FaxGwise

User's Guide
FaxGwise Client Version 6.0

SKyPRO

1

Contents

1 Introduction

FaxGwise is a powerful cost-efficient network fax solution that allows you to send and receive fax documents using the Internet. This means that when you send a fax message, it is sent to an email client mailbox and then to the FaxGwise Server that redirects it to the necessary phone lines.

The FaxGwise software enables you to manage all your fax documents with just a few clicks, never leaving your desk. Messages can be created either from FaxGwise Client interface or using any mail client or even web interface. The user-friendly concept and the possibility to work with different platforms like GroupWise, Gmail and Microsoft Exchange, used as transport layers, ensure easy document management and high level security.

Using any of mentioned above transport layers doesn't require any additional ports opened on firewall. Also, no additional backup is needed, except that is used for your mailing system backup. Therefore, all your faxing data is gathered in the one secure data storage.
And of course FaxGwise supports all features and functions one can expect from a state-of-the-art network fax solution, like bulk fax message sending, address books using and watermarks adding. Besides, it empowers a user to create fax messages with any Windows and Open Office applications and, using the email to FaxGateway function, send faxes even without FaxGwise Client installed.

Finally, it enhances your company vital information flow and reduces your paper-based operational costs.

The FaxGwise 6.0 Client User Guide explains step-by-step how to install setup and use FaxGwise Client.

2 FaxGwise Client Requirements

You must ensure that your system meets FaxGwise system requirements, so that FaxGwise can be set up successfully. (After your FaxGwise system is set up, you must ensure that users' workstations meet FaxGwise client requirements, so that users can run the FaxGwise Client successfully).

Windows	
Version	Windows 7 or higher (32-bit and 64-bit versions are supported)
Processor	Not less than 1 GHz
RAM	Not less than 512 MB

In case of using Novell GroupWise as a mail platform, please install Novell GroupWise Client (version 8 or higher)

Choose from the following application software:

- Adobe Reader
- Any other application for viewing files in .pdf format which includes the plug-in for web-viewing.

2.1 Interoperability
FaxGwise Server Versions 4.1, 5.0, 6.0

2.2 Supported Environments
FaxGwise is supported on the following versions of VMware:
- VMware Server (formally GSX Server), an enterprise-class virtual infrastructure for x86-based servers
- VMware ESX Server, a data center-class virtual infrastructure for mission-critical environments

3 FaxGwise Architecture

To send fax message via FaxGwise:
- FaxGwise Client creates fax message* and sends it (using the mailing system: GroupWise / Gmail / Microsoft Exchange) as an email of certain structure to the FaxGwise Server's mailbox.). Also fax message could be sent using direct access to SMTP server without any necessary in email client.
- The Server, at regular intervals, takes messages from the server mailbox and redirects them to the phone lines or to the FoIP (Fax over Internet Protocol) server.

Receiving fax messages is essentially the same process but in reverse.

Figure below shows how FaxGwise works:
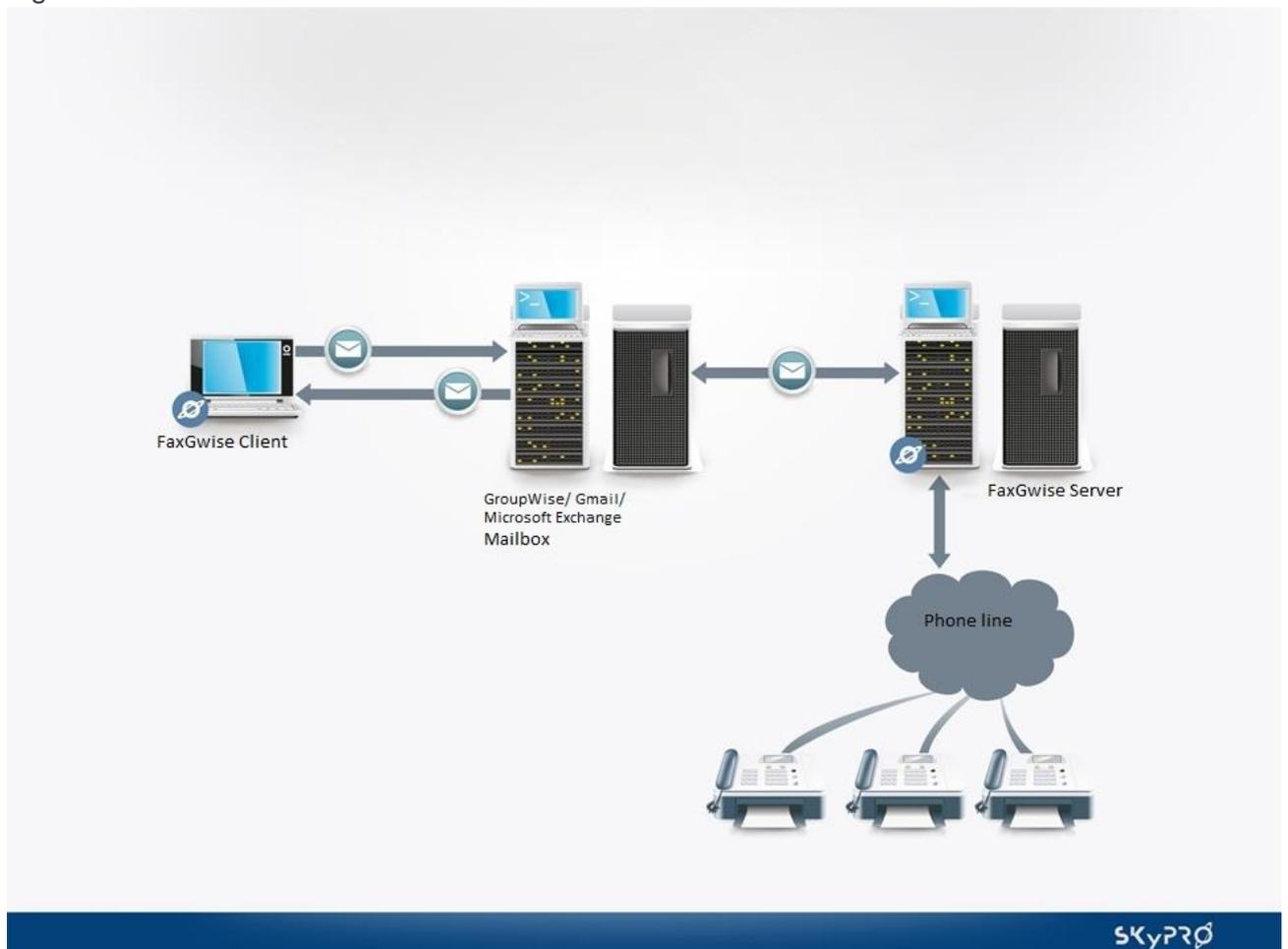
* FaxGwise virtual printer converts files with different extensions to TIF or PDF format in order to send a print ready message.
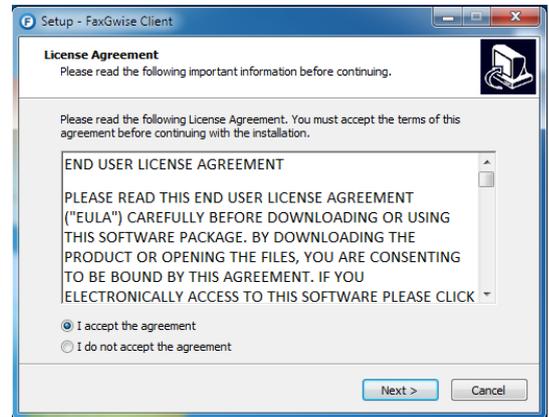
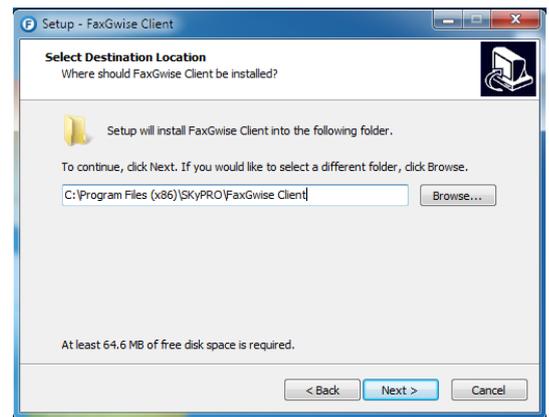# 4 Installation

To install FaxGwise Client:
- Unpack FGC_INS_XXXX. exe file (where XXXX is installing FaxGwise Client version;
- Do the following steps:

Attention: close the running session of GroupWise before starting the installation.

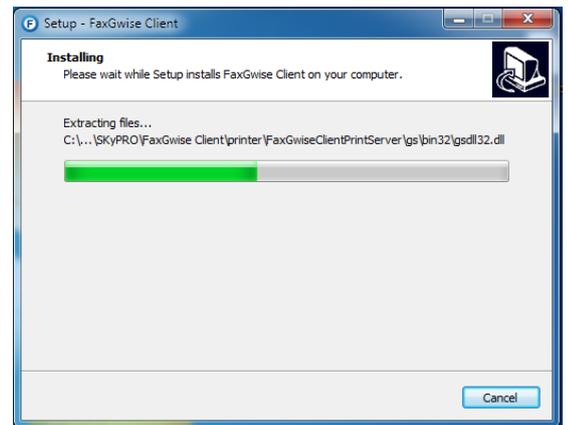Run FGC_INS_XXXX. exe file, accept the terms of the End-User License Agreement. Click Next to continue.

Choose the destination folder and click Next to continue.
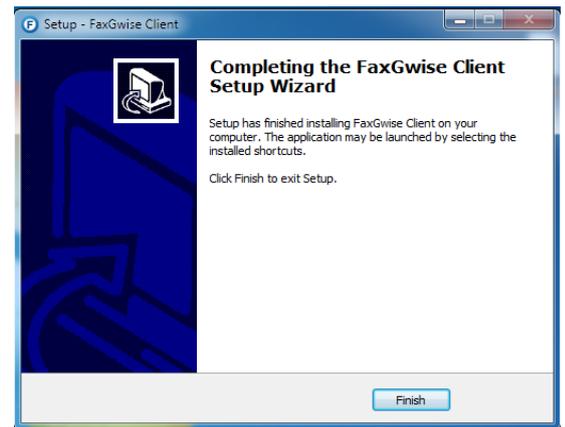
Create a desktop shortcut if you want to and click Next button.

Wait while Setup installs FaxGwise Client on your computer.

Click Finish button when Setup is finished.

4.1 Installation from the command line

You can install the program from command line or other programs using different parameters. They should be written in capital letters: /PARAMETERNAME=value. Such values as TRUE, FALSE, LOW, HIGH are written in capital letters.

List of available parameters:
1. E-Mail address of FaxGwise Server: /FGS_EMAIL=faxserver@host.com
2. Enable TCP connection to the server (disabled by default): /TCP=TRUE
3. IP address or the domain name of the FaxGwise Server for direct TCP/IP connection: /FGS_IP=127.0.0.1
4. FaxGwise Server Port for direct TCP/IP connection: /FGS_PORT=13000
5. Path to the template folder (the folder should already exist): /TEMPLATEFOLDER=c:\\folder\
6. Path to the temp folder (the folder should already exist): /TEMPFOLDER=c:\\tempfolder
7. Enable scan engine (disabled by default): /SCANENGINE=TRUE
8. Folder processed by scan engine (the folder should already exist): /SE_SCANFOLDER=c:\\folder\
9. Folder for scan engine errors (the folder should already exist): /SE_ERRORFOLDER=c:\\folder
10. Disable "Start with windows" (enabled by default): /AUTOSTART=FALSE
11. Low print quality (high quality by default): /QUALITY=LOW
12. Send notification about the successful fax transmission by the server (disabled by default): /NS=TRUE
13. Disable error notification of fax sending (enabled by default): /NE=FALSE
14. Choose template (DEFAULT — default template, NONE – none of the templates or template ID that was generated by the server): /TEMPLATE=DEFAULT

15. Choose enclosure (NONE – no enclosure or enclosure ID that was generated by the server): /ENCLOSURE=NONE
16. Profile name: /SENDERPROFILENAME=TEST
17. Sender name: /SENDERNAME=Name
18. Sender company name: /SENDERCOMPANY=Skynet
19. Sender phone number: /SENDERPHONE=102
20. Sender fax number: /SENDERFAX=991
21. Sender mobile number: /SENDERMOBILE=+380684463593
22. Take the configuration settings from the reg file (priority is higher than parameters described above). /FROMREGFILE=filename.reg (*check the usability recommendation below)
23. The possibility to apply the Admin account settings for all users on the local machine: /FORALLUSERS=TRUE

The parameters for the installer:

1. /VERYSILENT /SUPPRESSMSGBOXES /SP /NORESTART – all these parameters should be used together for very silent automatic install (e.g. via Zen Works);
2. /nowordaddin – no Word add-in icon installation;
3. /noopenofficeaddin – no Open Office add-in icon installation;
4. /noshellmenu – no Windows context menu item installation;
5. /cleansettings – remove previous configuration settings.

* When you install FaxGwise Client over the existing build using the parameter /FROMREGFILE=filename.reg:

- Check the setting System -> Apply settings for all users of this PC. If it is activated (i.e. the checkbox is marked), the configuration will NOT be taken from filename.reg when using the /FROMREGFILE=filename.reg parameter.

Reason: The data from filename.reg are transferred to the specific user's registry (HKEY_CURRENT_USER). In the Apply settings for all users of this PC mode the FaxGwise Client takes the settings from the ini-file which is located in a shared folder, not from the registry (in order to make these settings available to all users). In other words, the registry will be updated but not used.

- If you want the settings to be taken from filename.reg, unmark the checkbox Apply settings for all users of this PC in Settings-> System before installing a new build (or use the /FORALLUSERS=FALSE parameter). In this case the FaxGwise Client settings for a specific user will be taken from the registry section HKEY_CURRENT_USER.

- Please use the /FROMREGFILE=filename.reg parameter only if you are going to use the FaxGwise Client just for that user whose account is used for the installation (the checkbox System -> Apply settings for all users of this PC is not marked). Otherwise we recommend configuring all the necessary settings directly by using the command line parameters, NOT in filename.reg, as well as using /FORALLUSERS=TRUE key.

5 First Steps to Send Fax Messages

After you have downloaded and installed FaxGwise client on your PC, double click the FaxGwise shortcut to start FaxGwise Client session. To start fax sending you need to configure following settings first:

For changing the FaxGwise Client settings:
- use the menu Actions → Settings;
- click Settings on the main window;
- right click FaxGwise icon in the Windows system bar.
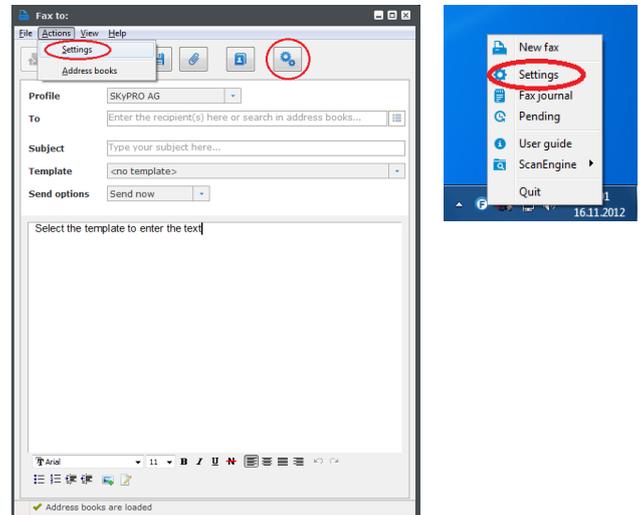
In the Account tab choose the platform (GroupWise, Gmail, Exchange or SMTP) to send faxes to.

Attention: Please, close all active FaxGwise windows before setting up.

GroupWise
If you choose GroupWise as a provider you do not need to enter any additional settings. The FaxGwise Client will be working with the GroupWise account that is currently logged into the GroupWise Client.
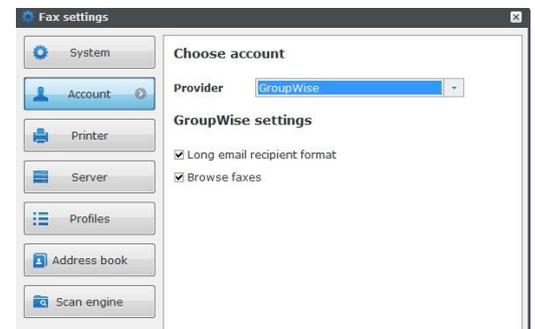
Gmail and Gmail Services
Click on the button "Sign in to Google Services", login to Google account, which you want to use for sending and receiving faxes, and give all required permissions to the FaxGwise Client application.
Set up proxy settings if necessary.
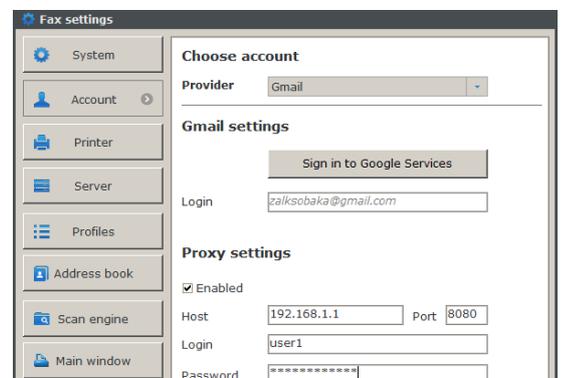
Microsoft Exchange

Enter your login and password of Exchange mailbox you want to use for sending and receiving faxes. Also you need to provide the Url to your Exchange server EWS API. Usually it looks like https://your_exchange_server_address/EWS/Exchange. asmx.

If you can't connect to Exchange using the Url, as shown in the example, please contact your system administrator.

SMTP

Enter SMTP server credentials (Host, Port, Sender email, login and password) and choose Authentication and SSL mode if the server requires authentication and ssl encryption.
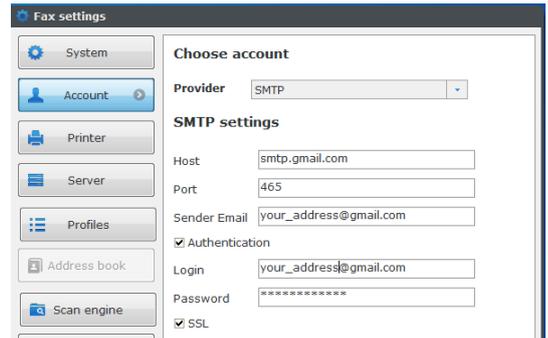
In the Server tab, please, enter the email address of the FaxGwise Server. This email address will be used as a transport layer between user mailbox and FaxGwise Server.
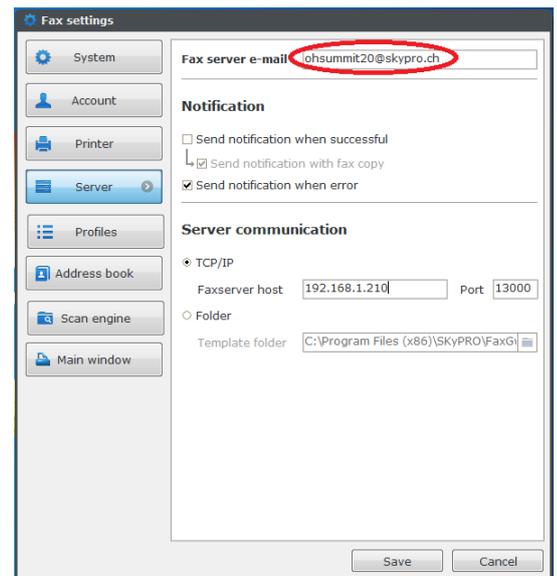
These are the minimal settings you need to configure for sending faxes. Please, see §Settings to adjust FaxGwise work for other settings.
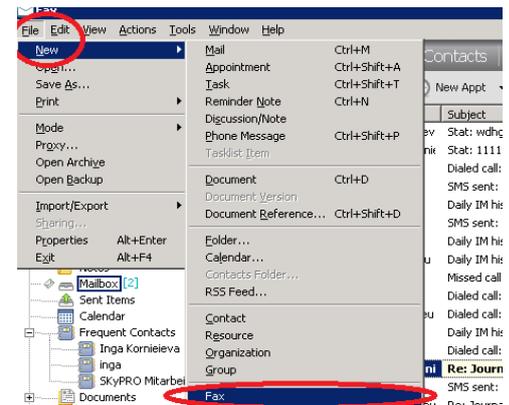
6 Integration with platforms

6.1 Work with GroupWise

After you choose GroupWise as a platform, the FaxGwise icon [New fax] appears on the GroupWise Client toolbar.
You can receive/send faxes directly from your GroupWise mailbox. Fax messages are marked with a special fax message icon.
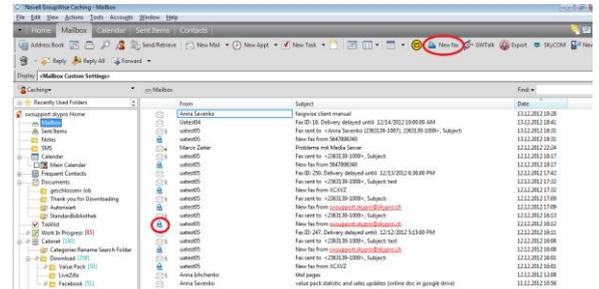
Create a fax using the File menu: File → New → Fax.

FaxGwise uses all existing contact data from GroupWise address books. All available information, such as name, company and fax/phone number of the chosen contact will be automatically added to the fax from the address book.
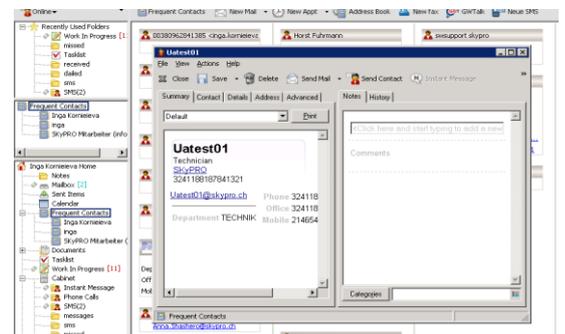
To send a new fax to the email sender (answer the email with fax):
  - Right-click Mailbox on the header, then choose "Send fax to".
  - Use context menu. Right-click the chosen item, then choose "Send fax to" from the context menu.
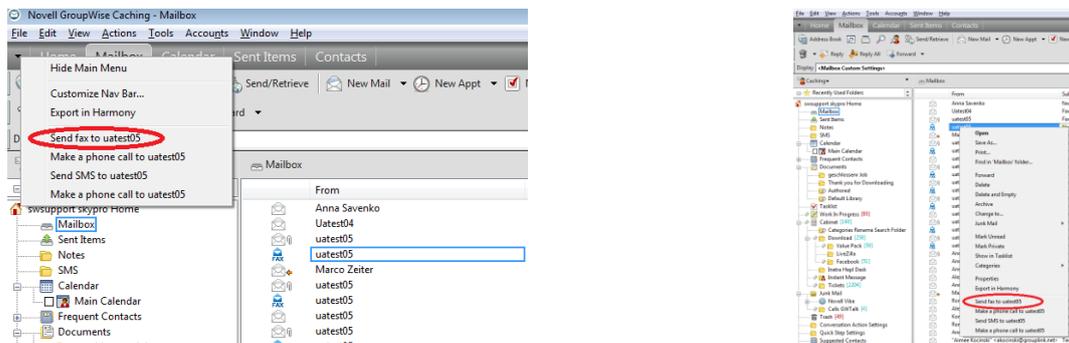
If the chosen contact contains fax number, the fax number will be automatically entered in the corresponding field of the fax transmission window.
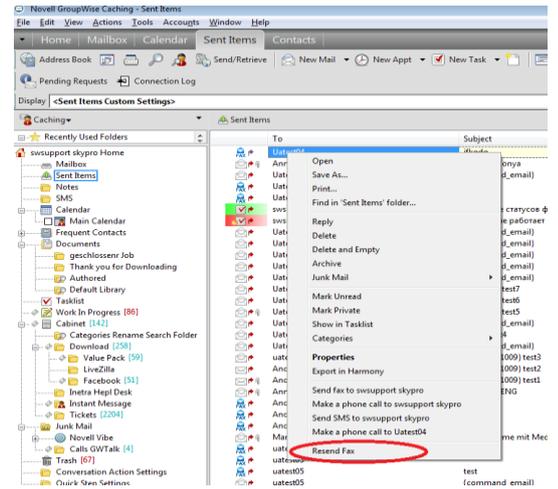
To forward an incoming mail as a fax:
- Right-click Mailbox on the header, then choose "Send Message as Fax".
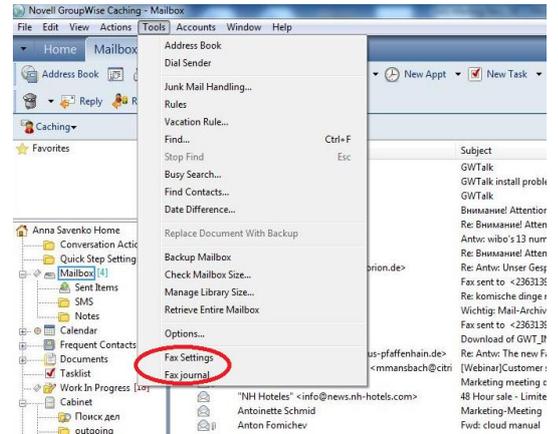- Right-click the chosen item, then choose "Send Message as Fax" from the context menu.
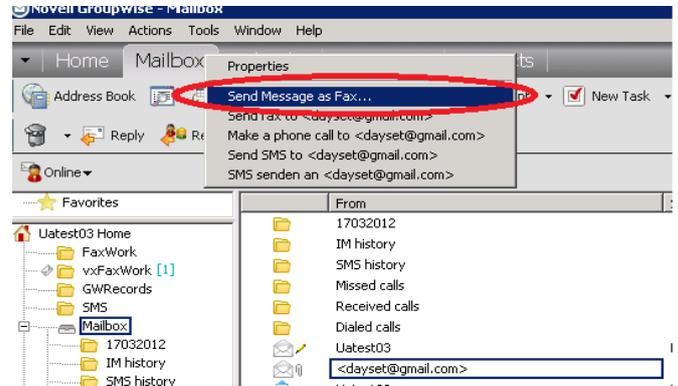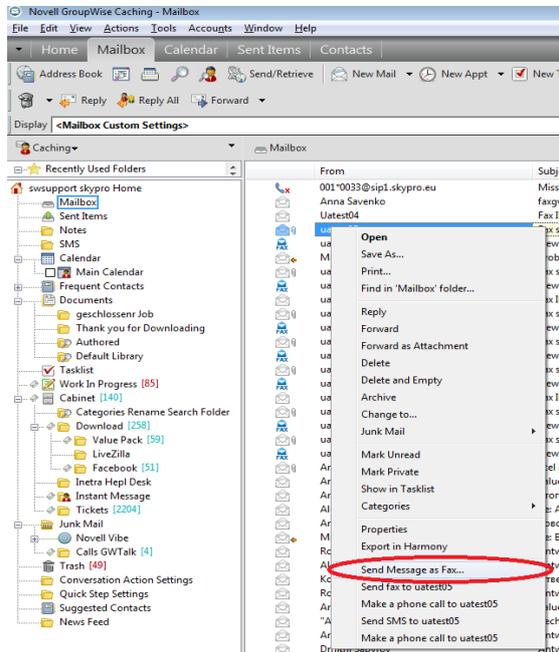
Use context menu to forward an incoming fax.
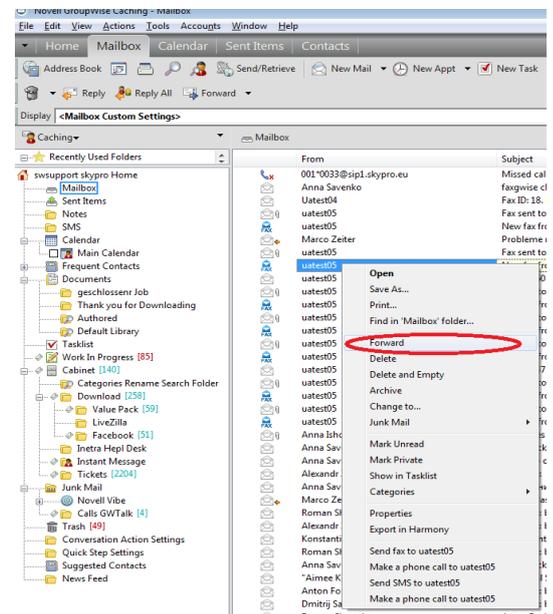
Use context menu in the Sent Items folder to resend faxes.

Use Tools menu to change and verify the FaxGwise settings or open the fax journal.

You receive fax messages directly to the Novell GroupWise Client Mailbox folder.

Attention: The viewer tool is accessible only if PDF software with the web-viewer plug-in is installed on your computer. If FaxGwise Client or PDF viewer software is not installed on your PC, you can read the incoming faxes only as email attachments.
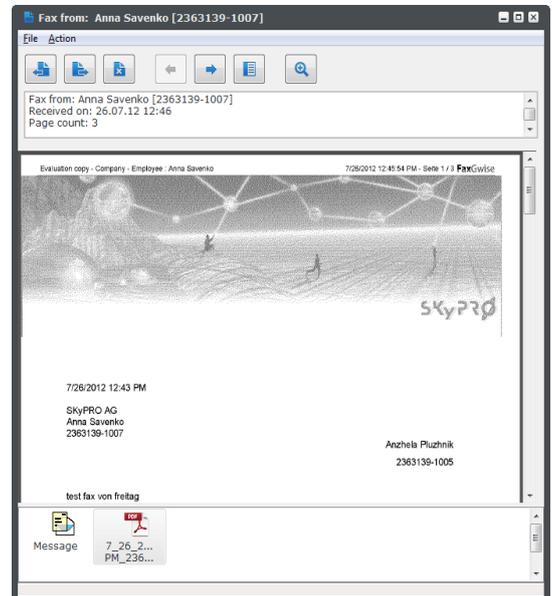
Use the viewer tools to manage received faxes:

- reply the fax message

- forward the fax message as an attachment

- remove the fax message

- magnify the fax message for detailed fax preview

- view the next received fax message in your mailbox

- view the previous received fax message in your mailbox

- view the list of all incoming fax messages from the certain fax number (in mailbox) or the list of all outgoing fax messages to a certain number (in Sent Items folder).

Unfinished faxes are saved in the Work in progress folder.
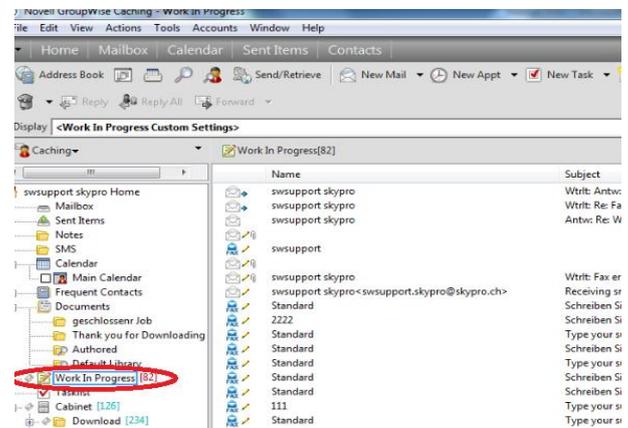
From build 6.0.17 of the FaxGwise Client there is a possibility to get the current status of any sent fax.
Please find the needed fax in the Sent Items folder of your mailbox. Then right mouse click to open the context menu and choose the option Fax State. In the appeared window you can see your outgoing fax with all information about its current status on the server.
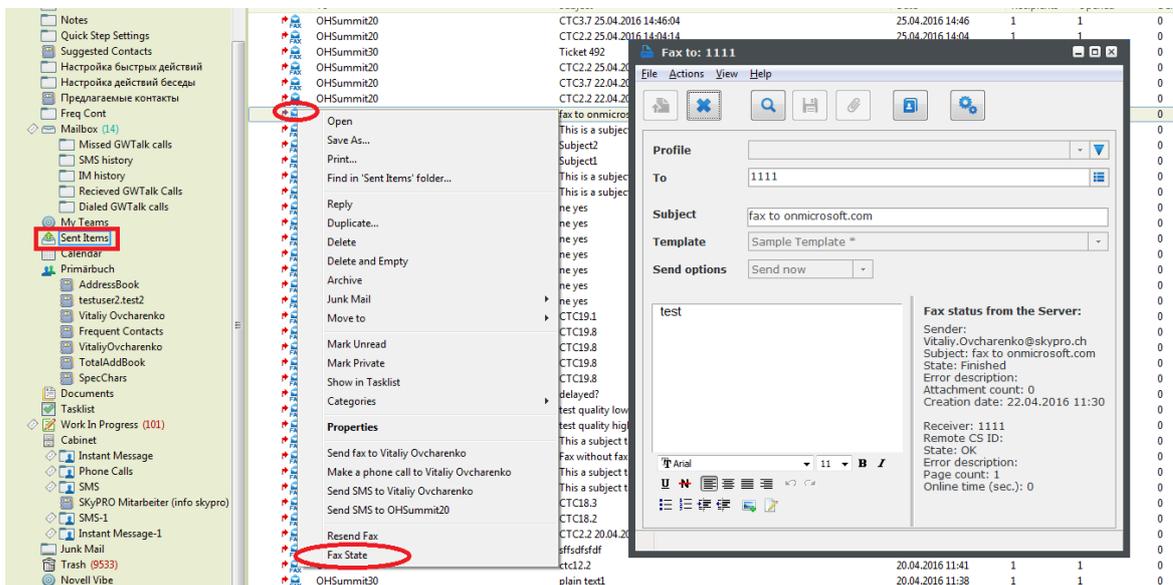
6.2 Work with Gmail and Gmail Services

If you choose Gmail as a platform, you need to click on the button "Sign in to Google Services", login to Google account, which you want to use for sending and receiving faxes, and give all required permissions to the FaxGwise Client application. Set up proxy settings if necessary
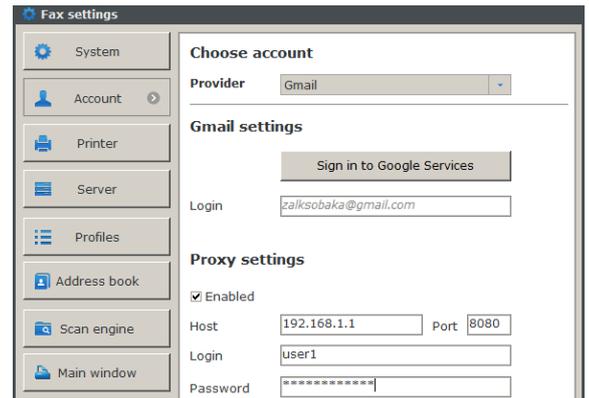
In your Gmail mailbox all incoming fax messages will be shown as attachments to received mails.
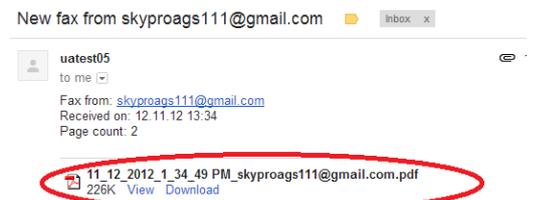
The data for sending faxes from Gmail are taken from Gmail contacts.
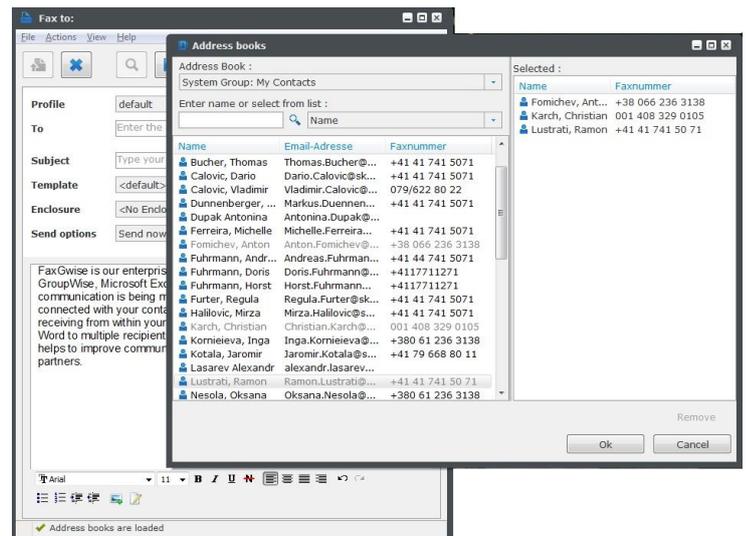
6.3 Work with Outlook/Microsoft Exchange

If you want to use the Microsoft Exchange as a platform you need to enter your login and password of Exchange mailbox you want to use for sending and receiving faxes.

Also you need to provide the Url to your Exchange server EWS API. Usually it looks like https://your_exchange_server_address/EWS/Exchange.asmx.

If you can't connect to Exchange using the Url, as shown in the example, please contact your system administrator.
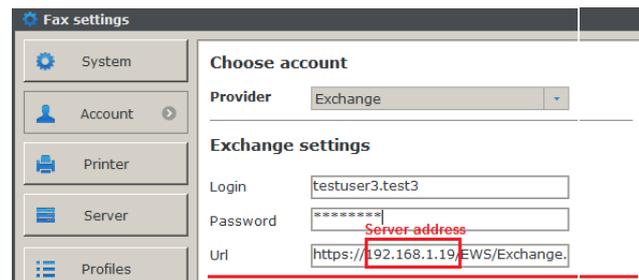
FaxGwise Client is an add-on tool for the Microsoft Outlook/Exchange. After the FaxGwise Client installation, the "New Fax" icon will appear on Outlook/Exchange tool bar. Click this button to open the main FaxGwise Client window.

All incoming and outgoing faxes will be marked with a Fax symbol ![FAX] and will be shown as attachments.
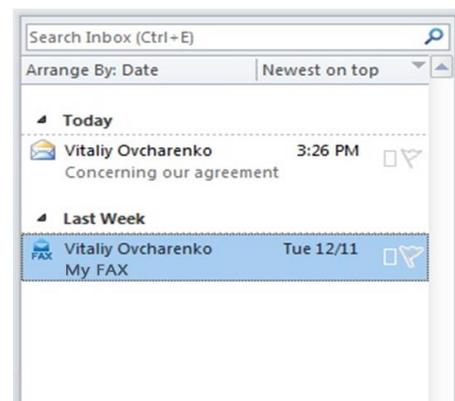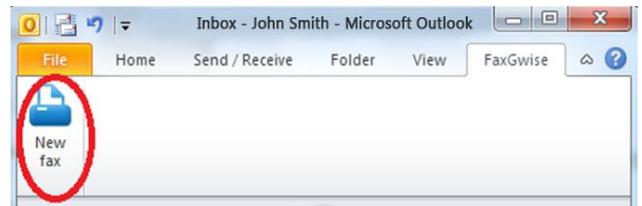
FaxGwise uses all existing contact data from Exchange/Outlook address books. All available information, such as name, company, phone number etc., will be automatically added to the fax from the address book.
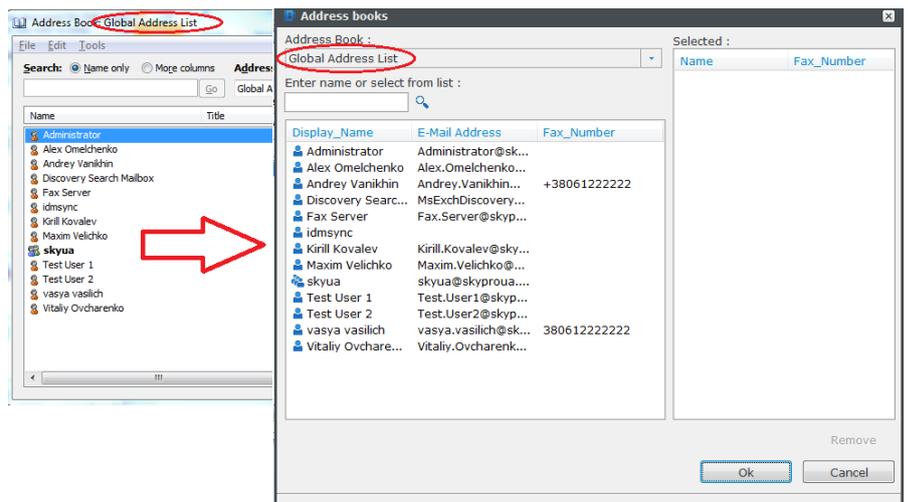
6.4. Work with SMTP server

If you choose SMTP as a platform, you need to enter SMTP credentials which are supplied by the server provider. In this case you have a direct access to SMTP server and do not need to use any email client. In such a way you can use any email service.

7 Fax Messages Sending

Fax can be sent in several ways:

Use the FaxGwise button that appeared in the main GroupWise / Microsoft Outlook Client after the FaxGwise installation.
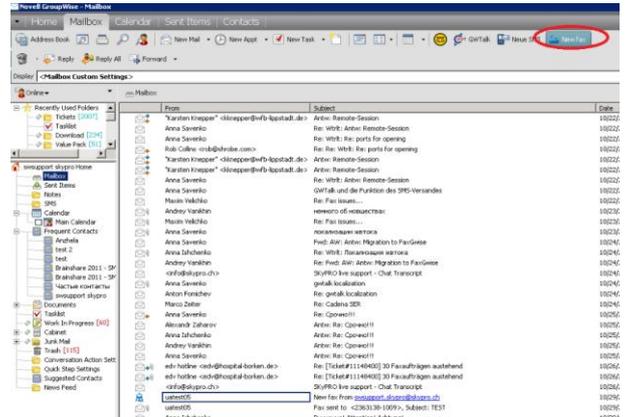
Click the icon , appeared in your PC tray after the FaxGwise Client installation, to open the main FaxGwise Client window and choose New fax. Or use context menu.
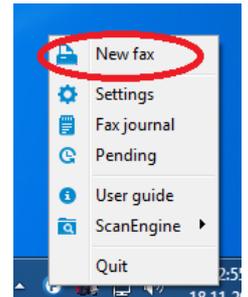
FaxGwise Client main window buttons:

- Send fax- press to send a fax

- Cancel - press to cancel fax sending

- Fax preview – press to preview the created fax

- Save fax – press to save a fax. Faxes are saved as drafts in a specified folder and can be edited or sent later.

- Attach document - press to attach a document. Alternatively, you can attach a document using "Drag and drop" function or right-click the attachment field in the main window.

18
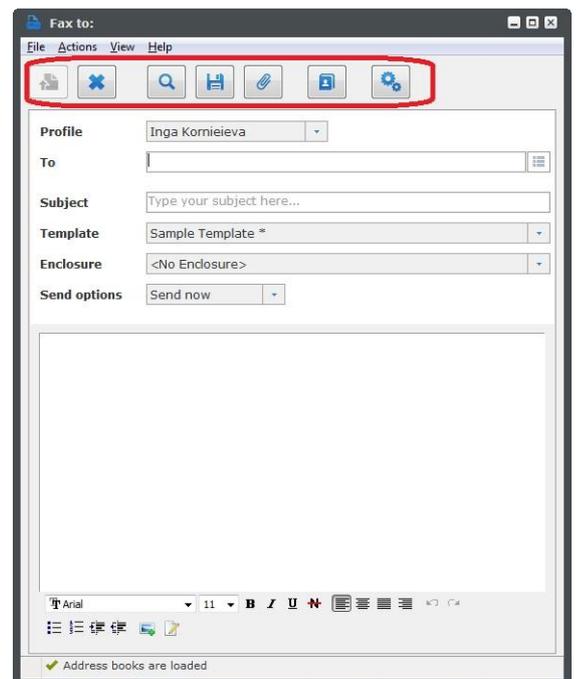
Fill in the following fields in order to send a new fax successfully:

In the Profile field you can choose any of your existing profiles. *

Profile contains personal fax sender information. This information will be shown on the fax as sender name, sender company, etc. You can create various profiles containing different fax sender information. To manage the profiles, please, go to Settings → Profiles.
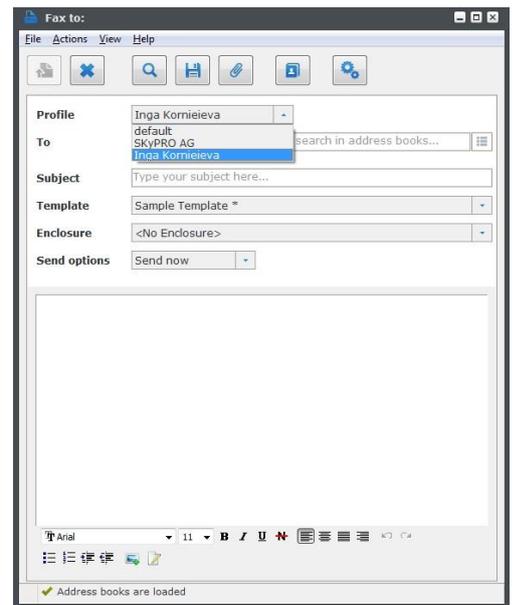
The default profile is automatically generated during the FaxGwise installation process. It uses the default template with no enclosure and cannot be edited.
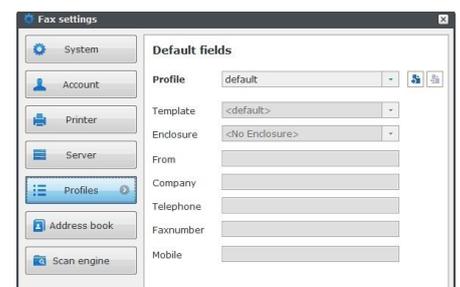
To create a new profile, click . Fill in the sender's information and add any available template and enclosure to the profile. The last created profile will be set as default. To set another profile as default, please, go to Settings → Profile, choose the necessary profile and save the changes.

*Use the drop-down menu to choose another profile.
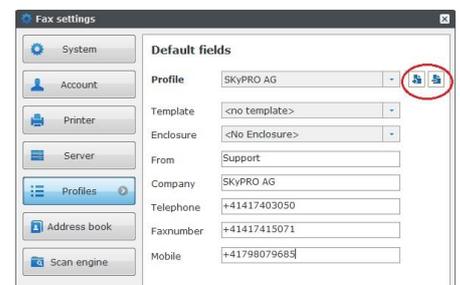
Enter the recipient's fax number in the field To. You can enter the fax number of recipient manually or select the recipient from the address book.

To select a recipient from the address book:
- double click the To field
- go to Actions → Address books
- click
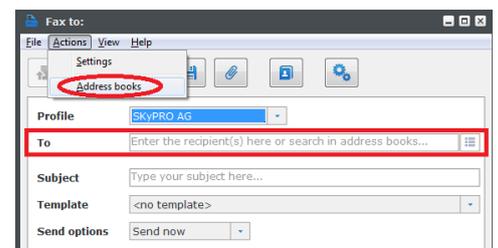
FaxGwise uses the address books loaded from your GroupWise or Microsoft Outlook Client.
All available address books are shown as a drop-down list.
Double click the chosen contact to select fax message recipient / recipients.
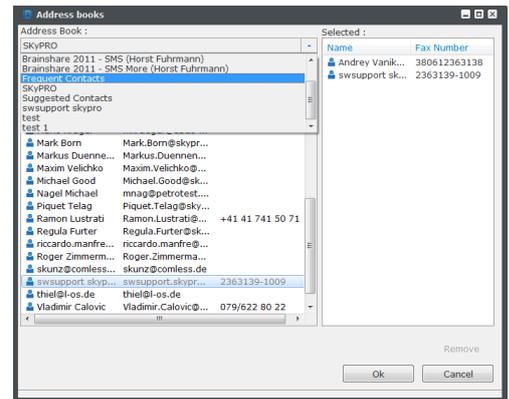
Use context menu to define the fields to be displayed in the address book.
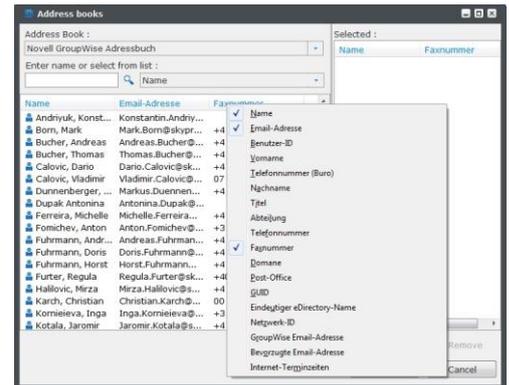
Use search field to find contacts.
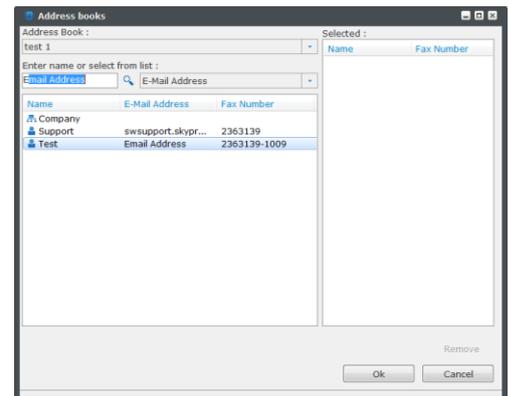
Name completion function allows to find the needed contact through your address books. You just need to start typing the contact's name.
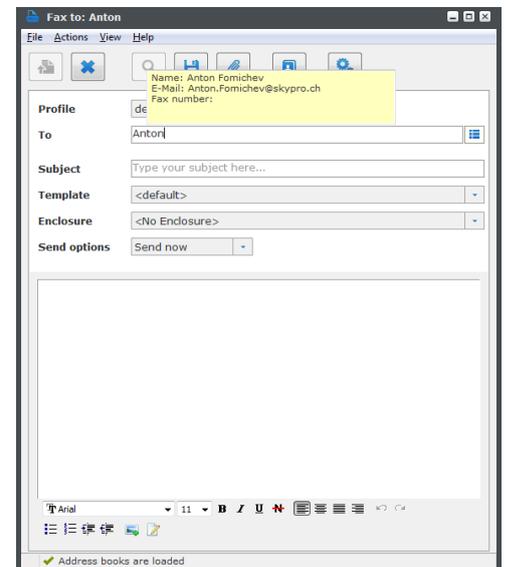
To configure the name completion function go to
Settings → Address book. Choose address books that you want to use for the name completion function.

As a result the marked address books will be loaded from your mail service every time you start FaxGwise sessions.

In order to make the loading process faster we recommend you to switch the "Cache" function on and select an interval for caching process, if necessary.

The name completion function is also available for Gmail and Exchange contacts.
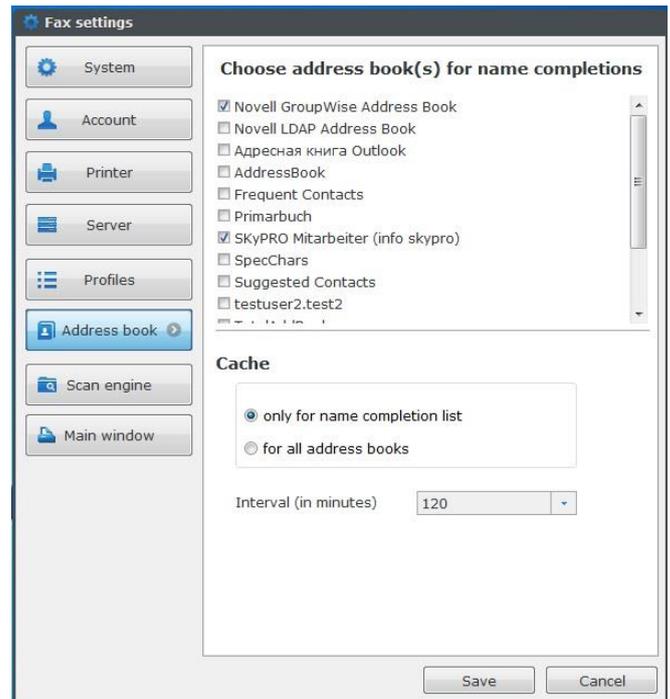
Click Edit to open and edit fax recipients' information. This function also allows you to monitor the contact data (Fax number, Company name, etc.) which will be added to each template.

Contact data can be taken from the address books or entered manually.
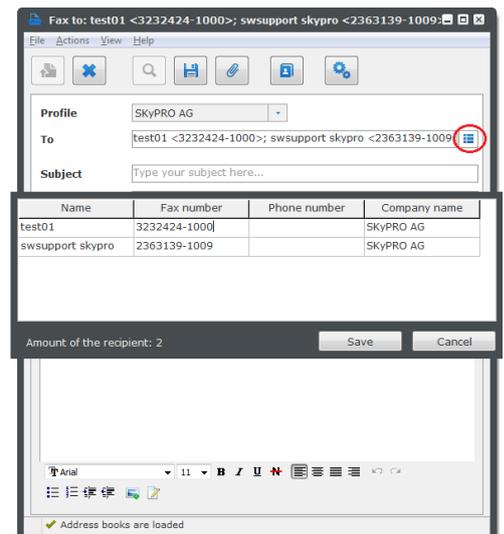
Enter the subject of your fax message in the Subject field.
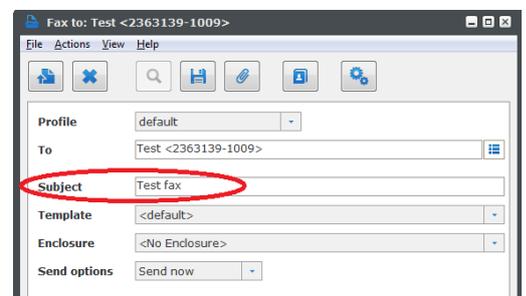
Choose a template (default title page) for the fax message in the Template field. You can use the template defined for the chosen profile or select different templates for each fax.

Template contains a number of empty fields that will be automatically filled in with sender and recipient's profile information. Templates can be individually customized by the FaxGwise server administrator.
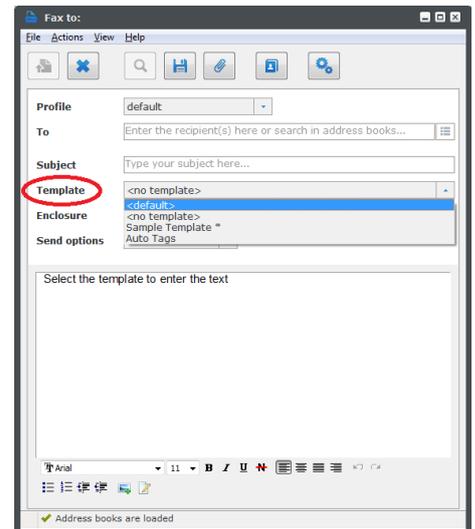
Attention: if no template is selected, the Send fax button will be inactive. In this case, please, attach a document to send fax.
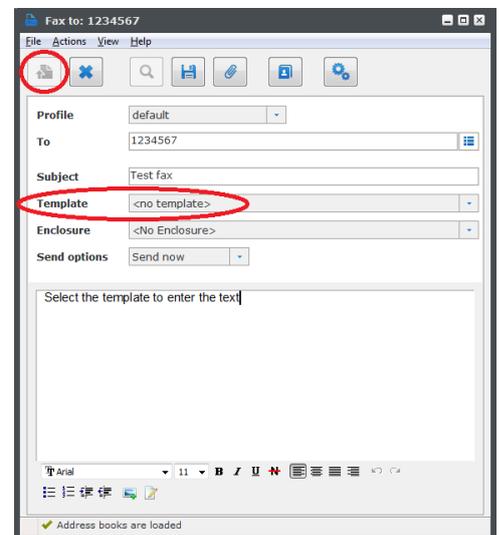
Choose an enclosure that will be added automatically to your fax messages as an attachment. For deactivating this field go to View → Enclosure.
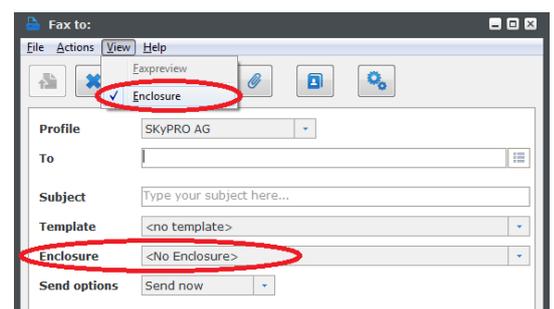
Templates and enclosures are created on the FaxGwise Server and transmitted via TCP/IP connection to FaxGwise Client. So you need to establish connection to the FaxGwise Server through TCP/IP. Mark TCP/IP in the tab Settings → Server → Server communication and enter the IP-address or DNS server machine name as well as port number (default port number 13000).

If connection with the server is unavailable, you can use stored templates and enclosures from the folder on your PC. Mark Folder and chose template folder for the templates and enclosures storing.

Attention: The templates and enclosures on your PC should be synchronized with those on the Server. Otherwise the Server automatically set the default template for your fax message.

For more information, please, contact your administrator.
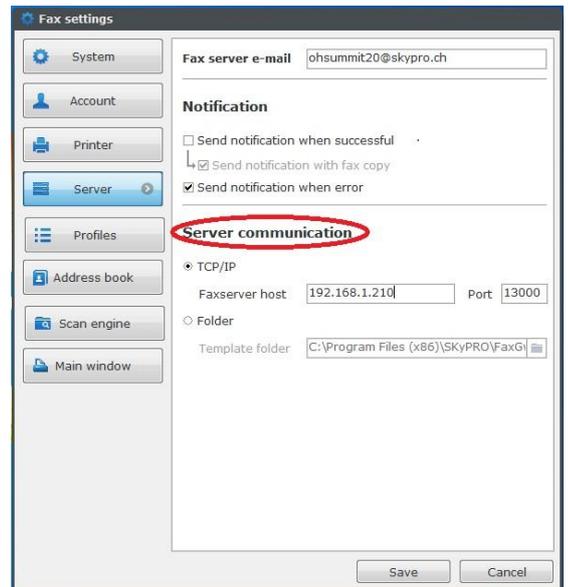
You can create a fax message in **Rich Text Format** just like you do in MS Word.
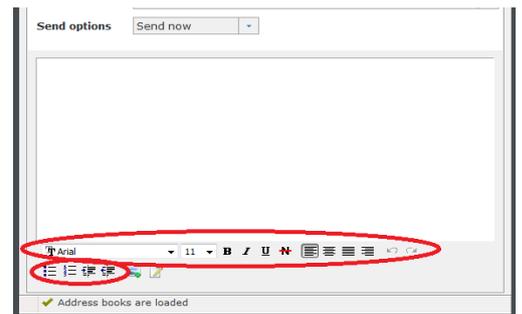
To add a Signature, left-click FaxGwise Client icon in the system tray, open FaxGwise main window and choose menu item "New fax". Create the template for your signature. To do that click on the new icon "Add signature" below the text field.

Then choose the menu item "Create new."
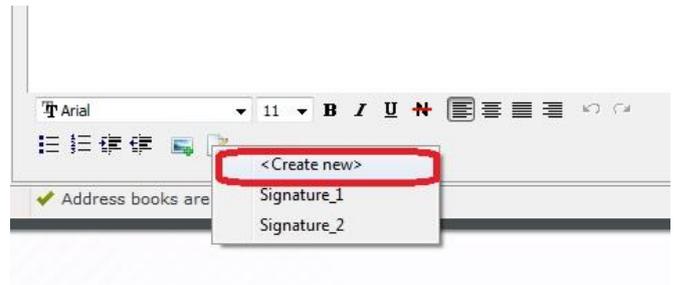
Compile your signature (it can contain both text and image) and click "Save".
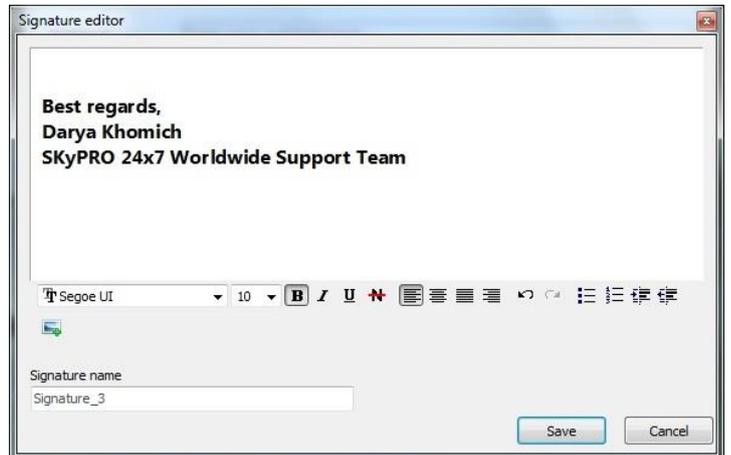
The signature is added in each case at the end of the text. You can also scan a handwritten signature in the middle of the name and use this as an image for the template (as shown in the screenshot).
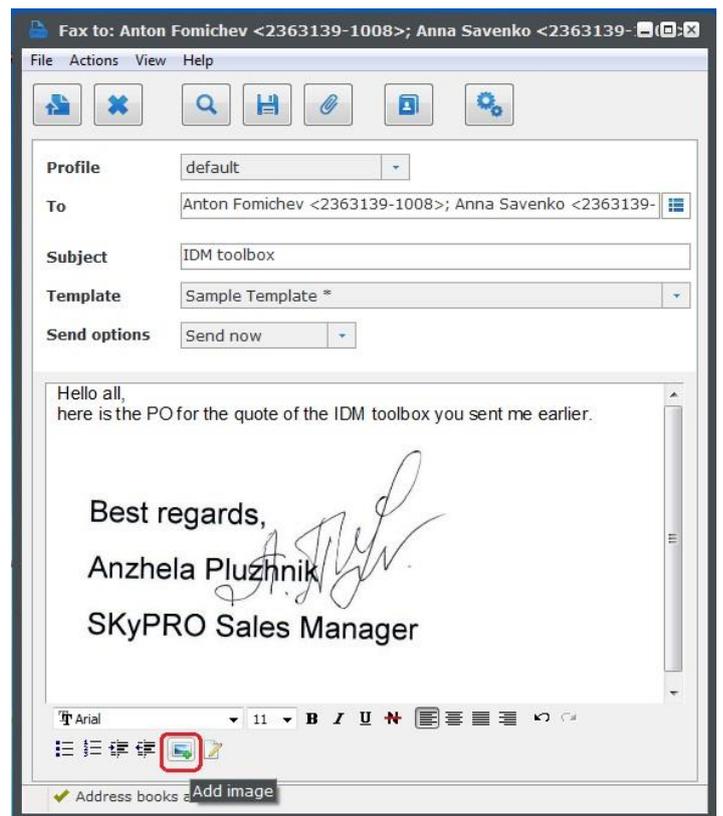
In the Send options field you can specify the date and time when a fax message has to be send:
- Send now;
- Delayed sending (choose the date and time for fax sending);
- Pending (delay of the sending without date specifying).

Note:
You need to activate TCP/IP connection to manage delayed or pending fax messages.
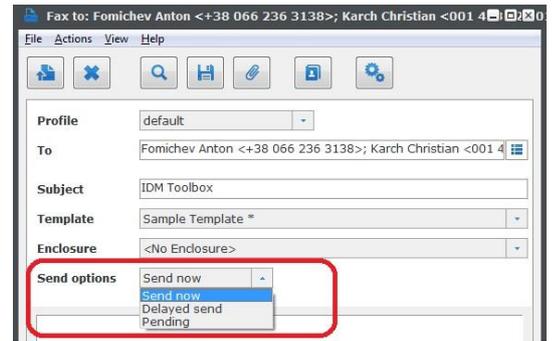
To see pending and delayed faxes, open the window Pending:
- Click the fax icon in the tray and click Pending;
- Right click the fax icon in the tray and choose Pending.
Attention: You need to activate TCP/IP connection for managing delayed or pending fax messages.
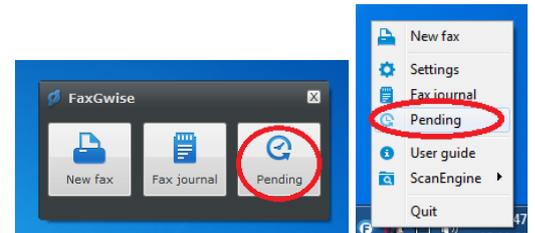
In the Pending window you can see all the delayed and pending fax messages as well as send or cancel sending of the chosen fax message.
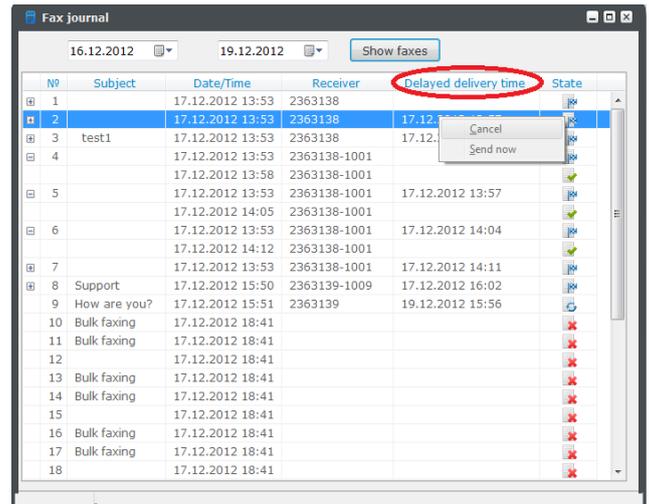
8 Fax Journals

The fax send journal can be viewed only if TCP/IP connection is activated.
To see the fax journal:

- click the fax icon [Fax journal] in the tray.
- right click the fax icon in the tray → Fax journal.
- go to Tools → Fax journal in GroupWise Client.
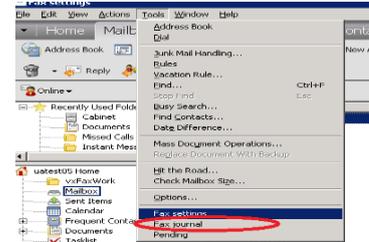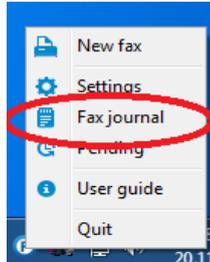
Define the period of time to see all outgoing fax messages for the period.

Each fax sent from the FaxGwise Client will be processed by the server in the following way:

- After receiving a new fax from the mailbox, the FaxGwise server forms it as an Order which contains all the necessary sending fax information (e.g. recipients, date of sending etc.).
- Directly before sending fax messages, the server creates Jobs in order to send the given fax to each recipient (one Job (fax) = one recipient).

The fax journal contains the information about the current state of the faxes sent to the server (Orders) and the faxes sent from the server (Jobs).

An order can have the following statuses:

- Unsent – the server is processing a new fax and creating Jobs.
- Canceled – an order is canceled by either administrator or sender.
- Finished – the processing of faxes is completed. It means that all the faxes have been already sent and got a certain status.

A Job can have the following statuses:

- Unsent – the job remains in queue for sending.
- Ok – the fax is successfully sent to the recipient.
- Error - the fax is not sent to the recipient (The possible reasons: a busy line, an error of the hardware etc.).

9 Settings to Adjust FaxGwise Work

The System tab:

Choose your language from FaxGwise Client language list: English, German, French and Spanish.

For all users: apply the following settings for all the users on the local machine with Admin account installed.

Start with Windows: start application when Windows starts.

Start with GroupWise: start application when GroupWise starts.

Close with GroupWise: Close application when GroupWise Client is closed.

Temp Folder:

Use system TEMP: specified temporary local directory.

Use folder: choose your own folder for the temporary files while they are being edited or transformed.

Fax order from application: allows you to specify the preferable operation for the newly converted document, when the fax transmission window is opened.
 Choose:

Append to open Fax

- To attach the converted document to the opened fax window.

Create new Fax

- To attach the converted document to the new fax window.

Show dialog

- To see the dialog window, that will offer you to attach the converted document to the opened fax window or to attach the converted document to the new fax window.

Shell extensions enable the fax message sending directly from Explorer context menu.

Shortcut in the Explorer context menu adds item FaxGwise to the context menu.

Shortcut in the menu Send to allows sending any document from your desktop directly to FaxGwise printer using the context menu.

The transmission form will be automatically opened so that the selected document will be attached to fax message.
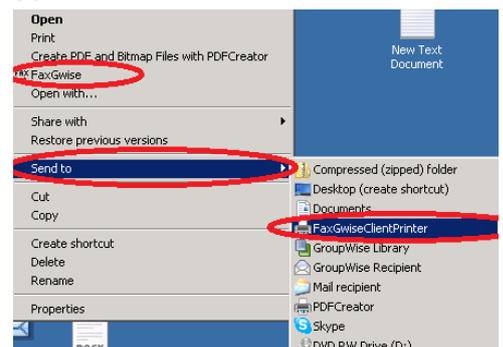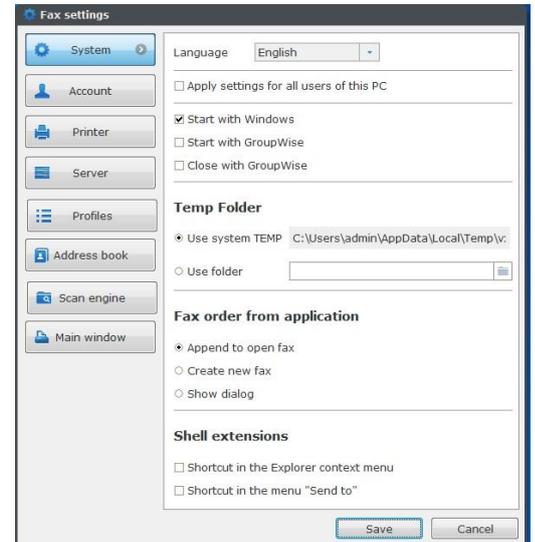
The Printer tab

Fax printer:

The FaxGwise Client (from build 6.0.17) uses its own component FaxGwiseClientPrinter to convert files attached to the fax messages.

A file is printed on the FaxGwiseClientPrinter via the default program associated with this file type. For example, .pdf- files are opened and printed using Acrobat Reader, etc.

It's important for the successful conversion which default program is associated to the file type to properly open and print the file.

In this regard it should be noted that using Windows Photo Viewer standard program to open the images leads to the fact that the images are cut. We recommend you to use a different default program for images, for example, Paint.

Quality: Choose outgoing faxes resolution.
Dithering is the process that a program uses when the full range of colors in a particular image cannot be displayed. Choose the dithering method for document conversion.
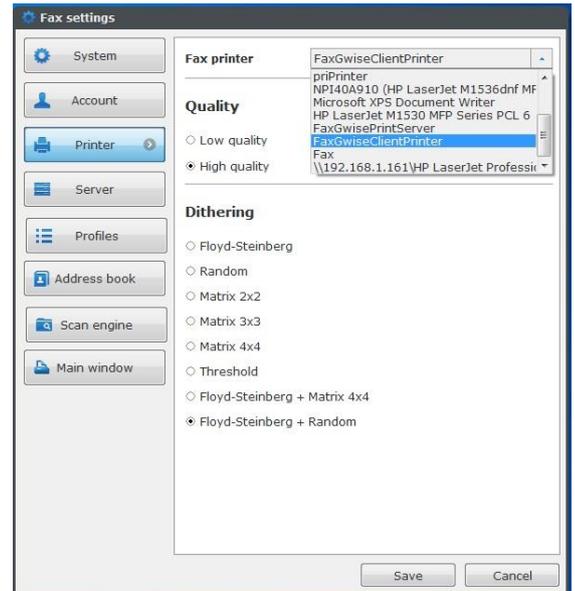
Algorithms available for graphics previewing:

Floyd-Steinberg
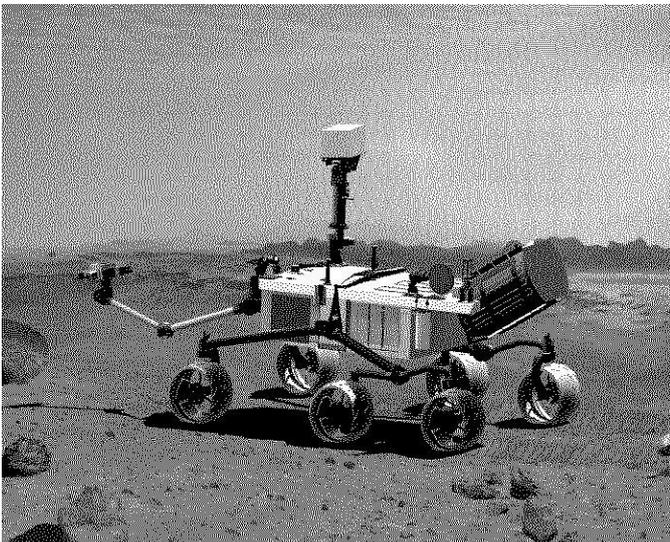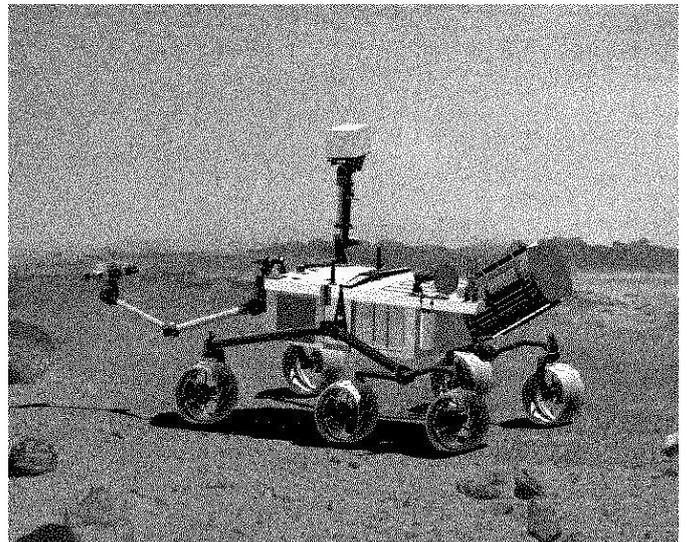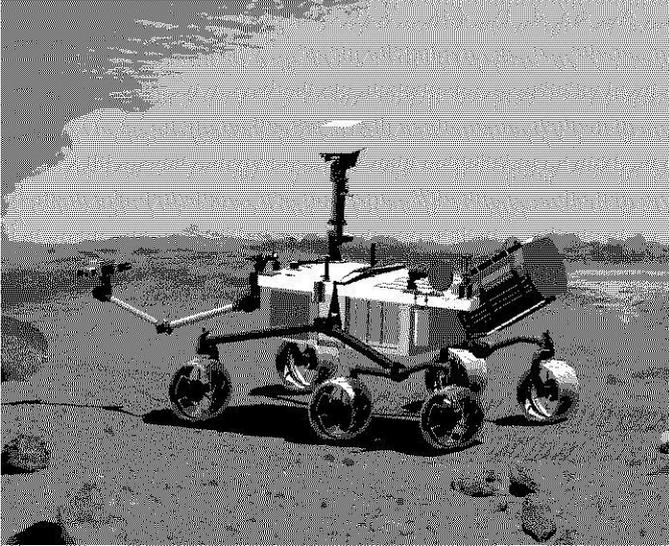
Random

Matrix 2x2

Matrix 3x3
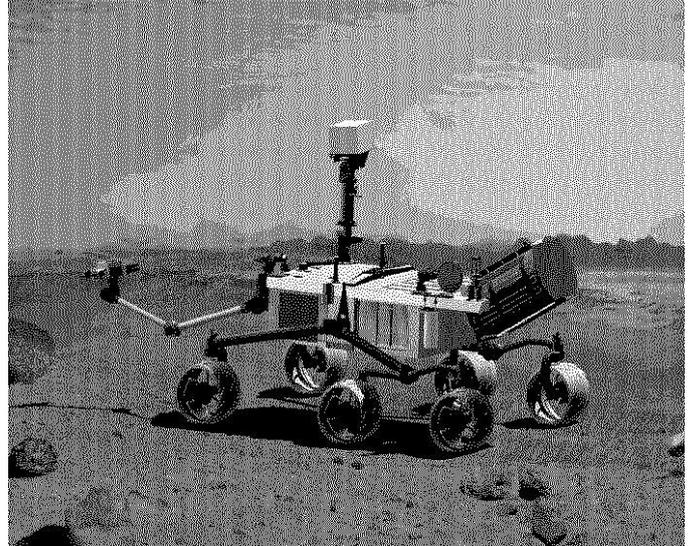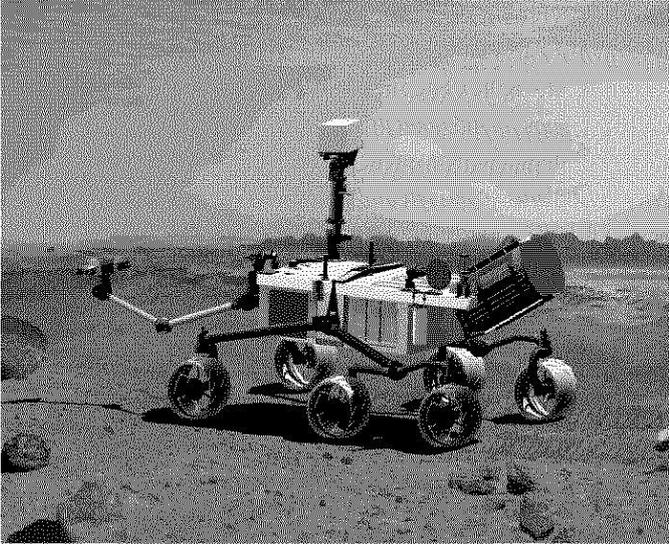
Matrix 4x4

Treshold
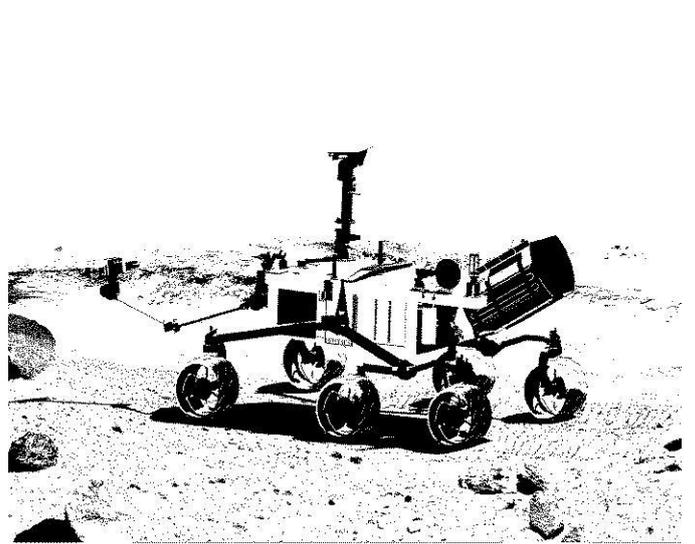
Floyd-Steinberg + Matrix 4x4
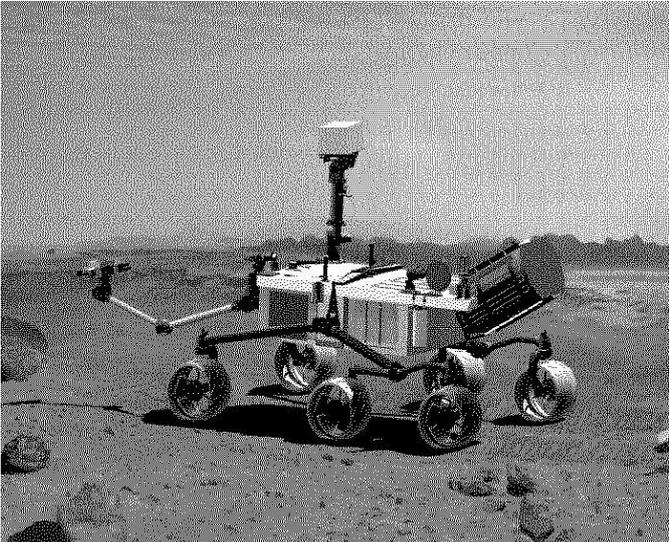
Floyd-Steinberg + Random
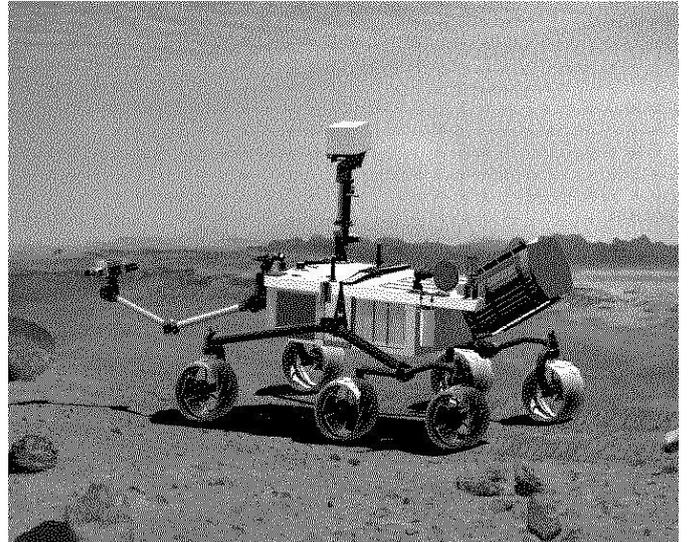
Algorithms available for text viewing:

Floyd-Steinberg

Random

Matrix 2x2

Matrix 3x3

Matrix 4x4

Treshold

Floyd-Steinberg + Matrix 4x4

Floyd-Steinberg + Random

The Server tab

If necessary, enable the "Notification" function in the Server tab to receive notification emails about the result of the fax message sending. You can choose one or all types of notifications:

- Notification of a successful fax transmission.
- Notification with a fax copy: successful transmission notification including a copy of the sent fax.
- Send notification if an error occurs.
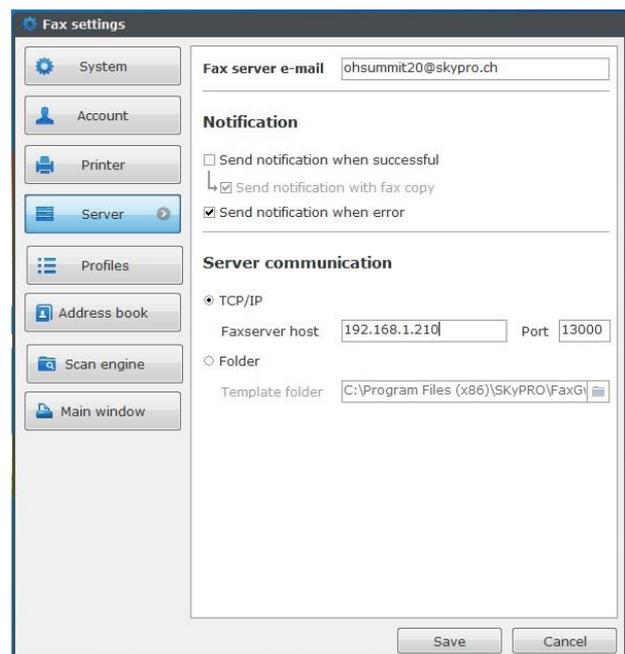
10 Scan Engine

Scan Engine is a function that allows to send fax messages semi- or automatically.
This means that you can use Windows or Open Office applications (Word, Excel, etc.) for manual and automatic (using, for example, CRM systems) fax creation. But such text document should be written with a special syntax (see the table below).

Scan Engine configuration:

If you want to use this function, created documents need to be saved in a specified folder: Settings → Scan Engine → Input directory.

You also need to create a folder for fax sending errors and specify the way to this folder: Settings → Scan Engine → Error directory.

To activate Scan Engine please mark Enable auto start of scan engine.
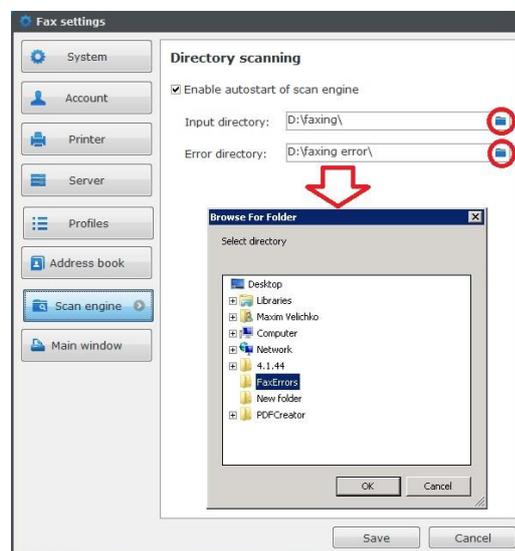
The Scan Engine function can be started or stopped from the tray.
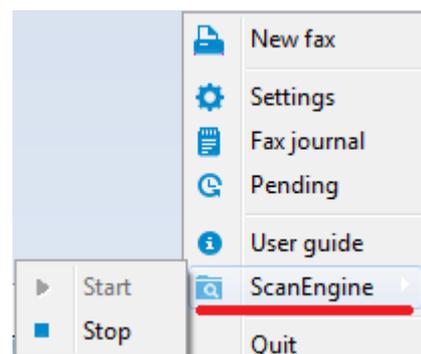
To send a fax message using Scan Engine function:
- Create a document with special tags, using Word (Open Office) applications;
- Save this document to the specified folder;
- Press Send, after the FaxGwise window opens. All information from the document will be allocated in the fax message according to the entered tags.

Available tags for the automatic creation of the fax messages:

German	English	Ge	En	Example	
Faxnummer	Fax number	Fn	Fn	@@fn 004930880455-99@@	
Sendername	Sender name	Sn	Sn	@@sn Hans Tester@@	
Sendertelefon	Sender phone	St	Sp	@@sp004930880455-0@@	
Senderfax	Sender fax	Sfa	Sf	@@sf0043123446@@	
Senderfirma	Sender company	Sfi	Sc	@@sc Testcompany@@	
Empfängername	Receiver name	En	Rn	@@rn James Butler@@	
Empfängertelefone	Receiver phone	Et	Rp	@@rp 345620935@@	
Empfängerfirma	Receiver company name	Efi	Rc	@@rc Butler Ltd@@	
Betreff	Subject	Be	Su	@@su your request@@	
Text	Body	Te	Bo	@@te Dear Sirs,&&&&as discussed you will receive the required information.&&&&With best regards,&&&&Hans Tester@@	
Deckblatt	Template	Db	Tem	@@tem template@@ @@tem none@@ @@tem default@@	
Qualität	Quality	Qu	Qu	@@qu high@@ @@qu low@@	
Zustellverzögerung (mit Datum)	Sent delay (with date)	Zv	Sd	@@sd 20041113;23:30@@ (date is displayed as jjjjmmtt;hh:mm)	
Zustellverzögerung (ohne fixiertes Datum)	Pending (without any fixed date)	Zv wartend	Sd hold	@@sd hold@@	
Nachrichtversand	Notification sent	Nv	Ns	Receive notification: @@ns@@ @@ns yes@@ @@ns +@@	No notification: @@nv no@@ or @@nv -@@
Nachrichversandkopie	Notification sent copy	Nvk	Nsc	Receive notification: @@nsc@@ @@nsc yes@@ @@nsc +@@	No notification: @@nsc no@@ or @@nsc -@@
Nachrichtfehler	Notification error	Nf	Ne	Receive notification: @@ne@@ @@ne yes@@ @@ne +@@	No notification: @@ne no@@ or @@ne -@@
Sofort senden	Send immediately	Ss	Si	@@ss@@	

Ignoriere Seite	Ignore page	Is	Ip	@@ip@@suppress multiple page
Folgeblatt	Enclosure	Fb	Enc	@@enc AGB@@
Datei Anhängen	Attach file	Da	Af	@@af c:\dics\attach1.doc@@
Wasserzeichendatei	Watermark file	Wd	Wf	@@wf d:\build_A.bmp;1@@ @@wf d:\build_B.bmp;2-99@@ Please attach background picture to the actual document, with the appropriate resolution for the fax message. For good result add black-white picture.
Neues Fax	New Fax	New	New	@@new@@ Shows that the following pages are referred to the new fax-contract, to make more fax messages from printed materials.
Erzeuger	Originator	Ez	Or	@@or user1@company.com @@ Set an alternative fax customer. All the information (e.g. notifications) will be shown in another user's mailbox and fax journal, provided that this user contact is stored in your address book.

Attention: If you use @@si@@ (Send immediately tag), the fax message will be sent in the background. This means, that the fax message will be sent immediately and without FaxGwise automatic opening.

Example of a fax message, written in special syntax:

@@fn 004930880455-99@@ - recipient's fax number;

@@sn Hans Tester@@ - sender name;

@@rn James Butler@@ - recipient's name

@@bo We are pleased to see that you decide to test our product FaxGwise in your company**&&&&**FaxGwise is optimized for Novell GroupWise environments and tightly integrated into GroupWise and Office Applications. Features like direct fax sending and receive from within your GroupWise mailbox easy functions to fax from Microsoft Word to multiple recipients at the same time makes it a handy tool and helps to improve communication with customers and all other business partners@@ - text of the message;

@@af c:\dics\attach1.doc@@ - file to attach;

@@tem none@@ - template, here no template is chosen (none);

@@qu low@@ -low quality is chosen;

@@nsc yes@@ - notification sent copy, "yes" means that the notification will be sent
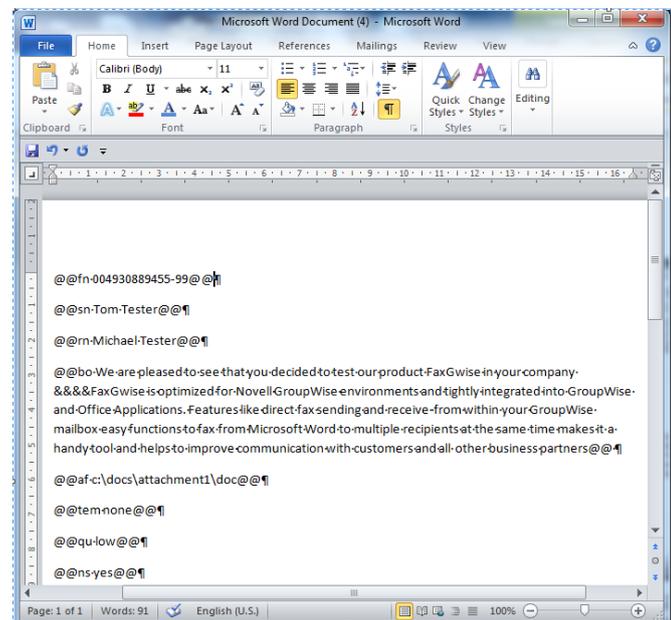
If you need to hide tags through text applications before fax sending, please, choose the white-on-white function.

Please note, if you select the @@si@@ tag, the fax window won't be opened and the fax message will be sent immediately.
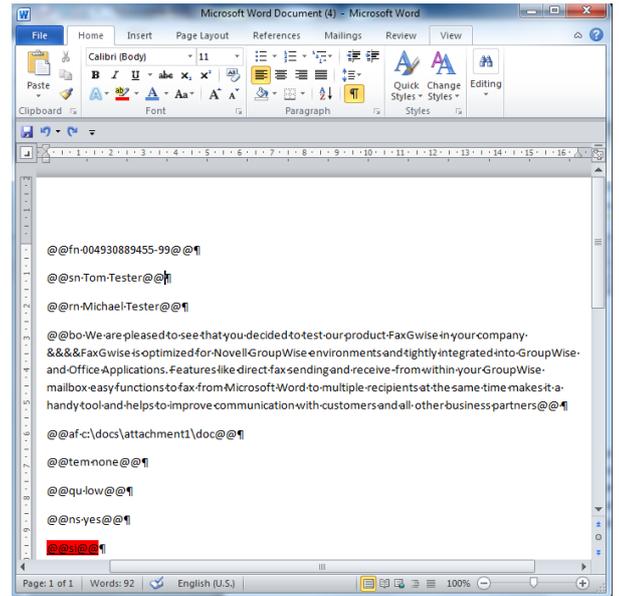
If you don't use the @@si@@ tag, the main fax window will be automatically opened:
- created document will be added to the fax message as an attachment;
- specified tags will be transferred to the corresponding empty fields in the main fax window and in the template
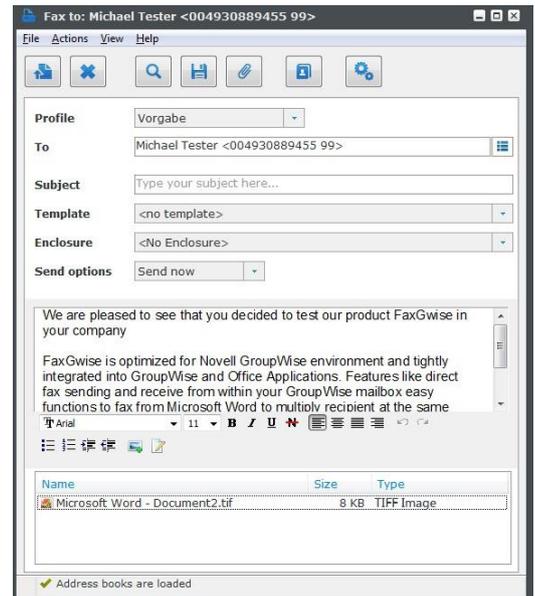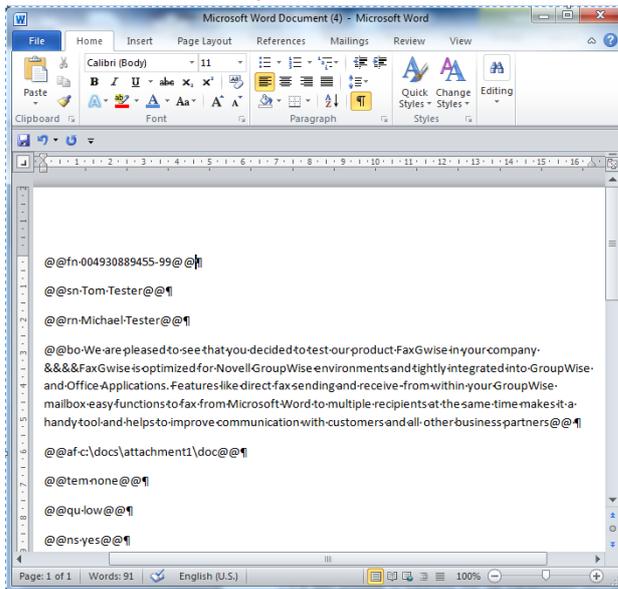
11 Main window settings

In the Tab Main window you can choose a way to create a fax.

Activate the checkbox RTF text (with signature) to edit the fax body in Rich Text Format (just like in MS Word), or to add the image with your signature at the end of the text.

If the checkbox Plain text is marked, it will be possible to create a fax body only with the text without text formatting capabilities.

Note: if you choose RTF text (with signature) as the Fax Body text style, the text will be displayed on the Cover page exactly as you have configured in the FaxGwise Client. The fonts and other display settings for the body text from the server's templates will be ignored.

Tick the checkbox Allow editing of sender information to edit the sender data from the profile directly in the main window. These changes will be used only for that particular fax. The profile data won't be changed.
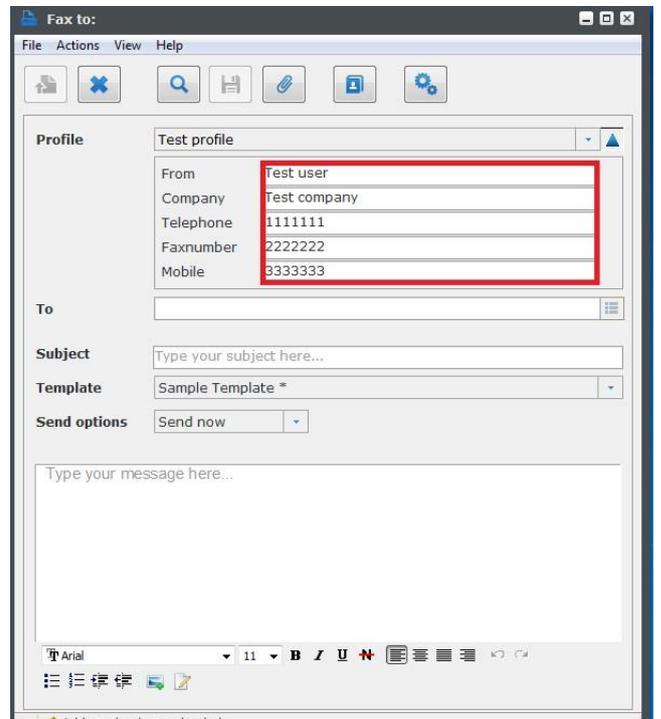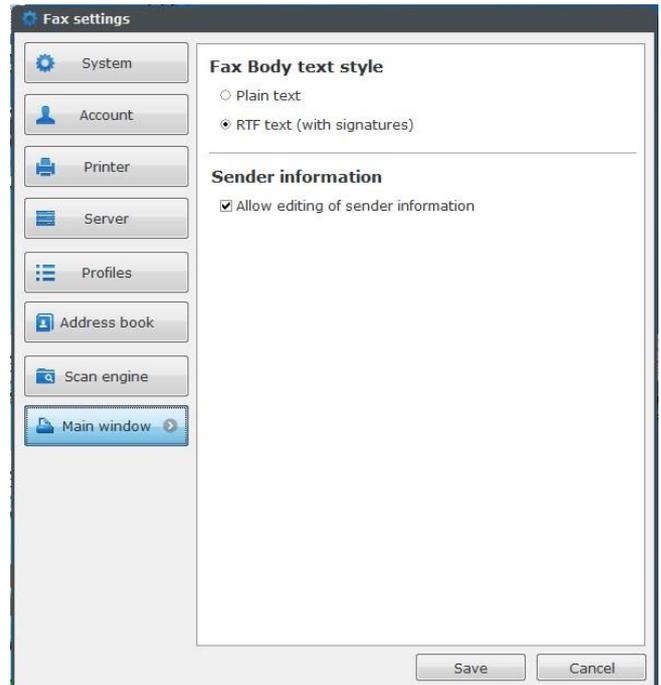
12 Sending Faxes from Microsoft Applications

Using FaxGwise printer driver you can send fax messages via such applications as Word, Excel, etc. Please, go to File→Print→FaxGwise ClientPrinter.
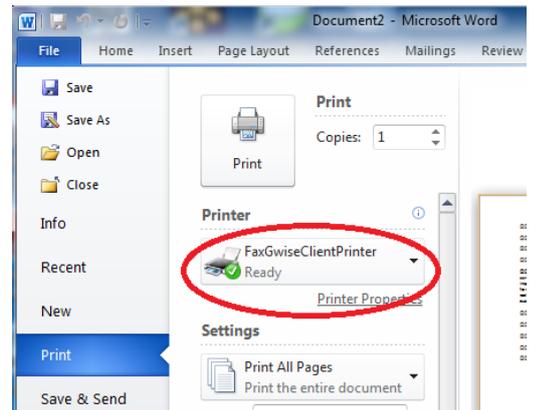
The FaxGwise printer driver will convert the document into a fax format. The window for the fax transmission will be opened automatically with the converted document attached.
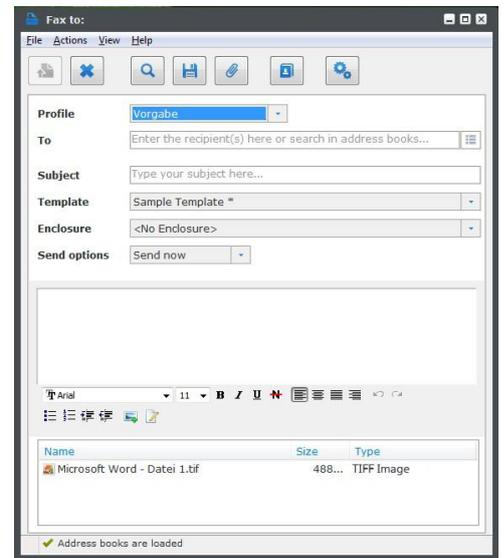
You can also use @@ tags while creating documents. After choosing Print option, the main fax window will be opened and the created document will be converted into a fax message with an attachment. The specified tags will be transferred to the corresponding available fields in the fax main window and in the template.
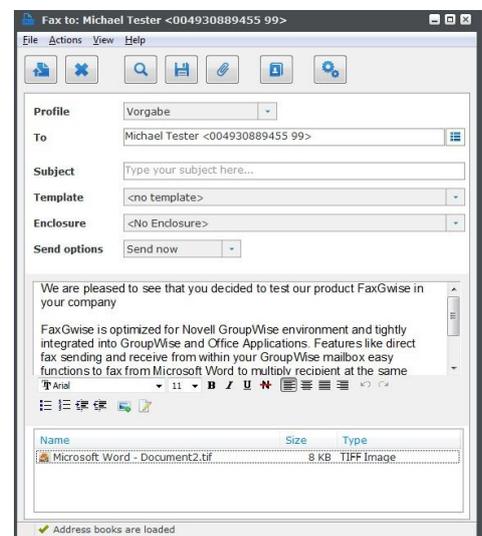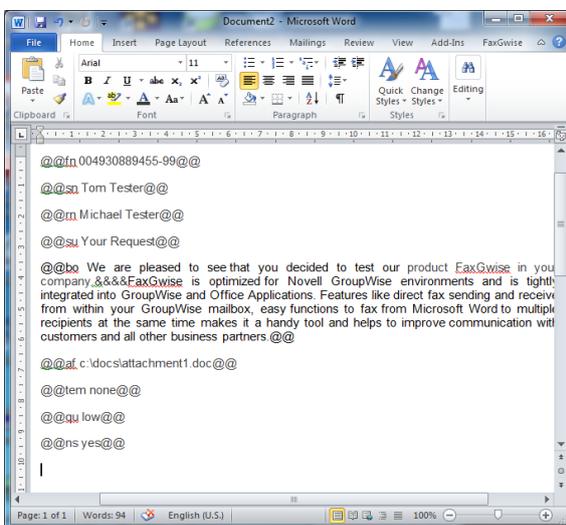
If you use the tag @@si@@, the fax will be sent without the FaxGwise Client window opening.

To send a fax via Microsoft Word, choose the Send as fax Icon in FaxGwise tab on Microsoft Word symbol bar. The transmission form with the attached Word document will be automatically opened.

Mail merge to FaxGwise automatically sends information from data base to a word template and fills the necessary fields in.

13 Email2Fax Gateway

The Email to FaxGateway function allows you to send faxes as emails directly from your mailbox without the FaxGwise Client being installed.

To send a fax, using Email to FaxGateway function:
- Create an email.
- In the field "To" enter the server email address.
- In the field "Subject" enter the fax number in {} tags. Enter other necessary information after the end tag.
- Write text of your fax in the email body. If necessary use @@ tags (see Automatic Creation of Facsimiles for scan engine). The @@ tags are the same tags used for Scan Engine function.
- Attach documents to your email, if necessary. **Attention:** In this case the attachments conversion will be carried out on the FaxGwise server side. All applications in use (e.g. MS Office, application for .pdf file etc.) have to be installed on the FaxGwise Server machine. Besides, all necessary file formats should be entered in the FaxGwise server configuration. Ask your administrator to configure required settings on the server side.
- After sending the faxes via Email2FaxGateway, you will get an email containing sent faxes statuses or the ID assigned to faxes set on pending or with delayed date (Order ID).

Other available @@ tags for Email to FaxGateway Option

To put an outgoing fax in queue use following tags in the text body:

- Delayed sending (containing data)   @@sd yyyymmdd;hh:mm@@
                                             (yearmonthday;hour:minute)
                                             @@zv jjjjmmtt;hh:mm@@

- Pending (not containing data)   @@sd hold@@
                                             @@zv wartend@@

To cancel fax message sending or to get the fax status or journal:

- Write an e-mail to the fax-server email address.
- As a subject to this email put command_email in tags configured in the server settings for Email to FaxGateway option.
- In the email text body use the following commands with assigned Order ID:
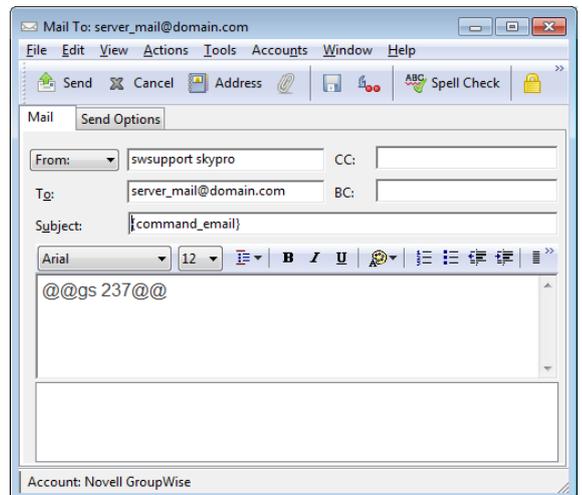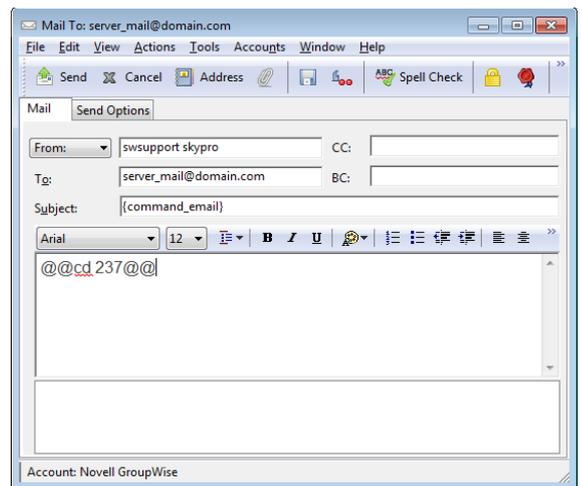
To send a delayed or pending fax message immediately:
@@SendImmediately Order_ID@@
@@si Order_ID@@
@@SofortSenden Order_ID@@
@@ss Order_ID@@

To cancel a fax:
@@CancelDelayed Order_ID@@
@@cd Order_ID@@
@@FaxAbbrechen Order_ID@@
@@fa Order_ID@@

To get the fax status:
@@GetStatus Order_ID @@
@@gs Order_ID@@
@@FaxStatus Order_ID@@
@@fs Order_ID@@

Attention: Enter the email address used for fax sending to one of the address books to use Email to FaxGateway function.
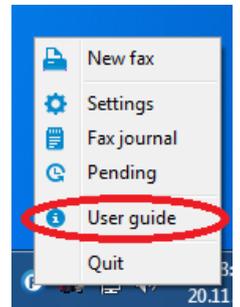
14 Information and Help

Press Help if you need:

- The current User's Guide
- Live chat support. Contact our 24/7 support team.
- Information About FaxGwise. Here you can find information about the current FaxGwise client version.
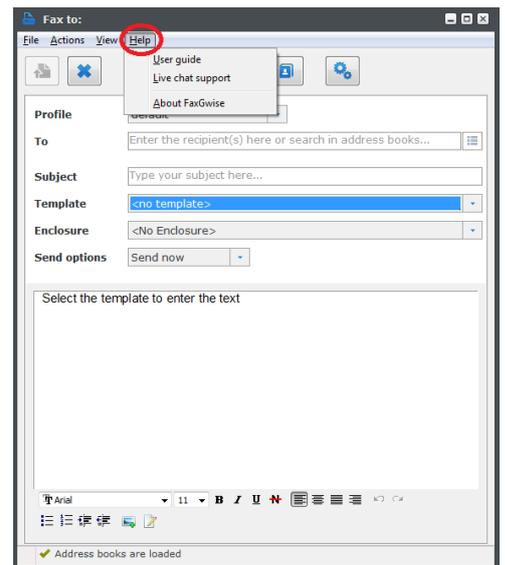
Also, you can find the User Guide in the tray menu.

15 FaxGwise Client Uninstall Process

To uninstall your FaxGwise Client, click START MENU on your PC, open FaxGwise menu item and choose the necessary option.
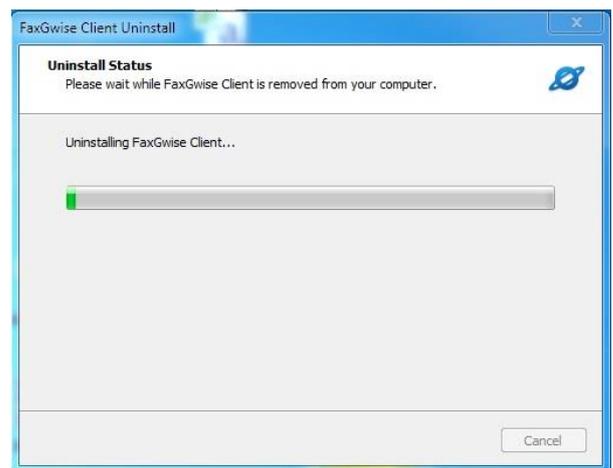
Attention: Please, close current GroupWise / Microsoft Outlook session before you open the maintenance window.
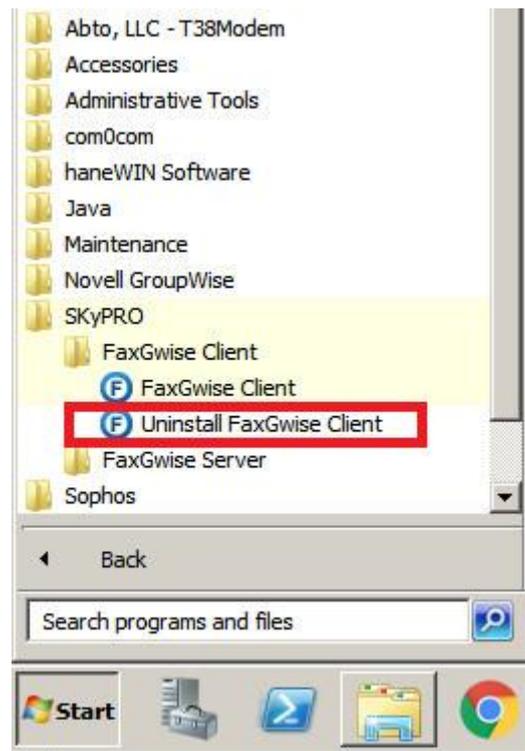
To uninstall the FaxGwise Client, chose Uninstall and confirm uninstalling.

Wait until the Client will be uninstalled.

Should you have any questions or need further assistance, do not hesitate to contact SKyPRO support at any time. Besides writing an email to swsupport@skypro.ch you can contact us 24/7 in the live chat following the next link: http://skypro.eu/support.aspx