



4-Sight FAX Server v7.5

Administrator's Guide

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Welcome to 4-Sight FAX Server

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Introduction

Overview

The 4-Sight FAX Server allows you to send and receive fax messages by logging in from your Macintosh or PC using a Fax Client. Multiple Clients can create, send and receive faxes simultaneously through a single Fax Server.

New 7.5 Server Features

4-Sight FAX Server version 7.5 contains several new and enhanced features, including:

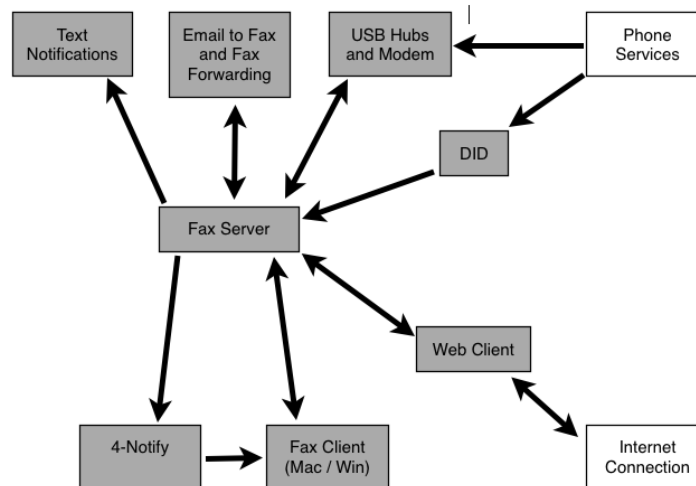
- Email to fax capabilities.
- Web Client capabilities for multiple Internet browsers.
- Use of Personal and FAX Server address books from within the Web Client.
- Text message notifications.
- Support for PDF cover pages.
- Automated technical support tools.
- Client/Server address book synchronization.
- Improved reliability and speed through updated Client/Server communications.
- Reduced Incoming/Outgoing queue load-time on start up.
- Faster fax retrievals, especially for large faxes.
- Personal fax folders for saving a user's incoming faxes.
- Super for very large faxes (100+ pages).

Existing Features:

- Enhanced fax quality at up to 256 levels of grayscale.
- Comprehensive accounting and archiving systems.
- Multiple customizable cover pages.
- Automatic retry if a number is busy.
- Automatic or manual printing of received faxes.
- Server expandable from one to 16 channels (50 to 600 pages per hour).
- Secure user log-ins with assignable privileges.
- Server-based address book.
- Inbound Routing supports DID (**D**irect **I**nward **D**ial) systems.
- Automated Line-based Routing (ALBR).
- Optimized for fax broadcasting.

-
- Email Suite – allows you to send and receive emails as faxes.
 - Third party product integration (AppleScript™, 4D®, Omnis®, FileMakerPro®).
 - Macintosh Class 2 internal Comm modem support (pre-2002 Mac models only).
 - Operates on TCP/IP protocol (port 8008).
 - Supports Macintosh and Windows Clients.
 - SMTP Authentication System.
 - Sorting capability on Incoming and Outgoing Fax Queues.
 - Advanced Header Line.
 - Queuing and Archiving Setups.
 - Billing Fields.
 - Open Log.

How It All Works: An Overview



Sending Faxes

Network workstations use the 4-Sight FAX Composer and Fax Printer Driver to create a fax. The fax is then sent to the Fax Server over the local area network or the Internet using TCP/IP. Faxes are collected by the 4-Sight FAX Server application, which is running on a dedicated Macintosh.

4-Sight FAX Server sends the message to the fax modem, which is attached to the server machine by means of a Macintosh serial or USB cable - one end of which is connected to an available serial or USB port on the Macintosh, the other connected to the fax modem. The modem then dials out, connects with the remote fax machine or fax server, and transmits the fax. When completed, a message can notify the 4-Sight FAX client workstation alerting the user that the fax was transmitted successfully!

Receiving Faxes

When receiving faxes, the path traveled by the message is basically the opposite of an outgoing fax. A call comes into the fax modem through a telephone line. The modem answers the call, and the Fax Server receives the fax, and places it into the Incoming Queue. From here the fax is assigned to the appropriate user or group of users-manually (by the Fax Administrator or other user), or automatically via Automatic Line Based Routing (ALBR) or **D**irect **I**nward **D**ial (DID) routing.

Automatic **L**ine-**B**ased **R**outing (ALBR) is a system which automatically assigns faxes to a particular user based on the phone line and modem on which the fax was received. It is ideal for small office setups where each employee has a dedicated fax line on a separate modem.

The **D**irect **I**nward **D**ial (DID) provides automated assignment of incoming faxes to intended recipients. This feature requires the following:

- A unique fax number for each client user.
- A DID router, or a fax modem with built-in DID routing capability.
- A DID “trunk”—a special phone line that can carry multiple numbers.

Note:

- DID may not be available in your area. Contact your local phone company for more information.

About Fax Forward to Email

Fax **F**orward **T**o **E**mail (FFTE), allows administrators to enable fax routing for 4-Sight FAX users.

When a fax is assigned, whether manually or automatically via line-based routing or DID, the user’s preferences are checked to see if the Fax Forward to Email option is selected. When selected, the incoming fax is converted into a PDF attachment and forwarded to the intended recipient via Email.

Note:

- ◆ See **Setting up Fax Forward to Email** on page 43 for more information.

1. Installing 4-Sight FAX Server

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Software and Hardware Requirements

Software Requirements for Fax Server v7.5

	Minimum	Recommended
Server Operating System	Mac OS X 10.3.9	Mac OS X 10.4.x – 10.6.x

Warnings:

- ◆ 4-Sight FAX Server v7.5 is compatible with Intel Macs.

Hardware Requirements:

	Minimum	Recommended
CPU	G4 or higher	G5 or higher
Available Memory	512 MB	1 GB
Disk space	40 MB	40 MB or higher
TCP/IP Port	8008	8008
Modem	See http://www.4sightfax.com/PDFs/Supported_Devices.pdf for more information.	

Note:

- ◆ Disk space requirements vary based on the volume of faxes you receive as well as how often you off load fax messages to archive on another mass storage device.

Before Installing 4-Sight FAX Server

Things you need to know and do:

1. You must have an Internet connection.
2. You must know the IP address of the server machine. The IP Address must be static (never changes). You cannot use a dynamic IP address.

To find the IP address of a Macintosh, do the following:

On the **Apple** menu, click **System Preferences**. Under the **Internet and Network** group, click **Network**. Click the **TCP/IP** tab.

Write down the **IP Address** information on a piece of paper.

3. You must have a valid Email address. 4-Sight FAX will send a license and activation codes to this address. A valid Email address is also required for Email Suite feature.

Installing 4-Sight FAX Server

How to install 4-Sight FAX Server

1. Start the installation:

If...	Then...
You need to download the software from the Internet	<p>Go to http://www.4sightfax.com. Then click the Downloads button.</p> <ul style="list-style-type: none"> • Read the hardware and software requirements before continuing. • Scroll down and complete the online registration form. Click Submit. • Select the correct download for your operating system. Depending on your Internet connection speed, the download could take a few minutes. The Installer should be copied, then uncompressed and placed on your local Desktop. DO NOT attempt to launch the Installer from a network file server. • Within 24 hours, you will receive an Email with temporary License and Serial numbers. You can copy these numbers to later run and use 4-Sight FAX.

2. Double-Click on the 4SightFaxServer.zip file.
3. Double-click on the Installer file to start the 4-Sight FAX Server installation.
4. Read Important Information.
 - Read the License agreement carefully and then click **Accept** to continue with the installation.
 - Review the Read Me information. When done, click **Continue**.
5. Select the location where you want to install 4-Sight FAX Server. Click **Install** to continue.
6. Congratulations, 4-Sight FAX Server is now installed. Click **Quit** to exit the installation program.
 - You should save the 4-Sight FAX Server Installer in the event you need to re-install the program, or move the Fax Server to another machine.
7. Launch 4-Sight FAX Server:

- Provide your company information. This information is used on coversheets when you send a fax.
- Choose the primary modem that will be used for outgoing and incoming faxes. This will be the first modem (device) that you will set up later.
- Once the Fax Server has launched, go to the **Setup** menu and select **Licensing**. Enter or copy/paste the Serial and License codes in the order shown. Click **Save and Quit** when done.

Upgrading from Previous v5.x, v6.x, or v7.0 Version

Overview

The installer performs most of the upgrade process automatically for you.

Things to keep in mind:

- All fax clients must be logged out of the Fax Server.
- You must quit the 4-Sight FAX Server application.
- The installer removes and installs the appropriate files.
- Queue and archive items do not need to be converted.
- The Server Preferences file location:
(Home)/Library/Preferences/4-Sight FAX folder.
- To keep your existing faxes from your current Incoming, and Queue folders, copy the contents of each folder to their corresponding locations in the OS X Applications folders.

What's Next?

When the installation or upgrade is done, you **MUST** configure and setup the 4-Sight FAX Server before you can send or receive faxes. See *Configuring* the 4-Sight FAX Server on page **19** to continue.

2. Configuring the 4-Sight FAX Server

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Getting Started

Configuring the 4-Sight FAX Server

Now that you have installed the 4-Sight FAX Server, you must now setup and configure the many features and options. It is recommended that you do the tasks in the order they are listed.

Do this task...	To...
Licensing	<ul style="list-style-type: none"> ◆ Activate your 4-Sight FAX Server. ◆ Include any options that you have purchased after the initial installation.
Configuring your Modem(s)	<ul style="list-style-type: none"> ◆ Select modems on your machine to work with the 4-Sight FAX Server software. ◆ Define whether the modem will send and/or receive faxes. ◆ Configure specific modem settings, such as the Baud rate, parity, port connection, and so on. ◆ Define if your phone line makes use of tone or pulse. ◆ Define prefix dial and fax header information. ◆ Define to whom the 4-Sight FAX Server Setup will route received faxes to based on the line on which the fax was received, or the DID number of the recipient. ◆ Defining CallerID Block-List. ◆ Configuring a different Port number if 8008 is being used by another application.
Defining Security Settings	<ul style="list-style-type: none"> ◆ Set or change the administrator's password. ◆ Create, modify, and delete fax users rights and privileges. ◆ Create, modify, and delete fax groups and privileges.
Managing Server Address Books and Entries	<ul style="list-style-type: none"> ◆ Create server-based address books and entries. ◆ Create, modify, and delete address book entries. ◆ Choose between different server address books.
Dialing Setup (Smart Dialing)	<ul style="list-style-type: none"> ◆ Define the area or city code(s) for address book entries. ◆ Configure the server to dial local, long-distance, and international numbers.

Do this task...	To...
Creating and Managing Cover Pages	<ul style="list-style-type: none"> ◆ Create an image file (PICT) that is either 8.5 in. by 11 in. or A4 (8.25 in. by 11.75in.). ◆ Associate a cover page to a profile. ◆ Insert and place the appropriate fields, such as "Name" and "Fax Number" (to name a few) onto the cover page.
Defining Default Cover Page Company Information	Provide default cover page information when a user sends a fax.
Queuing and Archiving Faxes	<ul style="list-style-type: none"> ◆ Create and select a folder where incoming and outgoing faxes are processed. By default, two folders are created for you. The Outgoing Queue folder queues outgoing faxes. The Incoming folder queues received faxes. ◆ Enable or disable the queuing and archiving options for the Outgoing or Incoming queue separately. ◆ Perform automatic clean-up of successfully completed faxes in the defined queue folders, and allow them to be archived if that feature is activated. ◆ Enable and configure the 4-Sight FAX Server's long-term storage feature of sent and received fax messages.
Defining Fax Image Quality	<p>Define the default behavior of how the 4-Sight FAX Server renders outgoing faxes. You have 3 choices:</p> <ol style="list-style-type: none"> 1. Black and White (B&W) 2. 16 levels of grayscale 3. 256 levels of grayscale

Do this task...	To...
Configuring Fax Message Printing Options	<p>Define fax printing options for both sent and received faxes.</p> <p>You can define the following printing options:</p> <ul style="list-style-type: none"> ◆ Print first page only. ◆ Print all Cover pages, but only one hard copy of the actual fax message itself. ◆ Print the entire fax message, including the cover page per each fax recipient. ◆ Define a default printer to be used to print faxes from the selected queue. This is used only when you wish to bypass the system's default printer. ◆ Prioritize the machines CPU cycles to imaging (converting documents into a fax format) over the printing of faxes. ◆ Decide if you want the server to play a sound every time a fax is printed.
Configuring User Account Information	<ul style="list-style-type: none"> ◆ Keep track of faxes that are both sent and received by the 4-Sight FAX Server. ◆ Once you have 4-Sight FAX Server setup and configured, fax clients can send and receive faxes.

Entering Licensing Information and Activation Codes

You must enter the license and serial codes that you received from Soft Solutions, Inc.

If you downloaded 4-Sight FAX from the Internet, you will receive temporary license and serial codes.

If you purchased 4-Sight FAX directly from Soft Solutions, Inc., or from a distributor, the license and serial codes were sent to you by email.

Warning:

- If you downloaded the Demo version and did not get a License and Serial code, then the 4-Sight FAX Server will quit every 60 minutes. Furthermore, any faxes sent will have a watermark on them.
 - If you want to continue using 4-Sight FAX without it closing down every 60 minutes, you can request a Demo version license and serial number. This provides full functionality for approximately 30 days.
1. Double-click on the 4-Sight FAX Server icon, located on your Desktop.
 - Provide or select the appropriate information:
 - Enter your company information.
 - Decide if you want 4-Sight FAX Server to run every time the machine is started. Click **Yes**.
 - Select the correct modem. If you do not select the correct model of a supported modem, 4-Sight FAX may not work properly.
 2. On the **Setup** menu, click **Licensing**.

How to enter the License Keys and Serial Number:

If	Then
If you purchased 4-Sight FAX Server	<p>Do the following:</p> <ul style="list-style-type: none"> • Click On-line Registration. You are brought to the 4-Sight FAX Software Activation web site. You must purchase 4-Sight FAX to get the activation codes. You do not need any codes to demo the product. • Complete the verification form. When done, Click Submit. • An email notification is sent to Soft Solutions, Inc, indicating that you requested an activation code. • Typically, you will receive an Email containing the Activation Code the same business day. However, if you submit your request for an Activation Code after regular business hours (9am-4:30pm EST) you will receive the code the following day. If you submit your request on Friday, after business hours or on a Saturday or Sunday, you will receive your Activation Code on Monday.

7. When you receive your Activation Code, do the following:
 - On the **Setup** menu, click **Licensing**.
 - Click **Edit** (next to Activation Code) and enter or paste the Activation Code from the Email. The Activation Code is case-sensitive. When done, click **OK**.
8. Click **Save and Quit**.

Notes:

- 4-Sight FAX MUST be running to send and receive faxes. It is highly recommended that you allow 4-Sight FAX Server to be in the Startup Items folder of your System Preferences for OS X.
- Make sure to disable the Sleep mode.
- You can make use of the 4-Sight FAX product for approximately 30 days. However, thereafter, 4-Sight FAX will quit every 60 minutes.

Adding Lines, Users and Other Features

- Contact Soft Solutions at (888) 447-4448 (within the USA only), or 770-457-9400 outside the USA, or your local reseller.
- You will be provided with an additional license key.
- The new license key is not intended to replace the original license key, rather, the new key will be added to your existing key.
- DO NOT DELETE any existing license keys.
- You do not need a new Activation Code.

Email to Fax Setup:

The email to fax feature works by sending an email from your email client to a specific email address on your network. Your FAX Server Administrator will establish a specific email address on your network to check. The 4-Sight FAX Server will then check this email account at specified intervals, converting any emails to a fax. We recommend an email address of 'fax@yourdomain.com'.

- In the Fax Server, click on Setup → Security Setup → User Setup.
- Select the User you wish to add the Email to Fax feature to and click Edit.

Email Suite: _____

Enable email forwarding
Email forwarding address:

"From" email address for sending email:

Enable email to fax:
Permissable email addresses:

- Check the box next to 'Enable email to fax' and enter up to two (2) email addresses for that user to send Email to Fax messages from.

NOTE: Multiple users cannot use the same email address.

Refer to Setting Up Email to Fax on page 101 for more information.

Email Forwarding Setup:

The email forwarding feature works by sending an email from the FAX Server to a user when a new fax arrives for the user.

- In the Fax Server, click on Setup → Email Setup. Enable and change the settings for email forwarding, if necessary.
- In the Fax Server, click on Setup → Security Setup → User Setup.
- Select the User you wish to add the Email Forwarding feature to and click Edit.

Email Suite:

- Enable email forwarding
- Email forwarding address:
eric@softsinc.com
- "From" email address for sending email:
Fax Server
- Enable email to fax:
- Permissible email addresses:
email1@server.com
email2@server.com

- Check the box next to 'Enable email forwarding' and enter the users email address that would receive the notification emails.

Text Message Notification:

The text message notification feature will automatically send a text message to the mobile number of your choice when you send or receive a fax.

- In the Fax Server, click on Setup → Security Setup → User Setup.
- Select the User you wish to add the text message notification feature to and click Edit.
- Under the 'Text Message Notifications' box, enter the mobile number and select the cellular provider for that mobile number.

Text Message Notifications:

Incoming activity Outgoing activity

Phone #:

Provider:

Include URL link File type: PDF TIFF

- Click on 'Test' to send a test text notification.
- Choose 'Outgoing Activity' to be notified of outgoing faxes sent by that user. Choose 'Incoming Activity' to be notified of faxes received for that user.
- Click on 'Include URL link' to include a clickable link to the fax in the text message.
- Click on PDF or TIFF to select the URL link type, and select the language from the dropdown list.

NOTE: Multiple users cannot have the same email address listed.

Setting up your modem(s)

Setting up your modem(s) to work with the 4-Sight FAX Server software is a four-step process:

Dialog box...	What is done...
Device Setup	<ul style="list-style-type: none"> ◆ Add or delete modems on your machine to work with the 4-Sight FAX Server software. ◆ Define whether or not the modem will send, receive (or both) fax messages. ◆ Select whether or not to use Automated Line-Based Routing (ALBR), and assign each fax line to a particular user or group. ◆ Select the minimum priority level of faxes to be sent by this device. Bulk is the default. ◆ Choose the number and frequency of retries the server will attempt when sending a fax.
Communications	<ul style="list-style-type: none"> ◆ Configure specific modem settings, such as the Baud rate, parity, port connection, and so on.
Configuration	<ul style="list-style-type: none"> ◆ Define if your phone line makes use of tone or pulse. ◆ Define prefix dial and fax header information.
Inbound Routing Configuration (Optional)	<ul style="list-style-type: none"> ◆ Defines whom the 4-Sight FAX Server Setup routes received faxes to based on the DID number of the recipient. <p>When a call comes in to a particular number, the equipment at the telephone company passes on the routing digits – often the last 4 – to the router. The number of routing digits is entered by the user in the DID setup. The router then dials the modem with just the routing digits. When 4-Sight FAX Server receives the fax, the modem passes on the extension to 4-Sight FAX Server. The software then matches the received number against the list of DID numbers entered in the software and assigns the fax to the correct person as it is entered in the User setup.</p>

Tip:

- ◆ You can use up to 16 modems connected to a single machine. Additional hardware is required to establish additional serial or USB modem ports. If you have more than one modem, it is recommended that you assign one modem for receiving faxes and the other one for sending faxes.

Notes:

- ◆ Although you were prompted for the type of fax modem you have in your machine during the 4-Sight FAX Server installation, it was not configured yet. You must manually configure your modem(s).
- ◆ The **D**irect **I**nward **D**ial (DID) button is grayed out if:
 - You have not licensed this option or if your phone system does not support DID. Contact your local telephone company if you want to add DID functionality to your line.
 - If your modem does not support Dual Tone Multi-Frequency) DTMF tones.

Setting Up Apple Internal Modems

When using 4-Sight Fax Server with your Macintosh's internal modem, you must indicate which model is installed in your computer.

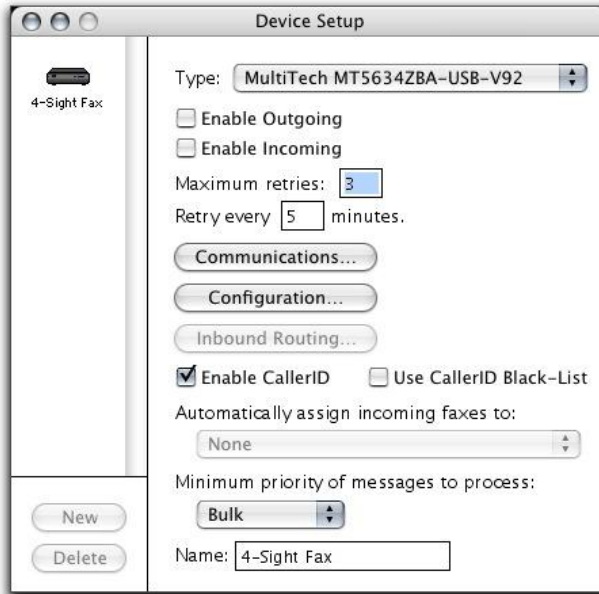
Determining which internal modem you have

- From **About this Mac**, click **More Info** and click **Modems** located on the left side of the window.



- Within the 4-Sight FAX Server, select from the following:
- Class 1 Apple Modem - "Firmware Version" will have "Apple" in its description. Driver will have "USB" in its description. Choose "Apple Internal (Class 1)".
- Class 1 Motorola Modem - "Driver" will have "Motorola" in its description. Choose "Motorola Internal (Class 1)".
- Class 2 Apple Modem - "Interface Type" will have "Serial" in its description. Choose "Apple Internal (Class 2)".
- Apple USB External Modem - This is a Motorola internal modem. Choose "Motorola Internal (Class 1)".

Device Setup



Setting up your Modem(s)

1. Launch the 4-Sight FAX Server application, and on the **Setup** menu, select **Device**.

Make sure the correct modem type is displayed. If not, click on it and select the appropriate modem type from the list.

Decide if you want to add a modem to the 4-Sight FAX Server or remove a modem from the 4-Sight FAX Server.

Click...	To...
New	Add another fax modem to work with the 4-Sight FAX Server software. You can name this device by typing text in the Name: field.
Delete	Remove or prevent the selected modem from working with the 4-Sight FAX Server software.

2. Decide if you want this modem to send faxes, receive faxes, or both.

Click...	To...
Enable Outgoing	Allow this modem to send faxes.
Enable Incoming	Allow this modem to receive faxes.

3. Decide if you want this modem to make use of the following options:

Click...	To...
Enable Caller ID	View the fax number of the sender, allowing you the option to allow or prevent the fax transmission. Note: <ul style="list-style-type: none"> • The modem must support caller ID. • Caller ID must be activated on the receiving line for this feature to work.
Use Caller ID Block-List	Prevent “junk” or unwanted faxes from being received by this modem.

4. Provide the following information if you selected the Enable Outgoing option. Otherwise, please proceed to the step 5.
 - ◆ Provide the number of Max Retries, that you want the 4-Sight FAX Server to attempt to send your fax again if it was not able to do so because of a failure. The default is 3 retries.
 - ◆ Provide the “Retry every __ minutes” between retries. The default is every 5 minutes.
5. Decide if you want all incoming faxes assigned or routed to a specific 4-Sight FAX user, such as an Administrative Assistant who can then route the message to the intended recipient.

The default is **None**.

6. Select the appropriate **Minimum Priority of Messages** to process option. The default is **Bulk**.
 - If you have only one modem, then it is strongly recommended that you make use of the default setting, **Bulk**. If you select any other option, the 4-Sight FAX Server will not transmit any 4-Sight FAX client messages, unless it matches the option you selected.
 - If you have more than one modem attached to the 4-Sight FAX Server, then you can designate one modem to send only Urgent messages, and another modem to send low priority faxes (Bulk). The high priority faxes (Urgent) should never be sent by the first modem.
7. Enter an easily identifiable name for this modem. For example, Modem 1 (send and receive).
8. Repeat steps 2 through 6 for each additional modem that you want to use with the 4-Sight FAX Server application.
9. Proceed to **Communication Settings** on page 35 to continue setting up 4-Sight FAX Server.

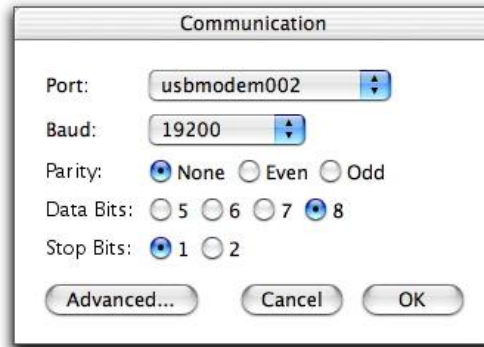
Notes:

- ◆ If you have only one modem attached to this machine, the Delete button is grayed out.
- ◆ The Inbound Routing button is grayed out if your hardware does not support DTMF or you are not licensed for this feature.
- ◆ Each modem must be configured separately.

Warnings:

- ◆ If your modem is not listed, then your fax modem is not supported and may not function properly with 4-Sight FAX Server software.
- ◆ If you replace a currently attached modem with a different model, or add a new modem while the Fax Server is running, you must quit and re-launch the Fax Server before the modem will be recognized by the program.

Communication Settings



Configuring your Modem(s)

1. Launch the 4-Sight FAX Server application, and on the **Setup** menu, select **Device**. Choose the modem that you want to configure, and then click the **Communications** button.
2. Select the port for the modem you want to configure. “Modem” refers to the Apple Internal modem. USB modem connections are assigned a number based on the order in which the modems are connected.
3. The default settings for Parity, Data Bits, Stop Bits, and Advanced are entered for you. Refer to the documentation for your modem if you wish to make changes to these settings.

Communication Setting...	Definition...
Port	<p>Indicates the port the modem will use.</p> <p>Although port settings are configured for you automatically. Refer to the documentation that came with your modem for more information</p> <p>Note:</p> <ul style="list-style-type: none"> • If you are making use of an internal modem, then select Internal. • If you are making use of an external modem, then select USB.
Baud Rate	<p>Indicates the Bits Per Second (BPS) or speed with which data can be transmitted from one modem to another.</p>
Parity	<p>Refers to modems capability to check the bits data that has been transmitted accurately.</p> <p>The parity bit for each unit is set so that all bytes have either an odd number or an even number of set bits.</p>
Data Bits	<p>There are many different types including Checksum, CRC, MNP and CCITT.V.42.</p> <p>Regardless of which type your modem supports, data bits provide a measure of error detection which prevents against garbled messages between two devices.</p>
Stop Bits	<p>In asynchronous communications, a bit that indicates that a byte has just been transmitted from the sending device. Every byte of data is preceded by a start bit and followed by a stop bit.</p>
Advanced	<p>Also known as Handshake or Flow Control, these settings allow you to customize the way each modem regulates the flow of data when sending (Outgoing) and receiving (Incoming) faxes.</p> <p>Activating XOn/XOff tells the modem to send or receive ASCII code to pause a transmission if it or the modem it is communicating with needs more time to process the data.</p>

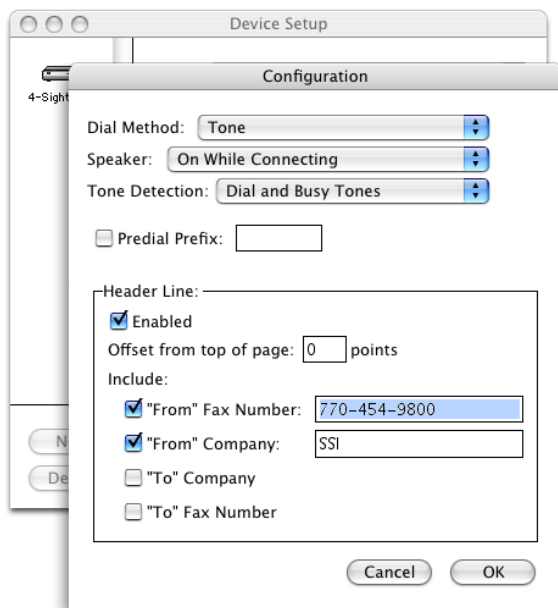
4. Repeat steps 2 through 5 for each additional modem you have attached to this machine that you want to use with the 4-Sight FAX Server application. Click **OK** to continue.

Proceed to **Modem Configuration** on page 37 to continue setting up and configuring 4-Sight FAX Server.

Warning:

- ◆ If your Mac has a built-in serial Printer Port, do not use it for faxing. It is not rated for high-speed data transfer such as fax. If the modem port is unavailable, contact your supplier for a 4-Sight approved PCI card, or a USB device.

Modem Configuration



Fine Tuning your Modem Configuration

1. Launch the 4-Sight FAX Server application, and on the **Setup** menu, select **Device** and click **Configuration**.
2. Select the appropriate modem preference information.

Setting...	Definition...
Dial Method	Select whether the phone line makes use of Tone or Pulse. The default is Tone .
Speaker	Select your preference of whether or not you want to hear the modem while it connects and/or transmits faxes. The default is On while connecting .
Tone Detection	Select which tones you want to hear while the modem is attempting to connect to the other fax machine. The default setting is Dial and Busy Tones .

3. Provide the appropriate prefix dial information.

Setting...	Definition...
Predial Prefix	<p>If you need to dial a prefix number (such as 9 or 8), select the check box and then enter the predial prefix required to access an outside line when dialing a local or long distance number.</p> <p>In most cases, a comma is needed after the number, causing a pause before dialing the rest of the number.</p>

4. Check the box next to each item that you want to include in the header line of your outgoing faxes. Provide the "From" header information. A header line is a row of information that is printed at the top of each page of a fax.

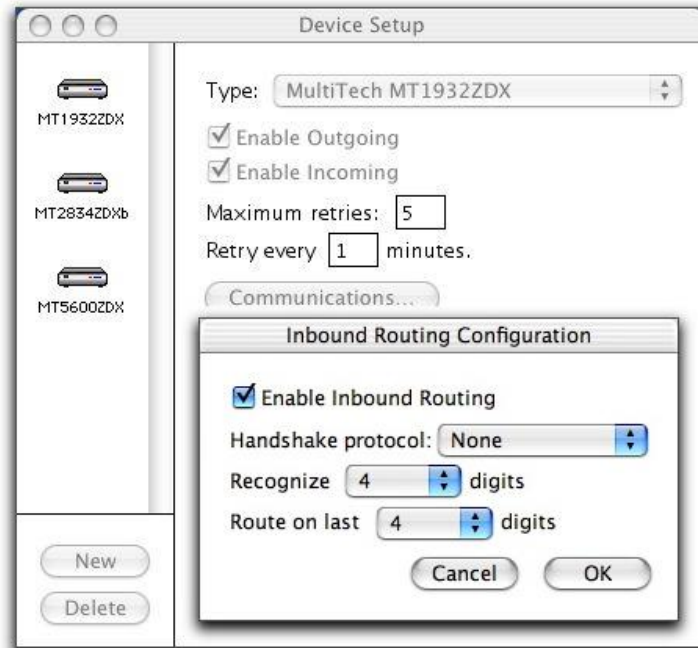
Setting...	Definition...
Enabled	Check this box to include header information on all outgoing faxes for the current modem.
Offset from top of page	Enter the number of "points" or pixels between the top of the page and the header information.
"From" Fax Number	Enter your fax number.
"From" Company	Enter your company name.
"To" Company	Check this box to include the recipient's name.
"To" Fax Number	Check this box to include the recipient's fax number.

5. Click **OK** to continue.
6. Proceed to **Inbound** Routing Configuration on page 39 to continue setting up and configuring 4-Sight FAX Server.

Note:

- ◆ You can also include header information by selecting **Company Info** from the **Edit** pull-down menu, although you cannot define any offset information.
- ◆ 4-Sight FAX will make use of the last saved header information from either **Company Info** from the **Edit** dialog box or from **Setup** menu, select **Device | Configuration** dialog box.

Inbound Routing Configuration



Configuring Inbound Routing

1. Launch the 4-Sight FAX Server application, and on the **Setup** menu, select **Device** and click **Inbound Routing**.
2. The following is a description of each parameter:

Item...	Description...
Enable Inbound Routing	Select this option to activate the Inbound Routing feature. You must have a DID line and a supported DID router in order to use this feature.
Handshake Protocol	Select the appropriate modem communication method (A-Tone, B-Tone or Immediate). This method or "handshake" defines how the modem will communicate with the routing hardware. Note: ♦ The handshake may differ depending on the type of line or equipment (Analogue lines, DID routers, PBXs, etc.) you have. "None" and "Immediate" are often used with lines that are part of a PBX system. "A-Tone" and "B-Tone" are typically used for dedicated DID routers. In most cases, "A-Tone" is the desired setting.

Item...	Description...
Recognize __ digits	<p>Select the number of digits that is passed through by the local exchange. This number will always be the same.</p> <p>In many US cities, the number routed by the local exchange is always 10 digits; for example 555-444-3333, regardless of whether it is a local call or not. Therefore to set this number, it is necessary for you to know how many digits are passed from your local exchange (normally area code + number)</p> <p>Note:</p> <ul style="list-style-type: none"> ◆ This number should be set to the same number as the “Route on last __ digits” setting, except when it is necessary to route on a range of numbers that are not the “last” numbers of the call, but a range in the middle. For instance if using the above example 4-Sight needed to route on “3333” this menu would be configured for 9 digits and the “Route on last __ digits” menu would be set to 4 digits.
Route on last __ digits	<p>Select the number of digits passed through by the local exchange. This number will always be the same. For instance, in an organization with up to 100 people 2 digits would suffice 0 - 99, for an organization with up to 1000 people 3 digits would be necessary 0 - 999, etc. This would also be the number of DID/DDI numbers required from the telecom provider.</p>

3. Click **OK**.
4. Proceed to **Setting up Fax Forward to Email** on page **43** to continue your setup.

Note:

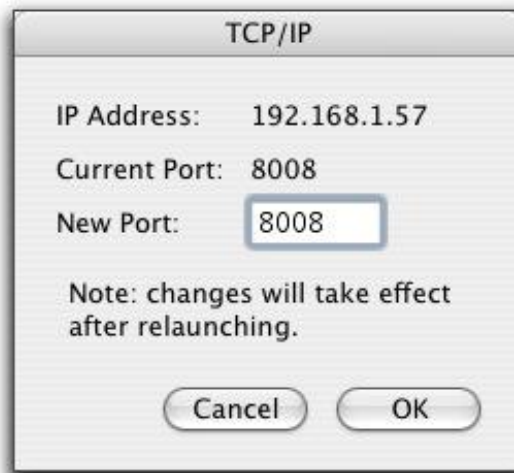
- ◆ Always restart the 4-Sight FAX Server machine if you experience irresolvable modem initialization problems. If you do not restart your machine, the Enable Incoming option may become disabled.
- ◆ The following hardware is required to make use of the inbound routing feature:
 - 1) A DID trunk line that is configured with:
 - a) Wink Start
 - b) Battery Ground Supervision
 - c) “x” Number of Routing Digits (see below)
 - d) A range of numbers to fit your needs.

- 2) Exacom Router - Recommended settings below:
 - a) Set for "B-Tone" Acknowledgement
 - b) Route on 4 digits. The standard DID configuration is set to route on 4 digits, which allows for a large number of extensions.
- 3) A supported modem that accepts DTMF tones.

TCP/IP Configuration

4-Sight FAX, by default, uses port 8008 for network communications. However, it is possible that another application is already making use of that port.

Use the TCP/IP dialog box to configure 4-Sight FAX to use a different, available port.



Configuring a new port for 4-Sight FAX Server

1. Launch the 4-Sight FAX Server application, and on the **Setup** menu, select **TCP/IP**.
2. Enter a port number that is not being used by either the operating system or by another application.
3. Click **OK**.

Setting up Fax Forward to Email

Setting up Fax Forward to Email is a 4-step process:

Step 1	<p>Define global Email settings on the server.</p> <p>See Step 1 – Define global Email settings on page 44 for more information.</p>
Step 2	<p>Enable and setup this feature on the server.</p> <p>See Step 2 – Enable this feature for each user on page 46 for more information.</p>
Step 3	<p>Fine tune the fax forward to Email feature on the client.</p> <p>See Step 3 - Fine tuning the Fax Forward to Email feature on the client on page 47 for more information.</p>

Step 1 – Define global Email settings

Use the Fax Forward to Email service (optional) to send faxes to their assigned users as an Email attachment in PDF format. The Email Setup dialog allows you to configure this feature.

How do I?

1. Launch the 4-Sight FAX Server application. Select **Email** from **Setup** menu.
2. Check the box next to **Enable email forwarding** to enable this option.
3. Use the following chart to continue:

Setting...	Definition...
SMTP server	Enter the name of your SMTP server. This is usually in the format <i>mail.yourisp.net</i> , or an IP address. Contact your Internet Service Provider (ISP) for the correct format.
SMTP port	Enter the port that you want to use for sending faxes as Emails. The standard port for outgoing Email is 25. The port for your SMTP server may differ. Contact your ISP or your Network Administrator if you think you may have a different port number.

Setting...	Definition...
SMTP server requires authentication	Select this option if your mail server requires SMTP authentication. Leave blank if you are not sure. Note: <ul style="list-style-type: none"> 4-Sight FAX Server supports three of the most widely used authentication schemes: CRAM-D5, LOGIN and PLAIN.
Account ID	Enter the account ID of your mail system.
Password	Enter the password for the account ID.
Email Forwarding	
Enable	Select this option to activate 4-Sight FAX Email Forwarding capabilities.
“From” Email address	Enter the default “from” information. This should be a valid Email address. DO NOT leave this field empty!
Subject line Text	Enter a default subject line for all Emails that are sent from 4-Sight FAX Server.

Setting...	Definition...
Plus Fax Subject	When a fax is manually assigned, the administrator may enter a descriptive subject of the fax in order to make it more recognizable. Check this box to append the fax subject to the subject line text of each Email that is sent.

4. Click **OK**.

Step 2 – Enable this feature for each user

Proceed to **Managing Users** on page 54 to continue setup this feature.

Email Suite:

Enable email forwarding
Email forwarding address:

"From" email address for sending email:

Enable email to fax:
Permissable email addresses:

- Make sure to do the following from the Email Suite section:
 - Select the **Enable Email forwarding** option.
 - Select the **Enable Email to Fax** option.
 - Enter the Email address that you want 4-Sight FAX to use. All faxes will be sent to you via Email. Email attachments are included as PDF attachments.

Note:

- You can forward a fax to Email as a PDF file only to other 4-Sight FAX users.

Step 3 - Fine tuning the Fax Forward to Email feature on the client

Account "John Doe"

Account Options Email Notification

Incoming Options

Enable fax forwarding to email

Email Address: email@yourcompany.com

Outgoing Options

Email Address: email@yourcompany.com

SMTP Address: smtp.yourcompany.com

SMTP Port: 25

SMTP server requires authentication

User Name:

Password:

? Apply

Once you have both the Server and Client installed, do the following:

1. Log in from the client, and double-click on the appropriate User Name.
2. Click the **Email** tab. To change the forwarding email address, enter the new email address you want to use.

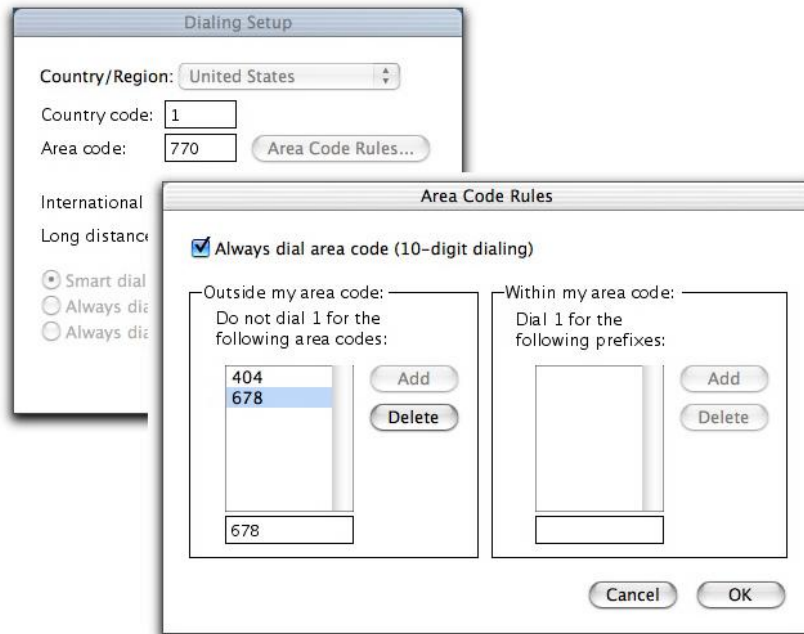
Note:

- You must have Admin access in user setup to change the email address field.
- Changes made to the Client Preferences will automatically update the Server.

Configuring the Dialing Setup (Smart Dialing)

Overview

Use **Dialing Setup** to define default settings for outgoing fax calls. The server can distinguish between US local and long distance numbers, and can also place international calls.



How do I?

1. Launch the 4-Sight FAX Server application, and on the **Setup** menu and select **Dialing**.
2. Do the following to continue:

Setting...	Definition...
Country/Region	Select the location of where the 4-Sight FAX server is physically located.
Country Code	Enter the country code of where the 4-Sight FAX server is physically located.
Area (city) Code	Enter the area or city code of where the 4-Sight FAX server is physically located.
International dial code	The number(s) required to dial International is automatically entered for you, based on the Country/Region you selected. However, you can change this code.
Long Distance code	The number(s) required to dial a long distance is automatically entered for you, based on the Country/Region you selected. However, you can change this code.
Smart Dial	Use this option to force all 4-Sight FAX client users to make use of the dialing setup information you define in this dialog box.
Always dial long distance	Use this option to force the 4-Sight FAX Server to always send faxes via dialing the long distance dialing information you define in this dialog box. Typically, you would use this option if the 4-Sight FAX Server is located in a different city (area/city code) than where the fax client users are located.
Always dial international	Use this option to force the 4-Sight FAX Server to always send faxes using the international dialing information you define in this dialog box. Typically, you would use this option if the 4-Sight FAX Server is located in a different country than where the fax client users are located.

3. Do the following to continue:
 - If the 4-Sight FAX Server is located in North America, click **Area Code Rules**. This option allows you to define which area codes and number prefixes require you to dial long distance, or whether or not to include the area code when dialing.
 - If your country does not require or have such dialing requirements, then proceed to step 5.

4. Do the following to continue:

Setting...	Definition...
Always dial area code	Select this option if the 4-Sight FAX Server MUST dial the area code, regardless if the number is not considered long distance, when sending faxes.
Do not dial 1 for the following area codes	Enter the area code(s) where the 4-Sight FAX Server does NOT have to dial a long distance prefix (typically a 1 in North America) to send a fax.
Dial 1 for the following prefixes	Enter the dial prefix numbers (for example, in the phone number (770) 454 -9800 the 454 is the dial prefix) where a long distance prefix (typically a 1 in North America) is required to send a fax.

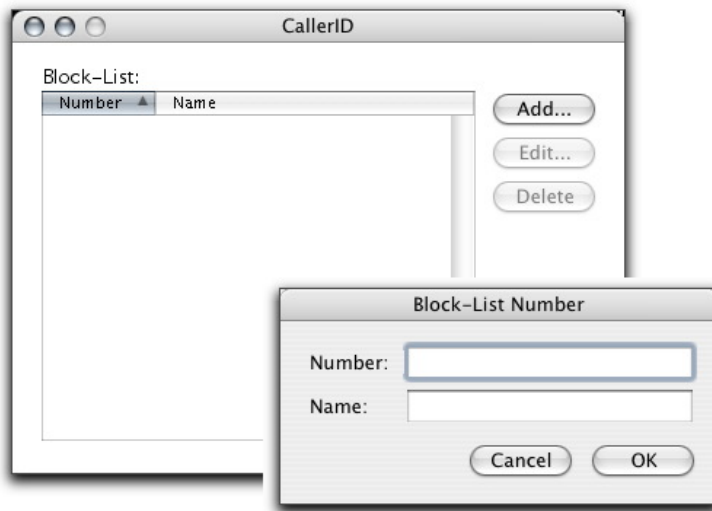
5. Click **OK**.
6. Proceed to **Defining Security** Settings on page **52** to continue setting up and configuring 4-Sight FAX Server.

CallerID Setup

Use CallerID setup to prevent the fax server from receiving unwanted or “junk” faxes.

Note:

- ◆ You must have the **Caller ID** option selected to make use of this option. See **Device Setup** to find the fax number of a sender.
- ◆ You must have Caller ID enabled on your fax lines.
- ◆ The modem must support Caller ID.



Setting CallerID Block-List

1. Launch the 4-Sight FAX Server application, and on the **Setup** menu, select **CallerID**.
2. Do the following to continue.

Click...	To...
Add	Enter the fax number of the sender that you want to prevent the fax server from receiving faxes.
Edit	Change the fax number of the sender that you want to prevent the fax server from receiving faxes.
Delete	Remove the selected fax number from this block-list.

Defining Security Settings

Overview

Use the 4-Sight FAX Server security features to protect unauthorized access to the setup and configuration of the 4-Sight FAX Server, as well as to any fax messages in the incoming and outgoing queues.

Setting up 4-Sight FAX Server security is a three-step process:

Dialog box...	What is done...
Change Administrator Password	Create and change the administrator's password.
User Setup	Create, modify and delete fax users rights and privileges.
Group Setup	Create, modify and delete fax groups rights and privileges.

Notes:

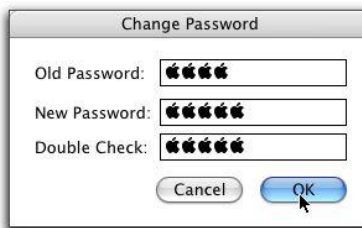
- ◆ You can install as many 4-Sight FAX client installations as you want however, only those registered names (as defined by the number of licenses on the 4-Sight FAX Server) can login and use 4-Sight FAX at any one time.
- ◆ You must first define the Administrator's password before you can secure faxes on this machine.

Administrator Passwords



Changing or Creating the Administrator Password

1. Launch the 4-Sight FAX Server application, and on the **Setup** menu, select **Security Setup** then select **Server Security**.
2. Click **Set Password** to create or change the password.



- ◆ Enter the **Old Password**, then enter a **New Password** and then enter it again (**Double Check**) in the appropriate fields.
 - ◆ Click **OK**.
3. Decide if you want Administrator access only to the 4-Sight FAX Server application.

Only those users and groups who have the Administrator access to the server privilege will be able to make changes to the setup and configuration to this 4-Sight FAX Server installation.

4. Click **OK**.

Proceed to **Managing Users** on page 54 to continue setting up and configuring 4-Sight FAX Server.

Note:

- ◆ By default, there is no password assigned to the server. When prompted for the Old Password, leave the field blank.

Managing Users

You must first create and define fax client users before users can send and receive fax messages. You may create as many users as your software license allows. Contact your sales representative for additional licenses.

Edit User

Name: Administrator
Password: *****
Group Membership:

Login and Access:
 Administrator access to server
 Full queue access
 Allow automatic login
 Allow username alias
 Enforce group name as public
 Allow add to Block List
 Allow delete from Block List
 Allow web client

Faxing Privileges:
 Priority fax
 Broadcast fax
 Private fax

Server Address Book Privileges:
 Add Address Book Contact
 Modify Address Book Contact
 Delete Address Book Contact

Text Message Notifications:
 Incoming activity Outgoing activity **Test**
Phone #:
Provider: **Select**
 Include URL link File type: PDF TIFF English

Email Suite:
 Enable email forwarding
Email forwarding address: tim@softsinc.com
"From" email address for sending email:
 Enable email to fax:
Permissible email addresses:
Printing:
 Use General Settings
 No Printing
 Direct Printing
Printer...

Dialing and Routing:
 Enable In-Bound Routing
User fax number:
Specify Outgoing Fax Line:
Next Available
 Allow Client to specify

Phone Card:
 Before fax number
 After fax number
 Allow Client to specify

Personal Incoming Fax Archive:
 On Off
Save As: PDF TIFF
Save To:
 Saved Faxes
 Custom

Cancel **OK**

Manage your User Setups

1. Launch the 4-Sight FAX Server application, and on the **Setup** menu, select **Security Setup**, then select **User Setup**.
2. Choose one of the following actions:

Click...	To...
New	Create a new 4-Sight FAX (client) user on the system. Please proceed to step 3.
Edit	View or change the selected user's 4-Sight FAX Server security privileges as well as to enable and configure inbound routing and Email forwarding information. You can also define a user's local printer. Please proceed to step 3.
Delete	Permanently remove the selected user from the 4-Sight FAX Server system. Close this dialog box when done. Please proceed to step 4.

3. To define new privileges or change existing ones, enter or select the following:

Item...	Description...
Login and Access	
Name	Enter the name of the fax client user.
Password	Enter a password for this user. A password is not required.
Administrator access to server	Gives the user ability to change their password.
Full Queue access	Gives this user access to view and edit rights for incoming and outgoing queues for all 4-Sight FAX client users.
Allow Automatic Login	Allows the user to access the 4-Sight FAX Server by using a network login from any Fax Client.
Allow username alias	Enables users to make use of an alias (not a real name) to access the 4-Sight FAX system.

Item...	Description...
Enforce group name as public	<p>Use this option if you wish to require that a User send all faxes under a Group name, rather than his/her individual user name.</p> <p>An example would be if you wanted all of John's outgoing faxes to display the Sender as "The Law Office of XYZ" instead of "John".</p> <p>Note:</p> <ul style="list-style-type: none"> In order to use this setting, you MUST create a Group, and add those users to that group. Then, under User Setup, select this option and select which Group Membership name you want to force this user to use when sending faxes. See Managing Groups on page 61 for more information. <p>Important: If the sender is not a "Group Name" when using this feature, the fax will be Rejected.</p>

Allow add to Block List	Allows users the ability to include fax numbers from the caller ID, to the 4-SightFAX server block List.
Allow delete from Block List	Allows users the ability to remove fax numbers to the 4-SightFAX server block List.
Allow web client	Allows users the ability to create and view faxes from the Web Client.
Faxing Privileges	
Priority Fax	Allows users to send faxes as Urgent. Note: <ul style="list-style-type: none"> ◆ Urgent faxes are prioritized in the outgoing queue as Normal.
Broadcast Fax	Allows users to send a fax message to more than 25 recipients at one time.
Private Fax	Allows users to send a fax that cannot be viewed or edited by anyone else, except the sender. Note: <ul style="list-style-type: none"> ◆ This includes users who have Full Queue Access rights.
Server Address Book Privileges	
Add Address Book Contact	Allows users to include new contacts to the sever address book from the Fax Client.
Modify Address Book Contact	Allows user's to change existing contacts to the sever address book from the Fax Client.
Delete Address Book Contact	Allows users to remove existing contacts from the sever address book from the Fax Client.

Email Suite	
Enable Email forwarding	Enables the Fax Forward to Email feature. Email forwarding allows faxes that are received by the fax server to be sent to your Email account. Faxes are automatically converted to PDF format and sent as Email attachments.
Email forwarding address	Use this field to define email address where you want to receive faxes as PDF attachments. You will also receive an email confirmation receipt.
“From” email address for sending email	Use this field to define the “from” name you want to assign to 4-Sight FAX Server, when sending you faxes as PDF attachment and email confirmation receipts.
Enable email to fax	Enables the Email to Fax feature. Email to fax allows a user to draft an email to the fax server which is automatically sent.
Permissible email addresses	Use this field to define the email addresses which can send faxes to the fax server for this account name. Note that a maximum of two email addresses per user can be used.
Dialing and Routing	
Enable In-bound Routing	Enable or disable the Inbound Routing feature. Inbound routing allows faxes that are received by the fax server to automatically be assigned to you.
User Fax Number	Provide the DID (or DDI) routing number. This is your dedicated fax number.
Specify Outgoing fax Line	<p>Allows the fax administrator to either specify or allow the user to select which fax line to use when sending faxes.</p> <p>For example, some companies may want all people in Accounting to only use of a specific fax line for sending faxes.</p> <p>Notes:</p> <ul style="list-style-type: none"> ◆ This option is useful when you have more than one fax line. ◆ Instead of the fax administrator selecting a fax line, you can select the Allow Client to specify option to let the user specify the fax line from their client machine to use incase the designated fax line is busy or unavailable. ◆ The default setting is Next Available.

Allow Client to speecify	Select this option to allow this fax client user to select which outgoing fax line to use.
Printing	
User General Settings	Enables users to select a printer from the operating systems printer (Printing Configuration) list.
No Printing	Disables the user from printing messages.
Direct Printing	<p>Enables users to have their assigned incoming faxes automatically sent to a separate printer. Click Printer select which printer you want to use when printing messages.</p> <p>Note:</p> <ul style="list-style-type: none"> Automatic Fax Printing and Direct PostScript™ Printing must be activated in order to setup User and Group Printing. See Configuring Automatic Fax Printing on page 83 for additional printing options.
Printer	Select which printer you want to use when printing your assigned faxes.
Phone Card	
Phone Card	Enable users to access the company’s preferred phone carrier, avoiding additional toll charges, for example from hotels, to send/receive messages.
Before fax number	Enable the fax client to dial the phone card access number <i>before</i> dialing the fax number of the intended recipient(s).
After fax number	Enable the fax client to dial the phone card access number <i>after</i> dialing the fax number of the intended recipient(s).
Allow Client to specify	Enable the fax client to prompt the user, to select when to dial the phone card access number, as some locations may require the access number to be dialed at different times.
Group Membership	<p>Displays which group(s) the user is a member of in the 4-Sight FAX Server.</p> <p>Note:</p> <ul style="list-style-type: none"> Only the Administrator can change user group membership. Client users can only view group membership. See Managing Groups on page 61 for more information.

Personal Incoming Fax Archive	
Setting	Enables a personal archive for user's faxes.
Save As	Enables saving as PDF or TIFF formats.
Save To	Allows saving of archive to the default folder (Saved Faxes) or a custom directory on the server.
Text Message Notifications	
Incoming Activity	Check this to send a text notification of incoming faxes.
Outgoing Activity	Check this to send a text notification of outgoing faxes.
Phone Number	The cellular phone number that the texts will be sent to.
Provider	The cellular provider of the above cellular phone number. This can be filled by selecting the Provider from the dropdown box titled 'Select'
Include URL Link	Sends a clickable URL link in the text to view the entire fax.
File Type	Enables saving faxes as a PDF or TIFF.
Language	Allows the text message notification to appear in an number of languages.

4. Click **OK**.

Proceed to **Managing Groups** on page **61** to continue setting up and configuring 4-Sight FAX Server.

Note:

- ◆ 4-Sight FAX Server security is activated only after you define a password.

Managing Groups

Use the “Group” feature to consolidate privileges for multiple users. It is easier to manage users as a group, rather than individually.

New Group

Name:

All Users:

- George P. Burdell

Members of this group:

Allow email forwarding

Printing:

- Use General Settings
- No Printing
- Direct Printing

Specify Outgoing Fax Line:

Allow Client to specify

Phone Card:

- Before fax number
- After fax number

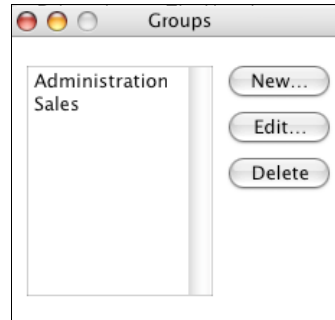
Allow Client to specify

Enable In-Bound Routing

Group fax number:

Group Setup



1. Launch the 4-Sight FAX Server application, and on the **Setup** menu, choose **Security Setup** and then select **Group Setup**.



2. Choose one of the following actions:

Click...	To...
New	Create a new 4-Sight FAX (client) group on the system. Please proceed to step 3.
Edit	View or change the selected user's 4-Sight FAX Server security privileges as well as to enable and configure inbound routing and Email forwarding information. You can also define a user's local printer. Please proceed to step 3.
Delete	Permanently remove the selected user from the 4-Sight FAX Server system. Close this dialog box when done. Please proceed to step 4.

3. To define new or change existing 4-Sight FAX Server group rights and privileges enter or select the following:

Item...	Description...
Name	Enter the name of the fax User Group.
All Users / Members of this group	<ul style="list-style-type: none"> ◆ To add users to this group: From the All Users list box, select available 4-Sight FAX users, that you want to include in this group, then click the  button. The selected names will appear in the Members of this group list box. ◆ To Remove users from this group: From the Members of this group list box, select the 4-Sight FAX user(s) you want to remove from this group, then click the  button. The selected names will appear in the All Users list box.

Item...	Description...
Allow email forwarding	Enable or disable the ability to forward messages to another recipient.
Enable In-bound Routing	Enable or disable the Inbound Routing 4-Sight FAX Server feature.
Group Fax Number	Provide the DID routing number.
Specify Outgoing Fax Line	<p>Allows the fax administrator to either specify or allow members of the group to select which fax line to use when sending faxes.</p> <p>For example, some companies may want all people in Accounting to only use of a specific fax line for sending faxes.</p> <p>Notes:</p> <ul style="list-style-type: none"> ◆ This option is useful when you have more than one fax line. ◆ Instead of the fax administrator selecting a fax line, you can select the Allow Client to specify option to let the user specify the fax line from their client machine to use incase the designated fax line is busy or unavailable. <p>The default setting is Next Available.</p>
Specify Outgoing fax Line	<p>Allows the fax administrator to either specify or allow the user to select which fax line to use when sending faxes.</p> <p>For example, some companies may want all people in Accounting to only use of a specific fax line for sending faxes.</p> <p>Notes:</p> <ul style="list-style-type: none"> ◆ This option is useful when you have more than one fax line. ◆ Instead of the fax administrator selecting a fax line, you can select the Allow Client to specify option to let the user specify the fax line from their client machine to use incase the designated fax line is busy or unavailable. <p>The default setting is Next Available.</p>

No Printing	Disables the user from printing messages.
Direct Printing	<p>Enables user's to have their assigned incoming faxes automatically sent to a separate printer. Click Printer select which printer you want to use when printing messages.</p> <p>Note:</p> <ul style="list-style-type: none"> Automatic Fax Printing and Direct PostScript™ Printing must be activated in order to setup User and Group Printing. See Configuring Automatic Fax Printing on page 83 for additional printing options.
Choose Printer	Select which printer you want to use when printing your assigned faxes.
Phone Card	Enable user's to access the company's preferred phone carrier, avoiding additional toll charges, for example from hotels, to send/receive messages.
Before fax number	Enable the fax client to dial the phone card access number <i>before</i> dialing the fax number of the intended recipient(s).
After fax number	Enable the fax client to dial the phone card access number <i>after</i> dialing the fax number of the intended recipient(s).
Allow Client to specify	Enable the fax client to prompt the user, to select when to dial the phone card access number, as some locations may require the access number to be dialed at different times.

- Click **OK**.

Proceed to **Managing Server Address Books** on page 65 to continue setting up and configuring 4-Sight FAX Server.

Note:

- ◆ 4-Sight FAX Server security is activated only after you define a password.

Managing Server Address Books

Overview

Use the Server Address Book dialog box to create or modify server-based (general) address book(s). A server address book can serve as a common contact list for a single department or an entire company.

Once a book is created, you can either manually enter the recipient's information or you can import a tab delimited file from most any word processor, spreadsheet or database application.

Note:

- The contents of a server-based address book are accessible to all users when they log in to the Fax Server. Users with appropriate 4-Sight FAX privileges, can add, modify or delete sever address book contacts.

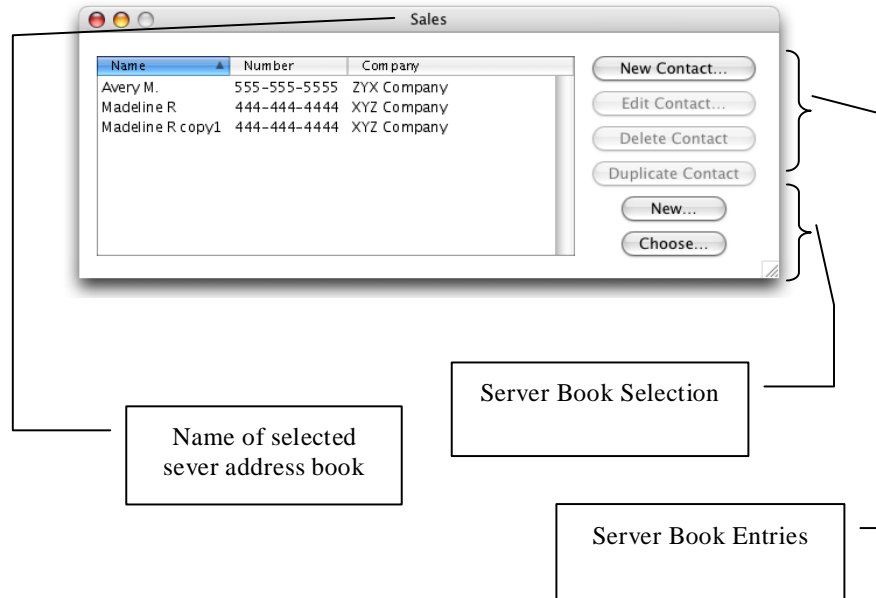
If a Fax Client user makes a change a Fax Server address book, those changes will take effect upon logging out then back into the Fax Client.

- Although you can have many server-based address books, only one address book can be shared with fax clients at a time. The Fax Administrator determines this.
- Fax client users can create and maintain their own address book and entries. Refer to the 4-Sight FAX Client documentation for more information.

Warning:

- 4-Sight FAX Server does not place any security on address book files.

Selecting an Address Book



How do I?

1. Launch the 4-Sight FAX Server application, and on the **Setup** menu, select **Server Address Book**.
2. Choose one of the following actions:

Click...	To...
New	Create a new a new address book. Enter the name of the address book you want and click Save . The default location is the Fax Server Data folder, although the address book can reside anywhere on the server.
Choose	Select a 4-Sight FAX server address book you want fax clients to use.

Note:

- Use Finder to rename or delete a 4-sight FAX server address book.

Importing Address Book Entries

To import an address book from a word processor, spreadsheet or database application, make sure the file contains the following fields, in the order that they appear, delimited by <tab> and ending with a <return>

1. ID<TAB>	2. FULL_NAME<TAB>	3. FIRST_NAME<TAB>
4. LAST_NAME<TAB>	5. SALUTATION<TAB>	6. TITLE<TAB>
7. COMPANY<TAB>	8. CATEGORY<TAB>	9. SMARTDIALING<TAB>
10. COUNTRYCODE<TAB>	11. AREACODE<TAB>	12. NUMBER<TAB>
13. ADDRESS1<TAB>	14. CITY<TAB>	15. STATE<TAB>
16. COUNTRY<TAB>	17. POSTALCODE<TAB>	18. CUSTOM1<RETURN>

- Save your file as a tab-delimited text file, and place it into the folder that contains you other server address books.

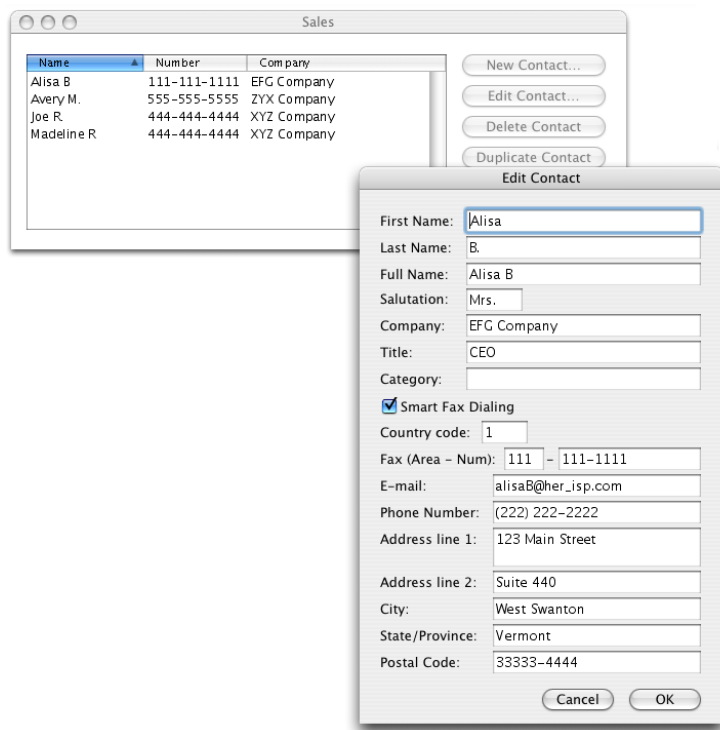
Tip:

- You can sort the Name, Address and Type in ascending order only, by clicking on the headers.

Note:

- If you are importing a contact list that you have created in another application, make sure the last entry is followed by a <return> otherwise the last entry will not be imported.
- You must first create a server address book before you can create or import contacts.
- Address books that were created in earlier versions of 4-Sight FAX are automatically converted to work with the latest version of 4-Sight FAX Server.

Managing Address Book Entries



How do I?

1. Launch the 4-Sight FAX Server application, and on the **Setup** menu, select **Server Address Book**.
2. Do one of the following to continue:

Click...	To...
New Contact	Create a new a new address book entry.
Edit Contact	Change the name, fax number or mailing address.
Delete Contact	Permanently remove the address book entry.
Duplicate Contact	Make a copy of the selected contact, thereby preventing re-entering the same contact information. The duplicated contact appears as <i>[name of contact]copy1</i> . Select the contact and click Edit Contact to change the name or any other information.

3. Click **OK**.

Creating and Managing Cover Pages

Overview

Use the Cover Page Configuration to create custom and default cover pages for 4-Sight FAX client users.

About Creating Custom, Cover Pages

4-Sight FAX Server allows you to provide cover pages that fax client users can use. For example, a legal department may want to include default legal information on the cover page itself, where other departments and users may have their own custom cover page.

3-Step Process

Creating a cover page is a 3-step process:

1. Create a background image file in PDF format that is sized as Letter (8.5 in. by 11 in.) or A4 (8.25 in. by 11.75 in.). Cover pages larger than A4 may not fax correctly.
2. Associate a cover page to a profile.
3. Activate the appropriate fields, such as "Name" and "Fax Number", by placing them onto the cover page.

Note:

- Cover pages can be saved as PDF or PICT files. You can create cover pages in any application such as word processors or drawing applications, and print to a PDF file.
- Once saved as a PDF file, the design of a cover page cannot be modified. Be sure that your design is suitable for black and white faxing before creating the PDF file.
- In your design, you may want to include label references to the Custom/Billing Fields that you plan to define and use.

Creating a Background PDF File

How Do I?

1. Use a graphics program, word processor or drawing application to create your cover page.

Make sure that the page setup for your cover page is the correct size (Letter or A4). Convert the document to black and white or grayscale if possible.

2. Save or export the document as a PDF file, with a resolution of 72dpi or higher.

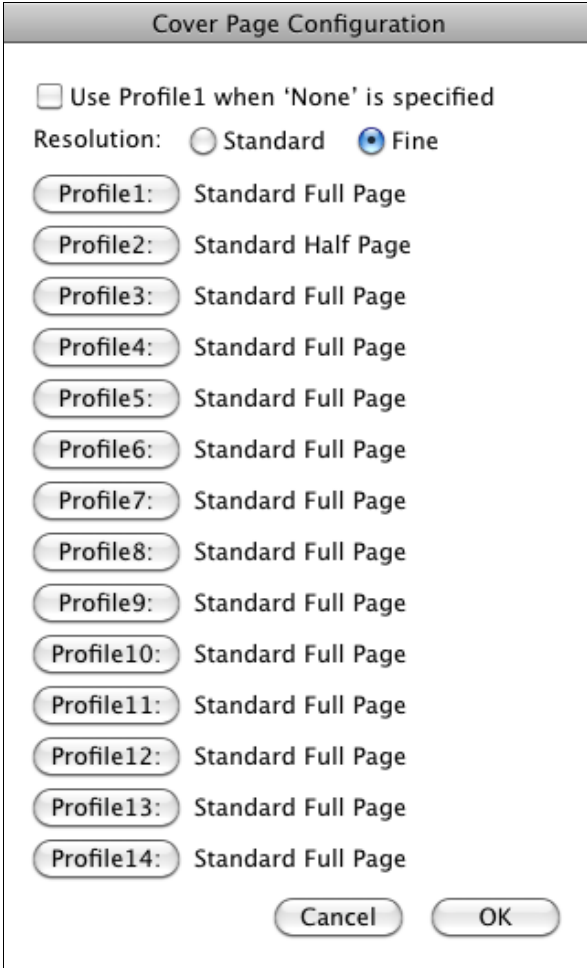
Tip:

- 4-Sight FAX Server comes with a few sample cover pages that you can use as your own, or customize to best suit your needs. These cover pages are PICT files and are located in Sample Cover Pages folder.

Note:

- A cover page (PDF or PICT file) can be located anywhere on the hard drive. However, it is recommended that you designate a single location for cover pages, such as the Sample Cover Pages folder.
- Do not use color images or colored text in your cover page designs. Also, keep in mind the defined default image resolution for outgoing faxes, which is approximately 200 dpi.
- The name of the file will also be the name of the cover page that is displayed in 4-Sight FAX Server Cover Page Configuration.

Associating a PDF File to a Cover Page Profile



The image shows a dialog box titled "Cover Page Configuration". At the top, there is a checkbox labeled "Use Profile1 when 'None' is specified". Below this, the "Resolution" is set to "Fine" (indicated by a selected radio button), with "Standard" also available. The main area of the dialog contains 14 rows, each with a button labeled "Profile1:" through "Profile14:" followed by the text "Standard Full Page". At the bottom right, there are "Cancel" and "OK" buttons.

How do I?

1. Launch the 4-Sight FAX Server application, and on the **Setup** menu, select **Cover Pages**.
2. Click **Profile 1** to locate and select the cover page you want to use as your default cover page.
3. Click the **Use Profile 1 when "None" is specified** option if you want every outgoing fax to have a cover page associated with it, even if the fax client user did not select a cover page.
4. Click on the other Profile buttons to associate a cover page to each profile. You can have up to 14 cover pages assigned at any one time.
5. Click **OK**.

Tip:

- You can choose a default resolution (Standard or Fine) that you want to use when sending a fax using a particular cover page.

Note:

- The name of the file is also displayed as the name of the cover page in the Cover Page Configuration dialog box.
- The Cover Page Editor is best viewed on a 15 inch (or larger) monitor.

Customizing a Cover Page

The screenshot shows a window titled "Standard Full Page" with a vertical toolbar on the left. The main area contains a form with the following fields:

- To: Full Name
- Address: Address - line 1
- Fax Number: Fax Number
- From: From
- Date: Date
- Time: Time
- Subject: Subject
- Reference: Reference
- Number of Pages: Pages

To the right of these fields is a preview box containing the following text:

Soft Solutions, Inc.
 2900 Chamblee Tucker Rd.
 Bldg. 12, Ste 200
 Atlanta, GA 30341
 770-457-9400
























Below the preview is a large text area labeled "Comments".

At the bottom of the window, there are three columns of fields:

- Custom 1
- Custom 2
- Custom 3
- Account Number
- Reference #
- Location

How do I?

1. Launch the 4-Sight FAX Server application, and on the **Edit** menu, point to **Cover Page** and select the cover page you want to customize. This opens the Cover page editor window.
2. The following table describes the fields you can use to customize cover sheet templates.

Icon:	Use this icon to insert...	Icon :	Use this icon to insert...
	A Date field. The date is based on the current server system date.		A Time field. The time is based on the current server system clock.
	A Number of pages field. The Server automatically determines how many pages there are in a fax.		A From field.
	A Subject field.		A To field.
	A First Name field.		A Last Name field.
	A Salutation field.		A Title field.
	A Company (name) field.		A Fax Number field.
	An Address 1 field.		An Address 2 field.
	A City (name) field.		A State/Province field.
	A Country field.		A Postal Code field.
	A Reference field.		A Comments text box.
	A Personal Fax Number field.		A Custom field. You can have up to 3 custom fields.
	A Billing field. You can have up to 3 fields for billing codes or other information.		

3. When you are finished, go to the **File** menu and choose **Save**.

Tip:

- See **Associating a PDF File to a Cover Page Profile** on page **71** for more information.

Note:

- The three Custom fields are filled with data that is entered in the 4-Sight FAX Client address book. Each recipient in the Client Address Book has its own custom fields.
- The customizable *Billing* fields are separate from the custom fields, and are configured in the Accounting Setup on the Fax Server.

Managing Queues and Archives

Overview

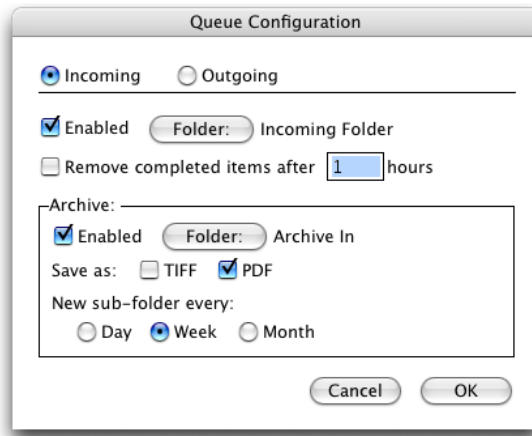
Use the Queue Configuration dialog box to do the following:

- Enable or disable the queuing option for the Outgoing and Incoming faxes.
- Create and select a folder where incoming and outgoing faxes are processed. By default, two folders are created for you. The Queue folder queues outgoing faxes. The Incoming folder queues received faxes.
- Perform automatic clean-up of successfully completed faxes by removing them from the queues. Since faxes are converted into image files (TIFF), they are often larger in size than the original document format. Depending on the size of your hard disk, it is possible to run out of storage space. This is also necessary for the Archiving to function properly.
- Enable and configure long-term storage (archiving) of messages. You can choose separate settings for the incoming and outgoing queues.

Note:

- You should temporarily disable these options when performing maintenance on the Fax Server machine.
- Archived fax messages are not compressed.
- Fax events (sent or received) are archived. Faxes that fail, cannot be archived. However, you can archive rejected, faxes.
- Incoming faxes must be opened (viewed) at least once or printed before the message can be removed from the queue and archived.

Configuring the Queues and Archiving



How do I?

1. Launch the 4-Sight FAX Server application, and on the **Setup** menu, select **Queues and Archives**.
2. Click either the **Incoming (queue) or the Outgoing (queue) and do the following:** option to define the folder where you want incoming fax messages to be saved.

Click...	To...
Enabled	Activate the 4-Sight FAX server queue and archiving capabilities.
Folder	Select or create a new folder to place the Incoming or Outgoing messages.
Remove completed items after x hours	Select this option to remove the incoming or outgoing message from the appropriate queue, after x hours, making it easy to locate messages in the queues, as well as to offload messages from the fax server. Note: <ul style="list-style-type: none"> • If archiving is not enabled, these faxes will be deleted from the server.
Archive	
Enabled	Select this option to activate 4-Sight FAX Server archiving capabilities.

Folder	Select or create a new folder to place the archived Incoming or Outgoing messages.
Save as	Decide how you want to save archived messages: Incoming archived messages can be saved as either TIFF or PDF formats. Outgoing archived messages can only be saved in TIFF format.
New sub-folder every	Decide how often, daily, weekly or monthly, you want new archive folder to be created. Note: <ul style="list-style-type: none"> The name of each log file is based on the date it was created, in the format YY/MM/DD/military time (hour, minute, and seconds).

3. Click **OK**.

Note:

- Faxes (incoming or outgoing) must be removed from the queue in order to be archived.
- You must view an Incoming fax before it can be removed. Once you have read the message, and if the **Remove completed items after __ hours** option is enabled, faxes will be removed or archived after the number of hours you defined.
- Make sure the Enabled checkbox is selected. This is the on/off switch for the 4-Sight FAX Server's queuing system. You should temporarily disable (clear the checkbox) when performing maintenance on the server in order to avoid outgoing or incoming errors.
- To select an existing folder as your target queue, select the folder and click Choose.

Locating an Archived Fax

View an archived message that you no longer want viewable in the fax server incoming or outgoing queues, as well as to move the messages to a “safe” location on your network or other mass storage device.

The default locations are:

- For archived Incoming Queue messages, select **List Incoming Archive**. The default location is \4-SightFax Server 7.5\ Archive In.
- For archived Outgoing Queue messages, select **List Outgoing Archive**. The default location is \4-SightFax Server 7.5\ Archive Out.

Note:

- You can archive messages to any storage device. Make sure 4-Sight FAX Server can access the storage device before attempting to archive or locate messages from the archive.
- Depending on which file format you selected , you can archive Incoming Queue messages as either a PDF or a TIFF.
- Outgoing queue messages can only be archived as TIFF images.

How do I?

1. In the **File** menu, click one of the following:
2. Select the **folder date**, containing the messages that you want and click **Choose**. The Incoming/Outgoing Archive list dialog box appears.
 - You cannot click to view a message from this location.

- What the file names indicate:

Incoming	Outgoing												
<p>The first character, the letter "I" means from the Incoming Queue</p> <p>For example: I060725154214 + subject line</p>	<p>The first 5 characters mean from the Outgoing Queue. For example: MAILO060725154214 + subject</p>												
<p>The following numbers for example, 060725154214, indicate the following:</p> <table border="1"> <tbody> <tr> <td>06</td> <td>year</td> </tr> <tr> <td>07</td> <td>Month</td> </tr> <tr> <td>25</td> <td>Day</td> </tr> <tr> <td>15</td> <td>Hour (Military time)</td> </tr> <tr> <td>42</td> <td>Minute (Military time)</td> </tr> <tr> <td>14</td> <td>Seconds (military time)</td> </tr> </tbody> </table>		06	year	07	Month	25	Day	15	Hour (Military time)	42	Minute (Military time)	14	Seconds (military time)
06	year												
07	Month												
25	Day												
15	Hour (Military time)												
42	Minute (Military time)												
14	Seconds (military time)												

Notes:

- Move your mouse over an archived fax to view the time stamp and subject line information.
- You can only use the 4-Sight FAX Viewer to read archived messages from the archived Outgoing Queue.

Setting the Default Outgoing Fax Resolution

Overview

Use the Imaging Configuration to define the default behavior of how the 4-Sight FAX Server renders outgoing faxes.

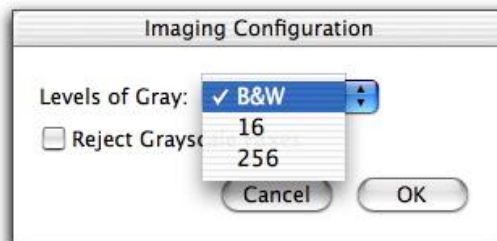
If you select Black and White, you also have the option to reject faxes that client users are attempting to send as grayscale. The client user will receive a message from the 4-Sight FAX Server, informing them that grayscale is not enabled. If the client user still wants to send the fax, it will be sent, but the 4-Sight FAX Server will render it as black and white.

Note:

- This image configuration only pertains to outgoing faxes. Incoming faxes are received at the same level of grayscale that they were sent.
- Grayscale has no effect on text. However, grayscale can have a significant impact on pictures contained within the fax. Photos and most artwork appear more detailed in grayscale than in Black and White.
- The more levels of grayscale you select, the larger the fax will be and therefore will take longer to transmit. This can result in higher phone charges when sending long distance or international faxes.

Warning:

- If you want to adjust the size yourself, read the documentation that came with your computer to accomplish this task.



How do I?

1. Launch the 4-Sight FAX Server application, and on the **Setup** menu, select **Imaging**.
2. Decide the level of grayscale you want faxes to be sent. You have three choices:
 - B&W (Black and White) – Fastest, but with least image quality.
 - 16 (grayscale color pallet) - Best balance between speed and quality.
 - 256 (grayscale color pallet) – Slowest, but with the highest image quality.
3. Choose one of the following actions:
 - If you did not select the B&W as your Number of Grayscales, please proceed to the next step.
 - If you select B&W as your Number of Grayscales, then you can also select the Reject Grayscale Faxes option.

Use the Reject Grayscale Faxes option to prevent a client user from attempting to send a fax using 16 or 256 grayscale fax. The client user will receive a message from the 4-Sight FAX Server indicating that Grayscale is not enabled. If the client user still wants to send the fax, it will be sent but the 4-Sight FAX Server will render it as Black & White.

4. Click **OK**.

Note:

- If you select the B&W option for the Number of Grayscales, then you may want to communicate to all client user's that their faxes will be sent without using any grayscale at all. Sending faxes as Black and White only affects photos and other images within the fax which are not line art. This setting has no effect on the appearance of text.

Configuring Automatic Fax Printing

Overview

Use the Printing Configuration dialog box to define fax printing options for both sent and received faxes.

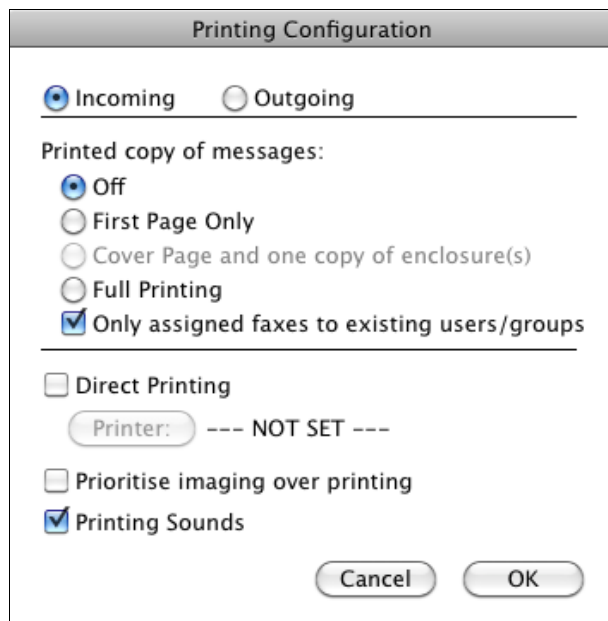
4-Sight FAX Server Printing Options

You can define the following printing options once the message has been assigned to a 4-Sight FAX Client user:

- Print first page only.
- Print all Cover pages, but only one hard copy of the actual fax message itself.
- Print the entire fax message, including the cover page per each fax recipient.
- Define the default printer to be used to print faxes from the selected queue.
- Prioritize imaging of faxes over the printing of faxes.
- Tell the server to play a sound every time a fax is printed.

Note:

- You can define fax printing options for the Incoming and Outgoing queues separately.
- The **Prioritize imaging over printing** option ensures that approximately 30 fax pages are processed and ready to be sent (converted to a graphic file in fax format) before any printing of faxes occurs.

**How do I?**

1. Launch the 4-Sight FAX Server application, and on the Setup menu, select **Printing**.
2. Click the Incoming option to define the printing settings for this queue.

3. Select one from the following options:

Use this option...	To...
Off	Prevent the Fax Server from printing any fax from this queue. 4-Sight FAX Client users can decide whether or not they can print messages.
First Page Only	Print the first page of the fax, usually the cover page.
All Covers and one copy of Enclosures	Print all cover pages, but only one hard copy of the actual fax message. Use this option to keep track of mass-faxing distributions for your records.
Full Printing	Print a single copy the entire fax message, including the cover page.
Only assigned faxes to existing users/groups	This prints only faxes sent to particular users or groups on the Fax Server. Faxes sent to no particular user or group will not be printed.

4. Decide which printing options you want:

Use this option...	To...
Direct PostScript™ Printing	<p>Bypass the default print driver that is selected in the Chooser. The benefits include the following:</p> <ul style="list-style-type: none"> • Better quality PostScript output, which prints faster because it is smaller in size. • If your printer supports PostScript level II, you will experience faster printing of faxes than a standard PostScript I printer. • You do not need to use Print Monitor, since 4-Sight FAX Server has its own built-in print spooler. <p>If there is a problem with printing a fax message, other processes, such as sending and receiving faxes can continue when Direct PostScript™ Printing is activated. Print Monitor places an alert on the screen preventing any process from continuing.</p> <ul style="list-style-type: none"> • Allows the 4-Sight FAX Server to multitask, that is, print fax messages while sending and receiving faxes.
Prioritize imaging over printing	Prioritize the machine's CPU processing for either printing or processing of outgoing faxes.
Printing Sounds	Play a sound every time a fax is printed.

- Repeat steps 2 through 5, selecting the Outgoing option to configure the printing settings you want.
- Click **OK** to continue.

Tips:

- Archive and clean up faxes from the Incoming Queue to prevent the printing of existing assigned faxes.
- For better printing results, it is recommended that you change the following default printing options:
 - Turn off Text Smoothing
 - Turn on Larger print area (under Options)

Note:

- Direct PostScript printing must be selected in order to activate User and Group printing.

Setting Up the Accounting System

Overview

Use the Accounting Configuration dialog box to keep track of faxes that are both sent and received by the 4-Sight FAX Server.

Information that you choose to track is stored in the 4-Sight FAX Server accounting log. The accounting log is a tab-delimited text file. Most spreadsheet and database programs can easily import the data.

The information contained in the accounting log can be used for many purposes. Companies can bill clients or individual departments accordingly for long-distance and international fax calls. Managers can review a list of fax calls for security purposes, or for designing budgets. The customization of both incoming and outgoing fax logs enables a variety of tracking options.

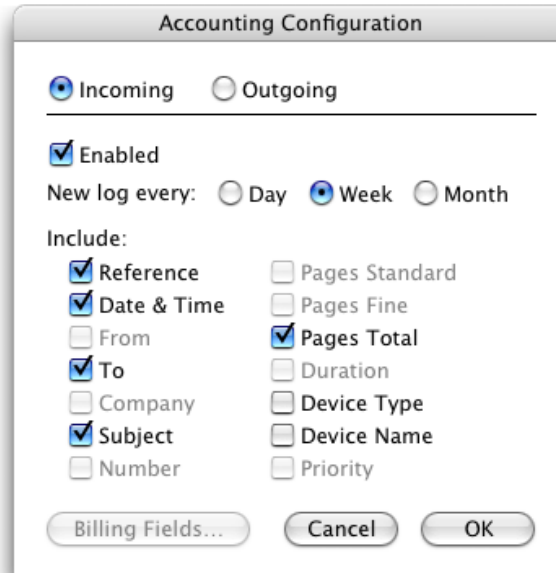
About Billing Fields:

You can create and define up to three Billing fields which can later be filled with important information, such as billing codes, when a Client user is creating a new fax. The information which is entered by the Client is saved as a part of the log entry for each fax.

Note:

- The accounting log is saved in the /Applications 4-Sight FAX Server 7.5/Log/ folder.

Accounting Configuration



How do I?

1. Launch the 4-Sight FAX Server application, and on the **Setup** menu, select **Accounting**.
2. Click the **Incoming** option to define the accounting preferences for this queue.
3. Select the **Enabled** checkbox to make use of the accounting feature. The default setting is "On" or selected.
4. Decide how often you want the Fax Server to create new accounting logs for the selected queue. You can select every Day, Week, or Month. Create a log each day if you have a high volume of incoming or outgoing faxes. If your fax volume is less, choose each week or month. Creating log files more frequently means that each file is smaller; creating logs less frequently means fewer, larger files.

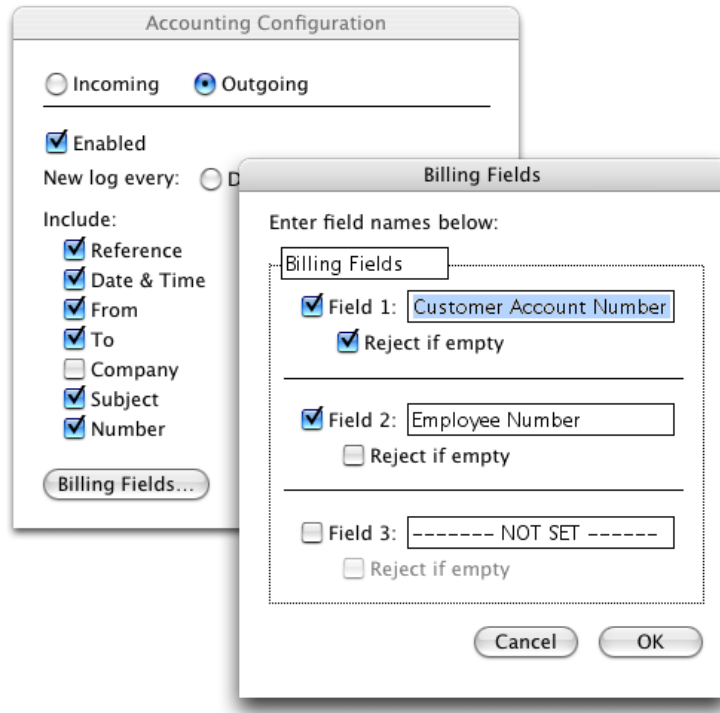
5. Select from the following items that you want to track:

Select this option...	To display the...
Reference	4-Sight FAX Server-assigned reference number for each fax file. 4-Sight FAX server creates a unique number to each fax event, including the sending or receiving of any fax message. You would use this number to quickly locate an archived fax, using a search application such as Spotlight .
Date & Time	Date and time when the 4-Sight FAX Server processed (sent or received) the fax.
From	Sender's name.
To	Recipient's name.
Company	Company Name.
Subject	Brief description about the message.
Number	Recipient's fax number.
Pages Standard	Number of pages that were transmitted using Standard resolution.
Pages Fine	Number of pages that were transmitted using Fine (better quality) resolution.
Pages Total	Total number of fax pages transmitted (sent or received).
Duration	Length of time the 4-Sight FAX Server and the recipient's fax device were connected.
Device Type	4-Sight FAX Server's modem type or the model of the modem that was used to send or receive the fax.
Device Name	User-defined name for the modem (device) used to transmit the fax. The default name is 4-Sight FAX Server.

Select this option...	To display the...
Priority	Priority level at which the fax was sent or received. This is shown as a code: 0.25 = Standard 0.75 = ASAP 0.50 = Important 1.0 = Urgent

6. Click **Billing Fields** to define those fields that you want to monitor. If you do not have any billing fields defined, then the button is grayed out.
7. Repeat steps 2 through 6, selecting the **Outgoing** option to configure the accounting settings you want.
8. Click **OK**.

Defining Billing Fields for Outgoing Faxes



How do I?

1. Launch the 4-Sight FAX Server application, and on the **Setup** menu, select **Accounting**.
2. Click the **Outgoing** option to define the accounting settings for this queue and click the **Billing Fields** button.
3. Check the box next to **Field 1** to enable it. Then type a name for this field.
4. Select **Reject if empty** if you want to require that client users complete this field when creating an outgoing fax. This setting cannot be changed from the client.
5. Repeat steps 3 and 4 if you want to configure two other custom fields.
6. Click **OK**.

Warning:

- The Billing fields which you can setup in the Accounting configuration correspond to the three customizable Billing fields in the Cover Page editor. These Billing Fields provide a way to enter special information including Billing codes, Department names, Account numbers etc.

Once activated on the server and placed in a cover page layout, these fields are accessible to users when they log in and create a new fax.

Setting Up Receipt Configuration

A new folder is created on the 4-Sight FAX Server called Sent Faxes. All messages will be TIFF image files.

The screenshot shows a dialog box titled "Receipt Configuration". At the top, there are two radio buttons: "On" (selected) and "Off". Below this is a section titled "Sent Fax File Creation:" containing three radio buttons: "First Page Only" (selected), "All Pages", and "All Pages". Underneath is a text field "Broadcast fax - limit to" with the value "25" and the text "recipients". Below that is a section titled "Confirmation Stamp:" with three radio buttons: "Off" (selected), "First Page Only", and "All Pages". The next section is "Printing:" with three radio buttons: "Off" (selected), "First Page Only", and "All Pages". Below these are two radio buttons: "Default Printer" (selected) and "Direct Printing". There is a "Printer:" button below the "Default Printer" option. The final section is "Email:" with three radio buttons: "Off", "First Page Only" (selected), and "All Pages". At the bottom right of the dialog are "Cancel" and "OK" buttons.

How do I?

1. Launch the 4-Sight FAX Server application, and on the **Setup** menu, select **Receipts**.
2. Select and enter the following from the Sent Fax File Creation section:

Option	Description
Sent Fax File Creation	
First Page Only	Receive the first page of the message in the newly created Sent Fax folder.
All Pages	Receive the entire message in the newly created Sent Fax folder.
Broadcast fax – limit to <i>x</i> recipients	Receive the first page, or the entire message , based on your selection above, in the newly created Sent Fax folder. You can limit the number of receipts when broadcasting a message.
Confirmation Stamp	Receive a confirmation (receipt) of the successfully sent message.
Off	Decide if you want to receive a confirmation of a successfully sent message.
First Page Only	Decide if you want to receive a confirmation of a successfully sent message, including the first page of the message.
All Pages	Decide if you want to receive a confirmation of a successfully sent message, including the entire message itself.
Printing	
Off	Decide if you want to print either the first page, or the entire message upon receiving the confirmation receipt.
First Page Only	Print only the first page (typically the cover page) of the message.
All Pages	Print the entire message.
Default Printer	Make use of the currently defined default printer for this machine.

Direct Printing	<p>Enables users to have their assigned incoming faxes automatically sent to a separate printer. Click Printer select which printer you want to use when printing messages.</p> <p>Note:</p> <p>Automatic Fax Printing and Direct PostScript™ Printing must be activated in order to setup User and Group Printing. See Configuring Automatic Fax Printing on page 83 for additional printing options.</p>
Email	
Off	Decide if you want to receive a confirmation receipt email message of a successfully sent message.
First Page	Receive a confirmation receipt email message of a successfully sent message, including the first page (typically the cover page) of the message.
All Pages	Receive a confirmation receipt email message of a successfully sent message, including the entire message itself.

3. Click **OK**.

Setting Up the Web Client

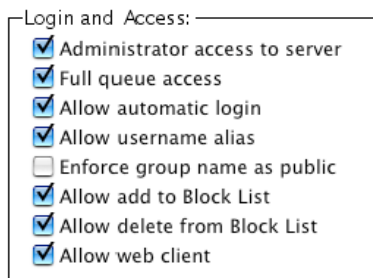
Users licensed for the web client can create and view faxes from an Internet browser.

To check, please refer to Entering Licensing Information and Activation Codes on page 23 to see if the license is registered for Web Client users. If so, users need to be set up.

To enable a user's access to the web client, follow these steps:

How do I?

1. Go to your main menu on the FAX Server and select Setup → Security Setup → User Setup.
2. Select the user you want to enable Web Access for.
3. In the "Login and Access" section of the user preferences panel, select the checkbox titled "Allow web client". This will allow the user to log into the web client.



Login and Access:

- Administrator access to server
- Full queue access
- Allow automatic login
- Allow username alias
- Enforce group name as public
- Allow add to Block List
- Allow delete from Block List
- Allow web client

4. Save each user to save their preferences.

Now, open up any Internet browser to access the web client.

Note that in order to use the web client, you must have an external IP address assigned to your FAX server. To check, go to the Setup → TCP/IP menu to show the external IP address and port. You will use these to log into the web client.

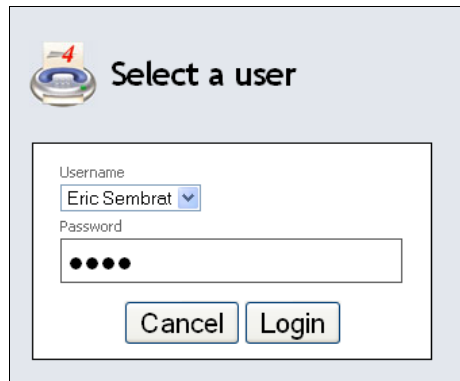
5. From your web browser, go to <http://www.4sightfax.com/webclient/>. Type in the external IP address and port number listed from the server, select a preferred language, and click login.



The 'Connect' screen features a header with a 4-Sight logo and the title 'Connect'. Below the header is a form with two input fields: 'IP' containing '192.168.1.1' and 'Port' containing '8008'. A 'Login' button is positioned below the form. At the bottom right, there is a language selection dropdown menu labeled 'Pick a language:' with 'English' selected.

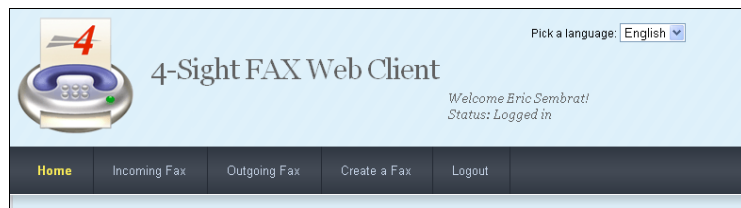
Note that in place of the external IP address, you can use a DNS address, such as www.yourfaxserver.com, in its place.

6. On the next screen, select your user name and type in your account's password. Click login to access the account and enter the web client interface.



The 'Select a user' screen has a header with a 4-Sight logo and the title 'Select a user'. The main form contains a 'Username' dropdown menu with 'Eric Sembrat' selected and a 'Password' field with four black dots. 'Cancel' and 'Login' buttons are located at the bottom of the form.

7. Once logged in, the following menu screen displays:



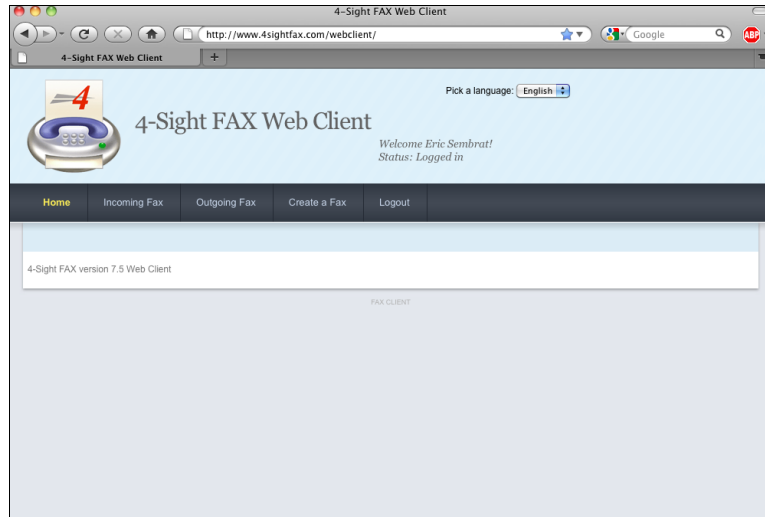
The '4-Sight FAX Web Client' menu screen features a header with a 4-Sight logo, the title '4-Sight FAX Web Client', and a language selection dropdown menu labeled 'Pick a language:' with 'English' selected. Below the header, it displays 'Welcome Eric Sembrat!' and 'Status: Logged in'. A dark navigation bar at the bottom contains the following menu items: 'Home', 'Incoming Fax', 'Outgoing Fax', 'Create a Fax', and 'Logout'.

Note that the Web Client is available in several languages:

- Chinese
- Dutch
- English
- French
- German
- Greek
- Italian
- Japanese
- Polish
- Spanish
- Swedish

To change a language, either use the dropdown box at the log-in page or at the top of the navigation pages to change your language.

Using the Web Client



The web client consists of three main sections: Incoming Fax, Outgoing Fax, and Create a Fax.

1. Use the Incoming Fax to view and download received faxes. Click the “Download” link to the right of each received fax to download as a PDF or TIFF document.

Incoming Fax:

From	To	Subject	Date	Pages	Status	Download
Orlando	Eric Sembrat	Vacation Package	2010-05-17 13:51:53	1	Received	Download
	Eric Sembrat	Insurance	2010-05-14 13:43:37	1	Received	Download
	Eric Sembrat	Capital	2010-05-12 19:38:56	1	Received	Download
Healthcare	Eric Sembrat	Health care plan	2010-05-12 14:24:26	1	Received	Download
AT&T	Administration	2 Yr. Proposal & Contract	2009-12-17 18:28:10	9	Received	Download
Cancun Cafe	Eric Sembrat	Weekly Menu 9/25	2006-09-25 11:37:07	1	Received	Download

2. Use the Outgoing Fax to view and download sent faxes. Click the Download text to the right of each sent fax to download as a PDF or TIFF document.

Outgoing Fax:

Move All #17 faxes Choose output file type: Pdf Tiff

From	To	Subject	Date	Status	Download
Eric Sembrat	John Doe		2010-06-09 18:50:30	Rejected	Download
Eric Sembrat	b		2010-06-07 15:39:26	Rejected	Download
Eric Sembrat	a		2010-06-07 15:07:18	Rejected	Download
Eric Sembrat	a		2010-06-07 15:04:54	Rejected	Download
Eric Sembrat	Jm Halpert		2010-06-02 16:39:11	Rejected	Download
Eric Sembrat	Joanna Blythe	Test	2010-05-26 20:35:31	Rejected	Download

- Use the Create a Fax to create a fax (either to a pre-defined contact on the server/local address book) or to a new contact. You can attach PDF and TIFF files to the FAX, and create a Cover Page using the templates on the server.

Select a Recipient:

Personal Server Both

Full name	Company	Fax Number
Joanna Blythe	Randstad	770-454-9800
Andrew Carr	Soft Solutions, Inc.	770-454-9800
Tim Haratine	Soft Solutions, Inc.	770-454-9800
Phil Weiss	Soft Solutions	770-454-9800

For any user with the “Allow web client” specified in the 4-Sight Fax Server, the user’s local address book is automatically copied to the Fax Server for access by the web client. Users can then manually publish their local address book to the Fax Server after changes are made. For more information on publishing local address book updates, please see the 4-Sight Fax Client manual.

After selecting a recipient, you can attach one PDF or PNG file and select a server cover-page to send a fax.

Fax Details:

Subject:

Recipient / Company: /

Fax Number:

Priority: ▼

Resolution: ▼

Cover Page: ▼

Private: ▼

Comment:

PDF File:

Setting Up Email to Fax

Email to Fax provides a simple way to send a fax through email, when a user has no access to the 4-Sight FAX Client.

To enable the Email to Fax server, two steps must be followed.

The screenshot shows the 'Email Setup' dialog box with the following configuration:

- Sending email:**
 - SMTP server: mail.softsinc.com
 - SMTP port: [empty]
 - SMTP server requires authentication
 - Account ID: [empty]
 - Password: [masked]
 - "From" email address: fax@softsinc.com
- Email Forwarding:**
 - Enable
 - Subject line: [New Fax -]
 - Plus fax subject
- Email to Fax:**
 - Enable
 - POP server: mail.softsinc.com
 - POP port: [empty]
 - Account ID: [empty]
 - Password: [masked]

1. Email Setup for the Server. The menu for Email Setup is located under **Setup**, and then **Email**. On this screen you must enable Email to Fax and type in the account details for the server receiving email address.
2. Enable Email to Fax for users which request it. The menu for editing users is under **Setup**, **Security Setup**, and then **User Setup**. On this screen you must enable Email to Fax and type in the approved email addresses that the server email address will accept.

Note that there are a maximum of two email accounts per user.

To use the Email to Fax, consult the **Email Suite** documentation on examples and protocol.

3. Adminstrating 4-Sight FAX Server

In this chapter:

Topic	Page
Overview	103
Managing 4-Sight FAX Users	104
Managing the Incoming and Outgoing Queues	105

Overview

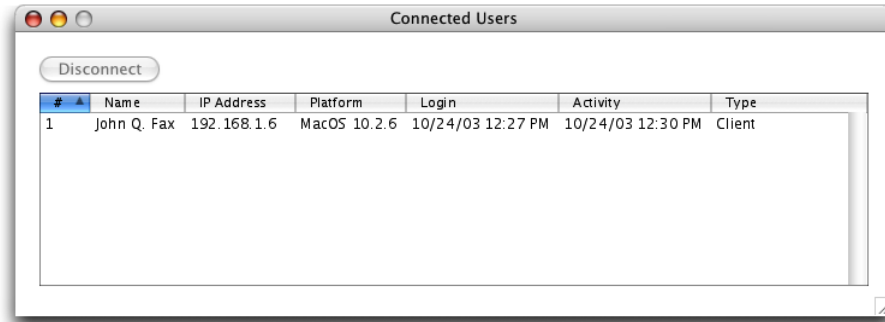
This chapter assumes that you have already configured the 4-Sight FAX Server, including settings for all users and groups. Refer to Chapter 2: **Configuring the 4-Sight FAX Server**.

What you can do....

- View all currently connected users and disconnect them when necessary.
- Disable/Enable User Logins.
- Manage the Incoming and Outgoing Queues.
- View the status of the connected modem(s).

Managing 4-Sight FAX Users

Viewing and Disconnecting Users



You can view all currently logged-in Client users and, when necessary, disconnect them from the 4-Sight FAX Server. Typically, you would disconnect users when performing maintenance on the Fax Server.

How do I?

1. Launch the 4-Sight FAX Server application.
2. On the **Windows** menu, select **Users**. Select the user(s) that you want to disconnect and click **Disconnect**.

Disable/Enable User Logins

You can **Disable/Enable** 4-Sight FAX client user logins remotely from the 4-Sight FAX Server. Typically, you would disable logins when performing maintenance on the fax server.

How do I?

1. Launch the 4-Sight FAX Server application.
2. On the **Setup** menu, point to **Security Setup**.
 - If logins are enabled, select **Disable User Logins** to prevent 4-Sight FAX client users from logging into the 4-Sight FAX Server.
 - If logins are disabled, select **Enable User Logins** to allow 4-Sight FAX client users to log into the 4-Sight FAX Server.

Managing the Incoming and Outgoing Queues

Managing the Outgoing Queue

The Outgoing queue displays information about the status and history of fax messages that have been sent to the Fax Server from Fax Client or plug-in users.

You can do the following from the Outgoing Queue:

All actions are available from the **Commands** menu.

Option...	Description...
Edit Address	You can do the following: <ul style="list-style-type: none">• Change the Name, Fax Number, Company Name and Street Address of the fax message recipient, as well as the Subject.• Schedule when you want the fax message to be transmitted. The default schedule is ASAP.• Suspend or Unsuspend a fax message.• Resend a fax message.
View	View the selected fax message.
Reject	Prevent the 4-Sight FAX Server from transmitting the selected fax message.
Delete	Permanently remove the fax message from the 4-Sight FAX Server.

What the Outgoing Queue Displays:

The following describes the columns in the Outgoing queue.

Item...	Displays...
Date	The date and time at which the fax message was sent to the 4-Sight FAX Server.
Status	<p>The status of fax message: Fax messages can have the following status:</p> <p>Waiting - the fax message has not yet been processed by the 4-Sight FAX Server.</p> <p>Imaging - the fax message is being converted into a format suitable for faxing.</p> <p>Imaged - the fax message has been converted and is ready to be sent.</p> <p>Prep x/y - the fax message is being prepared. The 4-Sight FAX Server displays the x page out of y pages is currently being prepared, i.e., 1/4 equals the first page of four.</p> <p>Page x/y - the fax message is being transmitted. The 4-Sight FAX Server displays the current page being sent (the x) and the number of pages to be faxed (the y).</p> <p>Failed - the number of attempts to transmit the fax message. The number of attempts is defined by the fax administrator on the 4-Sight FAX Server.</p> <p>Max Retries - the fax message has failed to be transmitted after the maximum number of times.</p> <p>Suspended - the fax message has been suspended by a user or by the administrator and will remain in the queue until manually unsuspended or rejected.</p>

Item...	Displays...
Status (Continued)	The current status of the fax message: Fax messages can have the following status: Rejected - the fax message has been rejected. This could be due to a user manually rejecting the fax; an invalid user is attempting to fax; Enforce Group Name as Public is checked in the User Setup, and the User did not send the fax as a group name or, because the fax has been sent from the Client as grayscale and the server has been configured to reject grayscale faxes. Sent - the fax message has been successfully transmitted.
From	The originator of the fax message.
To	The intended recipient(s) of the fax message.
Subject	The subject matter or title of the fax message.

Managing the Incoming Queue

The Incoming queue displays information about the status and history of fax messages that you have successfully received.

All actions are available from the **Commands** menu.

You can do the following from the Incoming Queue:

Option...	Description...
View	View the selected fax message.
Delete	Permanently remove the fax message from the 4-Sight FAX Server. A fax must be viewed or previewed (from the 4-Sight FAX Viewer) before it can be deleted.

What the Incoming Queue Displays: The following describes the columns in the Incoming queue.

Item...	Displays...
Date	The date and time at which the fax message was sent to the 4-Sight FAX Server.
Status	<p>The status of fax message: Fax messages can have the following status:</p> <p>Receiving – The Server is currently receiving an incoming fax.</p> <p>Converting - The server is processing the incoming raw data, creating an image file of the fax and saving the image in TIFF format.</p> <p>Received - Indicates the fax was completely received.</p> <p>Printed - Indicates that the fax message was sent to a printer of your choice using the “Automatic Printing” option.</p>
Pages	The number of pages in the entire fax message.
Size	The total size in kilobytes.
To	The user to whom the fax has been assigned, usually the intended recipient of the fax.
Subject	The subject matter or title of the fax message.

Viewing the Status of Connected Modem(s)



How do I?

1. Launch the 4-Sight FAX Server application.
2. On the **Windows** menu, select **Devices**.

The Devices window provides administrators a bird's eye view over all connected modems. Details include the user-specified device name, faxing state (incoming or outgoing), minimum fax priority, and recent messages.

Understanding the Device Status Messages and Errors

The device message may range from a simple modem status to specific faxing errors.

Status Message	Definition
Idle	Server software awaiting work
Answertone detected (CED)	Connection with remote fax device
Error in received frame (CRC)	Trouble connecting to remote fax device
Remote machine confirmation to receive (CFR)	Successful connection to remote fax device
Remote machine identification	Received ID from remote fax device

Status Message	Definition
Connected at 2400 bps Connected at 4800 bps Connected at 7200 bps Connected at 9600 bps Connected at 12000 bps Connected at 14400 bps	Fax send/receive in progress at bps rate specified
Remote machine identification (CSI)	Called subscriber identification
Disconnect (DCN)	Fax transmission has disconnected
Failure to train (FTT)	Failure to connect at chosen rate
No Carrier	Check phone line for carrier
No Dialtone	Check phone line for dialtone
Busy	Fax send attempt failed due to busy signal
No Answer	Remote fax device failed to answer
Carrier lost	The carrier was lost
Remote capabilities (DIS)	Successful handshake with remote fax device
Unknown status ‘?’	Indeterminate status from remote fax device
Sending Page:	Sending outgoing fax “n” of “x”
Receiving Page:	Receiving incoming fax page “n” of “x”
Answering...	Answering an incoming fax call

Error Messages

- No response from Fax Device. Either it is busy, not switched on, out of paper or your cable is faulty.
- Timed out waiting for machine status report from Fax.
- Timed out waiting for page status from Fax machine.
- Timed out waiting for usage report from Fax machine.
- Timed out waiting for Error Status report from Fax Machine.
- Too many retries attempted without success, aborted.
- Unknown Failure caused Job to fail.
- Timed out waiting for response from Fax.
- Unknown response from Fax Device, please check your communications settings and the cable between this Macintosh and the Device.
- No response from Fax Device. Either it is busy, not switched on or your cable is faulty.
- Timed out while writing to device, please check that your cable and the device is OK.
- Modem failed protocol negotiation with remote device.
- Unexpected OK response from modem when dialing, please check that you are using an appropriate modem cable.

Appendix A: Troubleshooting 4-Sight FAX Server

In this chapter:

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Problems While Receiving Faxes	122
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Contacting Technical Support

Please read this manual carefully, as it contains many answers to common problems. Often, problems are caused by improper setup and/or configuration. Use this manual as a guide to make sure your software and modem are configured for correct function.

If you have a technical question or issue, contact your local 4-Sight FAX Reseller, or the support page of our website. You can also reach Soft Solutions, Inc. by Email, phone or fax.

Website: <http://www.4sightfax.com/support.html>

Email: support@softsinc.com

Phone: 1.770.457.9400

Toll free: 1.888. 447.4448 (U.S. only)

Fax: 1.770. 454.9800

Have the following information before contacting us...

- The version number of 4-Sight FAX Server and Fax Client.
- The version of your Operating System for the Fax Server and for all Clients.
- The type of Macintosh that is running Fax Server and the amount of memory (RAM) installed; also the types of Macs and/or PCs that are running Fax Client, and the amount of RAM that is installed in each.
- The make and model number of each modem you are using.
- A telephone number where you can be reached, and a valid Email address.

Please be prepared to explain the question or problem in detail, including any attempts you made to fix the problem.

Note that submitting a support request can also be done through 4-Sight FAX Server's application. Click Help on the menu and select Email Support. Submitting this form automatically sends support logs to assist in technical assistance.

Support Options

Soft Solutions offers an annual maintenance and support agreement which entitles 4-Sight FAX customers to tremendous savings on products and services.

Item...	With Annual Maintenance and Support Agreement	Without Annual Maintenance and Support Agreement
Per incident.	Free unlimited phone, Email and fax support.	A per-incident fee for support requests by phone, Email or fax.
Product Upgrade	Free	Depending on the number of lines and other options you want to add. Upgrades could range from 35% to 65% of current total software order.
Training	15% discount off regular price	No discount
Modems	List price	List price

Hardware Problems

Note: If a hardware device such as a computer or modem requires repair service, contact the manufacturer or their representative in your country. Soft Solutions, Inc. does not provide repair service for computer hardware or peripherals, including modems.

Problems While Sending Faxes

I am having trouble communicating with some fax machines

There are literally hundreds of different brands and models of fax machines, fax printers, and “all-in-one” multipurpose devices out there. It is nearly impossible to have full compatibility with all of them. If you are consistently unable to send a fax to a particular number, please contact the person whom you are attempting to send the fax to, and ask them what brand and model of fax machine they are using. Then, contact the modem manufacturer to find out if they are aware of any problems when communicating with this type of machine.

Displayed Messages

Failed to add a “1” to a U.S. long distance number.

Check the dialing Setup, and make sure that Smart Dial is selected. Also, if you are sending from within the U.S., make sure that you have your area code entered, and under Area Code Rules, make sure that all information that applies to your area (10-digit dialing, other local area codes, etc.) is correctly chosen and entered. Smart dialing **does not** add a “1” to Server address book numbers, or to numbers which were entered in the “Quick Entry” fields on the Fax Client.

Failed to dial an international number.

Check the dialing Setup, and make sure that Smart Dial is selected. Also, make sure that your country code is entered in Dialing Setup, and that the correct country code is added at the beginning of each international number in your address book.

Failed to dial telephone number.

Check the telephone number and telephone line.

Telephone connection was lost!

Check the phone connection.

The remote machine is busy or isn't answering

The 4-Sight FAX Server will retry the connection automatically if you have selected the Retry options in Dialing Setup. This message is usually not a sign of a problem with the fax server.

No dial tone

Check your phone connection.

'Modem timed-out waiting for data' error

Most modems should be configured with a baud rate of 19200 and XOn/XOff flow control, it is quite common for people to change the speed to 9600. To adjust these settings, go to the Setup menu>, Device, and click on the Communications button.

Server Problems

Trying to Locate a Fax by Reference Number

Select a fax in the Outgoing or Incoming queue, hold down the option key while double-clicking on the item, the fax reference appears at the bottom of the queue window. This reference number is also the name of the fax image file that is saved on 4-Sight FAX Server, and it can be found in the appropriate queue folders on your hard drive. Once a fax has been removed from the queue and archived, use the Accounting log to locate the reference number.

Removal of unread or unassigned faxes (Setup menu > Queuing)

If incoming faxes are set to be removed from the queue after, say, 1 hour, and one of the faxes has not been read after 1 hour passes, it will NOT be removed from the queue. This fax will not be deleted until one hour following the time it is eventually read. This allows time for you to process the fax in other ways (forwarding, printing, resending) before it is removed from the queue. Keep in mind that unless Archiving is also configured, faxes that are removed from the queues are DELETED from the server completely, and can no longer be accessed by anyone. If you need to save faxes for future reference, it is suggested that you activate the Archiving feature.

Faxes not being cleared (deleted) from the queue

Faxes may not seem to get removed automatically from the Outgoing Queue, although the correct options for Archiving/Deleting have been set. This can occur, for example, when a single fax is being sent to many different people (broadcast fax). If 8 are sent successfully, but 2 end with a status of Max Retries, all 10 entries will remain in the Queue until the final 2 are either rejected or successfully sent. To summarize, all “batch” faxes will not automatically be removed from the queue until the Fax Server considers the entire batch completed.

Warning:

- Faxes that are manually deleted will not be archived.
- For any faxes to be archived, the **Remove completed items after __ hours** option must also be enabled in the Queuing Configuration.

File already open for read/write (-49) error with 4-Sight FAX

If you are viewing an incoming fax and 4-Sight FAX Server tries to print it you are given a -49 permissions error. The server will not print a fax while it is being viewed. At this point, the Server will wait and try printing again in 5 minutes.

Fax server stops sending if printer runs out of paper

Faxes will fail to be sent if Auto Printing is activated for either incoming or outgoing faxes and the printer runs out of paper.

Modems with baud rate greater than 14400 bps

Modems often have two speed ratings, one for data and one for fax. When sending faxes to a typical fax machine, the maximum baud rate at which faxes can be sent is usually 14400 bps. Therefore, attempting to send faxes using modems rated for faster data transfer will see no improvement in transfer rates. Also, many users around the world still own fax machines and modems that operate at a maximum rate of 9600 bps. This means that many of your fax calls will have to be negotiated downward to that speed, as a fax can only be transmitted as fast as it can be received. A related issue to the above occurs when attempting to use modems that have a 28800 bps data transfer rate with 4-Port serial cards where they may not be used solely for faxing. Many serial cards that conform to Apple's specification can only handle data transfer at a maximum of 19200 bits per second. As always, it is very important to make sure that the modem you purchase is a supported device for 4-Sight FAX. Otherwise, reliable performance cannot be assured. See the Hardware Reference section or visit the 4-Sight FAX website at <http://www.4sightfax.com> for more details for supported modems.

Technical detail of pages sizes, resolution and PICT/PDF files used in 4-Sight FAX Server

4-Sight FAX Server reserves the first and last 24 fax pixels of each line to cope with paper alignment and different fax roll size problems at the remote end. Thus the width in Fax Pixels is $1728 - 24 - 24 \Rightarrow 1680$. The length of the page depends on the resolution and whether you are using a US version of the Fax Server or an International version thus:

A4 Standard: 1140

A4 fine res: 2280

US standard: 1075

US fine res: 2150

The resolution of the fax is one of the following:

Std Resolution (203.2* 97.79 dpi)

Fine Resolution (203.2* 195.58 dpi)

Fax pixels are useful, but what you actually need to create for Cover Pages is a PICT image with the resolution of 203.2 x 195.58 dpi and bounding rectangle that is no larger than the following (top, left, bottom, right):

A4: 0, 0, 838, 594

US: 0, 0, 790, 594

Thus, $594 * 203.2 / 72 \Rightarrow 2276$

If you use a bounding rectangle that is larger than this, 4-Sight FAX Server will scale the picture to fit on the page.

Message is Displayed: The Queue folder could not be found, please choose 'Queuing...' from the Setup menu to re-specify its location

Refer to Queuing Setup in the 4-Sight FAX Server Reference.

Message is displayed: The Queue folder does not have the correct file access permission, both 'See Files' and 'Make Changes' are needed

The 4-Sight FAX Server does not have enough privileges to access the Queue Folder on the AppleShare file server. You need to change the settings so that it has at least the 'See Files' & 'Make Changes' privileges. Refer to Queuing Setup in the 4-Sight FAX Server Reference.

Message is displayed: The saved settings for the communication medium to external devices are no longer valid. Please choose 'Devices...' from the Setup menu to specify new settings

Refer to Device Setup in the Chapter 2: Configuring the Fax Server: Configuring your Modem(s).

There are no messages appearing in the queue windows

Check to see that queuing is enabled in the Queuing Setup, as well as the **Remove completed items after ___ hours** setting. Also check your Archiving Setup. Your faxes may have been removed from the queue and or archiving since the last time you inspected the queues.

Although there are items waiting in the queues they are not being processed by 4-Sight FAX Server

Make sure that at least one of your modems has incoming and outgoing channels enabled in the Device Setup dialog and that there is no discrepancy between the date, time, and time zone settings on the server and on all clients.

4-Sight FAX Server is processing queue items, but the modem is not responding

Make sure that the modem is switched on, and that the serial cable is connected to the correct port. Next, verify that you have selected the correct device in the Device Setup. If an incorrect device is chosen, you must do the following: 1) Quit the Fax Server application. 2) Delete the Server Preferences file, located in System folder>Preferences>4-Sight FAX. 3) Launch Fax Server, and you will be prompted to re-enter your company information, and to choose the correct modem. Make sure that you select the exact

make model of your model, for reliable operation. Note: deleting the Server Preferences will cause some of your other settings to be lost. Please verify all of your settings, including Email, Cover Page, Queuing and Archiving configurations.

The Server has stopped processing either queue

This is an indication that the Server machine is busy with some other task that has taken precedence. Check the Server directly to see if an alert window is displayed and awaiting user action. This can happen if automatic printing of incoming messages is enabled and there is some kind of printer-related error (out of paper, paper jam, etc.). Make sure that the "also display alert" item in the Print Monitor Preferences dialog is NOT SELECTED.

Message is displayed: Fax Device Not Responding...

The communications link between the modem and the 4-Sight FAX Server is broken. Check the cable between the Macintosh and the modem is a type 'E' cable. Also, check the Device setup, and make sure that correct device is chosen, and that the Connection settings are correct.

Problems While Receiving Faxes

Incoming fax displays a message in the status bar: Error - 1009

The image file that is being received is corrupted. The fax needs to be resent. Contact the sender and ask them to resend the fax.

Incoming fax displays a message in the status bar: Error - 1010

An unexpected end of file was received. The fax needs to be resent.

Message is displayed: Unexpected End of File error -39

An incoming file is corrupt. Make note of the file number if displayed. This file must be physically removed from the incoming queue folder before the system will operate properly.

Received fax images are jumbled, incomplete (bottom of the page first, etc.), scan lines missing or a ‘bar code’ effect is noticeable.

Check the communications settings found in the Device portion of the Setup menu. For all modems, the Baud rate should be set to 19200.

Also, make sure that your modem is compatible with 4-Sight FAX version 7.5. A list of supported modems is available online at <http://www.4sightfax.com/support>.

“Garbled” text, missing scan lines or “bar-coding” at the end of an incoming fax

The “bar coding” effect is normally caused by changes in telephone line parameters that the modem was unable to accommodate. Fax machines check each line of received information for validity. Unlike a fax machine, fax modems in a Server environment cannot check each scan line (it would hamper the operation of the Macintosh). Therefore, if a glitch occurs, the message will be garbled throughout.

If the bottom inch (or so) of each received Fax page is scrambled, this may be due to the serial port baud rate having been set incorrectly (the baud rate between the Macintosh and the modem). Most modems (with 4-Sight FAX Server application, Setup, Device, Communications) should be set up with a baud rate of 19200 (NOT 9600) and XOn/XOff flow control for most modems. On sending faxes, a ‘modem timed-out waiting for data’ error may occur. Also, verify which port you are using on the Macintosh. It is recommended to either use the built-in Modem Port, a USB port (where applicable) or a supported serial port card. You **cannot** use

the Printer Port for high speed communication as generally it will not cope with bulk data reception at speeds greater than 1200 baud.

Incoming faxes appear corrupted

Make sure a supported modem is being used and is properly chosen in the Device Setup. It is not recommended to use the SmartLink M4F modem for receiving incoming faxes, as this modem is extremely susceptible to other activity on the server machine. This can lead to corruption of incoming faxes.

Printing Problems

When the automatic printing of faxes is activated, using a Level 2 PostScript printer and selecting “Direct PostScript Printing™” from the Printing configuration dialog will increase speed substantially over the standard LaserWriter driver.

Incoming faxes are taking a very long time to print

The longest it should take to print a standard page, fully covered with text or graphics, is about 90 seconds. Check the Page Setup to make sure that graphics and text smoothing are OFF and that faster bitmap printing and larger print area are ON.

Automatic Printing is selected, but nothing is being printed

There may be a printer error (i.e. paper jam, out of paper, etc.) that is holding up the print job. Check the Fax Server for an error condition. Also, if Print Monitor is set to display an alert when a printing error occurs, it will stop all print jobs until the alert is dismissed.

User or group printing is not working

Make sure that automatic printing is activated, as well as Direct PostScript Printing, in the Printing Setup. Activate printing for the selected user or group in the User or Group Setup, and chose the desired printer on your network.

Header or Cover Pages Setup

It is possible to change Cover Pages at any time, keeping the fields in the same place, by overwriting the original PICT/PDF with a new file of the same name. There are two files associated with each Fax Cover Page: the original PICT/PDF file (e.g. “Standard”), and a 4-Sight FAX Server file created when the user places Cover Page fields using the Cover Page editor in 4-Sight FAX Server (EG. “Standard.header”). You should also save a copy of the original file in its native application format for backup purposes. 4-Sight FAX Server uses the file name and extension to associate PICT/PDF files with their corresponding header field template files. Using the standard Cover Page files shipped with 4-Sight FAX, “Standard.header” contains the header page field positions while “Standard” is the PICT/PDF background. If the original PICT/PDF file is overwritten but the same name is kept, it will constitute a new header page with the fields maintaining the same placement as the original header page. This allows flexibility in the use of Cover Pages, beyond the 14 installed Cover Pages.

Cover Page Problems

If the cover page spans over 2 pages, or the cover page PICT or PDF is misaligned, verify that the PICT/PDF is no larger than an A4 page size.

Supported and Unsupported Modems

See http://www.4sightfax.com/PDFs/Supported_Devices.pdf for more information.

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