

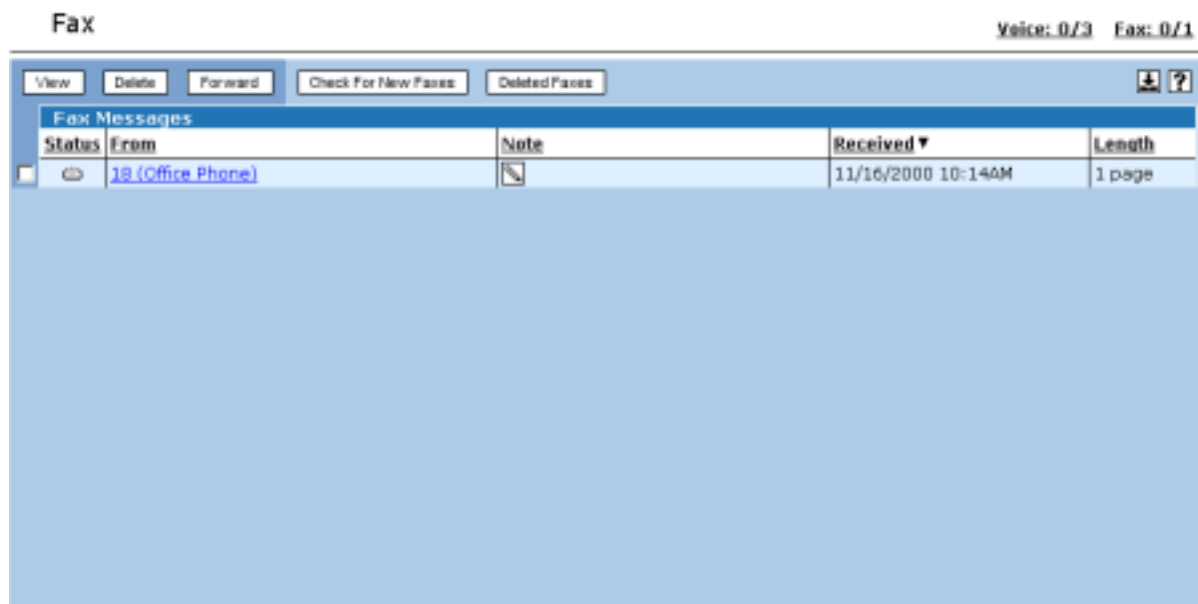
11 Faxes

The **Faxes** feature enables you to view your faxes, delete unwanted faxes in your mailbox, and forward faxes to others.

Those who prefer more control over the flow and destinations of their fax messages might want to engage the advanced **Fax Forwarding Rules** feature described below.

Fax Messages Screen

To open the **Fax Messages** screen, click on the **Faxes** option in the CommuniKate sidebar menu. This brings up the following screen:



Fax Messages Screen

Fax Messages Screen Features

This screen contains several important features:

Faxes Header

The header provides the essential information you need to know at a glance about your faxes. (Note: CommuniKate lists your faxes as most recent to oldest.) Details about each fax include the following:

- **Status**—this column shows whether a fax has been read, unread, saved, or urgent.

- **From**—displays the fax’s caller ID and whether or not it has been forwarded
- **Note**—special note you’ve attached to the message
- **Received**—the date and time the fax arrived at your mailbox
- **Length**—displays the number of pages in the fax.

Command Buttons

- **View**—opens a viewing window for the selected fax.
- **Delete**—use this button to delete those faxes you have checkmarked (selected) for deletion
- **Forward**—use this command to open the **Forward** fax pop-up window, where you are then able to forward your fax
- **Check for New Faxes**—use this button to refresh your fax listings from the database.
- **Deleted Faxes**—use this button restore faxes that have been deleted the past 48 hours.
- **Download (↓)**—takes you to a page for downloading a fax viewer
- **Help (?)**—opens the online help file for this screen.

Using the Fax Messages screen

Viewing Faxes

You may view your faxes while online without sending them to a fax machine. You will see the fax with the viewer you downloaded for use with your website.

- **PDF**—stands for “Portable Document Format,” and is widely used for viewing documents in their original format. You may view a “.pdf” file extension by using Adobe System’s Acrobat Reader.
- **TIFF**—stands for “Tagged Image File Format” and requires that a plug-in be installed on your system before you can use this format.

Note: Links to web sites for acquiring the necessary software for these viewers are located on the **Downloads** page. Both are distributed freely.

⇒ To view a fax, follow these steps:

1. Highlight the fax you want to view by clicking on its checkbox. The checkmark in the box indicates the fax is selected.
2. Click on the **View** button. This opens your fax viewer application and displays the fax.
3. When you are finished viewing your fax, click on your browser's **Back** button to return to the Fax Messages screen.
4. As an alternate method, single-clicking a fax's link in the **From** column will open the fax for viewing.

Managing Your Faxes

You may forward, delete, undelete, or refresh your faxes without reading your fax messages. (For instructions on viewing faxes, see below.)

- **Selecting Faxes for Forwarding or Deleting**

⇒ To delete or forward a fax, it first needs to be “selected.” Each fax has a checkbox beside it, and clicking on a fax's checkbox selects it.

Attaching a Note to a Fax Message

Attaching a note to a fax message works the same as attaching a note to a voice message. The only difference is that you are using the Note column on the Fax Messages screen instead.

⇒ To attach a note to a fax message, follow these steps:

1. Click on the Fax option in the sidebar menu to open the Fax Messages screen.
2. Go to the Note column and click on the Note icon of the voice message to which you want to attach a note. This opens a small text field for typing in your note.

Note



Save

Note Text Field

3. Type in the text of your note.
4. When finished click on **Save** to save your note and close the text field.

Forwarding a Fax

⇒ To forward a fax, follow these steps:

1. Select the checkbox next to the fax you wish to forward and click the **Forward** button. The **Forward to** screen will appear.

Voice: 0/1 Fax: 1/1

Fax

Send Back ?

Forward to:

Contacts:

[Your contact list is empty]

Contact Lists:

01 - Contact List
My contact list - Contact List

Add >>

<< Remove

Forwarding List:

[Add contacts or addresses here]

Comments:

E-mail Address:

Fax Machine Number:

Fax Messages to Forward			
Status	From	Received ▼	Length
☐	13 (Office Phone)	11/16/2000 10:14AM	1 page

Fax Forward To Screen

2. Highlight to where you want to forward your fax—contacts from the **Contacts** field, contact lists from the **Contact List** field, an E-mail address, and/or a fax machine number.
3. Click on the **Add >>** button. This adds your selected fax destinations to the **Forwarding List** field

4. Type in any comment you might want to add in the **Comments** field provided. Your message will be forwarded as an E-mail subject, if forwarded to an E-mail address, or as a comment on a newly created cover page.
5. Click on the **Send** button. Forwarding a fax sends it to all the contacts, E-mail addresses, and fax numbers added to the **Forwarding List** field.

The forwarded fax will appear as an E-mail attachment in the recipient's E-mail inbox or as a hardcopy at a fax machine.

Note: Entering a fax number in your settings page does not automatically forward faxes to a particular destination. To send to a fax machine automatically, use Fax Rules. For information on setting fax rules, see the section below on fax rules.

Deleting a Fax

Over time, you may accumulate unneeded or unwanted faxes. Clearing out the old mail is an easy two-step process.

⇒ To delete a fax, follow these steps:

1. Select the checkbox next to the fax or faxes you wish to remove
2. Click on the **Delete** button.

Undeleting Faxes

⇒ To undelete faxes, click on the Deleted Faxes button. Deleted faxes up to forty-eight (48) hours old will be restored.

Refreshing Your Faxes

If you believe that you have received a new fax while viewing your web page, but it hasn't yet appeared, click the **Check for Faxes** button and those faxes will appear in the fax listing on the main **Fax Messages** screen.

Fax Forwarding Rules

- **Creating Fax-Forwarding Rules**

Users can define various rules that change the behavior of their virtual assistant based on such factors as caller ID, fax ID, contact name, contact list, time of day, day of the week, and date.

⇒ To view your fax forwarding rules,

1. Click on **My Account** in the sidebar menu. This brings up the **My Account Directory** screen.

My Account Directory Screen

2. Under the **Advanced Rules** section, click in the **Fax Forwarding Rules** link. This opens the **Advanced Fax Forwarding Rules** screen. Any existing rules will be listed. The list displays each rule's **Condition**, **Action**, and the time each rule was **Last Updated**.

Advanced Fax-Forwarding Rules Screen

⇒ To create a new fax rule, follow these steps:

1. Click on the **Add New Rule** button. This opens the **Create Rule** screen.

My Account Voice: 0/7 Fax: 0/1

Save Back Delete ?

Create Rule

Store and forward <input type="button" value="v"/> incoming faxes to:	doesn't matter if <input type="button" value="v"/> caller ID
<input checked="" type="radio"/> Fax Machine <input type="text"/>	<input checked="" type="radio"/> starts with <input type="text"/>
<input type="radio"/> E-mail <input type="text"/>	<input type="radio"/> belongs to contact <input type="text"/>
<input type="radio"/> Contact <input type="text"/>	<input type="radio"/> belongs to list <input type="text"/>
	<input type="radio"/> belongs to any contact
	<input type="radio"/> is not available
and weekday <input type="button" value="v"/>	
<input type="checkbox"/> Sun <input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat	
and time <input type="button" value="v"/>	and date <input type="button" value="v"/>
From 12am <input type="button" value="v"/> 00 <input type="button" value="v"/>	From January <input type="button" value="v"/> 01 <input type="button" value="v"/>
To 12am <input type="button" value="v"/> 00 <input type="button" value="v"/>	To January <input type="button" value="v"/> 01 <input type="button" value="v"/>

Create Rule Screen

2. For **incoming faxes to** select either the “Store and forward” or “Forward and Delete” option from the drop-down box.
3. Select the destination for your faxes by clicking on the destination’s radio button. Your options are a **Fax Machine** number, **E-mail** address, or a **Contact**’s name.
4. For the **caller ID** field, select from the “including calls when,” “excluding calls when,” or “doesn’t matter if” options to indicate that you are creating an exception rule.
5. Select one of the exceptions or inclusions listed by clicking on its radio button. (For example, to select **belongs to list** indicates that the caller ID needs to come from the list highlighted in the adjacent drop-down box.)
6. If you want to include or exclude a specific time period or recurring time frame for this rule to be effective, select from the **and weekday, and time, and date** settings, using the drop-down lists and checkboxes provided.
7. After you are finished creating your new fax rule, click on **Save** to save the rule or **Back** to cancel any entries you have made to the screen.

Important Note: Correct rules should be mutually exclusive. If two fax rules overlap, the rule that is highest on the list will be used.

- **Deleting a Fax-Forwarding Rule**

⇒ To delete a fax-forwarding rule, follow these steps:

1. Go to the **Advanced Fax Forwarding Rules** screen.
2. Click on the rule's checkbox, and then click on the **Delete** button.

- **Assigning Priority to Your Fax Forwarding Rules**

If two fax rules overlap, the rule that's highest on the list will be used. However, you can reorganize your list to make the bottom rule your active rule.

⇒ To give a particular fax rule a higher priority, follow these steps:

1. Click on the fax rule's checkbox.
2. Click on the **Move Up** button, which moves the rule up the list one line.
3. Continue clicking on the rule until you have assigned it the priority you want.

⇒ To lower a particular fax rule's priority level, follow these steps:

1. Click on the fax rule's checkbox.
2. Click on the **Move Down** button, which moves the rule down the list one line.
3. Continue clicking on the rule until you have assigned it the priority you want.