SwyxFax Client

User Dokumentation

As of: May 2022

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1   SwyxFax Client

Once the SwyxFax has been installed on the computer, the user can send, receive, forward and manage documents both internally and externally by fax.

The software SwyxFax Server is a component of SwyxServer. It can be installed on the same computer together with SwyxServer, or as a separate service within the network. After the installation, a connection to SwyxServer will be established to exchange the user parameters, to verify the existing licenses, and to send or receive faxes. SwyxFax uses the same connection as SwyxServer to public network. If SwyxFax is installed, the number of licensed SwyxFax users can use this fax service.

Incoming faxdocuments are received by SwyxFax and assigned to the corresponding user. If a fax is received on a number, which has not been assigned to any user, this document will be forwarded to a central distributer, e.g. the system administrator. Each user has a personal fax inbox, in which the received documents are shown.

Furthermore, it is possible to create a personal telephone book for each user. Frequently used fax numbers and recipients can be saved here. Alternatively, you can also use Outlook Contacts or the fax addresses can be taken directly from a file.

It is possible to receive incoming fax documents as Faxmail exclusively or in addition to your regular fax output option. This forwarding option, which takes the form of an e-mail with an attached fax document, must be configured for you by your administrator.

> When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.

Online Help

At almost every point in the program a high-performance online help is provided: You have access to instructions and information directly on the screen and you don't necessarily need printed operating instructions.

To start the Help system, go to the menu bar and click on "Help|Help Topics...". Many dialogs contain a "Help" button. To receive help for the respective dialog, just click on "Help".

Further online helps

Product	WWW-Link
SwyxIt!	help.swyx.com/cpe/13.15/Client/Swyx/en-US/index.html
SwyxWare Administration	help.swyx.com/cpe/13.15/Administration/Swyx/en-US/index.html
Graphical Script Editor	help.swyx.com/cpe/13.15/GSE/Swyx/en-US/index.html
Call Routing Manager	help.swyx.com/cpe/13.15/CRM/Swyx/en-US/index.html

1.1   Installation/Configuration

In this section you will learn how to install, configure, update, and uninstall SwyxFax Client, and how to use SwyxFax Client as a printer from any Windows application.

1.1.1   Requirements

In order to be able to use SwyxFaxClient, your computer must fulfill the following requirements:

- Operating system and Microsoft Framework: see the SwyxWare documentation.
- Processor : Intel Pentium 1 GHz or higher
- Memory: At least 2GB
- Free disk space : A minimum of 300MB

1.1.2   Install SwyxFax Client

SwyxFax Client is installed during the SwyxIt! installation process, as an additional component. If you have already installed SwyxIt!, you can also

install SwyxFax Client separately at a later point. See also *Custom Setup Installation*, page 6.

If the requirements for SwyxFax Client have been fulfilled, you can install the software immediately.

The installation is carried out with the help of the standard buttons "<Back", "Next>" and "Cancel". If you would like to change entries in a previous window, click on "<Back" until you come to the window you want, change your entries, and then continue by clicking on "Next>". If you would like to stop the installation, click on "Cancel".

How to install SwyxFax Client

1 Log on to your computer as administrator.

2 Close Microsoft Outlook or IBM Notes before beginning the installation.
Otherwise it is possible that not all components will be correctly installed.

3 Insert the SwyxWare DVD into your drive.
The installation program on the DVD starts automatically.

4 If the setup does not start, double-click on the file "autorun.exe", which is located on the SwyxWare DVD.

5 The SwyxWare start page will appear.

6 Select the option "Install SwyxIt!".

7 If you want to display the readme file containing important information, click on the relevant link under "Installation/Update". To start the installation, select the option "SwyxIt!".
The SwyxIt! Setup start page will appear.

8 Please follow these instructions and then click on "Next".

9 License agreement:
You have several options:
- Activate the checkbox "I accept the license agreement." and click on "Next>".
- If you do not accept the license agreement, stop the installation by clicking on "Cancel".

10 User information:
Please take note of the latest information for this version.
Click on "Next>".

11 Installation type:
You have several options:
- Click on the option "Typical" to run the SwyxIt! default installation process. SwyxFax Client will be automatically installed at the same time. However, in this case you cannot select any additional installation options. Then click on "Next" and proceed with step **(14)**.
  If you want to select installation options such as a shortcut for SwyxFax Client on your desktop, choose the custom setup installation process. See also *Custom Setup Installation*, page 6.
- Click on the option "Custom Setup". With this option, you can specify the installation directory and the components and functions to be installed. Then click on "Next" and proceed with step **(12)**.
  If you have already installed SwyxIt! and want to install SwyxFax Client at a later date, this is the installation type to use. See also *Custom Setup Installation*, page 6.
- Click on the option "Complete". This option installs all available components (SwyxIt! and SwyxFax Client) and their available functions. Then click on "Next" and proceed with step **(14)**.

12 If you have chosen "Custom Setup", you can now select additional installation options. See also *Custom Setup Installation*, page 6.
If you do not want to install SwyxIt! or SwyxFax Client in the specified directory, you can change the installation directory using the "Browse" button.
You can use the "Disk space" button to find out the available memory space on your computer. This takes into account all local drives and all linked network drives. This allows you to determine whether there is sufficient memory available for the components you have selected.
You can restore the default settings for the components with the "Reset" button (this sets the installation type to "Typical").

13 Click on "Next >".

14 Start the installation.
You can use "<Back" to check or correct your entries.

15 Click on "Install" to start the installation of SwyxIt!.

16 After the installation has been successfully completed, this is indicated in the installation wizard. You can then close the wizard with the "Exit" button.

1.1.2.1 Custom Setup Installation

If you selected the "Custom Setup" option in the installation wizard, you can specify whether a component should be installed and, if so, which functions should be installed along with it.
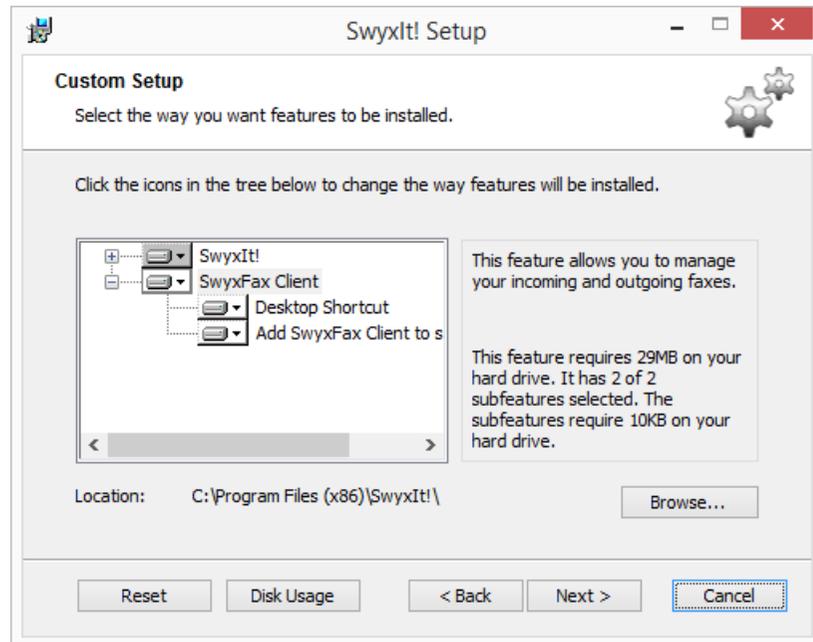
> ℹ️ If you only want to install SwyxFax Client, as you have already installed SwyxIt!, then deactivate the component "SwyxIt!" and follow the installation wizard instructions.

SwyxFax Client Component:

- SwyxFax Client
  To use SwyxFax Client, you need the option pack "SwyxFax".

SwyxFax Client Functions:

- Desktop link
  A link is automatically created on the desktop during installation. This function must be activated in order for it to be installed during the process of installing SwyxFax Client.

- Add SwyxFax to Startup group
  SwyxFax is automatically added to the Startup group during installation; i.e., it is automatically started each time Windows is started. This function must be activated in order for it to be installed during the process of installing SwyxFax Client.

1 Then click on "Next" and proceed with step **(13)**.

> ⚠️ If there are not enough licenses for SwyxFax Client instances that are logged on at the same time, a corresponding message window will appear and SwyxFax Client will be closed. If this occurs, contact your administrator.

> ℹ️ When the installation type "Typical" is selected, only SwyxFax Client is installed, and not the functions "Desktop Shortcut" or "Add SwyxFax Client to Startup group".

1.1.3 Configuring SwyxFax Client

When you start SwyxFax Client for the first time, the configuration wizard will open. This wizard will lead you through the available SwyxFax Client configuration settings step by step.

This is how you configure SwyxFax Client

1 Click on "Next" on the start page of the configuration wizard.

2 Enter your user information, such as your name and e-mail address, in the next dialog box. Click on "Next>".

3 Then enter the company information such as the company name, address, and department.

4 Enter your telephone and fax numbers, including the country code, area code, and extension number, in the dialog box.

5 Then enter your personal Fax Station ID.
The Fax Station ID will be transmitted to the recipient's fax machine when a fax is sent. It is usually the fax number in canonical format (+44 (1234) 12345-678).

6 Click "Finish".

The user and company information, as well as the telephone and fax numbers, will appear on the optional cover page of each outgoing fax.

1.1.4 SwyxFax Client as a Printer

If you have created the document to be sent in a Windows application that supports direct printouts, you can send the document from this application.

To send this kind of document using SwyxFax Client, open the "File" menu and select the function "Print" while the document is open. Select "SwyxFax" as the printer from the list of available printers. The SwyxFax Client window "Send Fax" will open. The send parameters are entered in this window. Depending on how big the document is, the conversion may take several seconds.

The option of sending via the printer driver connection offers maximum integration into every PC application that Windows supports, and is not dependent on the respective format of the internal document.

The printout creates a print file in DCX format. In the send job that follows, this file is transferred to SwyxFax Client. The printer driver connection therefore supports all the performance features which are also offered by a normal printer.

1.1.5 Updating the Software

If you are using an older version of SwyxFax Client, it is possible to update to the version referred to in this document.

How to update SwyxFax Client

1 Log onto your PC with local administrator rights.
2 If necessary, exit SwyxFax Client and SwyxIt! in order to avoid Windows starting them unnecessarily.
3 Execute the file "SwyxIt!EnglishUK32.msi" or "SwyxIt!EnglishUK64.msi" on the SwyxFax Client installation medium, and confirm that you want to start the update.
4 Follow the wizard instructions.

5 If you are prompted to do so, restart your PC in order to complete the update.
6 Log on to the system as a normal user after the installation.
7 Start SwyxFax Client by using the start menu or the search bar.
8 The first time a user logs on, the SwyxFax Client configuration wizard will prompt them to enter some information, see *Configuring SwyxFax Client*, page 6. Finally, enter the SwyxFax Server name.

If you also have an older version of SwyxIt! installed on your computer, this will also be updated when file "SwyxIt!EnglishUK32.msi" or "SwyxIt!EnglishUK64.msi" is executed. If only an older version of SwyxFax Client is installed, and SwyxIt! is not installed, then only SwyxFax Client will be updated. A SwyxIt! version will not be installed.

1.1.6 Uninstalling SwyxFax Client

You can uninstall SwyxFax Client at any time, separately from your SwyxIt! installation.

To uninstall: SwyxFax Client

1 Log on to your computer as administrator.
2 Open the Windows Control Panel
3 Under "Programs", select "Programs and Features"
4 In the selection list, highlight "SwyxIt!" and click on "Change".
5 The SwyxIt! installation wizard will open.
6 Click on "Next>".
7 Select „Change" and click „Next".
8 Insert the "SwyxFax Client" CD and click "Next ".
SwyxFax Client will be uninstalled automatically. SwyxIt! is not affected by the uninstall process.

1.2 Starting SwyxFax Client

Start SwyxFax Client by using the start menu or the search bar. The icon will appear in the tray.

1.3 Logon and Logoff

When you start SwyxFax Client, the system automatically logs on to Swyx-Server:

- It checks whether you are authorized to use SwyxFax Client.
- If authorization is confirmed, then your personal settings are transferred to the PC which you are currently using.
- If you are not known to SwyxServer as a user, or no server is found in the automatic search, a logon dialog is displayed in which you can enter all necessary details.

After registering on SwyxServer, SwyxFax Client is available to you in its entirety. You can now receive and send faxes.

When you close or log out of SwyxFax Client, any incoming faxes are saved in SwyxServer and will not be forwarded, before you log on to SwyxFax Client again.

> In order to be accessible via SwyxFax Client as soon as you have started your PC, put the SwyxFax Client link into the "Startup" directory. SwyxFax Client will be started automatically after the computer upload.

1.3.1 Log on to SwyxServer using your Windows user data

Before you start SwyxFax Client, you must already have logged on as a user in your Windows network. This usually takes place as soon as you start your PC when you enter your user name and password. Alternatively, you can also log on to the SwyxServer by entering your user name and password, see *SwyxServer Log in with user name / password*, page 8.

You can start SwyxFax Client, after logging on to the network. SwyxFax Client logs on to SwyxServer first. A corresponding SwyxWare user account is identified based on your Windows user ID. If you work with several user accounts, SwyxFax Client will ask you which of these accounts you would like to use. Enable the option "Always use chosen user name" in order to automatically use the selected user account each time SwyxFax Client is started.

1.3.2 Login via identity provider

If your administrator has enabled the feature for you, you can log in to Fax Client using an identity provider.

To log in to Fax Client with an identity provider

1 Open the Fax Client client.
   ✓ A login dialog appears.
2 Select **Use...** and click **OK**.
   ✓ The login dialog of the identity provider appears.
3 Enter the credentials configured by your administrator in SwyxWare.
   or
3 If applicable, log in with your Google account.
   ✓ You are logged on to Fax Client.

1.3.3 SwyxServer Log in with user name / password

You can also log on with your SwyxWare user data. For this you need the relevant logon data, which you can obtain from your administrator. You can also change your password via the interface in the "File" menu, see *Changing your password*, page 9.

How to change your password:

Forcing password changes

Complex passwords

Limited number of log-in attempts

How to log on to SwyxFax Client with your SwyxWare user data

After starting SwyxFax Client for the first time after installation, a log-on screen appears. You can also call this up from the menu if necessary.

1 To open the logon dialog, select the "Logon" option in the "File" menu.

2 Enter the server name and your user name. This information is stored, and will be preset for the next login.

3 Enter the password.
If you want SwyxFax Client to save your password, activate the checkbox "Remember password". The logon to the server then takes place automatically in future, and the logon dialog is no longer displayed.

4 Confirm the dialog field with "OK". You are logged on to the server and your user name is displayed in the info bar.
In the event that your logon was not successful, the logon dialog is displayed with a prompt for the necessary correction. In this case, check whether the login data is correct, and your network connection is available.

You can obtain the login data from your administrator. The server name can be present as a name in text format, or in the form of an IP address.

If you want to use the login via a Windows user account again, you can also activate that in this dialog. Select the option "Use Windows account for authentication" for this.

1.3.4   Changing your password

You can change your password via the SwyxFax Client interface. This option is only available when you are logged on to SwyxServer with a SwyxWare user name and password. If you are logged on to SwyxServer with your Windows account, you cannot change the password.

How to change your password:

1 Then, under "Tools | Options...", select the "General" tab.

2 Click on "Change password..."
The dialog field to change your password appears.

3 Enter your new password in the field "New Password" and repeat your entry in the field "Retype Password".

4 Close the change operation by clicking on "OK".

The password has been changed. If you activated automatic logon ("Remember password" activated in the logon dialog), then the password change is also transferred to this and there is no need to enter it separately.

Forcing password changes

If you log on with your user name and password, and an administrator has forced a password change within your configuration, the dialog window "Change Password" appears after log-on.

Enter your new password in the field "New Password" and repeat your entry in the field "Retype Password".

⚠️ It is impossible to use the previous password again.

1.3.5   Complex passwords

Your SwyxWare administrator may oblige you to use a complex password.

In this case, you must select a complex (strong) password each time your change your password:

Complex passwords for SwyxServer must at least meet the following requirements:

- The passwords consists at least of eight characters.
- The password consists of any characters of at least the four following categories:
  - upper-case letters such as: [A-Z]
  - lower-case letters such as: [a-z]
  - Numbers [0-9]
  - special characters, such as: periods, commas, brackets, blanks, hash tags (#), question marks (?), percent signs (%), ampersands (&).

ℹ️ Alphabetic characters (such as: ß, ü, ä, è, ô) and non-Latin characters (such as: ?, π, ?) are no special characters and are regarded as letters.

In order to ensure that the entered password is complex enough, a status bar appears, indicating whether the entered password fulfils the safety requirements.

The bar consists of five sections. Each section verifies, if the following password requirements have been met:

- At least eight characters
- At least one upper-case letter
- At least one lower-case letter
- At least one digit
- At least one special character

The bar gets longer, the more password requirements have been met.

The color of the bar changes accordingly. It also indicates, if the password is being accepted by the system.

Password status bar	Password requirements	Accepted
	3 password requirements fulfilled	Password not accepted
	4 password requirements fulfilled	Password accepted

Password status bar	Password require-ments	Accepted
▮▮▮▮▮	5 password require-ments fulfilled	Password accepted

Enter your new password in the field "New Password". If the minimum requirements are met, you can repeat your entry in the field "Retype Password".

⚠️ It is impossible to use the previous password again.

You can change your complex password anytime you are logged on to the system. See *Changing your password*, page 9.

1.3.6 Limited number of log-in attempts

The number of log-on attempts to the SwyxServer may be limited by the administrator. In this case, you have only a limited number of attempts to log in to SwyxServer.

⚠️ The number of remaining attempts are not displayed.
Please always enter your password correctly.

If you have reached the maximum number of log-in attempts, the following error message appears: "Your user account is blocked. Please contact your administrator".

You are not able to use SwyxWare with SwyxIt!, SwyxIt! Mobile, SwyxFax Client or another terminal device until your administrator has reactivated your account.

ℹ️ The number of failed log-in attempts will be reset after a successful login.

ℹ️ The number of failed log-on attempts is irrelevant, when the administrator has established a forced password change, and the user attempts to log-on with his/her previous password.

1.4 Interface and Menus

This section contains a detailed description of the SwyxFax Client interface and the menus.

1.4.1 Layout of the Dialog Window

The SwyxFax Client dialog window is divided into several areas. The image below contains brief explanations of the most important areas and status displays.

Navigation area   Fax documents tree structure   Document entries   Preview of the selected fax

Status bar   Number of elements selected in folder/total   Status SwyxFax server
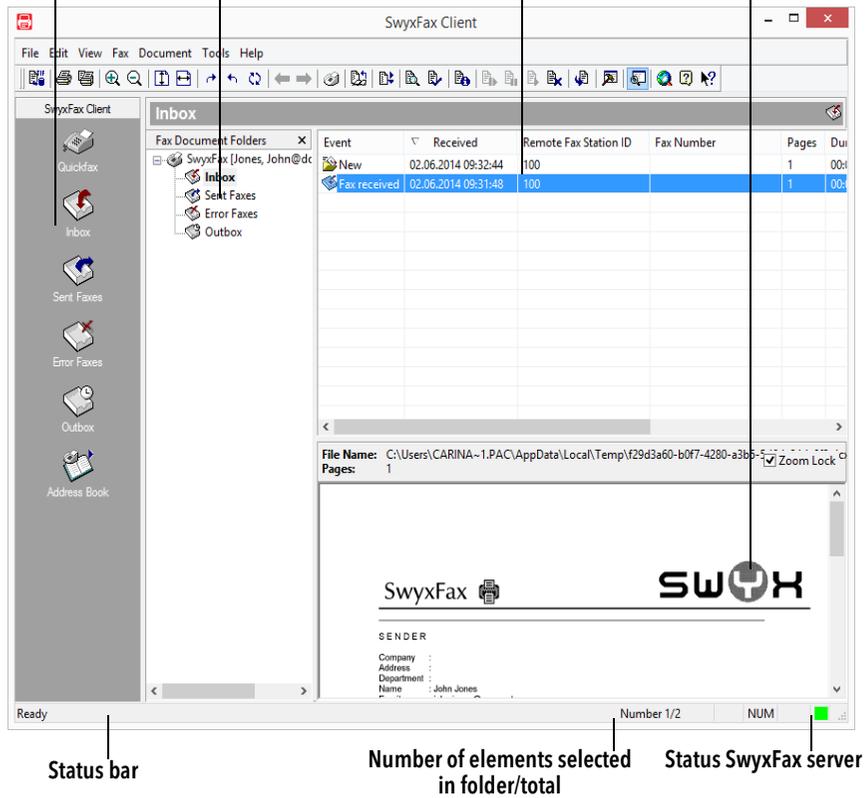
To close the tree structure of the fax document list, click on the in the fax document list area ✕ . To open the tree structure again, click on the arrow pointing down ▼ next to the folder name (in this case, Inbox). To have the fax document list visible at all times, click on 📌 .

Close fax document list - click on ✕

Open fax document list - click on ▼

Fax Document List crabbing - click on 📌
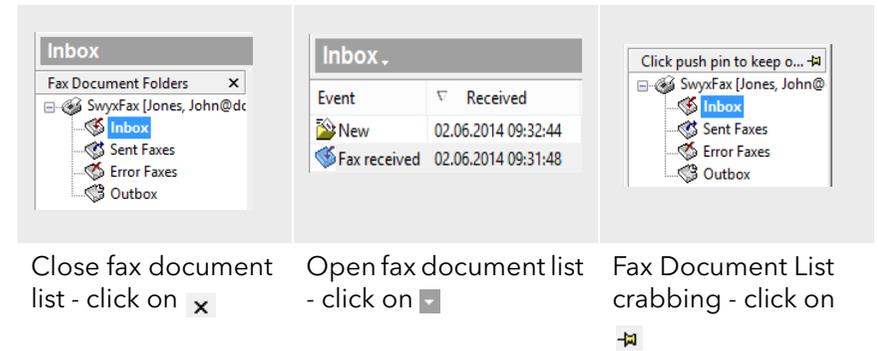
1.4.2 Menus

The menu bar is located at the top of the SwyxFax Client window. The information below provides a more detailed description of the available menus:
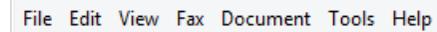
Menu	Explanation
File	Here you have the option of printing a document or a fax folder, as well as exporting fax documents. This menu is used to exit SwyxFax Client.
Edit	Here you can highlight all of the elements in the displayed list at once.
View	The commands in this menu can be used to display or hide the toolbar and status bar for the SwyxFax Client window and to configure the view of the fax Preview window (e.g., rotating, zooming and browsing).
Fax	This is used to send a Quickfax or call up the Address Book.
Document	This is used to manage fax documents (e.g., view, mark as read, delete, pause, reactivate, and forward).

Menu	Explanation
Tools	Here you can change the basic settings of SwyxFax Client (e.g., information on send options, senders, transmission confirmation of SwyxFax Server, directories, etc.).
Help	Here you will find Online Help, a link to the Swyx homepage and version information for SwyxFax Client.

The File Menu

The commands in this menu are used for

- exporting documents,
- printing fax documents or fax folders, and
- exiting SwyxFax Client.
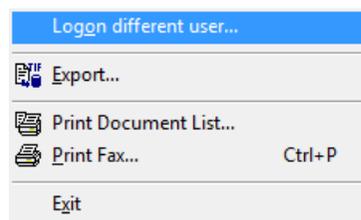
Menu Command	Explanation
Log on other user	Start the log-on dialog to enter your log-on information.
Export...	Here you can export a fax document from your Inbox to a file. A variety of graphics formats are available for this purpose, see *Exporting a Fax*, page 41.
Print Document List...	A folder selection window will appear. Select the fax folder to be printed.
Print…	Prints the selected fax document.
Exit	Exits SwyxFax Client.

The Edit Menu

Here you can highlight all of the elements in the displayed list at once. This function makes it possible, for example, to delete highlighted elements simultaneously.

The View Menu

With the commands in this menu, you can change the following views:

- the SwyxFax Client window (symbols and status bars),
- the preview window (rotating, zooming and browsing)
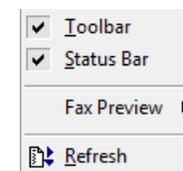
Menu Command	Explanation
Toolbar	All icons in the toolbar are shown/hidden, see *Toolbar*, page 15.
Status Bar	The status bar, located at the bottom of the window, contains additional information and can be displayed or hidden, see *Status Bar*, page 16.
Fax Preview	Additional menu entries are shown. These menu entries help you to change the preview of the fax document, e.g., rotating, zooming, optimizing the page, and browsing through the document, see *The Preview Window*, page 44.
Refresh	This updates the screen view immediately. You can set the refresh time under "Tools	Options	SwyxFax Server".

The Fax Menu

This is used to send a Quickfax or call up the Address Book.
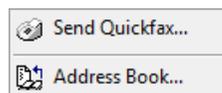
Menu Command	Explanation
Send Quickfax...	Here you can send a Quickfax. The "Send Fax" window will open.
Address Book...	This calls up the Address Book. Here you can manage your address entries and add new addresses.

The Document Menu

The commands in this menu allow you to manage the fax documents within a fax folder.

Specifically, they allow you to
- display a fax document and mark it as read,
- receive detailed information regarding the fax,
- delete a fax document,
- pause the sending process for a fax and resume it,
- resend (reactivate) a fax document, and
- forward a fax document.
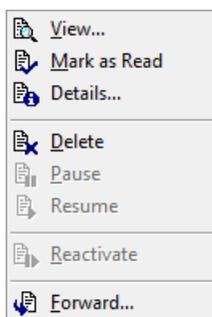
Menu Command	Explanation
View...	The highlighted fax document is displayed using the fax viewer.
Marking as Read	The highlighted fax document is marked as read.
Details...	This command displays detailed information regarding the fax, such as the time at which it was sent or received, the recipient's number or the resolution.
Remove	The highlighted fax is deleted.
Pause	The send process for the highlighted document is paused.
Resume	The paused send process for the highlighted document is resumed.
Reactivate	A fax which could not be sent is sent again.
Forward...	A new cover page can be attached to the fax document and the document forwarded to another number.

Tools menu

In this menu, you are forwarded to the "Options" page. Here you can use different tabs to define the basic properties of SwyxFax Client:
- general default settings for the send dialog ("Send Fax" window),
- sender (number, sender information),
- send options (priority, letterhead, number of redials),
- transmission report (transmission confirmation, error messages),
- Miscellaneous (switch confirmations on/off, incoming fax notification, archiving fax documents).
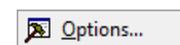
The Help Menu

Here you will find
- Online Help,

- a link to the Swyx homepage, and
- detailed information about this version of SwyxFax Client.
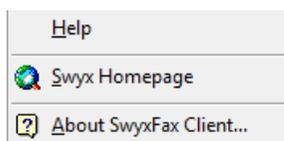
Menu Command	Explanation
Help	Open the Online Help.
Swyx Homepage	This calls the Swyx homepage.
About SwyxFax Client...	Shows version and copyright information.

1.4.2.1 Toolbar

You can call up various SwyxFax Client functions by clicking on the corresponding icon on the toolbar. If you hover the mouse briefly over an icon, QuickInfo (mouse-over menu) will be displayed. This QuickInfo briefly explains the function of the corresponding icon. The information below describes the icons that are available:

Symbol	Function	Explanation
	Export	Exports the selected fax document.
	Fax:Print	Prints the highlighted fax document(s).
	Printing a document list	Prints the selected fax folder.
	Zooming In (applies to Preview window)	Enlarges the selected fax document within the Preview window.

Symbol	Function	Explanation
	Zooming Out (applies to Preview window)	Reduces the selected fax document within the Preview window.
	Adjust to page height (applies to Preview window)	Optimizes the view of the fax document within the Preview window in relation to the page height.
	Adjust to page width (applies to Preview window)	Optimizes the view of the fax document within the Preview window in relation to the page width.
	Rotate Right (90°) (applies to Preview window)	Rotates the fax document 90° to the right within the Preview window.
	Rotate Left (-90°) (applies to Preview window)	Rotates the fax document 90° to the left within the Preview window.
	Turn (180°) (applies to Preview window)	Turns the fax document 180° within the Preview window.
	Previous Page (applies to Preview window)	Pages one page back within a multiple-page fax document.
	Next Page (applies to Preview window)	Pages one page forward within a multiple-page fax document.
	Quickfax	Calls up the "Send Fax" window for the purpose of sending a Quickfax.
	Address Book	Calls up the Address Book.
	Refresh	Refreshes the fax folder. As an alternative, the function key F5 can be used.
	View	View of the highlighted fax document(s) in the fax viewer.

Sym-bol	Function	Explanation
	Marking as Read	Marks one or more fax document(s) as read.
	Fax information	Calls up the details for the selected fax document.
	Reactivate	Reactivates a fax; i.e., a fax which could not be sent is resent.
	Pause	Pauses the send process for a fax document on the fax server.
	Resume	Resumes the send process on the fax server.
	Remove	Deletes the highlighted fax document(s).
	Forwarding	Forwards a highlighted fax document.
	Options	Calls up the SwyxFax Client options.
	Preview Window	Switches the Preview window on or off.
	Website	This calls the Swyx homepage.
	Information	Shows SwyxFax Client version and copyright information.
	Help	Calls up the Online Help.

1.4.2.2 Status Bar

The status bar is located at the bottom of the SwyxFax Client window.
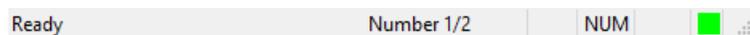
On the left side, you will see brief help texts concerning the actions. In addition, the number of highlighted documents and the total number of available documents are shown here.

The color icon at the bottom right indicates whether there is a connection to the SwyxFax Server (green) or not (red).

1.5 General Settings

You can define general settings for SwyxFax Client. These settings are valid for all SwyxFax Client actions. They include, for example, the sender information configuration, the viewer program used for the fax documents, and other options such as priority or the fax letterhead.

1.5.1 Sender

The address of the sender is entered directly in the "Send Fax" window, see *The "Send Fax" Dialog*, page 27. You can either save a default setting for subsequent fax sending or enter a change for the current fax document and leave the default setting unchanged.

How to change the sender

1 Open the "Send Fax" window by sending a fax or a Quickfax (click on).
2 Click on the "Sender" tab.
3 Enter your changes.
The information entered will be used for the current fax being sent. If you would like to use this information as the default setting in the future, however, click on "Save as default".

1.5.2 Tools

Other settings for fax transmission can be made under "Tools | Options..." in the menu bar.

The settings entered into the tabs apply to subsequent fax sending processes. However, you can make individual changes to the current fax in the "Send Fax" window.

1.5.2.1   General

On the "General" tab, you enter the settings for the SwyxServer and define where SwyxFax Client should save the Address Book and the log file.

SwyxServer

In the "SwyxServer" field, you can define the server to be used for sending your fax documents. If this server is not available, you can enter an alternative server (known as a standby SwyxServer) within your network, which is to be used for sending the documents in this case. You can enter the name of the standby SwyxServer directly here, or activate automatic server detection. For further information see the SwyxWare documentation. For further information, please refer to the SwyxWare Administra-

tion. If the server is not available, a dialog prompting you to enter another SwyxServer will appear.

Using RemoteConnector.

You activate the use of the RemoteConnector in this checkbox.

The RemoteConnector enables a connection with SwyxServer, when you are outside your company network.

In case you want to use SwyxFax Client with the RemoteConnector, the connection must be configured first via SwyxIt!. For further information, please refer to the SwyxIt! documentation.

> To use the SwyxFax RemoteConnector functionality, make sure that SwyxIt! is started and connected with SwyxServer via RemoteConnector.

Refresh Time

"Refresh Time" is used to define the intervals at which SwyxFax matches its fax folder display with the server data. A range of 30 to 600 seconds is available to you here.

You can, of course, initiate a refresh at any time by clicking on 📲 or pressing the F5 function key.

Files

In the lower section of the tab you can define where your Address Book and the log file should be saved. You can enter the path with the file name directly here or use the browse function.

Address Book

In the default installation, an address book is saved under "C:\Documents and Settings\<User Name>\Application Information\Swyx\SwyxFax Client\private.dta".

If another user logs on to this PC, an Address Book in the form of a DTA file does not yet exist. You can enter the path to another Address Book here.

If you would like to create a new Address Book, you must first create an empty text file and then save it as a DTA file. Then you can use ⋯ to define the file as the Address Book.

ℹ️ Please note that you cannot use the new Address Book until you have restarted SwyxFax Client.

Log

The log file is used to log fax process errors within SwyxFax Client. This information can help you or your system administrator if problems occur. If you leave this field blank, a log file will not be created.

1.5.2.2 Sender

You can save your sender information on the "Sender" tab in the menu "Tools | Options...".

Numbers

In the "Numbers" field, you can enter the ID of the fax station and the internal number. The Fax Station ID is the number that SwyxFax should transmit to the remote fax machine when a fax is received.

In the "Outgoing Internal Number" field, you can choose between all your own numbers, group calls, and all number replacements. You can also use a channel default defined by the administrator.

Sender Details

In the field "Sender Information" enter company, address, department, name, e-mail, telephone and fax numbers.

After a fax is sent, the send report documents are sent to the e-mail address stored here. See also *Transmit Reporting*, page 19.

All information entered here will be saved as the default setting, i.e. it will automatically be used as "Sender" in the window "Send Fax". If you change the sender in the "Send Fax" window and save it there as the default setting, the information will be changed accordingly on this tab. See also *The "Send Fax" Dialog*, page 27.

1.5.2.3 Send Options

Here you can change the basic settings for fax transmission, such as Priority or the general use of a cover page or the settings for redial.
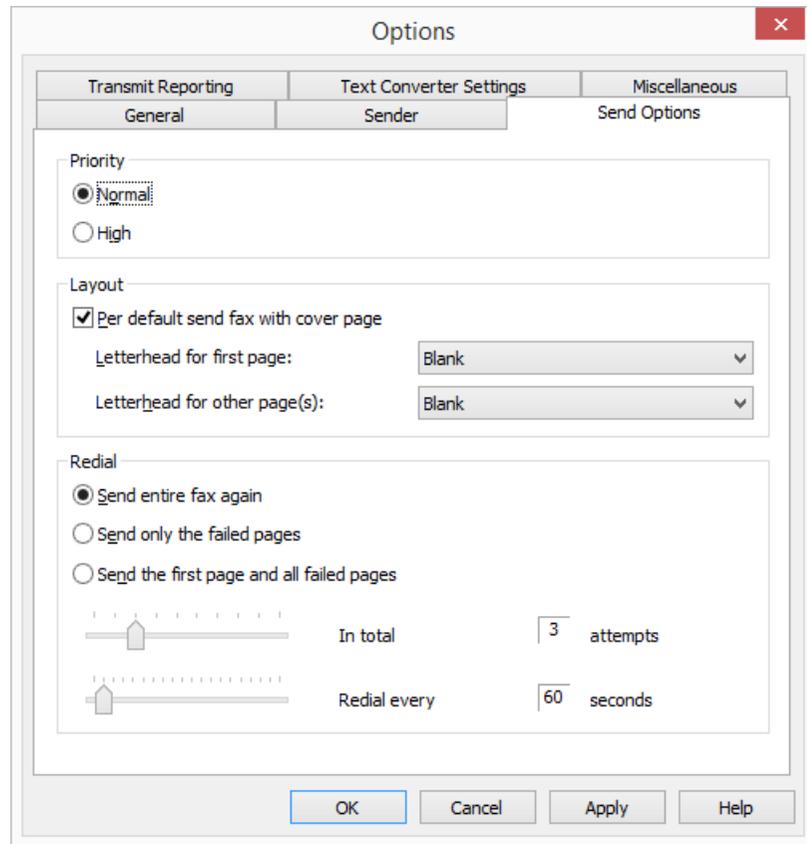
Priority

Fax documents can be prioritized. A fax document with "high" priority will be sent before every fax job with "normal" priority. This will also be the case for the fax jobs of other users that also have "normal" priority.

Layout

Activate the checkbox "Per default send fax with cover page" if you would like to send every fax with a cover page.

In the field "Layout", you can also choose which letterheads should be used for a fax to be sent to an external recipient. You can select a letterhead for the first page which is different from the letterhead used for the rest of the pages. The system administrator will make the letterheads available to all users in the database.

All of the settings made and applied here will automatically be applied in the Send Fax dialog (window "Send Fax") each time a fax is sent. In an individual dispatch, these settings can be modified individually for the current fax.

See also *The "Send Fax" Dialog*, page 27.

Redial

In the "Redial" field, you can define how often a transmission attempt should be repeated (1 to 10 times) after it has failed the first time. In addition, you can also define the interval at which these attempts should be made (30 to 600 seconds). In doing so you can define which pages of the fax should be sent in the renewed transmission attempt.

Select from:

- Send entire fax again,
- Send only the failed pages or
- Send first page and all failed pages

1.5.2.4 Transmit Reporting

On the "Transmit Reporting" tab you can define the setting for the fax Send Report. If a fax is sent, the server returns a message about the success of the transmission. This may be a transmit confirmation (if the fax was transmitted successfully) or a notification (if errors occurred during fax transmission). You can define the form in which the Send Report is sent, namely per e-mail and/or in print form.

> ⚠️ If you chose to receive transmission confirmations and/or messages by e-mail, the messages will be send to the e-mail-address, which you have entered into the "Sender" tab. If no e-mail address has been entered, no transmission confirmation and/or message will be send, even if the "Send E-mail confirmation" has been selected.

Fax Handling

In the field "Fax Handling" you can define whether successful or faulty fax transmissions should be saved in the folder "Sent Faxes" or "Error Faxes". This ensures that later access to sent faxes, sorted by transmission success, is possible.

Succeeded Fax Transmit Confirmation

Specify whether a transmit confirmation should be sent by e-mail after a successful fax transmission, and/or whether a confirmation should be printed.
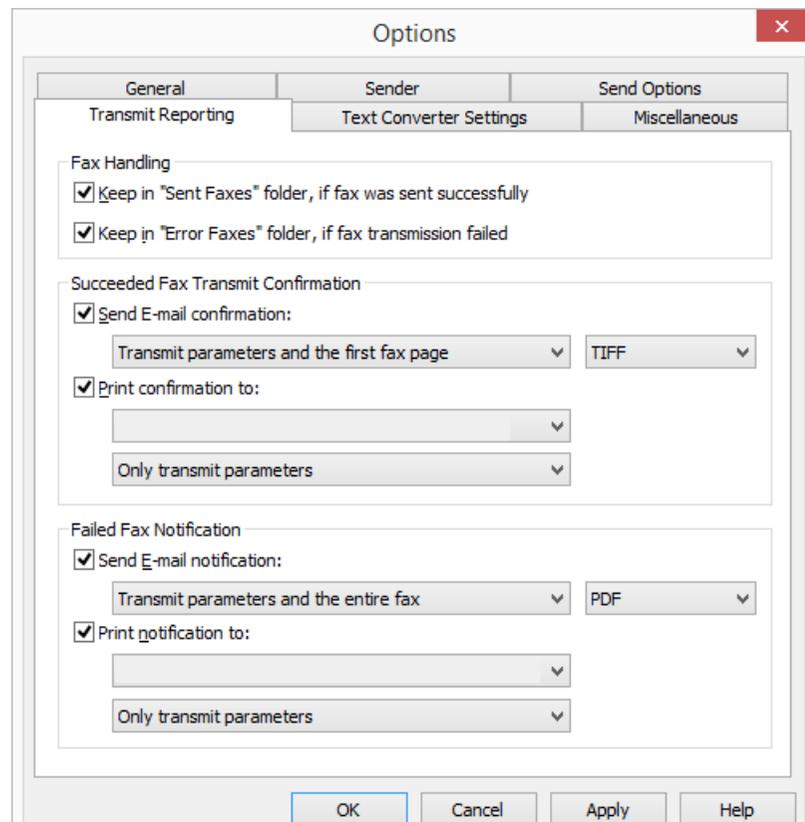
Transmit Confirmation via E-mail

Activate the checkbox "Send E-mail confirmation:". Define the content of the e-mail. Decide whether just the transmission parameters, the transmission parameters and the first page of the fax or the transmission parameters and the entire fax should be sent.

Transmission parameters include:

- Sender ID
- Recipient ID
- Recipient's name
- Send Time
- Number of Pages
- Attempts

- Duration of Transmission
- Fax Station ID
- Resolution
- Speed
- Transmission Status

If you select "Transmit parameters and the first page" or "Transmit parameters and the entire fax", the first page or the entire fax will be attached to an email as a file. You can define the format. Formats include:

- TIFF
- PDF
- TIFF and PDF (2 attachments)

The transmit confirmation will be sent to the e-mail address that you have stored in the "Sender" tab.

See also *Sender*, page 18.

Fax Transmit Confirmation per Print

Activate the checkbox "Print confirmation to:" and select the printer. Define the content of the printout. Decide whether just the transmission parameters, the transmission parameters and the first page of the fax or the transmission parameters and the entire fax should be printed. Confirm your selection with "OK".

A transmit confirmation can be sent by e-mail or printed.

> The parameters saved here are the default setting. These parameters will appear in the "Send Fax" window. In this window, you can adapt the parameters individually for the current fax.

Failed Fax Notification

In the field "Failed Fax Notification" you can define whether a notification of a failed fax should be sent by e-mail and/or whether it should be printed.
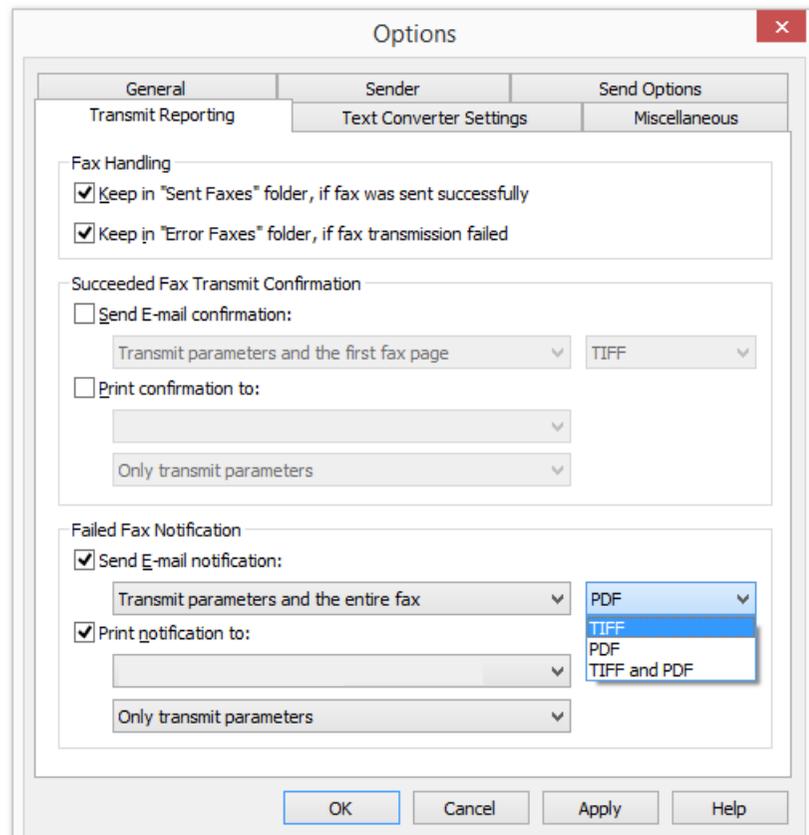
Notification by e-mail

Activate the checkbox "Send E-mail notification:". Define the content of the e-mail. Decide whether you would like to receive just the transmission parameters, the transmission parameters and the first page of the fax or the transmission parameters and the entire fax.

Transmission parameters include:

- Sender ID
- Recipient ID
- Recipient's name
- Send Time
- Number of Pages

- Attempts
- Duration of Transmission
- Fax Station ID
- Resolution
- Speed
- Transmission Status

If you select "Transmit parameters and the first page" or "Transmit parameters and the entire fax", the first page or the entire fax will be attached to an email as a file. You can define the format. Formats include:

- TIFF
- PDF
- TIFF and PDF (2 attachments)

The transmit confirmation will be sent to the e-mail address that you have stored in the "Sender" tab.

Notification by printout

Activate the checkbox "Print confirmation to:" and select the printer. Define the content of the printout. Decide whether just the transmission parameters, the transmission parameters and the first page of the fax or the transmission parameters and the entire fax should be included. Confirm your selection with "OK".

A notification can be sent by e-mail or printed.

> ⚠️ Please note that the printer selected here must be a local printer which is recognized by the SwyxFax.

> ℹ️ The parameters saved here are the default setting. These parameters will appear in the "Send Fax" window. In this window, you can adapt the parameters individually for the current fax.

1.5.2.5 Text Converter Settings

If text files are to be attached to a fax transmission, these must be converted to a suitable format (SFF) before transmission.

It is necessary to specify the layout for this. Define here the required margins and font / font size.
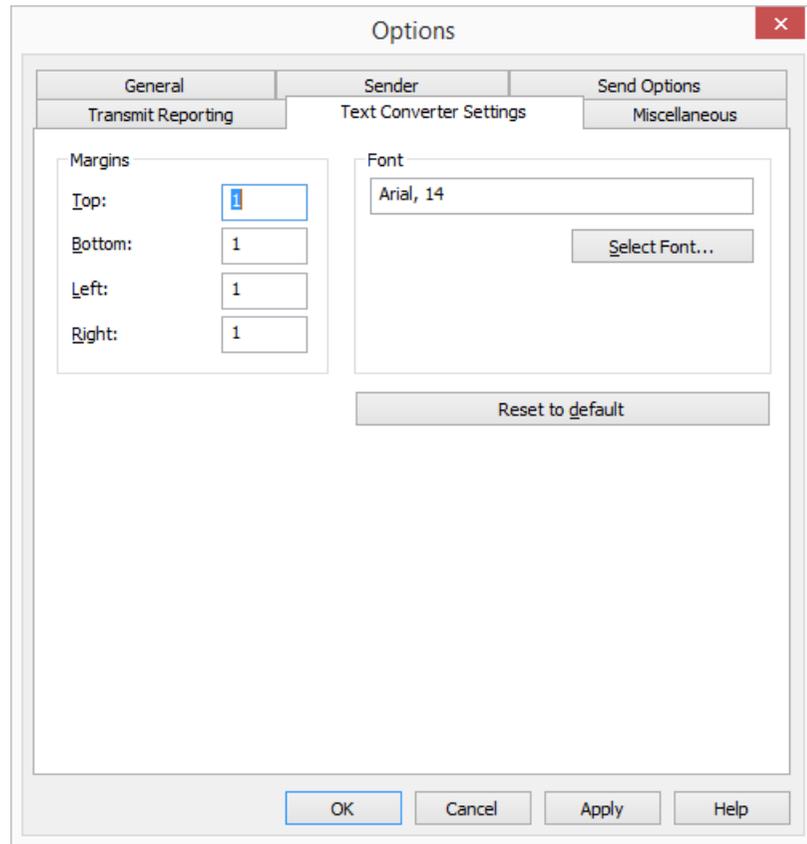
Margins

Specify here the margin widths to be applied when text is converted into a faxable format.

Font

Specify here the font and font size to which the text of an attached text file should be converted.

1.5.2.6 Miscellaneous

The "Miscellaneous" tab is used to define additional settings for SwyxFax, such as security queries or notifications.
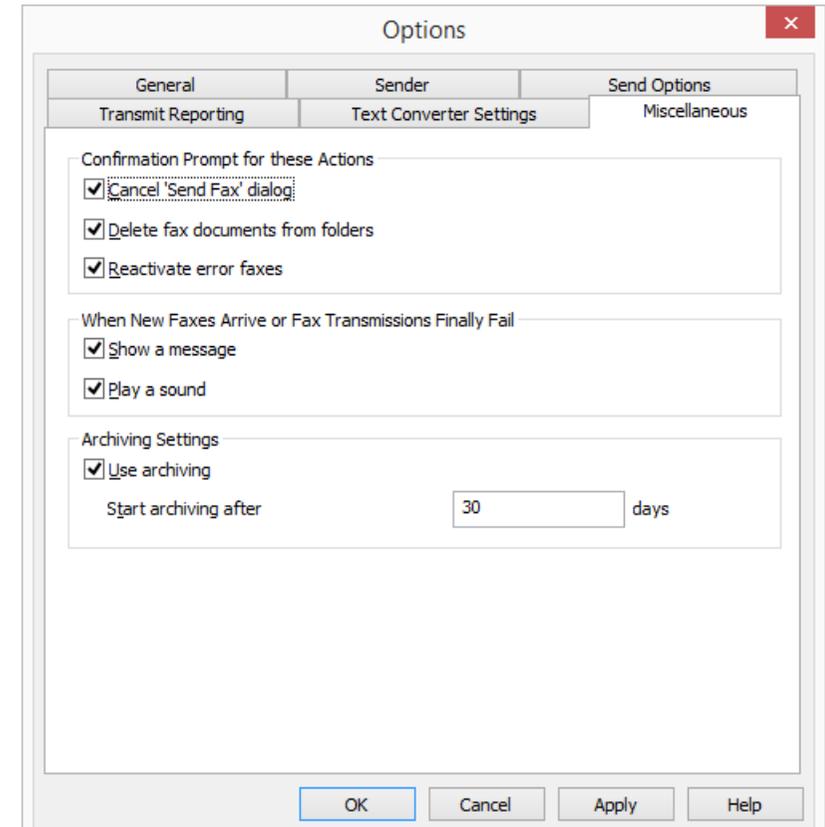
Confirmations Prompt for these Actions

Under "Confirmation Prompt for these actions", you can activate the corresponding checkboxes to indicate which actions (Cancel, Delete, or Reactivate a fax transmission) must be confirmed to be on the safe side. If confirmation is activated, a window will appear together with the corresponding action, asking for confirmation of the action. This helps to avoid accidental deletion, cancellation or reactivation.

Notification of Incoming Faxes

Specify under "Actions when new faxes arrive, or on faulty fax transmission" whether a new fax should be signaled directly with a window and a notification tone. It is similarly reported when transmission of a document has failed. Activate the appropriate option.

In each case, a new fax will be signaled by the 🖶 icon changing in the tray.

Archiving Settings

If you have faxes saved in the fax folders and these faxes are older than the number of days specified here, a window will appear when you start SwyxFax asking you to archive these documents. If you do not activate this option, the documents will not be archived.

Activate the archiving function here, and set the interval after which the documents should be archived (default: 30 days).

1.5.3 Reading Fax Documents (Fax Viewer)

The viewer program "faxviewer.exe" is installed with SwyxFax Client. It allows fax documents to be opened and read.

An external DCX/PCX viewer can also be used for fax viewing.

You can also open any fax in an image viewer program if you export it as an image file first, see *Exporting a Fax*, page 41.

1.6 Sending a Fax

You have several options for sending a fax:

- Sending a fax from an application
  You can create the document to be sent in a Windows application (e.g., Word or Excel) and then send it directly from the application.
- Sending a Quickfax
  You can quickly draft a Quickfax in SwyxFax Client and then send it.
- Sending a Quickfax via a fax hyperlink
  You can call up SwyxFax Client directly via a special hyperlink and then send a Quickfax, see *Quickfax via a fax hyperlink*, page 25.

1.6.1 Sending a Fax from an Application

If you have created a document in a Windows application which addresses a printer, you can use SwyxFax Client to send the document from this Windows application.

How to send a fax from a Windows application

1 Create a document in a Windows application such as Word or Excel.
2 Then, with the document open, select the function "Print".
   The "Print" window will appear.
3 Among the available printers selsect "SwyxFax".
4 Click on "OK".
   The following window opens: "Send Fax".
5 Enter the send parameters here.
   See also *The "Send Fax" Dialog*, page 27.
6 Click on "Send".
   The created document will be sent.

1.6.2 Sending a Fax from Multiple Applications

You can send several documents from different Windows applications as one fax.

How to send a fax from multiple Windows applications

1 Create a document in a Windows application such as Word.
2 Then, with the document open, select the function "Print".
   The "Print" window will appear.
3 Among the available printers selsect "SwyxFax".
   The following window opens: "Send Fax".
4 Leave the "Send Fax" window open, with no changes made to it for the time being.
5 Open another Windows application, such as Excel.
6 Then, with the document open, select the function "Print".
   The "Print" window will appear.
7 Among the available printers selsect "SwyxFax".

The additional document is appended to the fax that was previously printed (from the Word application), without a new cover page. When you have printed all the documents you want, enter the send parameters in the "Send Fax" window. See also *The "Send Fax" Dialog*, page 27.

8   Click on "Send". The selected documents will be sent as one fax.

> If you print using the SwyxFax Client printer driver, it may take a few seconds until the "Send Fax" window appears. This depends on the size of the document. Transmission via the printer driver connection is the default fax transmission method. This offers maximum integration into every PC application that Windows supports, and is not dependent on the respective format of the internal document. The printer connection is established by generating a print file in DCX format. In the send job that follows, this file is transferred to SwyxFax Client. The printer driver connection therefore supports all the performance features which are also offered by a normal printer.

1.6.3   Quickfax

You can send a Quickfax in the form of a cover page with a memo, without an attached document. Click on "Quickfax" in the SwyxFax Client dialog window to open the "Send Fax" window directly. Switch to the "Memo" tab and enter your message. Only the cover page will be produced and sent as a fax document.

Quickfax via a fax hyperlink

SwyxFax Client supports a special URL format for fax addressee information. Information in this format can be stored in a contact database or on a website and can be displayed as a hyperlink, e.g. „fax:0123456789".

If you click on a fax hyperlink, SwyxFax Client will be called up automatically and the "Send Fax" dialog window will open.

The following input fields on the "General" tab will be completed automatically, provided the corresponding information has been saved in the fax hyperlink:

- "Company:"
- "Address:"
- "Department:"

- "Name:"
- "E-mail:"
- "Phone:"
- "Fax:"

Clicking on the "Save" button saves this information in the Address Book.

In the fax hyperlink, you can also specify whether a fax should be sent with a cover page ("Send fax with cover page" checkbox).

Additionally, it is possible to save a message for the fax recipient in a fax hyperlink ("Memo" tab).

For information on the corresponding URL parameters, please refer to *URL Parameters in a Fax Hyperlink*, page 45.

How to send a Quickfax

1   Call up SwyxFax Client.
You have several options:

- In the tray, double-click on (SwyxFax Client is always located in the tray when it has been minimized), or
- click on SwyxFax Client in the taskbar (if the window is not yet open, but is in the background) or
- Call up SwyxFax Client in your program directory (if SwyxFax Client has not yet been started), or
- Click on a fax hyperlink.
In each case, the "SwyxFax Client" window will appear.

2   Create a Quickfax.
You have several options:

- Go to the toolbar and click on , or
- Go to the "Fax" menu and select the option "Send Quickfax...", or
- Click on a fax hyperlink.
In each case, the "Send Fax" window will appear. The "General" tab will open.

If you would like to change the sender information on the cover page, switch to the "Sender" tab. Here you can modify the sender information.

ℹ️ The changes made here are only valid for the current fax. If you would like to save the changes as the default setting, click on "Save as default". They will then be applied in the menu "Tools | Options..." on the "Sender" tab.

6 Memo:
Switch to the "Memo" tab. Enter your message to the recipient here.

7 Attachments:
Go to the "Attachments" tab. You have the option of adding image files to the fax. To do this, switch to the "Attachments" tab. Add the image files
- by selecting the relevant files or
- by using the scanner connection.

You will find further information on adding image files in *Attachments*, page 30.
Preview:
"Preview" can be used to display the attached files in the preview.

8 Send Options:
Switch to the "Send Options" tab. You have the option of sending your fax at a specific time. Select a date and/or a time in the future.

9 Priority:
You can prioritize fax documents. A fax document with "high" priority will be sent before every fax job with "normal" priority. This will also be the case for the fax jobs of other users that also have "normal" priority.

10 Letterhead:
As a Quickfax only consists of a cover page, it is not possible to select letterheads for memos, see *Tools*, page 16. Therefore, the option of selecting letterheads is deactivated.

11 Redial:
In the "Redial" field you define how often and at what intervals a new send attempt should be made in the event of an error fax. For explanation of Redial, see *Defining Redial*, page 36.

12 Transmit Reporting

3 Cover Page
Activate "Send fax with cover page"

4 Recipient:
Enter the recipient information here
- manually or
- by selecting a recipient from the "Address Book…" or from the Outlook contacts ("Outlook…").

You will find other options for entering the recipient in *Entering the Recipient*, page 28.
Click on "Save" to add the address information that is currently entered to your Address Book.

5 Sender:

Switch to the "Transmit Reporting" tab. To receive feedback about the transmission success of the sent fax, you have the option of requesting a transmit confirmation or an error message from the SwyxFax Server. Specify whether you would like to receive the transmit report via e-mail and/or as a printout. This enables you to handle successful and error faxes separately. Select the contents to be included in the transmit report.
See also *Transmit Reporting*, page 32.

13 To send the Quickfax, click on "Send".
The document will appear in your Outbox and will be sent at the time and date indicated.

> ⚠️ In order to send a fax, it is absolutely essential to enter the fax number and a valid send appointment. If these parameters have not been entered or if they contain invalid values, SwyxFax Client will prompt you to correct the entry by issuing a corresponding error message.

1.6.4 The "Send Fax" Dialog

The "Send Fax" dialog window will always open before a fax is sent, regardless of whether you are sending a Quickfax directly from SwyxFax Client, forwarding a fax, or sending a fax from a Windows application via SwyxFax Client.

All default settings saved under "Tools | Options..." will appear in the "Send Fax" window. If you would like to make changes for the fax that is currently being sent, do this in the "Send Fax" dialog window. The next time you send a fax, the default settings will appear again.

The "Send Fax" window is divided into six tabs:

- General,
- Memo,
- Sender,
- Attachments,
- Send Options, and
- Transmit Reporting

1.6.4.1 General Settings in the "Send Fax" Window

On the "General" tab in the "Send Fax" window, you can define whether the fax should be sent with or without a cover page. You also save or select the recipient information here.

⚠️ In order to send a fax, it is absolutely essential to enter the fax number and a valid send appointment. If these parameters have not been entered or if they contain invalid values, SwyxFax Client will prompt you to correct the entry by issuing a corresponding error message.

Send Fax with Cover Page

The cover page is a page containing information about the fax sender, fax recipient, and other status information, such as the date, time, and number of pages. You can also add a memo on the cover page.

The cover settings are set by your administrator. For further information see the SwyxWare documentation for administrators.

In the "Cover Page" field you can indicate whether your fax document should be sent with or without a cover page. To do this, activate or deactivate the checkbox "Send fax with cover page". Please note that a Quickfax must have either a cover page or an image.

Entering the Recipient

You can enter the recipient information in different ways, which are described in more detail below.

Manual Entry

Enter the destination number in the "Fax" field using the standard method, including the preceding public line access number (e. g., "0"). You can also use the canonical telephone number format (e. g., +44 (231) 12345-678). In this case you should not use a preceding public line access number.

Address Book

SwyxFax Client provides you with your own Address Book in which you can store fax numbers.

How to select a fax address from the Address Book

1 Click on "Address book".
  The following window appears: Recipient

2 Select an entry from the list or enter a new one, see *Address Book*, page 37.

3 Confirm your input by clicking on "OK".
  The recipient's data is being populated to the "Send fax" dialog.

Outlook

SwyxFax Client offers you the option of accessing your Outlook contacts directly.

How to select a fax address from the Outlook contacts

1 Click on „Outlook...".
  The following window appears: "Select a fax number from the contacts".

2 Select a contact.

⚠️ Please remember that the selected contact must be a fax number, because e-mail addresses are also shown.

3 Confirm your input by clicking on "OK".

4 The recipient's data is being populated to the "Send fax" dialog.

Internal Fax

If you would like to send an internal fax, just enter the extension number in the "Fax" field (without a preceding number for public line access) or the Windows user account of the required recipient. An internal fax is queued on the SwyxFax Server just like a normal fax; however, a number is not dialed when the fax is sent. Instead, the fax is copied internally and made available to the recipient.

Multiple Destination Addresses

You can also send a fax to multiple recipients. To do this, enter the destination numbers, separated by a comma or semicolon, in the "Fax" field. You can select both internal and external fax addressees.

⚠️ The fax documents to be sent will appear in your fax folder as individual documents. The recipients will not be aware that this fax has been sent to more than one fax address.

Fax Addresses from a File

It is also possible to apply destination addresses from a *.TXT file by clicking on "File…" in the "Send Fax" window. The file must contain the destination number in every line. You can create this type of file using Windows Notepad, for example. If you create the file with a word processing program such as Microsoft Word, remember to choose the "Text Only" file type when saving.

1.6.4.2 Short message

On the "Memo" tab you can enter a brief message for the recipient. This message will appear later on the cover page.

In the case of a Quickfax, the "Memo" section is the only field available for writing a message for the recipient.
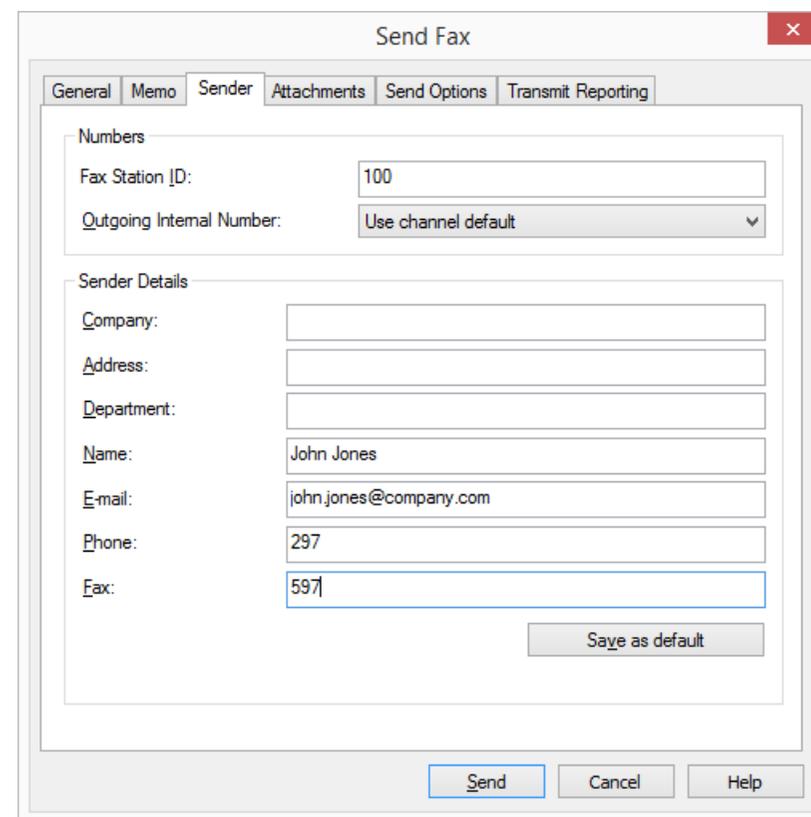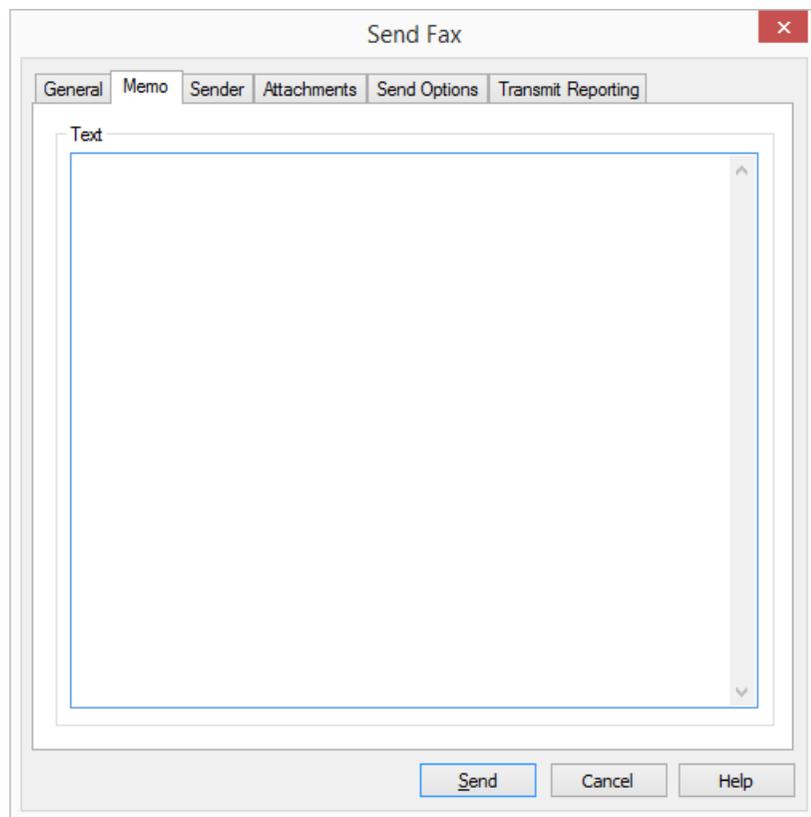
1.6.4.3 Sender

On the "Sender" tab you can change the sender information of the cover page. The sender information here is taken from the settings under "Tools | Options...". If you make changes here they will only be valid for the current fax document. If you would like to use the changed data as the default setting, click on "Save as default".

See also *Sender*, page 18.

1.6.4.4 Attachments

If you would like to add image files to a fax, use the "Attachments" tab. This tab allows you to add existing images quickly and easily. In addition, images that are not yet available in electronic format can be recorded during the sending process, see *Adding Image Files*, page 32.

The list shows the number of pages that have been added and their source.
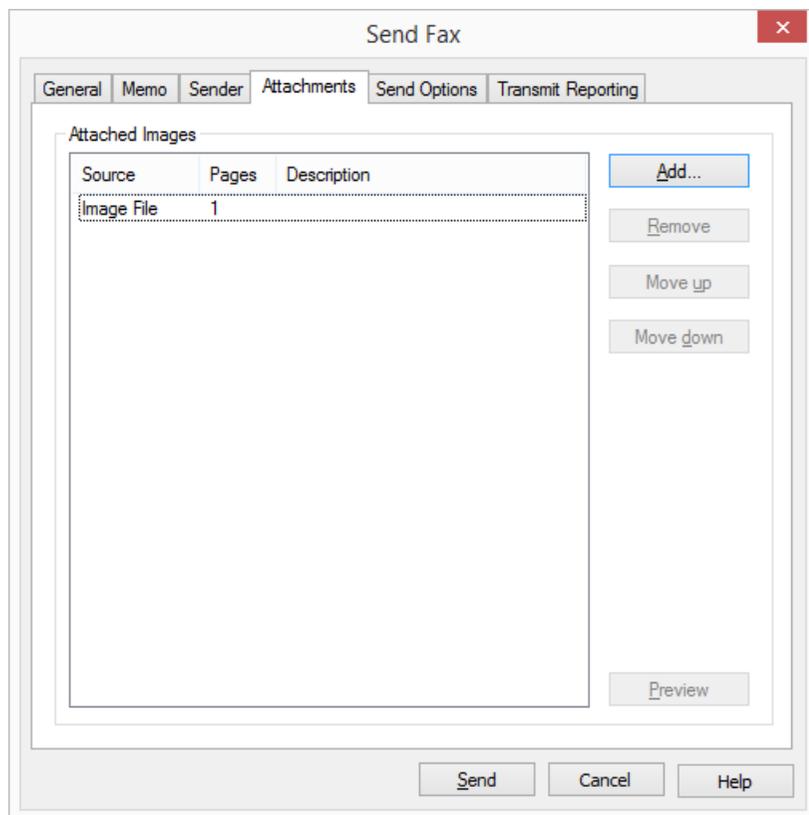
Preview

You can view the added pages using "Preview". Please note that the cover page will not be shown in the preview.

1.6.4.5 Send Options

On the "Send Options" tab you can define the send time, the priority, and the letterhead of the current fax. In addition, you can define the settings for redial in the event that fax transmission fails.

The information shown here is taken from the default settings defined under "Tools|Options...". If the settings are modified here, they will only be valid for the document that is currently being sent, see *Send Options*, page 18.
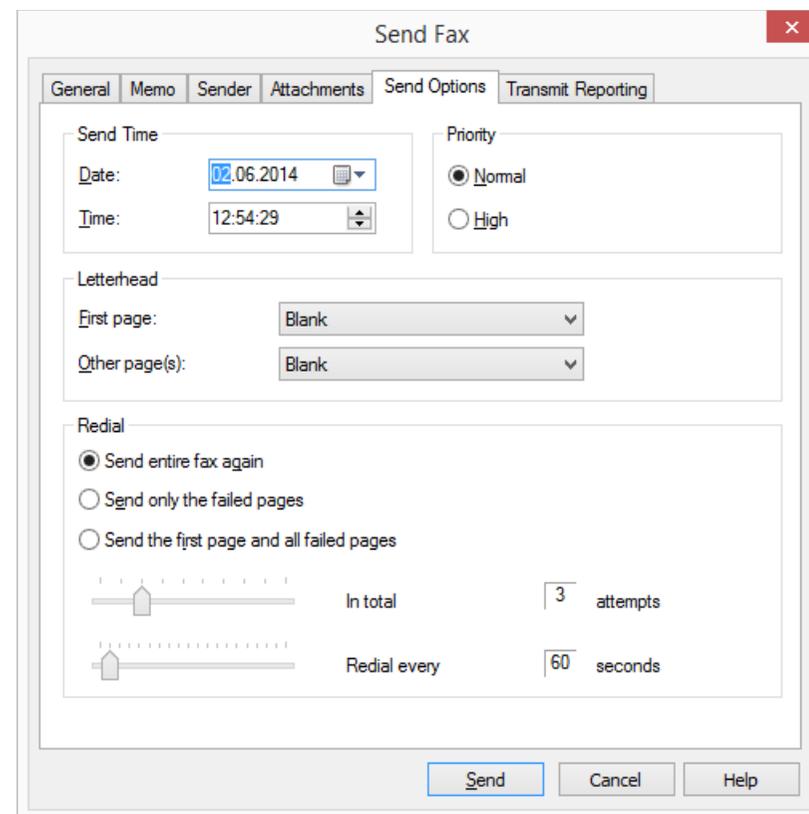
Send Time

You have the option of sending your fax at a specific time. Select a date and/or a time in the future.

Priority

You can prioritize fax documents. A fax document with "high" priority will be sent before every fax job with "normal" priority. This will also be the case for the fax jobs of other users that also have "normal" priority.

Letterhead

You can store letterheads on the SwyxFax Server, such as templates with water marks. These can then be applied to the document before it is sent.

Please note that this option is not available for Quickfaxes because only the cover page is sent in the case of memos.

The cover page is provided by the system administrator and cannot be changed by a SwyxFax Client user. The sender and recipient information, as well as the memo, will be inserted. For further information see the SwyxWare documentation for administrators.

> Letterheads are only available for fax documents addressed to an external recipient. They cannot be used within the Windows network because the SwyxFax Server does not apply letterheads until the documents are sent.

Redial

In the "Redial" field you can define the redial actions of a send attempt for the current fax. If sending fails the first time, a redial will be initiated. Define how many times the send attempt should be repeated and at what intervals the redial should take place. Additionally, select which pages of the fax should be sent when a send attempt takes place again:

- Send entire fax again,
- Send only the failed pages or
- Send first page and all failed pages

1.6.4.6 Transmit Reporting

On the "Transmit Reporting" tab you can define the settings for the transmit report. If you have sent a fax, you will receive a send report from the SwyxFax Server containing information on whether the fax was transmitted successfully. This may be a transmit confirmation (if the fax was transmitted successfully) or a notification (if errors occurred during fax transmission). You can define the format in which you would like to receive the transmit report. You can choose between e-mail and printed formats.

The information shown here is taken from the default settings defined under "Tools|Options...". You can change these settings for the current fax. See also *Transmit Reporting*, page 19.

1.6.5 Adding Image Files

You can add image files to a fax. These may be existing images or those which are not yet available in electronic format. These images can be recorded during the transmission process using the scanner connection integrated into SwyxFax Client.

How to add fax image files

1   In the "Send Fax" window, click on the "Attachments" tab.
In the "Attached Images" field you will see an overview of the source, number of pages, and description of the source of the images.

2   Click on "Add...". The "Select source" window will open.

3 Activate "from file" and click on ... to select the files you want. The "Open" dialog will appear.

4 Select the files to be attached. Les formats suivants sont autorisés : PCX,DCX, TIFF (CCITT 1D/Huffman RLE), TIFF (fax groupe 3), SFF, BMP.

5 Click on "Attach".
The "Attached Images" list will be updated. It shows the source information of the image files that have just been selected.

How to add images to a fax using a scanner

1 In the "Send Fax" window, click on the "Attachments" tab.
In the "Attached Images" field you will see an overview of the source, number of pages, and description of the source of the images.

2 Click on "Add...". The "Select source" window will open.

3 Activate "from scanner" and select the scanner you want.

4 Click on "Add".
The "Scan process" window will open and the scanner software will be started at the same time.

5 Place the object to be scanned on the scanner and start scanning.
The "Scan process" window shows you how many pages have been scanned.

6 Close the scanner software after completing the scanning process.
The scanned images will be added to the "Attached Images" list.

> ⚠️ Please note that the selected scanner must be a local scanner.

In the "Attached Images" field you will see an overview of the number of pages added and the sources of these pages. You can remove highlighted images from the list by clicking on "Remove". "Move up" and "Move down" can be used to change the order of the images to be sent.

1.6.6 Sending Multiple Faxes

You can send a fax to different recipients. To do this, enter the fax numbers of the various recipients, separated by a comma or semicolon, in the "Fax:" field within the "Send Fax" window. SwyxFax Client will then create the appropriate number of individual documents to be sent to the different fax numbers. None of the individual documents indicates the other numbers to which this fax has also been sent.

> ⚠️ Please note that all other fields (e.g., company, name, etc.) will be sent to all recipients.

1.6.7 Pausing Fax Sending

Fax documents which have not yet been sent, but which are still listed in your Outbox, can be paused.

How to pause fax sending

1 Select in SwyxFax Client the folder "Outbox"

2 Click on the fax you would like to pause.
The fax will be highlighted.

3 Now select "Document|Pause", click on 📄, or open the context menu (right mouse button) and select the option "Pause".
The fax will be paused and its status will change. In the "Comments" column you will now see the entry "Paused".

A fax job that has been paused can be resumed later, see *Resuming Fax Sending*, page 33.

> ℹ️ It is only possible to pause fax jobs which are in the Outbox and which have not yet been sent.

1.6.8 Resuming Fax Sending

If you have paused a fax document, as described in *Pausing Fax Sending*, page 33, you can resume the sending process later.

How to resume fax sending

1 Select in SwyxFax Client the folder "Outbox"

2 Click on the fax for which you would like to resume sending.

The fax will be highlighted.

3 Now select "Document|Resume", click on , or open the context menu (right mouse button) and select the option "Resume".
The fax sending process will be resumed and its status will change. In the "Comments" column you will now see the entry "Resumed".

1.6.9 Sending a Fax again

If the process of sending the documents has failed (e.g. if there was no connection at the other end or the line was busy), it is possible to reactivate these documents for sending again.

How to send a fax document again

1 In SwyxFax Client, select the "Error Faxes" folder.

2 Click on the fax you would like to send again.
The fax will be highlighted.

3 Now select "Document|Reactivate", click on , or open the context menu (right mouse button) and select the option "Reactivate".

4 If you have activated confirmation for "Reactivate" in the "Options" window, a dialog notifying you that this document is being processed again will appear.
Confirm your selection by clicking on "OK".
In each case, the "Send Fax" window will appear.

5 If necessary, enter the new data for sending the fax and then click on "Send".
The fax document will be sent using the new parameters.

⚠️ Only those documents located in the "Error Faxes" folder can be sent again. In other folders, please use the "Forward" function, see *Forwarding a Fax*, page 34.

1.6.10 Forwarding a Fax

Documents can be forwarded from the "Sent Faxes" or "Inbox" folders. In this case, a new cover page is attached to the entire fax document.

How to forward a faxdocument

1 In SwyxFax Client, select the "Sent Faxes" or "Inbox" folder.

2 Click on the fax you would like to forward.
The fax will be highlighted.

3 Now select "Document|Forward", click on , or open the context menu (right mouse button) and select the option "Forward...".
The following window opens: "Send Fax".

4 Enter the parameters for the new fax recipient and then click on "Send".
A new cover page is attached to the fax and the fax is sent.

ℹ️ If you would like to have your fax documents automatically forwarded to a colleague in your absence, please contact your administrator.

1.6.11 Deleting a Fax

Documents can be deleted in order to remove a fax document from a folder completely.

How to delete a fax document

1 Select a folder in SwyxFax Client.

2 Click on the fax you would like to delete.
The fax will be highlighted.

3 Now select "Document|Delete", click on , or open the context menu (right mouse button) and select the option "Delete".
If you have activated confirmation for "Delete" in the "Options" window, a dialog notifying you that this document will be removed completely will appear.

4 Confirm your selection by clicking on "OK".
The selected fax documents will then be removed completely.

1.7 Sending Serial Letters via Fax

You can print serial letters from a Microsoft Office application (e.g. Word). To do this, create the letter as a Word document and enter defined serial

print fields instead of an address. For more information on this, please refer to the documentation for the Microsoft application.

You can also use these serial print fields to create and send serial faxes.

Begin the serial fax with the command

```
@@FAXMERGE@@
```

in a separate line, to indicate the beginning of a serial fax document to the SwyxFax Server. The line in which this command is specified will be removed during printing.

Enter another command for the transmission of the fax number. This "magic string" must be entered on a separate line and contains the fax number or the serial print field in which the fax number will be added during printing:

```
@@NUMBER<<serial print field fax number>>@@
```

@@NUMBER is used to signal to the SwyxFax Server that a fax number will follow. @@ is used to conclude the fax number. The SwyxFax Server takes this fax number from the document and sends the document to the specified fax number. The line in which this command is specified will be removed during printing.

Then print the serial letter on the printer.

1.7.1 Overview of the Commands

Below is an overview of the commands that the SwyxFax Server can interpret from Word during printing. All commands are given in the form

```
@@COMMAND<Parameter>@@
```

in a separate line in the Word document. The SwyxFax Server removes this line when sending the fax. The final @@ is optional.

Command	Use
FAXMERGE	Separates the individual fax documents, see *Creating Serial Faxes*, page 35.
NUMBER	Adds a number, see *Adding a Fax Number*, page 35.
FROM	Adds the fax number of the desired sender, see *Adding the Caller Number*, page 36.

Command	Use
FROMEMAIL	Adds the e-mail address of the sender, see *Adding the Sender's E-mail Address*, page 36.
SCHEDULE	Adds the send date for the send job, see *Adding the Send Time*, page 36.
PRIORITY	Sets the priority of the fax document, see *Inserting Priority*, page 36.
REDIAL	Determines the number and the interval of the redial, see *Defining Redial*, page 36.
INSERT	Adds a signature file to the fax, see *Adding an Image, e.g. a Signature*, page 37.

All of the commands used here are identical to the commands which David at TobitSoftware uses.

1.7.2 Commands in Detail

This section provides a detailed description of the commands that Swyx-Fax accepts when printing from an application.

Creating Serial Faxes

Command: FAXMERGE

Synonyms: SFX, SERIALFAX, FXM

Description: This command must be in the first line of a serial fax. It separates the individual fax documents from one another during faxing. When the fax is sent, this line with the command will be removed.

Syntax: @@FAXMERGE@@

Parameters:None

Adding a Fax Number

Command: NUMBER

Synonyms: NMB, TO, NUMBER, NMR, TO

Description: SwyxFax interprets the parameter as the fax number to which the document should be sent.

Syntax: @@NUMBER<Parameter>@@

Parameters:A fax number or the user name of an internal subscriber or, in the case of a serial fax, the serial print field that contains the fax number can be added directly here as a parameter.

Example: Fax number in canonical format:
           `@@NUMBER+4412345678@@`

           Fax number with public line access (in this case, 0):
           `@@NUMBER0004412345678@@`

           Fax number added from a serial field:
           `@@NMR<<Serial field fax number>>@@`

           User name as fax number:
           `@@NUMBER tom.jones@@`

Adding the Caller Number

Command: FROM

Synonyms: FRO, FROM

Description: Overwrites your own sender for the current send job. SwyxFax interprets the parameters as the fax number from which the document was sent.

Syntax: @@FROM<Parameter>@@

Parameters:A fax number can be added here as a parameter.

Example: Fax number in canonical format:
           `@@FROM+4412345678@@`

           Fax number including spaces:
           `@@FRO"+44 123 45678"@@`

Adding the Sender's E-mail Address

Command: FROMEMAIL

Synonyms: -

Description: SwyxFax interprets the parameters as the e-mail address of the sender.

Syntax: @@FROMEMAIL<Sender's e-mail address>@@

Parameters:The e-mail address can be directly inserted as a parameter.

Example: E-mail address:
           `@@FROMEMAIL Eva.Schmidt@Swyx.com@@`

Adding the Send Time

Command: SCHEDULE

Synonyms: SDL, DATE, TRM

Description: Defines the send date for the send job.

Syntax: @@SCHEDULE<Date and time>@@

                 @@SCHEDULE+<Duration in minutes>@@

Parameters:An exact send appointment with date and time can be defined as a parameter. The date must be entered in the format "DD.MM.YY" or "DD.MM.YYYY" and the time in the format "hh.mm". Alternatively, the send appointment can be entered as a whole-number minute value with preceding "+" sign (starting from the time at which the message was created).

Example: Send time at a specific time:
           `@@SCHEDULE 01.08.2005 10:00@@`

           Sending fax 2 hours after the message was created:
           `@@SCHEDULE +120@@`

Inserting Priority

Command: PRIORITY

Synonyms: PRI, PRIORITY

Description: Allows the assignment of a specific priority for the e-mail job. This parameter can be used to set two different priority levels.

Syntax: @@PRIORITY<level>@@

Parameters:There are two levels available here:

           2: High

           0: Normal

Example: Fax with high priority
           `@@PRIORITY 2@@`

           Fax with normal priority
           `@@PRI 0@@`

Defining Redial

Command: REDIAL

Synonyms: RED

Description: Here you define the number of redial attempts in addition to the interval between the redial attempts.

Syntax: @@REDIAL<number of attempts>[redial interval]@@

Parameters:Here the number of redial attempts and the redial interval are available as parameters.

Example: Setting redial to 10 attempts

```
@@REDIAL 10@@
```

Setting redial to 3 attempts and the interval to 60 seconds

```
@@REDIAL 3 60@@
```

Adding an Image, e.g. a Signature

Command: INSERT

Synonyms: INS, PASTE, PST

Description: This parameter inserts the signature file. Les formats de fichiers suivants sont compatibles : BMP et PCX. The inserted image will be positioned in the upper left corner, in the place of @@.

Syntax: @@INSERT<Dateiname>@@

Parameters:A file name can be added here as a parameter.

Example: Attaching the image file "My Signature.bmp" to the fax document

```
@@INSERT "C:\My Signature.bmp"@@
```

1.8   Receiving a Fax

Each time SwyxFax Client is started, the system will check whether new fax documents have been received for the respective user on the server. This check is repeated at regular intervals. It takes place at the same time as the fax folder is updated. You can change the refresh time on the "General" tab in the "Tools|Options..." menu, see *General*, page 17.

When a fax is received, this will be indicated in the tray by a program icon showing a fax machine with an incoming fax 🖼 . Furthermore, an acoustic signal or a notification window can be used to indicate that you have received a fax document. These signals can be configured in the on the "Miscellaneous"   tab   in   the   "Tools|Options..."   menu,   see *Miscellaneous*, page 23.

If the SwyxFax Server has received a new fax for you, a notification window will appear on your screen:
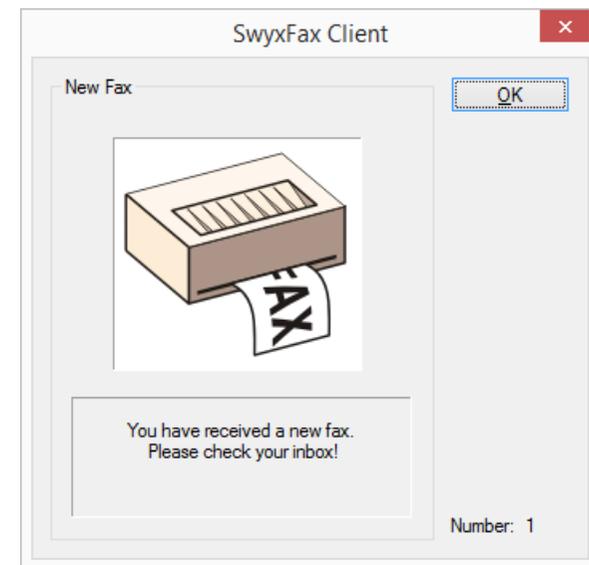
Confirm this message with "OK". The "SwyxFax Client" window opens when a fax is received. The received faxes are marked with 🖼 and are available in the "Inbox". You can highlight these and view them in the Preview window 🖼 , or view them in the fax viewer by double-clicking on them or selecting "Document|View...".

1.9   Address Book

You can store all frequently used fax numbers in your Address Book. Each user is given his or her own Address Book. To open the Address Book, click on 🖼   or select the menu "Fax|Address Book...". The "Address Book" window will appear.

⚠️ When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.

⚠️ Personal data cannot be deleted automatically. Personal data cannot be deleted automatically. To adhere to the respective applicable data protection regulations, you may have to delete the entries manually.

Here you can select and manage the addresses for a new fax document.

The Address Book is a file on your PC or a network file in which all saved recipient addresses are managed. The Address Book is stored as a DTA file. In the default setting, the Address Book will be saved under "C:\Doc-umentsandSettings\<User Name>\Application Data\Swyx\SwyxFax Cli-

ent\private.dta". You can change this setting using the menu bar, by selecting the "General" tab in "Tools | Options...", see *General*, page 17.

ℹ️ If the PC is used by several people, the Address Book should be saved in a private directory. Alternatively, a company-wide Address Book for fax addresses can also be set up and made available to all employees in a corresponding folder.

Quick Search

In order to find a specific entry in the Address Book quickly, click on the list and enter the first letters in the name of the company of the recipient you are looking for. As each character is entered, the entry in the list which is closest to your search entry will be selected.

Editing Addresses

Clear

"Clear" is used to delete all entries in the fields for the recipient address. You can then enter new recipient information and confirm the addition of the new Address Book entry with "Add". You can use this method to record all the recipients you need.

Insert

The "Add" button is used to apply the data entered in the fields as a new entry in the Address Book.

Remove

The "Remove" button is used to delete an entry from the Address Book. In the list, highlight the entry you would like to delete and click on "Remove". The entry will be removed from the Address Book without a confirmation query.

Change

"Change" is used to modify an entry in the Address Book. To do this, highlight the entry to be changed in the list. You can now edit the recipient information in the fields. To apply these changes to the Address Book, click on "Change".

1.10 The Fax Document List

To help you manage individual fax documents easily, SwyxFax Client provides you with different fax folders:

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⚠️ Personal data cannot be deleted automatically. Personal data cannot be deleted automatically. To adhere to the respective applicable data protection regulations, you may have to delete the entries manually.

Symbol	Fax Folder	Explanation
	Inbox	Here you will find ● 📠 newly received fax documents and ● 📠 fax documents that have already been read
	Sent Faxes	Here you will find all the faxes you have sent successfully.
	Error Faxes	Here you will find faxes which could not be sent.
	Outbox	Here you will find all fax documents which are ready to be sent, but which have not yet been sent. Once the documents have been successfully sent, they are moved to the "Sent Faxes" fax folder. If it has not been possible to send a document successfully, it is moved to the "Error Faxes" fax folder.

1.10.1 Mark a fax as read

All new faxes are marked with 📠 in your Inbox. If there are unread fax documents in your Inbox, the icon for SwyxFax Client will indicate that a fax has been received 📠 (i.e., it will signal new faxes). The icon will not be reset 📠 until all fax documents have been marked as read 📠.

If you have viewed a document in the Preview window, its status will change to "read".

How to mark a fax document as read

1 Select in SwyxFax Client the folder "Outbox".

2 Select the documents you would like to mark as read.

3 Click on 📠 or select "Document | Mark as Read", or open the context menu (right mouse button) and select "Mark as Read".
The selected fax documents will be marked as read. If there are no other unread documents in the Inbox, the SwyxFax Client icon in the tray will be reset to its normal status 📠.

1.10.2 Viewing a Fax

You can view received fax documents with the help of a fax viewer.

How to view fax documents

1 In SwyxFax Client, select a fax folder followed by the document you would like to read.

2 Click on 📠 or select "Document | View...", or open the context menu (right mouse button) and select "View...".
In order to open and view several fax documents at the same time, double-click on each document you would like to read. A separate window in the fax viewer opens for each selected fax document. If the fax consists of several pages, you can use the ⬅ ➡ icons to navigate between the pages.

ℹ️ You can also view a document by double-clicking on it. The fax viewer will then start automatically and display the fax document.

1.10.3 Fax Details

You can display details for every fax document. Details include:

Entry	Explanation
Event	This identifies which event has led to this document (e.g., Inbox or Outbox).
Attempts	Number of attempts made in order to send the fax document.
Send / Receive Time	Here you will find the time at which the event occurred.
Fax Number	Fax number or user name (internal) of the sender.
Duration	Transmission time for sending/receiving the fax document.
Pages	Number of pages in the entire document (including the cover page).
Resolution	Resolution of the document.
Comment	Enter comments here to indicate whether the document has been made available, read, resumed, sent or paused, or whether it is waiting for its send appointment in the queue. In the event of an error, here you will find initial information concerning the error that occurred.
Priority	Here you will find the priority of the fax document. The fax can be sent with a priority of "high" or "normal". A fax document with "high" priority will be sent before every fax with "normal" priority.
Remote Fax Station ID	The Fax Station ID of the remote station is usually the fax number in canonical format.
Transmission Rate	Speed at which this document was transmitted.

How to display details

1 In SwyxFax Client, select a fax folder followed by the documents whose details you would like to read.
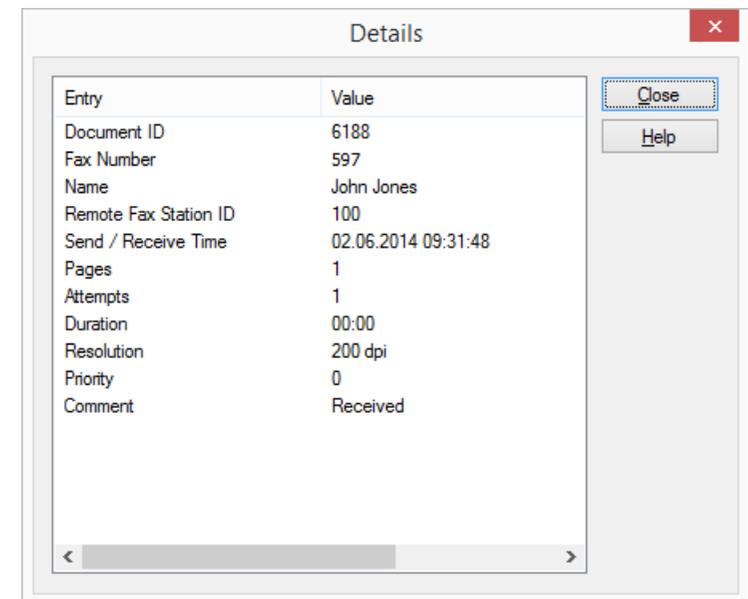
2 Click on 📄 or select "Document|Details...", or open the context menu (right mouse button) and select "Details...".
The window containing details of the fax document will appear. If you have selected several documents, a corresponding number of windows will be opened.

3 Close the "Details" window by clicking on "Close".

1.10.4 Printing a Fax

To print a fax document, highlight the required fax in the fax folder and then select "Print" from the "File" menu or click on the appropriate button on the toolbar. A Preview dialog will appear before printing begins. Make sure that the correct document has been displayed for printing and then click on "Print".

How to print a fax

1 In SwyxFax Client, select a fax folder followed by the fax document you would like to print.

2 Click on 🖶 or go to the menu "File | Print...".
The following window appears:Print Preview.

You will see a preview of the fax document. Using "Next Page" and "Previous Page" you can display all pages of the document .

3 Confirm the print procedure with "Print".
The "Print" window will appear.

4 Select your printer settings here and confirm with "OK".
The document will be printed.

1.10.5 Exporting a Fax

You can export an individual fax document to a file. You have the option of exporting the fax in formats TIFF/G3, DCX, PCX, JPG or BMP. The formats TIFF/G3 and DCX support multiple pages, which means the entire fax document (i.e., all the pages) can be saved in one file. The formats PCX, JPG, and BMP do not support multiple pages, which means that only the page you are currently on will be exported.

⚠️ When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.

⚠️ Personal data cannot be deleted automatically. Personal data cannot be deleted automatically. To adhere to the respective applicable data protection regulations, you may have to delete the entries manually.

How to export a fax

1 In SwyxFax Client, select a fax folder followed by the fax document you would like to export.

2 Click on 📄 or go to the menu "File | Print...".
The following window appears: "Exporting Faxes".

You will see a preview of the fax document. Using "Next Page" and "Previous Page" you can display all pages of the document .

3   Select "Export".
The following window appears: "Exporting".
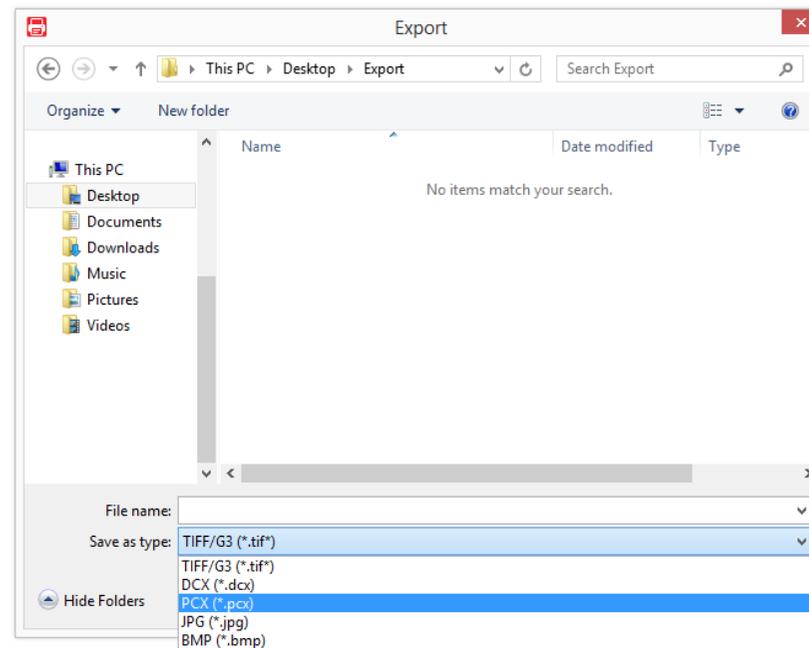
4   Select the name and the directory for the file and the appropriate file format here.

5   Confirm your selection with "Save".
The selected document will be saved according to your settings.

The file can then be read or imported by an image viewer, a graphics or a word processing program.

1.10.6 Error Faxes

If you have one or more failed fax jobs on the SwyxFax Server, the following message will appear:
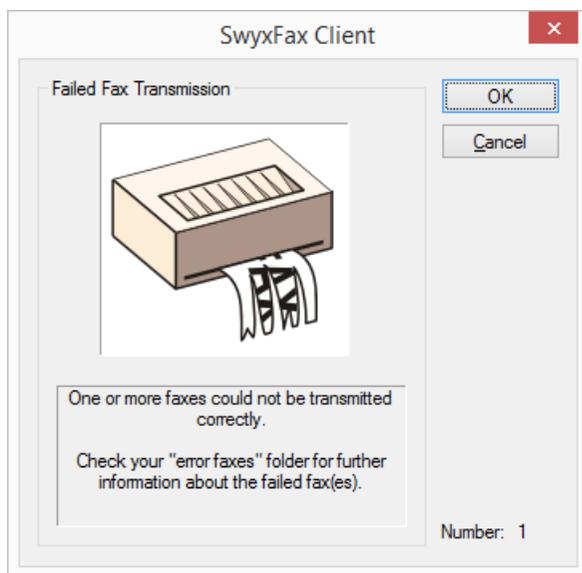
The number of error faxes will be displayed and the faxes will be listed in the "Error Faxes" fax folder. You will find detailed error messages in the comment fields of the respective fax jobs. This is also where you will find initial information on the possible source of the error.

1.10.7 Printing a document list

You can print individual, selected fax folders or all the fax folders together.

How to print fax folders

1 Highlight a fax folder in SwyxFax Client and click on 🖺 or select "File | Print Document List…".
The following window appears: "Printing Document Lists".
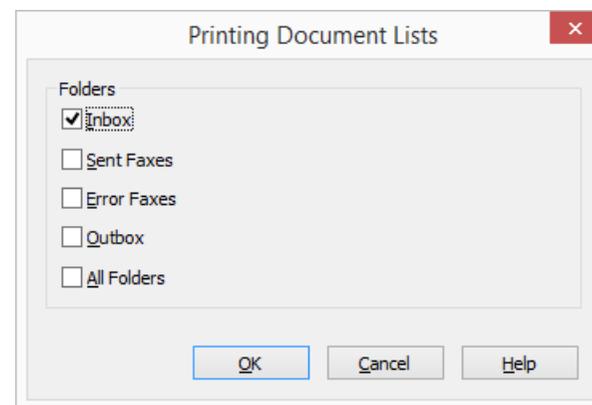
2 Here you can select all the fax folders you would like to print.
3 Confirm your selection with "OK".
The selected fax folders will be printed.

1.10.8 Archiving

If you have fax documents saved in the fax folders and these faxes are older than the number of days specified under "Tools|Options|Miscella-neous", a window will appear when you start SwyxFax Client, prompting you to archive these documents. If you do not activate this option, the documents will not be archived.

Here you can enter a directory in which the archived fax documents should be stored. The first time you do this, SwyxFax Client will create subdirectories for the various fax folders:

- "Inbox" for the fax documents received
- "Sent Faxes" for the sent fax documents
- "Error Faxes" for the faxes with transmission errors

The faxes to be archived are stored as graphics files (DCX) in the appropriate directories. Since additional information such as the date and time are lost during the archiving process, the documents are renamed and stored with the following file name:

```
fax_<sender or addresses>_<date
(yy.mm.dd)>_<time(hh.mm.ss)>.dcx
```

The number of the sender is saved in the case of received documents. The addressee information is saved in the case of sent fax documents.

SwyxFax ServerThe faxes archived in this way are then deleted by the . You can still view the archived fax documents with the help of the fax viewer.

If you want to delete fax documents instead of archiving them, ignore this prompt and click on "Cancel". Delete the fax documents in the fax folders. The settings for archiving are not configurable.

1.11 The Preview Window

In the SwyxFax Client window, you can show a Preview window below the fax documents window. Here you can display a preview of the selected fax document. The display of this Preview window can be activated and deactivated in the menu "View | Fax Preview Window | Preview".

The view of this window can be changed. To do this, click on the corresponding icon in the toolbar or select the corresponding function from the menu "View | Fax Preview Window". You can choose from the following functions:

Symbol	Function	Explanation
↩	Rotating left (-90 °)	Rotates the fax document in the Preview window 90° to the left.

Symbol	Function	Explanation
↪	Rotating right (90 °)	Rotates the fax document in the Preview window 90° to the right.
↻	Turn (180 °)	Rotates the fax document in the Preview window 180°.
↔	Page Width	Fits the fax document to the page width.
↕	Page Height	Fits the fax document to the page height.
⊖	Zooming Out	Reduces the document in the Preview window.
⊕	Zooming In	Enlarges the document in the Preview window.
➡	Next Page	Pages one page forward in the case of a multiple-page fax document.
⬅	Previous Page	Pages one page back in the case of a multiple-page fax document.

Only the view of the document is changed; the original document remains unchanged.

1.12 Faxmail

It is possible to receive incoming fax documents as Faxmail exclusively or in addition to your regular fax output option. This forwarding option, which takes the form of an e-mail with an attached fax document, must be configured for you by your administrator.

If your fax documents are sent to you as Faxmail only, these documents will then be deleted on the SwyxFax Server.

1.13   Operating SwyxFax Client via the Command Line

If you prefer to use the command line for operation, you can do this to start and operate SwyxFax Client. There are a number of different parameters available, see *Command Line Parameters*, page 45.

Command Line Parameters

You can also start SwyxFax Client from the command line. The following parameters apply in this case.

Parameter	Explanation
/q	Send a Quickfax When this parameter is called, SwyxFax Client will be started. The "Send Fax" window will then open. A Quickfax can be sent together with a cover page.
/f:<filename>	Send a fax via text file When this parameter is called, SwyxFax Client will be started and the content of the file specified in the parameter filename will be sent as a fax. The "Send Fax" window will open. Here you can enter or select the fax number and send the fax. The command line parameter "/f:" supports the following formats in addition to text files: DCX, PCX, TIFF (CCITT 1D/Huffman RLE), TIFF (Group 3 Fax), SFF, BMP.
/f:<filename> /n:<callednumber>	The content of the file will be sent to the specified fax number When this parameter is used, SwyxFax Client will be started and the content of the file will be sent to the number given as a parameter. The "Send Fax" window will remain closed.

Parameter	Explanation
/f:<filename> /n:<CalledNumber> /q	The content of the file will be sent to the specified fax number together with a cover page. When this parameter is called, SwyxFax Client will be started and the content of the file will be sent as a Quickfax to the fax number supplied as a parameter. The cover page will be included in this case due to the use of the parameter "/q".

It does not matter what order the parameters are in. If a name contains one or more spaces, it must be placed in quotation marks.

Example:

In order to send a text saved in a text file (in this case:Fax.txt) as a fax to a specific recipient (in this case: Recipient with the fax no. +044 1213 4567 890), switch to the directory in which SwyxFax Client is installed and enter the following command via the command line:

```
FaxClient.exe /f:fax.txt /n:"+44 1234 567 890"
or
FaxClient.exe /f:fax.txt /n:+441234567890
```

If you would like to add a cover page to the fax, include the parameter /q.

```
FaxClient.exe /f:fax.txt /n:+441234567890 /q
```

⚠️ If SwyxFax Client has already been started, any additional calls will be ignored.

1.14   URL Parameters in a Fax Hyperlink

The following parameters are used to describe addres information in a fax hyperlink, see *Quickfax via a fax hyperlink*, page 25:

Parameter	Meaning	Example	Input field in "Send Fax" dialog window
fax:	Fax number of recipient	fax:0123456789	"Fax:"

Parameter	Meaning	Example	Input field in "Send Fax" dialog window
Coverpage	Use of cover page	Coverpage=1 (with cover page) or Coverpage=0(without cover page)	Checkbox "Send fax with cover page"
Company	Recipient's company	Company="Jones Inc."	"Company:"
Address	Recipient's address	Address="33, Maple Street, BR1 4XU"	"Address:"
Department	Recipient's department	Depart-ment="Product Management"	"Department:"
Name	Recipient's name	Name="John, Jones"	"Name:"
EMail	Recipient's email address	EMail="john.jones@jones-incorpo-rated.com"	"E-mail:"
Phone	Recipient's phone number	Phone=0123456987	"Phone:"
Memo	Text message for the recipient	Memo="This is a test fax message./Das ist eine Testfaxsendung".	"Memo" tab

The parameters containing the corresponding values are separated by semicolons in the URL. For example:

```
fax:01234567890;Coverage=1;Company="Jones
Inc.";Address="33, Maple Street, BR1
4XU";Department="Product Management";Name="John,
Jones";EMail="john.jones@jones-
incorporated.com";Phone=01234560987;Memo="This is a
test fax message".
```