

WinFax™ PRO^{10.0}

Fax Sharing User's Guide

WinFax PRO Fax Sharing User's Guide

Copyright Notice

© Symantec Corporation 2000
All rights reserved.

The use and copying of this product is subject to a license agreement. Any other use is prohibited. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system or translated into any language in any form by any means without the prior written consent of Symantec Corporation. Information in this manual is subject to change without notice and does not represent a commitment on the part of the vendor.

Federal copyright law permits you to make a backup of this software for archival purposes only. Any other duplication of this software, including copies offered through sale, loan, rental or gift is a violation of law, and subject to both criminal and civil penalties.

Notice to WinFax PRO Users

It shall be unlawful for any person within the United States to use any computer or other electronic device to send any message via a facsimile machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business, other entity or individual sending the message and the telephone number of the sending machine or such business, other entity, or individual.

Trademarks

Symantec, the Symantec logo, TalkWorks PRO, Cover Your Voice, WinFax PRO, Cover Your Fax, and pcANYWHERE are trademarks of Symantec Corporation and its subsidiaries.

AOL is a registered trademark of America Online, Inc.

cc:Mail is a trademark of cc:Mail, a division of Lotus Development Corporation.

CompuServe is a registered trademark of CompuServe, Inc.

Corel WordPerfect is a registered trademark of Corel Corporation.

Intel is a trademark of Intel Corporation.

Microsoft, MS, MS-DOS, Word, Excel, and PowerPoint are registered trademarks, and Windows is a trademark of Microsoft Corporation.

SatisFAXtion is a trademark of WildCard Technologies Inc.

TextBridge® OCR ©1994-96 Xerox Corporation. All rights reserved.

All other product names are trademarks of their respective owners.

01/00

C O N T E N T S

About this Guide	6
Using the Online Help	6
Getting Help in a Dialog	7
Documentation Feedback	7
Introducing WinFax PRO Fax Sharing	8
System Requirements	10
The WinFax PRO Program Group	10
Starting and Exiting WinFax Programs	11
Installing WinFax for Fax Sharing (Administrators Only)	11
Setting Up a Fax Sharing Host Station	11
Installing WinFax on a Host Computer	12
Enabling the Fax Sharing Host Feature	12
Installing the Fax Sharing Client Automatically	14
Copying the Installation Files to a Network Drive	16
Creating an InstallShield Silent Response File	17
Creating an Installation Script	18
Starting the Scripted Installation	19
Troubleshooting the Scripted Installation	20
Installing the Fax Sharing Client Manually	21
Modifying Fax Sharing Client Settings	22
Working With Faxes	23
Sending Faxes	23
How Faxes Are Sent	24
Monitoring Fax Status	24
Receiving Faxes in Message Manager	26
Troubleshooting	28

WinFax PRO Fax Sharing

If you do not have a modem installed on your computer, you can still use WinFax™ PRO to send and receive faxes. To do so, you must be attached to a network, and there must be at least one computer with a fax capable modem or similar communications device and WinFax installed. This modem sharing feature in WinFax is called *Fax Sharing*.

If you are sending and receiving messages using a modem on another computer, your computer is a *Fax Sharing Client station*. If you and others in your office are sending and receiving faxes using the modem or device on your computer, your computer is a *Fax Sharing Host station*.

This document describes how to use WinFax with the Fax Sharing feature. Topics in this document include:

- information about using this document and the WinFax online help
- understanding the Fax Sharing feature
- installing WinFax PRO for Fax Sharing (*administrators only*)
- sending and receiving faxes using the Fax Sharing feature
- troubleshooting

About this Guide

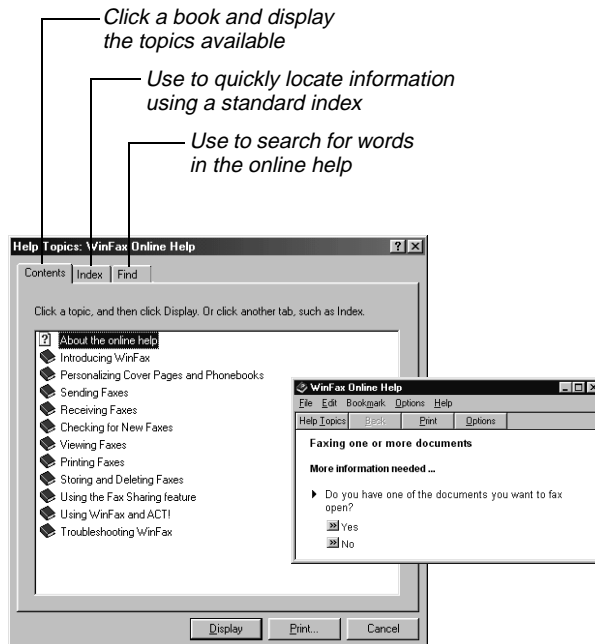
While this guide contains instructions for the most basic Fax Sharing tasks, the online help covers *all* features. Additional information on using the Fax Sharing Host (that is, WinFax with a local modem or device) is provided in the *WinFax PRO User's Guide*, available in Adobe Acrobat format on your WinFax installation CD.

Using the Online Help

The Help Topics dialog is the main entry into the WinFax online help and contains links to both feature overviews and instructions for the most commonly used features.

To open the Help Topics dialog:

- 1 In Message Manager, click WinFax PRO Help Topics on the Help menu. The Help Topics dialog appears.



- 2 Select the help options you want to use.

Note: For more information about the Fax Sharing feature, look up “Fax Sharing” in the online help index.

Getting Help in a Dialog

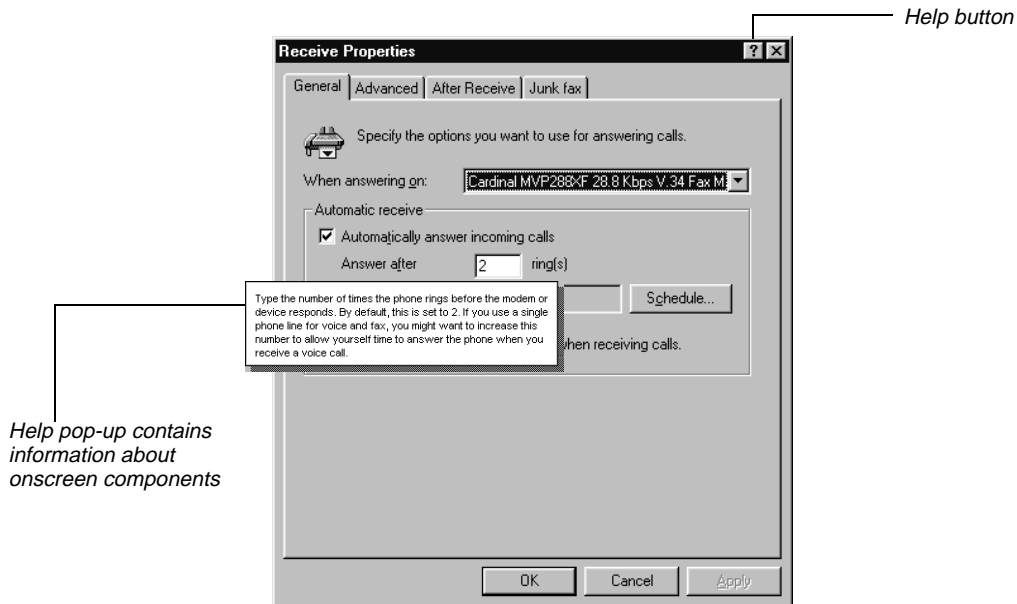


*Help button
in upper right
corner of most
WinFax dialogs
and windows*

Many WinFax dialogs and windows contain a help button (in the upper right corner) that you can use to display information about on-screen components, such as commands and individual fields in dialogs.

To view the pop-up help for an on-screen component:

In a dialog, click the What's This? button in the upper right corner, then click any screen element. A pop-up appears over the element.



Documentation Feedback

Symantec is interested in your suggestions for improving both the print and the online documentation for WinFax. We are interested in knowing what works and what needs improvement. Did you find errors, omissions, or confusing information? Tell us if you found information too difficult to find. Tell us where you looked for information, and where you looked first. Your feedback will help shape future versions of the documentation for WinFax.

To forward your feedback, use any of the following methods:

- **Fax** – Fax your comments to 1-416-441-0333 to the attention of the Technical Publications Department.
- **Postal letter** – Send a letter to:

Symantec Corporation
Technical Publications Department
895 Don Mills Road, 500-2 Park Centre
Toronto, Ontario M3C 1W3 (Canada)

Introducing WinFax PRO Fax Sharing

WinFax turns your computer into a full-featured fax messaging communications center. Using WinFax, you can send and receive fax documents from your computer at any time.

WinFax sends and receives messages using a modem or related communications device. For most WinFax users, the modem or device is installed locally on their computer. However, if you do not have a modem or device installed on your computer, you can still send and receive messages by setting up your computer as a Fax Sharing Client station and using the modem or device attached to the Fax Sharing Host station on your network.

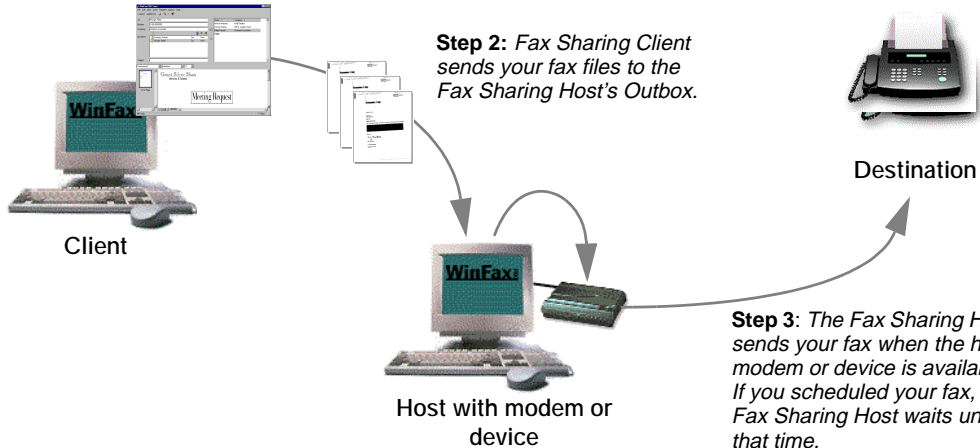
The Fax Sharing Host station is the messaging center for all Fax Sharing Clients on your network. Using Fax Sharing Client, you can select the documents you want to fax on your computer, assemble your fax in the Send dialog, and then transfer the documents over the network to a Fax Sharing Host to be faxed—all with a single click. Similarly, the Fax Sharing Host receives messages for all users on your Fax Sharing network.

To retrieve faxes, you simply connect to the Fax Sharing Host Receive Log and select the faxes that belong to you.

The following diagrams illustrate how the Fax Sharing Host handles all sending and receiving activities for your Fax Sharing network.

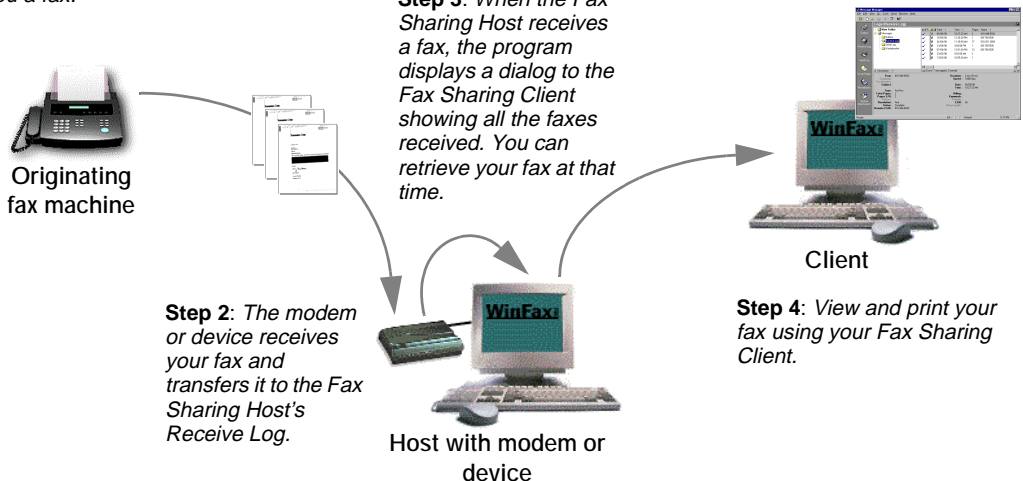
Sending Faxes

Step 1: Prepare your fax using Fax Sharing Client, then click the Send button to send it to the Fax Sharing Host's Outbox.



Receiving Faxes (Receive Log)

Step 1: Someone sends you a fax.



System Requirements

The Fax Sharing feature enables Fax Sharing Client stations to transfer faxes across the network to and from the Fax Sharing Host station. To use the Fax Sharing feature, you need at least one Fax Sharing Host station and one Fax Sharing Client station on your network. Multiple Client stations can connect to a single Host station at any one time (maximum 15 under Windows 95/98, maximum 25 under Windows NT/2000).





The Fax Sharing Host station is any computer running WinFax with an attached fax-capable modem or similar communications device that has enabled the Fax Sharing Host feature.


The Fax Sharing Client station is any computer running WinFax that does not have an attached modem or device and is set up for Fax Sharing with the Fax Sharing Host.

The WinFax PRO Program Group

The table below describes the items included in the WinFax PRO program group.

More information on using these items is provided in the online help and the *WinFax PRO User's Guide*.

Icon	Program
	<p>Controller – Use the Controller to receive faxes at all times (even when Message Manager is not running), to monitor current WinFax activity, and to quickly view new faxes.</p> <p>The Controller icon indicates that you are running in Fax Sharing mode by displaying a “network node” graphic directly below the usual Controller graphic.</p>
	<p>Install Directory – This is a shortcut to the WinFax installation folder.</p>
	<p>Program Setup – Use Program Setup to configure and personalize your WinFax installation, and to set up many of the main WinFax features.</p>
	<p>Send New Fax – Use this command to open the WinFax PRO Send dialog so you can send faxes without starting Message Manager.</p>

Icon	Program
	WinFax PRO Message Manager – Use WinFax PRO Message Manager to maintain a list of all WinFax messages, and to create detailed reports about fax events.

Starting and Exiting WinFax Programs

The Message Manager is the main interface for sending faxes, for organizing and storing messages, and for configuring your WinFax system. Program Setup is the program you use to set up Fax Sharing and modify your WinFax preferences. You can start these programs in a variety of ways. For more information on alternate methods, look up “starting” in the online help index.

To start Message Manager:

Click the Windows Start button, point to Programs, point to Symantec WinFax, and then click WinFax Message Manager. Message Manager starts.

To exit Message Manager:

On the File menu, click Exit.

To start Program Setup:

Click the Windows Start button, point to Programs, point to Symantec WinFax, and then click Program Setup. Program Setup starts.

To exit Program Setup:

On the Program Setup dialog, click Close.

Installing WinFax for Fax Sharing (Administrators Only)

You can install WinFax on one or more computers, depending on the type of license you purchased. If you are installing WinFax on a single computer, you can do so from the WinFax CD. If more than one person in your organization is installing WinFax, your administrator may automate the installation process using a scripted installation.

Setting Up a Fax Sharing Host Station

Your Fax Sharing network must have at least one Fax Sharing Host station. If you have a modem or communications device attached to your WinFax station, you can share your modem or device with other WinFax users on your network when you enable the Fax Sharing Host feature. To set up your WinFax station as a Fax Sharing Host, install WinFax to work with your modem or device and then enable the Fax Sharing Host feature.

Installing WinFax on a Host Computer

The Setup program guides you through the installation process by prompting you for information and automatically determining your system configuration, modem or device setup, COM port location, and available disk space.

Note: To install WinFax under Windows NT/2000, your Windows NT/2000 account must have *administrative* privileges.

To install WinFax on a host computer:

- 1 Insert the WinFax installation CD into the CD-ROM drive.
- 2 Click the Windows Start button, and then click Run. The Run dialog appears.
- 3 In the Open field, type ...
<drive and path>\SETUP.EXE
... where “drive and path” is the CD ROM drive containing the WinFax installation CD or the location of the WinFax installation files on the network.
- 4 Click OK. The Setup program starts.
- 5 Follow the instructions on the screen. Click Next to proceed.
- 6 When the Modems And Communications Devices panel appears, click your modem or device in the list and click Next.
- 7 Follow the instructions on the screen. Click Next to proceed.
- 8 On the final wizard panel, click Finish.
- 9 After the installation is complete, enable the Fax Sharing Host feature (see “Enabling the Fax Sharing Host Feature”, next).
- 10 Assist WinFax users in installing WinFax on client computers (see “Installing the Fax Sharing Client Automatically” on page 14 and “Installing the Fax Sharing Client Manually” on page 21).

Enabling the Fax Sharing Host Feature

To allow Fax Sharing Clients to receive voice messages and send and receive faxes using the host computer, you must first enable the Fax Sharing Host feature and then enable automatic reception.

To enable the Fax Sharing Host feature:

- 1 If your Host computer is running under *Windows 95/98*, proceed to Step 2. If your Host computer is running under *Windows NT/2000*, create an account on the Fax Sharing Host for each Fax Sharing Client workstation (see your Windows NT/2000 documentation).

Note: Use the same user name and password that the client uses on their own workstation.

- 2 Start Program Setup (see page 11).
- 3 In the list, double click Fax Sharing Host. The Fax Sharing Host Properties dialog appears.



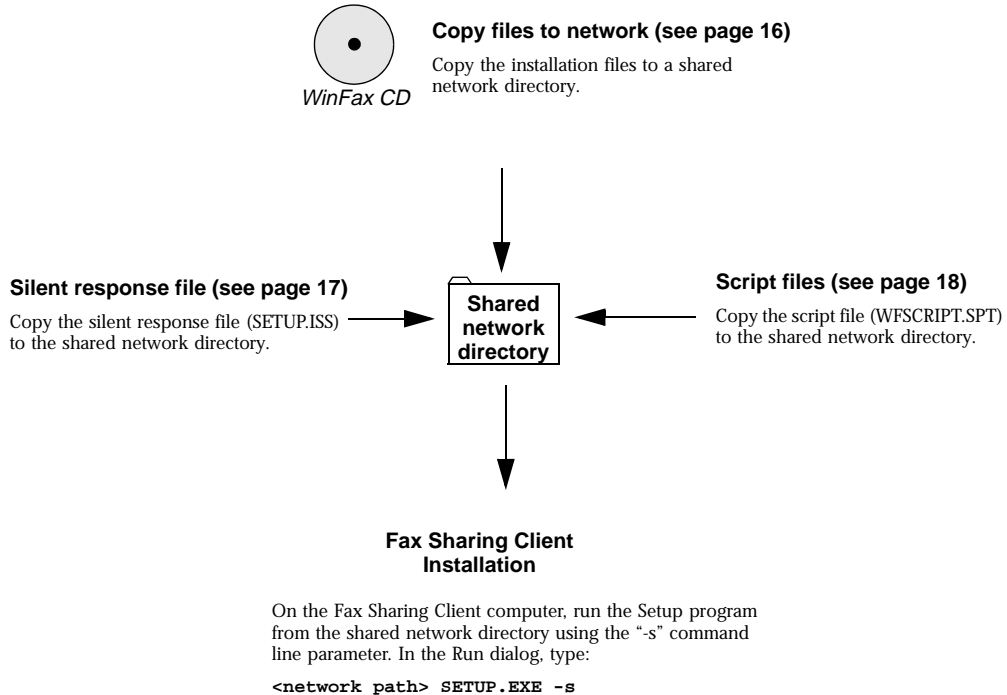
- 4 Click the General tab.
- 5 Enable Use This WinFax PRO Station As A Fax Sharing Host.
- 6 If you want to protect the Fax Sharing Host station with a password, enable Use Password then type a password in the Password field.
- 7 In the Host Computer Information section, type the appropriate information.
- 8 In the After Sending Client Events section, click the option that best describes what you want WinFax to do with messages that Fax Sharing Client users send and receive through your computer.
- 9 Enable automatic reception by doing one of the following:
 - *Using the Controller* – Right click the Controller icon in the Windows taskbar and enable Automatic Receive on the menu that appears.
 - *Using Message Manager* – On the Receive menu, enable Automatic Receive.

Installing the Fax Sharing Client Automatically

To automate the installation process, you can use a scripted installation. A scripted installation installs WinFax using the settings contained in two files: an InstallShield silent response file (SETUP.ISS) and a script file (WFSCRIPT.SPT). The InstallShield silent response file contains all options you would normally specify during the WinFax installation. The script file contains options that you would configure after installing WinFax (for example, the modem or communications device you want to use).

The following flow chart illustrates the scripted installation process including the preparatory steps and how to run the scripted installation. For step-by-step instructions on how to use the scripted installation feature, see the procedure following the flow chart.

Start Here



Note: More information on using a scripted install is provided in the *Multiple Installation Guide*, available in Adobe Acrobat format (WFSCRIPT.PDF) in the "Docs" folder on your WinFax installation CD.

To install Fax Sharing Client using a scripted install:

- 1 Set up a Fax Sharing Host station. See "Setting Up a Fax Sharing Host Station" on page 12.
- 2 Copy the WinFax installation files to a network drive that is accessible to all users who will install WinFax on their computers. See "Copying the Installation Files to a Network Drive" on page 16.
- 3 Create an InstallShield silent response file (SETUP.ISS) that you can use as an installation template. See "Creating an InstallShield Silent Response File" on page 17.

- 4 Create an installation script file (WFSCRIPT.SPT) containing the appropriate installation options. See “Creating an Installation Script” on page 18.
- 5 Copy both the InstallShield silent response file (SETUP.ISS) and the installation script (WFSCRIPT.SPT) to the Disk1 subdirectory of the network directory containing the WinFax installation files.
- 6 Instruct users to install WinFax using the silent response file and installation script. See “Starting the Scripted Installation” on page 19.
- 7 Have each user modify their settings, as required (select their shared mailbox, change greetings, and so on). See “Modifying Fax Sharing Client Settings” on page 22 and “Installing the Fax Sharing Client Manually” on page 21 for more information.

Copying the Installation Files to a Network Drive

With a scripted installation, all users install WinFax from a network drive. To prepare for the scripted installation, you must copy the WinFax installation files from the WinFax installation CD to a network drive.

Note: All users who will install WinFax must have network access to the network drive containing the WinFax installation files.

To copy the installation files to a network drive:

- 1 Start Windows.

Note: To install WinFax under Windows NT/2000, your Windows NT/2000 account must have *administrative* privileges.

- 2 Insert the WinFax installation CD into the CD-ROM drive. The WinFax AutoRun program starts.
- 3 Click the Exit button to return to your Windows desktop.
- 4 Start Windows Explorer.
- 5 Locate the WinFax directory on the WinFax installation CD.
- 6 Copy the contents of the WinFax directory and all subdirectories to a network drive that is accessible to all users who will install WinFax.

Creating an InstallShield Silent Response File

WinFax uses the InstallShield program. To perform a scripted install, InstallShield requires you to create a silent response file (SETUP.ISS). You can create a silent response file by running the Setup program with the “-r” command line parameter. This parameter instructs the Setup program to record all of your selections in a silent response file (SETUP.ISS) that you can later use as an installation template for other WinFax installations.

Note: These installation options will apply to all users who install WinFax using the scripted installation. When users perform a scripted installation, the Setup program uses the recorded responses from the SETUP.ISS file. It will also move through the installation screens at the same pace as you did when you created the original SETUP.ISS file.

To create an InstallShield silent response file:

- 1 Set up your computer *exactly* as user computers are set up. Remove any previous installation of WinFax.
- 2 Click the Windows Start button, and then click Run. The Run dialog appears.
- 3 In the Open field, type ...
 <path>\SETUP.EXE -r
 ... where “path” is the network drive and directory containing the WinFax installation files.
- 4 Click OK. The Setup program starts.
- 5 Follow the instructions on the screen. Click Next to proceed.
- 6 On the final panel, click Finish. Setup installs WinFax on your computer and creates an InstallShield silent response file (*.ISS) in your Windows directory.
- 7 Open the silent response file (SETUP.ISS) located in your Windows directory in a text editor such as Notepad.
- 8 Locate the [SetupType=0] section.
- 9 Check for the “szDir=” line. Do one of the following:
 - *Line exists and a drive and directory specification appear after the equals (=) sign* – Proceed to step 10.
 - *Line does not exist* – Proceed to step 10.
 - *Line exists and nothing appears after the equals (=) sign* – Locate the “szExeDir” entry earlier in the file and copy its value

(that is the drive and directory specification) after the equals sign in the “szDir=” line and proceed to step 10.

Note: You must edit the silent response file (SETUP.ISS) before you can run a scripted installation.

- 10 Save the file and exit Notepad.
- 11 Copy the file to the Disk1 subdirectory of the network directory containing the WinFax installation files.

Creating an Installation Script

If an installation script is included in the Disk1 subdirectory of the network directory containing the WinFax installation files, users can use a scripted installation to bypass many of the configuration tasks they would normally perform after installing WinFax (for example, setting up the modem or device they want to use). This scripted installation installs WinFax on a local computer as a Fax Sharing Client station.

To create a Fax Sharing Client installation script:

- 1 In a text editor (such as Notepad), open the sample script file, WFSRIPT.SPT, included in the WinFax\DISK1 directory on the WinFax installation CD.

The sample script file contains all possible installation options and “commented” text that explains the available options.
- 2 Save the file on your hard drive.
- 3 Using the sample file as a template, specify the options for your Fax Sharing Client station. Do the following:
 - a In the [GENERAL] section, specify the appropriate installation directory and type.
 - b In the [LOCATION] section, specify the appropriate dialing instructions.
 - c In the [STANDALONE] section, set STDALONE=0.
 - d In the [WFXIFSETUP] section, set WFXIFID=WPP.
 - e In the [MODEMS] section, set USEHAL=1 and HAL=2.
 - f In the [WPP SETTINGS] section, identify the Fax Sharing Host station you will be using, the operating system on which the Fax Sharing Host station is running, the Fax Sharing Host password (if it exists), and whether you want to check for new messages when you start WinFax.

Note: The sample script file also contains information for other modems and communications devices. Do not delete those entries.

- 4 Save the updated file.
- 5 Copy the file to the Disk1 subdirectory of the network directory containing the WinFax installation files.

Starting the Scripted Installation

The Setup program guides you through the installation process by prompting you for information and automatically determining your system configuration and available disk space. Depending on the options predefined in the InstallShield silent response file and the installation script file, users may or may not be prompted for additional information after they start the WinFax Setup program.

Note: To install WinFax under Windows NT/2000, your Windows NT/2000 account must have *administrative* privileges.

To prepare for the scripted installation (administrators only):

- 1 Set up a Fax Sharing Host station (see page 12).
- 2 Copy the WinFax installation files to a network drive (see page 16).
- 3 Create an InstallShield silent response file (see page 17).
- 4 Create an installation script for the Fax Sharing Client stations (see page 18).
- 5 Copy both the InstallShield silent response file (SETUP.ISS) and the installation script (WFSCRIPT.SPT) to the network drive containing the WinFax installation files.
- 6 Instruct users to install WinFax using the response file and installation script (see the next section).

To install WinFax on a client computer (scripted install):

- 1 Ensure that all preparations have made for the scripted install (see the preceding procedure).
- 2 Start Windows.
- 3 If you are installing on a Windows NT/2000 computer, log on to Windows NT/2000 using an account with administrative privileges.

- 4 Click the Windows Start button, and then click Run. The Run dialog appears.
- 5 In the Open field, type ...
<network path>\SETUP.EXE -s
... where “network path” is the location of the WinFax installation files on the network.
- 6 Click OK. The Setup program installs WinFax.
- 7 After the install is complete, restart the computer.
- 8 Start Message Manager (see page 11).
- 9 On the Receive menu, click Automatic Receive.

Troubleshooting the Scripted Installation

The scripted installation creates a log file called “SETUP.LOG” in the directory containing the WinFax installation files. If you do not have write access to that directory, SETUP.LOG is saved in your Windows directory. If the scripted installation does not work properly, open SETUP.LOG in a text editor such as Notepad and check for the response code in the [ResponseResult] section. The table below lists the possible error codes.

Result Code	Meaning
0	Scripted install was successful.
-1	General error.
-2	Invalid mode.
-3	Required data not found in the SETUP.ISS file. This result code appears when you did not edit the silent response file after it was created (see “Creating an InstallShield Silent Response File” on page 17).
-4	Not enough memory available.
-5	File does not exist.
-6	Cannot write to the silent response file.
-7	Unable to write to the log file.
-8	Invalid path to the InstallShield silent response file.
-9	Not a valid list type (string or number).

Result Code	Meaning
-10	Data type is invalid.
-11	Unknown error during setup.
-12	Dialogs are out of order.
-51	Cannot create the specified folder.
-52	Cannot access the specified folder.
-53	Invalid option selected.

Installing the Fax Sharing Client Manually

If you do not have a modem or communications device attached to your WinFax station, but another WinFax station on your Fax Sharing network has an attached modem or device and is configured as a Fax Sharing Host, you can use that modem or device as if it were attached to your WinFax station. To do so, you must install WinFax on your computer as a Fax Sharing Client and connect to the appropriate Fax Sharing Host.

The Setup program guides you through the installation process by prompting you for information and automatically determining your system configuration, modem or device setup, COM port location, and available disk space.

Note: To install WinFax under Windows NT/2000, your Windows NT/2000 account must have *administrative* privileges.

To install WinFax on a client computer:

- 1 Obtain the following information from your system administrator:
 - the name of the Fax Sharing Host station on your network
 - if your Fax Sharing Host station is running under Windows NT/2000, verify that you have an account set up on the Fax Sharing Host station (you cannot install or use Fax Sharing Client unless you have an account)
 - the password for the Fax Sharing Host station, if one exists
- 2 Click the Windows Start button, and then click Run. The Run dialog appears.
- 3 In the Open field, type ...
<drive and path>\SETUP.EXE

... where “drive and path” is the CD ROM drive containing the WinFax installation CD or the location of the WinFax installation files on the network.

- 4 Click OK. The Setup program starts.
- 5 Follow the instructions on the screen. Click Next to proceed.
- 6 When the Modems And Communications Devices panel appears, click the WinFax PRO Fax Sharing device and click Next.

Note: You can also set up Fax Sharing after you install WinFax. To do this, start Program Setup (see page 11), double click Modems And Communications Devices, and then enable the Active check box beside the WinFax PRO Fax Sharing fax device.

- 7 Follow the instructions on the screen. Click Next to proceed.
- 8 When prompted to configure the WinFax PRO Fax Sharing device, click Yes. The WinFax Fax Sharing Client Properties dialog appears.
- 9 In the Host Name section, click Browse, select the Fax Sharing Host station you want to use to send and receive faxes, and then click Open.
- 10 In the Password field, type the password required to access the specified Fax Sharing Host station (if a password exists—see your WinFax administrator for details).
- 11 If you want WinFax to automatically check for new faxes each time you start WinFax, enable Check For New Events On Startup.
- 12 Click Next. WinFax pings the selected Host station to confirm connectivity, and connects your Client station to that Host. This may take a few minutes.
- 13 Click Finish to save your settings and exit the Fax Sharing Client Properties wizard.

Modifying Fax Sharing Client Settings

You can modify your Fax Sharing Client settings at any time. For example, if your network has multiple Fax Sharing Host stations, you can switch to another Fax Sharing Host.

To modify Fax Sharing Client settings:

- 1 Start Program Setup (see page 11).

- 2 In the list, double click Modems And Communications Devices. The Modems And Communications Devices Properties dialog appears.
- 3 In the devices list, click the WinFax PRO Fax Sharing device.
- 4 Click Properties. The WinFax Fax Sharing Client Properties dialog appears.
- 5 Make any changes as desired, clicking Next to proceed.

Working With Faxes

This section describes how to send and receive faxes with WinFax. The instructions in this section apply to both Fax Sharing Client and Fax Sharing Host stations, unless otherwise noted.

Note: This section contains instructions for the most basic WinFax tasks—the online help covers *all* features. Additional information on using Fax Sharing Host mode or regular mode (that is, WinFax with a local modem or communications device) is provided in the *WinFax PRO User's Guide* and in the *WinFax PRO User's Guide*, both available in Adobe Acrobat format on your WinFax installation CD.

Sending Faxes

WinFax sends faxes using a modem or communications device. Which modem WinFax uses depends on the active modem set up in the Modems And Communications Devices Properties dialog (start Program Setup, see page 11, and double click Modems And Communications Devices). Fax Sharing Host stations use their local modem or device, while Fax Sharing Client stations use the WinFax PRO Fax Sharing device to connect to the Fax Sharing Host station and access its modem or device. Once you have set up WinFax for Fax Sharing (either as a Fax Sharing Host or a Fax Sharing Client), you can send faxes using the procedures described in the *WinFax PRO User's Guide* and the *WinFax PRO User's Guide*.

Note: For more information, look up “sending faxes” in the online help index.

How Faxes Are Sent

After you prepare your fax and click Send, WinFax begins processing your fax. The steps involved in processing a fax may vary, depending on where the fax was created and assembled.

Faxes created on the Fax Sharing Host – WinFax delivers the fax to the modem or device, displays the Status dialog, dials the recipient's fax number, and instructs the modem or device to send your fax. When the transmission is complete, the Status dialog closes and WinFax updates the fax status in the display area of the Message Manager Logs window.

Faxes created on the Fax Sharing Client – After you prepare your fax and click Send, WinFax does the following:

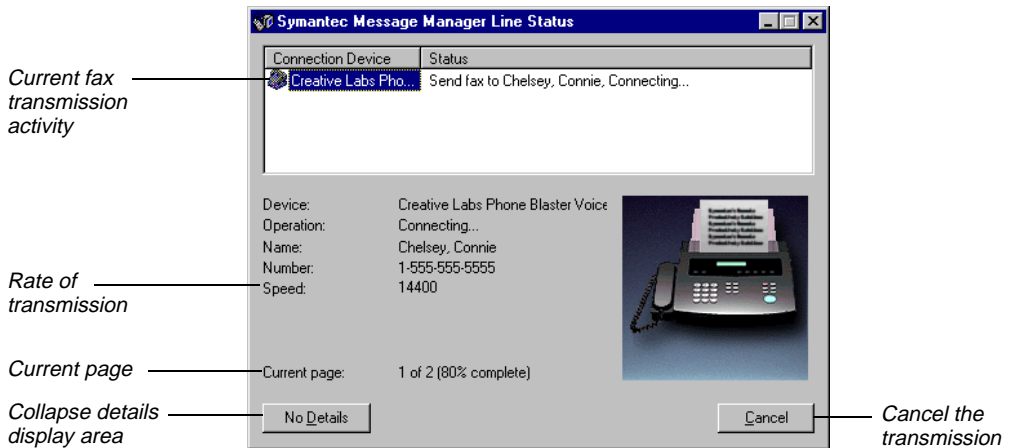
- Creates a log record in the Fax Sharing Client Outbox (in Message Manager).
- Connects to the Fax Sharing Host using the WinFax PRO Fax Sharing device.
- Transfers the fax image files to the Fax Sharing Host's Outbox (in Message Manager) for delivery.
- Updates the Fax Sharing Client fax status that appears in the display area of the Message Manager Logs window to read "waiting at server".
- Monitors the Fax Sharing Host until the fax is sent using the modem attached to the Fax Sharing Host.
- Updates the Fax Sharing Client fax status.
- Moves the log record from the Outbox to the Send Log.

Notes: After the fax is delivered to the Fax Sharing Host, you can exit WinFax. If WinFax is not running when your fax is finally delivered, the status is updated the next time you start WinFax.

Monitoring Fax Status

You can verify the status of sent faxes in the following ways:

- **From the Status dialog (Fax Sharing Host only)** – During fax transmission, status information appears in the Status dialog on the Fax Sharing Host. The Status dialog is not visible to the Fax Sharing Client station.



If the faxing traffic on your computer is heavy, you can disable the Status dialog so it does not appear each time a fax is sent or received. Start Program Setup (see page 11), double click Call Status And Controller, click the General tab, and then disable Display Status Dialog.

- **From the Controller** – The Controller icon changes to reflect the status of the current faxing activity. If a fax fails, a failed transmission marker (a red **X**) appears on the Controller icon in the Windows system tray.
- **From the Send Log** – The details about sent faxes, including those canceled, appear in the record list of the Send Log folder (on the Go menu in Message Manager, click Send Log). WinFax uses icons to identify the status of faxes in the Logs record list.



Successful – Entire message was sent or received and can be viewed.



Recurring – Message is scheduled to be sent at regular intervals.



Unsuccessful – Message was not sent or received, or was only partially transmitted.



Held – Message is “on hold” until you instruct WinFax to send it.



In progress – Message is currently being sent.



Collapsed group – Message is being sent to a recipient group.



Scheduled or pending –
Message is scheduled, or
WinFax is waiting to retry the
send.

Sometimes faxes are not sent successfully due to communication problems such as busy or no-answer signals. In those situations, WinFax stores the faxes in the Outbox until either they are successfully delivered or the available number of retries is exceeded.

Note: If the number of retries is exceeded, WinFax places the fax in the Send Log and marks it as an “unsuccessful” event. For more information, look up “retrying” in the online help index.

Receiving Faxes in Message Manager

In Fax Sharing mode, all incoming faxes not directed to a WinFax mailbox are received on the Fax Sharing Host station and appear in the Receive Log on that computer. Before the Fax Sharing Host can receive faxes, it must have:

- an active modem or communications device capable of sending and receiving faxes (if you use a “send only” modem, receive features are disabled)
- Windows running
- one of the following WinFax programs running: Message Manager or the Controller
- automatic reception enabled

After faxes are received by the Fax Sharing Host, each Fax Sharing Client can connect and download their faxes.

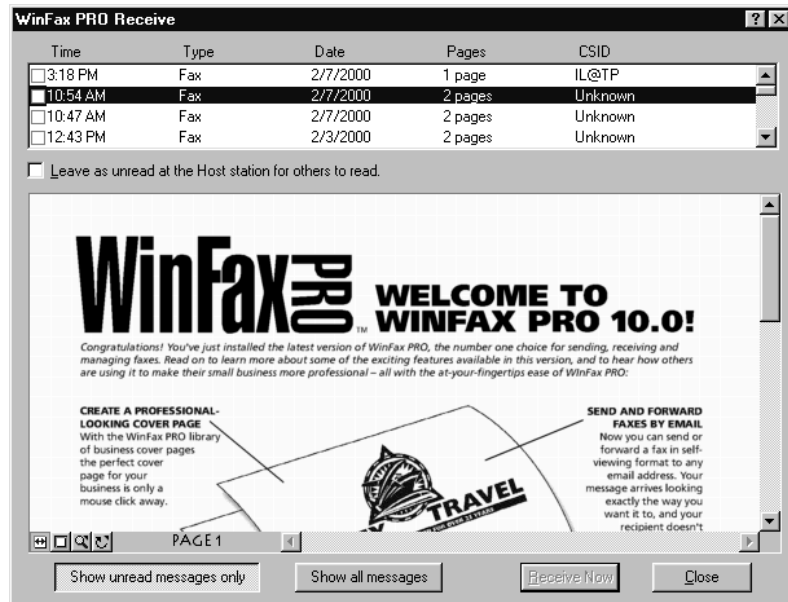
To receive faxes (Fax Sharing Host):

Do one of the following:

- *Using the Controller* – Right click the Controller icon in the Windows system tray and enable Automatic Receive on the menu that appears.
- *Using Message Manager* – On the Receive menu in Message Manager, enable Automatic Receive.

To download received faxes from the Fax Sharing Host (Fax Sharing Client):

- 1 Do one of the following, depending on when you want to receive faxes:
 - *Receive faxes automatically* – On the Receive menu in Message Manager, enable Automatic Receive. Whenever there are new faxes at the Fax Sharing Host, the WinFax Receive dialog appears on your screen and displays a list of all unread faxes in the Fax Sharing Host's Receive Log.
 - *Receive faxes manually* – On the Receive menu in Message Manager, click Manual Receive Now. In the dialog that appears, click Yes. The WinFax Receive dialog appears and lists all the unread faxes in the Fax Sharing Host's Receive Log.



- 2 To identify the faxes that belong to you, click a fax in the list and then read the first page information in the display area.
- 3 In the list, select the faxes you want to download.
- 4 If you want the faxes you download to be available for other Fax Sharing Client stations to download, enable Leave As Unread At The Host For Others To Read.

- 5 Click Receive Now. The Fax Sharing Host marks those faxes as read and transfers them across the network into your Message Manager Receive Log.

Note to Fax Sharing Clients: To display the WinFax Receive dialog each time you start WinFax, enable Check For New Events On Startup in the Fax Sharing Properties dialog. Start Program Setup (see page 11), double click Modems And Communications Devices, click WinFax PRO Fax Sharing in the list, and then click Properties).

Troubleshooting

If you encounter problems while using WinFax, there are a number of things you can do before calling technical support. Taking the time to troubleshoot your situation may help you identify the problem and fix it. In many cases, this can save you time and money.

Make note of any changes you have made to your computer and to your Windows setup. Determine when you started experiencing the problem. If you can reproduce the problem, make note of the steps required to do so. Also, record any messages that appear on the screen when the problem occurs. When you have done this, check the following sources for troubleshooting information:

- **WinFax PRO User's Guide** – Contains detailed troubleshooting information for the most common problems encountered by WinFax users. The *WinFax PRO User's Guide* is included on the WinFax installation CD in Adobe Acrobat format.
- **WinFax PRO Online help** – Contains detailed troubleshooting information for WinFax. To view the troubleshooting section in the online help, click WinFax Help Topics on the Help menu, and then double click the "Troubleshooting" book in the Help Topics dialog.
- **WinFax PRO ReadMe file** – Contains hardware-specific information and information not available when this user's guide was printed. To view the ReadMe file, click the Windows Start button, point to Programs, then to WinFax PRO, and then click Install Directory. Double click README.TXT in the WinFax install directory.
- **Symantec Service And Support Web site** – For 24-hour access to technical product information (Knowledge Base), discussion

groups, FAQs, the automated Symantec Support Genie, and the Symantec FTP site, connect to <http://service.symantec.com>. For more information, look up “support” in the online help index.

- **Online forums** – Provide question-and-answer support on CompuServe and America Online (AOL). Symantec Technical Support representatives monitor these forums. For more information, look up “support” in the online help index.
- **Other documentation** – In addition to the above sources of information, the documentation provided with your hardware, your operating system, and any other programs you use with WinFax may be a good source of information.
- **Telephone support** – Contact your WinFax administrator to obtain the technical support telephone number.

