



RightFax User Guide

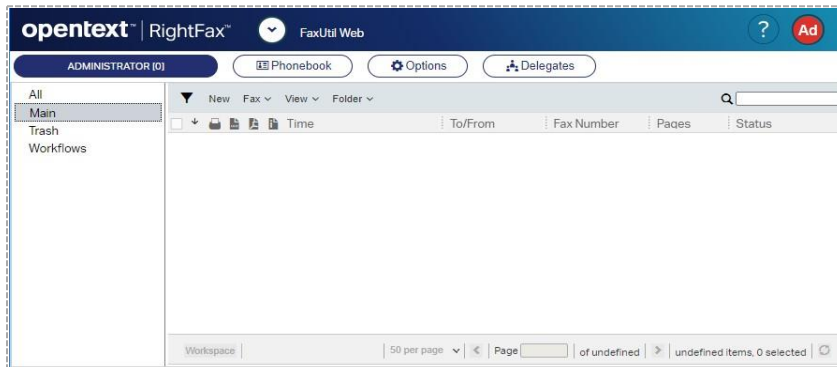
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Chapter 1: Getting started

RightFax FaxUtil Web is the program with which you manage your faxes. You might also have access to other users' faxes if you have delegate permission.








When you open the program, your fax mailbox appears.







The left pane shows the available folders that contain faxes. The right pane shows the list of faxes within the selected folder.





Flags show the action taken on each fax, and status indicators show the current status of the fax.

Fax flags

-  Fax was received
-  Fax was sent.
-  Fax was printed.
-  Fax was converted to text using optical character recognition (OCR). Fax was converted to PDF.
-  Sent fax was forwarded to another RightFax user.
-  Received fax was forwarded from another RightFax user. Certified
-  Delivery message.

-  Fax was sent to an SMS number.
-  Fax was sent to an email address.
-  Fax was received via email.
-  Fax was viewed.

Status indicators

-  Fax is being processed for transmission.
-  Fax has been transmitted.
-  Fax has not been transmitted due to an error. It will be retried.
-  Fax has not been transmitted due to an error. It will not be retried.

For descriptions of the fax status and error messages that may appear in the fax list or in the fax history, see [Appendix A](#).

If you forget your RightFax password, contact your fax administrator to assign a new one.

The system will sign you out after 15 minutes of inactivity or the time set by your RightFax system administrator.

Showing the most current list of faxes

Ensure that you are looking at the most current list of faxes by regularly refreshing the list.

To refresh the fax list

- Click 

Enabling dark mode

The light or dark color scheme can be easier to read on the screen and save energy.

- On the `<username>` menu, select the **Dark mode** check box.



Chapter 2: Sending faxes

Sending a new fax

To send a new fax

1. In your fax mailbox, click the folder in which to create the fax, and then click **New**. The **New Fax** page opens.
2. Enter the information for sending the fax. For instructions, see [Completing the fax information on page 6](#).
3. Click **Send**.

To send a new fax from the phonebook

1. In your fax mailbox, click the folder in which to create the fax, and then click **Phonebook**. The **Phonebook** page opens.
2. Select one or more recipients in the list.
3. On the **New** menu, click **Fax to Selected**. The **New Fax** page opens, and the recipients appear in the list on the **Recipients** tab.
4. You can add more recipients and enter the information for sending the fax. For instructions, see [Completing the fax information on page 6](#).
5. Click **Send**.

Forwarding or routing an existing fax

When you forward a fax, a copy of the fax is sent, and the original fax remains in your mailbox. When you route a fax, the original fax is sent and is removed from your mailbox.



To forward to a fax number or email address

1. In your fax mailbox, select the fax in the list. On the **Fax** menu, click **Forward**, and then click **to Fax**.
2. On the **Forward Fax** page, enter the information for sending the fax, and then click **Send**. For instructions, see [Completing the fax information on page 6](#).

To forward or route to a RightFax user on your network

1. In your fax mailbox, select the fax or faxes in the list. On the **Fax** menu, click **Forward** and then click **to Fax**, or click **Route to User**.
2. In the **Forward to User** or **Route to User** box, search for users.

- a. In the **Forward to this user** or **Route to this user** list, enter a full or partial user name or RightFax user ID.
- b. Select the user or multiple users. Repeat as needed for multiple recipients.

 indicates if a user account is disabled,  if it is unprotected.

3. In the **Comment for fax history** box, enter any notes you want to add to the document history.
4. To send the fax, click **Ok**.

To forward or route to a delegate

1. In the left pane, expand **Other Users**.
2. Browse to locate the delegate.
3. In your list of faxes in the right pane, select one or more faxes and do one of the following:
 - To forward the fax, click and drag the fax to the delegate's name in the tree view in the left pane.
 - To route the fax, hold the shift key, and click and drag the fax to the delegate's name in the tree view in the left pane.

Releasing a fax held for preview

If you created a new fax and selected the Hold for Preview option, the fax appears in the fax list with a status of *Held for Preview*. When you release a fax that is held for preview it is queued to send.

To release a fax held for preview

1. In your fax mailbox, in the fax list, select one or more faxes.
2. On the **Fax** menu, click **Status**, and then click **Release**.

Retrying a failed fax

A sent fax that encounters errors during transmission will be retried the number of times configured by your fax administrator. After the specified number of retries, the server will stop retrying the fax.

To retry sending a failed fax

1. In your fax mailbox, in the fax list, select one or more faxes.
2. On the **Fax** menu, click **Status**, and then click **Update status**.

If the fax was previously scheduled to retry, the fax server will retry immediately and not wait for the scheduled interval. If the fax was not previously scheduled to retry, the fax server will attempt to send the fax as if it were new.

Responding to faxes that need approval

A fax requires approval if any of the following is true:

- The sender's user permissions require that faxes be approved by a fax administrator or group monitor before sending.
- The sender's delegate permissions for the other user's mailbox require that faxes be approved before sending.
- The fax is blocked by a dialing rule. If the fax is blocked by a dialing rule, then only a fax administrator can approve the fax.

To approve a fax to send it

1. In your fax mailbox, in the fax list, select one or more faxes that need approval.
2. On the **Fax** menu, click **Status**, and then click **Approve**.
3. As needed, in the **Approve Fax** dialog box, enter text explaining why you approve of sending the fax. The note will appear in the approval record in the fax history.
4. **Click Ok. The fax will be sent.**

To disapprove a fax to keep it from sending

1. In your fax mailbox, in the fax list, select one or more faxes that need approval.
2. On the **Fax** menu, click **Status**, and then click **Disapprove**.
3. As needed, in the Disapprove Fax dialog box, enter text explaining why you disapprove of sending the fax. The note will appear in the denial record in the fax history.
4. Click Ok. The fax will not be sent. The sender's mailbox will show the fax with a status of Fax was disapproved.





Chapter 3: Completing the fax information

You enter all information for sending a fax on the **New Fax** page.

- To open the **New Fax** page, on the fax mailbox page, click **New**. The page also opens when you forward a fax.

Entering the recipient

You can enter the recipient's name and address or select the recipient from the phonebook. Your user permissions determine if you can enter a recipient or if you must select it from a phonebook.

To enter a fax recipient

- In the **Destination** box, enter the fax number. You can enter the number with or without hyphens, parentheses, or spaces.

Post-dialing delay is the wait time that can occur between the time that a fax number is dialed and the detection of an audible signal from the recipient system. Post-dialing delay can be used if your system sends faxes over IP via the SR140 Transport.

To use a post-dialing delay, in the **Destination** box, enter

an ampersand (&) followed by a sequence of DTMF

digits. Enter the number with no spaces or dashes. For long distance, add a 1 before the 10 digit number.

- Next to the **Name** box, click the down arrow to show the optional contact information for the recipient. As needed, enter the information in the **Voice number**, **Company**, **City/State**, and **Alternate fax number** boxes.
- To restrict sending to a specific fax machine, in the **Recipient fax ID** box, enter the CSID of the receiving fax machine. If the ID does not match, the fax is not sent.
- To add the recipient to your RightFax phonebook, click **Add to Phonebook**. When the phonebook entry is saved, the ID for the entry is formatted as **AH_ID**, where **ID** consists of 15 numbers or letters. Later you can edit the phonebook entry to change the ID.
- Click **Add to Recipients**. To view the recipients that you have added, click **View Recipients**.

To enter an email recipient

Your fax server may provide the option to send to an email address.

Note: If your user account does not allow sending outbound emails, any fax you send to an email address will fail.



When sending a fax to an email address, you may have the following options:

- Send file attachments in their native file format.
- Send file attachments as alternate body pages that should appear in the body of the email.
- Send a PDF file instead of a TIFF file. PDF images are black and white and cannot be edited. Creating PDF images requires the PDF module.
- Send via Certified Delivery. The fax is sent to a special secure Web site and a message to the recipient's email address that a certified document is available at the link provided. The recipient logs in to the web site to view the fax, and you are notified when the fax has been viewed. Sending via Certified Delivery requires the SecureDocs module.
- Send an encrypted, password-protected PDF file instead of a TIFF file. Encrypted PDF images are rendered in color as applicable and can be edited. Creating encrypted PDF images requires the SecureDocs module.
 1. In the **Destination** box, enter the email address.
 2. In the **Name** box, enter the name of the recipient.
 3. Next to the **Name** box, click the down arrow to show the optional contact information for the recipient. As needed, enter the information in the **Voice number**, **Company**, **City/State**, and **Alternate fax number** boxes.
 4. To add the recipient to your personal RightFax phonebook, select the **Add to phonebook** check box. When the phonebook entry is saved, the ID for the entry is formatted as **AH/ID**, where *ID* consists of 15 numbers or letters. Later you can edit the phonebook entry to change the ID.
 5. Click **Add to Recipients**. To view the recipients that you have added, click **View Recipients**.

To enter comments about the fax

Comments can appear in the fax list of your fax mailbox, and they are stored with other data about the fax. Comments are not sent to the recipient.

- In the right pane click **Comment** and enter a comment.

Adding a cover sheet

Your account permissions determine your cover sheet options.

To include a cover sheet with the fax

1. In the right pane, click **Cover Sheet**.
2. Select the **Include cover sheet** check box and select the cover sheet in the list.
 3. Cover sheet notes appear on the cover sheet of the fax. When you send to an SMS number, the recipient will receive only the text of the cover sheet notes. SMS text is limited to 160 characters. In the left pane, in the Cover Sheet Notes box, enter the text that should appear on the cover sheet of the fax or in the SMS message.



To customize the contact information on the cover sheet

- In the right pane, click **From**, enter contact information as you want it to appear on the cover sheet or in the fax information that is stored with the fax.

To preview the cover sheet

- In the right pane, click **Cover Sheet**, and then click **View**.

Attaching files to the fax

You can attach files to the fax. Attachments are converted to fax file format when they are sent.

Library documents are documents that are frequently faxed, such as company literature, credit applications, or employment forms. They are stored in a library on the fax server in fax file format, so they don't need to be converted to fax file format when they are sent.

To broadcast a fax to a large number of recipients, it is recommended that you attach library documents rather than files. This saves time, because the library documents don't need to be converted to fax file format.

If sending a fax to an email address, you can send an attachment in the native file format instead of fax file format.



To attach a file

1. Under **Attachments**, click **Add File**.
2. In the Windows Explorer dialog box, locate and select the file.
3. The file appears in the list of attachments.

To attach a library document

1. Under **Attachments**, click **Add Library Document**.
2. In the **Library Documents** dialog box, you have the following options:
 - To preview the first page of a library document, then in the **ID** column, click the ID.
 - To attach a library document, select one or more in the list, and then click **OK**. The library document appears in the list of attachments.

To change the order of the attachments

- In the list of attachments, select the attachment you want to move, and then click  or .

To send an attachment in the native file format

The option to send a file in the native file format is available if you are sending to an email destination.

- In the list of attachments, in the row with the attachment select the check box in the **Native** column.

To render an attached file as the body of your email

This option is only available if sending to an email destination.

When you select to render an attached file as the body of your email, the file is excluded from conversion to fax format. The email software will use the first file type it supports as the body of your email and ignore any additional files designated as alternate body pages.


1. Attach one or multiple alternate body files. These should differ only in file format and formatting, not in content. If attaching multiple alternate body files, make sure that the least frequently supported body type (such as RTF) appears first (at



the top of the list) and the most frequently supported body type (such as TXT) last.

2. In the row for each alternate body file attachment, select the check box in the **Alternate Body** column.

To delete an attachment

- In the list of attachments, select the attachment, and then click .

To view an attachment

- In the list of attachments, in the **Description** column click the file name of the attachment.



Chapter 4: Viewing and handling sent and received faxes

Viewing the fax

To preview the fax

- In the fax list, click the fax. The fax appears in the preview pane.









To turn the preview pane on or off

1. Click **Workspace**.
2. In the **Workspace** dialog box, under **Preview Pane**, select Show Workspace Pane.

To view the fax

- In the fax list, select one or more faxes. On the **View** menu, click **Image**. The **Viewer** page opens.
- To rotate the page, on the **Page** menu, click **Rotate**, and then click **Clockwise**, **Counterclockwise**, **Flip**, **All Pages Clockwise**, **All Pages Counterclockwise**, or **Flip All Pages**.
- To view thumbnail images of each page of the fax, on the **Page** menu, click **Show/Hide Thumbnails**.
- To view a different page of the fax, on the **Page** menu, click **Previous**, **Next**, **First**, or **Last**. Click **Go to Page** to specify the page number.
- To move to the next fax or the previous fax, click **Next Fax** or **Previous Fax**.

The viewing tool

Button	Description
	Show or hide thumbnails.
	Rotate the page left.
	Rotate the page right.
	Pan the page.
	Zoom out.
	Zoom in.
	Fit the page to the height of the viewer.
	Fit the page to the width of the viewer.



Viewing the fax history, prior versions of the fax, OCR version of the fax, or PDF version of the fax

To view the fax history

The fax history is created and updated as activity occurs on the fax.

Note: If an administrator or group monitor disapproves a fax held for preview, the history may include a note explaining the disapproval.

1. In the fax list, select one or more faxes.
2. On the **View** menu, click **History**.
3. To print or download the history, click **Download**

To view previously saved versions of a fax page

Depending on your user permissions, you may be able to view prior saved versions of fax pages. Prior versions exist for saved annotated fax pages, fax pages to which an overlay form was applied, and stamped fax pages.

1. Open the fax and go to the fax page. The current version appears on the **Viewer** page.
2. Click **Versions**. If prior versions are available, they appear in the list.
3. Select the version that you want to view.

To view OCR text if available

Optical character recognition can provide the full text of the fax if the OCR Module is in use.

1. In the fax list, select one or more faxes that have been converted to text with the OCR Module.

2. On the **View** menu, click **OCR Output**.
3. To print or download the OCR text, click **Download**.

To view a PDF of the fax if available

If the fax server has converted the fax to PDF, then you can view it in the fax viewer. For example, when a fax is sent via email, the fax server can send a PDF.

1. In the fax list, select one or more faxes that have been converted to PDF.
2. On the **View** menu, click **PDF**. The PDF opens in the browser or in a PDF viewer if available. Your browser may provide the option to download the PDF.

Marking faxes as unviewed

When a fax is first received and has not yet been viewed, its entry appears bold in the fax list. Viewing the fax removes the bold formatting.

You can reapply the bold formatting without triggering any of the actions related to viewing a fax for the first time. When you do so, "Unviewed Record" and "Marked as unviewed by *user ID*" are added to the fax history.

To mark one or more faxes as unviewed

1. In the fax list, select the received fax or faxes.
2. On the **Fax** menu, click **Status**, and then click **Mark as Unviewed**.

Saving or printing a confirmation page

You can provide evidence of a successfully sent fax by saving or printing a confirmation page.



To save or print a confirmation page

1. Open the fax or click a fax in the fax list.
2. On the **View** menu, click **Confirmation Page**.
3. To download the page, in the **Download** list, select the file format. The file is downloaded, and you can print the confirmation page as needed.
4. Click **Ok**.

Adding comments to a fax

You can add comments to received and to sent faxes. If comments already exist, new comments are appended. Existing comments can be modified or deleted.

To add or append a comment to multiple faxes

1. In the fax list, select the faxes.
2. On the **Fax** menu, click **Add Comment**.
3. In the **Add Comment** dialog box, type the comment.
4. Click **Ok**. The comment will be appended to any existing comments.

To add, modify, or delete a comment for a single fax

1. In the fax list, select the fax.
2. On the **Fax** menu, click **Add Comment**.
3. In the **Add Comment** dialog box, type the comment. If comments exist, you can change the comment text, replace, or delete it.
4. Click **Ok**. New comments will be appended to any existing comments.

Printing faxes

To print to a local printer

1. In the fax list, select the fax or faxes.
2. On the **Fax** menu, click **Download**, and select the file format to download.
3. After the file is downloaded, open the file and print it using software on the local computer.

To print to a server printer, if available

A server printer is a printer configured on the fax server for network printing. The option to print to a server printer is only available if your user account allows it.

If your user account allows printing to a server printer, you can choose to print sent and received faxes automatically.

1. In the fax list, select the fax or faxes.
2. On the **Fax** menu, click **Server print** if available.
3. In the **Print** dialog box, select a printer, select print options, and then click **Ok**.



Chapter 5: Creating and using phonebooks

Depending on your user account configuration, you can store contact information for fax recipients in a RightFax phonebook.

Creating a personal RightFax phonebook

Your RightFax phonebook can include entries for individual fax recipients and groups of fax recipients.

To open your RightFax phonebook

- From your fax mailbox, click **Phonebook**. The **Phonebook** page opens.

To create an individual entry

- On the **Phonebook** page, on the **New** menu, click **Phonebook Entry**. The **Phonebook Entry** dialog box opens.

- In the **ID** box, type an ID for the entry.
- Under **To**, enter addressing information for the recipient.
For help, see [Completing the fax information on page 6](#).
- Under **Options**, select any of the following check boxes:

- Published**. If selected, the entry will be available to other RightFax users. If your RightFax account is not password-protected, unpublished entries from your phonebook will be accessible to other users.
- Read only**. If selected, only you can edit the entry.
- Hidden on cover sheet CC list**. If selected, the item will not appear in the CC list on the cover sheet.


- Under **Accounting**, enter billing codes to assign to all faxes sent to this recipient.
- Under **Other**, enter optional contact information, such as a secondary fax number, voice numbers, and the recipient's fax ID. In the **Notes** box, enter notes about the recipient.
- Click **Ok**. The new entry appears in your phonebook list.

To create a group entry

A group phonebook entry can consist of both individual and group entries.

- On the **Phonebook** page, on the **New** menu, click **Phonebook Group**. The **Phonebook Group** dialog box opens.



- In the **ID** box, type an ID for the group.
- Under **Available users and groups**, select the users and groups to include in the group. To search for a user or group, in the search box, enter a full or partial user or group ID.
- Click **Add**. The users and groups are added to the **Current group members** list. To remove an entry from the list, select the entry, and then click .
- Select any of the following check boxes to specify who can view and edit this group phonebook entry.
 - **Published**. If selected, the entry will be available to other RightFax users. If your RightFax account is not password-protected, unpublished entries from your phonebook will be accessible to other users.

- **Read only**. If selected, only you can edit the entry.

list.

- **To print phonebook entries**



Chapter 6: Giving other users delegate access

You can give other users on the network delegate access to your fax mailbox so that they can send or respond to faxes on your behalf. User permissions determine whether you can assign delegates and whether you can delegate to individual users or also to groups. When assigning delegates, you can assign delegate permissions from existing roles or define and save custom roles. Custom roles that you create are not shared with other users.

To assign delegates

1. From your mailbox, click **Delegates**. The **Delegates** page opens.
2. Click **New**. The **New Delegate** dialog box opens.
3. Under **User or group**, select the users and groups to assign delegate permissions. To search for a user or group, in the search box, enter a full or partial user or group ID. Matching IDs will appear in the list.
4. In the **Role** list, select a role. To define a role from the list of permissions, select **None**.
5. In the list of permissions, select and clear access options as needed.
6. To save the selected permissions so that they can be quickly applied to other delegates as a new role:
 - Select **Save these permissions as a custom role**.
 - In the **Custom role ID** box, type an ID for the role.

7. Click **Ok**.

To create a new custom delegate role

1. From your mailbox, click **Delegates**. The **Delegates** page opens.
2. On the **Custom Roles** menu, click **New**. The **New Custom Role** dialog box opens. If a delegate was selected on the **Delegates** page, the properties of the delegate's role will appear.
3. In the **Custom role ID** box, type an ID for the role.
4. To create the new custom role from an existing role, in the **Based on role** list, click the role.
5. In the list of permissions, select and clear access options.
6. Click **Ok**. The role appears in the **Role** list.

To delete a custom delegate role

If you delete a custom role, delegates that have been previously assigned the custom role will retain the permissions of the custom role.

1. From your mailbox, click **Delegates**. The **Delegates** page opens.
2. On the **Custom Roles** menu, click **Delete**. The **Delete Custom Role** dialog box opens.
3. In the **Custom role ID** box, select the role and then click **Ok**.



Default delegate permissions by role

Read permissions

	Owner	Editor	Reviewer
Can view faxes.	x	x	x
Can view first page of received faxes.	x	x	x
Can print faxes.	x	x	x
Can view fax history.	x	x	x
Can browse all folders.	x	x	x
Can use phone entries.	x	x	x
Can export images.	x	x	x
Can mail images.	x	x	x

Write permissions

	Owner	Editor	Reviewer
Can create faxes.	x	x	
Can edit faxes.	x	x	
Can update fax status.	x	x	
Can forward faxes.	x	x	
Can OCR faxes.	x	x	
Can create folders	x	x	
Can rename folders.	x	x	
Can create phone items.	x	x	
Can edit phone items.	x	x	
Can annotate faxes.	x	x	
Can move faxes.	x	x	
Can route faxes.	x	x	

Can route faxes	x	x	
Can annotate faxes with personal stamp	x	x	

Delete permissions

	Owner	Editor	Reviewer
Can delete faxes.	x		
Can delete folders.	x		
Can delete phone items.	x		

Miscellaneous permissions

	Owner	Editor	Reviewer
Can approve faxes.	x	x	
Can modify user options.	x		
Can modify delegates.	x		
Can toggle refuse fax distributions.	x	x	
Requires fax approval. This permission does not apply to faxes that the user creates, including faxes that the user creates as a delegate on behalf of another user.			



Appendix A: Fax status and error messages

The following list describes the fax status and error messages.

A new fax has arrived for [UserID] from remote ID: [RemotelD] Another user has designated you to be their alternate for notification and they have received a new fax.

A new fax has arrived for [UserID] which hasn't been viewed or printed
A member of the group for which you are the fax administrator or alternate administrator has received a fax and has not viewed or printed it within one hour of receipt.

A new fax has arrived from remote ID: [RemotelD]
You have received a new fax. You will continue to be notified for one hour (or other period specified by the administrator). If you do not view or print the fax, your group's administrator will be notified. If he or she does not print the fax, your group's alternate administrator will be notified.

An outgoing fax is ready for previewing
The fax that you requested to be held for preview has been processed by the fax server and is waiting in your mailbox. You must release it to start the sending process.

Answer tone detected
The fax server could not connect with the remote (receiving) fax machine due to communication errors between the receiving fax machine and the fax server.

Bad FCS Information
Incorrect information was entered on the cover sheet.

Bad Formtype
You have specified an overlay form that does not exist or is corrupt.

Bad Phone Number
You entered an incorrect or nonexistent fax phone number.

Bad Signature Code
The code that identifies the signature file is not recognized, because it is corrupt or it does not exist.

Call answered before one full ring
The fax server did not receive a normal-length ringback signal from the phone service provider.

Carrier not detected
The fax server did not detect a dial tone when it tried to dial out.

Command time exceeded
There are timing-related errors, possibly when the fax card waits for or sends a command (T30 protocol handshaking commands) and doesn't get a response within a given period or time.

Command time too short
There are timing-related errors, possibly when the fax card waits for or sends a command (T30 protocol handshaking commands) and doesn't get a response within a given period of time.



Command timeout

There are timing-related errors, possibly when the fax card waits for or sends a command (T30 protocol handshaking commands) and doesn't get a response within a given period of time.

Communications-line failure

The fax card was unable to make a valid connection with the remote (receiving) fax machine.

Conversion Failed

The fax server was unable to convert the document to Group III format.

Dial failure or no dial tone

The fax server cannot detect a dial tone, because there is a problem with the phone line, or the fax card is configured incorrectly.

Duplicate

The fax is a duplicate. It has been forwarded to you by another user.

Equipment busy tone detected

The phone line of the remote (receiving) fax machine is busy.

Fax Discarded

The fax server threw the fax away. Contact your administrator.

Fax number busy

The fax server has tried to send the fax the required number of times, and each time the phone number was busy. The default value is 5 tries.

Fax to [Name] abandoned, too many retries

The fax server will try to successfully send the fax a specified number of times (determined by the administrator) then quit trying. The default value is 5 tries.

Fax to [Name], [Error]

The outgoing fax encountered the error listed. (See the error listed for more information.)

FCS Create Failed

The cover sheet of the fax could not be created due to a corrupt or incompatible cover sheet.

Function not implemented

An operation was attempted that is not currently supported by the fax card software.

G2 Fax Machine

You have attempted to send a fax to a Group II machine, rather than a Group III machine.

Held for Preview

The fax is held for your preview before it will be sent. You must release the fax to start the sending process.

Human Answered

The fax server detected an unknown sound after it dialed the fax number. The unknown sound could be a human voice, a recording, or line noise.

Illegal line number

You have attempted to send a fax on a fax channel that does not exist.

Illegal option in call

This error could occur if an invalid parameter is given for one of several different commands, including LOG, DEBUG, XFER, and SEND.

Illegal parameter value

This error could occur if an invalid parameter is given for one of several different commands, including: LOG, DEBUG, XFER, and SEND.

Illegal Sig. Use

You have included a signature file in the fax that you are not authorized to use.

Imaging error encountered, fax abandoned

The fax server was unable to convert the document to Group III format for transmission, and so it quit trying.



In Conversion

The fax server is converting the document to fax format for transmission.

In Validation

The signature or billing codes in the fax are being validated against the fax database.

Info Not Complete

Some of the required sending information is missing from the fax.

Initial Processing

The fax server is checking the document for embedded codes and calculating the number of pages in the fax.

Invalid Billing Code

You have entered a billing code that is incorrect or does not exist.

Invalid Embedded Code

You have included a misspelled, incomplete, or nonexistent embedded code in the fax.

Line in Use

The fax server was not able to send the fax, because there were no outgoing phone lines available.

Loop current detected

When the fax server attempts to go off-hook to send the fax, it finds that the phone is already off-hook. This can occur when two devices are sharing a phone line and attempt to use it at the same time. It might also be a fax card configuration error.

Loop current failed

The fax card detected current on the line, but it did not detect a valid value for LOOP CURRENT.

Loop current not detected

The fax card was looking for LOOP CURRENT before it attempted to dial the fax number but didn't find any.

Network congestion detected

The network may be running inefficiently and causing traffic, or an invalid fax number may have been dialed.

Network high and dry (no ring)

The fax card does not detect any type of telephone interface available. This is a very serious error; contact your fax administrator immediately.

No Answer at Fax #

The fax machine at the receiving end didn't answer, or a wrong number was dialed.

No answer tone detected

The phone is ringing at the destination, but the fax machine is not answering within the specified time. This is especially prevalent in international calling when it can take up to a minute to connect to the remote (receiving) station.

Non-G3 Modem Detected

The fax server has detected a non-Group III fax modem on the remote (receiving) fax machine and cannot communicate with it.

OCR error

An error occurred while a document was being sent to or in processing by the OCR Module.

OCR in process

The fax has been queued and is being processed for optical character recognition (OCR) by the OCR Module.

OK

The fax server has successfully sent the fax over the phone lines. This does not guarantee successful receipt of the fax at its destination.

One of your outgoing faxes needs attention

Some of the required sending information is missing from the fax.



P2 was not detected at the end of training

There is a performance problem with the fax server and the number of fax cards that it contains.

Phone Line Problems

There is a problem with the phone lines at the fax server.

Poor Quality

There was too much line noise for the fax to be transmitted correctly. The fax may have been sent, but it may be difficult to read.

Printing

The fax is printing.

Printing Error

An error occurred while the fax was printing.

Protocol reject message

This is a generic protocol error code that could have several meanings. In general, the fax card in the fax server is having difficulty communicating with the remote (receiving) fax machine, because it isn't getting the signals it expected.

Protocol timeout

This is a generic protocol error code that could have several meanings. In general, the fax card in the fax server is having difficulty communicating with the remote fax machine, because it isn't getting the signals it expected in the appropriate time frame.

Queued for OCR

The fax has been queued and is waiting for the OCR Module to convert it using optical character recognition (OCR).

Queued for Printing

The fax has been queued and is waiting to be printed.

Ringback signal detected

A ringback signal was detected when it should not have been. This may be due to interrupting a call in process on a shared line or could be

caused by noise on a T1 phone line.

Ringback, but no answer tone

The phone rang at the destination, but it was never answered. This might be because the receiving fax machine is off-line or unable to receive faxes.

Ringback, then busy condition

The fax number that was dialed went off-hook and then went on-hook very quickly, generating a fast busy signal.

Scheduled for Send

The fax was successfully converted to fax format and is now being sent to the fax server to await sending. If you specified a date and time to send the fax, the fax server will wait to send it then.

Scheduling Failed

The fax was converted correctly, but it couldn't be correctly queued to be sent.

Sending

The fax server is transmitting the fax.

Sending fax to [Name] at [FaxNumber]

The fax is being sent to the name and fax number specified.

Sig Needs Authorization

You must be authorized to use the signature file that is included in the fax.

Thermal Record

For the fax history record, the fax was manually recorded as sent or received on a conventional fax machine.

Training Algorithm detected FSK

There is a performance problem with the fax server and the number of fax cards it contains.



Training Algorithm found on PN

There is a performance problem with the fax server and the number of fax cards it contains.

Tx/Rx Error

The receiving fax machine was experiencing difficulties or excessive line noise.

Unknown Error

Undetermined error. **Unknown**

Error Code

Error condition is not known.

Unknown Status Code

An unknown status code has been returned to the fax server from the fax card.

Voice response to call

The fax server detected a sound that it didn't expect after it dialed the fax number. The sound could be a human voice, a recording, or line noise.

Waiting for Conversion

The fax server is busy with another process and has queued the fax to be converted.

Waiting to be Sent

The fax is waiting to be scheduled for faxing.

Your fax has been successfully sent to [Name] at [FaxNumber] The fax was successfully sent over the phone lines. This does not guarantee successful receipt of the fax at its destination.

Your outgoing fax contains an invalid billing code

You have either not entered a required billing code or entered one that does not exist.