a fax to keep it from sending

1. Show faxes needing approval.
2. Right-click the fax in the list, and on the shortcut menu, point to **Status**, and then click **Disapprove**.
3. As needed, in the text box, enter text explaining why you

disapprove of sending the fax. The note will appear in the denial record in the fax history.

4. Click **OK**. The fax will not be sent. The sender's mailbox will show the fax with a status of *Fax was disapproved*.

Chapter 4: Viewing the fax list

You can customize how you view the fax list and what faxes appear in the list and which data columns appear. In addition to customizing the list, you can search for faxes using either a simple search in a single column, or an advanced search .

Managing fax folders

Faxes in your mailbox are organized in folders. Every mailbox includes the unchangeable system folders All and Main. You can create custom folders and custom folders within custom folders for your faxes. Independent of their location in other mailboxes, all faxes appear in the All folder.

You can move all or select faxes from one folder to another.

If you move the faxes to the Trash folder, you will be prompted to confirm their deletion.

To create a custom folder

1. Depending on where you want to create the folder, do one of the following:
 - Click **Main** to create the folder on the same level as the Main folder.
 - Click a custom folder within which to create the folder.
2. On the **File** menu, point to **Folder**, and then click **New**.
3. In the **New Folder** box, type a name, and then click **OK**.

To rename a custom folder

1. Right-click the folder, and then click **Rename**.
2. In the **New Folder Name** box, type the new name, and then click **OK**.

To delete a custom folder

1. Right-click the folder, and then click **Delete**.
2. Click **OK** to confirm that you want to delete the folder and its contents. Depending on options specified by you or the administrator, the folder and its content are either permanently deleted or moved to **Trash**. See [Deleting faxes on page 25](#).

To move select faxes to another folder

- Select the faxes in the list, and then do one of the following:
 - Drag the selection to the appropriate folder in the folders list on the left.
 - Right-click the selection, and on the shortcut menu, click **Move to folder**. In the list of folders, select the destination folder.

To move all faxes in one folder to another

1. Right-click a folder other than All, and on the shortcut menu, click **Move folder contents**.
2. In the list of folders, select the destination folder, and then click

OK. All faxes in a completed status will be moved.

Note Faxes in any other status may not get moved. Faxes are completed when they have either been sent successfully or failed to send and will not be retried.

Customizing the appearance of the fax list

To change how many faxes appear per page

1. In the **Show *n* faxes** box, select **25, 50, 75, 100, or 250**.
2. To view the next or previous page of faxes, click the left or right arrow next to the **Page** box.

To sort your faxes

1. Click a column header in the fax list to sort the list in ascending order on data in that column.
2. To sort the list in descending order, click the same column header again.

To move columns

1. Click the column header of the column you want to move.
2. Drag and drop the column to the new position. When you drag the column header, a vertical bar shows the position of the column.

Customizing the contents of the fax list

You can view all saved faxes for the selected user or users or show only a subset of faxes. If you apply a filter to the list, the selected filter appears below the toolbar after the name of the selected folder.

You can also remove or add columns to customize which data appears in the list.

To view all faxes

- On the **List** menu, click **Full List**.

To apply a filter to view only a subset of faxes

1. On the **List** menu, click one of the following:
 - **Sent Faxes** to show only sent faxes.
 - **Received Faxes** to show only received faxes.
 - **In-process Faxes** to show only faxes currently being sent.
 - **New Faxes** to show only faxes that have not yet been viewed.
 - **Received and In-process Faxes** to show faxes that have been received and those that are currently being sent.
 - **Needing Approval** to show only faxes that need approval.
2. If you are an administrator viewing the list in Administrative Mode, you can apply an additional filter. See [Viewing fax mailboxes in administrative mode on page 20](#).

To add or remove columns

1. Right-click any column header in the list.
2. Point to **View**. All items with a check mark appear as columns in the list.
3. Do one of the following:
 - Click a selected item to remove it.
 - Click an unselected item to add it.
 - To restore the default view, click **Reset to Defaults**.

Searching the fax list (simple)

You can search for text in a fax list column

To perform a simple search

1. In the **Show *n* faxes** box, click **All** to show all faxes as one list.
2. Right-click the column header containing the data you want to search.
3. On the shortcut menu, click **Filter**.

Note You may be able to enter the search text directly in the column headers. Click **Show Filter Headers** if available.

4. In the **Enter search filter (matches anything containing data entered)** box, type the text for which to search, and then click **OK**. The filter term appears after the column heading as `<filter>`.
5. Repeat the above steps to apply additional filters. To clear a filter, right-click the column header, and then click **Clear Filter**. To clear all, click **Clear All Filters**.

Searching the fax list (advanced)

You can search for text in multiple fields while applying filters.

Note Advanced Search and Administrative Mode are mutually exclusive. Starting Advanced Search deselects Administrative Mode.

To perform an advanced search

1. Click **Advanced Search**.
2. On the **Filter** tab, [specify the filters to apply](#).
3. On the **Find** tab, in each box for a field you want to search, [enter the search text](#).
4. Click **Search**.

To clear the search

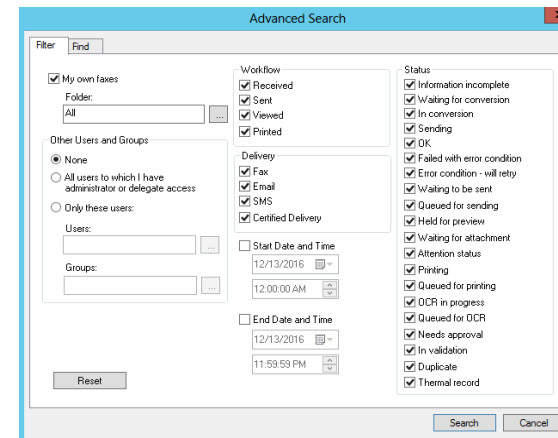
- Click **Clear Results**. If the list was in Administrative Mode before the search, the list is returned to non-Administrative Mode.

Specifying the filters

The default filter settings include your own received and sent faxes, including viewed and printed ones, independent of the method of delivery and status.

To open the filter settings

- Click the **Filter** tab.



To search a specific folder in your mailbox

- With the **My own faxes** check box selected, next to the **Folder** box, click **...**. Select the folder, and then click **OK**.

To exclude your own fax mailbox

- Clear the **My own faxes** check box, and under **Other Users and Groups**, specify the mailboxes to search.

To search other user's mailboxes

Do one of the following:

- To search all mailboxes to which you have access, click **All users to which I have administrator or delegate access**.
- To search only mailboxes of specific users, click **Only these users**, and then select users, groups, or both:
 - Next to the **Users** box, click . In the list, select a user to add, and then click **Add**. Repeat as needed, and then click **OK**.
 - Next to the **Groups** box, click . In the list, select a group to add, and then click **Add**. Repeat as needed, and then click **OK**.

To limit the faxes by date/time

- Do one of the following:
 - To include only faxes sent since a specific date or time, select the **Start Date and Time** check box, and then select a date and time.
 - To include only faxes sent before a specific date or time, select the **End Date and Time** check box, and then select a date and time.
 - To include only faxes sent in a specific time frame, select the **Start Date and Time** and the **End Date and Time** check boxes, and select a date and time for each.

To customize the Workflow, Delivery, and Status filters

- Under **Workflow**, select the **Received**, the **Sent**, or both check boxes. By default, both are selected.
 - To not include faxes that have been viewed or printed, clear the **Viewed** and **Printed** check boxes respectively.
- Under **Delivery**, clear the check boxes of the delivery methods you want to exclude. By default **Fax**, **Email**, **SMS**, and **Certified**

Delivery are selected.

- Under **Status**, clear the check box of each status you want to exclude.

To restore the default selections

- Click **Reset**.

Entering text for which to search

To open the Find settings

- Click the **Find** tab.

To enter the search text

- Enter text by which to search in any of the following boxes.

Fax Number/E-mail

Enter a full or partial fax number or email address.

To/From

Enter a full or partial recipient or sender name.

To Voice Number

Enter a full or partial recipient voice number.

To Company

Enter a full or partial recipient company name.

To City/State

Enter full or partial city/state information for the recipient.

Account

Enter a full or partial billing code 1.

Matter

Enter a full or partial billing code 2.

Comment

Enter a full or partial comment.

CSID

Enter a full or partial CSID.

ANI

Enter a full or partial ANI code.

RightFax Connect Job ID

Enter a full or partial job ID.

Fax Unique ID

Enter a full or partial unique ID.

Fax Handle - Exact match

Enter a full fax handle.

To restore the default entries

- Click **Reset**.

Viewing other users' mailboxes

Fax administrators, group monitors, and delegates can view other users' fax lists. In this case, the Other Users option appears below your own mailbox folders.

To browse to another user's mailbox

1. In the left pane, expand **Other Users**.
2. Browse to the other user, and then click the folder you want to view. The owner's username appears at the top of the folder list.

To search for another user's mailbox

1. On the **Tools menu**, click **Find User**.
2. In the **Search String** box, type the string to search for. You can enter an exact user ID, an exact routing code, or a full or partial user name.
3. Under **Search Field**, click whether the search string is a **User ID**, a **User Name**, or a **User Routing Code**.
4. Click **Find**. If more than one user name matches a partial user name entry, only the first occurrence is shown.

Viewing fax mailboxes in administrative mode

As a fax administrator or a group monitor you can view the content of all fax mailboxes you administer at one time, apply filters specific to your administrative role, and quickly access all faxes requiring approval.

To enable administrative mode

1. On the **List** menu, select **Administrative Mode**. A checkmark appears next to Administrative Mode.
2. To return to normal mode, click **Administrative Mode**. The checkmark is removed.

To view a list of all faxes awaiting approval

1. Enable administrative mode.
2. On the **List** menu, click **Needing Approval**.

Using the administrative mode filters

1. Enable administrative mode.
2. On the **List** menu, point to **Administrative Mode List**, and then click one of the following status filters:
 - **Information Incomplete**. Display faxes that are waiting for fax conversion.
 - **Waiting for Conversion**. Display faxes that are waiting to be converted to fax format.
 - **In Conversion**. Display faxes that are currently in conversion to fax format.
 - **Sending**. Display faxes that are currently being transmitted.**OK**. Display faxes that have sent without errors.
 - **Aborted with error condition**. Display faxes that have sent but reported one or more errors.
 - **Error condition - will retry**. Display faxes that have failed to send due to errors, but will be retried after a short interval.
 - **Waiting to be Sent**. Display faxes that are converted to fax format and are waiting to enter the transmission queue.
 - **Scheduled to be Send**. Display faxes that are converted to fax format and are waiting in the queue to be sent.
 - **Held for Preview**. Display faxes that are waiting in your mailbox for your review before being sent.
 - **Waiting for Attachment**. Display faxes that are waiting to pick up a file attachment.
 - **Attention Status**. Display faxes that are waiting to send because some attention is required.

- **Printing**. Display faxes that are currently being automatically printed.
- **Queued for Printing**. Display faxes that are waiting to enter the print queue.
- **OCR in Progress**. Display faxes that are being converted to text using Optical Character Recognition (OCR) technology.
- **Queued for OCR**. Display faxes that are waiting to be converted to text.
- **Validating**. Display faxes that are waiting for approval by a supervisor before being sent.
- **Needs Approval**. Display faxes that are waiting for approval by a delegate who has the delegate permissions Can view faxes or Can view first page of received faxes, and Can approve faxes.
- **Duplicate**. Display duplicate faxes.
- **Thermal Record**. Display faxes that have been manually recorded using a conventional fax machine.

Chapter 5: Viewing and handling sent and received faxes







Viewing the fax content, fax history, and prior versions

You can view the content of a fax and the history of fax activity. The fax history is created and added to as activity occurs on the fax.

Note If an administrator or group monitor disapproved a fax held for preview, the history may include a note explaining the disapproval.

Depending on your user permissions, you may be able to view prior saved versions of fax pages. Prior versions exist for saved annotated fax pages, fax pages to which an overlay form was applied, and for stamped fax pages.

To open a fax to view it

- In the fax list, select the fax, and then click **View**. The fax is shown one page at a time. To view the whole page of the fax, click . To zoom to the width of the page, click . To view the previous or next page, click  or . To move to the previous or next fax, click  or .

To show the fax history




1. In the fax list, do one of the following:

- To view both the fax and its history, open the fax, and then click the **History** tab.
- To view the fax history only, right-click the fax, click **Show History**, and then click the **History** tab.
- To view a composite history of multiple faxes, select the faxes, right-click the selection, and then click **Show History**.

Note The composite history cannot be filtered, printed, saved, or opened in Notepad.

2. Under **Filter History Items**, clear the check boxes of the items you do not want to include and select those you do, and then click **Apply**:
 - **Transmission** shows when the fax was received or sent and details about the transmission.
 - **Conversion** shows when and how a document was converted to fax format or a fax to text (OCR).
 - **Handling** shows when the fax was forwarded or routed and to which recipient.
 - **General** shows when the fax was printed, viewed, and annotated, and by whom.



To print the fax history, save it as an ASCII text file, or open it in Notepad

1. Show the fax history.
2. Do any of the following:
 - To print the history, click , and then click **Print** or **Server Print**, if available. Select a printer and specify any special print options.
 - To save the history to an ASCII text file, click . In the **Save As** window, enter a name, select a location, and then click **Save**.
 - To open the history in Notepad, click .

To view previously saved versions of a fax page

1. Open the fax and go to the fax page.
2. Click the **Prior Versions** tab. If prior versions are available, the prior versions for the page appear in a list, where each version is identified by date and time, with the most recent prior version appearing on top.
3. Click the date and time of the version you want to view.



To show and open OCR text in Notepad if available

1. Open a received fax that has been converted to text ().
2. Click the **OCR** tab.
3. To open the text in Notepad, click .

Saving or printing a confirmation page

You can provide evidence of a successfully sent fax by saving or printing a confirmation page.

To save or print a confirmation page

1. Open the fax or click a fax in the fax list.
2. On the **Fax** menu, click **Show confirmation page**.
3. You can now save or print the confirmation page:
 - To save the page, click , select a location and file format, and then click **Save**.
 - To print the page, click , select the printer, and then click **Print**.

Adding comments to a fax

You can add comments to received and to sent faxes. When you select multiple faxes, the comment is appended if comments exist. If you select a single fax, the existing comment is shown and can be modified or deleted.

When exposed in the Comment column in the fax list, truncated comments are indicated by ellipses (...).

To add or append a comment to multiple faxes

1. In the fax list, select the faxes.
2. On the **Fax** menu, click **Add Comment**.
3. In the **Comments for your Records** box, type the comment.
4. Click **OK**. The comment will be appended to any existing comments.

To add, modify, or delete a comment for a single fax

1. In the fax list, select the fax.
2. On the **Fax** menu, click **Add Comment**. The existing comment appears in the **Comments for your Records** box.
3. As needed, change the comment text, replace, or delete it.

4. Click **OK**.

To view comments in the fax list

1. On the **List** menu, point to **View**, and then click **Comment**.
2. To view a comment that is truncated, move the pointer over the comment.


Annotating a fax

Depending on your user permissions, you may be able to add text and graphic elements to a fax page. Each time you save a page you annotated:

- The annotations become part of the image of the page and cannot be deleted or edited.
- A version of the page is created, identified by the date and time of it was saved.

Depending on your user permissions, you may be able to view prior versions of saved fax pages. Any prior versions of a page appear on the Prior Versions tab while the last saved version appears on the Image tab. See [Viewing the fax content, fax history, and prior versions on page 22](#).

To add, edit, or delete an annotation

- Click  to edit or delete annotations.












To delete or move graphic annotation

- Click the **Edit Annotation** button and then click on the annotation object. The object is surrounded with a dashed gray line. Click and drag the object to move it on the page, or right-click and select **Delete** to delete the object.

To edit a text annotation

- Right-click and select **Edit**. This opens a dialog box for text entry. Type the text you want and click **OK**. If you want to add a carriage return to the text in this dialog box, press CTRL+ENTER.

The annotation tools

| Button | Description |
|---|---|
|  | Pan image. |
|  | Draw a selection box. |
|  | Edit annotation |
|  | Zoom to current selection. |
|  | Draw a rectangle (outline). |
|  | Draw a rectangle (filled). |
|  | Draw an ellipse (outline). |
|  | Draw an ellipse (filled). |
|  | Add text. |
|  | Draw line. |
|  | Draw a freehand line. Freehand lines follow the movement of your pointer. |



Place an image from a file.

To place an image, browse to the folder containing the image. You can also drag and drop the image from the image folder.

Sending a fax via email

You can attach a sent or received fax to an email message. You can select a fax in the fax list or send a fax you are currently viewing. An email message will appear with the selected file attached.

To attach a fax from the fax list

1. In the fax list, select the fax.
2. On the **Fax** menu, click **Send via email**.

To attach a fax you are viewing

- On the **File** menu, click **Send via e-mail**.

Printing faxes

The option to print to a server printer is only available if your user account allows printing to a fax server printer.


If your user account allows printing to a fax server printer, you can set up FaxUtil to print sent and received faxes automatically. To configure automatic printing, see [Defining sending preferences on page 35](#) and [Defining receiving preferences on page 36](#).

To print from the fax list

1. In the fax list, select the fax or faxes.
2. On the **Fax** menu, click **Print** or **Server Print** if available.
3. Select a printer or fax server printer, specify any special print

options, and then respectively click **Print** or **OK**.

To print a fax you are viewing

1. Click , and then click **Print** or **Server Print** if available.
2. Select a printer or fax server printer, specify any special print options, and then respectively click **Print** or **OK**.


Deleting faxes

Deleted faxes are either deleted immediately or moved to the Trash folder. If you use the Trash folder for deleted faxes, you can specify that it be emptied whenever you exit FaxUtil.

To use the Trash folder for deleted faxes

1. On the **Tools** menu, click **Options**.
2. On the **Other Options** tab, select the **Use Trash Folder When Deleting** check box.
3. If the Trash folder should be automatically emptied and the faxes permanently deleted when you exit FaxUtil, select the **Empty Trash Folder on Exit** check box.

To delete a fax you are currently viewing

1. Click .
2. Click **Yes** to confirm the deletion.

To delete multiple faxes

1. In the fax list, select the fax or faxes, and on the **Fax** menu, click **Delete**. To bypass the Trash folder if used, press SHIFT+DELETE.
2. Click **Yes** to confirm the deletion.

To delete all faxes in a folder

1. Right-click the folder, and then click **Delete folder contents**.
2. Click **Yes** to confirm the deletion of the n number of faxes in the folder.





To delete all files from Trash

1. Right-click **Trash**, and then click **Empty Trash**.
2. Click **OK** to confirm that you want to permanently delete the contents of the Trash folder.

Combining or splitting faxes

You can combine multiple faxes into a multi-page fax or split a single multi-page fax into multiple faxes.

To combine multiple faxes and send in a single fax

1. In the fax list, select the faxes, and then click **Combine**.
2. As needed, in the **Faxes to combine** list, select a fax you want to move, delete, or view, and then click one of the following :
 -  or  to move the selected fax up or down the list,.
 -  to delete the selected fax.
 -  to view the selected fax.
3. Under **Pages to Combine**, click **All Pages** to include all pages, or click **Page Range**, and then indicate the first and last page to include in the **From** and **To** boxes.
4. Click **Combine**.
5. In the **Fax Information** window enter the destination—typically required are recipient name, destination type, and a fax number or email address—and as needed, add billing codes, cover sheet notes, and specify other processing options.
6. Click **OK**.

7. If required information is missing, do one of the following:
 - To send the fax now, click **Cancel**, fill in the information, and then click **OK**.
 - To fill in the information later and hold the fax in a status of *Information Incomplete* until then, click **OK**.

To split a fax into multiple faxes

1. In the fax list select a multi-page fax, and then click **Split**.
2. The Number of body pages in the original fax appears above the text box.
3. In the text box, enter a page range for each fax, separating the page ranges by comma.

Example To split a fax that has 10 body pages into two faxes with 5 pages each, enter "1-5,6-10."

4. To retain the original file in the mailbox after the split, select the **Keep Original Fax** check bx.
5. Click **OK** . A message show how many faxes were created. Click **OK**. The faxes appear in the mailbox.

Converting received faxes to text using OCR

You can convert received fax images to text using optical character recognition (OCR) where the resulting text file is saved as an attachment of the original fax. The OCR option is available if the fax server is configured for OCR and you have the appropriate user permission. Only images of printed text are converted.

You can also have all received faxes automatically converted. See [Defining receiving preferences on page 36](#).

To perform OCR on individual faxes

1. In the fax list, select one or more faxes.
2. Click **OCR**.

3. Select a file type, layout, and format for the output files.
4. For a single fax, click **All Pages** to OCR all pages in the fax or click **Page Range**, and then indicate the first and large page to OCR.
5. Click **OK**.

Creating a record for a paper fax

If your organization requires that all faxes be recorded in the fax server for reporting purposes, you can manually create a record of a fax sent or received via paper fax machine.

To create a record for a paper fax

1. On the **Fax** menu, click **Record Manual Fax**.
2. In the [Fax Information](#) window, complete the information necessary for the fax record.
3. At the bottom of the **Main** tab, click **Sent** or **Received** and the number of pages in the sent or received fax.
4. On the **More Options** tab, complete the sender's fax addressing information. If you sent the fax, this will be your own addressing information. If you received the fax, this will be the addressing information of the person who sent the fax to you.
5. Click **OK**. The fax appears in the fax list with the status *Thermal Record*.

Archiving faxes

Use this option to archive faxes for EDC processing. The fax will be saved with XML data to %InstallFolder%\Archive, unless a different location is specified in EDC configuration.

To archive from the fax list

1. Open the fax, or select the fax or faxes in the fax list.
2. On the **Fax** menu, click **Archive**.

Chapter 6: Creating and using phonebooks

Depending on your user account configuration, you can store fax recipient information in a RightFax phonebook and link to existing ODBC, LDAP, or MAPI contact lists.

Creating a personal RightFax phonebook

Your RightFax phonebook can include entries for individual fax recipients and groups of fax recipients. When you add or edit an entry, you can select any of the following to specify who can view and edit the entry:

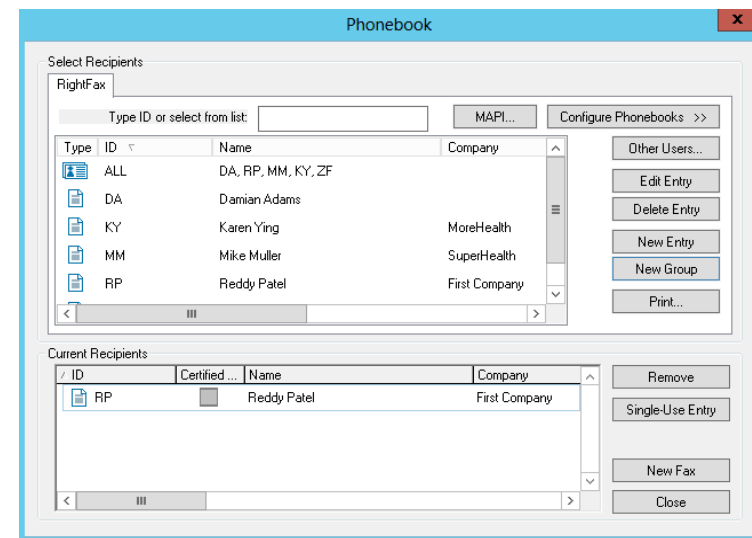
- **Published.** The entry will be available to other RightFax users.

Caution If your RightFax account is not password-protected, unpublished entries from your phonebook will also be accessible to other users.

- **Read Only.** Only you can edit the entry.
- **Externally available.** The entry will be available outside of RightFax.
- **Hidden on cover sheet CC list.** The information for individual entries will not appear in the CC list on the cover sheet.

To open your RightFax phonebook

- From your mailbox, click **Phonebook**. The Phonebook window opens.



Creating RightFax phonebook entries

To create or edit an individual entry

1. In the **Phonebook** window, do one of the following:
 - Click **New Entry**.
 - Click the entry in the list, and then click **Edit Entry**.

2. In the **ID** box, type an ID for the entry.
3. Under **Address**, enter addressing information for the recipient; at a minimum, enter a name and a fax number.
4. Under **Other**, enter optional contact information, such as a secondary fax number, voice numbers, and the recipient's fax id.
5. Under **Options**, select any of the following check boxes:
 - **Published**. If selected, other RightFax users can view the item.
 - **Read Only**. If selected, only the owner can modify the item.
 - **Externally available**. If selected, the item is available to applications other than RightFax software.
 - **Hidden on cover sheet CC list**. If selected, the item does not appear in the CC list on the cover sheet.
6. Under **Billing Information**, enter billing codes and notes you want to assign to all faxes sent to this recipient.
7. Click **OK**. The new entry appears as an individual entry in your phonebook list.

To create or edit a group entry



A group phonebook entry can consist of both individual and group entries.

1. In the **Phonebook** window, do one of the following:
 - Click **New Group**.
 - Click the group in the list, and then click **Edit Entry**.
2. In the **ID** and **Type name or select from list** boxes, enter an ID and a description for the group.
3. Select any of the following check boxes to specify who can view and edit this group phonebook entry.
 - **Published**. If selected, other RightFax users can view this phonebook item.
 - **Read Only**. If selected, only the owner can modify this phonebook item.
 - **Externally available**. If selected, this phonebook item is available to applications other than RightFax software.
4. In the box on the left, select all individual and group items you want to add to the group, and then click the right arrow to move them to the **Group Members** box.
5. Click **OK**. The group appears in your phonebook list.

Importing phonebook entries

To load another user's public phonebook entries

1. In the **Phonebook** window, click **Other Users**.
2. In the **Search for Users** box, enter a full or partial user name or a RightFax user ID, and then click **Search**.
3. Select the user, and then click **Load**. Any public entries from this user's phonebook appear in your RightFax phonebook list.

 indicates if a user account is disabled,  if it is unprotected.

- Repeat to load public phonebook entries from another user.

To import entries from a text file

If your user account permission allows creating and editing phonebooks, you can import entries into your personal phonebook from a specially formatted text file.

- To create the import file, see [Creating a text file to import below](#).
- To import the file, see [Importing entries from a text file on the next page](#).

Deleting RightFax phonebook entries

To delete an entry

- In the **Phonebook** window, in the list, click the entry.
- Click **Delete Entry**, and then click **Yes** to confirm the deletion.

Printing RightFax phonebook entries

To print all or select phonebook entries:

- Click **Phonebook**.
- To print all entries in the phonebook, click **Print**. Otherwise select the entries in the list, and then click **Print Selected**.
- Select the printer and specify any other print settings, and then click **Print**.

Creating a text file to import

The import file can be generated by an external source such as a contact database manager, exported from another RightFax phonebook, or generated by the RightFax PhnPrint administrative

utility. For information about PhnPrint, see the *RightFax Administrative Utilities Guide*.

The file to import must be a comma-, tab-, or space-delimited ASCII text file where:

- The first line is made up of the RightFax field names shown in the table below. When exporting from an existing source, map each field name to the corresponding RightFax name.
- Each phonebook record is separated from the next by a line break.
- Each field is separated from the next by a comma, tab, or space, depending on the selected format.
- The field values in each record appear in the same order as the corresponding field names on the first line.
- Each blank field value appears as a single space surrounded by quotation marks (" ").
- If quotation marks are used to surround any field name or field value, they must be used for all fields in the file.

The following table lists each of the valid phonebook entry fields.

| Field name | Max length | Description |
|------------|------------|--|
| ID | 17 | A unique ID used only to reference the phonebook entry. It never appears on the fax. |
| Name | 59 | The recipient's name as it will appear on the fax cover sheet. |
| Company | 59 | The recipient's company name as it will appear on the fax cover sheet. |
| Address | 59 | The recipient's address as it will appear on the fax cover sheet. |
| CityState | 59 | The recipient's city and state as they will appear on the fax cover sheet. |

| Field name | Max length | Description |
|------------|------------|--|
| Fax1 | 31 | The recipient's primary fax number. This is used when dialing the fax destination and may appear on the fax cover sheet. |
| Fax2 | 31 | The recipient's alternate fax number. This is used when dialing the fax destination and may appear on the fax cover sheet. |
| Voice1 | 31 | The recipient's primary voice number as it will appear on the fax cover sheet. |
| Voice2 | 31 | The recipient's alternate voice number as it will appear on the fax cover sheet. |
| FaxID | | The recipient's fax ID. |
| BillCode1 | 17 | A code associated with the recipient used for billing or tracking purposes. It never appears on the fax. |
| BillCode2 | 17 | An additional code associated with the recipient used for billing or tracking purposes. It never appears on the fax. |
| Notes | 128 | Any additional information about the recipient. This will not appear on the fax and is for your information only. |

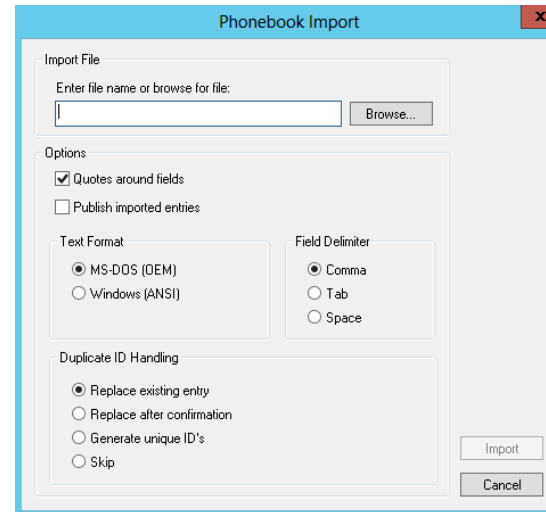
Example The following shows the first three lines and first three fields of an import file. Instead of (...), a usable import file would include all field names listed in the table and field values for each. For an example of a blank field value, see the value for Company in the second record.

```
"ID", "Name", "Company", (...)  
"Jan", "Jan Smith", "First Company", (...)  
"Reddy", "Reddy Patel", " ", (...)
```

Importing entries from a text file

To import entries from a text file

1. On the **Tools** menu, click **Phonebook Import**.



2. Enter the path and file name of the text file to import, or browse to it.
3. As needed, select the **Quotes around field** check box to specify that the entries in the import file include quotes and the **Publish imported entries** check box to make the imported phonebook entries available to other user.
4. Under **Text Format**, click the format of the import file.
5. Under **Field Delimiter**, click whether the fields within the import file are separated by comma, tab, or space.
6. Under **Duplicate ID Handling**, specify the action to take when a duplicate ID is encountered:

- To import the entry and replace the existing entry, click **Replace the existing entry**.
 - To import the entry and replace the existing entry if confirmed during import, click **Replace after confirmation**.
 - To import the entry and assign a unique ID, click **Generate unique IDs**.
 - To not import the entry, click **Skip**.
7. Click **Import** . As needed, respond to confirmation messages for duplicate entries.

Exporting the entries from your RightFax phonebook

You can export phonebook entries to a comma, tab, or space delimited text file or to a comma separated values (CSV) file.

To export the phonebook to a comma, tab, or space delimited text file

1. On the **Tools** menu, click **Phonebook Export**.
2. To include phonebook groups as separate entries in the file, select the **Export Groups** check box. The text file shows groups at the bottom of the file, listing the IDs of the users in each group.
3. Click the delimiter to use to separate fields within phonebook entries: **Comma**, **Tab**, or **Space**.

To export the phonebook to a comma separated values (CSV) file

1. On the **Tools** menu, click **Phonebook**.
2. In the list of entries, right-click any column header, and then click **Save Contents As**.
3. Select a location, enter a file name, and then click **Save**.

Selecting MAPI, LDAP, or ODBC phonebook entries

You can select entries from phonebooks other than the RightFax phonebook only if you have user permission to create and edit phonebooks. For information about configuring MAPI, LDAP, and ODBC phonebooks, see the *RightFax Administrator Guide*.

To select recipients from a MAPI source

1. Click **Phonebook**, and then click **MAPI**.
2. In the **Profile Name** box, select the MAPI profile name, and then click **OK**.
3. If prompted, enter your network user name, domain, and password, and then click **OK**.
4. In the contact list, double-click each contact entry you want to select, and then click **OK**. You can search for recipients by name only or by data in other columns.

The selected entries appear in the **Current Recipients** list of the Phonebook window.

To select recipients from an ODBC or LDAP phonebook

1. Click **Phonebook**.
2. On the tab of the phonebook, select the entries, and then click **OK**. Use the arrow keys to show more records.

Chapter 7: Creating signatures, library documents, and overlay forms

With the appropriate permissions, you can create signatures, library documents, and overlay forms. Each requires a separate permission. Creating signature files requires that you are a fax administrator:

- Signature files are specially formatted graphic images (typically of signatures) that you include in document files that you will be faxing. You can insert signatures into fax-bound documents using the **SIGNATURE** embedded code.
- Library documents are frequently faxed documents stored in fax format on the fax server for easy access. You can also create library documents using the **NEWLIB** and **NEWLIB2** embedded codes.
- Overlay forms are fax image files that combine with your fax so the two images appear together. Company letterhead is a commonly used fax overlay form. Overlay forms are created from a fax in your FaxUtil mailbox.

To create a signature file

1. Scan a signed piece of paper into your FaxUtil mailbox or fax a signed document to yourself.
2. Open the fax in your FaxUtil mailbox.
3. On the fax page, using the selection box tool, select the signature image.
4. On the **Fax** menu, click **Store**, and then click **Make Signature**
5. In the **Signature Code** box, enter a unique ID for the signature.

6. Enter the **Owner's User ID** and a **Description**.
7. In the **Authorized User IDs** boxes, enter up to three user or group IDs of users who can use the signature, including the owner's User ID.

To create a new or overwrite an existing library document

1. Create the document in a word processor or other application and fax it to yourself in high resolution (**Use Fine Mode**).
2. Open the fax in your FaxUtil mailbox.
3. On the **Fax** menu, click **Store in Library**.
4. Enter a **Document ID** and a **Description**.
5. Select the check boxes for the accessibility options you want to apply.
6. You can also set activation and expiration dates. Select the check box to enable an option, and then select a date.
7. Click **OK**. The new library document will be immediately available for use in outgoing faxes.

If you entered an existing document ID, confirm that you want to overwrite the existing document.

To create an overlay form

1. Create the document in a word processor or other application

and fax it to yourself in high resolution (**Use Fine Mode**).

2. Run FaxUtil and highlight the document on the list of received faxes.
3. Select **Store as Form** from the **Fax** menu. This opens the **Store Fax as Form** dialog.
4. Specify an ID and description for the new form. You can also specify on which page of a fax the overlay form should begin and on how many subsequent pages it should appear. Check the **Secured** option to limit availability of the form to a single fax user or group.
5. When you have completed the dialog, click **OK**. The new overlay form will be immediately available for use on outgoing faxes.

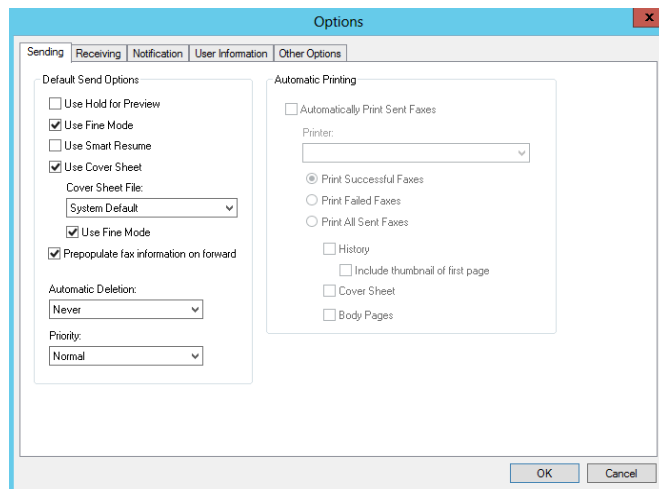
Chapter 8: Defining mailbox preferences

To define mailbox preferences

- Click **Options**, and make your selections on the **Sending**, **Receiving**, **Notification**, **User Information**, and **Other Options** tabs, and then click **OK**.

Defining sending preferences

On the **Sending** tab, you can change default sending selections for the Fax Information window and, if enabled for your user account, for automatic printing.



To define default send options

- Under **Default Send Options** select any of the following check boxes:
 - Use Hold for Preview**
 - Use Fine Mode** fax resolution
 - Use Smart Resume**
 - Use Cover Sheet**. If available, you can select a different **Cover Sheet File** and **Use Fine Mode** fax resolution.
 - Prepopulate fax information on forward**
- In the **Automatic Deletion** list, select if and when to automatically delete faxes: **Never**, **After successfully sent**, or **Always**.
- In the **Priority** list, select the default priority: **Normal**, **Low**, or **High**. The high priority option is only available if your user profile includes the appropriate permission.

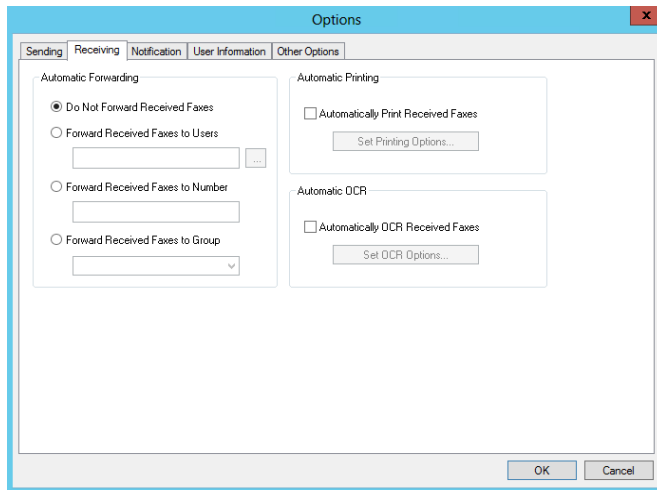
To define automatic printing of sent faxes

- If available, under **Automatic Printing**, select the **Automatically Print Sent Faxes** check box.
- In the **Printer** list, select the printer, and then click **Print Successful Faxes**, **Print Failed Faxes**, or **Print All Sent Faxes**.
- Select the check box for each part of the fax to print: **History**, **Cover Sheet**, and **Body Pages**. To include a small image of the

first page if printing the fax history, select the **Include thumbnail of first page** check box.

Defining receiving preferences

On the **Receiving** tab, you can define automatic processes for received faxes, such as automatic forwarding, automatic printing, and automatic conversion to text using OCR.



To not forward received faxes

- Click **Do Not Forward Received Faxes**.

Defining automatic forwarding

Note The faxes are forwarded the way they are received. Required sending information such as billing codes will not be filled in.

To automatically forward to a user

1. Click **Forward Received Faxes to Users**, and then click .
2. In the **User selection** list, click the user, and then click **Add**.

3. Repeat the above step to add additional recipients. Click **OK**. You can enter up to 30 characters, including commas.

To automatically forward to a fax number

1. Click **Forward Received Faxes to Number**.
2. In the text box, type the fax number.

To automatically forward to a group of users

1. To forward to a group of users, click **Forward Received Faxes to Group**.
2. In the list, select the group.

Defining automatic printing

To automatically print received faxes

1. Select the **Automatically Print Received Faxes** check box, and then click **Set Print Options**.
2. In the **Selected Printer** list, click the ID of the printer.
3. Define any additional print settings, and then click **OK**.

Defining automatic conversion to text (OCR)

To automatically convert received faxes to text

1. Select the **Automatically OCR Received Faxes** check box.
2. Click **Set OCR Options**.
3. In the **Output Type**, **Layout**, and **Format** lists, select a file type, layout, and format for the output files.
4. Under **Page Range**, specify which pages to output, and then click **OK**.

Defining notification preferences

The settings on the **Notification** tab determine when you will be notified about sent and received faxes. Typically, fax notifications are sent to you via email although the fax administrator may have created a custom notification system for your organization.

To set preferences for sent faxes


1. Under **Send Fax Notifications**, select the check boxes next to the sending events about which you want to be notified.
2. In the **During Transmission** list, select if or when you want to receive notifications about sent faxes in transmission: **Never**, **Once Only**, or **Periodically**.
3. In the **Incomplete Faxes** list, select if or when you want to receive notifications about incomplete faxes: **Never**, **Once Only**, or **Periodically**



To set preferences for received faxes

- In the **Received Faxes** list, select if or when you want to receive

notifications about received faxes: **Never**, **Once Only - When initially received**, or **Periodically - While fax has not been viewed or printed**.

To route received fax notifications to another user

1. Select the **Notify an Alternate User** check box, and then click .
2. In the **Search for Users** box, enter a full or partial user name or RightFax user ID, and then click **Search**.
3. Select the user, click **Add**, and then click **OK**.

 indicates if a user account is disabled,  if it is unprotected.

Changing your password and default user information

On the **User Information** tab, you can change your password and your default from information for the fax cover sheet.

To change your password

1. Under **User System Information**, click **Change Password**.
2. Type your current password in the **Old Password** box and your new password in the **New Password** and **Confirmation** boxes, and then click **OK**.

If your organization requires strong passwords, enter a password that:

- Consists of 8 - 11 characters.
- Includes both upper- and lowercase characters.
- Includes at least one number or one of the following special character: ` - = [] \ ; ' , / ~ ! @ # \$ % ^ & * _ + { } | : " < > ?

If your organization does not use strong passwords, your password can be any combination of letters (upper- and lower-case), numbers, and special characters. The password is case sensitive. You may use a blank password only if the fax administrator has assigned you permission to do so.

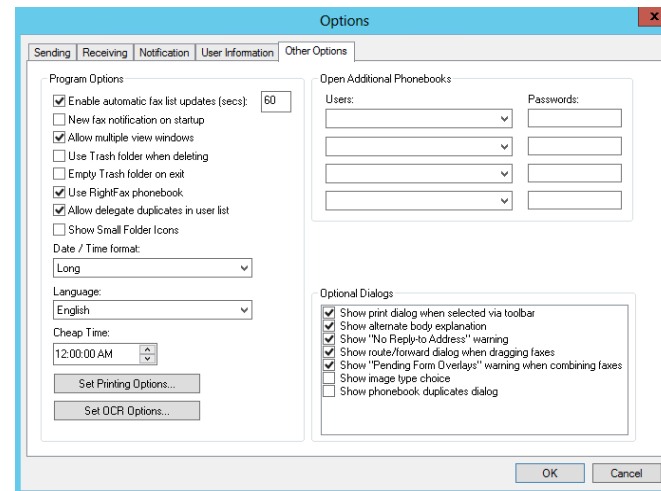
3. Click **OK**.

To change your cover sheet information

- Under **Cover Sheet Information**, as needed, change your default user information that appears on the Other Options tab in the Fax Information window.

Defining general FaxUtil program preferences

On the **Other Options** tab, you can customize your interaction with FaxUtil.



To set miscellaneous program options

- On the **Other Options** tab, under **Program Options**, select the check boxes for the options you want to activate. The options include:
 - **Enable automatic fax list updates (secs)** In the text box, enter the number of seconds.
 - **New fax notification on startup** Be notified of faxes you have not yet viewed when you start FaxUtil.
 - **Allow multiple view windows** View multiple faxes at one time, each in its own RightFax Viewer window.
 - **Use Trash folder when deleting** Use the Trash folder as a temporary storage for deleted faxes. This means that you can restore a file after deleting it by moving it from Trash to another folder.
 - **Empty Trash folder on exit** Permanently delete files from the Trash folder when exiting FaxUtil.

- **Use RightFax phonebook** Use the RightFax phonebook to be able to quickly apply fax destination information of individual users or groups of users to outgoing faxes
- **Allow delegate duplicates in user list** A user for whom you are a delegate will appear multiple times in the user list if also a member of a group or groups for which you are a delegate.
- **Show small folder icons** To reduce the size of the icons in the tree view in the left pane of the FaxUtil window.

To change the date and time display

- Under **Program Options**, in the **Date/Time format** list, select a **Short** or **Long** format. When you select an option **with server time**, the date and time of both the local computer and the server will be shown.

To change the language

- In the **Language** list, select the language. After you restart FaxUtil, the menus and windows will be in the selected language.

To set a default server printer

1. Click **Set Printing Options**.
2. In the **Selected Printer** list, click the ID of the printer.
3. Define any additional print settings, and then click **OK**.

To set default OCR options

1. Click **Set OCR Options**.
2. Select the file type, layout, and format of the output files.
3. Specify which pages to output, and then click **OK**.

To make additional phone books available

- For each phone book you want to add, in the **Users** list, select the RightFax user, and in the **Password** box, type the password.

To show optional windows

1. Under **Optional Dialogs**, select the check boxes of any additional windows you want to see in FaxUtil:
2. **Show print dialog when selected via toolbar** To be able to change print options when printing a fax from the fax list.
3. **Show alternate body explanation**

Chapter 9: Giving other users delegate access

User permissions determine whether you can give other users on the network delegate access to your fax mailbox and whether you can select only individual users or also groups. When assigning delegates, you can assign delegate permissions from pre-defined roles or define—and as needed save—custom roles. For information about the default delegate permissions for each role, see *RightFax Administrator Guide*.

To assign delegates

1. Click **Delegates**.
2. In the **Search for Users or Groups** box, enter a full or partial user or group ID, and then click **Search**.
3. In the list of matching IDs, select the users and groups, and then click **Add**.

To remove a delegate from the **Current Delegates** list, select it, and then click **Remove**.

4. In the **Role** list, select a role. To define a role from a blank list of permissions, select **None**.
5. In the list of permissions, as needed, select and clear access options.
6. Click **OK**.

To customize and save a role

1. With a delegate selected in the **Current Delegates** list, select a role in the **Role** list.

2. In the list of permissions, select and clear access options. The selection in the **Role** list changes to **Custom**.
3. Click **Save Custom**.
4. In the **Custom Role ID** box, enter a name for the custom role, and then click **OK**. The role appears in the **Role** list.

To delete a custom delegate role

1. With a delegate selected in the **Current Delegates** list, select a custom role in the **Role** list.
2. Click **Delete Custom**, and then click **Yes** to confirm the deletion.

Appendix A: Fax status messages

The following table lists all possible fax status messages and a description of each:

| Status Message | Description |
|--|---|
| A new fax has arrived for [UserID] from remote ID: [RemoteID] | Another user has designated you to be their alternate for notification and they have received a new fax. |
| A new fax has arrived for [UserID] which hasn't been viewed or printed | A member of the group for which you are the fax administrator or alternate administrator has received a fax and has not viewed or printed it within one hour of receipt. |
| A new fax has arrived from remote ID: [RemoteID] | You have received a new fax. You will continue to be notified for one hour (or other period specified by your administrator). If you do not view or print the fax, your group's administrator will be notified. If he or she does not print the fax, your group's alternate administrator will be notified. |
| An outgoing fax is ready for previewing | The fax you requested be held for preview has been processed by the fax server and is waiting in your mailbox. You must select Release to start the sending process. |

| | |
|------------------------------------|---|
| Answer tone detected | The fax server could not connect with the remote (receiving) fax machine due to communication errors between it and the fax server. |
| Bad FCS Information | Incorrect information was entered on the cover sheet (via the Fax Information screen or embedded codes). |
| Bad Formtype | You have specified a form that does not exist or is corrupt in the Fax Information screen or through embedded codes. |
| Bad Phone Number | You entered an incorrect or nonexistent fax phone number. |
| Bad Signature Code | The signature code is not recognized as a valid signature identifier because it is corrupt or does not exist. |
| Call answered before one full ring | The fax server did not receive a normal-length ringback signal from the phone company's central office. |
| Can't access scans | The fax server can't access the documents you scanned with the scanner. |
| Carrier not detected | The fax server did not detect a dial tone when it tried to dial out. |

| | |
|------------------------------|--|
| Command time exceeded | There are timing-related errors, possibly when the fax card waits for or sends a command (T30 protocol handshaking commands) and doesn't get a response within a given period or time. |
| Command time too short | There are timing-related errors, possibly when the fax card waits for or sends a command (T30 protocol handshaking commands) and doesn't get a response within a given period of time. |
| Command timeout | There are timing-related errors, possibly when the fax card waits for or sends a command (T30 protocol handshaking commands) and doesn't get a response within a given period of time. |
| Communications-line failure | The fax card was unable to make a valid connection with the remote machine. |
| Conversion Failed | The fax server was unable to convert your document to Group III format. |
| Dial failure or no dial tone | The fax server cannot detect a dial tone because there is a problem with the phone line or the fax card is configured incorrectly. |
| Duplicate | The fax is a duplicate; it has been forwarded to you by another user. |
| Equipment busy tone detected | The remote (receiving) fax machine's phone line is busy. |
| Fax Discarded | The fax server threw your fax away. Contact your administrator. |
| Fax number busy | The fax server has tried to send your fax the required number of times (default=5 times) and each time the phone number was busy. |

| | |
|---|---|
| Fax to [Name] abandoned, too many retries | The fax server will try to successfully send your fax a specified number of times (determined by the administrator) then quit trying. The default value is 5 tries. |
| Fax to [Name], [Error] | Your outgoing fax encountered the error listed. (See the error listed for more information.) |
| FCS Create Failed | The cover sheet of your fax could not be created due to a corrupt or incompatible cover sheet format. |
| Function not implemented | An operation was attempted that is not currently supported by your fax card software. |
| G2 Fax Machine | You have attempted to send a fax to a Group II machine, rather than a Group III machine. |
| Held for Preview | You have specified in the Fax Information screen or through embedded codes that you want to preview this fax before sending it. You must select Release from the Fax menu to start the sending process. |
| Human Answered | The fax server detected an unknown sound after it dialed the fax number. The unknown sound could be a human voice, recording, or line noise. |
| Illegal line number | You have attempted to send a fax on a fax channel that does not exist. |
| Illegal option in call | This error could occur if an invalid parameter is given for one of several different commands, including LOG, DEBUG, XFER, SEND. |
| Illegal parameter value | This error could occur if an invalid parameter is given for one of several different commands, including: LOG, DEBUG, XFER, SEND. |
| Illegal Sig. Use | You have included a signature in your fax that you are not authorized to use. |

| | |
|--|---|
| Imaging error encountered, fax abandoned | The fax server was unable to convert your document to Group III format for transmission, and so quit trying. |
| In Conversion | The fax server is converting your document to fax format for transmission. |
| In Validation | The signature and/or billing codes in your fax are being validated against the fax database. |
| Info Not Complete | You have not completed all the required fields (in the Fax Information screen or through embedded codes) for the fax server to send the fax. |
| Initial Processing | The fax server is checking your document for embedded codes and counting the number of pages in your fax. |
| Invalid Billing Code | You have entered a billing code that is incorrect or does not exist. |
| Invalid Embedded Code | You have included a misspelled, incomplete, or nonexistent embedded code in your fax. |
| Line in Use | The fax server was not able to send your fax because there were no outgoing phone lines available. |
| Loop current detected | When the fax server attempts to go off-hook to send a fax, it finds that the phone is already off-hook. This can occur when two devices are sharing a phone line and attempt to use it at the same time. It might also be a fax card configuration error. |
| Loop current failed | The fax card did detect current on the line, but did not detect a valid value for LOOP CURRENT. |
| Loop current not detected | The fax card was looking for LOOP CURRENT before it attempted to dial the fax number, but didn't find any. |

| | |
|--|--|
| Network congestion detected | The network may be running inefficiently and causing traffic, or an invalid fax number may have been dialed. |
| Network high and dry (no ring) | The fax card does not detect any type of telephone interface available. This is a very serious error; contact your fax administrator immediately. |
| No Answer at Fax # | The fax machine at the receiving end didn't answer or a wrong number was dialed. |
| No answer tone detected | The phone is ringing at the destination, but the fax machine is not answering within the specified time. This is especially prevalent in international calling when it can take up to a minute to connect to the remote station. |
| Non-G3 Modem Detected | The fax server has detected a non-Group III fax modem on the remote (receiving) fax machine, and cannot communicate with it. |
| OCR error | An error occurred while a document was being sent to or was at an Optical Character Recognition module. |
| OCR in process | Your fax has been queued and is being processed by the OCR module. |
| OK | The fax server has successfully sent your fax over the phone lines. This does not guarantee successful receipt of the fax at its destination. |
| One of your outgoing faxes needs attention | You have not completed all the required fields in the Fax Information screen or through embedded codes for the fax to be sent. |
| P2 was not detected at the end of training | This is a training error indicating a performance problem with the fax server and the number of fax cards that it contains. |

| | |
|-------------------------------|--|
| Phone Line Problems | There is a problem with the phone lines at the fax server. |
| Poor Quality | There was too much line noise for the fax to be transmitted correctly. The fax may have been sent, but it may be difficult to read. |
| Printing | Your fax is printing. |
| Printing Error | An error occurred while your fax was printing. |
| Protocol reject message | This is a generic protocol error code that could have several meanings. In general, your fax card is having difficulty talking to the remote fax machine because it isn't getting the signals it expected. |
| Protocol timeout | This is a generic protocol error code that could have several meanings. In general, your fax card is having difficulty talking to the remote fax machine because it isn't getting the signals it expected in the appropriate time frame. |
| Queued for OCR | The fax has been queued and is waiting for the OCR module to convert it. |
| Queued for Printing | The fax has been queued and is waiting to be printed. |
| Ringback signal detected | A ringback signal was detected when it should not have been. This may be due to interrupting a call in-process on a shared line, or could be caused by a lot of noise on a T1 phone line. |
| Ringback, but no answer tone | The phone rang at the destination, but it was never answered. This might be because the receiving fax machine is off-line or unable to receive faxes. |
| Ringback, then busy condition | The fax number dialed went off-hook, then went on-hook very quickly, generating a fast busy signal. |

| | |
|--------------------------------------|---|
| Scheduled for Send | Your fax was successfully converted to fax format and is now being sent to the fax card to await sending. If you specified a date and time to send the fax, the fax server will wait to send it until then. |
| Scheduling Failed | Your fax was converted correctly, but it couldn't be correctly queued to be sent. |
| Sending | The fax server is transmitting your fax. |
| Sending fax to [Name] at [FaxNumber] | Your fax is being sent to the name and fax number specified. |
| Sig Needs Authorization | You must be authorized to use the signature you have included in your fax. |
| Thermal Record | You have recorded a fax that was sent or received on a conventional fax machine for database purposes only. |
| Training Algorithm detected FSK | This training error indicates a performance problem with the fax server and the number of fax cards it contains. |
| Training Algorithm found on PN | This training error indicates a performance problem with the fax server and the number of fax cards it contains. |
| Tx/Rx Error | This transmission/reception error indicates that the receiving fax machine was experiencing difficulties or excessive line noise. |
| Unknown Error | Undetermined error. |
| Unknown Error Code | Error condition is not known. |
| Unknown Status Code | An unknown status code has been returned to the fax server from your fax card. |

| | |
|--|---|
| Voice response to call | The fax server detected a sound that it didn't expect after it dialed the fax number. The sound could be a human voice, recording, or line noise. |
| Waiting for Conversion | The fax server is busy with another process and has queued your fax to be converted. |
| Waiting to be Sent | The fax has not yet been scheduled for faxing. |
| Your fax has been successfully sent to [Name] at [FaxNumber] | Your fax was successfully sent over the phone lines. This does not guarantee successful receipt of the fax at its destination. |
| Your outgoing fax contains an invalid billing code | You have either not entered a required billing code, or entered one that does not exist. |

Appendix B: RightFax embedded codes

Embedded codes are faxing instructions that you insert into fax-bound documents. You can use them to address faxes, include fax cover sheet information, attach library documents, add billing information, insert your signature, and more. These are not the same as the codes you can insert on fax cover sheets.

When the RightFax server converts the document to fax form, it uses the instructions contained in the embedded codes and then strips the codes from the document.

Example <TOFAXNUM:555-1212> The embedded code TOFAXNUM instructs the RightFax server to send the fax to the destination fax number 555-1212.

Example <TOFAXNUM:{MERGEFIELD FaxNumber}> Together with mail merge from Microsoft Word, the embedded code TOFAXNUM instructs the RightFax server to send the fax to the numbers included in the FaxNumber field of a data source.

Important If you send faxes via an SMTP gateway and use embedded codes, you must select the **Use PCL converter for text files** option in your email configuration.

To add embedded codes to a document

- Anywhere in a document that accepts text characters, type the code along with any required parameters between angle brackets (<CODE:*parameter*>), observing the following guidelines:

- Embedded codes can require no parameter <CODE>, have one parameter <CODE:*parameter*>, or have multiple parameters <CODE:*parameter,parameter,parameter*>.
- Every embedded code string (angle brackets, code, and parameters) in your document must be formatted using a native printer font. Only native printer fonts are stored in their original text format in the PCL file from which the fax is generated. All other fonts are converted to graphic images.
- Incorrectly typed or formatted codes will be ignored and will appear in the fax as text. Examples include mistyped codes, missing angle brackets, or code strings in a font that is not a native printer font.
- Code statements that wrap to a second line will be ignored and will appear in the fax as text.

Note In very large documents that use embedded codes, the pre-scanning process can cause the fax server to appear unresponsive. You can specify the maximum length of time for embedded code processing by editing the Windows registry PrescanTimeoutSeconds value.

ADDDOC

Adds a file to the end of the fax. The specified file is not deleted after conversion. To append multiple files to a document, add the ADDDOC

code multiple times. The files will be appended in the sequence in which the codes appear in the document.

| | |
|------------------|------------------------------------|
| Format | <ADDDOC:file> |
| Max field length | N/A |
| Example | <adddoc:\\server8\sys\bin\xyz.tif> |

To add an ADDDOC, ADDDOC2, ADDDOC3, or ADDDOC4 code

- Specify the file path (`\\ComputerName\Folder\filename.extension`). For a list of supported formats, see [File formats that convert to fax format on page 57](#).

Verify that RightFax has access privileges to the file. If the attachment is located on a client machine, verify that the client directory allows sharing so that the server can access the remote file.

ADDDOC2

Replaces the document that contains it with the specified file. The original file will be deleted.

| | |
|------------------|-------------------------------------|
| Format | <ADDDOC2:file> |
| Max field length | N/A |
| Examples | <adddoc2:\\server8\sys\bin\123.tif> |

ADDDOC3

Adds a file to the end of the fax. The original file will be deleted.

| | |
|------------------|-------------------------------------|
| Format | <ADDDOC3:file> |
| Max field length | N/A |
| Examples | <adddoc3:\\server8\sys\bin\xyz.tif> |

ADDDOC4

Replaces the document that contains it with the specified file. The original file is retained.

| | |
|------------------|-------------------------------------|
| Format | <ADDDOC4:file> |
| Max field length | N/A |
| Example | <adddoc4:\\server8\sys\bin\xyz.tif> |

*ATDATE

Schedules to send the fax on a specific date.

By default the current time on the specified day is used as the send time. For example, if a fax is sent to the queue at 3:30 p.m. and it contains <ATDATE:+1> and no ATTIME code, it will be scheduled to send at 3:30 p.m. the next day.

| | |
|------------------|---------------------------------|
| Format | <ATDATE:date> |
| Max field length | 10 characters |
| Example | <ATDATE:+2> <ATDATE:9-15-15> |

To enter a date relative to the current date

- Enter **+n**, where n is the number of days after the current date. For example, to schedule the fax to send a week after the current day, enter +7.

To enter an absolute date

- Enter a specific date using one of the following formats: *MM/DD/YY*, *MM-DD-YY*, or *MM-DD-YYYY*.

*ATTIME

Schedules to send the fax at a specific time.

The fax will become eligible for scheduling within 15 minutes of the specified time. Specifying a time between the current time and midnight will schedule the fax to send the same day. Specifying a time earlier than the current time will schedule the fax the next day.

| | |
|------------------|--------------------------------|
| Format | <ATTIME: <i>time</i> > |
| Max field length | 9 characters |
| Example | <ATTIME:+2> <ATTIME:10:00p> |

To enter a time relative to the current time

Do one of the following:

- Enter **+n**, where n is the number of hours after the current time.
- Enter **+n.n**, where the first n is either **0** or the number of hours, and the n after the decimal point is a number 1-9 for the number of six minute increments.

To enter an absolute time

- Enter the time as **hhmm** or **hh:mm** in either 12-hour or 24-hour format. To indicate A.M and P.M for 12-hour format, append **a** or **p** after the time.

*BILLINFO1

Assigns the first billing code to the fax.

Embedded billing codes must comply with any billing code verification rules set up on the RightFax server.

| | |
|------------------|---------------------------|
| Format | <BILLINFO1: <i>code</i> > |
| Max field length | 15 characters |
| Example | <BILLINFO1:4444> |

*BILLINFO2

Assigns the second billing code to the fax.

Embedded billing codes must comply with any billing code verification rules set up on the RightFax server.

| | |
|------------------|---------------------------|
| Format | <BILLINFO2: <i>code</i> > |
| Max field length | 15 characters |
| Example | <BILLINFO2:5555> |

BREAK

Note Do not use a PostScript driver when using the <BREAK> code. Use a PCL driver instead.

Breaks a single fax document into multiple faxes with multiple recipients.

The break occurs at the point where the code is encountered. Each separate fax in the document must contain its own fax recipient information using the <TONAME> and <TOFAXNUM> embedded codes.

| | |
|------------------|---------|
| Format | <BREAK> |
| Max field length | N/A |
| Example | <BREAK> |

When the fax server encounters the <BREAK> embedded code, it automatically flushes any existing print formatting information that was contained in the file's print header.

Note Therefore, use the <BREAK> code only within ASCII print stream files that do not have print headers associated with them

BROADCAST

Specifies that the fax is a fax broadcast to increase the speed at which the broadcast is sent. Unnecessary server processes are decreased or eliminated, including polling for and returning of status information, requests for notifications, and automatic printing of faxes. Printing of failed faxes is not effected by this embedded code.

| | |
|------------------|-------------|
| Format | <BROADCAST> |
| Max field length | N/A |
| Example | <BROADCAST> |

*CHANNEL

Sends the fax on the specified channel of the fax board.

This can be useful if your organization sends priority faxes or fax broadcasts on specific channels.

| | |
|------------------|--|
| Format | <CHANNEL:channel#> |
| Max field length | N/A |
| Example | <CHANNEL:3> Listed in RightFax DocTransport as Channel #2 |

To specify the fax channel number

- Increment the channel number found in RightFax DocTransport by 1. (A value of 0 would indicate that any available channel can be used.)

COMPLETEEVENT

Generates completion events that can be used by the RightFax API. This is useful if you write code to send the status of the fax to a user, to a database, or to a host application.

| | |
|------------------|-----------------|
| Format | <COMPLETEEVENT> |
| Max field length | N/A |
| Example | <COMPLETEEVENT> |

*COVER

Generates a RightFax cover sheet for the fax. If the user account sending the fax is configured to automatically generate a cover sheet, only one cover sheet will be generated.

The default cover sheet file will be used unless an FCSFILE embedded code specifies a different cover sheet file.

| | |
|------------------|---------|
| Format | <COVER> |
| Max field length | N/A |
| Example | <COVER> |

*DELETE

Deletes the fax from the user's FaxUtil mailbox after it has been successfully sent, overriding the default RightFax auto-delete setting.

| | |
|------------------|----------|
| Format | <DELETE> |
| Max field length | N/A |
| Example | <DELETE> |

*DELETEALL

Deletes the fax from the user's FaxUtil mailbox after it has been sent or sending has been attempted. It overrides the default RightFax auto-delete setting.

| | |
|------------------|-------------|
| Format | <DELETEALL> |
| Max field length | N/A |
| Example | <DELETEALL> |

DELETEDFIRSTPAGE

Removes the first page of the fax.

Deletes the first page of the fax, for example if you include all embedded codes on the first page and do not want this page sent.

This code is typically used when it is easier to add a page of embedded codes to the front of a document than to insert production embedded codes into the print stream coming from the host.

| | |
|------------------|--------------------|
| Format | <DELETEDFIRSTPAGE> |
| Max field length | N/A |
| Example | <DELETEDFIRSTPAGE> |

DELETEDLASTPAGE

Deletes the last page of the fax, for example if you include all embedded codes on the last page and do not want this page sent.

This code is typically used when it is easier to add a page to the end of a document than to insert production embedded codes into the print stream coming from the host.

| | |
|------------------|-------------------|
| Format | <DELETEDLASTPAGE> |
| Max field length | N/A |
| Example | <DELETEDLASTPAGE> |

*FCSFILE

Uses the specified file as the RightFax-generated cover sheet.

The cover sheet file must exist in the RightFax\FCS folder on the RightFax server and must end with the extension .pcl. Do not specify a directory path.

| | |
|------------------|--------------------|
| Format | <FCSFILE:filename> |
| Max field length | 12 characters |

| | |
|---------|------------------------|
| Example | <FCSFILE:MYCOVER1.PCL> |
|---------|------------------------|

*FINE

Converts the body of the fax using fine (200 × 200 DPI) resolution, overriding the default fax resolution set in the user's FaxUtil mailbox.

This is recommended only for faxes with detailed graphics or faxes that will be OCR'd.

| | |
|------------------|--------|
| Format | <FINE> |
| Max field length | N/A |
| Example | <FINE> |

*FINECOVER

Converts the cover sheet of the fax using fine (200 × 200 DPI) resolution, overriding the default fax resolution set in the user's FaxUtil mailbox.

This is recommended only for cover sheets with detailed graphics or cover sheets that will be OCR'd.

| | |
|------------------|-------------|
| Format | <FINECOVER> |
| Max field length | N/A |
| Example | <FINECOVER> |

FORMTYPE

Overlays the fax onto the specified RightFax form.

| | |
|------------------|-----------------------|
| Format | <FORMTYPE:formID> |
| Max field length | 15 characters |
| Example | <FORMTYPE:LETTERHEAD> |

*FROMFAXNUM

Displays the sender's fax number on the RightFax-generated fax cover sheet. The code will be ignored if RightFax does not generate a cover sheet.

| | |
|------------------|---------------------------------|
| Format | <FROMFAXNUM: <i>faxnumber</i> > |
| Max field length | 31 characters |
| Example | <FROMFAXNUM:(520)555-1234> |

*FROMGENFAXNUM

Displays the company fax number on the RightFax-generated fax cover sheet. If no cover sheet is generated by RightFax, this code will be ignored.

Note The PCL Cover sheet code equivalent of this embedded code is <GENERALFAXNUM>.

| | |
|------------------|------------------------------------|
| Format | <FROMGENFAXNUM: <i>faxnumber</i> > |
| Max field length | 31 characters |
| Example | <FROMGENFAXNUM:(520)555-2345> |

*FROMGENPHONE

Specifies the company voice number to be placed on the RightFax-generated fax cover sheet. If no cover sheet is generated by RightFax, this code will be ignored.

Note The PCL Cover sheet code equivalent for this embedded code is <OPERATORNUM>.

| | |
|------------------|----------------------------------|
| Format | <FROMGENPHONE: <i>voicenum</i> > |
| Max field length | 31 characters |
| Example | <FROMGENPHONE:(520)555-3456> |

FROMNAME

Specifies the sender's name to be placed on the RightFax-generated fax cover sheet. If no cover sheet is generated by RightFax, this code will be ignored.

| | |
|------------------|--------------------------|
| Format | <FROMNAME: <i>name</i> > |
| Max field length | 59 characters |
| Example | <FROMNAME:Jane Doe> |

*FROMPHONE

Specifies the sender's voice number to be placed on the RightFax-generated fax cover sheet. If no cover sheet is generated by RightFax, this code will be ignored.

| | |
|------------------|-------------------------------|
| Format | <FROMPHONE: <i>voicenum</i> > |
| Max field length | 31 characters |
| Example | <FROMPHONE:(520)555-4567> |

*IGNORE

Causes all subsequent embedded codes to be ignored.

| | |
|------------------|----------|
| Format | <IGNORE> |
| Max field length | N/A |
| Example | <IGNORE> |

*LIBDOC

Sends the specified RightFax library document instead of the document. You can specify multiple library documents, each as a separate LIBDOC code.

Important When used with email gateways, this embedded code functions exactly the same as LIBDOC2.

| | |
|------------------|------------------------------|
| Format | <LIBDOC: <i>documentID</i> > |
| Max field length | 21 characters |
| Example | <LIBDOC:INFOPACK1> |

*LIBDOC2

Sends the specified RightFax library document in addition to sending the document. You can specify multiple library documents, each as a separate LIBDOC2 code.

| | |
|------------------|-------------------------------|
| Format | <LIBDOC2: <i>documentID</i> > |
| Max field length | 21 characters |
| Example | <LIBDOC2:INFOPACK1> |

NEWDEST

Sends the document to multiple recipients. The <NEWDEST> code must appear after every destination. If <NEWDEST> is omitted for a destination, the last occurrence of any of the embedded codes takes effect. For each destination (recipient), you can use the following codes:

- BILLINFO1
- BILLINFO2
- DELETE (To override a recipient's delete preferences.)
- TOCITYSTATE
- TOCONTACTNUM
- TOCOMPANY
- TOFAXNUM

- TONAME
- SAVE (To override a recipient's save preferences.)

| | |
|---|--|
| Format | <NEWDEST> |
| Max field length | N/A |
| Example of sending a fax to three recipients. | <TONAME:JOHN> <TOFAXNUM:555-1234> <NEWDEST> <TONAME:MARY> <TOFAXNUM:230-5000> <NEWDEST> <TOFAXNUM:555-3006> <SAVE> <NEWDEST> |

NEWLIB

Creates or updates a library document from the document containing the code.

To create or update a library document

Enter a new or existing library document ID and description. The current document will either replace or create the specified library document:

- If the document ID already exists, that library document will be replaced.
- If a matching document ID does not exist, a new library document will be created.

The newly created library document will be assigned LAN accessibility only. To specify other accessibility options, use the NEWLIB2 code instead.

| | |
|------------------|--|
| Format | <NEWLIB: <i>libdocID,description</i> > |
| Max field length | N/A |

| | |
|---------|--|
| Example | <NEWLIB:novpricesheet,november_prices> |
|---------|--|

NEWLIB2

Automatically creates or updates a library document from the document containing the code.

NEWLIB2 functions the same way as the NEWLIB code, except that you can also assign any of the following accessibility attributes to the library document:

- L = LAN
- F = Fax on Demand
- W = Web
- C = Catalog

| | |
|------------------|--|
| Format | <NEWLIB2:libdocID,description,LFWC> |
| Max field length | N/A |
| Example | <NEWLIB2:novpricesheet,november_prices,LFWC> |

NOBODY

Sends only the cover sheet, and not the fax body. Any embedded codes not used for the production of the cover sheet will be ignored.

| | |
|------------------|----------|
| Format | <NOBODY> |
| Max field length | N/A |
| Example | <NOBODY> |

NOCOMPLETEEVENT

Disables complete events.

| | |
|--------|-------------------|
| Format | <NOCOMPLETEEVENT> |
|--------|-------------------|

| | |
|------------------|-------------------|
| Max field length | N/A |
| Example | <NOCOMPLETEEVENT> |

*NOCOVER

Turns off automatic RightFax cover sheet generation for the document.

| | |
|------------------|-----------|
| Format | <NOCOVER> |
| Max field length | N/A |
| Example | <NOCOVER> |

*NORMAL

Converts the body of the fax using normal (200 × 100 DPI) resolution, overriding the default fax resolution set in the user's FaxUtil mailbox.

Normal resolution faxes can be transmitted much faster than fine resolution faxes, saving time and phone charges.

| | |
|------------------|----------|
| Format | <NORMAL> |
| Max field length | N/A |
| Example | <NORMAL> |

*NORMALCOVER

Converts the cover sheet of the fax using normal (200 × 100 DPI) resolution, overriding the default fax resolution set in the user's FaxUtil mailbox.

Normal resolution faxes can be transmitted much faster than fine resolution faxes, saving time and phone charges.

| | |
|------------------|---------------|
| Format | <NORMALCOVER> |
| Max field length | N/A |
| Example | <NORMALCOVER> |

NOSMARTRESUME

Disables the Smart-Resume feature.

| | |
|------------------|-----------------|
| Format | <NOSMARTRESUME> |
| Max field length | N/A |
| Example | <NOSMARTRESUME> |

NOTE

Adds comments to your cover sheet. RightFax will not reformat or line wrap the comments.

You can use up to 21 <NOTE> codes in a single document. This is helpful if you want to enter multi-line comments.

| | |
|------------------|---|
| Format | <NOTE: <i>text</i> > |
| Max field length | 69 characters |
| Example | <NOTE:THE QUICK BROWN FOX JUMPS OVER THE> <NOTE:LAZY DOG.> |

NOTIFY_ERROR

Sends a notification when the fax is abandoned due to transmission errors.

| | |
|------------------|----------------|
| Format | <NOTIFY_ERROR> |
| Max field length | N/A |
| Example | <NOTIFY_ERROR> |

Notify_ embedded codes send notifications to the sender's notification address specified in their RightFax user account.

NOTIFY_OK

Sends a notification upon successful transmission of the fax.

| | |
|------------------|-------------|
| Format | <NOTIFY_OK> |
| Max field length | N/A |
| Example | <NOTIFY_OK> |

NOTIFY_RETRY

Sends a notification when a transmission error is encountered and the fax is being resent.

| | |
|------------------|----------------|
| Format | <NOTIFY_RETRY> |
| Max field length | N/A |
| Example | <NOTIFY_RETRY> |

*PREVIEW

Holds the fax for preview in the sender's FaxUtil mailbox. It must be released in FaxUtil to send.

| | |
|------------------|-----------|
| Format | <PREVIEW> |
| Max field length | N/A |
| Example | <PREVIEW> |

*PRIORITY

Sets the priority of the outgoing fax to low normal or high. If you specify high priority and do not have the permission to do so, the fax will be sent with normal priority.

You can enter the priority using the word or just the initial letter:

- **HIGH** or **H**
- **NORMAL** or **N**
- **LOW** or **L**

| | |
|------------------|------------------------------|
| Format | <PRIORITY: <i>priority</i> > |
| Max field length | N/A |
| Examples | <PRIORITY:HIGH> |

*RETRYCOUNT

Specifies the number of times the fax will be retried in case of a non-fatal error, such as a busy signal. A value of 0 means the fax server will use the system defaults.

| | |
|------------------|-----------------|
| Format | <RETRYCOUNT: #> |
| Max field length | 2 digits |
| Example | <RETRYCOUNT:3> |

*RETRYINTERVAL

Specifies the minimum delay in minutes before a failed fax transmission is rescheduled to send

| | |
|------------------|--------------------|
| Format | <RETRYINTERVAL: #> |
| Max field length | 2 digits |
| Example | <RETRYINTERVAL:2> |

*SAVE

Instructs RightFax to not delete the fax image from the user's FaxUtil mailbox after sending. This overrides any default auto-delete setting.

| | |
|------------------|--------|
| Format | <SAVE> |
| Max field length | N/A |
| Example | <SAVE> |

SIGNATURE

Note RightFax signature files are not supported in outbound PDF documents and do not appear correctly in documents converted using a PostScript driver. Use a PCL driver instead.

Inserts the specified signature image into the document at the location of the code.

You can include an unlimited number of <SIGNATURE> codes in a document. The fax server fails the fax if you are not an authorized user of the signature file.

| | |
|------------------|----------------------------------|
| Format | <SIGNATURE: <i>signatureID</i> > |
| Max field length | 21 characters |
| Example | <SIGNATURE:BOB> |

*SMARTRESUME

Enables the Smart Resume feature.

| | |
|------------------|---------------|
| Format | <SMARTRESUME> |
| Max field length | N/A |
| Example | <SMARTRESUME> |

TOALTFAXNUM

Specifies an alternate fax number that will be tried if the server is unable to send the document to the primary fax number. This number will not appear on the fax. It will only be used if sending to TOFAXNUM fails.

| | |
|------------------|----------------------------------|
| Format | <TOALTFAXNUM: <i>faxnumber</i> > |
| Max field length | 31 characters |
| Example | <TOALTFAXNUM:520-555-1212> |

TOCITYSTATE

Displays the fax recipient's city and state information on the cover sheet. This code can also include the full street address.

| | |
|------------------|------------------------------------|
| Format | <TOCITYSTATE: <i>city, state</i> > |
| Max field length | 59 characters |
| Example | <TOCITYSTATE:TUCSON, AZ> |

TOCOMPANY

Displays the specified fax recipient company name on the cover sheet.

| | |
|------------------|------------------------------|
| Format | <TOCOMPANY: <i>company</i> > |
| Max field length | 59 characters |
| Example | <TOCOMPANY:ACME, INC.> |

TOCONTACTNUM

Displays the specified fax recipient voice number on the cover sheet.

| | |
|------------------|-------------------------------------|
| Format | <TOCONTACTNUM: <i>phonenumber</i> > |
| Max field length | 31 characters |
| Example | <TOCONTACTNUM:520-555-1212> |

TOFAXNUM

Sends the fax to the specified fax recipient fax number and displays it on the cover sheet.

| | |
|------------------|-------------------------------|
| Format | <TOFAXNUM: <i>faxnumber</i> > |
| Max field length | 31 characters |
| Example | <TOFAXNUM:520-555-0199> |

TONAME

Displays the fax recipient's name on the cover sheet and, if a matching entry is found in your RightFax phonebook, sends the fax to the fax address or addresses of the individual or group entry.

| | |
|------------------|------------------------|
| Format | <TONAME: <i>name</i> > |
| Max field length | 59 characters |
| Example | <TONAME:JANE DOE> |

To use a published entry from another user's RightFax phonebook

- Instead of *name*, enter *UserID!Entry*.

UNIQUEID

Specifies a unique ID for the fax instead of having one automatically generated by RightFax. Custom unique IDs can be used for external document tracking systems.

| | |
|------------------|---------------------------|
| Format | <UNIQUEID: <i>faxID</i> > |
| Max field length | 15 characters |
| Example | <UNIQUEID:XYZ120396> |

Appendix C: File formats that convert to fax format

RightFax checks the `whitelist.txt` file in `RightFax/Config` to determine whether to convert an attachment to fax format. While by default this file contains all supported file types, it may not contain every file extension used by each file type. For example, files with the extension JPEG do not convert with the default `whitelist.txt` file. To make sure they do, add JPEG to the list, without modifying the entry for JPG.

Note The `Whitelist.txt` file does not control conversions handled through PCL.

To prevent the built-in conversion engine from converting a file type

- Open `RightFax/Config/Whitelist.txt`, and do one of the following:
 - Delete the file type from the file.
 - Turn the entry for the file type into a comment by preceding it with a comma.

The following table lists the types of documents (listed by applications or file format) that the built-in conversion engine on the RightFax server can convert to fax format. Documents can be converted from their native format either by being sent as file attachments to a fax message or by being sent using the Send To function in Windows.

Important Conversion of PDF attachments and Postscript requires the RightFax PDF module.

| Application or file format | Supported versions | Common Extension |
|----------------------------|---------------------------|------------------------|
| Ami Pro | All versions | .SAM |
| ANSI text (7 & 8 bit) | All versions | .TXT |
| ASCII text (7 & 8 bit) | All versions | .TXT |
| Bitmap | Windows versions | .BMP |
| Multi-page PCX | Microsoft Fax | .DCX |
| EPS | If TIFF image is embedded | .EPS |
| G3 | All versions | .G3 .BG3 |
| GIF | All versions | .GIF |
| HTML | Versions through 4.0 | .HTM .HTML |
| JPEG | All versions | .JPG .JPEG .EXIF |
| Lotus 1-2-3 | All versions | .123 |
| Lotus Wordpro | All versions | .LWP |

| Application or file format | Supported versions | Common Extension |
|-----------------------------------|----------------------|------------------------|
| Microsoft Excel | Versions 2000 - 2016 | .XLS .XLSX .XLSM |
| Microsoft Outlook | All versions | .MSG |
| Microsoft PowerPoint | Versions 2000 - 2016 | .PPT .PPTX .PPTM |
| Microsoft Rich Text Format | All versions | .RTF |
| Microsoft Visio | 2000 - 2016 | .VSD |
| Microsoft Word | 2000 - 2016 | .DOC .DOCX .DOCM |
| Microsoft WordPad | All versions | .TXT .WPC |
| Microsoft Works | Versions through 8.0 | .WPS |
| Microsoft XML Paper specification | All versions | .XPS |
| MIME | All versions | .MHTML |
| PCX bitmap | All versions | .PCX |
| Portable Document Format | All versions | .PDF |
| Portable Network Graphic | All versions | .PNG |
| Post Script | All versions | .PS .EPS |

| Application or file format | Supported versions | Common Extension |
|--------------------------------|----------------------|-------------------------|
| Text-based configuration files | Varies by product | .FTP .FRM .WPC |
| TIFF CCITT Group 3 & 4 | All versions | .TIFF |
| Unicode Text | MSWord with encoding | .UNI .UTF8 .UTF8e |
| UUEncode | No specific version | .TXT |
| vCard | All versions | .VCF |
| Visio | All versions | .VSD |
| XML | All versions | .XML |