

Version 1.4

FaxCore User Manual

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Introduction

FaxCore is the next generation fax hosting service; it is a high-performance service designed to track, document, manage and deliver fax traffic over enterprise networks of any size. The only major fax solution built native for Microsoft's .NET platform, FaxCore lets your organization leverage the full potential of fax archiving vital data, speeding communication and fax-enabling your applications. FaxCore is technology that adapts to how you use fax every day. Not the other way around.

The information provided in this guide instructs users how to send messages using FaxCore services. It also provides additional information on more advanced product features.

The terms **fax**, **message**, and **transmission** are interchangeable and all are used throughout this document.

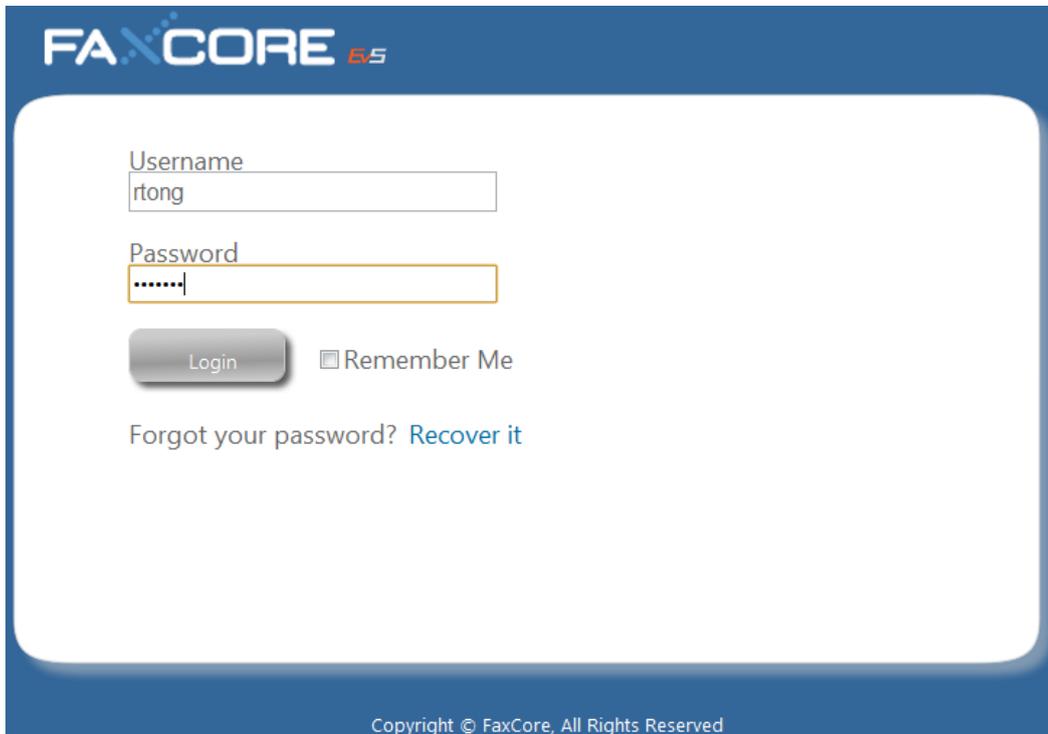
Contacting FaxCore

At FaxCore, we strive to provide you with the highest quality product support. Send your questions to support@FaxCore.com. Please send your feedback and comments regarding this documentation to documentation@FaxCore.com.

Getting Started

This section offers quick step-by-step instructions on sending a message to a single recipient. This assumes that this user account has been configured by the administrator and has the permission for sending.

1. Launch Internet Explorer (IE 8.x or higher) and enter the FaxCore website URL (address) in the Address Bar.
Mozilla's Firefox and Google Chrome web browser is also supported.



Username
rtong

Password
.....

Login Remember Me

Forgot your password? [Recover it](#)

Copyright © FaxCore, All Rights Reserved

Note: FaxCore URL (Address)

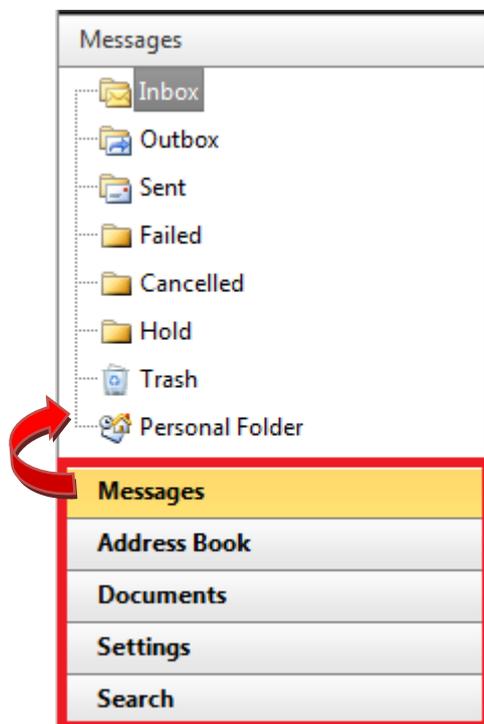
<http://fax.FaxCore.com/>

2. Enter your **Login** and **Password**; click  ..
Upon successful login, the primary window appears.
3. Click  if not already selected.

Understanding FaxCore's User Interface

FaxCore is a 100% browser-based web application. It possesses a standard look and feel; it is easy to use especially if you have grown accustomed to products like Microsoft Outlook.

Following is an introduction to FaxCore's user interface. You will find that the interface is consistent throughout the application. The same components are used on each web page. The website consists of five primary sections; all are accessible from the **Navigation Pane** on the initial page.



The five primary sections are as follows:

Messages

Access this section to manage all incoming and outgoing faxes. When faxes are received, they show in the Inbox. Other folders in this section are the Outbox, Sent, Failed, Cancelled, Hold, Trash, and Personal Folders.

Address Book

The Address Book encourages organization of personal information of those who will receive faxes from you.

Documents

Manage and organize documents.

Settings

Define your personal profile, change your password, and store company, regional, and notification settings.

Search

Search for a particular fax that resides in your fax library. Search using one or more message properties.

Figure 1 - Navigation Pane

To navigate to one of the five primary sections, merely click the section's name in the **Navigation Pane**.

In the example above, **Messages** has been selected. When a particular section is selected, its name shows in another color and its folder structure is accessible. In addition, the information to the right changes to reflect the selection. In this case all the folders in which messages may reside are listed above the **Navigation Pane** and the contents of the **Inbox** show to the right of the **Navigation Pane**.

Click each of the sections in the **Navigation Pane** to see what appears above and to the right of the **Navigation Pane**.

Settings: Your User Profile

User profiles and configuration options may be modified. This section explains how users may modify settings in their profiles.

FaxCore allows us to define the following when establishing our profile.

Click each link, one at a time and make the applicable entries.

Personal Info (and Addresses)

This section contains your user name and contact information.

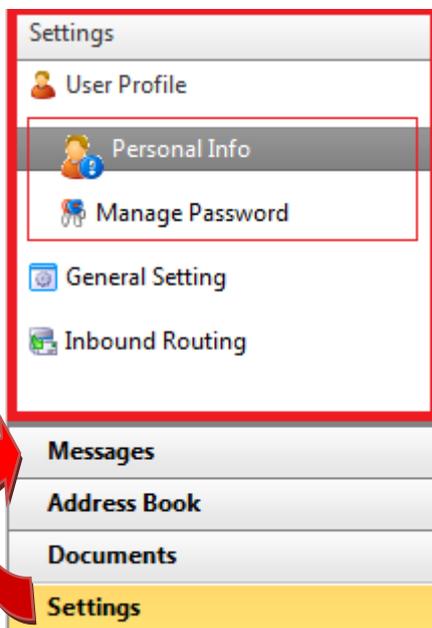
Manage Password

Change your password regularly from this location.

General Settings

Enter your physical address. If you are an employee, enter your company's name and address. Include your language and time zone. Define you default notification settings and if a cover page should be attached along with your fax transmission.

Click **Settings** in the **Navigation Pane** to configure your User Profile.



FaxCore allows us to define the following when establishing our profile.

Click each link, one at a time and make the applicable entries.

Personal Info (and Addresses)

This section contains your user name and contact information.

Manage Password

Change your password regularly from this location.

General Settings

Enter your physical address. If you are an employee, enter your company's name and address. Include your language and time zone. Define you default notification settings and if a cover page should be attached along with your fax transmission.

Figure 2 - Settings - User Profile Configuration

Refer to the following for additional details.

Personal Information and Addresses

This information is about you, the registered FaxCore User. The information entered becomes the default information required when sending a transmission to a recipient.

1. Click  to access the **Personal Information** screen.

Note: User Name (User Account Name)

No changes may be made to the User Name field.

2. Press [**Tab**] to move from one field to the next.
Enter and/or change all applicable information.
3. Click to update your profile.

Refer to the following example.

The following shows the current information contained in each field.

Personal Information Save Refresh

User Name: RTONG
 Display Name: Raymond Tong
 First Name: Raymond
 Middle Name:
 Last Name: Tong
 Prefer Address Type: EMAIL

Addresses Add Address

<input type="checkbox"/>	<input type="checkbox"/>	NOR	NOS	Primary	Address Type	Address
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Email	rtong@faxcore.com

Figure 3 - Personal Information

Next, notice the changes that this particular user has made to her personal information.

Personal Information Save Refresh

The User has changed his Display Name, Last Name and add a Address. In Addition the send and receive notification have enable

User Name: RTONG
 Display Name: Raymond Tong Min Tat
 First Name: Raymond
 Middle Name:
 Last Name: Tong Min Tat
 Prefer Address Type: EMAIL

Addresses Add Address

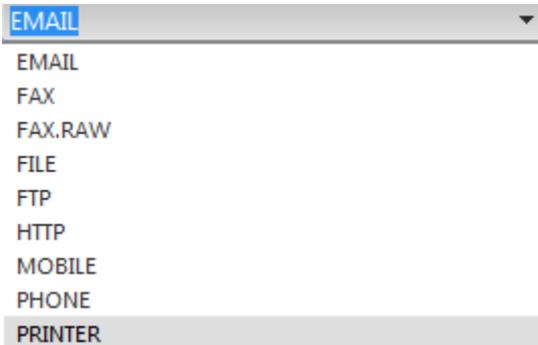
<input type="checkbox"/>	<input type="checkbox"/>	NOR	NOS	Primary	Address Type	Address
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Email	rtong@faxcore.com
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Email	Dfong@faxcore.com

Figure 4 - Personal Information and Addresses with Changes

Address Types other than EMAIL exist. The previous screen shows that when EMAIL type is selected, the Address field below it is prepared to accept an email address. However, if another Address Type is selected, the field prepares accordingly.

The following changes may or may not be necessary.

1. Click  to see the various Address Types.
2. Select the required Address Type.



Although being notified via EMAIL when a fax transmission is sent or received is set as the default, you may prefer a copy of your fax delivered to FTP or HTTP location.

Figure 5 - Address Types for Notification

The most common methods of notification are by **Email**, **HTTP**, and **FTP**. When being notified via Email the **Addresses** section appears as follows. Notice the **NOR** (notification of receipt) and **NOS** (notification of send) at the base of the section. Notifications will be sent via **Email**.

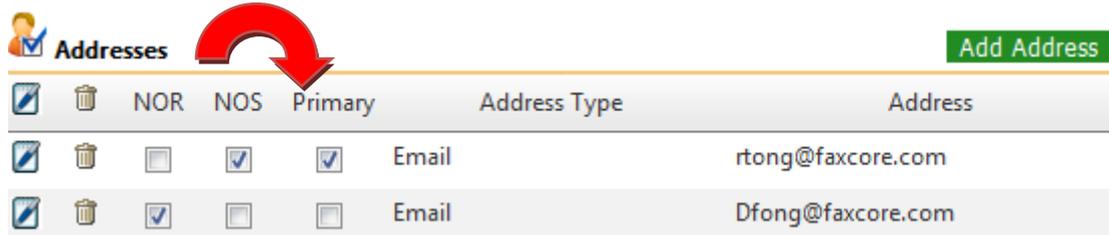


Figure 6 - Notification via Email (NOR and NOS are Enabled)

Note: More Detail on Notifications (NOR and NOS)

- A TIF email notification will be sent to mailbox Dfong@faxcore.com when receiving a fax.
- A PDF email notification will be sent to mailbox Rtong@faxcore.com when sending a fax.

Ensure notification settings are defined in **General Settings**.

The screenshot shows the 'Address Dialog' window with the following settings:

- Address Type: EMAIL
- Address: Dfong@faxcore.com
- Format: TIF
- include address in receive notification
- include address in send notification

The 'Format' dropdown and the two checkboxes are highlighted with a red box.

The screenshot shows the 'Address Dialog' window with the following settings:

- Address Type: EMAIL
- Address: rtong@faxcore.com
- Format: PDF
- include address in receive notification
- include address in send notification

The 'Format' dropdown and the two checkboxes are highlighted with a red box.

Figure 7 - Additional Notification of Receipt and Notification of Sent Settings

The address entered can be notified when transmissions are received and/or when transmissions are sent.

You may choose to receive your notification in one of two file formats. Both are imaged; this means that the text and/or graphics contained in the file cannot be selected. As a result, no ability to copy and paste the content exists. The text cannot be extracted; it is a graphic.

3. Click  and select the appropriate file format for your notifications. The first is the default file format.

- Portable Document Format (PDF)
- Tagged Image File Format (abbreviated TIFF or TIF)

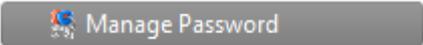


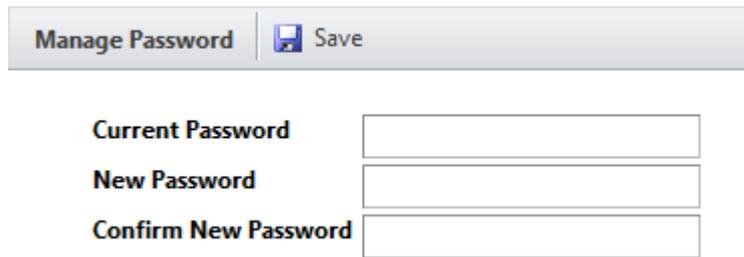
Figure 8 - Notifications May Be Received in One of Two File Formats

Note: Save Changes

Remember to click  Save to save any changes and update your profile.

Manage Password

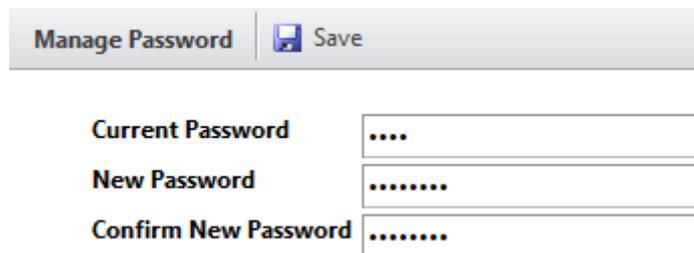
1. Click  to arrive at the following screen. From this location, you may change your password.



The screenshot shows a web interface for managing a password. At the top, there is a horizontal bar with the text "Manage Password" and a "Save" button with a floppy disk icon. Below this bar, there are three vertically stacked input fields. The first field is labeled "Current Password", the second is labeled "New Password", and the third is labeled "Confirm New Password". All three input fields are currently empty.

Figure 9 - Manage Password - Preparing to Change Password

2. Click in the **Current Password** field and enter the password used to login to FaxCore.
3. Press [**Tab**] to move the next field.
4. Enter your new password and press [**Tab**].
5. Re-enter your new password.



This screenshot shows the same "Manage Password" form as Figure 9, but now the input fields contain password entries. The "Current Password" field contains four dots (****). The "New Password" field contains seven dots (*****). The "Confirm New Password" field also contains seven dots (*****). The "Save" button remains visible at the top right.

Figure 10 - Manage Password - Changing Password Entries

6. Click  to update your password.

General Settings

To define **Company**, **Regional & Language**, **Notification**, and **Default Send Attachment (Cover Page)** settings, follow the steps below.

1. Click  **General Setting** to arrive at the following screen.
Begin with the **Company Settings** section.
2. Press **[Tab]** to move from one field to the next.
Enter the address of your company or organization.
The example that follows shows the physical address for FaxCore, Inc.

The information entered here is used as the default information when sending a transmission.



Company Settings

Company Name	FaxCore, Inc
Street 1	Suite 207
Street 2	19590 E. Main Street
Street 3	
City	Parker
State/Region	CO
Postal	80138
Country	United States

Figure 11 - General Settings - Company Settings

3. Click  **Save** to update your profile.
Continue to the **Regional & Language Settings** section.
4. Click  and select the **Regional & Language Settings**.
5. Click  and select the appropriate **Date** and **Time** formats.
6. Click  to select the appropriate **Time Zone**.



Regional & Language Settings

Language/Culture	English(United States)
Date Format	YYYY-DD-MM
Time Format	02:10:15 p
Time Zone	(GMT-07:00) Mountain Time(US & Canada)

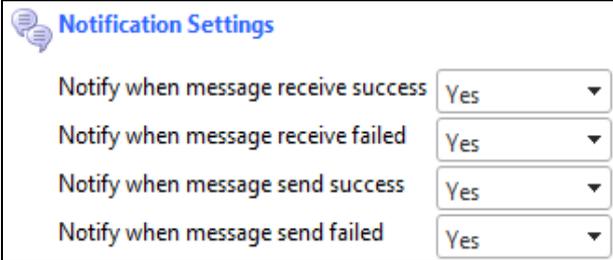
Figure 12 - General Settings - Regional & Language Settings

7. Click  **Save** to update your profile.

Continue to the **Notifications Settings** section.

8. Click to place a check mark in the appropriate check boxes.

Keep in mind you are defining default settings. Defaults settings are those settings you would like to have applied most often to a transmission received or sent.



Notification Settings

Notify when message receive success	Yes
Notify when message receive failed	Yes
Notify when message send success	Yes
Notify when message send failed	Yes

Figure 13 - General Settings - Notification Settings

9. Click  Save to save changes and update your profile.

Continue to the **Default Send Attachment (Cover Page)** section.

By default a cover page is sent with each fax transmission. You may or may not require a cover page at your organization. If a cover page is required, do nothing.

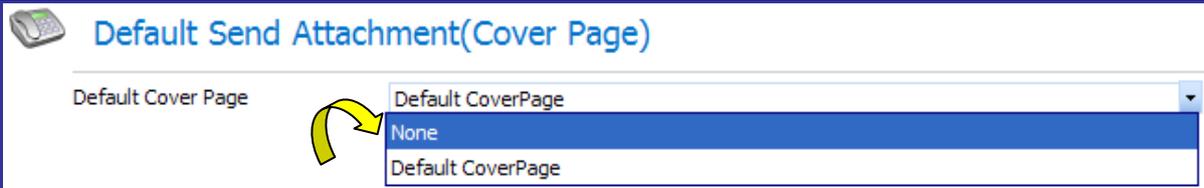


Default Send Attachment(Cover Page)

Default Cover Page

Figure 14 - General Settings - Default Send Attachment (Cover Page)

10. If no cover page is necessary, click  to produce the dropdown menu and select **None** above **Default Cover Page** in the dropdown.



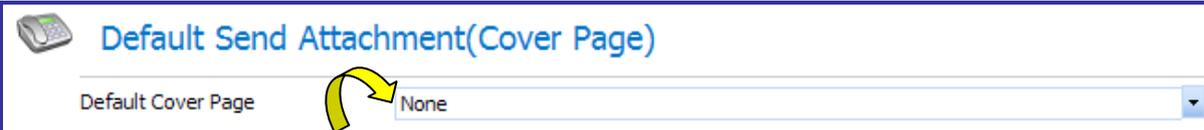
Default Send Attachment(Cover Page)

Default Cover Page

- None
- Default CoverPage

Figure 15 - General Settings - Default Send Attachment – No Cover Page Necessary

If no cover page is necessary, this field shows as follows.



Default Send Attachment(Cover Page)

Default Cover Page

Figure 16 - General Settings - Default Send Attachment - Cover Page Field Empty

11. Click  Save to update your profile.

Your User Profile has been defined. Please, feel free to edit your profile at any time.

Messages

Simply Send

1. Click **Messages** in the **Navigation Pane** if not already selected.
2. Click **New** to open a **New Message** window.
The **Sender Profile** section automatically populates with your name and the name of your company.
3. Enter the **Subject** and any applicable **Notes**.
Press the [Tab] key to move from one field to the next.
4. Enter the recipient's **Name** and **Fax #**.
When entering the **FAX #**, include the area code. No need exists for spaces, dashes, or parenthesis.
These fields are bolded to show they are required.

The screenshot shows the 'New Message' window. At the top, there are 'New Message' and 'Send' buttons. Below this, the 'Sender Profile' section has 'From' (Raymond Tong) and 'Company' (FaxCore, Inc) fields. The 'Message Info' section has 'Subject' (Sample Documentation) and 'Notes' (This is a sample of user guide) fields, and a 'Priority' dropdown set to 'Lowest'. To the right is the 'Tracking Info' section with a 'Tracking No.' field. Below these is the 'Recipients' section, which has tabs for 'Recipients', 'Documents', and 'Options'. Under 'Recipients', there are 'Add Generic', 'Add Contact', and 'Add User' buttons. A table shows columns for 'NS', 'NE', 'Name', 'Company', 'Delivery Address', and 'Notify Address', with the text 'No records to display.' below it. A 'Generic Recipient' form is open, with fields for 'Name' (Dennis Fong), 'Company' (ABC Consulting), 'Delivery' (FAX), 'Fax #' (+1 720 5511223), and 'Notify Email' (dfong@abc.com). The 'Fax #' field is highlighted with a red box.

Figure 17 - New Message Window

Note: The default delivery method for each transmission is FAX.

FAX
FAX.RAW
EMAIL
FTP
FILE
HTTP
PRINTER
FAX

Although the method of delivery is, by default, FAX, feel free to choose a different method when appropriate.

- Click **Add Generic**.

The recipient's name shows in the **Recipients** section.

✘	NS	NE	Name	Company	Delivery Address	Notify Address
✘	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Dennis Fong	ABC Consulting	+1 (720) 55	dfong@abc.com

Figure 18 - New Message: Recipients (to Receive Transmission)

Additional recipients may receive the same message.

- Enter the next recipient's information.

Recipients
Documents
Options

Add Generic
Add Contact
Add User

Generic Recipient

Name

Company

Delivery

Fax # +

Notify Email

Figure 19 - New Message: Another Recipient Receives the Same FAX

- Click **Add Generic**.

The names of both recipients show.

✘	NS	NE	Name	Company	Delivery Address	Notify Address
✘	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Dennis Fong	ABC Consulting	+1 (720) 55	dfong@abc.com
✘	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Jeremy Tan	ABC Consulting	+1 (720) 55	Jtan@abc.com

Figure 20 - New Message: Multiple Recipients Receive the FAX

- Click the **Documents** tab.

Recipients
Documents
Options

Attach Document

[-] Documents

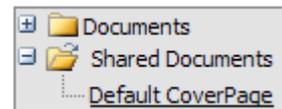
- [+] Default
- [+] Shared Documents

Figure 21 - New Message: Documents Tab

Documents that reside in the following locations may be attached to a message and be transmitted along with it.

- FaxCore personal folders (+ Documents, initially only the **Default** folder resides in this location)
 - Shared (public) folder (+ Shared Documents)
 - Your computer's local drives or the network drives to which you have access
9. Click + to the left of the **Shared Documents folder**.
 The + becomes a - once the folder is opened.
 The list of documents uploaded by the system administrator displays.

Examples of shared documents may include the fax cover page, company brochures, price lists, contracts, and other documentation available within an organization.



The **Default Cover Page will be transmitted along with your message** and any other attachments selected.

To remove the Default Cover Page so it is not included along with this particular message click ✕.

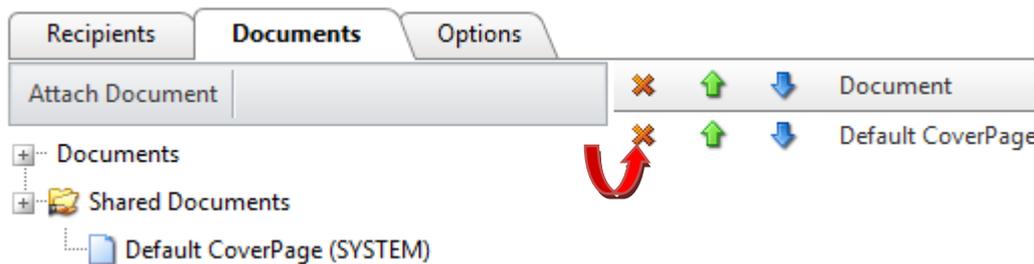


Figure 22 - New Message: Documents Tab - Default Cover Page Attached

To attach a document from the local or network drive, complete the following steps.

10. Click **Attach Document** to locate the document(s) to attach.

The **Attach Documents** dialog box shows.

Select a document from the local hard drive, network drive, or personal FaxCore folder to attach and transmit along with the fax.

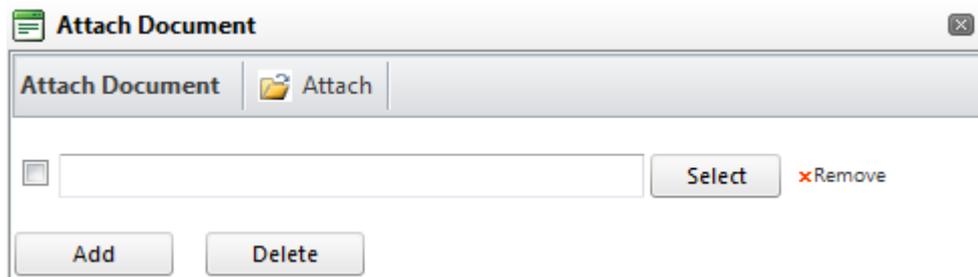
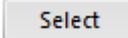


Figure 23 - New Message: Attach Documents Dialog Box

11. Click  .
The **Choose File** dialog box opens.
Locate the folder that contains the document(s) to attach to the message.
12. Click the name of the file to attach.

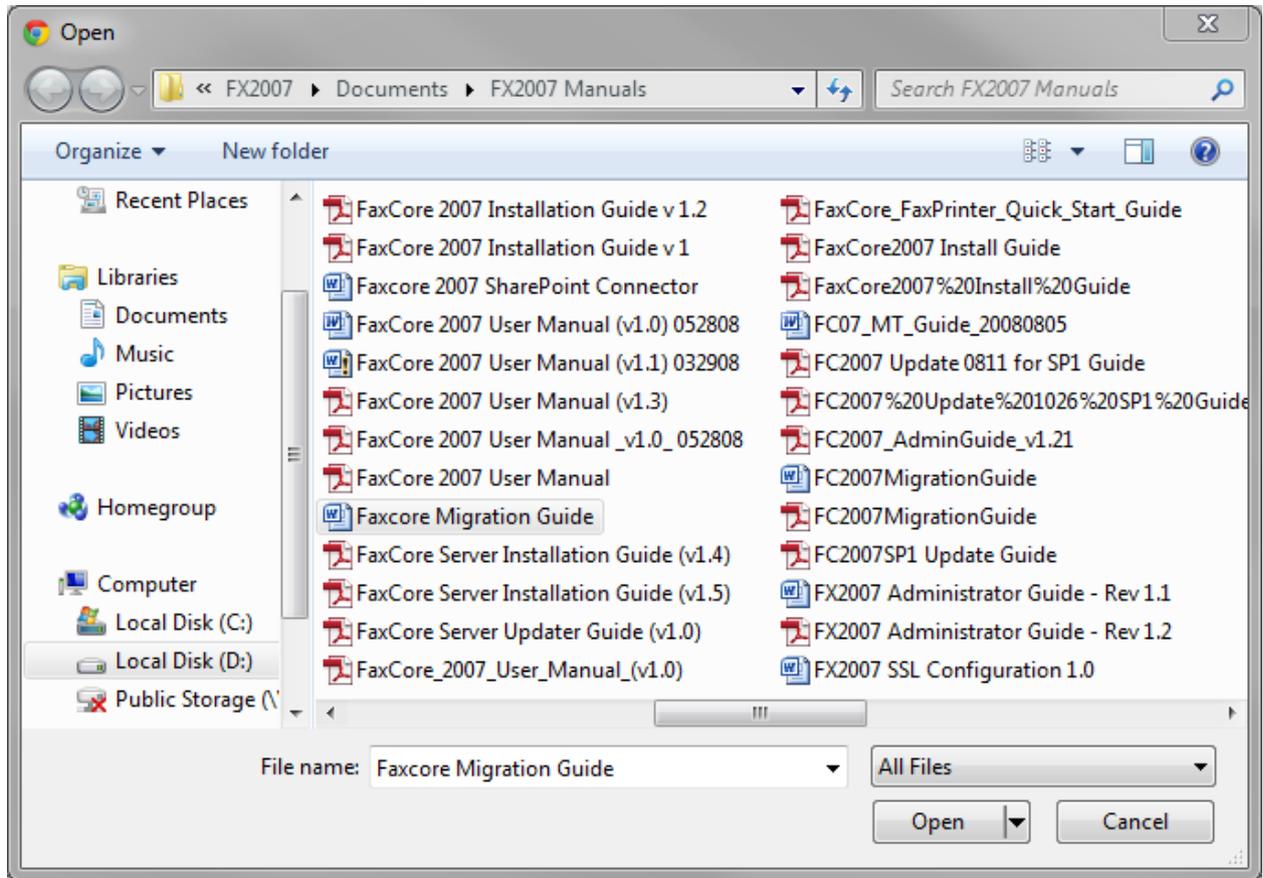
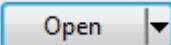
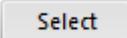


Figure 24 - New Message: Choose File to Attach (Local Hard Drive)

13. Click  .
The name of the file selected and its location show to the left of  .

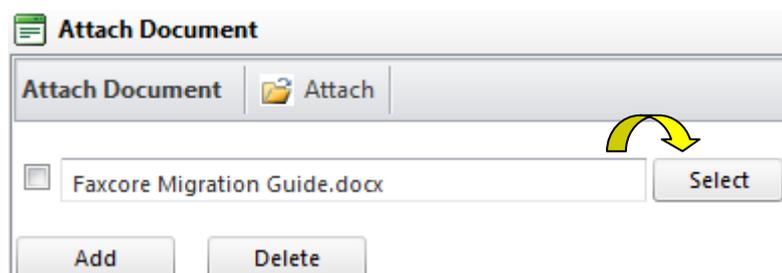
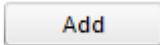
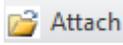


Figure 25 - New Message: Attach Documents Dialog Box with Selection

14. Click  to browse for an additional document to attach, if necessary.
15. Click  once all attachments have been selected.

The **Attach Documents** dialog box closes and the **New Message** screen appears. The selected attachments list to the right of the **Documents** tab. An example follows.

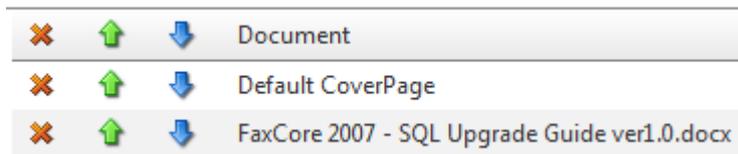
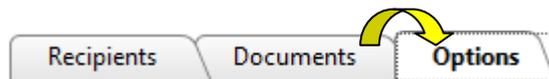


Figure 26 - New Message: Attachments List to the Right of Documents Tab

16. Click the **Options** tab.
Select those settings that apply to each fax or use the defaults defined.



Notification Options, the ability to set a priority, and add a billing code become available. You may request notification on successful transmission of the fax or upon its failure to transmit; you may select both options, if you prefer.

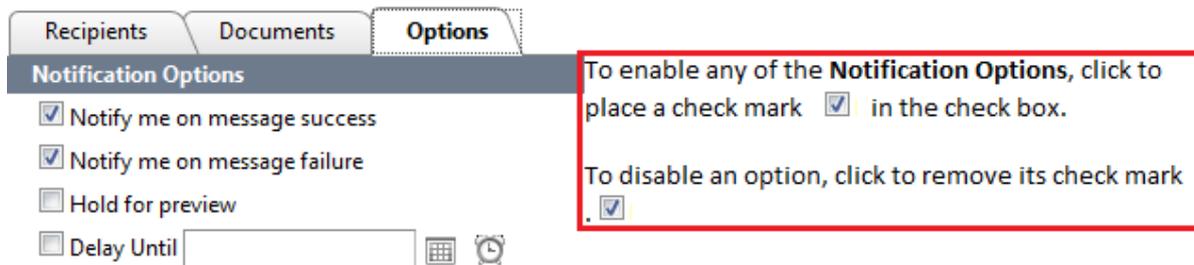


Figure 27 - New Message: Options Available When Sending a Fax

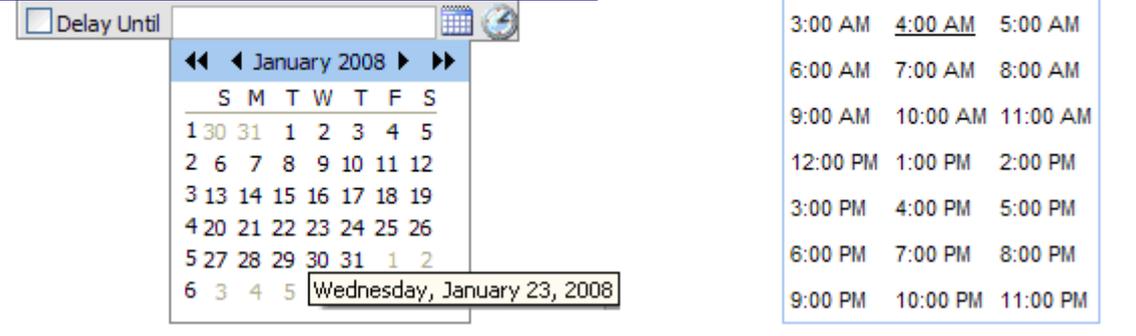
Refer to the following note, [Note: Faxes Held for Preview or Scheduled to be sent at a Future Date](#).

Note: Faxes Held for Preview or Scheduled to be sent at a Future Date

The fax may be placed on hold (Hold for preview) in the event the sender or another individual must preview it before it is sent. It remains in the sender's Outbox until released.

Faxes may also be stored in a queue and scheduled to be transmitted to recipients at a future date () and/or time (). (Delay Until  )

Click to select the date and time the fax should be transmitted.



Note: To Enable or Disable Notification Options

To enable any of the **Notification Options**, click to place a check mark in the check box.

To disable an option, click to remove its check mark, .

Let us set the following.

- 17. Click to enable the following two **Notification Options**.

We would like to be notified whether a message is successfully or unsuccessfully transmitted.

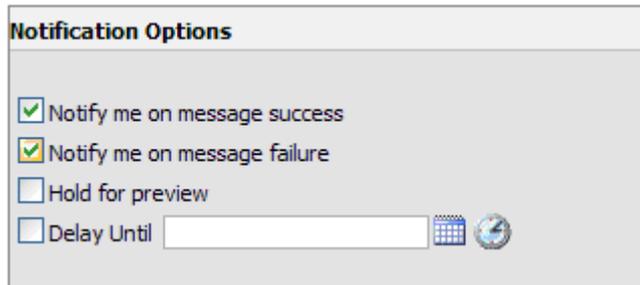


Figure 28 - An Example of Notification Options Selected

- 18. Click  to the right of **Importance** to display the **Priority** settings available.

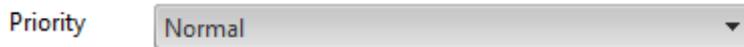
The default **Priority** setting is ^{Priority} .

Choose the setting which best applies to this particular fax transmission.



Figure 29 - Priority Settings

Perhaps **Normal** is most appropriate for this transmission.



19. Enter a **Billing Code**, if applicable.
This is an optional field used for billing purposes.

It may consist of a combination of numbers and letters.



Figure 30 - Billing Code

Such as **Billing Code**

20. Make an entry in the **Tracking No.** field, if necessary.

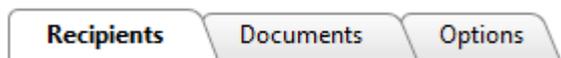


Figure 31 - Tracking Field

Note: Billing Code and Tracking No. Fields

The Tracking No. field may be customized by your administrator.
The Tracking No. field could work in conjunction with the Billing Code field. For example, a series of internal billing codes could be established and assigned to a group or an individual. Since the same billing code would apply to an individual regardless of the message sent or received, it becomes easier to track those messages.

21. Click the **Recipients** tab and confirm all recipients are listed.



22. Click **Send** once all recipients have been listed and the appropriate options are set.

The fax is transmitted to those on your distribution list.

As we prepared to send this particular fax, we asked to be notified when the fax was successfully transmitted or if the transmission failed.

Each recipient or an alternate will be notified via email that the fax has been transmitted.



Figure 32 - Message Banner Advises the Fax is Sent

Upon clicking **Send**, this Windows Internet Explorer message advises us that the fax has been sent; each transmission is assigned a message number.

The **New Message** window closes and the primary window showing our **Inbox** appears in the foreground.

Now that you can see how easy it is to send a transmission, whether as a fax or in another form, suppose we discuss the various folders that show on the primary screen.

It is important to know the purpose of each folder and why a certain message appears in one folder and not another.

All the folders that show to the right, with the exception of New Folder, exist by default.



Figure 33 - Folders that Store Transmissions

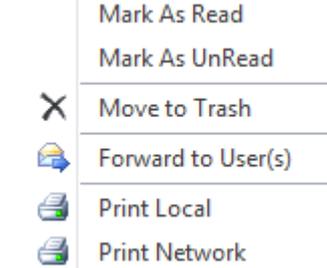
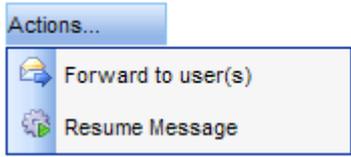
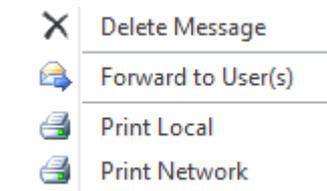
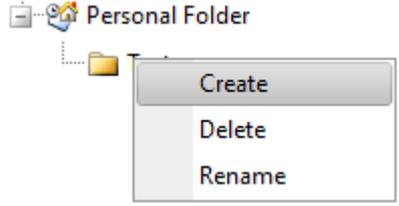
The following table introduces the various folders that show above. The table explains the purpose of each folder and the actions that can be taken with the messages that reside in it.

Refer to [What Happened to My Fax?](#)

What Happened to My Fax? An Intro to Message Folders

Each transmission, whether sent by you or received by you is stored in a specific folder dedicated to that type of transmission.

<u>Where is my Fax?</u>	<u>What can I do with this fax?</u>
<p>Transmissions you receive from others reside in your  Inbox.</p> <p>Transmissions assigned (delegated) to you by others also reside in this folder.</p>	<ul style="list-style-type: none"> Mark As Read Mark As UnRead <hr/>  Move to Trash <hr/>  Forward to User(s) <hr/>  Print Local  Print Network
<p>Faxes in the  Outbox are waiting to be sent. They may have been scheduled to be sent on another day or at another time.</p> <p>These transmissions will be moved to the  Sent folder once they are processed.</p>	<ul style="list-style-type: none"> Mark As Read Mark As UnRead <hr/>  Forward to User(s) <hr/>  Cancel Message  Pause Message  Resume Message <hr/>  Print Local  Print Network
<p>Faxes in the  Sent folder are fax transmissions you sent to others.</p> <p>All completed transmissions, even those that failed are stored in this folder.</p>	<ul style="list-style-type: none"> Mark As Read Mark As UnRead <hr/>  Move to Trash <hr/>  Forward to User(s) <hr/>  Resend Message  Retry Failed Deliveries <hr/>  Print Local  Print Network
<p>Faxes not successfully transmitted are moved to the  Failed folder.</p> <p>These same transmissions appear in the  Sent folder.</p>	<ul style="list-style-type: none"> Mark As Read Mark As UnRead <hr/>  Move to Trash <hr/>  Forward to User(s) <hr/>  Retry Failed Deliveries <hr/>  Print Local  Print Network

<u>Where is my Fax?</u>	<u>What can I do with this fax?</u>
<p>Only transmissions that were cancelled list in the  Cancelled folder.</p> <p>A copy of each is stored in the  Sent folder.</p>	 <ul style="list-style-type: none"> Mark As Read Mark As UnRead <hr/>  Move to Trash <hr/>  Forward to User(s) <hr/>  Print Local  Print Network
<p>Faxes in the  Hold folder are incomplete and not yet ready to send.</p> <p>They may be on hold for previewing. Once sent, they will be removed from this folder.</p>	 <p>Actions...</p> <ul style="list-style-type: none">  Forward to user(s)  Resume Message
<p>Faxes in the  Trash are expected to be permanently removed eventually. However, they may be restored if not yet permanently deleted.</p>	 <ul style="list-style-type: none"> <hr/>  Delete Message <hr/>  Forward to User(s) <hr/>  Print Local  Print Network
<p>The  Personal Folder may house other folders you create to keep transmissions organized.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: These items will be deleted when messages are purged by the system. The system administrator sets the purge rules.</p> </div>	 <p> Personal Folder</p> <ul style="list-style-type: none">  Create Delete Rename

Now that you are familiar with the various folders and what they do, it is time to revisit the following three.

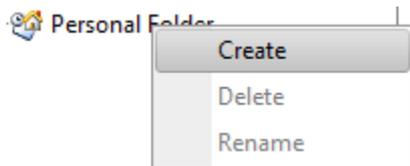
- Personal folder
- Sent folder
- Failed folder

The Personal Folder

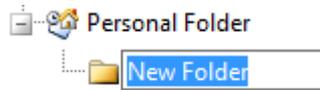
These folders are used to store messages in a folder structure that you establish. Multiple personal folders may be created and as a result, you may organize your messages as you choose.

To add a new personal folder, perform the following steps.

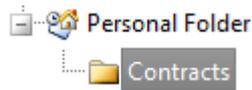
1. Click **Messages** in the **Navigation Pane**, if not already selected.
2. Click  **Personal Folder**.
3. Right-click  **Personal Folder** and choose  from the dropdown menu as shown to the bottom.



The following shows.



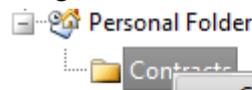
4. Type the name of the new folder and press the **[Enter]** key.



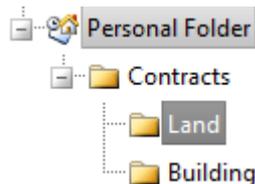
Additional folders may be added at the same level as our **Contracts** folder. Other folders may be added that are nested within **Contracts**.

To add another folder at the same level as **Contracts**, right-click  **Personal Folder** and choose . Assign a name to the new folder.

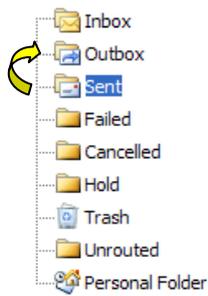
To add a nested folder inside **Contracts**, right-click **Contracts** and choose . Assign a name to the new folder.



Feel free to organize your folders and messages any way that is logical and convenient for you.



The Sent Folder

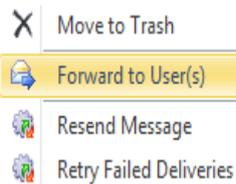


Click **Sent** in the **Folder List** to see the fax transmissions you initiated.

An example of faxes sent show below.

Sent (6) New Actions Move Refresh 5 minutes											
					Date	MsgNo	Recipient	Pages	Tracking	Subject	Status
					2011-12-22 12:5	10018	test [+1]	1		test	Completed
					2011-12-22 12:46:3	10017	test [+1]	1		test	Completed

Figure 34 - Transmission Sent



One of four actions may be performed on the transmissions stored in this folder. The transmission may be tagged for deletion, forwarded delegated to other users, or another attempt may be made to send the transmission which was not successfully sent the first time.

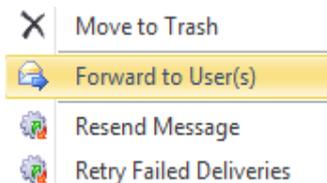
The Failed Folder

Click **Failed** to show transmission attempts that were unsuccessful.

Failed (320) New Actions Move Refresh 5 minutes										
					Date	MsgNo	Recipient	Pages	Trackin	Subject
					2011-12-08 06:5	229973	at [\\atan\fxc3	1	eeee	No subject
					2011-12-08 05:5	229972	200 [200]	1	eeee	tses
					2011-12-08 04:3	229947	Ainne Tan [Air	1	eeee	No subject

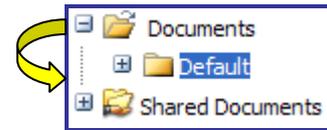
Figure 35 - Transmission Attempted and Failed

The following actions may be performed on faxes that reside in **Failed**. These are the same actions that may be performed on messages in **Sent**.



Documents

1. Click **Documents** on the **Navigation Pane**.
Document folders show above the **Navigation Pane**.



The **Default** window shows to the right of the **Navigation Pane**.



Figure 36 - Documents - Default Folder

2. Click **New** to add a new document to the folder.
The **Create Document – Document Information** dialog box appears.

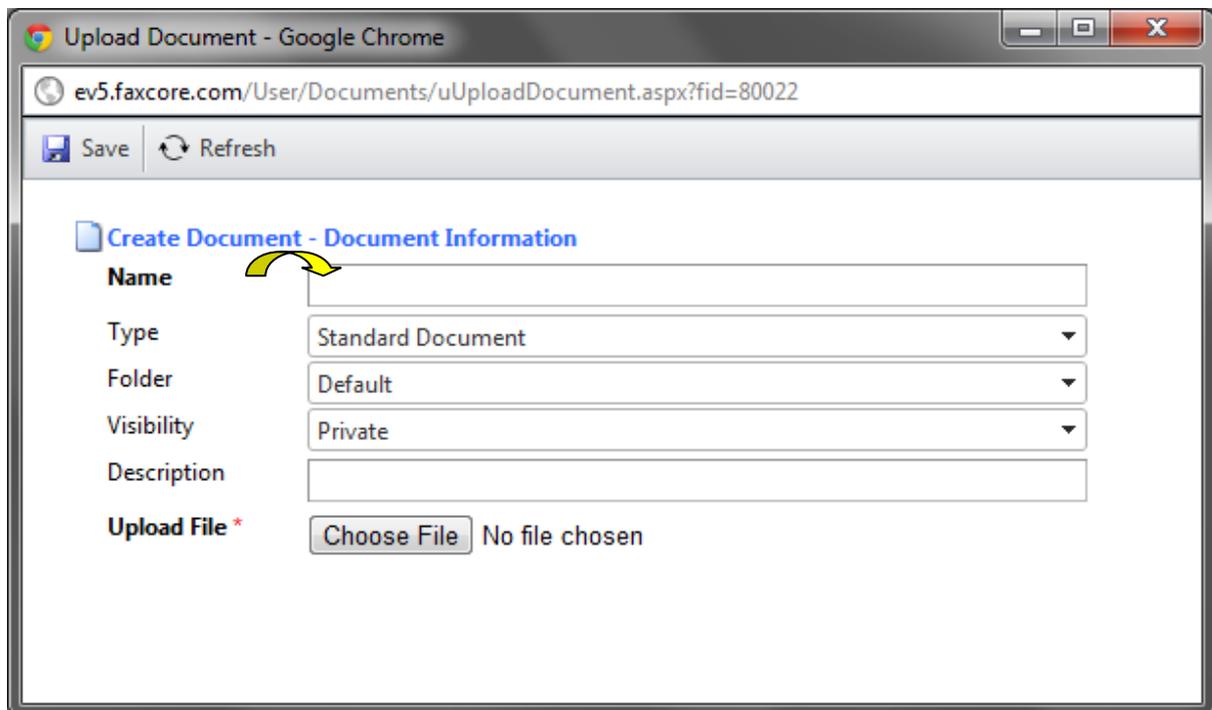


Figure 37 - Create Document - Document Information Dialog Box

3. Enter the name of the file to upload in the **Name** field.
4. Enter a file **Description**, if applicable.
5. Click **Choose File**.
The **Choose File** dialog box opens.
Locate the folder that contains the document(s) to attach to the message.
6. Click the name of the file to be attached.

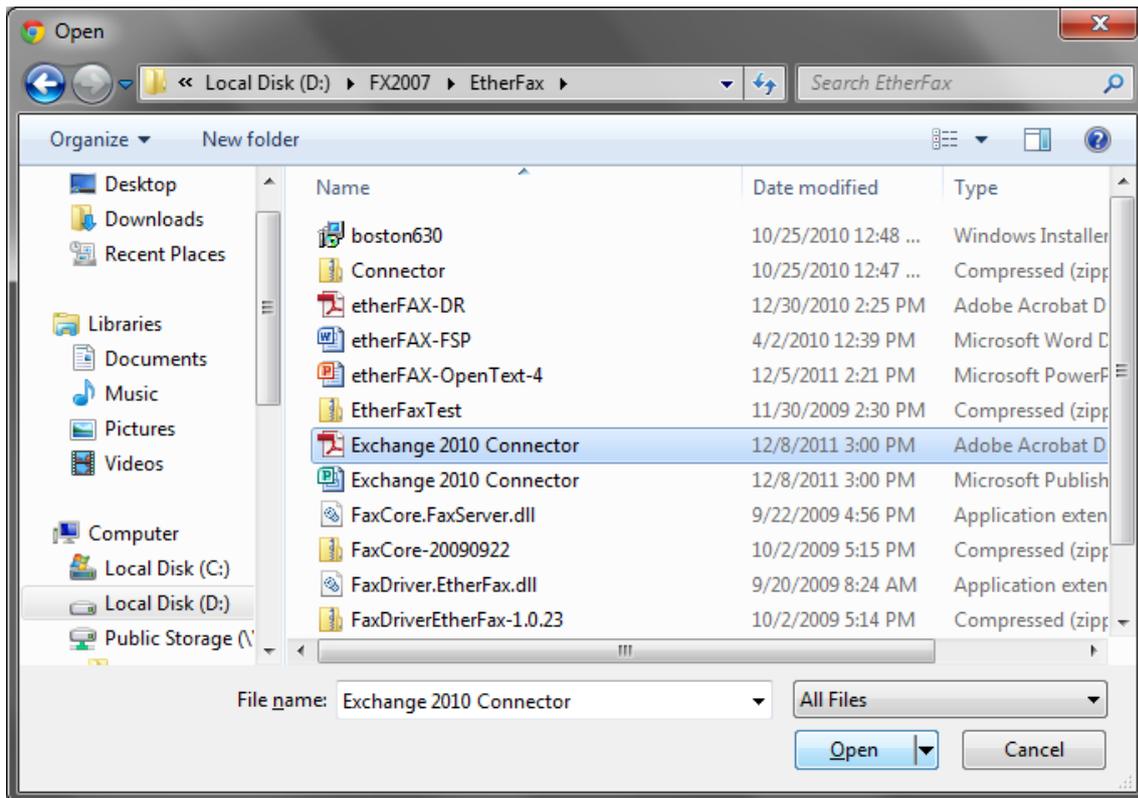


Figure 38 - Choose File to Upload

7. Click .

The name of the file selected and its location (path) show to the left of in the **Upload File** field.

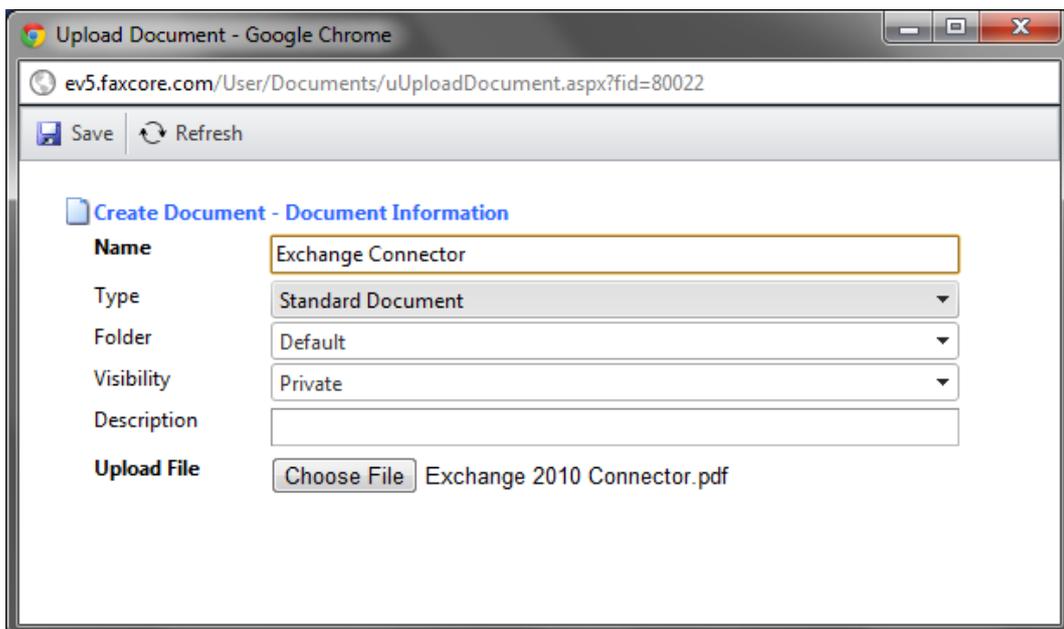


Figure 39 - Create Document - Document Information Dialog Box - File Selected to Upload

- Click  **Save**.
- The **Create Document - Document Information** dialog box closes.

A copy of the document is saved to the **Default** folder since that is the folder selected in the **Create Document - Document Information** dialog box. The file also resides in its original location; it was only a copy of the file that was uploaded.

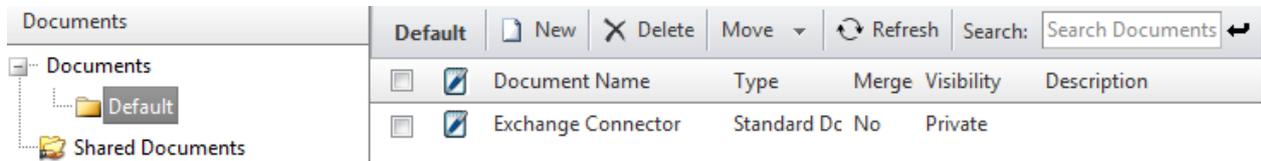


Figure 40 - Document is Uploaded to the Default Document Folder

Additional folders, aside from **Default**, may be nested in the **Documents** folder.

Any document contained in the **Default** folder, **Shared Documents** folder, or other folders added by the user, may be attached to any message.

New Message with Attachment Uploaded to Documents Folder

When creating a new message, complete the following step to add an attachment from one or more of these folders.

- Click **Messages** in the **Navigation Pane** if not already selected.
- Click  **New** to open a **New Message** window.
The **Sender Profile** section automatically populates with your name and the name of your company.
- Enter the **Subject** and any applicable **Notes**.
Press the [Tab] key to move from one field to the next.
- Enter the recipient's **Name** and **Fax #**.
When entering the **FAX #**, include the area code. No need exists for spaces, dashes, or parenthesis.
These fields are bolded to show they are required.
- Click **Add Generic**.
The recipient's name shows in the **Recipients** section.
- Click the **Documents** tab.

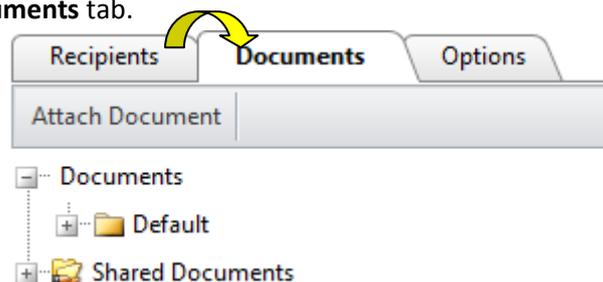
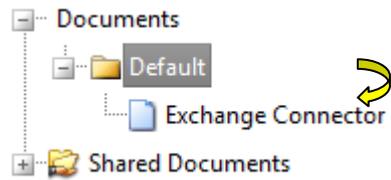


Figure 41 - New Message: Document Tab

- Click  to the left of the **Documents** folder to display the **Default** folder nested within it. If the **Default** folder is visible, click the  to its left. The  becomes a  once the folder is opened.

A list of documents uploaded to this folder displays. In this example, only one file has been uploaded; the **Rules and Regulations** file resides in the **Default** folder.



Documents often attached to messages may be organized in a collection of folders.

- Double-click the name of the file to attach to the message. In this example, only the one file is available.

The name of the file shows to the right of the **Documents** tab along with the **Default Cover Page** that it is provided.

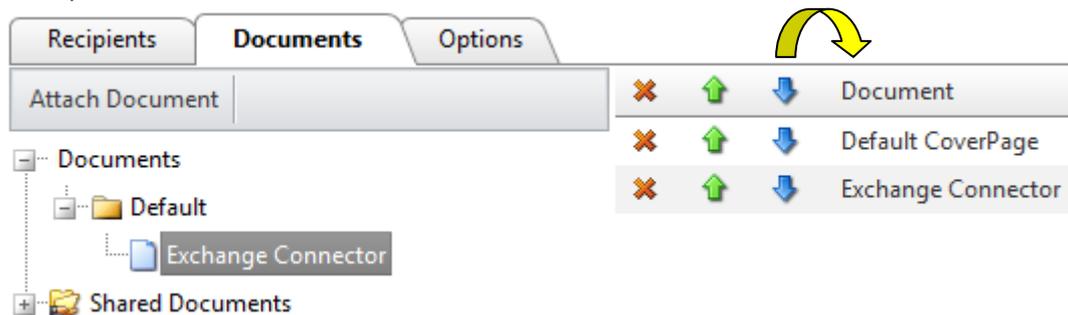


Figure 42 - An Uploaded Document is Attached

- Click the **Options** tab. Select the settings that apply to each fax or use the defaults defined. Notification Options, the ability to set a priority, and add a billing code become available. You may request notification on the successful transmission of the fax or upon its failure to transmit; you may select both options, if you choose.
- Click  once all recipients have been listed, documents attached, and the appropriate options are set.

Message 10021 created.

Upon clicking , a message box advises us that the fax has been sent; each transmission is assigned a message number.

Figure 43 - Message Box Advises the Fax is Sent

Use the FaxCore IP Fax Printer to Quickly Distribute Documents

Once the FaxCore IP Fax Printer driver has been installed, you may print to it from within any application that allows printing. This means that any document (file) currently being worked may be distributed to recipients. It could be a Microsoft Word, Excel, PowerPoint, or Visio file. Actually, any application that offers the ability to print from it is a good candidate.

The following is an example from within MS Word.

1. From the **File** menu choose **Print**.
The **Print** dialog box shows.



2. Click  to the right of the printer name currently showing.
3. Select **FaxCore IP Fax Printer** from the dropdown as shown below.

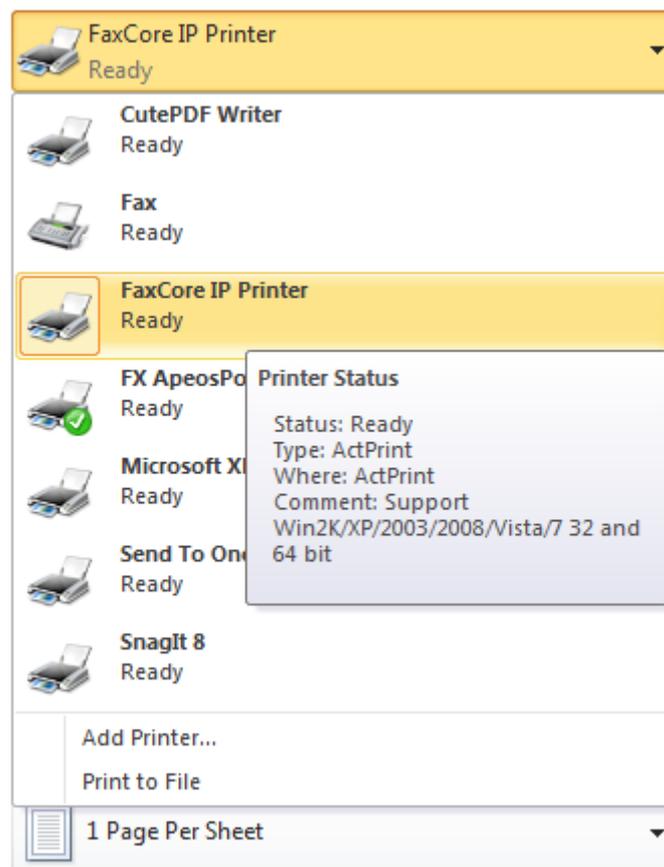


Figure 43 - Printer Dialog Box with FaxCore IP Fax Printer Listed

The **FaxCore IP Fax Printer** is selected.

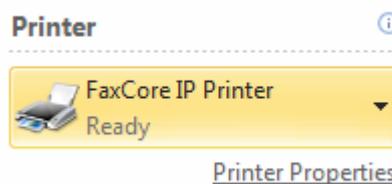
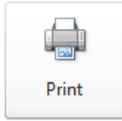
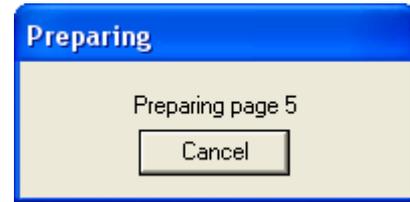


Figure 44 - Printer Dialog Box with FaxCore IP Fax Printer Selected



4. Click **Print** to close the **Print** dialog box and print using the selected print driver.

The document is preparing to print, but not to the local printer next to your desk or to the network printer in the workroom. Instead it is preparing to print using the **FaxCore IP Fax Printer driver**. This means it is preparing the file to be distributed to the list of recipients you select.



Once the **Preparing** message process is complete, the **FaxCore Client Login** screen appears.

5. Enter your **FaxCore Username** and **Password**.
An example follows.

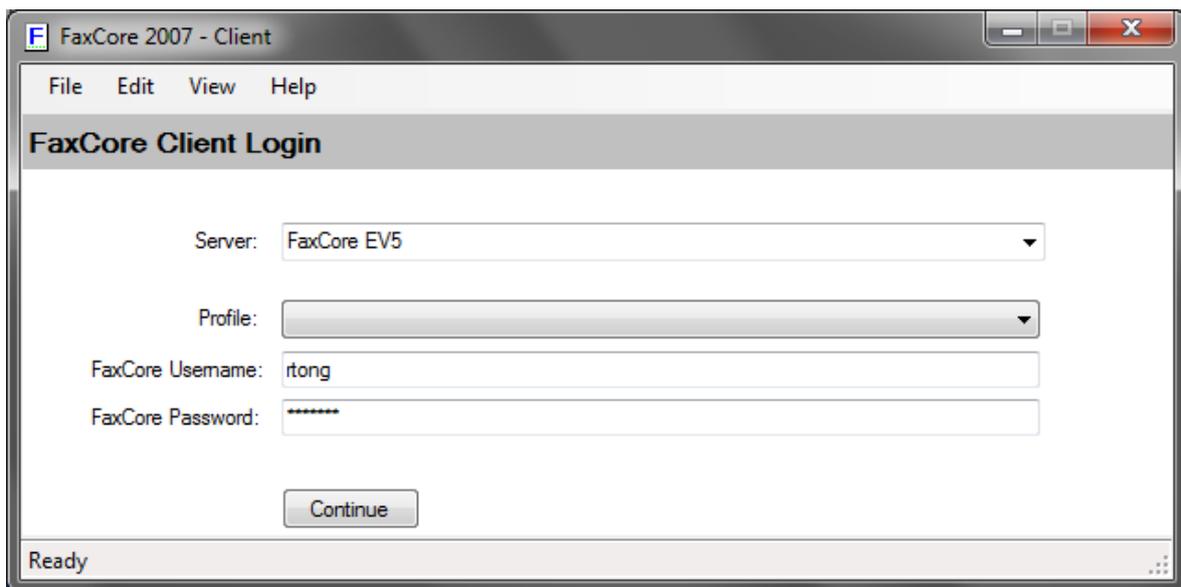


Figure 45 - FaxCore Client Login Screen

6. Click **Continue** to close the **FaxCore 2007 – Client** dialog box and proceed.
7. Complete the necessary **Message** fields.
Notice the first page of the document shows in the **Document Preview** area of the **FaxCore 2007 – Client**.
A **Billing Code** may be entered, if applicable.
A **Delivery** type other than **Immediate** may be selected.
The **Cover Page** will be provided by default; however, it may be disabled when necessary.

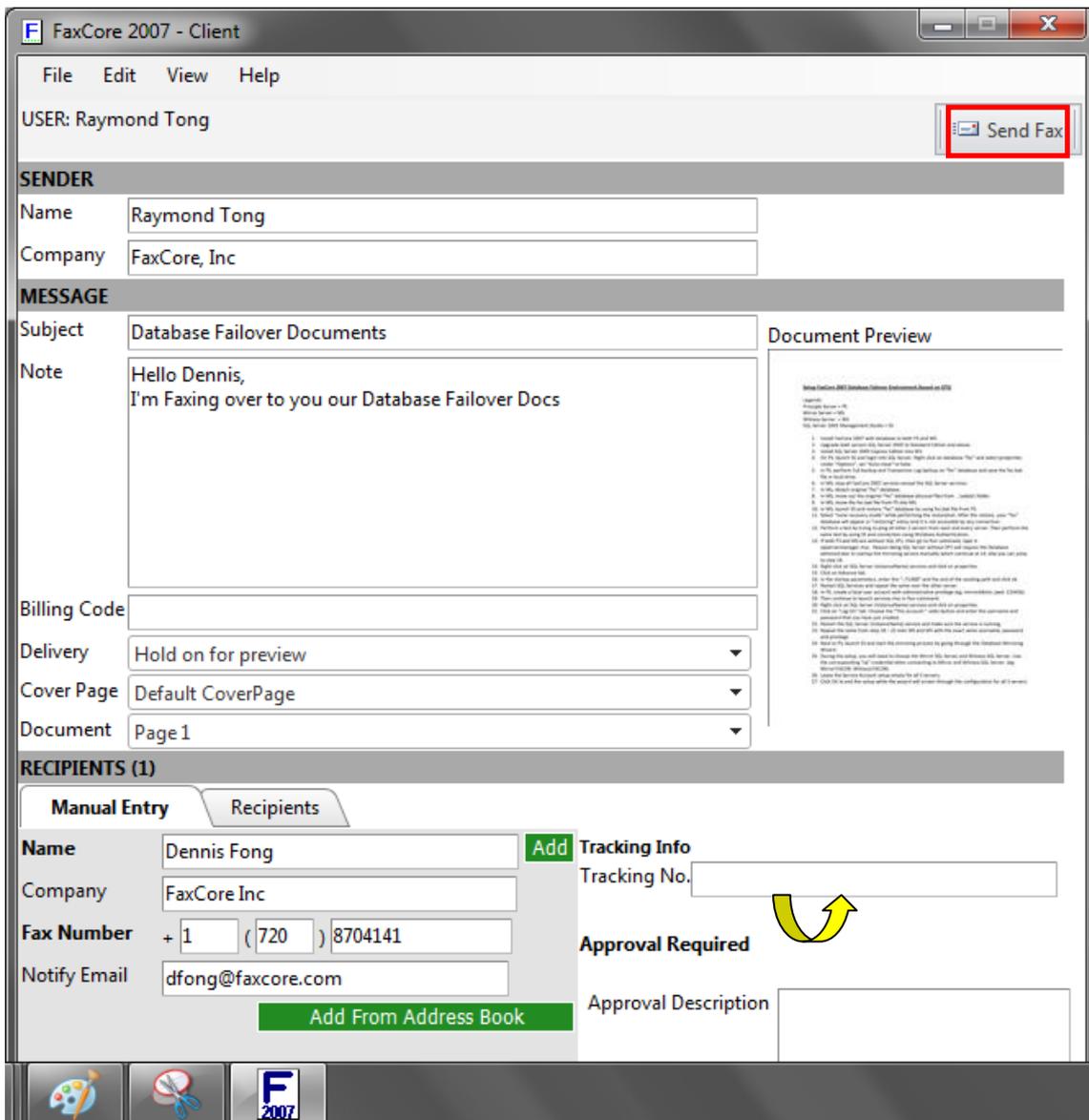


Figure 46 - FaxCore 2007 Client Sender, Message, Recipients Information

8. Enter the name of each recipient and click **Add**.
Recipients may be selected from the **Address Book** or entered manually.
9. A **Tracking No.** may be included, if necessary.

RECIPIENTS (2)

Manual Entry Recipients

NS	NE	Name	Company	Delivery Address	Notification Address
✗	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Dennis Fong	+1 (720) 8704141	dfong@faxcore.com
✗	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Sam	+1 (720) 8704142	Sam@faxcore.com

The names of those notified when the message is sent.

Figure 47 - FaxCore 2007 – Recipients Named

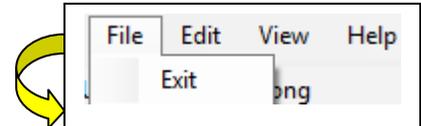
10. Click  to distribute the selected document to the recipients.

Once the message is sent, a confirmation ID number is supplied. An example follows.



Figure 48 - FaxCore 2007 - Confirmation of Message Sent

11. From the FaxCore 2007 – Client **File** menu, choose **Exit** as shown.



To view the message once it has been sent, access it using the **FaxCore Message Viewer**.

Locate the message in its folder and double-click it.

An example of the message sent shows below in the **Message Viewer**.

Use the scroll bar just to the right of the **thumbnails** to see all pages sent in the transmission; click a **thumbnail** to show it full size.

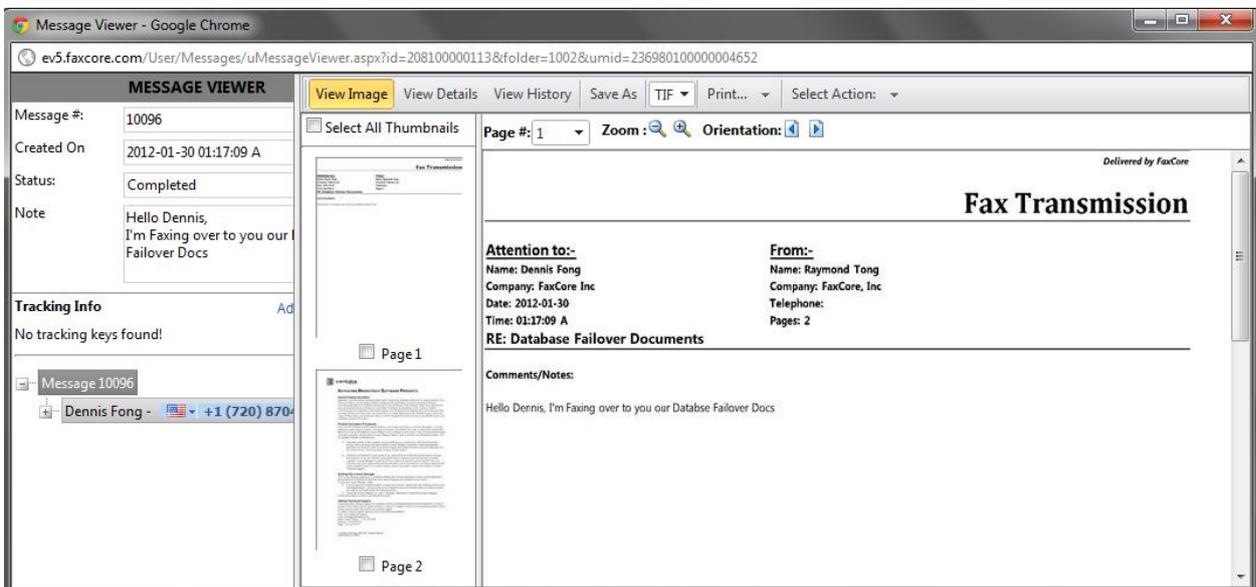


Figure 49 - Message Viewer from within FaxCore

On the Top Banner there are action tabs. Refer to the following page for details.

Click **View Details** to see the **Message #**, when it was created, its **Status**, and **Tracking No.**

While **View Image** is selected, the document shows to the right of **Message Details**.

MESSAGE VIEWER	
Message #:	10096
Created On	2012-01-30 01:17:09 A
Status:	Completed
Note	Hello Dennis, I'm Faxing over to you our Failover Docs

Figure 50 - Message Viewer - Message Details

Click **Select Action:** to see the **Actions** that may be performed on this message.

The message may be printed, saved using another file name, forwarded, resent, or deleted.

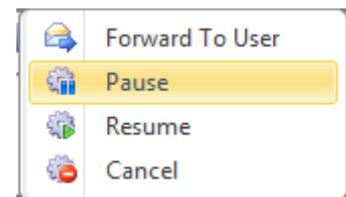


Figure 51 - Message Viewer - Actions

The transmission may be delivered again to all recipients or a selected number.

The **Output File** is currently PDF.

It may be either one of the following.

- Portable Document Format (PDF)
- Tagged Image File Format (abbreviated TIFF or TIF)

Both files are graphic formats. Text may not be selected and/or copied.

Address Books

Rather than typing the recipient's information, you may also pull it from the **Address Book**.

Click **Address Book** in the **Navigation Pane** if not already selected.

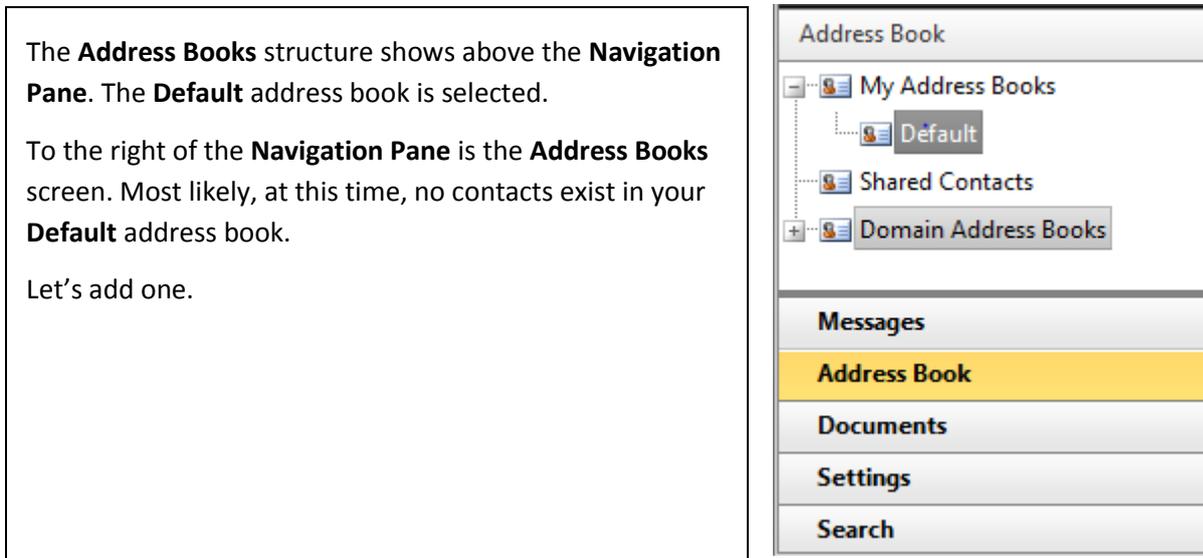
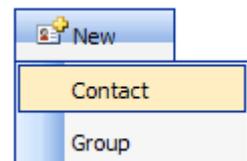


Figure 52 - Navigation Pane - Address Books

Add a Contact to the Address Book

To add a contact to the **Default Address Book**, follow the steps below.

1. Click  **Default** if not already selected.
2. Click  **New** or allow the mouse pointer to hover over it. The menu shows.
3. Click  **Contact**. The following screen allows the entry of your contact's profile and delivery information.
4. Enter the applicable information. Press **[Tab]** to move from one field to the next.



It is not necessary to complete each field. The following would be most relevant, but only the **Display Name** and **Email (address)** are required fields. Some of the remaining fields may be displayed on your cover page and so entering such information may be advantageous.

- Display Name (Contact Profile)
- First Name
- Last Name
- Address Book – where the contact information will be stored
- Preferred Address Type – in this case, EMAIL
- Email (address) (Delivery Information)
- Fax Number

 **Contact Profile**

Display Name	Karen Kelly
First Name	Karen
Middle Name	
Last Name	Kelly
Company Name	
Description	
Address Book	Default
Preferred Address Type	EMAIL
Visibility	Private
<input type="checkbox"/> notify this contact when message FAILS to send	
<input type="checkbox"/> notify this contact when message is SUCCESSFUL	

 **Delivery Information**

Email	karen@abc.com	pdf
Fax Number	+ 1 (720) 8701666	
Phone Number	+ ()	
Mobile Number	+ ()	
Ftp		pdf
Http		pdf
Network Printer		

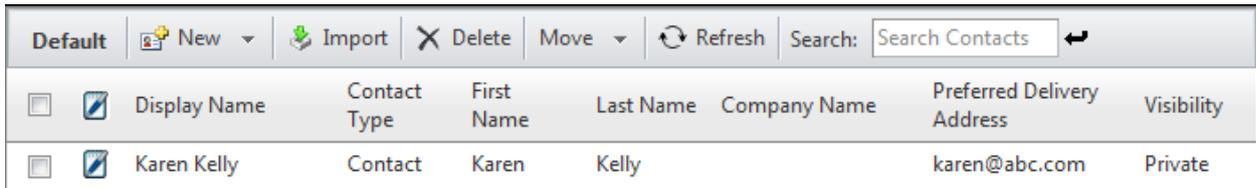
 **Delivery Information**

Email	karen@abc.com	pdf
Fax Number	+ 1 (720) 8701666	
Phone Number	+ ()	
Mobile Number	+ ()	
Ftp		pdf
Http		pdf
Network Printer		
Raw Fax		
File		pdf
CSID/Caller ID		

Figure 53 - Address Book - Contact Profile and Delivery Information

5. Click .

The **Contact Profile and Delivery Information** window closes and the **Default Address Book** shows with the new contact listed.



<input type="checkbox"/>	<input checked="" type="checkbox"/>	Display Name	Contact Type	First Name	Last Name	Company Name	Preferred Delivery Address	Visibility
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Karen Kelly	Contact	Karen	Kelly		karen@abc.com	Private

Figure 54 - Default Address Book - Contact Lists

Once contacts are contained in an address book, it is no longer necessary to type their information when sending a transmission to them.

Send to a Contact in the Address Book

It is time to send a transmission to the individual in our address book.

1. Click **Messages** in the **Navigation Pane**.
2. Click **New** to open a **New Message** window.
The **Sender Profile** section automatically populates with your name and the name of your company.
3. Enter the **Subject** and any applicable **Notes**.
Press the [Tab] key to move from one field to the next.
4. Click **Add Contact** in the **Recipients** section.
The **Address Books** window displays.
5. Select the correct address book; in this case, **Default**.

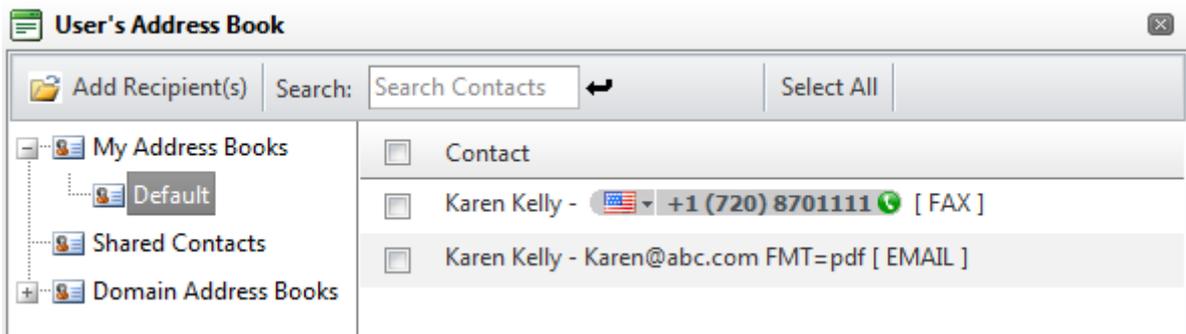


Figure 55 - Address Books - Default with Listing

6. Click the name of the contact as shown below.

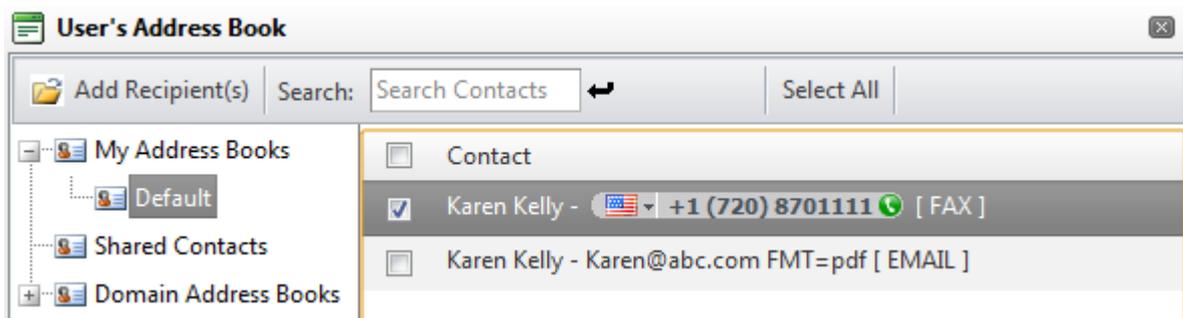


Figure 56 - Address Books - Default with Recipient Selected

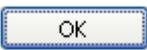
7. Click **Add Recipient(s)** to include the selected contact as a recipient.

The **Address Books** window closes; the **New Message** window returns with the recipient's information listed in the **Recipients** section.

	NS	NE	Name	Company	Delivery Address	Notify Address
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Karen Kelly	ABC	 +1 (720) 8701111	Karen@abc.com

Figure 57 - Recipient from Default Address Book

8. Click  once all recipients have been listed and the appropriate options are set. Each recipient or an alternate will be notified via email that the message has been transmitted.

9. Click  to acknowledge and close the message box.

The **New Message** window closes and the primary window showing our **Inbox** appears in the foreground.

Receive a Fax

Incoming messages may be received via email or in the user's FaxCore **Inbox**.

1. Click **Messages** in the **Navigation Pane**.
2. Click **Inbox** to return to the **Inbox** folder.

Once the **Inbox** is the active folder, click **Refresh** to refresh the screen and show new messages.

3. Double-click a particular message to open it for viewing in the **Message Viewer**.

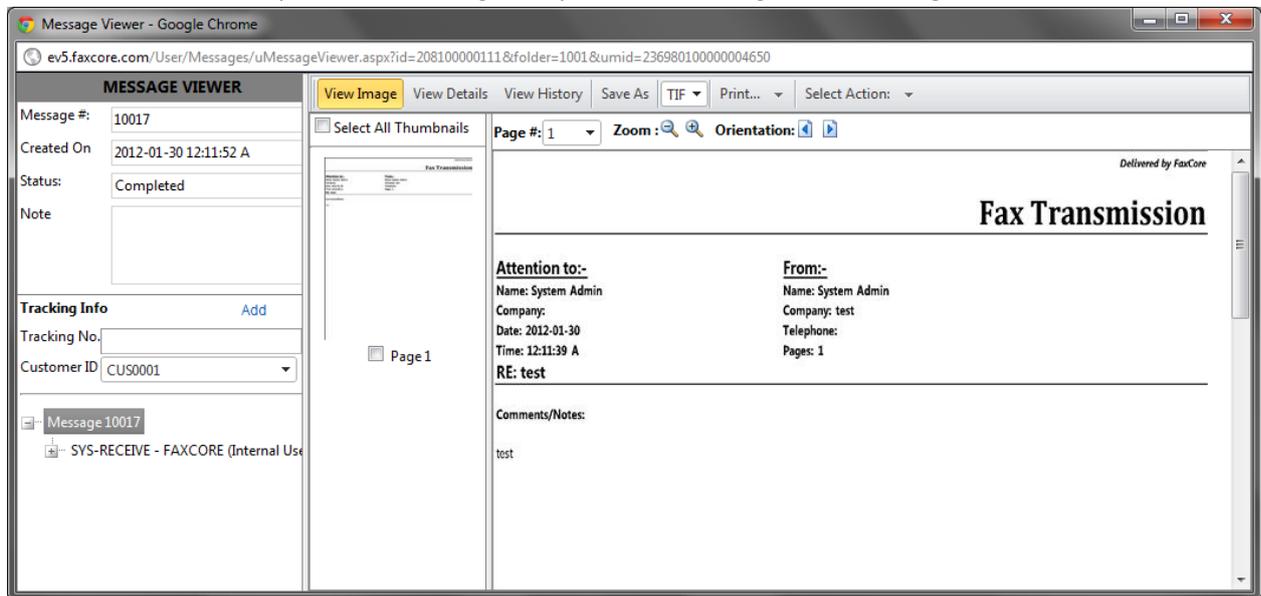
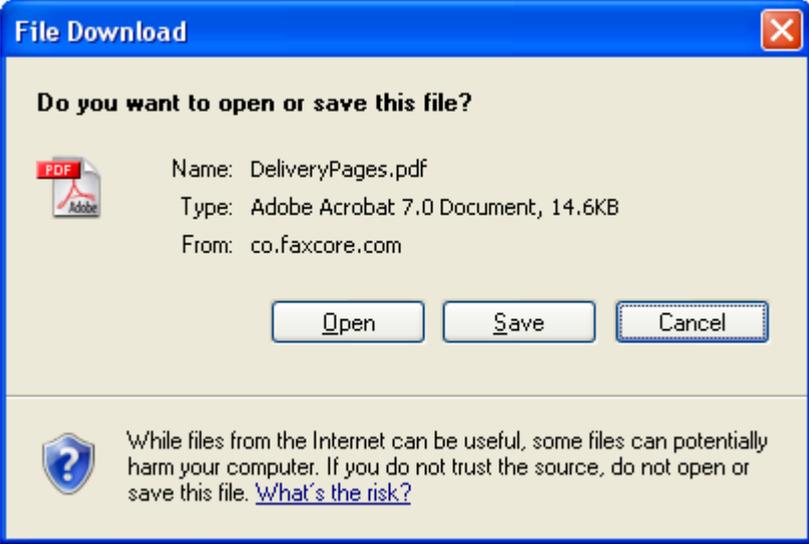
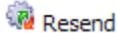
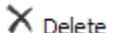
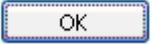


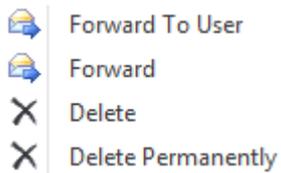
Figure 59 - Message Viewer - Read the Fax

4. Click **Save As**, **Print...** or **Select Action:** on the top of the window to see what may be done with the fax. The following actions are available.

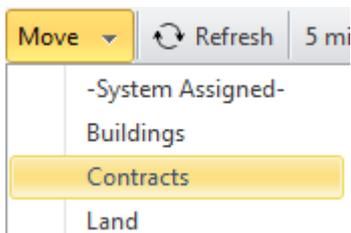
Action	Description
	<p>Print the message to a local or network printer.</p> <p>When the message opens in the Adobe Reader window, click  to print.</p>
	 <p>The dialog box is titled "File Download" and asks "Do you want to open or save this file?". It shows a PDF icon, the name "DeliveryPages.pdf", the type "Adobe Acrobat 7.0 Document, 14.6KB", and the source "From: co.faxcore.com". There are "Open", "Save", and "Cancel" buttons. A warning message at the bottom states: "While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?"</p>
	<p>Choose  Forward to forward this message to selected recipients.</p>
	<p>Choose  Resend to resend this message to the original recipients who are still listed.</p>
	<p>Click  Delete to remove this message from the Inbox. You are asked to confirm your request.</p> <p>Click  to complete the process and delete the message.</p>  <p>The dialog box is titled "Windows Internet Explorer" and asks "Are you sure you want to delete this message?". It has "OK" and "Cancel" buttons.</p>

Without opening the message, and while the message lists in the **Inbox**, the following actions may be taken.

- Click  **Print** to open the message in its PDF format using Adobe Reader.
Click  on the Adobe Reader toolbar to print the message and any accompanying attachments.
- From the **Actions** menu, the message may be deleted or forwarded to others



- The message may be moved to a personal folder.
Contracts, **Land**, and **Building** are personal folders we created earlier.
The **Land** and **Building** folders reside in the **Contracts** folder.



Search for a Fax

1. Click **Search** in the **Navigation Pane** if not already selected.
The fields on which a message can be searched display above the **Navigation Pane**.

Search	
<input type="checkbox"/>	
From Date	<input type="text"/> <input type="button" value="🕒"/>
To Date	<input type="text"/> <input type="button" value="🕒"/>
Message#	<input type="text"/> <input type="checkbox"/>
Tracking#	<input type="text"/> <input type="checkbox"/>
Recipient	<input type="text"/> <input type="checkbox"/>
Fax #	<input type="text"/> <input type="checkbox"/>
CSID	<input type="text"/> <input type="checkbox"/>
Email	<input type="text"/> <input type="checkbox"/>
Subject	<input type="text"/> <input type="checkbox"/>
Routing Info	<input type="text"/> <input type="checkbox"/>
Type	<input type="text" value="-NONE-"/> ▼
Failed?	<input type="text" value="-NONE-"/> ▼
Held?	<input type="text" value="-NONE-"/> ▼
Save?	<input type="text" value="-NONE-"/> ▼
Print?	<input type="text" value="-NONE-"/> ▼
<input type="button" value="Reset"/> <input type="button" value="Search"/>	

A search may be accomplished by entering criteria in one or more fields.

If the **Message #** or **Tracking #** is known, enter the value in either field. Since these numbers are unique, only one message that meets the criteria will be found. Searching on either of these two fields provides the fastest results. However, the **Message #** and **Tracking #** may not be known.

Searching by a Recipient's name may produce a long list of messages. Still, this is an efficient way to search for the one message that must be located.

It is possible to search on multiple criteria. This narrows the search results. For example, search for all messages sent or received during a range of dates by using the **From Date** and **To Date** fields. If you prefer, you may still enter the recipient's name in the **Recipient** field, if you know how to spell it.

Figure 60 – Search Fields – Enter Criteria

2. Enter the criteria in the field or fields on which you wish to search.
3. Click **Search**.
The results of the search show to the right in the **Search Results** window.

Following are two examples of successful searches.

The first search was accomplished by entering a single criteria; the recipient's name was entered in the **Recipient** field.

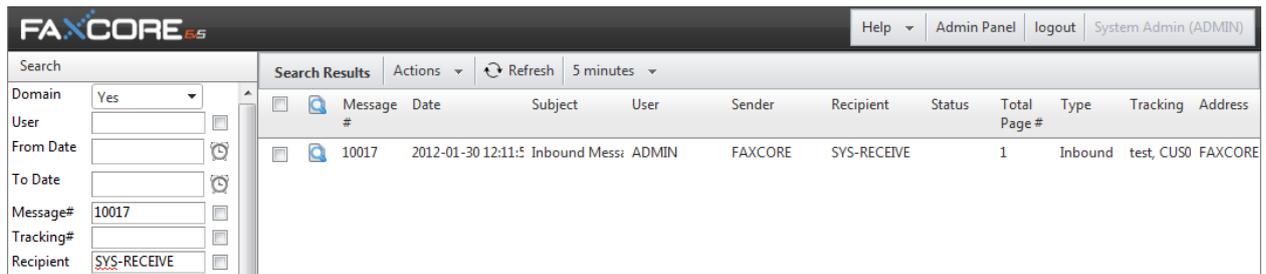


Figure 61 - Results of Search on Recipient's Name

The second search was accomplished by entering multiple criteria; the recipient's name was entered in the **Recipient** field and the **From Date** and **To Date** fields also contain entries. Multiple criteria tend to limit the results of the search; fewer messages meet the criteria.

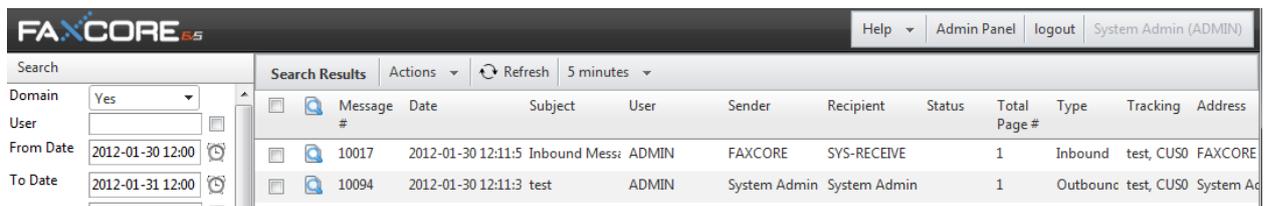
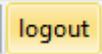


Figure 62 - Results of Search using Multiple Criteria

To Log Off FaxCore

 to exit the application and return to the **Login** screen.