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# FaxFinder®

FF Model Series  
V.34 Fax Server

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Client Operation Primer

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# FaxFinder FF Model Series V.34 Fax Servers

## Client Operation Primer

P/N S000407B, Revision B

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### Record of Revisions

Revision	Date	Description
A	04/20/06	Initial Release, Rev A. Applies to all FaxFinders and supersedes previous model-specific Client Operation Primers.
B	03/09/07	Revised to add FF-120/220 models & generalized for all FF models.

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This device is covered by one or more of the following patents: 6,031,867; 6,012,113; 6,009,082; 5,905,794; 5,864,560; 5,815,567; 5,815,503; 5,812,534; 5,809,068; 5,790,532; 5,764,628; 5,764,627; 5,754,589; D394,250; 5,724,356; 5,673,268; 5,673,257; 5,644,594; 5,628,030; 5,619,508; 5,617,423; 5,600,649; 5,592,586; 5,577,041; 5,574,725; D374,222; 5,559,793; 5,546,448; 5,546,395; 5,535,204; 5,500,859; 5,471,470; 5,463,616; 5,453,986; 5,452,289; 5,450,425; D361,764; D355,658; D355,653; D353,598; D353,144; 5,355,365; 5,309,562; 5,301,274. Other patents pending.

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## Introduction

This guide shows you how to send and receive faxes with your Multi-Tech FaxFinder unit.

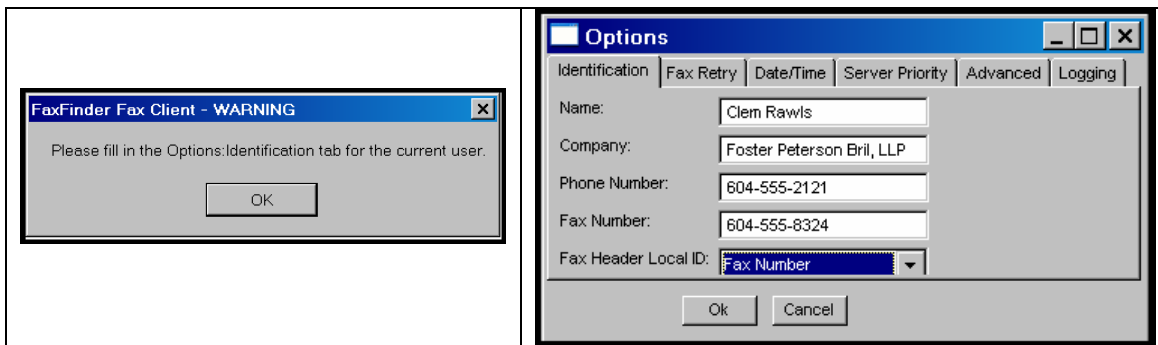
Your FaxFinder is a complete, economical, easy-to-use network fax server. It allows you to receive faxes as emails and send faxes from any application that can print.

## Sending a Fax

To send a fax by printing from an application program on a client PC, follow the steps listed below.

1. The client PC and the FaxFinder server must both be connected to the same Ethernet LAN system. (See the section "Part B: Configuring the FaxFinder Server" in Chapter 3 of the *Administrator User Guide*.)
2. The FaxFinder client software must be installed on the PC. (See the section "Installing FaxFinder Client Software" in Chapter 2 of the *Client User Guide* or Chapter 5 of the *Administrator User Guide*.)

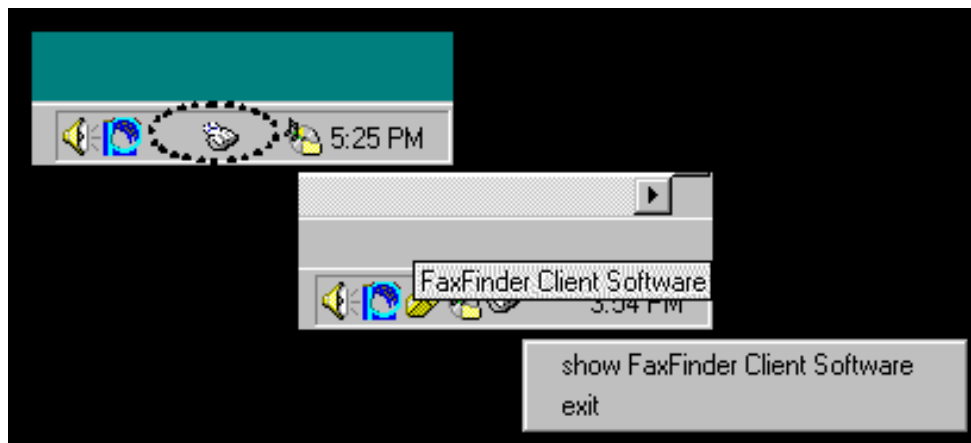
*First-Time Use Only.* When the FaxFinder client software is run for the first time (immediately after software installation), you, as a new client-user, will be prompted to enter your own User-ID information in the **Options | Identification** screen. At a minimum, you must fill in the "Name" and "Fax Number" fields. You will not be able to access or use the FaxFinder client until this step has been done.

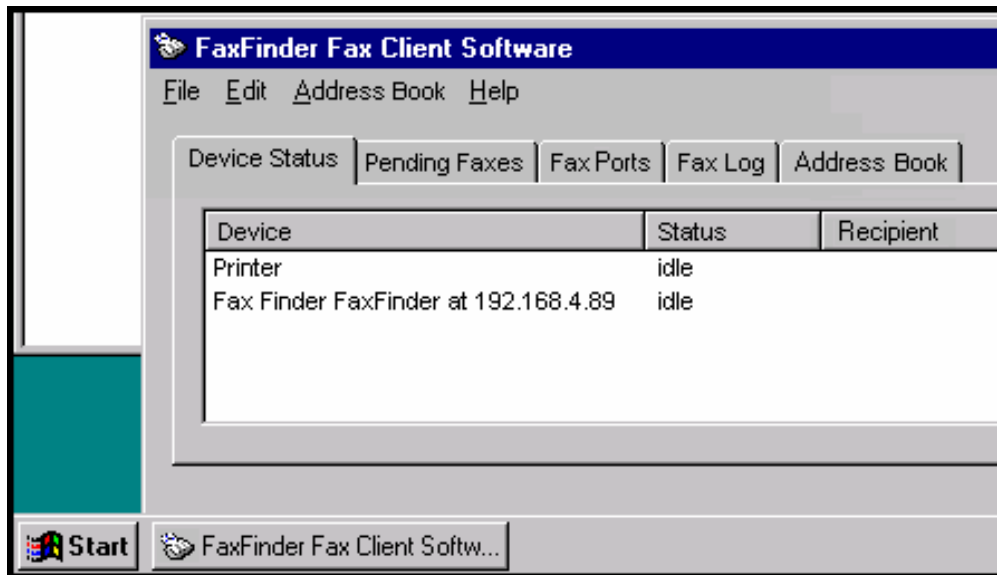


3. The association must be made between the client PC and the FaxFinder Server. (See the section "Associating Client with Specific FaxFinder Unit(s)" in Chapter 2 of the *Client User Guide* or Chapter 5 of the *Administrator User Guide*.)

This, too, is essentially a one-time event. (That is, you do not need to do this each time you use the FaxFinder.) However, the association would have to be revised if the FaxFinder's IP address changed. And it is possible for the client to be associated with more than one FaxFinder unit.

4. After installation, the **FaxFinder Fax Client Software** program will be running whenever the PC is on. You can view the FaxFinder program's main window by clicking on the FaxFinder icon at the lower right of the PC's monitor screen in its Application Tray. Then select "Show FaxFinder Client Software." (Note: The user can shut down the FaxFinder program by selecting "exit" either from the tray icon or from the main FaxFinder program screen. If the program has been shut down, it can be restarted from the Windows **Start** menu.)

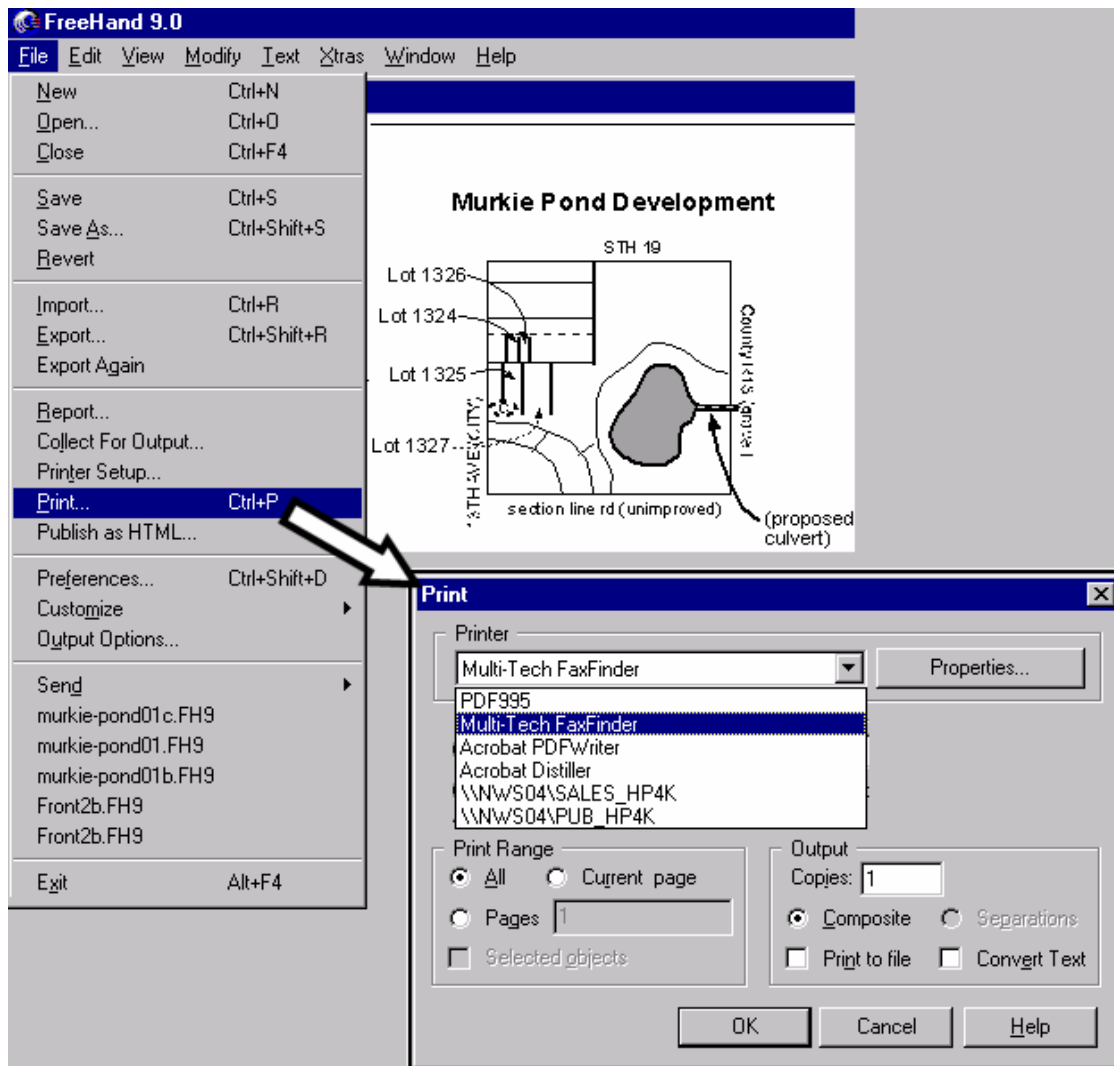




However, you can send and receive faxes without viewing the main screen.

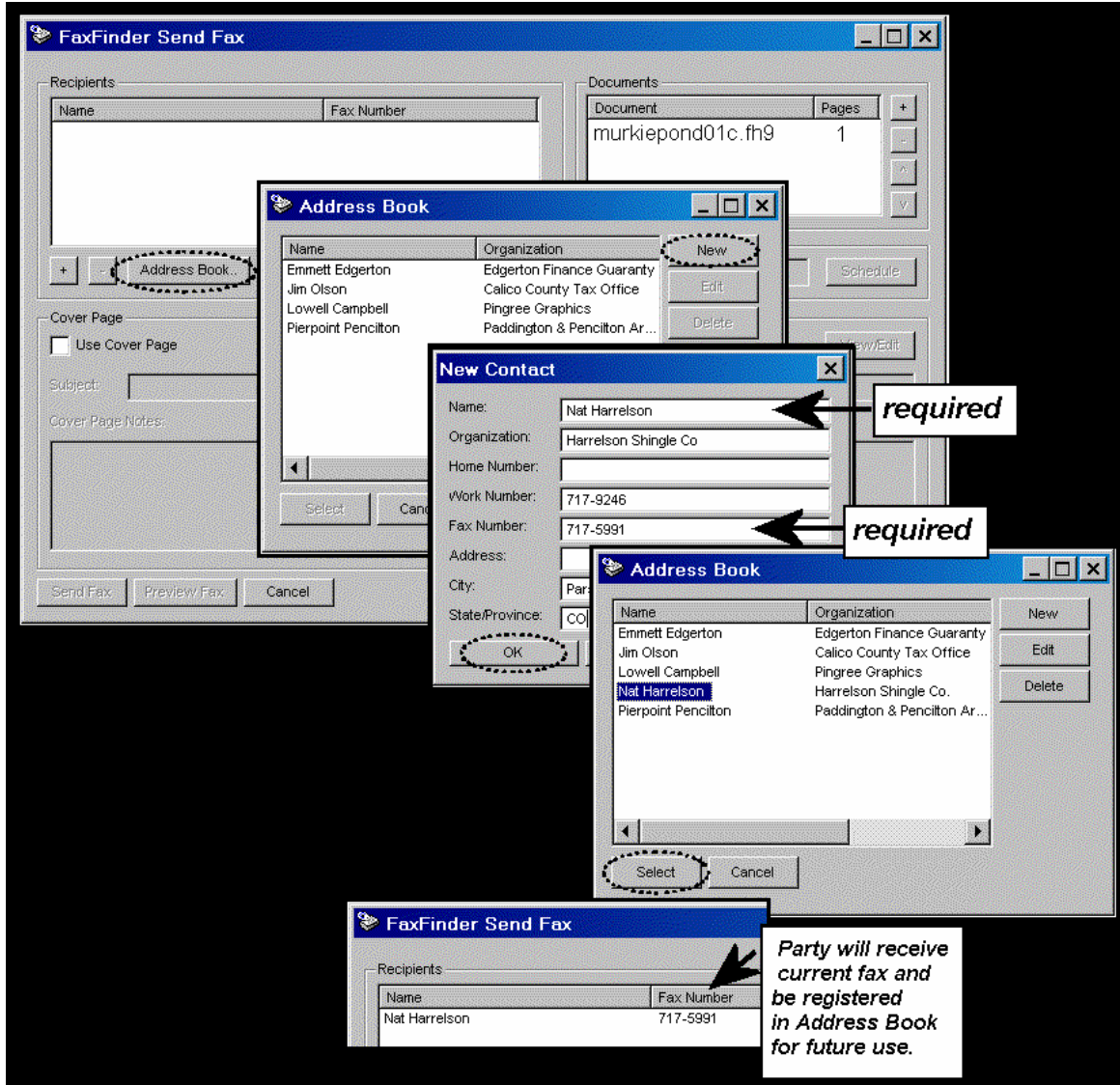
5. At the application program (for example, a word processing program or drawing program), print to the FaxFinder.

Setting the destination of the printing job varies from program to program. For the common **Notepad** text editor program, for example, you must set the destination printer in the **Page Setup** screen. In most cases, however, the destination printer can be set in a **Print** menu that appears when each printing job is initiated.



**Leave Properties/Preferences at Default Settings.** After the FaxFinder has been chosen as the target printer, a 'Properties/Preferences' screen *can* be accessed by clicking on either "Properties" or "Preferences" on the Print dialog box (for most application programs, it's a "Properties" button; for a few, it's a "Preferences" button). However, we strongly advise you **not** to change any parameters on the Device Settings tab or the Profile Manager tab of that screen. If you *have* changed any parameters, click on the "Restore defaults" button to reset the parameters.

6. After the printing has been initiated by the application program, the **FaxFinder Send Fax** screen will appear.

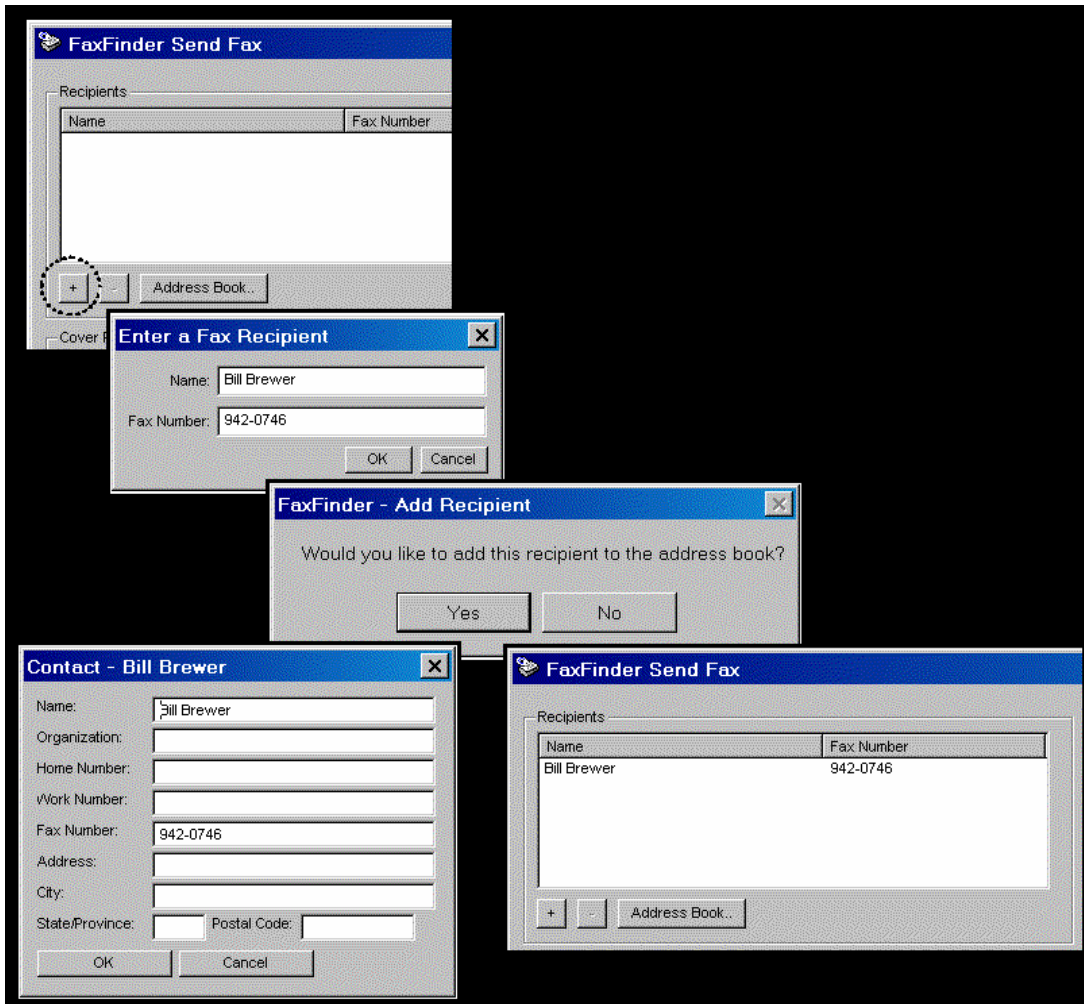


Click on **Address Book**. When the **Address Book** screen appears, click “New.” At the **New Contact** screen, enter the recipient’s name, fax number, and any other contact information you want to retain.

The recipient’s fax number should be entered as you would dial it from a phone on the public phone network (as from a residential phone). Click **OK**. At the **Address Book** screen, highlight the recipient in the list and click “Select.” The party will appear in the “Recipients” list in the **FaxFinder Send Fax** screen.

Additional recipients can be added. The same fax message will be sent to all recipients.

*Streamlined Approach.* You can also add a recipient in the FaxFinder SendFax screen by clicking **+** to launch the **Enter a Fax Recipient** screen where you can enter **Name** and **Fax Number** only. You can then choose to send the fax with or without adding the recipient to your Address Book.



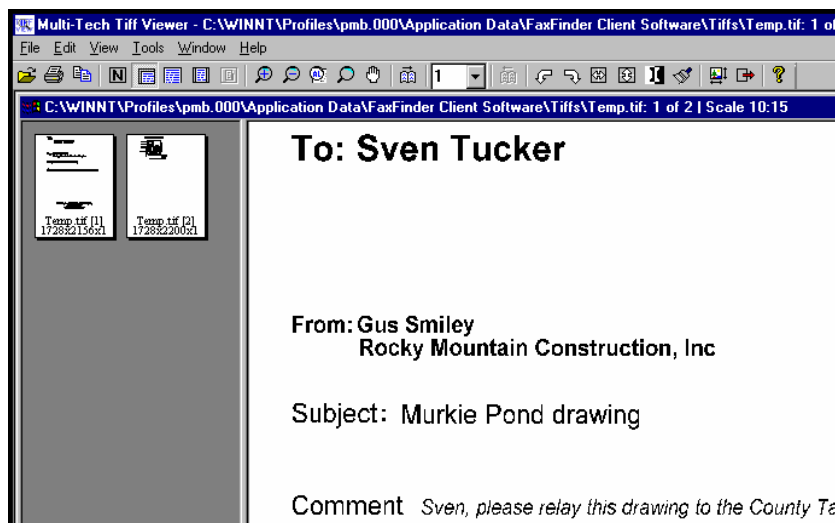
You can also access the Address Book directly to add and edit entries. At the **FaxFinder Fax Client Software** screen, go to **Edit | Add Contact**.

- 7. If you want to include a cover page with your fax, click in the “Use Cover Page” checkbox. Enter information as needed in the “Subject” and “Cover Page Notes” fields.

Automated fields, like sender information (individual name, company name, street address, phone number, fax number, etc.) should be entered in the Address Book. The Address Book is accessible in the “Options” menu of the **FaxFinder Fax Client Software** screen. For more information about addresses and the automated fields used in cover pages, see Chapter 3 of the *Client User Guide*.

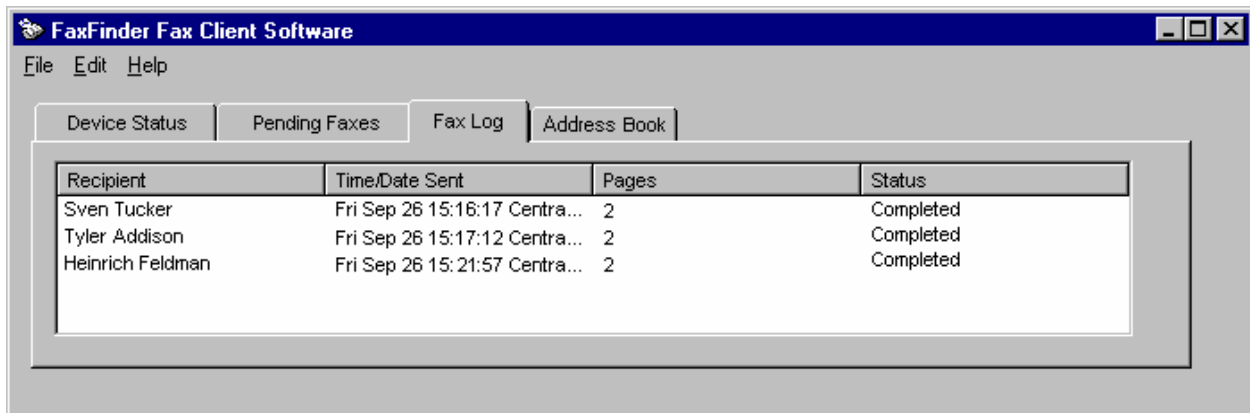
The “Cover Page Style” chosen will determine how this information will appear on the fax cover page. You can select a standard style from the “Cover Page Style” drop-down menu or create a style of your own in the Template Editor. To access the Template Editor software, click on the “View/Edit” button. (For more information, see the section “Creating or Modifying Cover Page Styles” in Chapter 3 of the *Client User Guide*.)

Click on the “Preview Fax” button to check the fax before you send it. The Multi-Tech Tiff Viewer program will appear.



In it, you can view both the cover page and the main fax page(s). (For more information on this, see the section “Using the Multi-Tech Tiff Viewer” in Chapter 3 of the *Client User Guide*.) When satisfied with your fax, close the Multi-Tech Tiff Viewer program and return to the **FaxFinder Send Fax** screen.

8. At the **FaxFinder Send Fax** screen, click on the “Send Fax” button to send the fax.
9. Confirmation of having sent the fax(es) successfully will appear in the “Fax Log” tab of the **FaxFinder Fax Client Software** screen.



## Receiving a Fax

The FaxFinder Server delivers incoming faxes to client PCs in their email inboxes.

To receive a fax from the FaxFinder system, you simply open the email message received from the FaxFinder Administrator or forwarded from a party who serves as a “Fax Attendant” for your network. The way you receive fax emails (either directly from the Administrator or as forwarded from the Attendant) depends on the kind of phone service you have (whether through a PBX or not and depending also on PBX features).

If your FaxFinder system runs with a compatibly equipped PBX, you can receive faxes directly from the Administrator in what is called “**Automated Routing Mode.**”

If your FaxFinder system runs on one or more regular phone lines (called “POTS” lines) or runs with a PBX that cannot re-route the fax calls as required, then you will receive faxes as forwarded from a Fax Attendant. This is called “**Manual Routing Mode.**”

The fax email you receive will have a file attached, either in PDF format or TIF format (as set in the FaxFinder server program). You use a viewer program that supports that file format to open and view the fax message. For PDF files, the viewer could be any commercial viewer (like Foxit or Adobe Acrobat) or any open source PDF viewer (like the GNU Ghostgum viewer). For TIF files, the TIFF viewer program you use could be either the Multi-Tech Tiff Viewer or a graphic file viewer included with or installed in your PC. (The Multi-Tech Tiff viewer is included on the Product CD and installed with other client programs. During installation, you can choose to associate all Tiff files with the Multi-Tech Tiff Viewer or with another program.) In your email program, double-click on the file attached to the email message. The PDF or Tiff viewer program will come up automatically displaying the fax file.

You can then view the fax message, print it, save it, forward it (note that forwarding is supported for TIF files only), etc., as needed.

Since faxes received through the FaxFinder are transformed into email attachments, they can be directed anywhere email goes. The final recipient can be inside the office or across the ocean.

So then, in Automated Routing Mode, faxes come directly to client/users; in Manual Routing Mode, all faxes come to an attendant who forwards them to the intended recipient.

In this section, we will explain fax reception in **Automated Routing Mode** and in **Manual Routing Mode** separately.

### Receiving Faxes from the Fax Attendant (Manual Routing Mode)

In **Manual Routing Mode**, all faxes are emailed to an attendant using a single fax number.

1. The incoming fax arrives in the attendant’s email inbox as a message with an attachment.
2. The attendant uses email to forward the message to the appropriate recipient. Recipients could be on the local Ethernet network or outside of it.
3. The recipient opens the email message. The incoming fax message takes the form of a graphic file attachment. The FaxFinder Server has assigned the file an automatic file name.

4. The incoming fax arrives in the client's email inbox as a message with an attachment.

The email message is marked as being from the FaxFinder Administrator.

The sender's "Remote ID" and the client's name appear in the "Subject" line of the email message. (The Remote ID comes from the sending fax machine and is typically the sender's fax number or name.)

Incoming fax arrives in client's email inbox. The fax sender's 'Remote ID' and the client's name appear in email 'Subject' line. Remote ID comes from sending fax machine and is typically the sender's fax number or name. Message is labeled as being from the FaxFinder Administrator.

Client opens email. Fax message is graphic file attachment with file name automatically assigned by FaxFinder Server. File type of the attachment (PDF or TIF) is also set in FaxFinder Server.

Client can open or save attachment. Tiff files are automatically associated with the Multi-Tech Tiff Viewer or with another chosen viewer. If FaxFinder Server is set to PDF, attached file will open in user-selected PDF viewer.

Client views fax message in viewer program.

5. The FaxFinder client opens the email message. The incoming fax message takes the form of a graphic file attachment. The FaxFinder Server has assigned the file an automatic file name.
6. The FaxFinder client can open the file or save the file.
  - a. **Opening the fax message graphic file.** Incoming fax messages are PDF or TIFF files. These graphics files are automatically associated with a PDF or TIFF viewer program that has already been chosen. The client can open the fax email attachment directly in the viewer program.
  - b. **Saving the fax message graphic file.** In some viewer programs, the client can do a 'Save As,' renaming the graphic file attachment with a meaningful name for subsequent viewing or for forwarding (applicable to TIFF files only).
7. The client views the fax message in the (PDF or TIFF) viewer program.

### Receiving Faxes Directly from the Admin (Automated Routing Mode)

In **Automated Routing Mode**, the FaxFinder Server delivers incoming faxes to client PCs in their email inboxes.

1. A PBX extension number must be assigned to the client PC at the FaxFinder Server.
2. For fax reception, the client PC and the FaxFinder server *need not* both be connected to the same Ethernet LAN system. (A sales representative, for example, could receive faxes sent to her home office fax number even though she is traveling overseas, if she uses an Internet email account.)
3. A fax document is sent to the PBX extension number of a client/recipient on the FaxFinder system. The fax call is routed to the FaxFinder server and there converted to a PDF or TIFF graphic file. The graphic file is attached to an email message that is sent to the intended recipient's email address (as specified in the FaxFinder Phone Book).

4. The incoming fax arrives in the recipient's email inbox as a message with an attachment.

The email message is marked as being from the FaxFinder Administrator.

The sender's "Remote ID" and the recipient's name appear in the "Subject" line of the email message. (The Remote ID comes from the sending fax machine and is typically the sender's fax number or name.)

Incoming fax arrives in client's email inbox. The fax sender's 'Remote ID' and the client's name appear in email 'Subject' line. Remote ID comes from sending fax machine and is typically the sender's fax number or name. Message is labeled as being from the FaxFinder Administrator.

Client opens email. Fax message is graphic file attachment with file name automatically assigned with FaxFinder Server. File type of the attachment (PDF or TIF) is also set in FaxFinder Server.

Client can open or save attachment. Tiff files are automatically associated with the Multi-Tech Tiff Viewer or with another chosen viewer. If FaxFinder Server is set to PDF, attached file will open in user-selected PDF viewer.

Client views fax message in viewer program.

5. The fax recipient (a client of the FaxFinder Server) opens the email message. The incoming fax message takes the form of a graphic file attachment. The FaxFinder Server has assigned the file an automatic file name.
6. The FaxFinder client can open the file or save the file.
- Opening the fax message graphic file.** Incoming fax messages are PDF or TIFF files. These graphics files are automatically associated with a PDF or TIFF viewer program that has already been chosen. The client can open the fax email attachment directly in the viewer program.
  - Saving the fax message graphic file.** In some viewer programs, the client can do a 'Save As,' renaming the graphic file attachment with a meaningful name for subsequent viewing or forwarding.
7. The client views the fax message in the (PDF or TIFF) viewer program.

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## Tech Support

Please direct your questions regarding technical matters, product configuration, verification that the product is defective, etc., to our Technical Support department at the phone number or email address for your location, as shown on page 2.

Product support resources are available at the Multi-Tech web site:  
[www.multitech.com](http://www.multitech.com).



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