



# Fax Mailbox

## User Guide

Supports  
WinFax PRO 9.0 and 10.0

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## Introduction

The **Concord Fax Mailbox** is a private messaging center for fax and voice messages. It allows you to receive messages 24 hours a day, 7 days a week, via your regular phone line and modem, without leaving your PC or fax machine running. If your company is in the U.S., no matter where you travel in the U.S. you can retrieve your messages toll free. If you are based in Canada, no matter where you travel in the U.S. and Canada, you can retrieve your messages anytime toll free.

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**Note:** If you are interested in an Internet-based fax mailbox service, you will want to learn about Concord Universal Mailbox. Please select Universal Mailbox in the Services section on the [concordfax.com](http://concordfax.com) Web site to learn more about this exciting service.

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*The Concord Fax Mailbox User Guide* provides instructions on using the features of Concord Fax Mailbox. This user guide explains:

- Getting started with Fax Mailbox
- Changing your Personal Profile
- Recording your name
- Retrieving faxes
- Clearing an undeliverable fax
- Reviewing voice messages
- Getting help

## Signing Up for Fax Mailbox

Before you can begin to use the Fax Mailbox service, you need to contact Concord and sign up for an account. There are several easy ways that this can be done. They include:

- Calling 1-800-670-8777 or 1-206-441-3346 and speaking to a representative.
- Using the signup wizard built into WinFax PRO. From the main menu, select **Tools, Program Setup, Concord Services** and **Fax Mailbox**. Select "**Sign Up Now!**". This will take you to the [concordfax.com](http://concordfax.com) Web site where you will be able to complete an on-line registration. Your account information will be immediately provided to you.
- Using your Web browser to go to **[www.concordfax.com](http://www.concordfax.com)**. From the main page, select the **Services** section, select **Fax Mailbox** and click the **Sign Up Now!** graphic at the bottom right of the page. Complete the registration and submit your information. Your account information will be immediately provided to you.

## Getting Started

The program files necessary to use Concord Fax Mailbox were automatically installed when you installed Symantec WinFax PRO.

To get started with Fax Mailbox, you need to first activate your Fax Mailbox and then access it.

## Activating Your Fax Mailbox

Once you have received your Fax Mailbox phone number and temporary password, you are ready to activate your Fax Mailbox. Before you can use any Fax Mailbox feature, you must go through the voice tutorial to set your password.

### To activate your Fax Mailbox

1. Key your Fax Mailbox number on a touch-tone phone.
2. When the Concord voice attendant answers, key in your temporary password and press the # key on your phone. Your temporary password is only used the first time you access your Fax Mailbox.

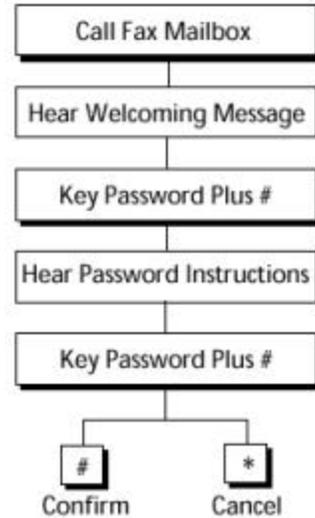
You will hear a welcoming message and brief description of how Fax Mailbox works.

3. Key in your new password and press the # key on your phone. Your new password must be at least four digits and no longer than 13 digits.

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**Tip:** Think of your new password as numeric only. Once you are at your keyboard you need to remember it as numbers since keyboards do not have letters associated with numbers like a phone.

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The Concord voice attendant plays your password.

4. Do one of the following:
  - To confirm the password change, press the # key.
  - To cancel it and key another, press the \* key.

Make sure you keep a record of this number. For security, your password is not stored in WinFax PRO and must be keyed each time you want to receive faxes.

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**Note:** If you lose or forget your password, you cannot recover it. You must contact Customer Service to reset your password. See "Contacting Concord Technologies Customer Service" on page 16.

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Your new password is now stored for your Fax Mailbox. You can change it as often as you like by signing on to your Fax Mailbox over a touch-tone phone and selecting Personal Profile (3) for your password.

Now that you have activated your Mailbox, you may want to change your greeting. Concord Fax Mailbox initially plays your Fax Mailbox number. If you want to have it play your name instead, see "Recording Your Name" on page 7.

## Accessing Your Fax Mailbox

To access the features of your Fax Mailbox, you must sign on from a touch-tone phone.

### To sign on to Fax Mailbox

1. Call your Fax Mailbox number on a touch-tone phone.

2. While the greeting is played, press the \* key.
3. When prompted, key in your password and press the # key.

You are now signed on to your Fax Mailbox.

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**Note:** When you access your Fax Mailbox, only a few of the Main menu options are listed and you are given the option to press 0 to hear more options. Since any of these options can be selected immediately after you sign on to your Fax Mailbox, this user guide refers to all these options as being on the Main menu.

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## Changing Your Personal Profile

Your Fax Mailbox allows you to:

- change your password
- select a standard or brief instruction length
- activate paging notification
- set a local fax number

All of these can be changed as often as you like.

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**Note:** Although you hear the option to Set up/Remove Guest Mailbox, it is not currently supported.

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## Passwords — Security Code

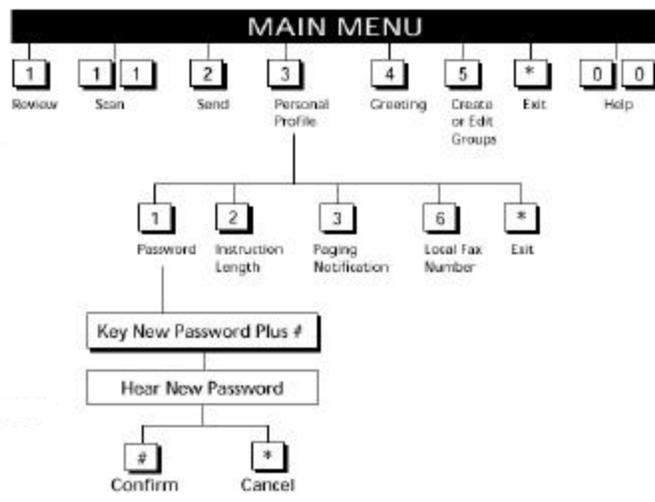
You can change your password at any time.

### To change your password

1. At the Main menu, press 3 to select Personal Profile.
2. At the Personal Profile menu, press 1 to select Change Password.
3. Key your new password and press #.

The Concord voice attendant plays your new password.

4. Do one of the following:
  - To confirm the password change, press the # key.
  - To cancel it and key another, press the \* key.



## Instruction Length

While signed on to your Fax Mailbox, you hear instructions describing your options.

The Concord voice attendant offers you two levels of instruction.

- Standard instructions provide detailed information about your options.
- Brief instructions allow you to move more quickly through menus and choices.

## To Change the default instruction length

1. At the Main menu, press 3 to select Personal Profile.
2. To select Instruction Length, press 2.
3. Do one of the following:
  - To select Standard instructions, press 1.
  - To select Brief instructions, press 2.

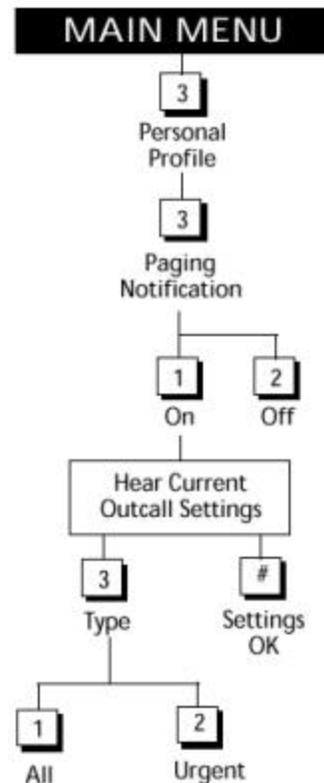
## Paging Notification

If you have a pager and want to use paging notification, you must first order this option by contacting Customer Service. (See "Contacting Concord Technologies Customer Service" on page 16.) Once you activate Paging notification, the Concord voice attendant pages you whenever a message is sent to your Fax Mailbox.

You can choose whether you want to be paged for all messages or for urgent messages only.

## To switch paging notification on and off

1. On the Main menu, press 3 to select Personal Profile.
2. To select Paging Notification, press 3.
3. Do one of the following:
  - To turn paging notification on and to hear current settings, press 1.
  - To turn paging notification off and return to the Personal Profile menu, press 2.
4. Do one of the following:
  - To accept current settings and return to the Personal Profile menu, press the # key.
  - To change the type of message, press 3.
5. Do one of the following:
  - To page for all new messages, press 1.
  - To page for urgent messages only, press 2.
6. Do one of the following:
  - To activate paging with current settings and to return to the Personal Profile menu, press the # key.
  - To turn paging off with no changes in settings and to return to the Personal Profile menu, press the \* key.

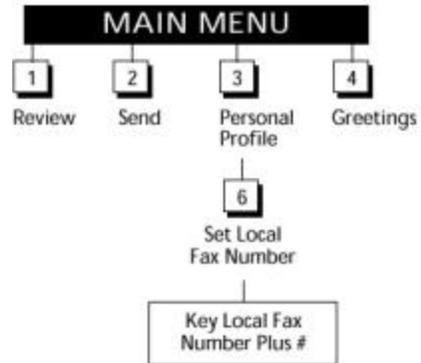


## ***Local Fax Number***

After you have activated your Fax Mailbox, you can set a default local fax number to send your faxes to your local fax machine or modem line when you retrieve faxes using the Concord voice attendant. Once you set this number, you can send your faxes to print there without having to re-enter the number each time.

### **To set your local fax number**

1. Sign on to your Fax Mailbox. (See “Accessing Your Fax Mailbox” on page 4.)
2. To select your Personal Profile, press 3.
3. To set your local fax number, press 6.
4. Key the area code and phone number of the local fax machine and press #.



The Concord voice attendant plays the local fax number you just entered.

## **Greetings**

### ***Recording Your Name***

You can personalize your Fax Mailbox with your name in your own voice. The Concord voice attendant plays your recorded name as a part of the standard greeting.

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#### **Notes:**

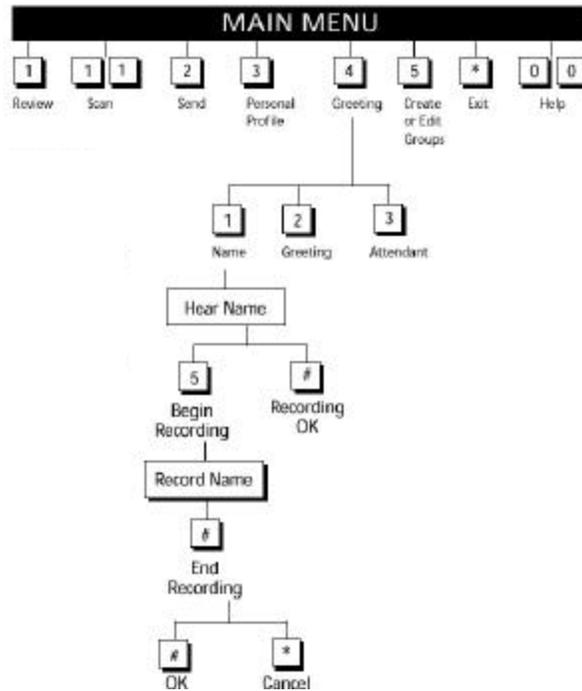
1. If you did not sign up for the voice option features on your Fax Mailbox, the Greeting option on the Greetings menu plays the pre-recorded message.
  2. The Attendant option from the greeting menu is not supported.
-

## To review and change your recorded name

1. To select Greetings, press 4 at the Main menu.
2. To select Name, press 1. The Concord voice attendant plays your currently recorded name.
3. Do one of the following:
  - To accept the current name and to return to the Greetings menu, press #.
  - To record a new name, press 5.
4. After the tone, say your name and then press the # key.

The Concord voice attendant plays your new recorded name.

5. Do one of the following:
  - To accept it, press the # key.
  - To record a new name again, press 5.



## Recording Your Name and Greeting

You can personalize your Fax Mailbox with your name and greeting in your own voice. You have a choice of three greetings to play when someone calls and you are either unavailable or on the phone.

- A standard greeting plays your name and then “...is not available. Please leave your message at the tone.”
- A regular greeting is one you record personally.
- An alternate greeting is one you record with special instructions for your callers, for example, when you are on vacation or out of the office. Recording an alternate greeting does not change your regular greeting, which you may restore at any time.

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**Note:** The maximum length of an individual voice message is five minutes.

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## Recording and Selecting Your Greeting

You can record a new regular or alternate greeting, or select a different greeting at any time. When you record a new greeting, it automatically becomes your current selected greeting until you select a different one.

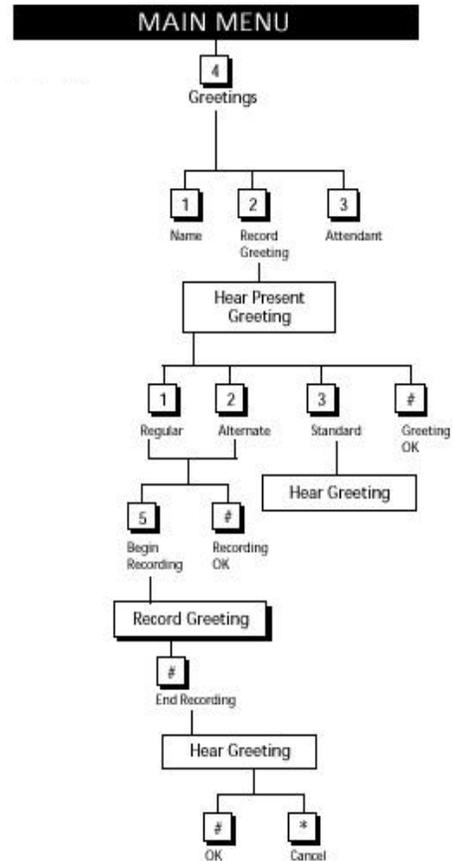
## To record a new greeting or select a different greeting

1. To select Greeting, press 4 at the Main menu.
2. To select Record Greeting, press 2. The Concord voice attendant will play your current greeting.
3. Do one of the following:
  - To select and/or to record your regular greeting, press 2.
  - To select and/or to record an alternate greeting, press 2.
  - To select the standard greeting and to return to the Greetings menu, press 3.
4. To record your greeting, press 5.
5. After the tone, say your greeting and then press #. The Concord voice attendant plays your new greeting.
6. Do one of the following:
  - To accept it and to make it the selected greeting, press #.
  - To record it again, press \*.

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**Note:** To record your name for the standard greeting, see "Recording Your Name" previously.

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## Restoring Your Regular Greeting

When your alternate greeting is selected, the Concord voice attendant informs you each time you sign on to your Fax Mailbox. You can restore your regular greeting anytime.

When you sign on to your Fax Mailbox, the Concord voice attendant offers you two options:

- To continue playing your alternate greeting, press 1 or \*.
- To restore your regular greeting, press 2.

## Retrieving Faxes

You can retrieve faxes:

- using WinFax PRO
- using the Concord voice attendant and a touch tone telephone or a fax machine

Concord Fax Mailbox can receive a maximum of 300 fax messages and each fax can have an unlimited number of pages.

If your connection fails while you are receiving a fax, you do not lose any pages. The fax remains in your Fax Mailbox until you can connect again and download the fax in its entirety. You are billed for completed fax retrievals only.

**Note:** Your Fax Mailbox stores faxes for a maximum of 15 days. To avoid losing faxes if you cannot connect for more than 15 days, you must have someone retrieve your faxes for you.

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## Using WinFax PRO to Retrieve Faxes

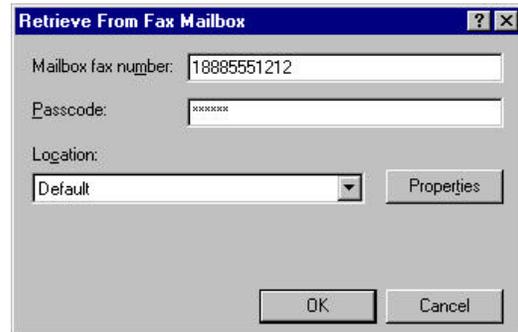
**Note:** If your company is located in the U.S., your 800 Fax Mailbox number can only be used within the U.S. If your company is located in Canada, your 800 Fax Mailbox number can be used in the U.S. and Canada. If you require international access, you must use a DID number to access your Mailbox. To obtain a DID number, contact customer service. See “Getting Help” on page 15.

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You can conveniently use WinFax PRO to retrieve faxes left in your Fax Mailbox.

### To retrieve faxes from your Fax Mailbox

1. Start **WinFax PRO Message Manager**.
2. On the **Tools** menu, select **Services, Retrieve from Mailbox**. The Retrieve from Mailbox dialog appears.
3. If your Fax Mailbox number does not already appear in the Mailbox fax number field, type your 11 digit number now.
4. In the Passcode field, type your password.



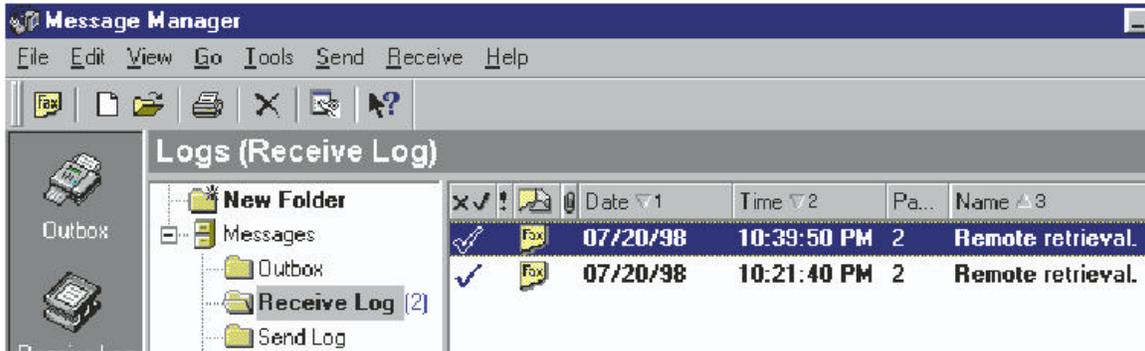
**Note:** You must type your password in WinFax PRO using numbers only. If you originally keyed your password as letters on your telephone keypad, type the numbers that correspond to the password letters.

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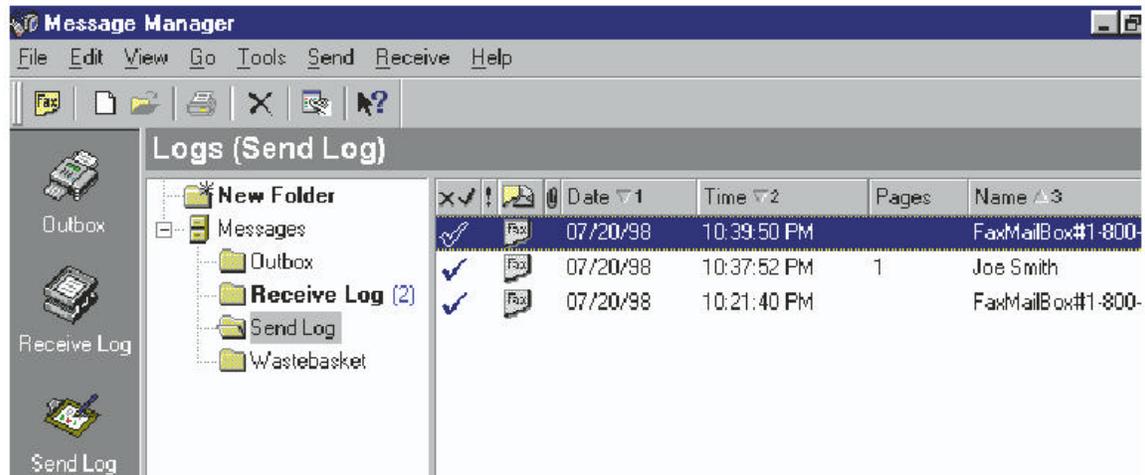
5. If required, select a new location in the Location drop-down list. To change your dialing properties, such as your dial prefix number click Properties. The Dialing tab of the Dialing Properties dialog appears. Make your changes (if necessary) and click OK. For information on dialing properties, see Chapter 4, “Personalizing Your Setup” in the *WinFax PRO User’s Guide*.
6. Click **OK**

WinFax PRO checks your Fax Mailbox for any new faxes and automatically retrieves all newly received faxes. All retrieval attempts will be recorded in the WinFax PRO Send Log, including the number of faxes found in the Fax Mailbox.

Each fax retrieved from your Fax Mailbox appears as a separate event in your Receive Log. The event shows the date and time WinFax PRO received the fax and the total number of pages.



If WinFax PRO does not find any faxes in your Fax Mailbox, the Send Log reads similar to the following.



You also receive a short identifier page after each fax. This page holds the following important information.

- The original sender's Calling Station Identifier (CSID), if it was numeric when the Fax Mailbox received the message. For more information on the CSID, see the Symantec WinFax PRO on line help.
- The original receiving date and time (PT).
- The number of pages received.
- The status of the fax (whether Fax Mailbox successfully received it or not), and the number of successful pages.

**Note:** This identifier page is for information purposes only; you are not billed for it. It is the only source for this information. If you delete it, there is no way of determining when Fax Mailbox received your fax.

Once you retrieve a fax, you can treat it the same as any fax received through WinFax PRO. For more information, see Chapter 8, "Logging, Storing and Organizing Faxes" in the *Symantec WinFax PRO User's Guide*.

If a retrieved fax has a voice message associated with it, the voice and fax are moved to your Fax Mailbox's Saved Message queue after WinFax PRO has retrieved it. You can then call the voice attendant to listen to the voice message.

## Using the Concord Voice Attendant to Retrieve Faxes

With the Concord voice attendant, you can retrieve faxes from your Fax Mailbox using a touch tone telephone or fax machine. For Internet-based retrieval of faxes, you will need to subscribe to Concord Universal Mailbox. Fax Mailbox provides retrieval via a modem and phone line.

To retrieve your faxes, you first need to sign on to your Fax Mailbox and then retrieve your fax using one of the available methods.

Use the instructions in "Accessing Your Fax Mailbox" on page 4 to sign on to your Fax Mailbox.

**Note:** If your company is located in the U.S., your 800 Fax Mailbox number can only be used within the U.S. If your company is located in Canada, your 800 Fax Mailbox number can be used in the U.S. and Canada. If you require international access, you must use a DID number to access your Mailbox. To obtain a DID number, contact customer service, see "Contacting Concord Technologies Customer Service" on page 16.

## Retrieving Your Faxes

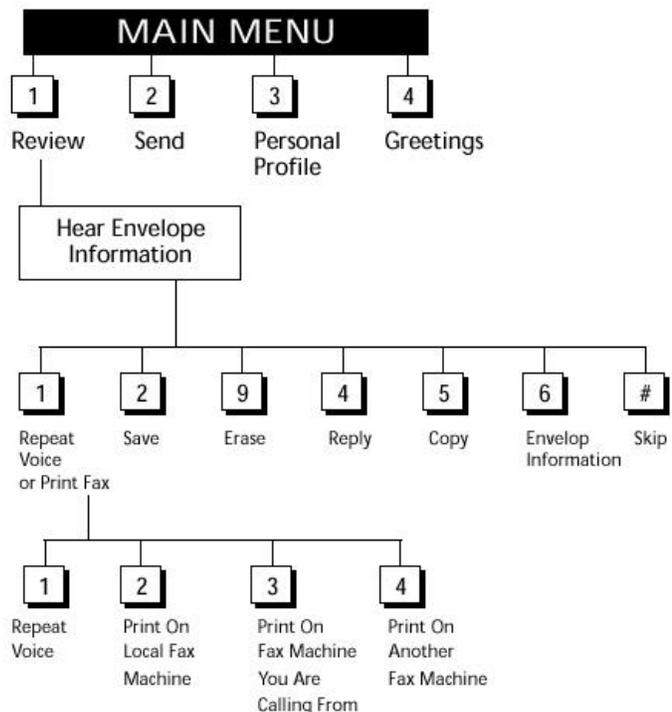
- To review your messages, press 1.

Each message comes with an envelope. An envelope can include the type of message (urgent or private), whether the message is voice or fax and the delivery time and date. When you sign on to your Fax Mailbox, it always plays the envelope before playing the message.

- If your Fax Mailbox contains any faxes, press 1 to get the following options using the Repeat or Print menu.

**Note:** If you want to print your faxes later using WinFax PRO, make sure you press the # key to skip them after you have listened to the envelope. Do not save the faxes because saved faxes go into the saved message queue and cannot be retrieved using WinFax PRO.

- To repeat the envelope press 1. Pressing 1 again returns you to the Repeat or Print menu.
- To print the fax to the local fax number you previously set, press 2. The Concord voice attendant confirms that the fax is scheduled for printing at the number you specified as your local fax number.



- To print the fax to the fax machine you are calling from, press 3. The Concord voice attendant prompts you to press the Start button on the fax machine. If your fax machine is capable, you are signaled to pick up the handset when the printing is complete.
- To print the fax to another fax machine, press 4. Key "1" plus the area code and number, and press #.

If you are printing the fax to the same fax machine you used the last time you called, press #. You do not have to key the fax number again. The Concord voice attendant confirms that the fax is scheduled for printing at the number you specified.

- At any time, press 1 to repeat the message, press 0 to hear your options, press 00 to hear the options explained, or press \* to exit to the previous menu.

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**Note:** After you retrieve the fax successfully, erase the message. However, do not erase the message until you have successfully received and seen the fax. The Concord voice attendant does not automatically erase the message after sending the fax. If you do not erase the message, it remains in your Mailbox and it will be sent again the next time you retrieve your faxes.

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## ***Retrieving Faxes Outside the U.S. and Canada***

When outside the U.S. and Canada, you have two options to retrieve your faxes. You can:

- Download your faxes using WinFax PRO on your PC or laptop. For details on using WinFax PRO, see "Using WinFax PRO to Retrieve Faxes" on page 10."
- Use a fax machine with a handset. For details on using the fax machine with a handset, see "Using the Concord Voice Attendant", on page 12.

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**Tips:**

1. If you are taking a laptop with you to download your faxes using WinFax PRO, be sure to test your modem before you leave the country.
  2. If you are in an area without digital dialing, use a digital dialer. A digital dialer mimics the dialing of a digital phone.
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## **Clearing an Undeliverable Fax**

Occasionally your Fax Mailbox may receive a fax that is corrupt or otherwise undeliverable. When you attempt to retrieve your faxes, these corrupt faxes will cause the call to fail. No other faxes following the corrupt fax will be able to be retrieved. Before you can retrieve any faxes following a corrupt fax, you need to erase the corrupt fax; it cannot be skipped.

Because these faxes were not delivered successfully and therefore cannot be erased automatically, they remain in your Fax Mailbox. Your Fax Mailbox attempts to send these faxes to WinFax each time you access it. To avoid wasted connect time, you should delete these messages.

To delete an undeliverable fax, you must access your Fax Mailbox using a touch-tone phone. For details on signing on, see "Accessing Your Fax Mailbox" on page 4.

Once you are signed on and have located the undeliverable fax, you can do either of the following:

- If you do not want to try to recover the fax, erase it.

- If you want to try to recover the fax, save it and try forwarding it to a fax machine.

## Reviewing Voice Messages

You can review the messages in your Fax Mailbox by pressing #1 any time the Main menu is playing. Your Fax Mailbox can hold four types of voice messages played in the following order:

**Urgent New Messages** — Messages marked by the sender as urgent when selecting delivery options.

**New Messages** — Messages recently sent to your mailbox.

**Saved Messages** — Messages that you saved to your Saved Message queue.

**Erased Messages** - Messages held until the end of the current selection.

**Note:** Your Fax Mailbox stores messages for 15 days. During the 15 days, your messages continue to play until you have heard and responded to each one.

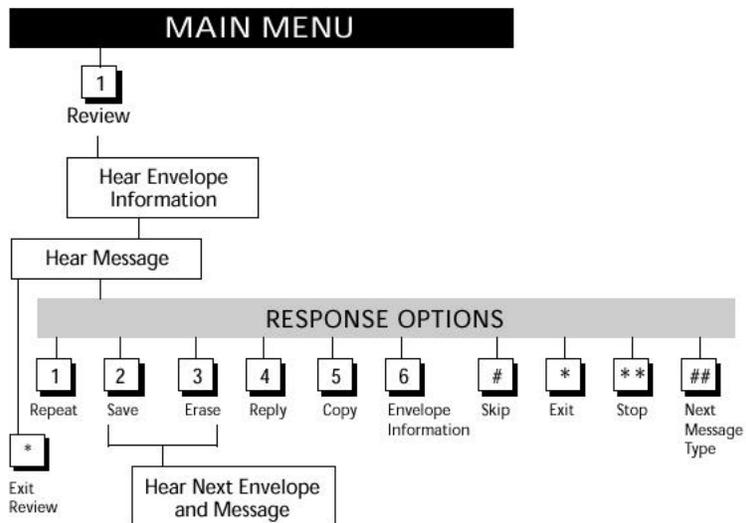
Each message comes with an envelope. An envelope can include the type of message (urgent or private), whether the message is voice or fax, the sender's name and the delivery time and date. When you sign on your Fax Mailbox, it always plays the envelope before playing the message itself.

After you hear each of the messages in your Fax Mailbox, the Concord voice attendant prompts you to select one or more responses from the Response Options menu. You can use any of the response options while a message is playing.

### To review a message

At the Main menu, press #1.

- To save the message for later review, press #2. This moves a new or erased message to your Saved Message queue.
- To erase the message, press #3. This places the message in your Erase Message queue. Messages in the Erased Message queue are erased from your Fax Mailbox when you exit.
- To repeat the envelope information of the message now playing or just played press #6.
- To skip the current message and leave it in you Fax Mailbox's New Message queue for later retrieval with WinFax PRO, press #.
- To stop reviewing your messages and return to the Main menu, press \*.
- To exit your Fax Mailbox, press \* \*.



- To review the next message type, press # #.

## Voice Message Playback Controls

You can use these controls anytime while reviewing your messages.

Feature	Press
Repeat Message	1
Back up 10 seconds	7
Pause for 20 seconds	8
Jump ahead 10 seconds	9
Skip to next message	#
Repeat envelope information	6
Back up to start of message	77
Resume if paused	8
Jump to end of message	99
Skip to next type of message	# #

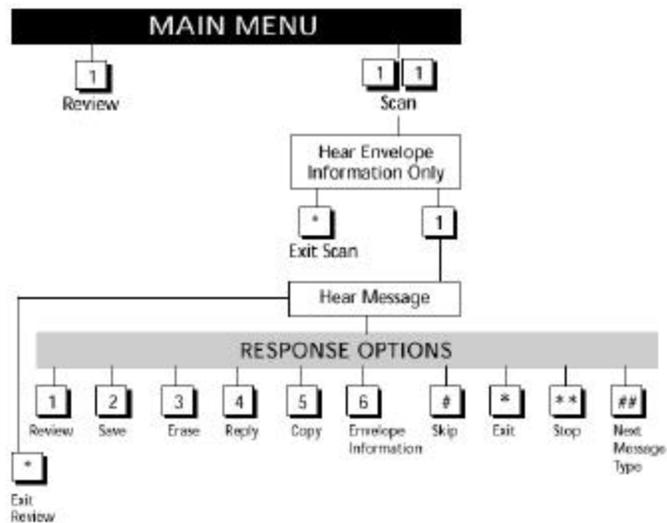
## Scanning Your Voice Messages

Scanning allows you to move through your messages quickly because only envelope information is played.

During scanning, press 1 to hear the message for the envelope that is playing. While listening to a message you can use any of the response options and playback controls that you use while reviewing a message.

For details on response options and playback controls see the previous section, "Reviewing Voice Messages". When you are finished responding to a specific message, Scan returns to playing envelope information.

- Press 11 at the Main menu to scan envelope information.
- Press \* to exit scanning and return to the Main menu.



## Getting Help

This section explains how you can contact Concord Technologies' Customer Service, for questions regarding your account or general questions on Concord services.

For technical support with your WinFax PRO software, please see the application on-line Help file or the WinFax PRO User's Guide.

## ***Contacting Concord Technologies Customer Service***

Normal service hours are Monday–Friday, 7 a.m.–5 p.m. (Pacific Time).

Telephone: +1 (206) 441-3346 or 1-800-792-0329

For written support, please either fax or e-mail your question to the number or address below and a representative will respond within one business day:

Fax: +1 (206) 441-7965 or 1-800-301-0329

E-mail: [service@concordfax.com](mailto:service@concordfax.com).

You can contact Concord Technologies Customer Service to:

- Subscribe to additional services.
  - Universal Mailbox
  - Fax Broadcast
  - Internet Fax
- Inquire about billing and charges.
- Change your current account information. For example, if you want to switch your current credit card billing to another credit card, contact Customer Service. All account changes are subject to the appropriate credit approval.

We recommend that you visit our web site at **[www.concordfax.com](http://www.concordfax.com)** for frequently asked questions regarding our services.