CityU Personal Fax User Guide

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1. Introduction

In addition to the basic phone and fax service provided by the CityU IP Phone System, CSC has installed the RightFax fax server to provide personal fax service to allow users to send and receive faxes using their networked PCs.

Fax server is a comprehensive network fax solution for creating, sending, receiving, and managing faxes directly from a user's desktop computer. With RightFax, user can fax documents as easy as printing it to a network printer.

The fax server receives documents from users on the network, converts them to faxes, and then sends them over the IP phone system. It also receives incoming faxes from regular fax machines or other fax servers, stores them, and sends them along to individual users.

Advantages over paper fax machines

- Cost saving. Users can send and receive faxes using their networked PCs without the need to install fax machine and additional phone line; also eliminate the cost needed to maintain and operate the fax machine.
- Add faxing capability to computer programs by sending documents to the fax printer. No need to print the document on paper first.
- User can schedule the time to send a fax.
- Transmitted faxes can be designated to any fax numbers with more legible and professional-looking.
- Incoming faxes are stored in the computers and can be viewed on screen or printed on a standard computer printer.
- Faxing may be monitored and/or recorded through the FaxUtil client software.

Limitations

- Cannot share the same phone number with the IP phone set. A separate fax number has to be assigned to the user.
- Supports only Microsoft Windows platform.

Apply for the Personal Fax Service

Since fax numbers are rare resources, therefore Personal Fax is limited to those who need such service for their daily work. To apply for the Personal Fax service, please raise a CSC Work Request with your department head's endorsement. Once your application has been approved, CSC will create a personal fax account and assign a fax number to you. RightFax FaxUtil client will also be installed into your PC to manage your personal fax mailbox.

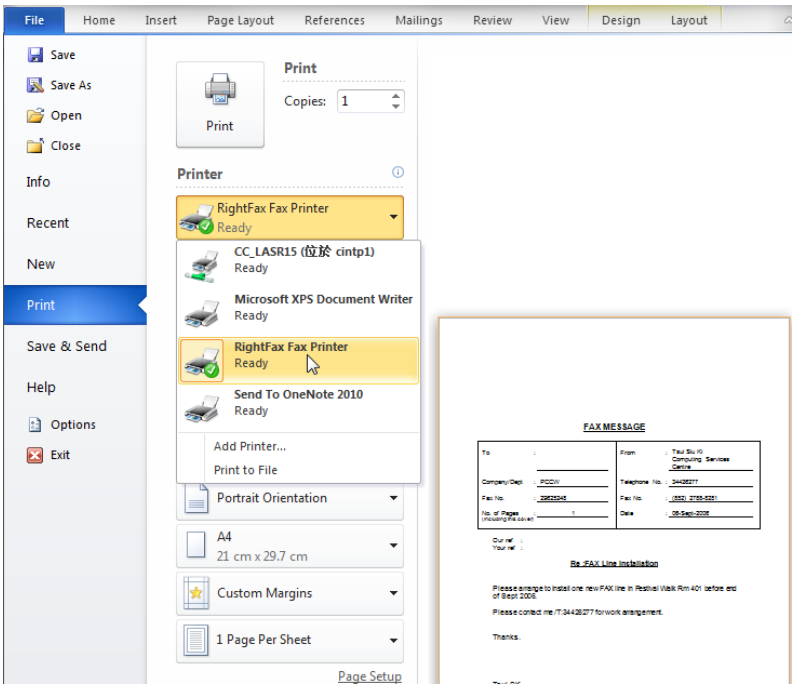
2. Create FAX for Sending and Check Incoming Fax

There are two different ways to create fax for sending:

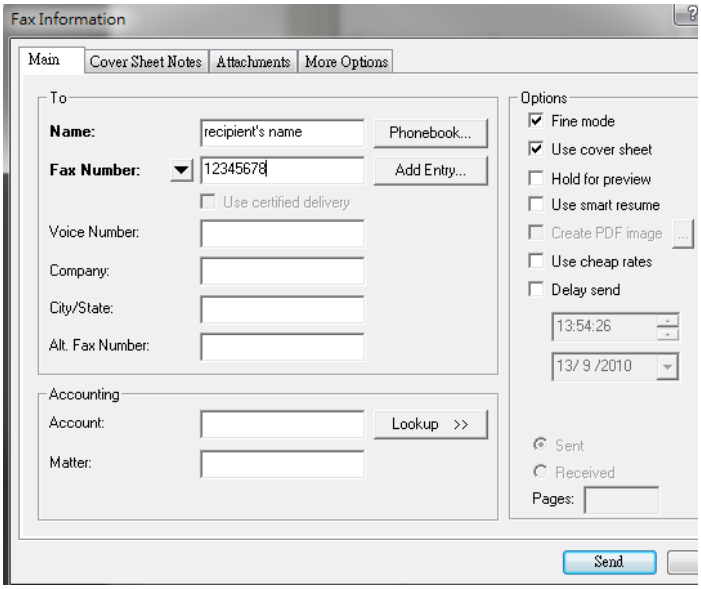
- Create a fax with any application or e-mail client and then sent out by printing the fax to the RightFax Fax Printer.
- Use the FaxUtil Program to fax a document.

Create a fax with any application such as word processor or e-mail client

a) Create a new document or open an old document that you want to send as fax from any application such as MS Word, MS Outlook, etc.
b) Click "File" -> "Print" -> and select "RightFax Fax Printer".

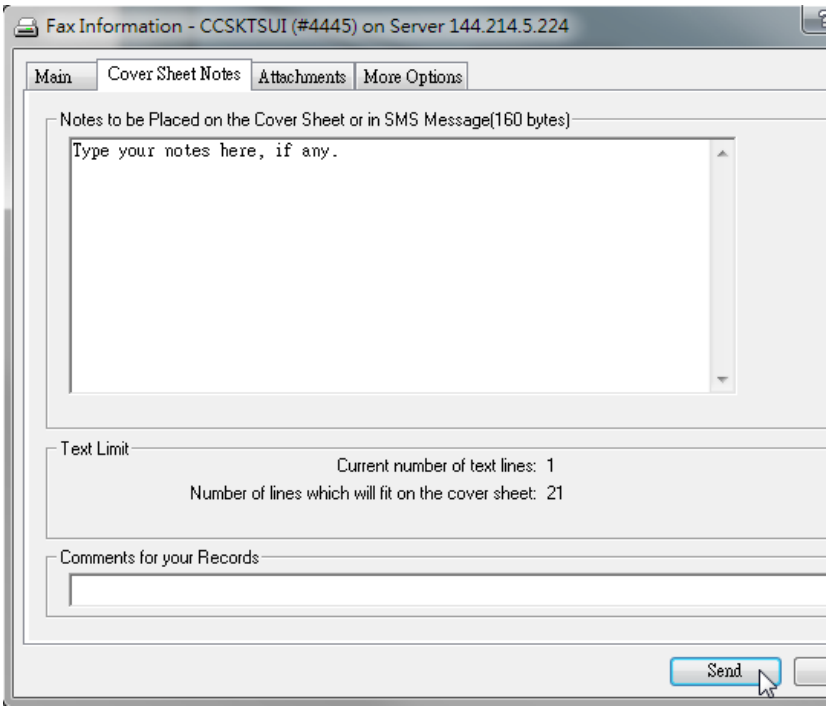


c) The Fax Information Main dialog box will be shown.



Enter the recipient's name and fax number. You may also select fax number from the "Phonebook" if already exist. To create or add new entries to the "Phonebook", please see the section "Setup Personal Phonebook" below. You may also fill in other fields as desired.

d) Click on the "Cover Sheet Notes" tab and add notes to be placed on the cover sheet, if any.

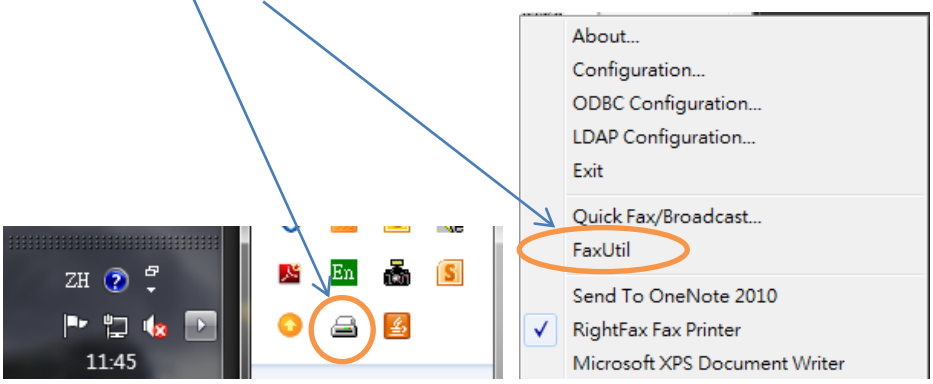


e) Click the “Send” button to send the fax with the cover page.

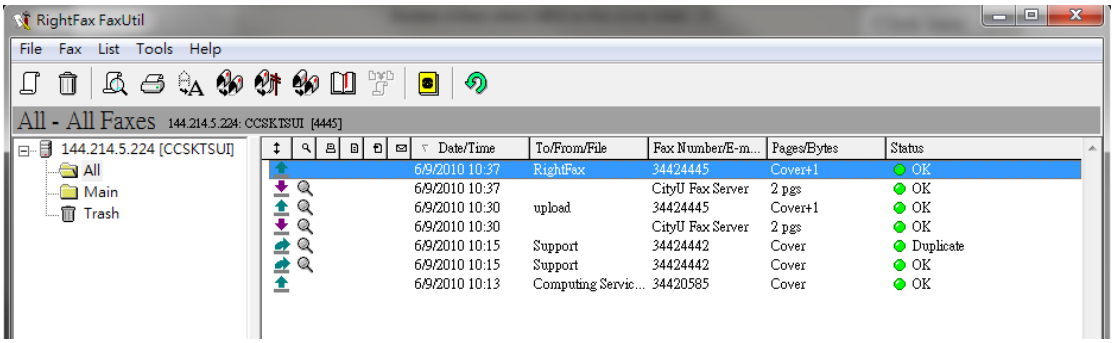
f) You may check the fax status through the FaxUtil client. Please see the section “Monitor the fax status” below.

Create a fax with FaxUtil client

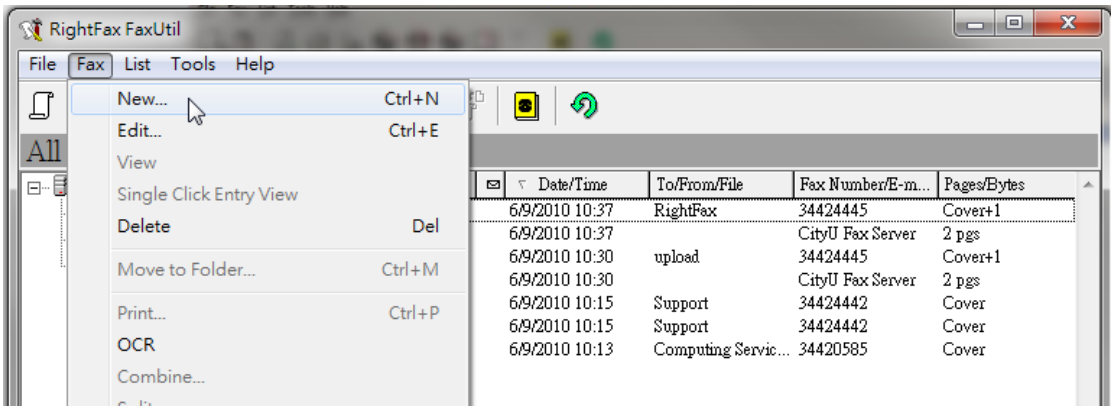
a) Open the FaxUtil client by clicking the RightFax icon in the system tray and then select the “FaxUtil” from the popup menu.



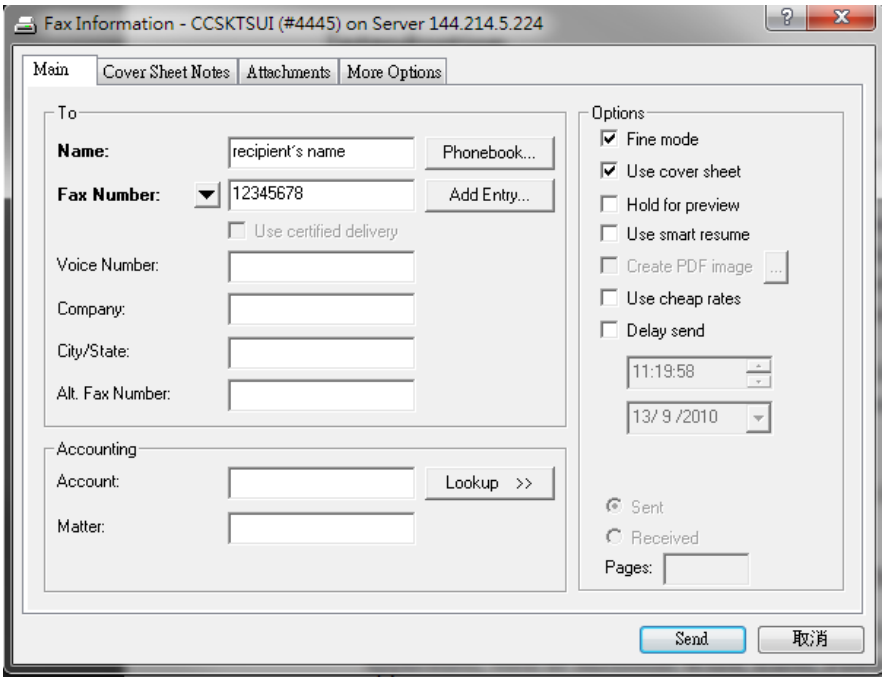
The FaxUtil client will be shown as following.



b) Select “Fax” and then “New” to create a new fax

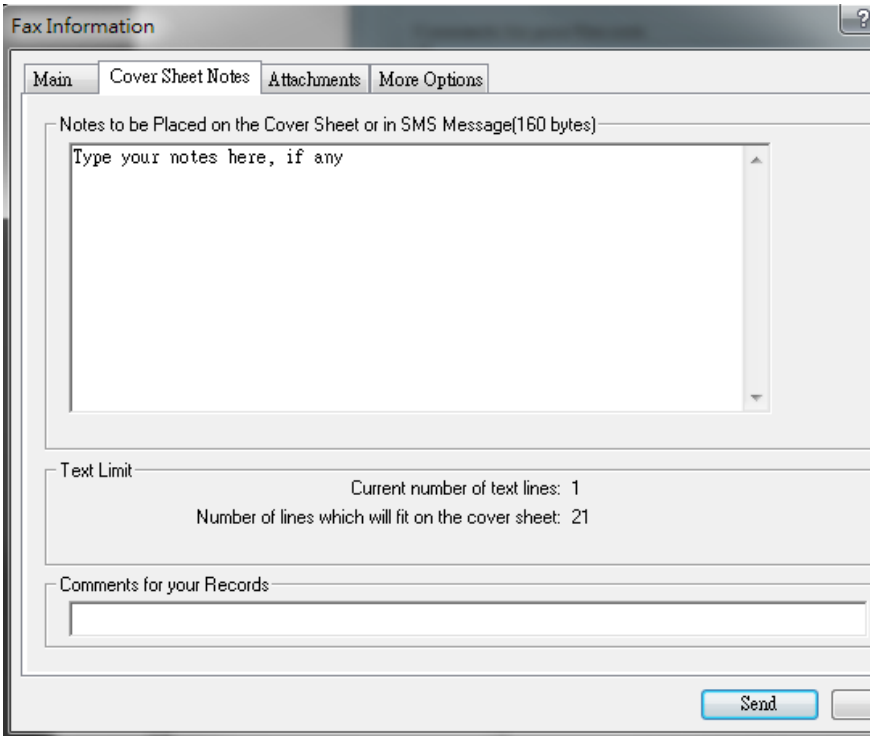


c) The Fax Information Main dialog box is displayed. Enter the recipient’s name and fax number. You may also select fax number from the “Phonebook” if already exist.

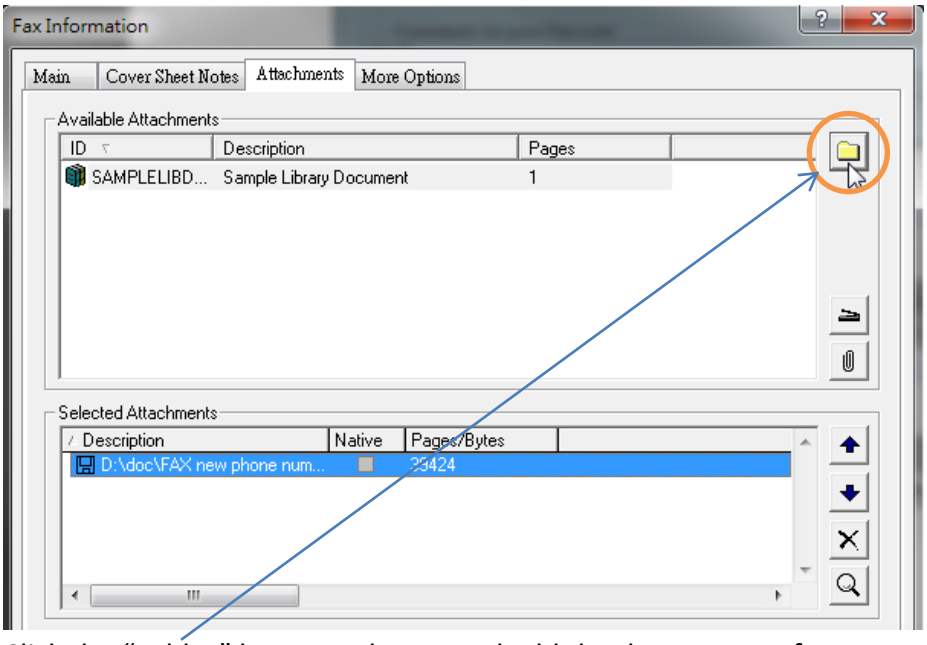


To create or add new entries to the “Phonebook”, please see the procedures “Setup Personal Phonebook” section below. You may also fill in other fields as desired.

d) Click the “Cover Sheet Notes” tab and add notes to be placed on the cover sheet, if any.



e) Click the Attachments tab to attach the document to be fax.



Click the “Folder” button to locate and add the document to fax.

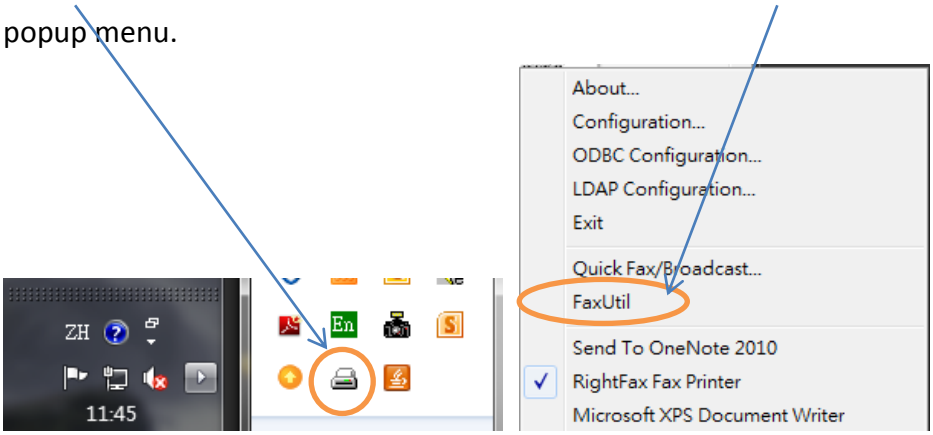
You may double check the document(s) to fax in the “Selected Attachments” box and remove any attachment(s) by highlight the desired document and then press the button.

f) Click the “Send” button to fax the document(s) with the cover page.

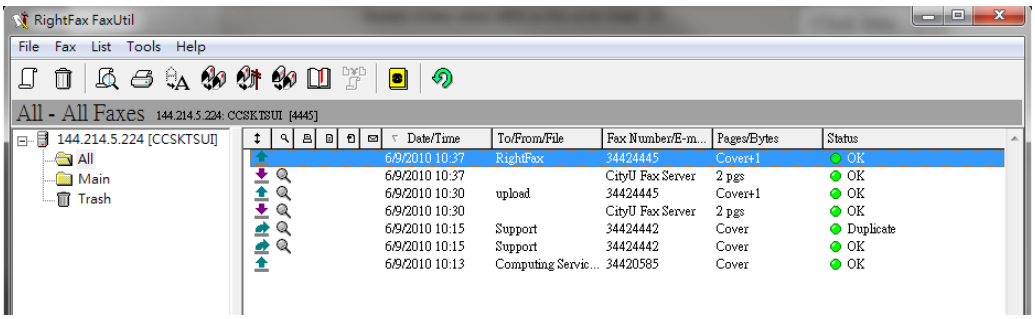
g) You may check the fax status through the FaxUtil client. Please see the section “Monitor the fax status” below.

Monitor the fax status

a) You can monitor the fax status by opening the FaxUtil client. Click the RightFax icon in the system tray and then selecting the “FaxUtil” from the popup menu.



The FaxUtil client will be launched and the fax status will be shown.



b) You may double click the fax listed on the list box in order to view and print the selected fax. You can even edit the fax if it is not yet sent.

The followings are the common status and messages you can see in the FaxUtil client:

Status	Description
Successful	**RightFax** has successfully sent the fax

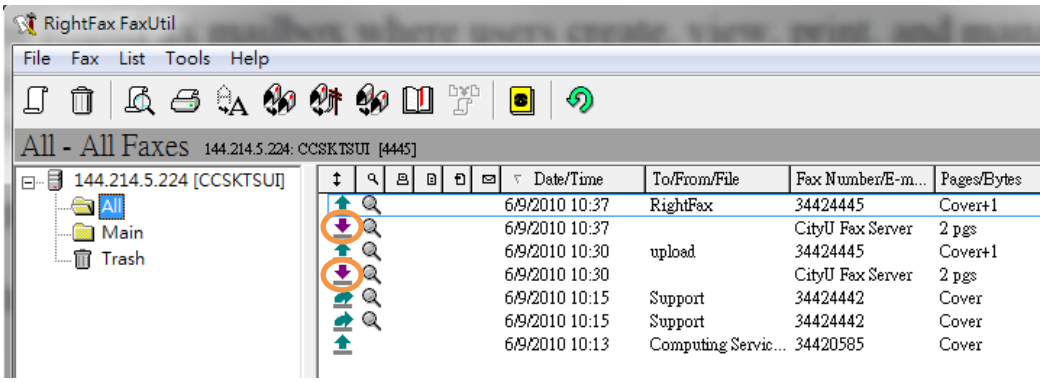
Unsuccessful	**RightFax** fails send out the fax
Error	**RightFax** encounters a problem sending the fax
Transitory	**RightFax** is in the process of sending out the fax

Message	**Description**
Sending	**RightFax** is transmitting the fax
OK	**RightFax** has successfully sent the fax. However, there is no guarantee that the destination is fully receipt the fax
Information Incomplete	**RightFax** cannot transmit the fax due to missing information required for a recipient
Problem Converting Fax…	**RightFax** detects an error and cannot transmit the fax

Note: RightFax will attempt to re-transmit a fax in 3-minute interval if a transmission is unsuccessful. If the transmission is still fail after six attempts, RightFax will stop and display an error message in the “Status” column.

Check and Read Incoming FAX

You can check for any incoming fax through the FaxUtil client.



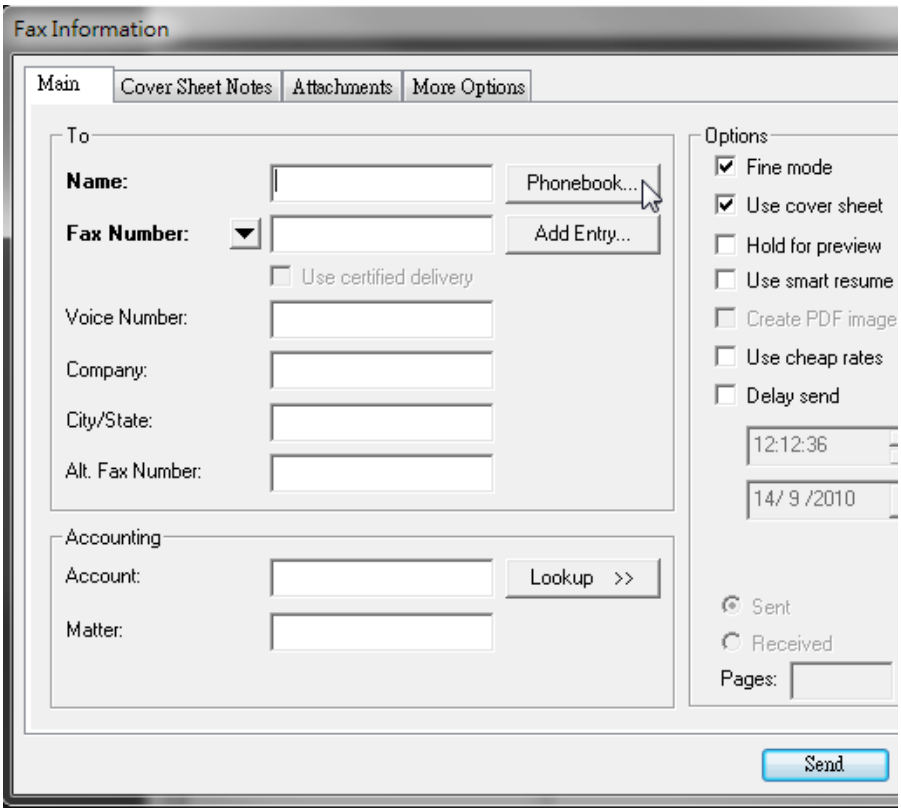
Entries with the icon in front indicate that they are received documents. You can double click any of the received documents to pre-view on screen, download to your local computer and print it to the printer.

3. Setup Personal Phonebook

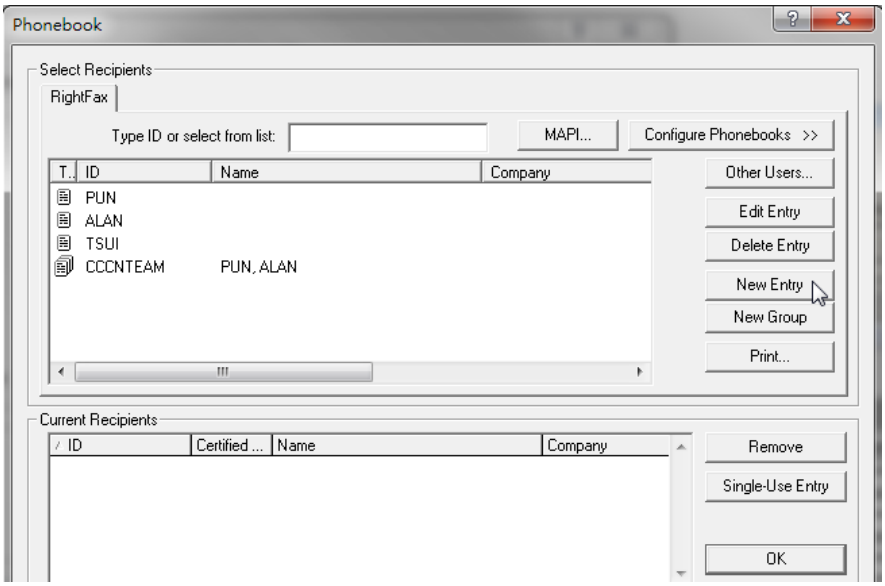
You can set up your personal phonebook to provide quick reference to frequently used fax numbers and group(s) of numbers.

Create Phonebook

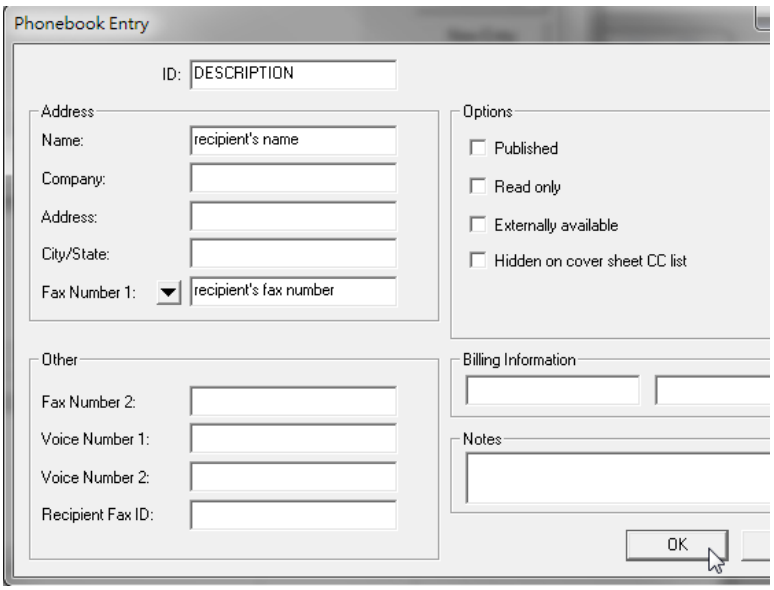
a) Call up the Fax Information Main dialog box



b) Click on the “Phonebook…” button to open the Phonebook box



c) Click on the “New Entry” button to open the Phonebook Entry box

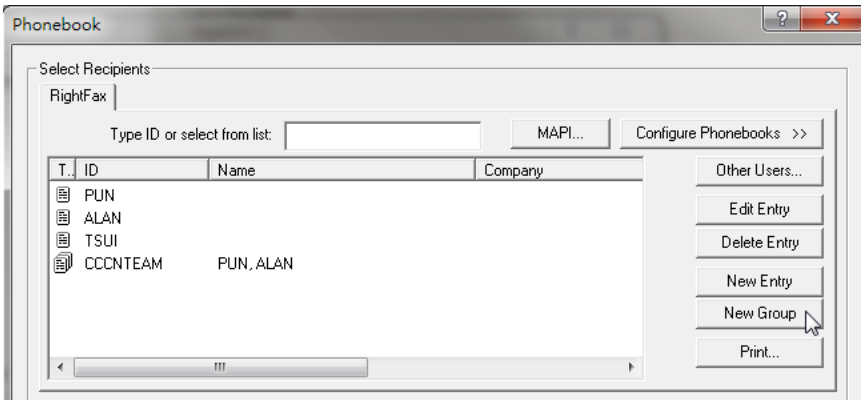


d) Enter the description, name and Fax number of the new entry. You may fill in other fields as desired. Click “OK” button to save the entry

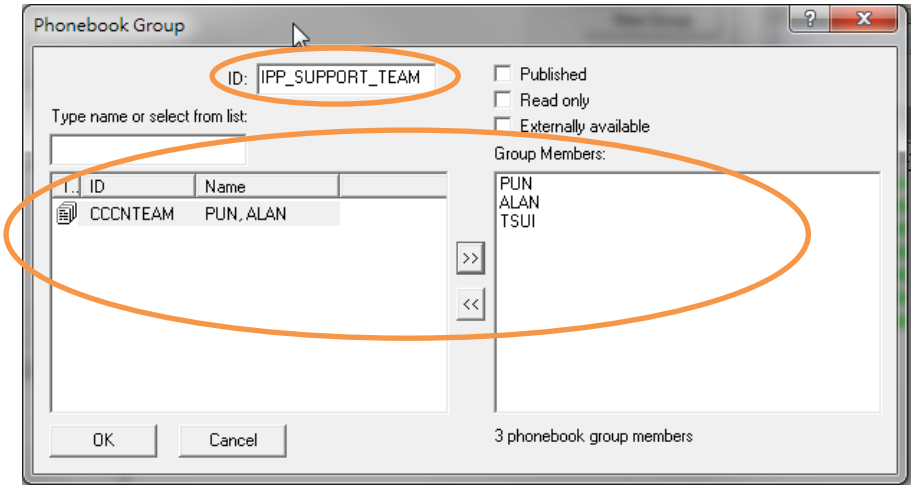
e) Repeat step (c) and (d) to add more entries.

Create Group List

a) Once you have defined entries in the phonebook, you can group related entries to form a group so that you can send a fax to a group of recipients. Click the “New Group” button in the Phonebook box.



b) Enter the group name in the “ID:” box and double clicking the desired name in the list box to the “Group Members”. Press “OK” to save the changes.



c) You may click the “Edit Entry” button to make changes and the “Delete Entry” button to delete any entries.

d) Repeat (a) and (b) to define more groups if necessary.