

# User's Guide

Voice Messaging and Fax Software

**FaxTalk<sup>®</sup>**  
**Communicator<sup>™</sup>**

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FaxTalk® Communicator for Windows 95 and Windows NT 4.0

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Telephone Consumer Protection Act of 1991

"It shall be unlawful for any person within the United States - to use a computer or other electronic device to send any message via a telephone facsimile machine unless such person clearly marks, in a margin at the top or bottom of each page of the transmission, the date and time it is sent and an identification of the business, other entity, or individual sending the message and the telephone number of the sending machine or of such business, other entity or individual."

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## **Preface**

Welcome to FaxTalk Communicator, the easy to use telephony software designed by Thought Communications. When combined with a capable voice modem, FaxTalk Communicator provides voice messaging, speakerphone, and fax capabilities to your computer running Windows 95 or Windows NT 4.0.

FaxTalk Communicator is comprised of four main applications—the CallControl program that handles all of the communications between the modem and software; the Fax Viewer with its fax annotation and viewing functions; the Program Configuration with its program settings and options; and the FaxTalk Communicator program that provides central management of voice messages, send and receive fax capabilities, and speakerphone operation.

### **About this guide**

FaxTalk Communicator is designed to be easy to use and provide you with all the features and functions you need. This guide provides instructions and details to help you get the most from FaxTalk Communicator and your modem. It does not describe every option or feature available in FaxTalk Communicator, but instead, describes the important and commonly used features and options. For detailed information regarding every setting and option, please see the online help system.

This guide is divided into nine chapters, each devoted to providing information and instructions related to a specific portion of FaxTalk Communicator.

Chapters one and two focus on software installation, configuration, and setting up a voice messaging system.

Chapters three through nine focus on working with the various programs that comprise FaxTalk Communicator.

### **Online help**

FaxTalk Communicator also includes a comprehensive online help system for questions about using the program's features and setting individual options.

## Conventions

This guide assumes that you are familiar with using either the Microsoft Windows 95 or Windows NT 4.0 operating system. This includes an understanding of how to:

- use a mouse or other pointing device to click, double-click, drag, access right-click menus, and select information
- scroll using scroll bars
- open and close program windows and applications
- navigate through an icon and menu driven application

If you have any questions about these skills, consult your Windows documentation for assistance.

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# Chapter 1

## ***Getting Started***

FaxTalk Communicator's installation is comprised of a few, easy to follow steps. This chapter walks you through the process, from verifying software requirements to registering your new application.

### **Installation Checklist**

Before you install FaxTalk Communicator, be sure you have received a complete package, and confirm your system meets the requirements to run FaxTalk Communicator.

### **Package contents**

Please check the contents of the FaxTalk Communicator package to make sure you have received all the materials.

The FaxTalk Communicator package contains:

- The FaxTalk Communicator program CD-ROM
- FaxTalk Communicator User's Guide
- Registration card

### **Software requirements**

Your system must meet minimum requirements to install and operate FaxTalk Communicator. These requirements are:

- IBM PC or 100% compatible with a 486 66MHz or higher processor, Pentium 90 or higher recommended.
- 8 megabytes of RAM, 16 or more recommended.
- 11 megabytes of hard disk space available.
- A voice capable modem. Speakerphone operations require speakerphone support in the modem.
- Windows 95 or Windows NT 4.0 Workstation.
- If using the Caller ID or Distinctive Ring functions of FaxTalk Communicator, you must have Caller ID and Distinctive Ring service from your phone company.

## Installing the software

Before you can begin using FaxTalk Communicator, the program must be installed on your hard drive. Prior to installing FaxTalk Communicator, make sure your modem is installed correctly and functioning.

To install FaxTalk Communicator:

1. Close all other programs running in Windows. If you are installing FaxTalk Communicator under Windows NT 4.0, you must log in as the Administrator before beginning the installation.
2. Insert the FaxTalk Communicator CD-ROM or Disk 1 into the appropriate drive.
3. Select Run from the Windows Start menu. The Run dialog appears.  
*Note: If you are installing from the CD-ROM and Autorun is enabled in Windows, the setup program automatically begins.*
4. Type **d:\setup** and click OK. Substitute the appropriate drive letter if the installation disk is located in another drive.
5. The FaxTalk Setup program begins. Follow the on-screen instructions to complete the installation. Refer to the next section, *FaxTalk Program Configuration*.

## FaxTalk Program Configuration

After the appropriate FaxTalk Communicator files are copied to your system, the FaxTalk Program Configuration screen displays so you can indicate how you want the program to work with your modem, phone line, and system. The program presents several configuration screens to allow you to configure the software to work the way you do. Click Next to continue with the installation.

The instructions and dialogs described in the next section refer to subsequent operations performed after the initial installation has been completed. During installation, the configuration screens contain Next and Previous buttons, and you need to select all of the configuration options desired on a given dialog before clicking the Next button.

## General Settings

FaxTalk Communicator includes various settings for handling calls. The General tab of the FaxTalk Program Configuration contains settings for automatically answering the phone, toll saver, call screening, and call notification.

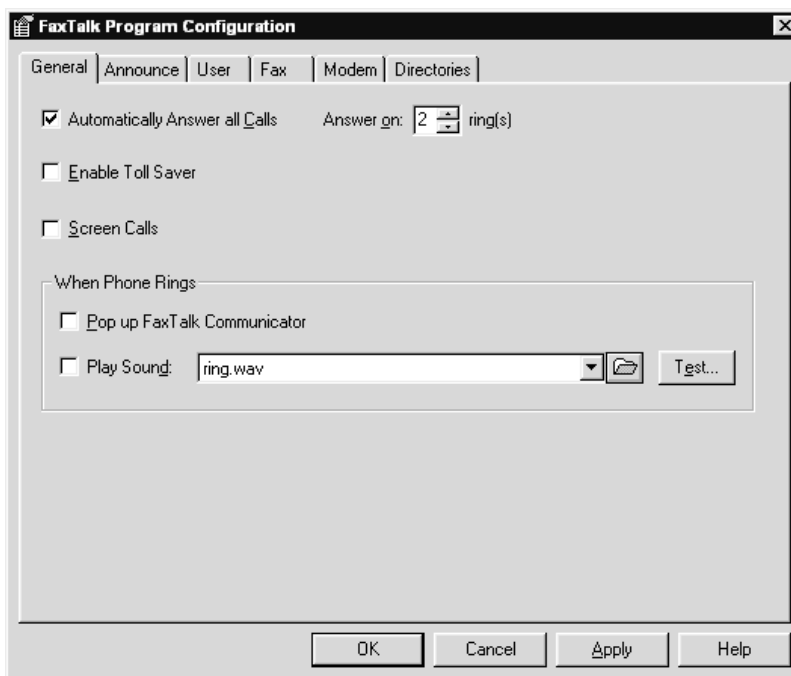


Figure 1-1 General Configuration Screen

### Setting Auto Answer and number of rings

Under the General tab, click the checkbox next to Auto Answer to indicate you want FaxTalk Communicator to automatically answer the phone. You can then use the up and down arrows to increase or decrease the number of rings you want FaxTalk Communicator to wait before answering.

If you choose not to have FaxTalk Communicator automatically answer the phone, you can still answer calls manually using the Answer Now command on Call Control's right-click menu. See *Chapter 3, Call Control* for more information.

### **Using toll saver**

The Toll Saver feature instructs the software to wait two extra rings before answering when there are no new messages or faxes. When you call from a remote phone to retrieve messages or faxes, you can then tell by the number of rings whether or not there are any new messages or faxes. If there are no new messages or faxes, you can hang up before the phone is answered to avoid telephone charges.

To enable Toll Saver:

1. Click the General tab.
2. Check the Enable Toll Saver box
3. Click OK or Apply to have the change take effect.

### **Screening calls**

The screen calls feature enables you to listen to the caller as they are leaving a message. This enables you to determine who the caller is and decide whether to let the caller continue leaving a message, or interrupt the message and talk to the caller. To stop FaxTalk Communicator from taking a message, press the \* key on a phone connected to the same phone line as your modem.

To enable Call Screening:

1. Click the General tab.
2. Check the Screen Calls box.
3. Click OK or Apply to have the change take effect.

### **Announcement settings**

FaxTalk Communicator includes various settings for announcing new messages and faxes. The Announce tab of the FaxTalk Program Configuration contains all of the announcement options available with FaxTalk Communicator.

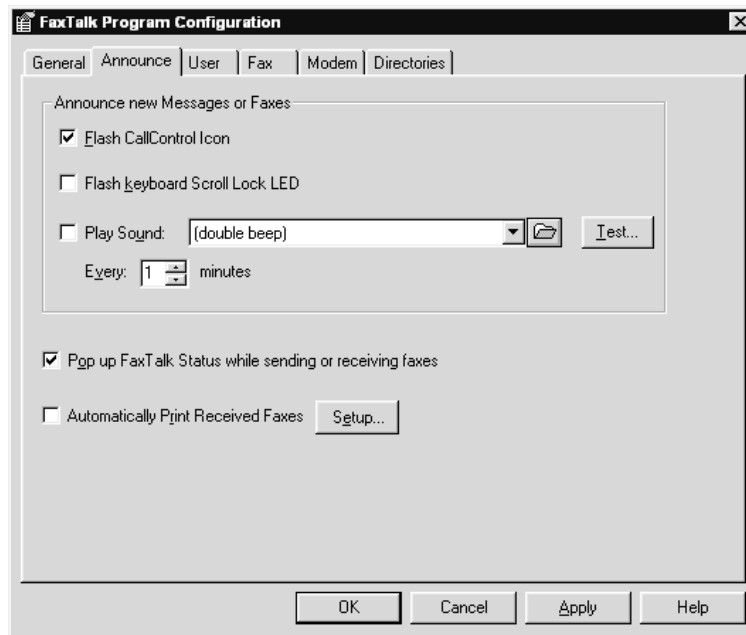


Figure 1-2 Announce Configuration Screen

### Announcing new messages and faxes

When FaxTalk Communicator receives a message or fax, it can flash the CallControl icon in the Windows taskbar, play a .WAV file at a set interval, or flash the keyboard Scroll Lock key.

To specify the announcement options for FaxTalk Communicator:

1. Click the Announce tab.
2. Check the desired announcement options in the Announce new Messages and Faxes section.
3. Click OK or Apply to have the change take effect.

### Automatically print received faxes

FaxTalk Communicator can automatically print a newly received fax to a selected printer.

To enable automatic printing of received faxes:

1. Click the Announce tab.
2. Check the Automatically Print Received Faxes box.
3. Click OK or Apply to have the change take effect.

## User settings

The User tab in FaxTalk Program Configuration includes the User ID and fax number that appear on your faxes, and settings for coversheets that you send.

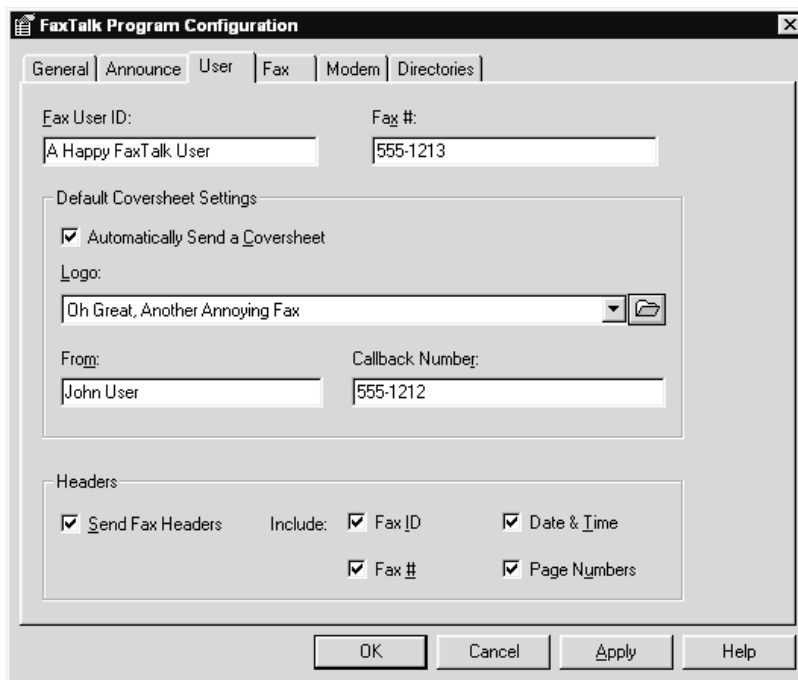


Figure 1-3 User Configuration Screen

### Setting the User ID information

When sending faxes, FaxTalk Communicator places information at the top of each page called a header. The header contains the User ID, fax number, number of pages, and the time and date the fax was sent. Typically, the User ID is your name or your company's name, and the fax number is the number of your fax machine or PC running FaxTalk Communicator.

### Automatically attaching a coversheet

FaxTalk Communicator can automatically attach a coversheet everytime you send a fax. A coversheet typically includes the receiver's name and number plus, the total number of pages in the fax and a memo area.



To automatically attach a coversheet when sending a fax:

1. Click the User tab.
2. Check the Automatically Send a Coversheet box.
3. Click OK or Apply to have the change take effect.

### **Selecting a coversheet logo**

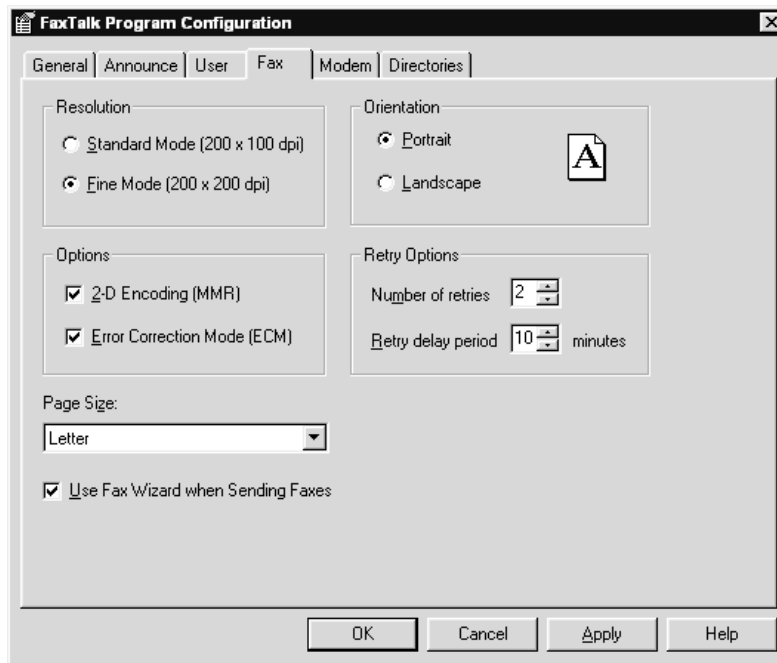
The coversheet logo appears at the top of the coversheet and typically contains a company logo. You can select a default coversheet logo to be added to the coversheet when sending faxes.

To select a default coversheet logo:

1. Click the User tab.
2. Select the coversheet logo from the list of logo files in the Logo field.
3. Click OK or Apply to have the change take effect.

### **Fax settings**

The Fax settings specify the type of page you normally transmit. The settings you specify here are used as the defaults when you send faxes. You can modify these settings when you are faxing from applications by clicking Setup in the application's Print dialog.



*Figure 1-4 Fax Configuration Screen*

### **Fax resolution**

Choose the default resolution that faxes are sent in. Fine resolution is approximately 200 x 200 dpi and Standard resolution is approximately 200 x 100 dpi. Using Fine resolution ensures a cleaner fax is received, but Standard resolution takes less time to transmit.

To set the fax resolution:

1. Click the Fax tab.
2. Under Resolution, select either Standard or Fine Mode.
3. Click OK or Apply to have the change take effect.

### **Error Correction Mode**

When Error Correction Mode (ECM) is enabled, faxes that are sent to other ECM capable machines are divided into blocks that enable a fax to be sent over noisy phone lines. If the receiving fax machine does not support ECM, the fax is sent normally.

To enable Error Correction Mode:

1. Click the Fax tab.
2. Click the Error Correction Mode box.
3. Click OK or Apply to have the change take effect.

## 2-D encoding

When 2-D encoding is enabled, faxes that are sent to other 2-D capable machines are compressed and transmitted in a shorter period of time. If the receiving fax machine does not support 2-D, the fax is sent normally.

To enable 2-D encoding:

1. Click the Fax tab.
2. Click the 2-D Encoding box.
3. Click OK or Apply to have the change take effect.

## Modem settings

FaxTalk Communicator uses TAPI to communicate with your modem. Before you can use FaxTalk Communicator, you need to configure the modem to be used by the program.

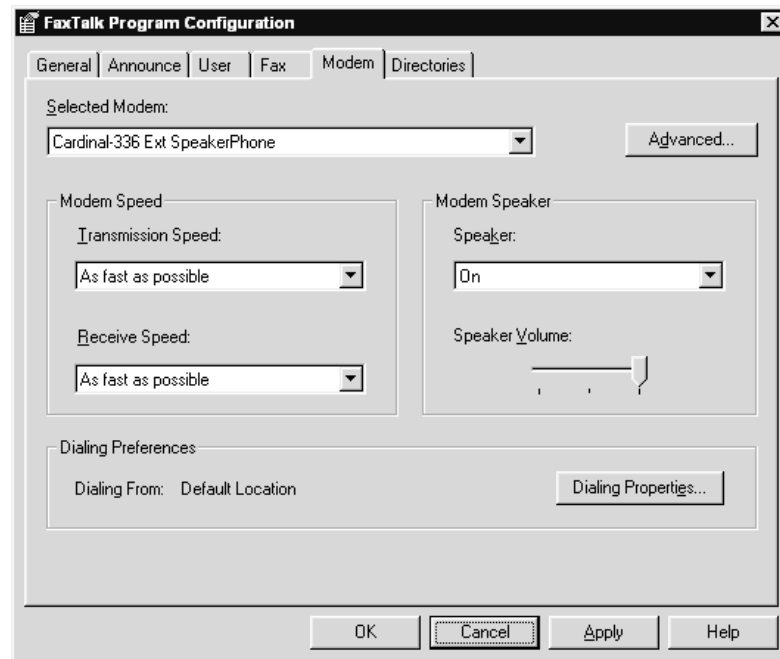


Figure 1-5 Modem Configuration Screen

## **Selecting a modem**

You will need to select the modem you want to use with FaxTalk Communicator.

To select a modem to be used by FaxTalk Communicator:

1. Click the Modem tab.
2. Select the desired modem from the Selected Modem list.
3. Click OK or Apply to have the change take effect.

## **Setting modem options**

The Modem tab also contains settings for modem speaker, speed and dialing preferences. The Modem Speaker section sets the volume FaxTalk Communicator uses to play sounds through the modem speaker and when the sounds will be heard. The Modem Speed section controls the maximum fax send and receive speeds the modem uses. The Dialing Preferences setting allows access to the Window's Dialing Properties. FaxTalk Communicator uses the Window's Dialing Properties for dialing numbers.

## **Configuring advanced modem properties**

The Advanced Modem Properties dialog allows you to configure a modem that was not recognized properly by FaxTalk Communicator or if problems occur with the driver settings for the modem. It is highly recommended that the settings in this dialog not be changed unless you are absolutely sure the modem hardware supports the settings you select. The settings found in this dialog can cause the software and modem to stop functioning if not set properly. If an incorrect setting is selected and the software stops functioning with the modem, click on the Reset Defaults button to return the settings to the modem's defaults.

To access the Advanced Modem properties, click the Modem tab and then click Advanced. The Advanced Modem Properties dialog appears.

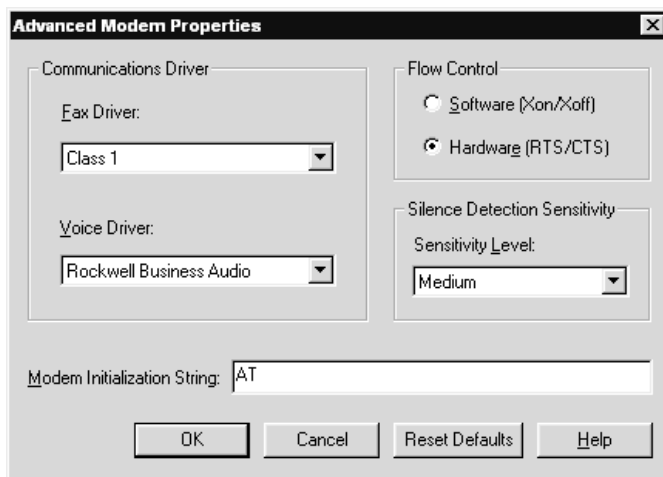


Figure 1-6 Advanced Modem Properties Screen

## Directory settings

You can set the location of the directories used by various components of FaxTalk Communicator. This gives you the flexibility of setting directories on multiple hard disks, or separating the data directories apart from the program files. For instance, you may want to have the Inbox and Outbox directories on a separate hard disk for backup purposes.

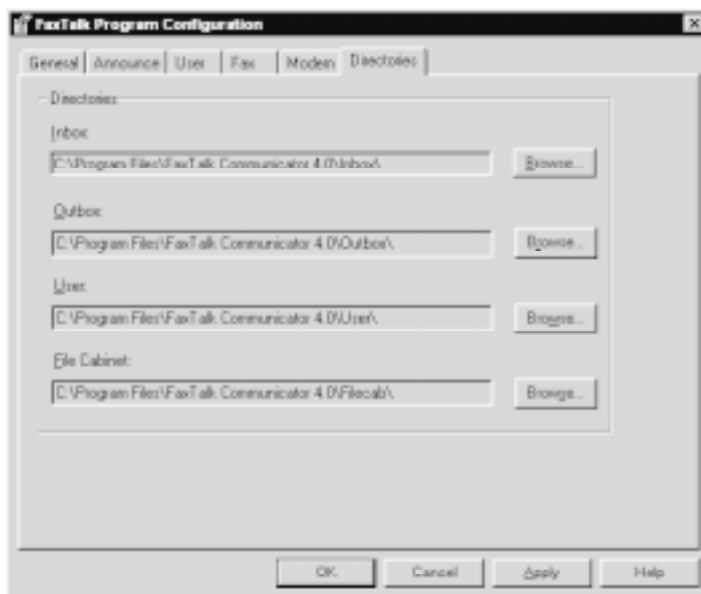


Figure 1-7 Directories Configuration Screen

To change a directory:

1. Click the Directories tab.
2. Click Browse next to the directory listing you want to change.
3. Select the new directory location from the Select Directory dialog, and click OK.

*Note: Existing data will not be copied into the new directories. You will need to manually copy the data files from the old directory to the new one.*

## **Making changes to the program configuration**

You can always make changes to the configuration settings by clicking Configure on CallControl's right click menu, clicking the Program Configuration button on FaxTalk Communicator's toolbar, or by double-clicking on the FaxTalk Program Configuration icon in the FaxTalk Communicator 4.0 folder.

## **Uninstalling FaxTalk Communicator**

There may be times when you need to uninstall your FaxTalk Communicator software. Uninstalling the program is a simple procedure.

To uninstall FaxTalk Communicator:

1. From the Windows desktop, click Start, select Settings, and then click Control Panel.
2. Double-click Add/Remove Programs.
3. In the list of installed software, select FaxTalk Communicator.
4. Click Add/Remove. The uninstall program begins.
5. Follow the uninstall program's instructions and reboot the computer to complete the uninstallation.

*Note: The uninstall program will not delete directories under FaxTalk Communicator if they contain data files created after the installation such as received messages or faxes.*

## **Launching FaxTalk Communicator**

Once you have installed and configured the FaxTalk Communicator software, you can launch the program by clicking the Windows Start button, selecting Programs, FaxTalk Communicator 4.0, and clicking the FaxTalk Communicator 4.0 icon.





## **Chapter 2**

# ***Setting up Voice Messaging***

With FaxTalk Communicator's powerful voice messaging capabilities you can create a sophisticated voice mail system that gives your small business the appearance of a large corporation. Features include support for multiple mailboxes with individual password protection, fax on demand, message notification, remote access and more.

### **Planning your messaging system**

When you first installed FaxTalk Communicator, a single Voice/Fax mailbox with a generic greeting was created. This greeting instructs callers how to leave a message for you, however, it does not convey any information about your particular system. For example, if you set up mailboxes for different people within your organization, you should record a greeting that instructs callers how to reach individual mailboxes. See *Greeting Samples* at the end of this chapter for sample greeting ideas.

### **Single mailbox vs. multiple mailboxes**

FaxTalk Communicator has been developed to support single and multiple mailbox configurations. If you do not need separate mailboxes, you can operate FaxTalk Communicator in single mailbox mode as soon as the software is installed.

Using multiple mailboxes is just as easy, but does require additional configuration. There are many advantages to using a multiple mailbox messaging system:

- Assign a specific mailbox to each user to ensure message privacy.
- Assign mailboxes to departments to give the appearance of a large company.
- Setup informational announcements informing callers of products and services you offer.

You may want to diagram your ideal mailbox system to determine how many mailboxes you will need and how the callers will navigate the system.

There is no limit to how many mailboxes can be created.

## **Types of mailboxes**

FaxTalk Communicator provides you with three different types of mailboxes to fit all your messaging needs.

### **Voice/Fax**

The Voice/fax mailbox is the basic type of mailbox used in FaxTalk Communicator. These mailboxes can receive both voice messages and faxes.

### **Fax on Demand**

Fax on Demand mailboxes enable callers to request faxable documents such as data sheets, price lists, brochures, etc. You can configure up to 100 documents per Fax on Demand mailbox.

When a caller accesses a Fax on Demand mailbox, they are prompted to select a document to be faxed to them by entering the corresponding document number that you have assigned to the document. The caller can request multiple documents to be sent to them at the same time.

### **Data**

Data mailboxes are used to provide callers with access to Windows 95 compatible data applications such as remote access software, Windows 95 Dial Up Networking, BBS software, etc.

## **Configuring mailboxes**

The FaxTalk Mailbox Configuration program is used to manage the mailboxes in your voice messaging system. With the Mailbox Configuration program you can create, remove, and modify mailboxes.

To open the FaxTalk Mailbox Configuration program, click the Mailbox Configuration button on the FaxTalk Communicator toolbar. The FaxTalk Mailbox Configuration program appears.

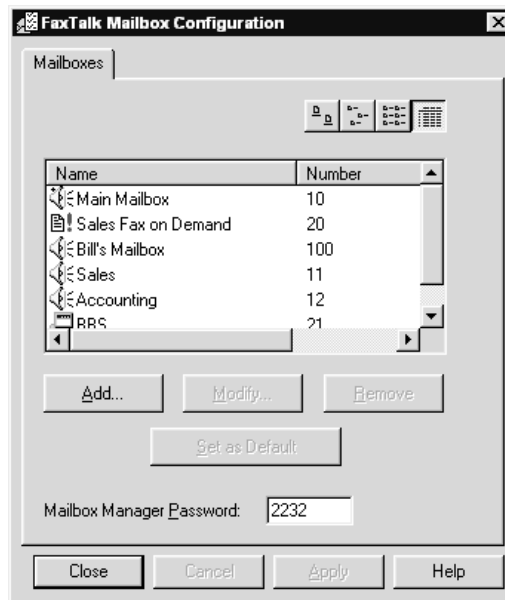


Figure 2-1 Mailbox Configuration Screen

## Mailbox manager password

You can limit access to the Mailbox Configuration program by assigning a mailbox manager password. Once a Mailbox Manager password is assigned, the Mailbox Configuration program requires a password before opening.

### Assigning the password

To assign the password, enter a 1 to 8 digit security code in the Mailbox Manager Password field. Click Close to invoke the password setting.

*Note: The mailbox manager password is also used when picking the All Mailboxes selection in the Mailboxes list in the Inbox.*

### Logging into Mailbox Configuration

If the Mailbox Configuration program is password protected, the Manager Login dialog displays. Enter the Mailbox Manager Password and click OK. The Mailbox Configuration program opens.

## Adding mailboxes

You can add as many of the three types of mailboxes FaxTalk Communicator supports that you need.

To add a mailbox:

1. In the Mailbox Configuration window, click Add. The Add Mailbox dialog appears.



*Figure 2-2 Add a New Mailbox Screen*

2. Select the type of mailbox you want to add.
3. Enter the Mailbox name as you would like it to appear in the software. For example, you could name a mailbox "Bob's Mailbox."
4. Enter the mailbox number you want for this mailbox. Mailbox numbers are used by callers to select the mailbox.
5. Click OK to add the mailbox.

## Deleting mailboxes

You can remove mailboxes from your messaging configuration when you no longer need them.

To delete a mailbox:

1. In the Mailbox Configuration window, select the mailbox you wish to delete.
2. Click Delete.
3. Confirm that you want to delete the mailbox by clicking OK.

*Note: You cannot delete the mailbox currently assigned as the default mailbox. You must first assign the default mailbox to another mailbox before you can delete it.*

## **Modifying mailboxes**

You can change the settings of a mailbox at any time using the Mailbox Configuration program.

To modify a mailbox:

1. In the Mailbox Configuration window, select the mailbox you want to modify.
2. Click Modify.
3. The mailbox configuration settings appear. These settings will vary depending on the type of mailbox you are modifying.
4. Make the desired changes and click OK.

## **Setting the default mailbox**

When FaxTalk Communicator answers the phone it uses the settings of the default mailbox. You can set any Voice/Fax mailbox to be the default mailbox. The default mailbox is recognizable by a small red square in the lower left corner.

To set the default mailbox:

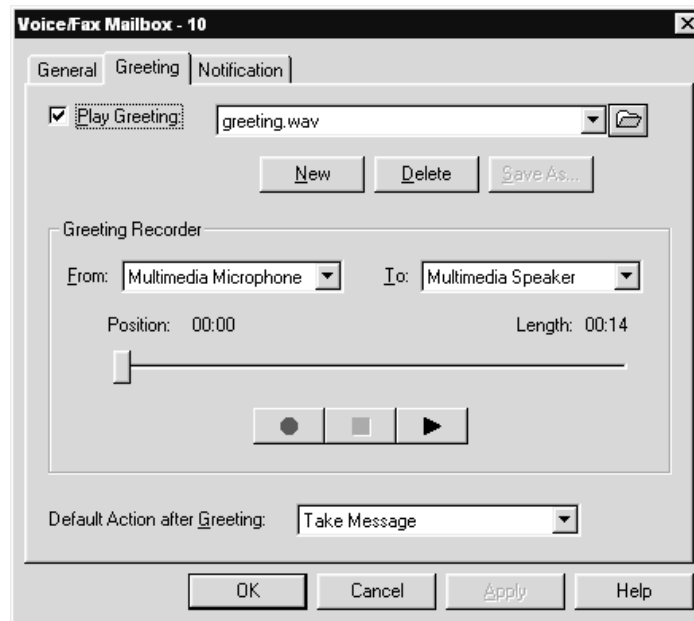
1. In the Mailbox Configuration window, select the mailbox you wish to make the default.
2. Click Set as Default. Click OK to exit Mailbox Configuration.

## **Recording a greeting**

You can record a custom greeting to be played when a voice call is received. Depending on your modem's capabilities, you can record your greeting from the telephone handset, modem microphone, or multimedia microphone.

To record a greeting:

1. In the Mailbox Configuration window, select the mailbox for which you want to record the greeting.
2. Click Modify.
3. Click the Greeting Tab, and the greeting settings appear.



*Figure 2-3 Greeting Configuration Screen*

4. Click New to create a new greeting
5. In the Greeting Recorder, select the recording device you want to record the greeting from.
6. Click the Record button to begin recording. Click the Stop button when you are finished.
7. Once you have recorded the greeting, click Save and save the greeting to a file.

## Selecting a greeting

You may want to record and use different voice greetings depending on your needs. For instance, you could record a standard greeting, a greeting to let customers know you are closed during lunch hour, and another to use when you will be away for an extended period. You can easily change the current greeting for any mailbox.

To select a greeting for a mailbox:

1. In the Mailbox Configuration window, select the mailbox for which you want to change the greeting.
2. Click Modify.

3. Click the Greeting Tab.
4. Select the desired greeting from the Greeting list and click OK.

### **Deleting a greeting**

To delete a greeting:

1. In the Mailbox Configuration window, select the mailbox you want to delete.
2. Click Modify.
3. Click the Greeting Tab.
4. Select the desired greeting from the Greeting list and click the Delete button. You will be asked to confirm that you wish to delete the selected greeting.
5. Click OK to delete the greeting.

### **Configuring voice/fax mailboxes**

Voice/fax mailboxes are the basic type of mailbox used by FaxTalk Communicator. These mailboxes can receive both voice messages and faxes. You can also configure a Voice/fax mailbox to act as an announce only or fax only mailbox.

To change the settings of a Voice/fax mailbox, select the desired mailbox and click Modify. The Voice/fax mailbox dialog appears.

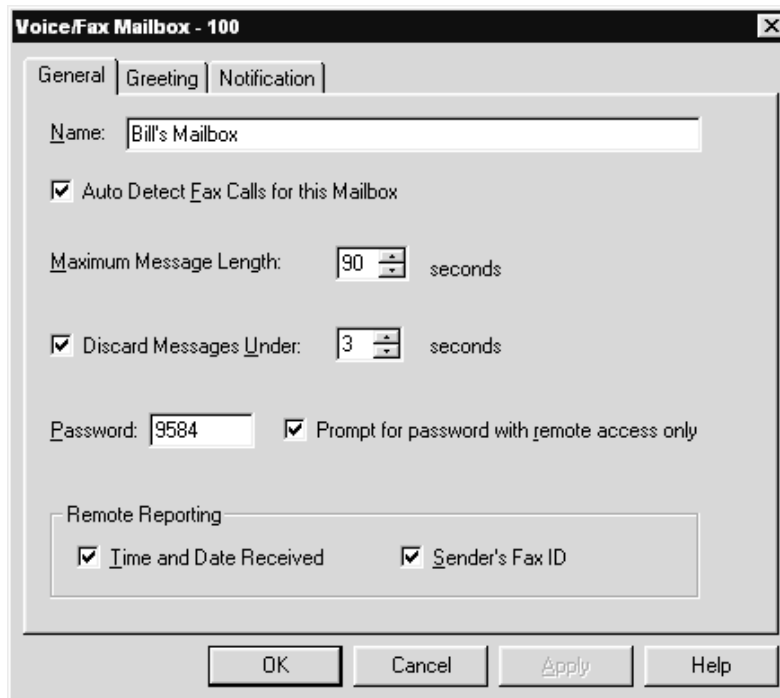


Figure 2-4 Voice /Fax Mailbox General Configuration Screen

### Setting the maximum message length

You can control the length of time a caller has to leave a message. Each mailbox can be set to a specific message length of between 1 and 999 seconds.

To change the maximum message length:

1. In the Mailbox Configuration window, select the specific Voice/fax mailbox.
2. Click Modify. The General tab for that mailbox displays.
3. Click the up or down arrows on the Maximum Message Length setting to change the value. You can also type a new value directly into the field.
4. Click OK to save the change.

### Password protecting a mailbox

You can password protect individual Voice / Fax mailboxes for privacy. You have the option of requiring a password for local access, local and remote access, or just remote access.



To set a mailbox password:

1. In the Mailbox Configuration window, select the specific Voice/fax mailbox.
2. Click Modify. The General tab for that mailbox displays.
3. Enter a numeric password in the password field. If you want password protection only when accessing the mailbox remotely, check the Prompt for password with remote access only option.
4. Click OK to save the change.

### Notification settings

FaxTalk Communicator includes new message and fax notification settings for each Voice/fax mailbox. These notification settings include notification by fax, voice and pager. To configure notification settings when modifying a Voice/fax mailbox click the Notification tab. The Notification dialog appears.

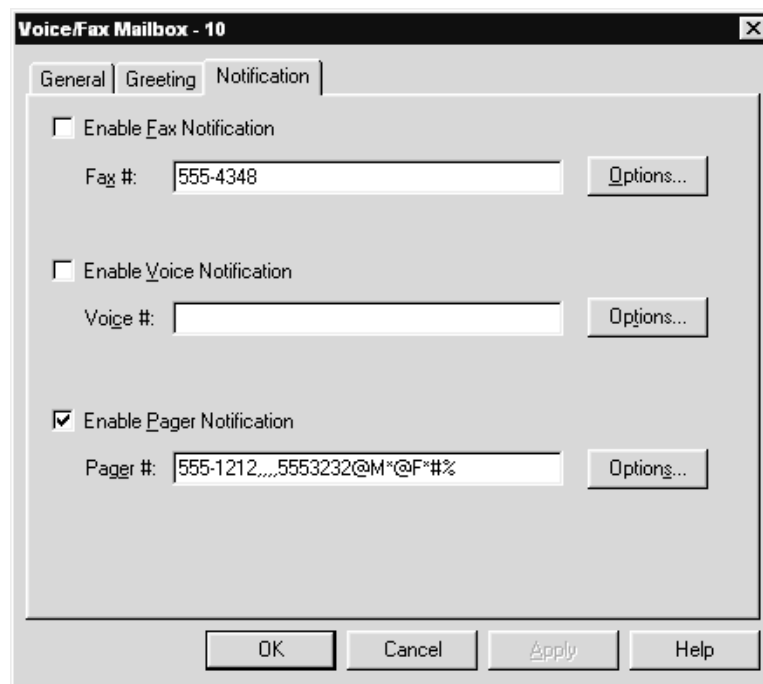


Figure 2-5 Voice / fax Notification

### **Fax notification**

You can have FaxTalk Communicator notify you of new messages and faxes via fax. When new messages or faxes are received, FaxTalk Communicator can dial the configured fax notification number and send a coversheet, or forward the received faxes automatically.

To enable fax notification:

1. In the Mailbox Configuration window, select the specific Voice/fax mailbox.
2. Click Modify.
3. Click the Notification tab, and check Enable Fax Notification. Enter the number in the fax number field you want to have FaxTalk Communicator call to deliver fax notifications.
4. Click Options to set fax notification options.
5. Click OK to save the change.

### **Fax notification options**

The fax notification options include selecting the coversheet logo to use when notifying via fax, number of times that fax notification will attempt to notify of messages and faxes, and have fax notification automatically forward received faxes.

### **Voice notification**

You can have FaxTalk Communicator notify you of new messages and faxes by voice call. When new messages or faxes are received, FaxTalk Communicator will dial the configured voice notification number and allow you to retrieve the messages and faxes.

To enable voice notification:

1. In the Mailbox Configuration window, select the specific Voice/fax mailbox.
2. Click Modify.
3. Click the Notification tab, and check Enable Voice Notification. Enter the number in the Voice number field you wish to have FaxTalk Communicator call to deliver voice notifications.
4. Click Options to set the voice notification options.
5. Click OK to save the change.

*Note: When you use the voice notification feature, we suggest creating and using a new greeting such as: "I am trying to reach <your name>. Please call <your name> to the phone. Press # to access the system and listen to your messages."*

### **Voice notification options**

The voice notification options include the ability to select and record voice messages that are played during voice notification. You can also set the number of times that voice notification will attempt to notify you of new messages and faxes.

### **Pager notification**

You can have FaxTalk Communicator notify you of new messages and faxes via pager. When new messages or faxes are received, FaxTalk Communicator will dial the configured pager notification number and transmit the number of received messages and faxes.

To configure pager notification:

1. In the Mailbox Configuration window, select the specific Voice/fax mailbox.
2. Click Modify.
3. Click the Notification tab, and check Enable Pager Notification. Enter the number in the pager number field you wish to have FaxTalk Communicator call to deliver numeric pager notifications.
4. If desired, enter the number or codes you want to have FaxTalk Communicator display on your numeric pager. Use the @F command to display the total number of faxes in the mailbox, and the @M command to display the total number of voice messages in the mailbox.
5. Add the % character to the end of the dialing string to tell FaxTalk Communicator to hang up.
6. Click the Options button to set pager notification options.
7. Click OK to save the change. Click OK again to exit Mailbox Setup.

*Note: To have FaxTalk Communicator page you when and display the total number of messages and faxes you would enter 555-1212,,,,,5553232@M@F#% to have FaxTalk Communicator dial 555-1212, wait 5 seconds and tell the*

*pager to display 5553232, then the number of messages (@M) and faxes (@F), then signal the pager company (usually a #) and FaxTalk (%) to hang up.*

*Some pagers will allow you to use the \* character to insert a space between numbers. For example:  
5553232\*@M\*@F#%".*

### **Creating an announce only mailbox**

An announce only mailbox plays a greeting to the caller and then hangs up without allowing them to leave a message. You can use an announce only mailbox to provide information to callers such as location and business hours or product information.

To configure an announce only mailbox:

1. In the Mailbox Configuration window, select the specific Voice/fax mailbox.
2. Click Modify.
3. Click the Greeting tab. Select Hangup from the Default Action after Greeting list.
4. Click OK to save the change.

### **Creating a fax only mailbox**

A fax only mailbox begins receiving a fax as soon as someone accesses the mailbox. You can use a fax only mailbox to automatically receive faxes and bypass the voice messaging system. Setting the default mailbox to receive fax only causes FaxTalk Communicator to act as a fax only application.

To create a fax only mailbox:

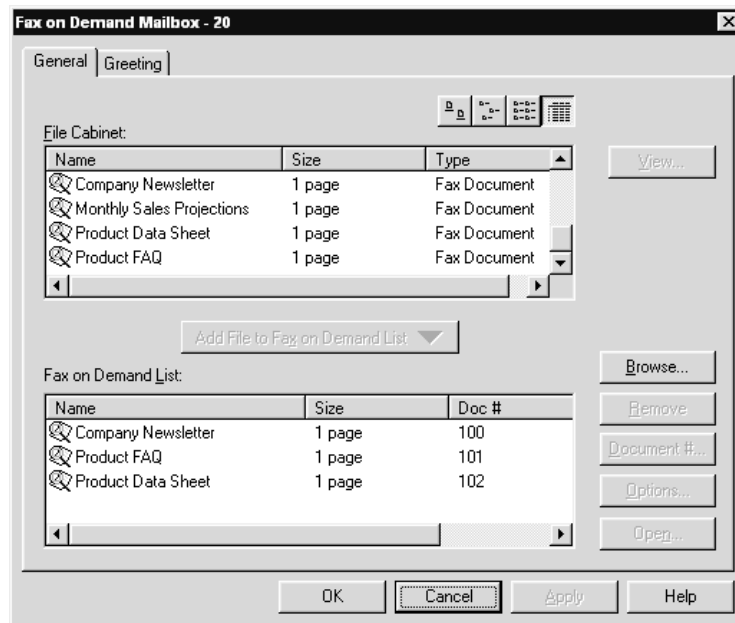
1. In the Mailbox Configuration window, select the specific Voice/fax mailbox.
2. Click Modify.
3. Click the Greeting tab. Select Receive Fax from the Default Action after Greeting list.
4. Click OK to save the change.

### **Configuring a fax on demand mailbox**

Fax on Demand mailboxes provide callers with the ability to request faxable documents such as data sheets, price lists, brochures, etc.

When a caller accesses a Fax on Demand mailbox, they are prompted to select a document to be faxed to them by entering the corresponding document number. The caller can request multiple documents to be sent to them at the same time. The selected fax documents are sent to the caller on the same phone call.

Once a fax on demand mailbox is created you need to add documents to the fax on demand list and assign numbers for callers to enter to access the documents. To configure a fax on demand mailbox, select a fax on demand mailbox from the Mailbox Configuration dialog, and click Modify. The Fax on Demand Mailbox dialog appears.



*Figure 2-6 Fax on Demand Mailbox General Configuration Screen*

*Note: When you create a Fax on Demand mailbox, you should record a custom greeting that informs the caller what documents are available and the document numbers that are assigned. For a sample fax on demand greeting, see the Greeting samples at the end of this chapter.*

### **Adding documents**

Once you have created a fax on demand mailbox you will need to add the fax documents that callers can access. You can configure up to 100 documents per Fax on Demand mailbox.

To add documents to a fax on demand mailbox:

1. In the Mailbox Configuration window, select the specific Fax on Demand mailbox.
2. Click Modify.
3. If you have fax document saved in the File Cabinet, you can highlight the desired documents in the File Cabinet window, and click Add Files to fax on Demand List. If you would like to attach other documents to the Fax on Demand list, click Browse to select the files. Once the files are selected they are added to the Fax on Demand list and automatically assigned document numbers.
4. Click OK to save the changes.

### Changing document properties

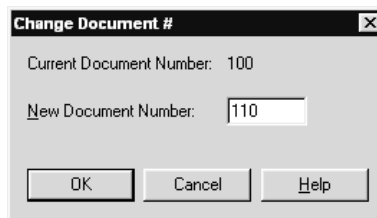
You can change the fax settings of a document on the Fax on Demand List by highlighting the document and clicking Options. The options vary depending on the type of file selected.

### Changing document numbers

Document numbers are automatically assigned to documents when they are first added to the Fax on Demand list. You can change the document numbers at any time.

To change a document number:

1. Select the document from the Fax on Demand list and click the Document # button. The Change Document # dialog appears.



*Figure 2-7 Fax on Demand Change Document Number Screen*

2. Enter the new document number in the New Document Number field and click OK.

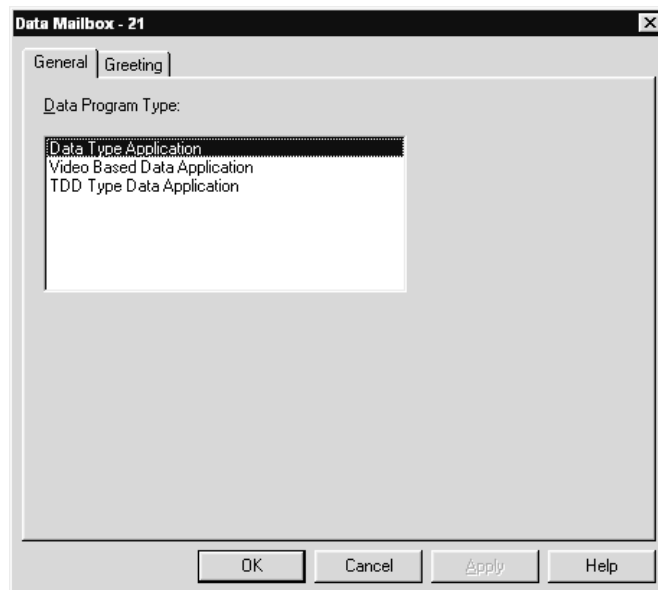
The new document number is assigned to the document.

## Configuring a data mailbox

Data mailboxes are used to provide callers with access to TAPI-compliant data applications, such as remote access software or BBS software.

*Note: You must have the data application running in order to use this type of mailbox.*

Once a data mailbox is created, you need to specify the type of data application this mailbox will work with. To configure a data mailbox, select the data mailbox from the Mailbox Configuration dialog and click Modify. The Data Mailbox dialog appears.



**Figure 2-8 Data Mailbox General Configuration Screen**

There are three types of data applications that FaxTalk Communicator will work with. Applications such as Procomm Plus are considered "Data Type Applications". Please check with your data application vendor to determine the type of your application.

## Greeting samples

These are suggested sample greetings for different call-handling scenarios. Of course, these should be modified to fit your particular needs:

## **Home/personal**

Single Mailbox: "Hello, this is the Jones residence. We cannot come to the phone right now, but if you leave your name, number and a brief message after the beep, we'll get back to you as soon as possible.

Multiple Mailbox: "Hello, this is the Jones residence. We cannot come to the phone right now. If you would like to leave a message for Bill, press 10#. To leave a message for Jenny, press 11# or to leave a message for Alex, press 12#. Thank you."

## **Small office/home office**

"Thank you for calling North American BigCo, please enter the number of the department you wish to reach. For marketing, press 11#. To reach sales, press 12#, Accounting, press 13#, and for technical support, press 14#. Thank you."

## **Small business**

"Welcome to the North American BigCo voice messaging system. If you know the mailbox number you wish to access, enter it now followed by the pound key. For company information, press 11#. To reach our fax on demand system, press 22#. If you would like directions and store hours, press 13#. Thank you."

## **Fax on demand #1**

"This is the North American BigCo fax on demand service. Please note the document numbers you want and enter them followed by pound key when prompted. Enter 11# for our New Improved Product data sheet, enter 22# for our current price list, enter 33# for our exclusive Till the End of Time Product Warranty."

## **Fax on demand #2**

"Welcome to the North American BigCo fax on demand service. If you know the document number of the document you wish to receive, please enter the document number followed by the pound key. To have a catalog of all available documents sent to you, press 100#."

## **Data mailboxes**

"You have reached the North American BigCo bulletin board service. Please begin your data communications session now."



## Chapter 3

# FaxTalk CallControl

FaxTalk CallControl is a program that resides in the Windows system tray and handles incoming calls and outgoing faxes. This allows FaxTalk Communicator to take messages and send faxes without having the main application loaded.



Figure 3-1 CallControl icon in Windows System Tray

CallControl's right-click menu allows direct access to Sending a Fax, launching the FaxTalk Communicator application, and the Fax Viewer. CallControl also includes a status screen so you can determine what actions are occurring in the software.

### FaxTalk Status screen

The FaxTalk Status Screen provides status information for CallControl, and will display status information for incoming and outgoing calls. The status screen is divided into three sections. To display the FaxTalk Status screen, double-click on the CallControl icon in the system tray. The FaxTalk Status screen appears.



Figure 3-2 FaxTalk Status Screen

The top section displays the selected modem currently being used by FaxTalk and the number of new messages and faxes currently received in FaxTalk. The middle section contains the current activity of the selected modem and a Hangup button to cancel a call in progress, such as a fax being sent. The bottom section contains the number of faxes that are waiting to be sent in the Outbox and when the next fax is scheduled to send.

You can configure the status screen so that it will pop up when CallControl is processing incoming or outgoing faxes. To have the status screen pop up with incoming or outgoing faxes:

1. Click on the Program Configuration button on the FaxTalk Communicator toolbar.
2. Click the Announce tab.
3. Check the Pop up FaxTalk Status while sending or receiving box.
4. Click OK to save the change.

## **Launching FaxTalk applications**

You can use CallControl's right-click menu to launch the FaxTalk Communicator application, Fax Viewer application or Send a Fax. This allows for easy access to the main application as well as viewing and sending faxes.

## **Changing configuration settings**

You can access the FaxTalk Program Configuration directly from CallControl's right-click menu by selecting Configure. This opens the FaxTalk Program Configuration and allows you to change the software configuration for FaxTalk Communicator.

## **Enabling auto answer**

You can enable and disable CallControl's ability to automatically answer all incoming calls directly from CallControl's right click menu. To enable, select Auto Answer from CallControl's right-click menu.

When a checkmark appears next to the Auto Answer command it is enabled.

## **Exiting CallControl**

You can close the CallControl program by right-clicking on the CallControl icon and selecting Exit. This closes the CallControl program until you reboot the PC or reload the CallControl program by clicking on the CallControl icon in the FaxTalk Communicator program group.

*Note: Closing CallControl prevents FaxTalk Communicator from answering the phone.*



## Chapter 4

# FaxTalk Communicator

FaxTalk Communicator is an integrated answering machine and hands-free speakerphone application. FaxTalk Communicator operates much as a standard speakerphone would except that it adds the power of full duplex support for crystal clear conversations. Advanced phone options include Mute, Hold (with optional music), Speed Dial numbers, and Last 20 Number redial. The LCD displays incoming (with Caller ID) and outgoing phone numbers, time and date, and a call timer. To load FaxTalk Communicator, click the Windows Start button, select Programs, FaxTalk Communicator 4.0 and click the FaxTalk Communicator 4.0 icon. The FaxTalk Communicator application appears.



**Figure 4-1 FaxTalk Communicator Application**

The integrated voice messaging provides an easy to use interface for reviewing received messages and faxes. The voice messaging functions include support for single or multiple mailboxes with password protection,

fax on demand, Caller ID, distinctive ring, customized greetings and mailbox settings with an ultra-flexible configuration.

Full send and receive fax functions include support for Error Correction Mode (ECM) faxing, advanced 2-D imaging, Binary File Transfer (BFT), broadcast fax, delayed send, and polling.

*Note: Music on Hold is requires modem hardware support.  
Caller ID requires service from your phone company.*

## FaxTalk Communicator toolbar

The FaxTalk Communicator toolbar contains buttons for commonly used operations. These include:

- Sending a fax
- Manually receiving faxes
- Cancelling a call
- Viewing the Send Log and phonebook
- Configuring the software

To enable the toolbar click Button Bar from the View menu. The toolbar appears below the menu commands.

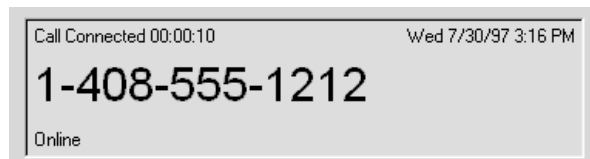


*Figure 4-2 FaxTalk Communicator toolbar*

You can select between large and small icons on the toolbar by using the Large Buttons command from the View menu

## FaxTalk Communicator LCD display

FaxTalk Communicator's LCD displays various messages and information depending on the current operation. The current time and date is always displayed in the upper right hand corner and the status of the software is always displayed in the lower left hand corner.



*Figure 4-3 FaxTalk Communicator LCD Display*

## Checking for new messages and faxes

There are two locations where the status of new messages and faxes can be found, either on FaxTalk Communicator's LCD display or on the FaxTalk Status screen accessed from CallControl. The LCD displays the number of messages and faxes in the center of the LCD when FaxTalk Communicator is idle. The FaxTalk Status screen displays the number of new messages and faxes near the top of the screen below the Status for: listing.

## Enabling auto answer

You can enable and disable FaxTalk Communicator's ability to automatically answer all incoming calls directly from the FaxTalk Communicator application. To enable or disable auto answer, select Auto Answer from the Configure menu.

## Using Caller ID

FaxTalk Communicator will display Caller ID if Caller ID information is available and supplied to the software by the modem. FaxTalk Communicator displays Caller ID in multiple areas of the software:

- When FaxTalk Communicator is used to accept incoming calls and Caller ID information is available, the LCD displays the Caller ID in the lower left hand corner.
- When calls are answered by the voice messaging system and Caller ID information is available, the Caller ID is logged in the Inbox under the From field. This occurs regardless of whether the caller has left a message.

*Note: Caller ID requires service from your phone company.*

## Manually receiving a fax

You can receive a fax manually if you pick up the phone and realize it is a fax machine calling instead of a live call, or if someone wants to send you a fax at the end of a voice conversation.

To manually receive a fax, click the Receive Fax Now button on the FaxTalk Communicator toolbar.

*Note: While using the speakerphone, FaxTalk Communicator can automatically begin receiving faxes as soon as FaxTalk Communicator "hears" fax tones.*

## The Inbox

The Inbox is the central location for all received voice messages, fax documents, and BFT files. The Inbox contains options and commands for playing voice messages, viewing fax documents, and saving BFT files. To open the Inbox, click on the Inbox button on FaxTalk Communicator. The Inbox appears.

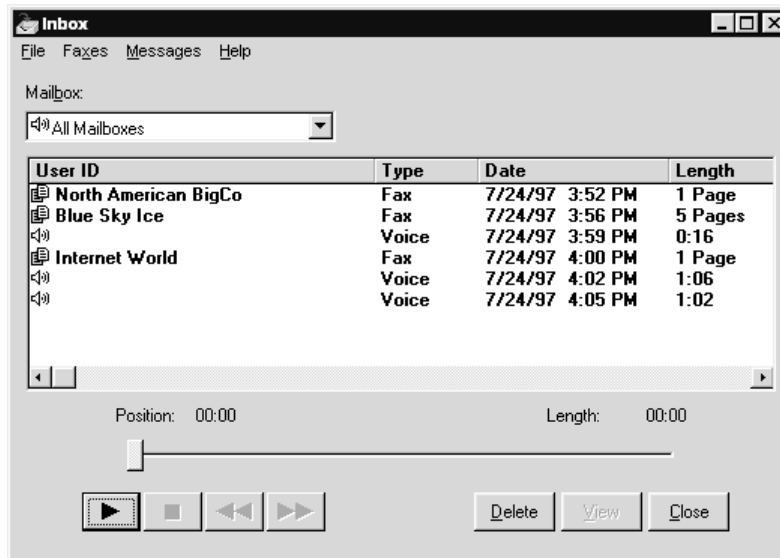


Figure 4-4 FaxTalk Communicator Inbox

Information related to an item is displayed in the From, Type, Date, and Length fields when an item is received. The Type field contains information regarding whether the item is a voice, fax, or data (BFT). The Date field contains the date and time the item was received, The From and Length fields contain different information depending on the type of item received.

### Selecting a mailbox

The Inbox displays all received items for the selected mailbox, or can display all received items in every mailbox.

To open a specific mailbox:

1. Click Inbox in FaxTalk Communicator.
2. Select the desired mailbox from the mailbox list.
3. Enter the mailbox password, if necessary.

The Inbox displays the contents of the selected mailbox.



### **Viewing items in a specific mailbox**

Select the desired mailbox from the Mailbox list. If the mailbox is password protected, you will be prompted to enter the mailbox password before the Inbox displays the contents of the mailbox.

### **Viewing items in all mailboxes**

Select the All Mailboxes selection from the Mailbox list. If the Mailbox Manager password was entered in the Mailbox Configuration, you will be prompted to enter the Mailbox Manager password before the Inbox displays the contents of all the mailboxes.

## **Playing messages**

The Inbox contains several buttons specifically for playing received messages. The player buttons are designed to mimic buttons found on a standard tape player or VCR. The buttons perform the functions of Play, Stop, Previous Message (Skip Back), and Next Message (Skip Forward). The Inbox also contains a message scroll bar that will indicate the relative position in a message during playback. You can use the scroll bar to fast forward and rewind within a message during playback.

To play a message in the Inbox, double-click on the voice message to begin playback. You can also highlight the voice message and click Play on the player controls. To stop playback of a voice message, click Stop. To go back to the previous message click Previous on the player controls. To skip to the next message, click Forward.

### **Setting the playback device**

When playing messages from the Inbox you can select the device used for playback. The list of available playback devices is dependent on the modem selected. If a playback device option is not listed, it is because the modem or PC hardware does not support the playback mode.

To set the playback device:

1. From the Messages menu, click Play To.
2. Select the device from the list. A checkmark appears next to the selected device.

### **Using message autoplay**

The Inbox includes the ability to play all messages automatically when you log into a mailbox. This functionality is similar to pressing a single play

button on an answering machine. To enable the AutoPlay option select AutoPlay from the Messages menu. A checkmark appears next to Autoplay when enabled.

## **Viewing faxes**

You can view received faxes viewed using the Fax Viewer that is included with FaxTalk Communicator. To view a fax, double-click on the fax document to open the document in the Fax Viewer. You can also highlight the fax document and click View.

## **Printing faxes**

You can print received faxes directly from the Inbox. To print a fax, select the fax and click Print.

## **Binary files**

Data items are Binary File Transfer (BFT) received files. FaxTalk Communicator transmits BFT files using the ITU T.434 BFT international standard. This allows BFT transfers between FaxTalk Communicator and any other software package that supports the international standard for transmitting and receiving BFT files.

To save a received BFT file:

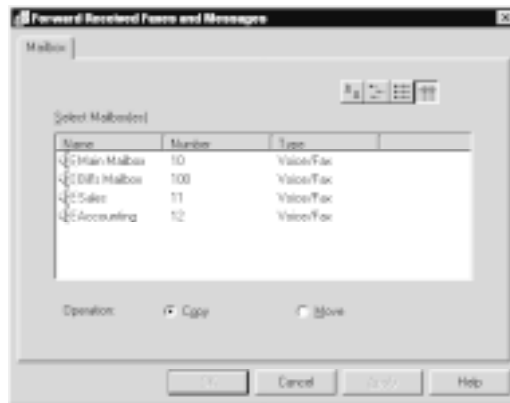
1. Double-click on the BFT file in the Inbox. The Save As dialog appears with the original filename.
2. Select the directory you want the file saved to, and click OK.

## **Forwarding items**

You can send received items to other Voice/fax mailboxes in your system. For example, if you receive a message that you would like a colleague to hear, you can forward it to his or her mailbox.

To forward an item to a Voice/fax mailbox:

1. Select the item(s) to forward to the other mailbox(es)
2. Choose Forward Item from the File menu. The Forward Received Faxes and Messages dialog appears.



**Figure 4-5 Forward Received Faxes and Messages Screen**

3. Select the mailbox(es) you wish to forward the item(s) to.
4. Select whether to forward a copy of the items or to have the items moved to the selected mailbox(es).

### Changing the status of items

New items in the Inbox are displayed in Bold type until they are reviewed by the mailbox owner. The status of an item can be changed at any time. The message status can be either "New" or "Old".

To change the status of a received item:

1. Select the item in the Inbox
2. Choose Set as New on the File menu to change the status of an old item or Set as Old to change the status of a new item.

### Deleting items

Because items in your Inbox consume disk space, you should delete items that you no longer need. For example, you might want to delete new messages immediately after listening to them.

To delete items:

1. Select the item(s) in the Inbox.
2. Press the Delete key on the keyboard.
3. Click OK to confirm the deletion of the messages.

*Note: If you press the Delete key on the keyboard with nothing selected in the Inbox, the entire Inbox is deleted.*

## Saving items

Items in the Inbox can be saved for use elsewhere. Received voice messages are stored in a .WAV format, and can be saved from the Inbox and played with a wave file player. Received faxes and BFT file can also be saved. To save a received item, highlight the item in the Inbox and select Save As from the File menu.

## The Outbox

Faxes are listed in the Outbox until they are successfully sent or have failed the maximum number of retries. The Outbox displays the name of the recipient, the number the fax is being sent to, the time and date the fax will be sent, and the number of pages in the fax. Once a fax has been successfully sent or has failed the maximum number of retries, it is removed from the Outbox and placed in the Send Log. To view the Outbox, click the Outbox button on FaxTalk Communicator. The Outbox appears.

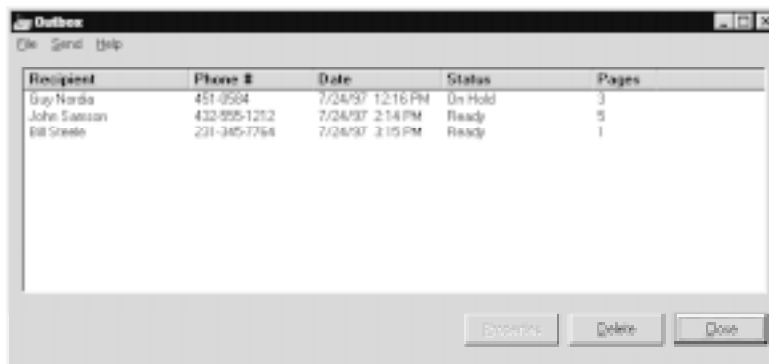


Figure 4-6 FaxTalk Communicator Outbox Screen

## Editing a scheduled fax

You can edit the properties of a scheduled fax in the Outbox by highlighting the fax and clicking Properties. The Send Properties dialog displays with the current properties of the scheduled fax. You can modify the properties and click Send to resubmit the fax for sending using the new properties.

## Placing a scheduled fax on hold

You can place a scheduled fax on hold so that it is not sent until you release the fax from hold. The On Hold command is useful for laptop users

who may not have immediate access to a phone line, but still want to schedule a fax for sending. By scheduling a fax and placing it on hold, the fax is listed in the Outbox but is not sent until the user releases the fax.

### Releasing a fax from hold

You can release faxes that are on hold at any time from the Outbox. To release a fax that has a status of On Hold, highlight the fax and select Resume from the Send menu.

### Deleting scheduled faxes

You can delete a scheduled fax or faxes from the Outbox by highlighting the specific fax(es) and clicking Delete.

## The Send Log

The Send Log contains information about faxes that have been sent, whether successful or not, from FaxTalk Communicator. You can use the Send Log to track the status of faxes that were sent, view a sent fax, print hard copy records of transactions, as well as resend faxes if necessary. To view the Send Log, click the Send Log button on the FaxTalk Communicator toolbar. The Send Log appears.



Figure 4-7 FaxTalk Communicator Send Log Screen

### Viewing sent faxes

You can view a previously sent fax stored in the Send Log by highlighting on the fax and clicking View. If there are multiple documents attached to the fax, a View Fax Document dialog appears to allow you to select the specific fax document you wish to view.

## **Printing sent faxes**

You can print a previously sent fax stored in the Send Log by highlighting the fax and clicking Print.

## **Resending a sent fax**

You can resend faxes from the Send Log. The information from the previous fax is stored in the Send Log and is available for retransmission. This is useful if you sent a fax that got lost and need to send it again.

To resend a fax:

1. Highlight the fax you wish to resend and click Resend. The Send a Fax dialog appears with the previous fax information.
2. Make any changes to the fax and click Send.

## **Printing the Send Log**

To print a hard copy of the Send Log, select Print from the Log menu.

## **Deleting entries**

To delete an entry in the Send Log, highlight the fax entry and click Delete. Once entries are deleted from the Send Log, they are permanently deleted from the hard disk and there is no method to restore the deleted entries.

## **Checking the status of the software**

You can monitor the status of the software at any time from one of several locations. Status information is available from the LCD display on FaxTalk Communicator, the CallControl icon, or from the FaxTalk Status screen.

## Chapter 5

# Using the Speakerphone

With the FaxTalk Communicator speakerphone you can place and receive voice calls and use your computer and modem as a "smart" telephone. FaxTalk Communicator's speakerphone capabilities offer mute, hold with optional music, last 20 number redial, and support for call waiting services.

*Note: Not all options are available with all modems. Speakerphone capabilities are a feature of the modem and require specific modem hardware support to function. The software cannot "add" speakerphone capabilities to a modem that does not have hardware support for speakerphone.*



Figure 5-1 FaxTalk Communicator Application

## Receiving calls

To answer an incoming call on FaxTalk Communicator's speakerphone, click Speaker. The speakerphone answers the call and connects you to the calling party. When you're finished with the call, click Hangup.

## Placing calls

You can place outgoing calls with FaxTalk Communicator using a variety of methods:

- If the number you wish to call is entered in the phonebook, click the Phonebook tab and either double-click on the entry or highlight the entry and click Dial.
- If you previously added a number to a Speed Dial button, click the Speed Dial tab and click on the appropriate button.
- Click Speaker to take the phone off-hook and enter the numbers individually
- Select a previously dialed number from the Redial list, and click Dial.

## Using speed dial buttons

The Speed Dial tab contains 8 speed dial buttons that can be configured with frequently dialed numbers. To dial a number using speed dial, click the desired button.

To configure a Speed Dial button see *Configuring Speed Dial* buttons later in this chapter.

## Using the phonebook

The Phonebook tab displays all entries in the FaxTalk Phonebook. You can dial a phonebook entry by either double clicking on the entry or highlighting the entry in the Name column and clicking Dial. When a phonebook entry is highlighted, the number to be dialed is displayed in the Redial field.

## Using the redial list

FaxTalk Communicator includes a recent dialed numbers list that contains the last 20 numbers dialed. To redial a number in the redial list, select the number from the dropdown list and click Dial.



## Placing callers on hold

During a conversation on the speakerphone, you can put callers on hold by clicking Hold. When hold is active, a green light appears on the Hold button. To take a caller off hold, click Hold again. FaxTalk Communicator includes the ability to play .WAV, MIDI, or CD-Audio music to the caller while on hold. This feature requires specific modem support and may not be available. To configure music on hold see *Configuring Music on Hold* later in this chapter.

## Muting a conversion

To mute a call so that the caller cannot hear conversations occurring locally, click Mute. When Mute is active a green light appears on the Mute button. Click on Mute again to resume a normal conversation.

## Using the speakerphone with call waiting

If you subscribe to "call waiting" service through your phone company, you can continue receiving calls while talking on the speakerphone. When a new call comes in and your phone company sends a tone to indicate another call, click Flash to put the current call on "standby" and switch to the new call. When finished with the second call, click Flash again to switch back to the original call.

## Adjusting the speakerphone volume

The Speaker volume control allows you to adjust the volume of the caller while on the speakerphone. If you want to increase the volume of the caller's voice, slide the volume control to the right. To decrease the caller's volume, slide the volume control to the left.

## Adjusting the microphone sensitivity

The Microphone sensitivity control allows you to adjust the sensitivity of the microphone when used with the speakerphone. If you want to increase the sensitivity of the speakerphone microphone, slide the volume control to the right. To decrease the sensitivity of the speakerphone microphone, slide the volume control to the left.

## Configuring music on hold

If the modem selected for use with FaxTalk Communicator supports music on hold capabilities, the Configure Menu contains a Music on Hold command. To configure music on hold, select Music on Hold from the Configure menu. The Music on Hold Configuration dialog appears.



*Figure 5-2 Music on Hold Setup Screen*

To configure music on hold:

1. Enable Music on Hold by checking the Play Music on Hold command.
2. Select the device you want to use for Music on Hold. You can use a Multimedia or Line In device depending on hardware available in your computer.
3. Select the music sequence you want music on hold to play when activating the hold button. Using Continue sequence between calls causes music on hold to play the next available sound file each time the hold is toggled on and off. The Restart sequence each call option causes music on hold to replay the current sound file from the beginning each time the hold button is toggled.

## Adding files

You can add, remove, or rearrange the sound files used for music on hold in the Play List tab. The Play List supports several music or sound file types including .WAV, .MID (Midi), and .CDA (CD-Audio).

To add music files to the music on hold play list:

1. Click the Play List tab. The Play List appears.



*Figure 5-3 Music on Hold Play List*

2. Click Add. An Open dialog appears to select sound files on your computer.
3. Click Test to test the playback of the sound files to your multimedia device.

## Removing files

To delete sound files from the music on hold play list, highlight the sound files you wish to delete and click Remove.

## Rearranging the play list

You can rearrange the order in which the sound files are played to the caller while they are on hold. Use the Up and Down buttons to move highlighted sound files on the play list.

## Configuring speed dial buttons

The Speed Dial Configuration is used to assign names and numbers to the speed dial buttons available with FaxTalk Communicator. You can store up to eight names and numbers using the speed dial buttons. To configure the speed dial buttons, select Speed Dial from the Configure menu. The Configure Speed Dial Buttons dialog appears.

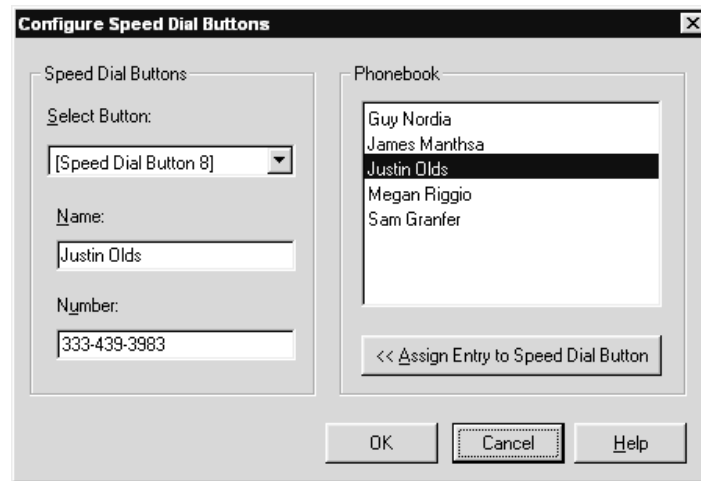


Figure 5-4 Speed Dial Button Setup Screen

### Adding speed dial entries

You can manually add names and numbers into speed dial buttons or select existing names from the FaxTalk Phonebook.

To add a name and number to a speed dial button:

1. Select the speed dial button to add or modify from the Select Button dropdown.
2. Enter the name to be displayed on the speed dial button in the name field or double-click on a name already entered in the phonebook.
3. Enter the number to be dialed when the speed dial button is pressed in the number field.
4. Click OK to save the changes to the speed dial button.

## **Chapter 6**

### ***Remote Access***

FaxTalk Communicator's voice messaging capabilities include a powerful remote access option. With remote access you can remotely retrieve your messages and faxes, change your mailbox greeting and other system options.

#### **Listening to your Messages**

FaxTalk Communicator includes the ability to retrieve received messages remotely. To listen to received messages remotely:

1. Call FaxTalk Communicator, enter the desired mailbox number and press #.
2. While the greeting is played for that mailbox, press # again.
3. FaxTalk Communicator now asks for the mailbox password. Enter the password and press # (If you do not have a password assigned, simply press #).
4. FaxTalk Communicator now indicates the number of new messages and faxes and presents the main menu.
5. Press 1 to listen to messages. (This option is not available if there are no new messages).
6. The Messages menu plays the options available. Press 1 to listen to the current message. To skip to the next message press 5 or to go back to the previous message press 6.
7. After listening to the message press 1 to delete the message, press 3 to replay the message, press 5 to skip to the next message, or press 6 to go back to the previous message.
8. To return to the main menu, press #. To exit the remote access system, press # and hang up.

#### **Reviewing your Faxes**

FaxTalk Communicator includes the ability to review received faxes remotely and have them forwarded to a fax machine.

To review received faxes remotely:

1. Call FaxTalk Communicator, enter the desired mailbox number and press #.
2. While the greeting is played for that mailbox, press # again.
3. FaxTalk Communicator now asks for the mailbox password. Enter the password and press # (If you do not have a password assigned, simply press #).
4. FaxTalk Communicator now indicates the number of new messages and faxes and presents the main menu.
5. Press 2 to review received faxes. (This option will not be available if there are no new faxes).
6. The Review Faxes menu plays the option to press 1 to forward all faxes or press 2 to forward individual faxes.
7. To return to the main menu, press #. To exit the remote access system, press # and hang up.

### **Forwarding All Faxes**

1. Press 1 to forward all faxes immediately on the same call (If calling from a phone connected to a fax machine) or press 2 to enter a fax number to forward to.
2. If option 2 was selected, enter the fax number of the fax machine the faxes are to be sent to and press #.
3. The fax number is read back to verify. Press 1 to accept, press 2 to re-enter the number, or press # to cancel the forwarding operation.

### **Forwarding Individual Faxes**

1. Press 1 to select this fax for forwarding, or press 2 to skip to the next fax without selecting this fax for forwarding.
2. Press # when finished selecting faxes.
3. Press 1 to forward all faxes immediately on the same call (If calling from a phone connected to a fax machine), or press 2 to enter a fax number to forward to.
4. If option 2 was selected, enter the fax number of the fax machine the faxes are to be sent to and press #.
5. The fax number will be read back to verify. Press 1 to accept, press 2 to re-enter the number or press # to cancel the forwarding operation.

## Changing the Mailbox Greeting

FaxTalk Communicator includes the ability to change the selected greeting of a mailbox remotely.

To record a new greeting for a mailbox remotely:

1. Call FaxTalk Communicator, enter the mailbox desired and press #.
2. While the greeting is played for that mailbox, press # again.
3. FaxTalk Communicator asks for the mailbox password. Enter the password and press # (If you do not have a password assigned, simply press #).
4. FaxTalk Communicator now indicates the number of new messages and faxes and presents the main menu.
5. Press 3 to change greeting.
6. The Change Greeting menu plays the option to press 1 to listen to the current greeting, or press 2 to record a new greeting.
7. After recording a new greeting, press 1 to listen to the new greeting, press 2 to re-record the greeting, or press 3 to activate the new greeting. Press # to cancel the new greeting and use the old greeting.
8. To return to the main menu, press #. To exit the remote access system, press # and hang up.

## Changing Configuration Options

FaxTalk Communicator includes the ability to change certain system configuration settings remotely such as number of rings, toll saver, and notification options.

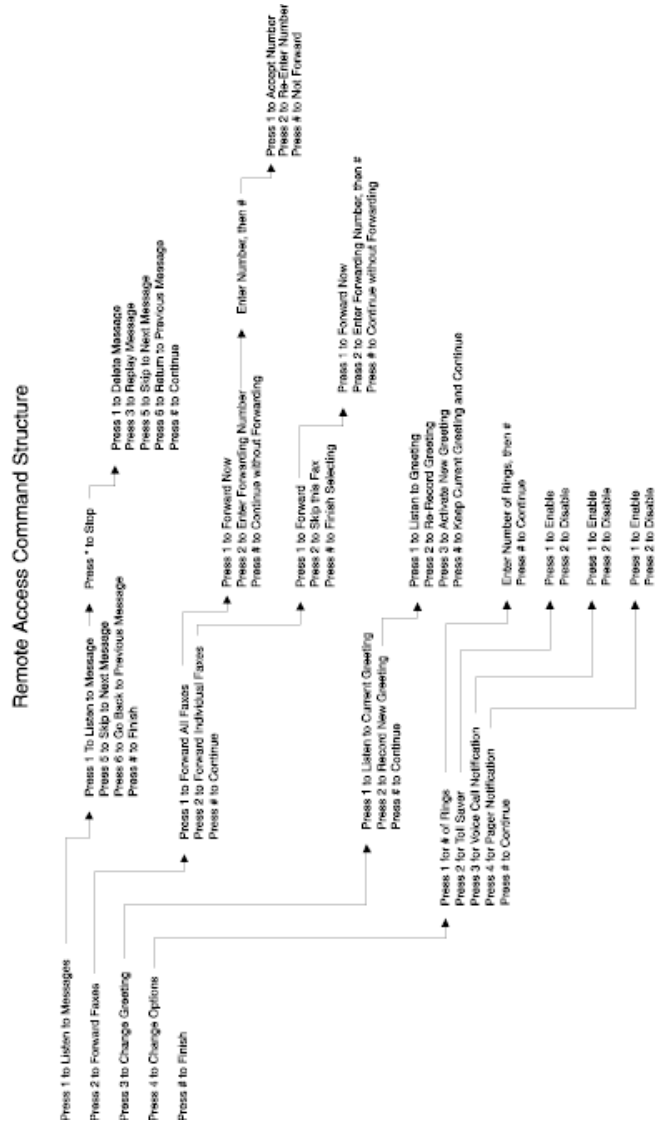
To change system configuration settings:

1. Call FaxTalk Communicator, enter the mailbox desired and press #.
2. While the greeting is played for that mailbox, press # again.
3. FaxTalk Communicator asks for the mailbox password. Enter the password and press # (If you do not have a password assigned, simply press #).
4. FaxTalk Communicator now indicates the number of new messages and faxes and presents the main menu.
5. Press 4 to change options.

6. The Change Options menu plays the option to press 1 to change number of rings, press 2 to change toll saver, 3 to change voice notification options, or press 4 to change pager notification settings.
7. To return to the main menu, press #. To exit the remote access system, press # and hang up.

## Remote Access Menu Diagram

This chart outlines all of the remote access functions and commands.





## Chapter 7

# ***Sending Faxes***

When sending faxes with FaxTalk Communicator, you can choose between two interfaces. One interface is the Fax Wizard which guides you step by step through the process of sending a fax. The other interface is the Send a Fax dialog which provides more advanced fax sending options and settings.

When you install FaxTalk Communicator, the Fax Wizard is the default interface used when sending faxes. If you prefer to use the Send a Fax dialog, you can switch to the Send a Fax dialog by clicking the Advanced Fax button on the Fax Wizard. You can also configure the software to use the Send a Fax dialog as the default interface. (See *Disabling the Fax Wizard* later in this chapter)

### **Sending faxes from FaxTalk Communicator**

You can send faxes directly from FaxTalk Communicator or from CallControl. Both the FaxTalk Communicator and CallControl applications include a Send Fax command. When you select the Send Fax command either the Fax Wizard or Send a Fax dialog appears depending on the settings. You can then specify your recipients, coversheet information, and other information.

### **Sending faxes from Windows applications**

Sending a fax from any Windows application is as simple as printing a document. When you install FaxTalk Communicator, a printer named FaxTalk 4.0 is added to the list of printers installed under Windows. When you want to fax a document from a Windows application, simply select the FaxTalk 4.0 printer from the Windows application's print menu and print the document. FaxTalk Communicator then presents options for selecting recipients, adding a coversheet, and scheduling the fax. FaxTalk Communicator converts the document into a fax and sends it in the background, allowing you to continue to work on other tasks.

To send a fax from a Windows application:

1. Select FaxTalk 4.0 as the current print driver from the Windows application's Print Setup dialog box.
2. Choose the Print command. The Windows Print dialog box appears. Make sure the FaxTalk 4.0 printer driver is selected and click OK.
3. Enter recipient information, attach a coversheet if desired, and set scheduling options.

## **Sending faxes from Windows Explorer**

You can send faxes directly from the Windows Explorer. Highlight the document you wish to send in Explorer and click the right mouse button. Select FaxTalk Recipient from the Send To menu. FaxTalk Communicator then presents options for sending the fax.

## **Using the Fax Wizard**

The Fax Wizard makes sending faxes easy. The Fax Wizard guides you through the process of sending a fax in four simple steps. The Fax Wizard is broken down into: Selecting Recipients, Select a Coversheet, Attaching Files, and Scheduling the Fax.

The Fax Wizard appears whenever you print to the FaxTalk 4.0 printer or click the Send Fax command from FaxTalk Communicator or CallControl, if the Use Fax Wizard when Sending Faxes option is enabled on the Fax tab in FaxTalk Program Configuration.

## **Selecting recipients**

The Select Recipients page of the Fax Wizard is used to enter the recipients you wish to send the fax to. The only information required to be entered to send a fax is the Fax # field. When sending a fax using the Fax Wizard, the Select Recipients screen appears.



*Figure 7-1 Fax Wizard Select Recipients Screen*

When you are finished entering the recipient information click Next to continue with the Fax Wizard.

### **Entering recipients manually**

If you are sending a one time fax to a recipient, simply enter the recipient information in the Name and Fax Number fields and click Next.

### **Selecting recipients from the phonebook**

To select recipients from the phonebook, click Phonebook and highlight the recipient(s) you wish to send to and click OK. The selected recipients are added to the recipient list.

### **Sending a fax to multiple recipients**

You can send a fax to multiple people by adding them to the Recipient List. To add any recipient to the list, simply enter the desired recipient information in the Fax # (required), First Name, Last Name, and Company fields and click Add to Recipient List, or select the entries in the phonebook and click OK. If a coversheet is attached to the fax, each recipient gets a personalized copy with only their information. To remove a recipient from the list, highlight the recipient and click Remove.

## Selecting a coversheet

The Select a Coversheet page of the Fax Wizard is used to add a coversheet to the fax and fill in a short memo on the coversheet. After clicking Next on the Select Recipients screen the Select Coversheet screen appears.

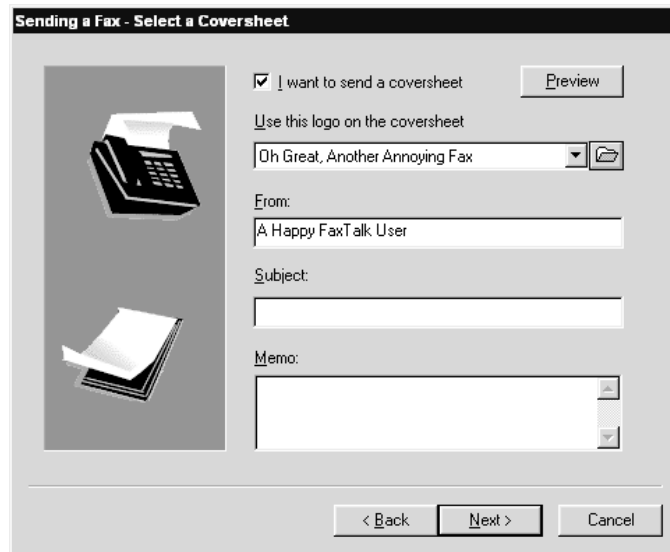


Figure 7-2 Fax Wizard Select Coversheet Screen

When you are finished entering the coversheet information click Next to continue with the Fax Wizard.

## Previewing the coversheet

You can preview the current coversheet before it is sent by clicking Preview. The Coversheet will be loaded into the Fax Viewer and displayed so that you can see how it would look when you send it.

*Note: When previewing a coversheet the recipient information appears blank. This is because the recipient information is not added to the coversheet until the fax is actually sent.*

## Adding files to the fax

The Attaching Files page of the Fax Wizard is used to add files to the fax. You can attach any type of document that can be printed by an application, and FaxTalk will handle the conversion of the document

automatically in the background. After clicking Next on the Select Coversheet screen, the Attach Files screen displays.

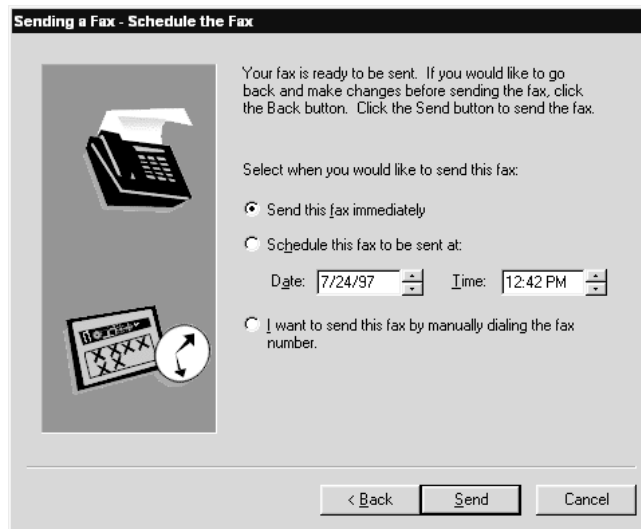


*Figure 7-3 Fax Wizard Add Files Screen*

When you are finished adding files to the fax or do not wish to attach files, click Next to continue with the Fax Wizard.

### **Scheduling the fax**

The Scheduling the Fax page of the Fax Wizard is used to select when you would like to send this fax. The default setting is to send the fax immediately. After clicking Next on the Attach Files screen, the Schedule the fax screen appears.



*Figure 7-4 Fax Wizard Schedule Fax Screen*

When you have selected when you would like to send the fax, click Finish or Send to send the fax and exit the Fax Wizard.

### **Manually sending a fax**

Normally, FaxTalk Communicator automatically dials the recipient fax number when it sends the fax for you. In some cases, you might need to dial the number manually. For example, you must use manual dialing to send a fax to a machine that is accessed through an operator or voice mail system. You can also use manual dialing to send a fax to someone to whom you are already speaking with.

To send a fax manually:

1. Create the fax and attach a coversheet and additional files if desired.
2. Select the I want to send this fax by manually dialing the fax number setting from the Schedule screen. Click Send to create the fax.
3. When FaxTalk Communicator prompts you to dial the number, dial the recipients fax number using a telephone connected to the modem.
4. When the recipient's fax machine answers, click OK on the Manual Dial dialog.
5. Wait for your modem to begin sending fax tones, and then hang up the telephone.

## Disabling the Fax Wizard

You can disable the use of the Fax Wizard when sending faxes. FaxTalk Communicator will then use the Send a Fax dialog instead of the Fax Wizard when sending faxes.

To disable the Fax Wizard:

1. Click on the Program Configuration button on the FaxTalk Communicator toolbar.
2. Click the Fax tab.
3. Uncheck the Use Fax Wizard when Sending Faxes box.
4. Click OK to save the change.

## Using the Send a Fax dialog

The Send a Fax dialog is the preferred method for sending faxes for advanced users, since it includes advanced fax options not found in the Fax Wizard. The Send a Fax dialog is divided into four tabs: Recipients, Coversheet, Attach Files, and Schedule Fax. To send a fax, you do not need to go to each tab unless there are options on that tab that you want to modify. You can send a fax by simply entering the fax number and clicking the Send button. The Send a Fax dialog also includes the ability to print a document into a fax document for storage using the File It button.

You can jump to the Send a Fax dialog from the Fax Wizard by clicking Advanced Fax on the Select Recipients screen in the Fax Wizard.

*Note: To use the Send a Fax dialog by default, disable the Use Fax Wizard when Sending Faxes option on the Fax tab in FaxTalk Program Configuration.*

## Recipient tab

The Recipient tab in the Send a Fax dialog contains all of the addressing information when sending a fax. The only information required to be entered to send a fax is the Fax # field.

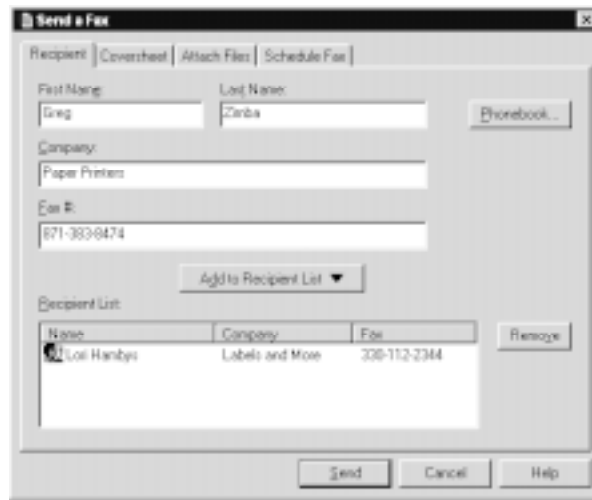


Figure 7-5 Send a Fax Recipients Tab

### Entering recipients manually

If you are sending a one time fax to a recipient, simply enter the recipient information in the Name and Fax Number fields.

### Selecting recipients from the phonebook

To select recipients from the phonebook, click Phonebook, highlight the recipient(s) you wish to send to, and click OK. The selected recipients are added to the recipient list.

### Sending a fax to multiple recipients

You can send a fax to multiple people by adding them to the Recipient List. To add any recipient to the list, simply enter the desired recipient information in the Fax # (required), First Name, Last Name, and Company fields, and click Add to Recipient List or select the entries in the phonebook and click OK. If a coversheet is attached to the fax, each recipient will get a personalized copy with only their information. To remove a recipient from the list, highlight the recipient and click Remove.

### Coversheet tab

This enables the attachment of a coversheet to a fax document or enables sending of just a coversheet with a memo. If multiple recipients are selected in the Recipient tab then a separate, personalized coversheet is created for each recipient. To attach a coversheet or make changes, click the Coversheet tab. The Coversheet settings display.



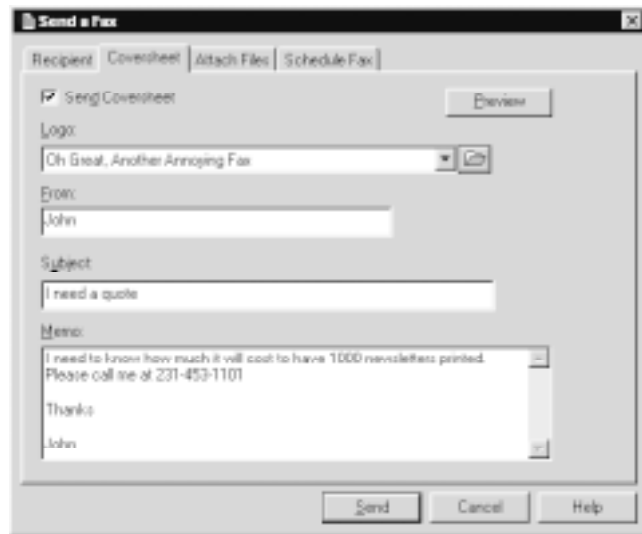


Figure 7-6 Send a Fax Coversheet Tab

### Previewing the coversheet

You can preview the current coversheet before it is sent by clicking Preview. The Coversheet is loaded into the Fax Viewer and displayed so that you can see how it would look when you send it.

*Note: When previewing a coversheet the recipient information appears blank. This is because the recipient information is not added to the coversheet until the fax is actually sent.*

### Attach tab

The Attach Files tab in the Send a Fax dialog allows you to attach documents to be sent as a fax or BFT file. You can attach any type of document that can be printed by an application, and FaxTalk handles the conversion of the document automatically in the background. The Attach Files tab also allows you to attach previously saved faxes that are stored in the File Cabinet. To attach files to a fax, click the Attached Files tab. The Attached Files settings display.

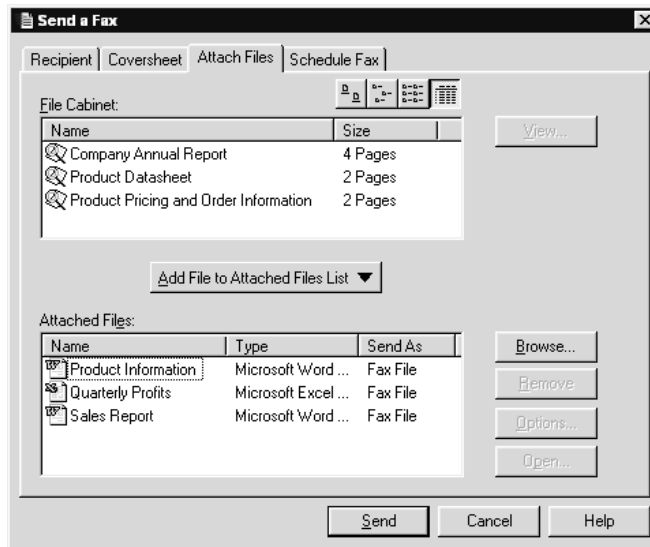


Figure 7-7 Send a Fax Attach Files Tab

### Changing attached file options

The File Options dialog lets you change options related to creating the fax such as resolution, page size, and orientation. To change the options of an attached file, highlight the file and click Options.

### Sending a file using Binary File Transfer

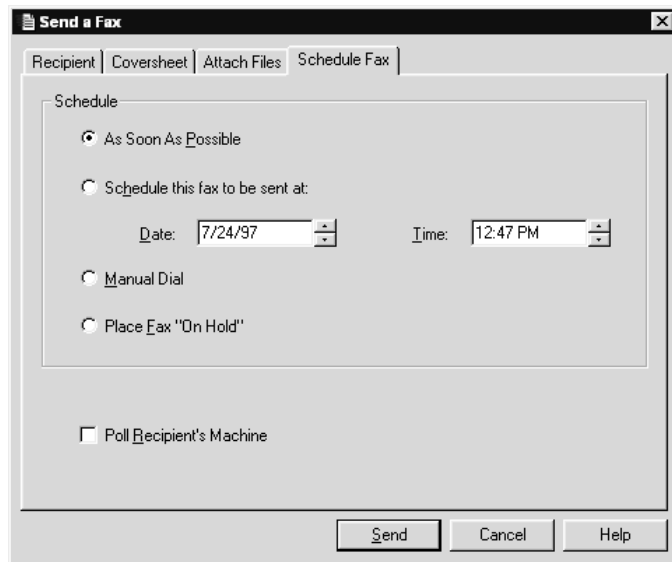
FaxTalk Communicator supports sending files as Binary File Transfer data files. This allows you to send a binary file to someone if they are using ITU/TSS T.434 compliant software or hardware.

To send the file using Binary File Transfer:

1. In the Attached Files list, highlight the file you want to send as a data file.
2. Click Options, and select Data File from the Send File As list.
3. Click OK to set the file as data.

### Scheduling the fax

The Schedule Fax tab in the Send a Fax dialog contains options for determining when you want to send the fax. To schedule a fax, click the Schedule Fax tab. The Schedule Fax settings displays.



*Figure 7-8 Send a Fax Schedule Fax Tab*

The following options are available for scheduling a fax:

- **As Soon as Possible** — Select this if you want to send the fax immediately.
- **At Date and/or Time** — Select this option if you want to schedule a specific date and/or time for the fax to send. You can set the specific date and/or time in the adjacent fields.
- **Manual Dial** — Select this option if you want to manually dial the fax number on a local telephone directly attached to the modem.
- **Place Fax "On Hold"** — Select this option if you want to schedule the fax to be stored in the Outbox until you release it for sending.

### **Manually sending a fax**

Normally, FaxTalk Communicator automatically dials the recipient fax number when it sends the fax for you. In some cases, you might need to dial the number manually. For example, you must use manual dialing to send a fax to a machine that is accessed through an operator or voice mail system. You can also use manual dialing to send a fax to someone to whom you are already speaking with.

To send a fax manually:

1. Create the fax and attach a coversheet and additional files if desired.
2. Select Manual Dial on the Schedule Fax tab. Click Send to create the fax.
3. When FaxTalk Communicator prompts you to dial the number, dial the recipients fax number using a telephone connected to the modem.
4. When the recipient's fax machine answers, click OK on the Manual Dial dialog.
5. Wait for your modem to begin sending fax tones and then hang up the telephone.

### **Polling a remote fax machine**

FaxTalk Communicator includes the ability to poll a fax machine for any available documents. Polling allows you to call a fax machine and receive any documents the fax machine's owner programmed to be polled. To poll a fax machine, check the Poll Recipient box on the Schedule Fax tab.

### **Saving a document in fax format**

The Send a Fax dialog includes the ability to print a document from an application and save it in fax format for later use using the File It button. This is convenient when you have a datasheet or sales brochure that you send out often, and do not want to load the application that created the document and print every time you want to send the fax.

To save a document in fax format:

1. Open the document in the application that it was created in, and print the document to the FaxTalk 4.0 printer.
2. When the Send a Fax dialog appears, click File It. If the Fax Wizard appears instead of the Send a Fax dialog, click Advanced Fax to switch to the Send a fax dialog. Then click File It.
3. The File It As dialog appears. Enter the desired name for the saved fax document and click Save.

The fax document is then created and stored in the File Cabinet directory for later use.

## **Sending a fax during a voice call**

If you are talking on a telephone handset attached to your modem, it is possible to send a fax at the end of the call. To send a fax at the end of a voice call, click on the Send a Fax button on FaxTalk Communicator's toolbar. Either the Fax Wizard or the Send a Fax dialog appears.

If the Fax Wizard appears:

1. Click Next on the Select Recipients screen. (Do not fill out any recipient information for this fax).
2. To send a coversheet with this fax, check the "I want to send a coversheet" option, and select a coversheet from the list. Use the Memo field to include a short memo on the coversheet, and click Next.
3. If you want to attach files to the fax, use Add to attach the desired files to the Attached Files list and click Next.
4. Select the option "I want to send this fax by manually dialing the fax number" and click Send. FaxTalk then creates the fax and prompts you to click OK when the recipient is ready to receive the fax.
5. Tell the recipient to begin receiving with their fax machine, and then click OK on the Manual Dial dialog.
6. You can now hang up the phone, and the fax is sent.

If the Send a Fax dialog appears instead of the Fax Wizard:

1. Click the Coversheet tab to attach a coversheet to the fax.
2. Click the Attached Files tab to add files to the fax.
3. Click the Schedule tab, select the Manual Dial option in the Schedule section, and click Send. FaxTalk then creates the fax, and prompts you to click OK when the recipient is ready to receive the fax.
4. Tell the recipient to begin receiving on their fax machine, and then click OK on the Manual Dial dialog.
5. You can now hang up the phone, and the fax is sent.

## Viewing scheduled faxes

Faxes are listed in the Outbox until they are successfully sent or have failed the maximum number of retries. The Outbox displays the name of the recipient, the number the fax is being sent to, the time and date the fax will be sent, and the number of pages in the fax.

To display the contents of the Outbox, click Outbox on FaxTalk Communicator.

## Editing a scheduled fax

You can edit the properties of a scheduled fax in the Outbox by highlighting the fax and clicking Properties. The Send Properties dialog is displayed with the current properties of the scheduled fax. You can modify the properties and click Send to resubmit the fax for sending using the new properties.

## Displaying fax status

You can monitor the status of faxes you are sending or receiving using either the FaxTalk Status screen or the program status line in the LCD display on FaxTalk Communicator. The FaxTalk Status screen provides detailed status information for the current fax. You can have the FaxTalk Status screen automatically appear when sending or receiving faxes.

To have FaxTalk Status automatically appear during fax transactions:

1. From FaxTalk Communicator, click the Program Configuration button on the toolbar.
2. Click on the Announce tab.
3. Check the Enable the Pop up FaxTalk Status while sending or receiving faxes box.
4. Click OK to save the change and exit Program Configuration.

## Canceling a fax

If you have a scheduled fax you wish to delete, or a fax that is being sent that you want to cancel, simply highlight the entry in the Outbox and click Delete. This deletes the fax from the Outbox.

If you want to simply abort the current send attempt without deleting the fax from the Outbox, click Hangup on the FaxTalk Status screen or the Cancel Call button on FaxTalk Communicator's toolbar.

## Resending a previously sent fax

You can resend faxes from the Send Log. The information from the previous fax is stored in the Send Log and is available for retransmission. This is useful if you sent a fax that was lost and need to resend it again.

To resend a fax:

1. From FaxTalk Communicator toolbar, click the Send Log button.
2. Highlight the fax you wish to resend and click Resend. The Send a Fax dialog appears with the previous fax information.
3. Make any changes to the fax and click Send.

## Creating coversheet logos

FaxTalk Communicator includes several coversheet logos when you install the software. FaxTalk Communicator lets you create coversheet logos to be used at the top of coversheets that you send. You may want to create several coversheet logos to use depending on the intended recipient.

*Note: Logo files should be no more than 3" high by 8 3/8" wide, and saved at 200 dpi. When designing the logo, a .3" space at the top must be left to allow enough room for the fax header information.*





# Chapter 8

## Using the Fax Viewer

The Fax Viewer gives you a number of tools for manipulating the fax image you are viewing. You can use the Fax Viewer to view, print, rearrange, and edit fax documents. The Fax Viewer includes the ability to use a TWAIN compliant scanner to scan in documents, to add to an existing fax, or create a new fax document. To open the Fax Viewer, click the Windows Start button, select Programs, FaxTalk Communicator 4.0, and click on the FaxTalk Fax Viewer 4.0 icon. The Fax Viewer opens.

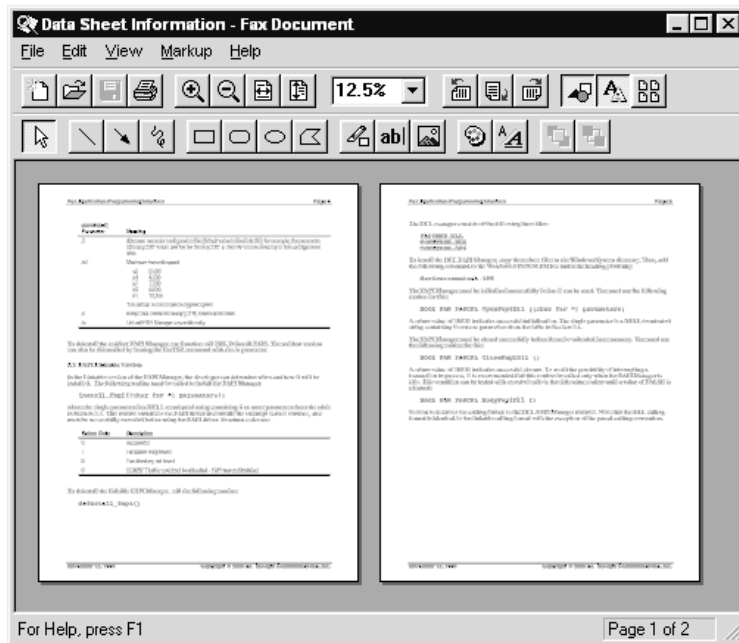


Figure 8-1 Fax Viewer application

### Enabling the Fax Viewer toolbar

To enable the Fax Viewer toolbar, select Toolbar from the View menu. The Fax Viewer toolbar appears below the menu commands.

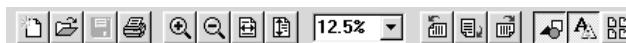


Figure 8-2 Fax Viewer toolbar

The Fax Viewer toolbar contains buttons for commonly used operations. These include:

- Opening files
- Printing
- Changing zoom levels
- Enabling anti-aliasing
- Enabling annotations

You can select between large and small icons on the toolbar by using the Large Buttons command from the View menu.

## **Working with Fax Documents**

The Fax Viewer enables you to manage your fax documents. From within the Fax Viewer, you can open fax documents for printing, saving, importing and exporting. You can also add, rearrange, and delete individual pages in a fax document.

### **Opening fax documents**

To open a fax file in the Fax Viewer, select Open from the File menu. The File Open dialog displays. Select the fax filename and click OK.

### **Printing a fax document**

To print a fax file in the Fax Viewer, select Print from the File menu. The Print dialog displays. Click OK to print the document to the selected printer.

### **Saving fax documents**

To save a fax file in the Fax Viewer, select Save As from the File menu. The Save As dialog displays. Type in the filename you wish to save the fax file and click OK.

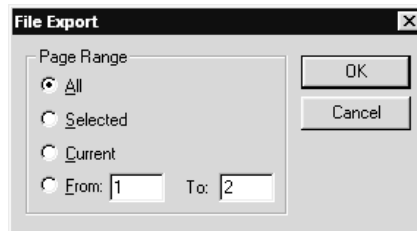
### **Importing files into a fax document**

To import .BMP or .PCX graphic files into a fax document, select Import from the File menu. The File Open dialog displays. Select the .PCX or .BMP file to import and click OK.

To import pages from a fax document into another fax document, select Import from the File menu. The File Open dialog displays. Select the .FAX file to import and click OK.

## Exporting a fax document

To export a fax to a graphic file, select Export from the File menu. The File Export dialog appears.



*Figure 8-3 File Export*

If the fax document consists of multiple pages you have the option of exporting the whole document to a fax file or selecting individual pages to export to a graphic file such as a .BMP or .PCX file.

## Deleting pages in a fax document

To delete a page from a fax document, select the fax page and click Delete from the Edit menu. To select multiple pages, hold the Ctrl key while clicking on the fax pages.

## Rearranging pages in a fax document

The Fax Viewer includes the ability to rearrange the order of pages in a fax. You can rearrange pages, delete individual pages, and add additional pages to an existing fax document.

To rearrange pages in a fax:

1. Select a zoom level that allows you to view the fax pages.
2. Click and hold the left mouse button on the edge of the fax page you wish to move. The cursor changes to a four arrow pointer.
3. Drag the fax page to the desired location and release the left mouse button.

## Viewing Fax Documents

You can conveniently view fax documents in the Fax Viewer using several tools available, including zoom, thumbnails, anti-aliasing, and more.

## **Changing the zoom level**

To change the zoom level, click the Zoom In or Zoom Out buttons on the Fax Viewer toolbar. You can also use custom zoom levels by selecting Zoom from the View menu and entering the custom zoom level.

## **Flipping a fax document 180 degrees**

To flip a fax document 180 degrees, click Flip from the View menu.

## **Rotating a fax document 90 degrees**

To rotate a fax document 90 degrees to the left or right, click Rotate Left or Rotate Right from the View menu.

## **Displaying thumbnails**

To display thumbnail versions of the fax document, click the Thumbnail button on the Fax Viewer toolbar.

## **Using anti-aliasing**

Anti-aliasing is a technique used to improve the visual appearance of a fax document. To enable anti-aliasing, click the Anti-aliasing button on the Fax Viewer toolbar.

## **Using reverse video**

To reverse the video display when viewing a fax so that the fax page appears black and the text appears white, click Reverse Video from the View menu.

## **Annotating fax documents**

The Fax Viewer includes tools to annotate or markup received faxes with text and images. This can be useful to add comments to a fax and then resend the fax back to the original sender.

## **Enabling the annotation toolbar**

The Markup Annotation toolbar contains commonly used tools and commands for annotating fax documents. These include drawing tools, formatting options, and graphic and text importers. To enable the Markup Annotation toolbar, click on the Markup button on the Fax Viewer toolbar. The Markup Annotation toolbar appears below the Fax Viewer Toolbar.



Figure 8-4 Annotation Toolbar

## Using the annotation tools

The Fax Viewer includes various drawing tools for annotating or marking up a fax. The tools include functions for drawing lines with and without arrows, freehand drawing, rectangles, ovals, and polygons.

You can also change the color used by the annotation tools by clicking the Color button on the annotation tool bar. You can control the fill color, object color, and line width.

## Inserting text objects

You can insert text onto a fax page by selecting the Insert Text tool.

1. Click the Insert Text button on the Markup toolbar. The cursor changes to a crosshair.
2. Click and hold the left mouse button at the desired starting point.
3. Drag the cursor to the desired end point and release the left mouse button.
4. Type in the text desired.

*Note: To change the text within a text object, simply double click on the text object to edit. To change to font and formatting of the text, click the Font button on the annotation tool bar.*

## Changing text settings

1. Click the Select button on the Markup toolbar. The cursor changes to an arrowhead.
2. Select the text object to be modified by clicking the left mouse button over the text object.
3. Click the Font button on the Markup toolbar. The Font dialog appears.
4. Select the desired font attributes for the text object.
5. Click OK to save the font changes and apply them to the text object.

To change the text within a text object, simply double-click on the text object to edit.

## Inserting graphic images

You can insert a graphic file onto a fax page such as a .PCX or .BMP file by using the Insert Bitmap tool.

1. Click the Insert Bitmap button on the Markup toolbar.
2. The Insert Bitmap dialog appears to select the desired image.
3. Select the correct image and click OK.

The picture now appears on the fax page. You can re-position the picture by clicking the left mouse button with the cursor directly over the image, and dragging the object to the desired position.

## Highlighting objects

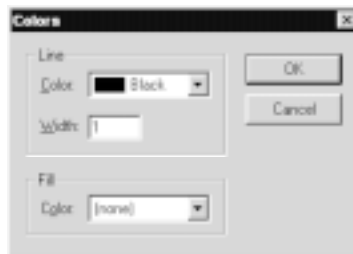
You can highlight portions of the fax to emphasize importance by using the Highlighter tool.

1. Click the Highlighter button on the Markup toolbar. The cursor changes to an arrowhead.
2. Click and hold the left mouse button at the desired starting point.
3. Drag the cursor to the desired end point, and release the left mouse button.

The selected text now displays highlighted.

## Changing color settings

You can change the colors used for lines and fills when working with annotation objects. You can also set the default line width used when drawing shapes.



*Figure 8-5 Colors Screen*

1. Click the Select button on the Markup toolbar. The cursor changes to an arrowhead.
2. Select the object to be modified by clicking the left mouse button over the object.

3. Click the Colors button on the Markup toolbar. The Colors dialog appears.
4. Select the desired line color and fill color for the object.
5. Click OK to save the color changes and apply them to the object.

The Colors dialog also allows the line width to be changed. To change the line width, enter a value between 0 and 200 in the Width field.

### **Moving an object to the front**

When making annotations on a fax, there may be situations where objects are covered by other objects. To move an object in front of all other objects:

1. Click on the object to be moved to the front of all other objects.
2. Click the Move to Front button on the Markup toolbar.
3. The selected object now appears in front of all other objects.

### **Moving an object to the back**

When making annotations on a fax there may be situations where objects are covered by other objects. To move an object behind all other objects:

1. Click on the object to be moved behind all other objects.
2. Click the Move to Back button on the Markup toolbar.
3. The selected object now appears behind all other objects.

### **Saving annotations to a fax document**

Annotations made to a fax are not saved automatically. To save annotations made to a fax permanently:

1. Select Merge with Image from the Markup menu. The annotations are then merged on the same layer as the fax document.
2. Select Save from the File menu to save the merged fax.

To undo a merge and remove all annotations from a fax, select Revert to Saved from the File menu.

### **Discarding changes made to a fax document**

You can discard changes made to a fax file by selecting Revert to Saved from the File menu. This will return the fax document to the last saved version.

## Optical Character Recognition (OCR)

Optical Character Recognition (OCR) is a process of turning an image into editable text. A fax document is an electronic picture of text. Images of text are not directly editable in an application such as a word processor. OCR is used to convert a fax document into a text file that can be edited.

The most common use for OCR is when someone needs to modify or fill in information on a received fax, such as an order form. The received fax is not in a format that can be read by a word processor so the document needs to be converted using OCR into a text-based file that can be opened in a word processor.

### Converting a fax document into text

Converting a fax image to text allows the information that was included on the fax to be edited. To convert a fax image to text:

1. Open the fax document to be converted.
2. Select OCR from the File menu.
3. Enter a filename to save the converted text and click OK. The conversion of the fax begins.

*Note: This feature may not be available when FaxTalk Communicator is bundled with a modem. If this feature is unavailable, the modem manufacturer has chosen to not provide the OCR feature.*

## Scanning images

The Fax Viewer supports the use of a TWAIN compliant scanner for importing images into a fax document. For best results, scan documents at 200 dpi or lower. Scanning documents at resolutions higher than 200 dpi can cause image problems since fax standards only support a maximum of 200 dpi.

### Selecting a scanner

The Fax Viewer supports the use of TWAIN compliant scanners for scanning documents into fax files. If there is more than one TWAIN compatible device installed on the machine, select the device you want to use with the Fax Viewer.



To select the TWAIN device for scanning:

1. Choose Select Scanner from the File menu.
2. In the Select Source dialog, highlight the TWAIN source and click Select.

### **Scanning images into a fax document**

The Fax Viewer supports the ability to create a fax document by scanning hard copy documents or images using a TWAIN compliant scanner.

To scan a document:

1. Select Scan from the File menu. You may need to choose Select Scanner and select the TWAIN device you wish to use before selecting Scan.
2. The TWAIN source manager for your TWAIN device appears and presents you with the scanning options available to your TWAIN device.
3. Scan in the page or pages you wish to add to a fax document. If you have an Automatic Document Feeder attached to your scanning device, you will be prompted to scan each page.
4. When finished scanning your documents, close the TWAIN source manager.
5. Select Save As from the File menu to save the scanned images as a fax document.

### **Scanning images and sending it as a fax**

With the Fax Viewer and a TWAIN compliant scanner, you can scan in a hard copy document and fax it directly.

1. Select Scan from the File menu. You may need to choose Select Scanner and select the TWAIN device you wish to use before selecting Scan.
2. The TWAIN source manager for your TWAIN device appears and presents you with the scanning options available to your TWAIN device.
3. Scan in the page or pages you wish to add to a fax document. If you have an Automatic Document Feeder attached to your scanning device, you will be prompted to scan each page.
4. When finished scanning your documents, close the TWAIN source manager.

5. Select Print from the File menu and select FaxTalk 4.0 as the printer. Click OK to "print" the fax to the FaxTalk 4.0 fax driver.
6. The Send a Fax dialog or Fax Wizard appears so you can enter the fax number you wish to send to, select a recipient from the address book as well as attach a coversheet.
7. Click Send to send the fax.

## Chapter 9

# FaxTalk Phonebook

The FaxTalk Phonebook is a convenient way to save names, fax numbers, and phone numbers for people with whom you communicate frequently. You can also enter useful information about them (such as a company name or comment). The phonebook application allows you to view, add, modify, group, and delete recipient entries. You can open the FaxTalk Phonebook by either clicking on the phonebook icon on the FaxTalk Communicator toolbar, or by clicking the phonebook button on the recipient screen when sending a fax. Either method displays the phonebook.

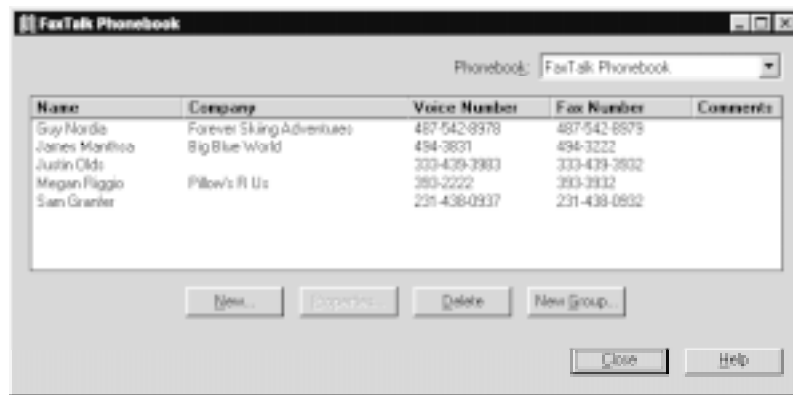


Figure 9-1 FaxTalk Phonebook

### Adding recipients

The New Recipient dialog box contains text boxes for creating a new phonebook entry. When you send a fax, the phonebook information is used to fill in portions of the coversheet.

To add a recipient:

1. Click New. The New recipient dialog appears.



*Figure 9-2 New Recipient Screen*

2. Enter the Name, Company, Voice, and Fax numbers of the recipient
3. Use the Comments field to add comments about the recipient such as birthdays, anniversaries, etc.
4. Click OK to add the recipient to the phonebook.

## Modifying recipient information

You can change recipient and group information at any time by selecting the recipient or group and clicking Modify.

## Deleting entries

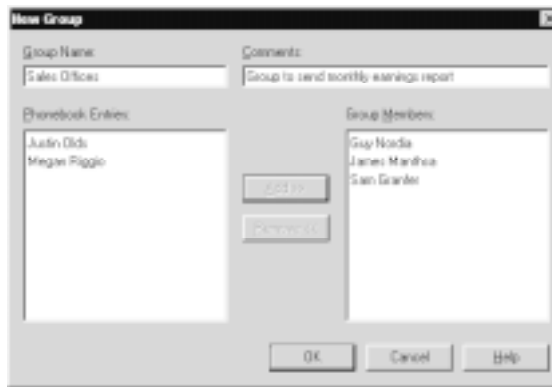
To delete entries and groups from the phonebook, simply highlight the entries and click Delete.

## Creating groups

The phonebook includes, for convenience, the ability to group certain recipients who will frequently receive the same fax information. This way you only need to select a single group entry to send a fax to multiple recipients.

To create a group:

1. Click New Group. The New Group window displays.



**Figure 9-3 New Phonebook Group Screen**

2. Enter a group name in the Group Name field. This name will be displayed in the phonebook.
3. Select any members you wish to add to the group from the Phonebook Entries list on the left, and click Add.
4. Add any comments related to this group in the Comments field and click OK.

### **Modifying Groups**

You can remove members from a group by modifying the group.

To modify a group:

1. Select the group entry and click Properties. The group properties displays.
2. To remove members from the group list, highlight them and click Remove.

### **Changing how recipients are displayed in the phonebook**

You can select whether you want to have names displayed in the FaxTalk Phonebook by First Name, Last Name or Last Name, First Name.

To change how names are displayed in the phonebook:

1. Right-click on the list of recipients in the FaxTalk Phonebook.
2. Select Display Name from the right-click menu and choose either First Name, Last Name or Last Name, First Name.



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