Internet Fax

User Guide

Supports

WinFax PRO 10.02

July, 2001

Concord Technologies

2001 6th Avenue, Suite 701

Seattle, WA 98121

CONCORD
Technologies

Table of Contents

Introduction

This User Guide provides instructions on using the features of Concord's Internet Fax service. Internet Fax is a simple and cost effective way to send long-distance faxes through the Internet, using your PC. For users on a company network (LAN), Concord Internet Fax also allows you to send faxes without needing a dedicated fax line for each user.

Note: Users with a DSL or cable modem connection can now send faxes using their high-speed Internet connection instead of a modem and phone line.

Internet Fax was designed to work with WinFax PRO 10.0.

This User Guide explains:

- Signing up for Concord Internet Fax

- Configuring the service for WinFax PRO

- Creating and sending your faxes using the service

- Checking the status of your Internet Fax

- Setting recipients in your phonebook to default to send using Internet Fax

- Getting help

Signing Up for Concord Internet Fax

In order to use the service, you need to have an account with Concord. There are several ways that you can get an account.

Signing up using WinFax PRO

You can sign up through WinFax PRO by selecting **Tools/Program Setup/Concord Services** and clicking on the **Internet Fax** button. On the dialog that appears, click '**Sign Up Now!**'. Clicking on **Sign Up Now!** will take you to the Concordfax.com Web site where you will be able to sign up on-line.

Once you have submitted your registration information on the concordfax.com Web site, you will automatically receive a User ID and Password. Skip to "Configuring Internet Fax for WinFax PRO" for instructions on configuring the service.

Signing up through the Web or by telephone

You can also visit the Concord web site at **www.concordfax.com** directly and sign up via the Web or call a Concord Representative at 1-800-792-0329 or 1-206-441-3346 to sign up for an account over the phone. Once you have a User ID and Password, you need to enter them into WinFax PRO. Follow the instructions in the next section to configure the service.

Configuring Internet Fax for WinFax PRO

Once you have an account, you are ready to activate the service inside WinFax PRO.

After completing one of the signup steps mentioned above, you will be required to enter your Internet Fax Properties.

To enter your account properties, right click on the Concord Tray icon in the lower right-hand corner of your monitor and select **Setup**, **Internet Fax**.

Account Tab

1. Enter the **User ID** provided to you by Concord. This will begin with 'C0' – the first character is the letter 'C' and the second is the number '0' (zero).

2. Enter the **PIN** that you received with your User ID.

3. In the **Host Name** field, enter cfg.concord.net unless instructed otherwise by a Concord representative.

4. Click the **Apply** button, then select the **Access** tab.
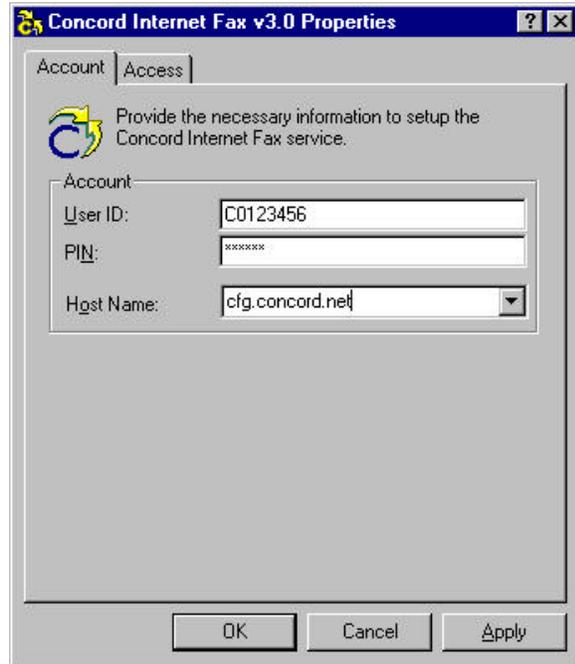
Access Tab

The access tab allows you to configure how you connect to the Internet and how often.

Internet Connection:

- *Using a Local Area Network*—Select this option if your computer is connected to a LAN. This is most often the case if you work in a company office.

- *Using a Modem*—Select this option if you must dial into your local ISP for connection to the Internet.

- *Use Secured Access (SSL)*—Select this option if you want to establish a secure connection when communicating with the Concord Internet Fax server (recommended).

Connect:

- *Only when manually requested*—Select this option if you prefer to only have the service dial into the Internet when you request it.

- *Automatically for sends, manually for status requests*—Select this option if you prefer to send fax transmissions automatically and receive status only when you request.

- *At scheduled times*—Select this option if you prefer to send fax transmissions automatically and receive status at scheduled times.
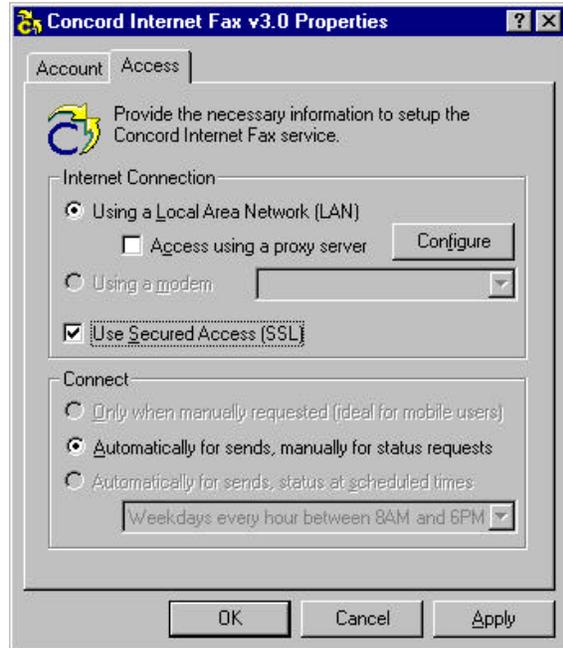
Click **Apply** and **OK** to save your changes. Now you have configured the Internet Fax service and, after restarting your computer, will be ready to activate it within WinFax PRO.

Activating the Service in WinFax

Next, you will be prompted to enable the service in WinFax. This is done by simply going to **Tools/Program Setup/Modems and Communication Devices** and placing a check in the **Active** checkbox next to **Concord Internet Fax**.

Dialing Setup

For Internet Fax subscribers outside of the United States and Canada, the '**Dialing Setup**' for Internet Fax will need to be entered to mirror the dialog below.

Location: Select 'Default' from the drop-down menu.

Country: Select '**United States of America (1)**' from the drop-down menu. Even if you are located in a different country, you must select this option in order to route your faxes correctly through the Internet Fax service. This will affect your Internet Fax service only.

For this device: Select '**Concord Internet Fax**' from the drop-down list. This will insure that the dialing properties established in this dialog affect only Internet Fax and not other faxing methods.

The area code is: You must enter a number in this field in order to save your settings. We recommend using 206, though any area code will be accepted.

**The phone number is:** You can leave this field blank.
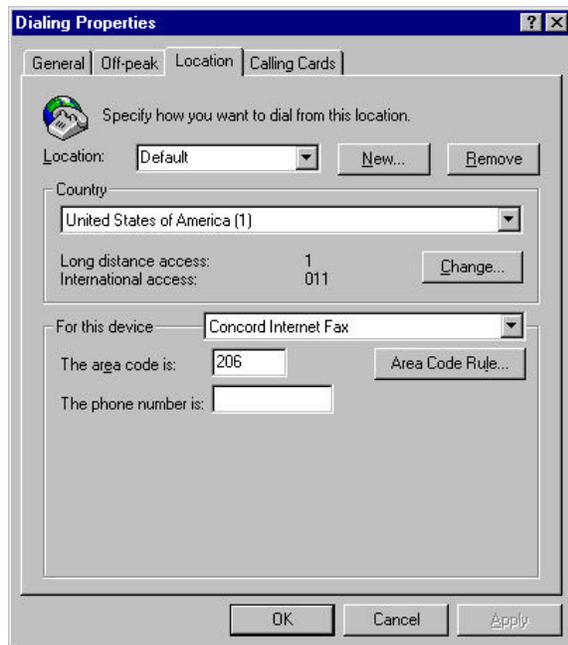
Setting When to Use Internet Fax

The last step before you can begin using the service is to tell WinFax PRO what types of faxes to send using Internet Fax.

On your menu bar within WinFax Message Manager, select **Tools/Program Setup/Send**. The **Sending Fax Dialog** will appear. Here you will be able to select when you want to use Concord Internet Fax.

Send Using

- **Only when dialing long distance:** This will cause any fax that is sent to a number outside your local area code or country to be sent using Internet Fax.

- **Only when specified:** This will only send a fax by Internet Fax when you manually select Internet Fax as the delivery method.

- **Always:** This option causes all faxes to be sent by Internet Fax. This is most often selected for users that do not have a modem such as users on a LAN or with a DSL or cable modem connection.
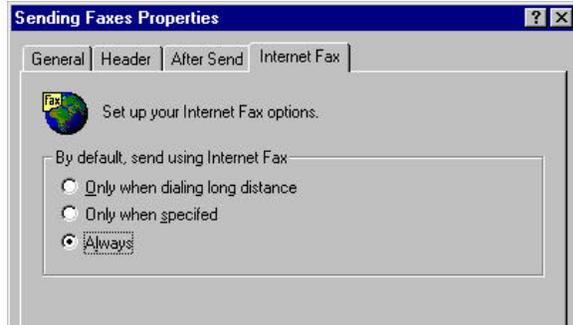
Sending your Faxes via the Internet

When sending a fax using the Concord Internet Fax service, all of the normal WinFax send functionality is available. The same method of creating your fax documents, adding a cover page and selecting the recipients is available in Internet Fax. If you are unfamiliar with how to send a fax, please see your WinFax PRO User's Guide for more information.

> **Note:** If you selected 'Always' or 'Only when sending long distance' in the 'Sending Faxes Properties dialog described above, there is nothing additional you are required to do to send by Internet Fax. WinFax PRO will take care of that for you.

If you selected '**Only when specified**' in the '**Sending Faxes Properties**' dialog, then you need to specifically tell WinFax PRO to send a fax by Internet Fax. To do this, you need to add the following steps to any send:

1. From the Send dialog box, select **Recipient** and **Send By**;

2. In this dialog, simply select **Fax—Concord Internet Fax** as your "Send By" method and click OK;

3. Click **Send** and look in your Send Log for verification of your Internet Fax transmission.

> **Note:** Make sure all fax numbers for calls within the U.S. and Canada include the area code and, for calls outside the U.S. or Canada, the international access and country codes. For example,
>
> - Within Canada or the U.S.   1 716 5554567
>
> - Outside Canada or the U.S.   44 12 9998888
>
> - Internet Fax does not deliver faxes to fax numbers that start with 1-900 or 1-976.

When entering the fax number for an Internet Fax transmission, you will see **three fields**. First enter the country code, then the area or city code, and finally the local number you're faxing.

Correct Fax Number Entry to U.S.
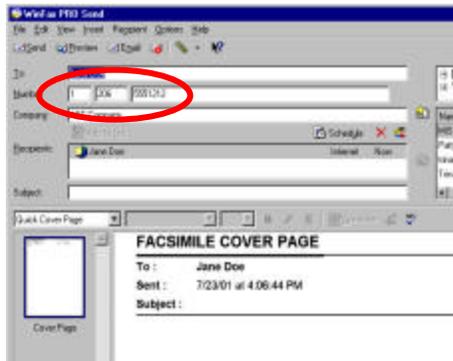

Incorrect Fax Number Entry to U.S.
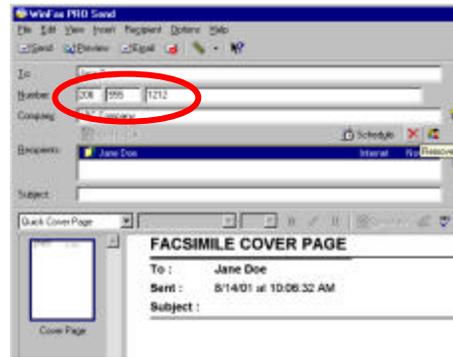
Correct Fax Number Entry for non-North American Destinations
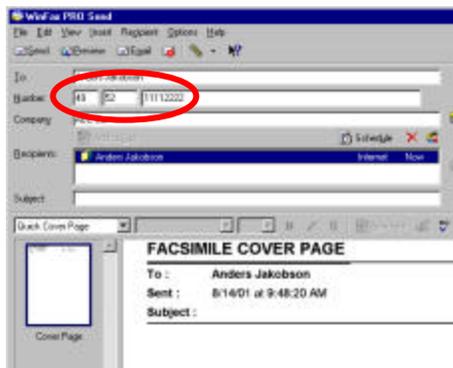
Incorrect Fax Number Entry for non-North American Destinations
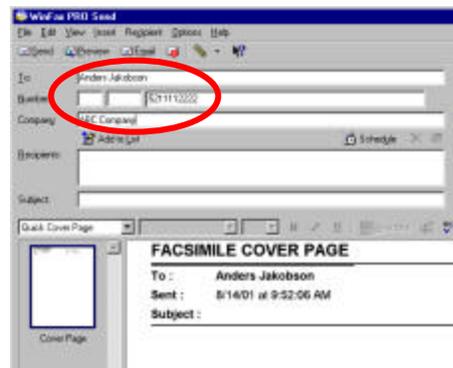
Incorrect Fax Number Entry for non-North American Destinations
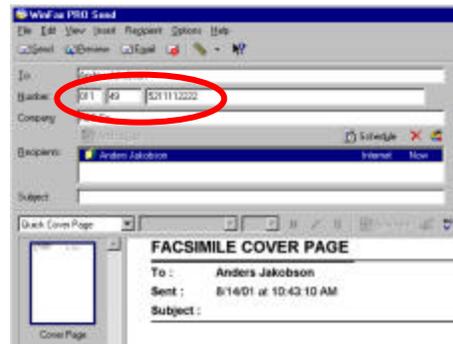
With Concord Internet Fax, you can also:

- **Send the same fax to up to five Internet Fax recipients** by selecting or typing in multiple recipients in the Send screen.

- **Schedule your fax** (this feature works the same as a normal WinFax PRO fax; your fax message will be stored in your Outbox until your specified send time).

Note: if you need to send the same fax to more than five recipients at once, please try Concord's Fax Broadcast service.

Internet Fax Status

After you click the Send button to submit a fax for Internet transmission, the WinFax PRO status screen will appear, letting you know that your fax is being sent to the Internet Fax service.

When your fax is received at the service, the Concord Internet Fax status screen will appear. This status screen will show the recipient's name or fax number and the time your fax will be transmitted to the recipient. This dialog will be updated every ten seconds and will remain on your screen unless minimized. You can also choose to disconnect from the status screen by selecting the Disconnect Now option.

Once your fax has been sent to the recipient, it will be moved to the send log and will have the result code, CSID and number of pages sent.

> **Note:** Once your fax has been submitted to the Concord Internet Fax service, you will not be able to cancel it.

Setting up Phonebook Recipients to Default to Internet Fax

If you have recipients in your WinFax PRO Phonebook that you would like to send faxes using Concord Internet Fax as the default, follow the steps below:

1. In your phonebook screen, select **Recipient Properties**;
2. Select the **Send By** tab;
3. Under **Delivery**, select the Modem to use as **Concord Internet Fax**.

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 WinFax PRO on-line Help file or the WinFax PRO User's Guide.

Contacting Concord Technologies Customer Service

Normal service hours are Monday–Friday from 7:00 AM to 5:00 PM (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

Email: service@concordfax.com.

You can contact Concord Technologies Customer Service to:

- Subscribe to additional services.
    - Universal Mailbox
    - Fax Broadcast
    - Fax Mailbox
- 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** for frequently asked questions regarding our services.