

CimFAX Fax Server

User Manual

(OA5 Version B)

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CimFAX Fax Server User Manual (OA5 Version B)

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Please write down the serial number, model and purchase information in the blank area. Model and serial number can be found on the bottom of the product.

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CimFAX Fax Server

Product model: _____

Product serial number: _____

Date of purchase: _____

Place of purchase: _____

Distributor: _____

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Safety precautions

Please read the following information before deploying the products.

Beware of the warnings and use the product in accordance with instructions labelled on the hardware.

Warnings:

- Do not expose the equipment to liquid, moisture or high humidity.
- The equipment must be placed on a stable platform in case of sliding and breaking.
- Overheating prevention: slots on equipment are for cooling and circulating. Please do not jam or cover these slots. Besides, please keep the equipment away from warming or heating objects.
- Nothing but the specified accessories could be inserted into the ports of the equipment.
- Please use the supplied power adapter. Uncertified third-party adapter may cause short circuit, even fire or electrical shock.
- Do not splash liquids of any kind on the equipment.
- To avoid damaging or loosening of internal elements, do not place the equipment on vibrating surface.

Power Supply Requirements

- This equipment works only with the voltage stated on the label. If you are not sure about what the voltage is in your office or home, please consult local distributor or electric power department.
- Do not use the power adapter in moisture environment.
- Power adapter for this product could be plugged in two- or three-wired grounding receptacle. Please make sure that the receptacle is correctly grounded.

Caution! Ground pin guarantees safety. Using ungrounded receptacle may cause interference, electric shock and/or injuring.

Note: Ground pin also helps shield the products from possible interference noise generated by other electronic devices nearby.

Maintenance

Do not repair the equipment by yourself. Unappropriated disassembly may cause short circuit or other dangerous consequences. If there is any problem, please contact our technical support (Page 128, 6.3 Technical Support). In any of the following cases, unplug the power adapter and contact our technical support:

- Power cable or receptacle is broken.
- There is liquid penetrated into the equipment.
- Rain or water dripped into the equipment.
- The equipment falls onto the ground or the shell is broken.
- The equipment malfunctions and needs maintenance.
- The equipment doesn't work though deployed and handled in compliance with the manual.

Brief introduction of the user manual

Thank you for buying CimFAX fax server. CimFAX fax server is designed for SMEs and branches of large companies. It works independently as a network server, supports one or multiple PSTN lines and enables a number of computers to send and receive faxes simultaneously as long as it is installed on the network. Therefore, CimFAX fax server is the ideal choice for enterprises

with large amounts of fax tasks to improve productivity and reduce daily costs.

CimFAX fax server is very easy to deploy and configure. You can set up and configure it in accordance with the manual by yourself. Before installing, please read the manual carefully so that you can use all the features.

Usage: This manual helps to familiarize appropriate use of CimFAX fax server.

Note: All the servers mentioned in this manual are CimFAX fax server, if not specified otherwise.

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Package Contents

Please open the package carefully and take out the contents.

If any of the followings is missing, please contact the seller immediately.



Fax Server



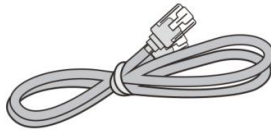
Installation CD-ROM



Quick Installation Guide



Power Adapter



Ethernet Cable



Telephone Cable

1. Product Description

This chapter describes features, functions and technical specifications of CimFAX fax server.

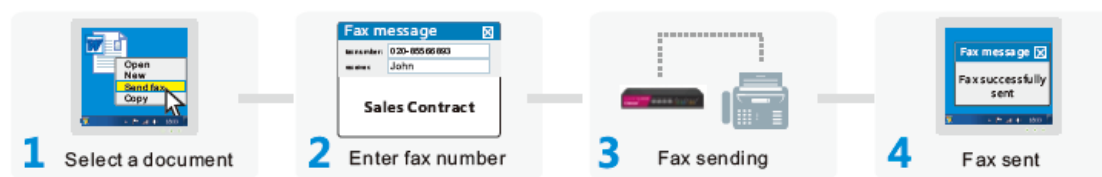
1.1 Product Introduction

CimFAX is a new generation fax server based on embedded technology and designed to meet the fax requirement of small- and medium-sized companies and branches of large companies. CimFAX fax server integrates fax, telephone and network technology, capable of all the work of traditional fax machine. With a processor and fast Ethernet, it is an IP enabled server that runs independently. It supports multiple users sending and receiving faxes simultaneously and has models of one or more ports.

of e-documents, which helps cut down large amount of costs on paper. Besides, desktop faxing can improve the productivity to a great extent. Paperless faxes have high resolution and free you from paper fax of low resolution. What's more, it automates archiving on PC, making it easy to backup, archive and retrieve.

Compared with other fax software, our software- and hardware-integrated CimFAX fax server is more stable, has better compatibility and works flawlessly for longer time while consumes less power. CimFAX has capabilities equivalent to large-size fax servers but costs less. Therefore, CimFAX is the ideal choice for enterprises with large amount of fax businesses.

CimFAX enables sending and receiving
Send fax



Receive fax



Fig. 1.1 Fax sending and receiving diagram

1.2 Functions

• Network sharing

A CimFAX fax server installed on local network supports multiple users to send and receive faxes simultaneously.

• Auto distributing

As long as administrator assign an extension number for each user, the server will auto distribute incoming faxes to them.

• Fax queue

Multiple faxes submitted to the server will auto queue up for sending. Users don't have to wait or manually resend. Faxing status will be marked in real-time.

• Virtual print

CimFAX can virtually print the document you selected and send it to the recipient automatically.

• Digital signature

Users can create a signature library with password protection in CimFAX client and sign the e-documents directly on computer desktop.

• Scan to send

CimFAX is also capable of sending faxes of paper invoices and the like with the function of scanning to send. Put the paper in the scanner connected with the server and choose scan to send, then the paper is sent as fax.

• Fax scheduling

Fax scheduling feature enables users to avoid busy time of the phone line and

send fax at off peak time.

• Fax broadcasting

The server can send faxes to multiple contacts simultaneously.

• Auto IP dialing

The server can auto dial IP for distance numbers, reducing users' communication costs.

• Auto fax to email

Users can set up fax to email and receive faxes through email while travelling.

• Auto answer

When there's an incoming fax call, the server will auto answer and play voice to prompt the callers to enter extension number.

• Manual answer

Connect a telephone to the server by a telephone cable and you can initiate manual answer mode. Faxes can be sent to the extension number the answering personnel pressed.

• Fax export

With 128 bit encryption protection of the fax database, your business privacy is strongly secured. Faxes can also be exported as image files.

• API *

API interface and SDK are provided to seamlessly integrate with companies' information system.

Note: Functions with icon "*" are available on T5 and W5 Editions.

To get more information, please visit :

www.cimfax.com

1.3 Technical Specification

Spec/Models	Standard Edition A5	Standard Edition B5
Storage ◊	256MB	1GB
Users Δ	5	10
Line Port	1 port	1 port
Fax Speed ▲	14.4kbps	14.4kbps
Resolution	98/196DPI	98/196DPI
Caller ID Format	DTMF, FSK	DTMF, FSK
Power Adapter Specification	12V AC/DC	12V AC/DC
Maximum Power Consumption	5W	5W
Network Port	Ethernet RJ45x1	Ethernet RJ45x1
Fax Port	PSTN RJ11x1	PSTN RJ11x1
Dimension	18×10.5×2.8 cm	18×10.5×2.8 cm
Weight	495g	495g
Ambient Temperature	0°C~40°C	0°C~40°C
Ambient Humidity	5%~90% RH	5%~90% RH
Storage Temperature	-40°C~80°C	-40°C~80°C
Fax to Email	SMTP	SMTP
C/S Mode	√	√
B/S Mode		
Software API Port		
Local Server Binding		
Distant Servers Binding		

Specs/Models	Standard Edition C5	Professional Edition H5
Storage ◊	2GB	4GB
Users Δ	20	100
Line Port	1 port	1 port
Fax Speed ▲	14.4kbps	33.6kbps
Resolution	98/196DPI	98/196DPI
Caller ID Format	DTMF, FSK	DTMF, FSK
Power Adapter Specification	12V AC/DC	12V AC/DC
Maximum Power Consumption	5W	6W
Network Port	Ethernet RJ45x 1	Ethernet RJ45x 1
Fax Port	PSTN RJ11×1	PSTN RJ11×1
Dimension	18×10.5×2.8 cm	19×25×6 cm
Weight	495g	1.2 kg
Ambient Temperature	0°C~40°C	0°C~40°C
Ambient Humidity	5%~90% RH	5%~90% RH
Storage Temperature	-40°C~80°C	-40°C~80°C
Fax to Email	SMTP	SMTP
C/S Mode	√	√
B/S Mode		
Software API Port		
Local Servers Binding		√
Distant Servers Binding		

Specs/Models	Professional Two-line Edition T5	Ultimate Two-line Edition W5
Storage ◊	8GB	16GB
Users Δ	200	400
Line Port	2 port	2 port
Fax Speed ▲	33.6kbps	33.6kbps
Resolution	98/196DPI	98/196DPI
Caller ID Format	DTMF, FSK	DTMF, FSK
Power Adapter Specification	12V AC/DC	12V AC/DC
Maximum Power Consumption	6W	6W
Network Port	Ethernet RJ45x 1	Ethernet RJ45x 1
Fax Port	PSTN RJ11×1	PSTN RJ11×1
Dimension	19×25×6 cm	19×25×6 cm
Weight	1.3kg	1.3kg
Ambient Temperature	0°C~40°C	0°C~40°C
Ambient Humidity	5%~90% RH	5%~90% RH
Storage Temperature	-40°C~80°C	-40°C~80°C
Fax to Email	SMTP	SMTP
C/S Mode	√	√
B/S Mode		
Software API Port		√
Local Servers Binding	√	√
Distant Servers Binding	√	√

2. Equipment Setup

This chapter illustrates how to set up the server and connect it to network.

2.1 Setting up Environment

Connection requirements

- RJ45 Ethernet connectors
- RJ11 telephone line
- Power adapter
- 2-line or 3-line grounding receptacle

Environment requirements

- Please put the server on flat surface.
- Please keep the server away from heating equipment.
- Do not put the server in dusty, overheating or under heating or damp places or places that are directly sunlit.
- Keep the server away from any devices that can generate electromagnetism or unwanted radio frequency such as radio transmitter, television, copier, warming devices or air conditioner.
- We suggest you put the server under protection in case of unexpected power off and system restoration.

2.2 Setting up CimFAX Fax Servers

2.2.1 Standard Edition A5/B5/C5

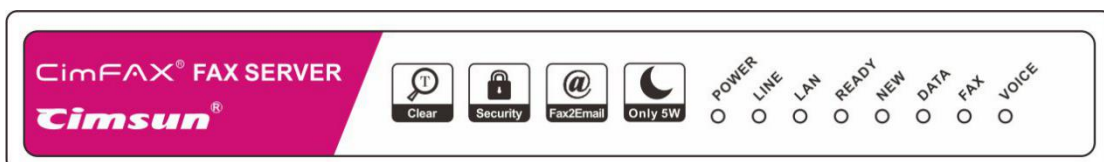


Fig 2.1 Standard Edition front panel

LED	Item	Status	Description
PWR	Power state	On	Power on.
		Off	Power failure.
LINE	Telephone Line status	On	The port is connected to a telephone line.
		Flash	The port is connected to a telephone line.
		Off	The port is not connected to a telephone line, or in off-hook status.
LAN	Network status	On	The port is connected to network.
		Off	The port is not connected to network.
		Flash	Sending or receiving network data packets.
READY	Server status	On	Server is running.
		Flash	Server is initiating.
		Off	Server failure.
NEW	New fax notification	Off	No notification.
		Flash	Notifies you have new fax(es).
DATA	Storage status	On/Flash	The storage is reading or writing data. Power off at this time may cause data loss.
		Off	The storage is idle.
FAX	Fax status	On	Server is receiving or sending fax.
		Off	Server is not in fax mode.
VOICE	Voice Status	On	Server is playing voice.
		Off	Server is not in voice mode.

Four steps to start

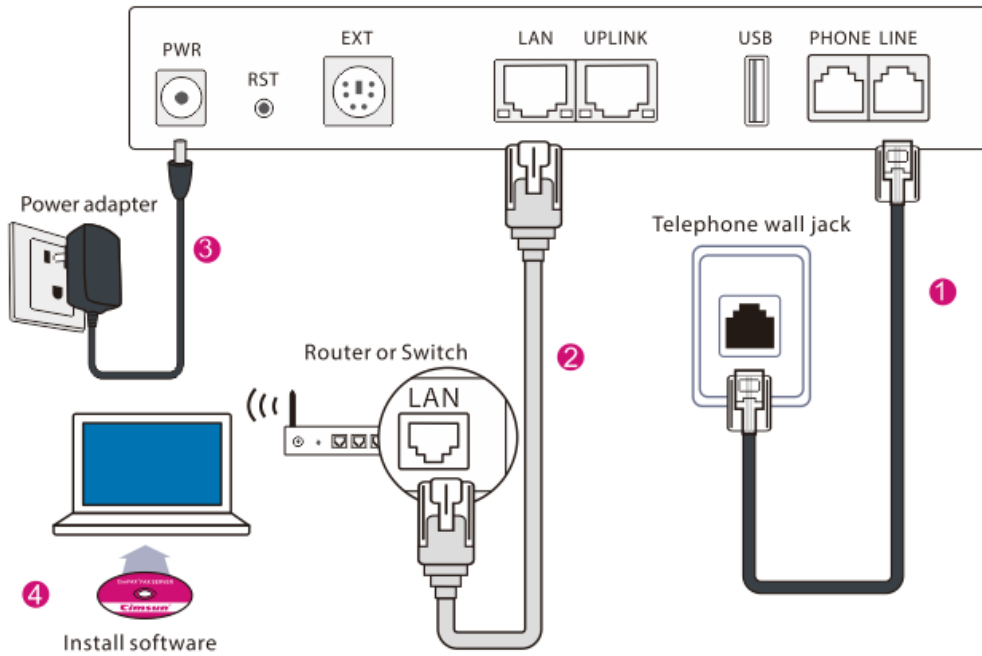


Fig 2.2 4-step cable connection

Port	Item	Description
PWR	Power in	Connects to a power adapter.
RST	Reset button	Restores settings to factory default. Details refer to "4.8 Restore Factory Settings".
EXT	External function	Reserved.
LAN	Ethernet (RJ-45)	Connects to an Ethernet 10/100M based network.
UPLINK	Ethernet (RJ-45)	Connects to another network device.
USB	USB (Master)	Reserved.
LINE	Telephone line (RJ-11)	Connects to a telephone line.
PHONE	Telephone device (RJ-11)	Connects to a telephone or fax machine. Details refer to "6.2 Manual Answer"

Fig 2.3 Rear panel

Setting up steps

Step 1: Connecting telephone line

Plug telephone line for fax use in server's LINE port to connect the server to PSTN network. Plug the line in a telephone and dial to test line function before connecting it to the server. If correctly connected, LINE LED on the front panel of the Server will be on (if FAX LED or VOICE LED on, LINE LED off is normal), otherwise it will be off and the Server will beep every 3 seconds.

Step 2: Connecting network line

Plug one end of the RJ-45 Ethernet cable in LAN port and the other end in LAN wall jack or Ethernet switch (including routers with connectors or function of switch) to connect the server to local network. After correctly connected, the LED LAN will be on or flash.

Step 3: Connecting a telephone or fax machine (optional)

If you don't have to use extra telephone, fax machine or manual answer (see 6.2 Manual Answer), you can skip this step. Plug one end of the RJ11 telephone cable in the PHONE port and the other end in a telephone or fax machine (RJ11 of telephones or fax machines of different models and brands is generally labelled as LINE or other). When there is an incoming call, the telephone or the fax machine will ring and function normally in the event of that fax server is not in need.



Note: when a fax machine is connected to the Server and is set on auto answer mode, please make sure that the fax machine's auto answer rings more times than that of the Server, otherwise the Server will fail to receive faxes.

Step 4: Connecting power adapter

Please use the provided power adapter. Connect the power cord with the adapter first and then plug the power adapter in a two-line or three-line grounding receptacle and the circular connector in the PWR port of the Server. With this done, the Server will initiate and the READY LED on the front panel will be on.

2.2.2 Professional Edition H5

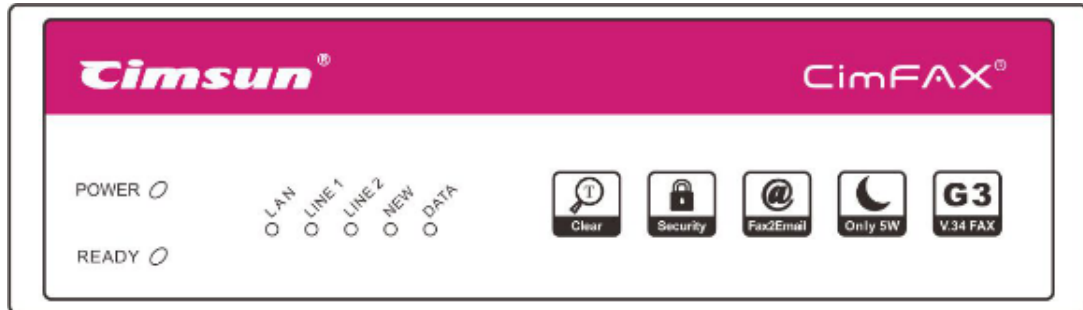


Fig 2.4 Front panel of Professional Edition H5

LED	Item	Status	Description
PWR	Power state	On	Power on.
		Off	Power failure.
LINE	Telephone line status	On	The port is connected to a telephone line.
		Flash	The port is connected to a telephone line.
		Off	The port is not connected to a telephone line, or in off-hook status.
LAN	Network status	On	The port is connected to a network.
		Off	The port is not connected to a network.
		Flash	Sending or receiving network data packets.
READY	Server status	On	Server is running.
		Flash	Server is initiating.
		Off	Server failure.
NEW	New notification fax	Off	No notification.
		Flash	Notifies you have new fax(es).
DATA	Storage status	On/Flash	The storage is reading or writing data. Power off at this time may cause data loss.
		Off	The storage is idle.

LED	Item	Status	Description
FAX	Fax status	On	Server is receiving or sending fax.
		Off	Server is not in fax mode.
VOICE	Voice Status	On	Server is playing voice.
		Off	Server is not in voice mode.

Note: * **LINE2** LED doesn't work on one-line Server.

Other signals: LED flashing in sequence from READY to VOICE means server is updating system. Server "beep" codes: a single beep per 3 seconds (telephone line is disconnected); beeps repeating 1 long 2 short (server failure)

2.2.3 Professional Two-line Edition T5 and Ultimate Two-line Edition W5

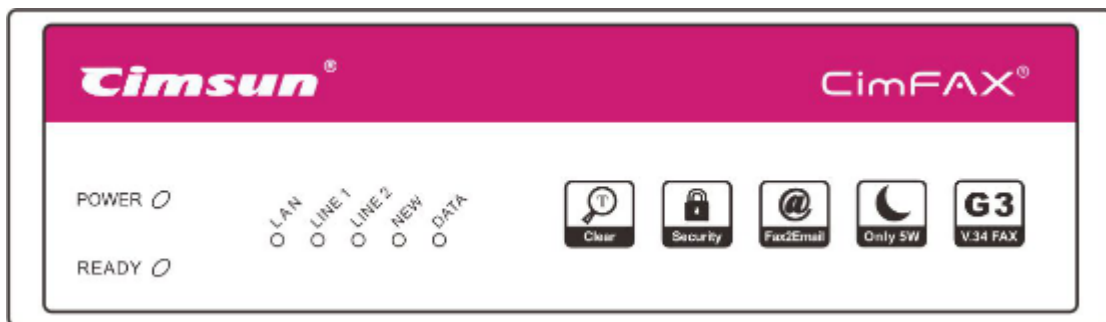


Fig 2.5 Front panel of Professional Two-line Edition and Ultimate Two-line Edition

LED	Item	Status	Description
PWR	Power state	On	Power on.
		Off	Power failure.
LINE 1	Telephone line 1 status	On	The port is connected to a telephone line.
		Flash	The port is connected to a telephone line.
		Off	The port is not connected to a telephone line, or in off-hook status.
LINE 2	Telephone line 2 status	On	The port is connected to a telephone line.
		Flash	The port is connected to a telephone line.
		Off	The port is not connected to a telephone line, or in off-hook status.
LAN	Network status	On	The port is connected to network.
		Off	The port is not connected to network.
		Flash	Sending or receiving network data packets.
READY	Server status	On	Server is running.
		Flash	Server is initiating.
		Off	Server failure.
NEW	New fax notification	Off	No notification.
		Flash	Notifies you have new fax(es).
DATA	Storage status	On/Flash	The storage is reading or writing data. Power off at this time may cause data loss.
		Off	The storage is idle.

Other signals:

LED flashing in sequence from READY to VOICE means server is updating system.
Server "beep" codes: a single beep per 3 seconds (telephone line is disconnected);
beeps repeating 1 long 2 short (server failure)

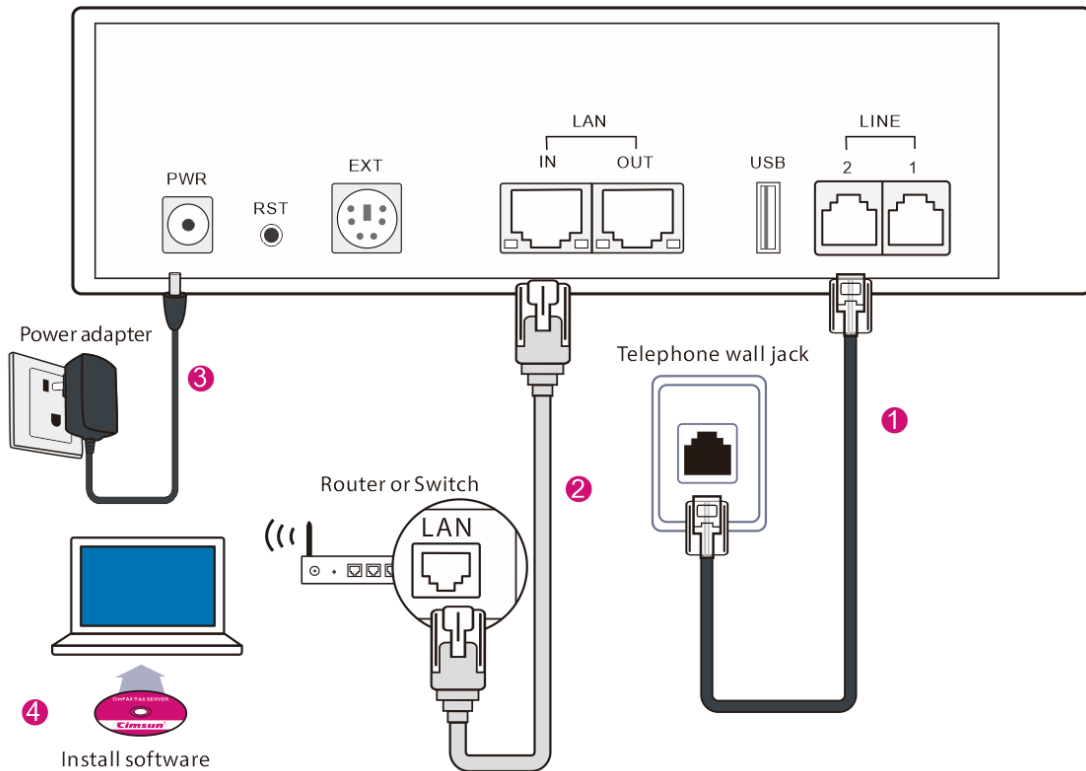


Fig. 2.6 Deployment of Professional Two-line Edition and Ultimate Two-line Edition

Port	Item	Description
PWR	Power in	Connects to a power adapter.
RST	Reset button	Restores settings to factory default. Details refer to "4.8 Restore Factory Settings".
EXT	External function	Reserved.
LAN-IN	Ethernet (RJ-45)	Connects to a local Ethernet 10/100M based network.
LAN-OUT	Ethernet (RJ-45)	Connects to another fax server or PC.
USB	Printer or USB (Master)	Reserved.
LINE-1	Telephone line (RJ-11)	Connects to a telephone line.
LINE-2	Telephone device (RJ-11)	Connects to a telephone or fax machine.

Fig. 2.7 Rear panel of Professional Two-line Edition and Ultimate Two-line Edition

Setting up steps

Step 1: Connecting telephone line

Plug telephone line for fax use in server's LINE-1 or LINE-2 port to connect the server to PSTN network. Plug the line in a telephone and dial to test line function before connecting it to the server. If correctly connected, LINE-1 or LINE-2 LED on the front panel of the Server will be on or flash, otherwise it will be off and the Server will beep every 3 seconds.

Step 2: Connecting network line

Plug one end of the RJ-45 Ethernet cable in LAN-IN port and the other end in LAN wall jack or Ethernet switch (including routers with connectors or function of switch) to connect the server to local network. After correctly connected, the LED LAN will be on or flash.

Step 3: Connecting a telephone or fax machine (optional)

If you don't have to use extra telephone, fax machine or manual answer (see 6.2 Manual Answer), you can skip this step. The two-line Server

can be connected to telephones or fax machines by using a deconcentrator. Plug one end of the RJ11 telephone cable in the PHONE port and the other end in a telephone or fax machine (RJ11 of telephones or fax machines of different models and brands is generally labelled as LINE or other). When there is an incoming call, the telephone or the fax machine will ring and function normally in the event of that fax server is not in need.

Note: when a fax machine is connected to the Server and is set on auto answer mode, please make sure that the fax machine's auto answer rings more times than that of the Server, otherwise the Server will fail to receive faxes.

Step 4: Connecting power adapter

Please use the provided power adapter. Connect the power cord with the adapter first and then plug the power adapter in a two-line or three-line grounding receptacle and the circular connector in the PWR port of the Server. With this done, the Server will initiate and the READY LED on the front panel will be on.

3. Software Installation

This chapter steps you through CimFAX client installation

3.1 Disc Contents

- CimFAX client installation package (to configure and use the fax server, you need to install CimFAX client on your computer).
- User Manual (you need to have Acrobat Reader or other compatible software in place).
- CimFAX introduction video (you need to have Flash Player in place).

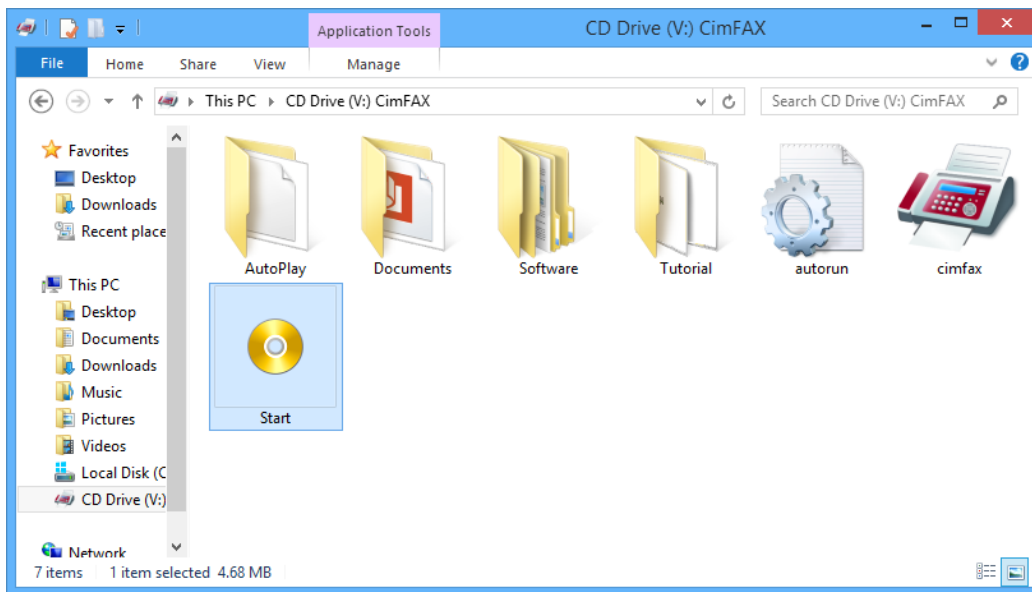
3.2 System Requirements

- To install and use CimFAX client, you need to make sure that you're your computer meet the following requirements:
- Windows 2000/2003/XP/Vista/7/8/8.1/10 operating system
- 400MHz or more X86 compatible CPU
- 128MB or more memory available
- 200MB or more hard drive storage available
- 1024×768 or more display resolution

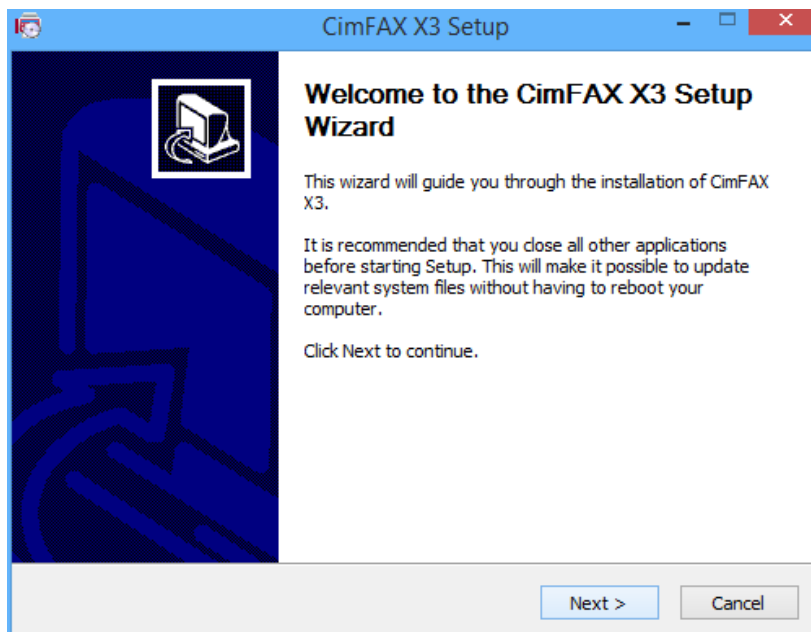
3.3 Software Installation Steps

This part steps you through the installation of CimFAX client.

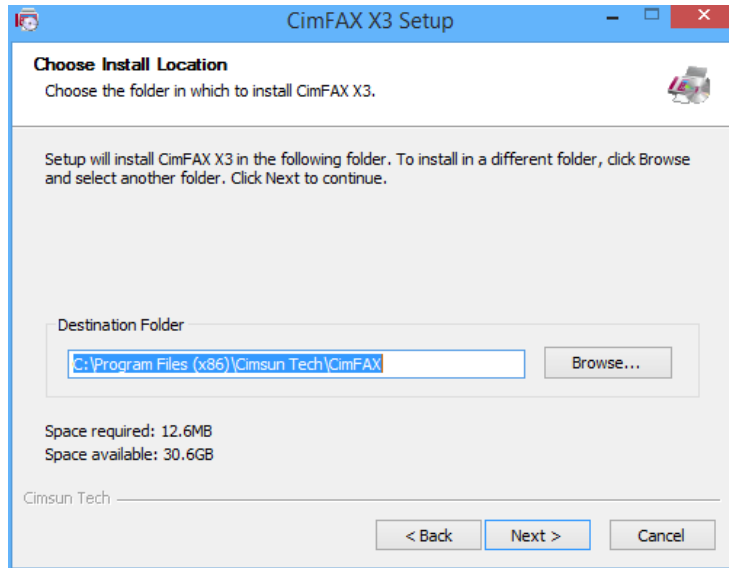
1. Insert the disc into the CD/DVD driver of your computer. Welcome screen of the disc will auto display on your computer.
2. If your computer system disables disc AutoPlay, click "My PC (or My Computer)", then the CD-ROM driver and then double click "Start.exe"



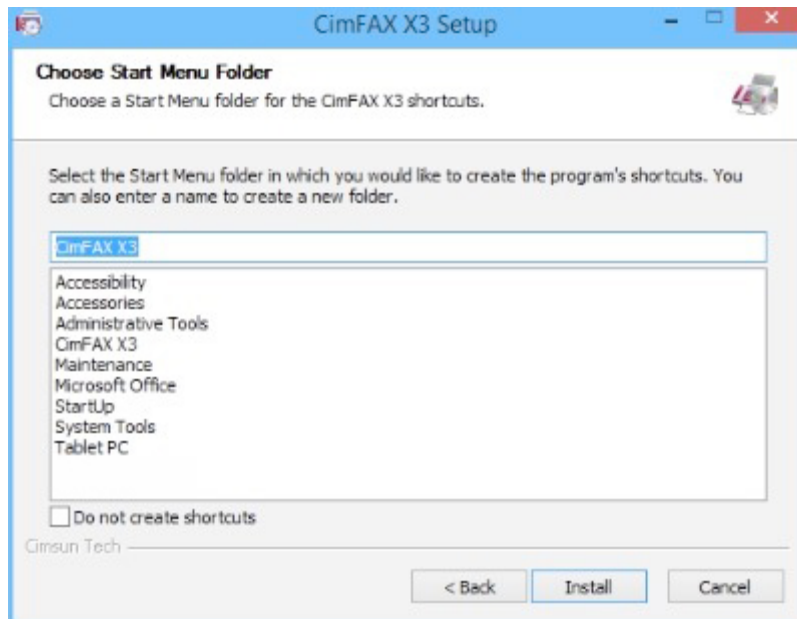
3. Click "Install CimFAX Client" on the welcome screen.
4. At the setup wizard screen, click "Next".



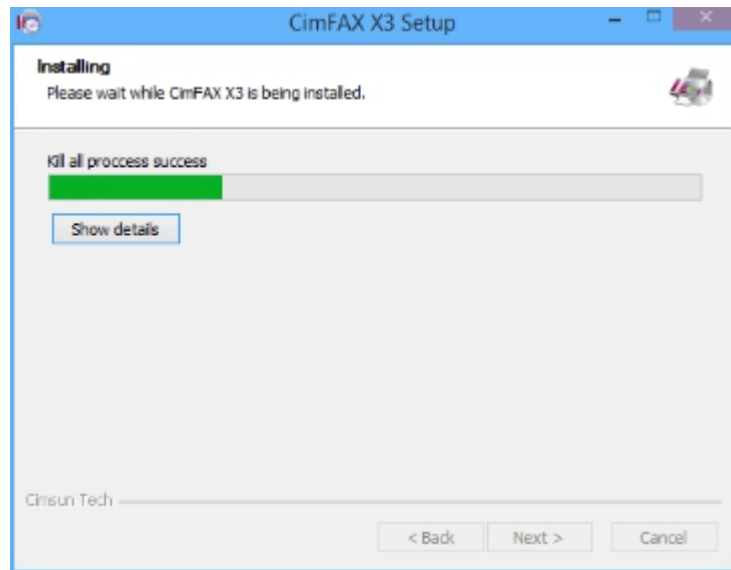
5. Click "Next" or "Browse" to choose file location.



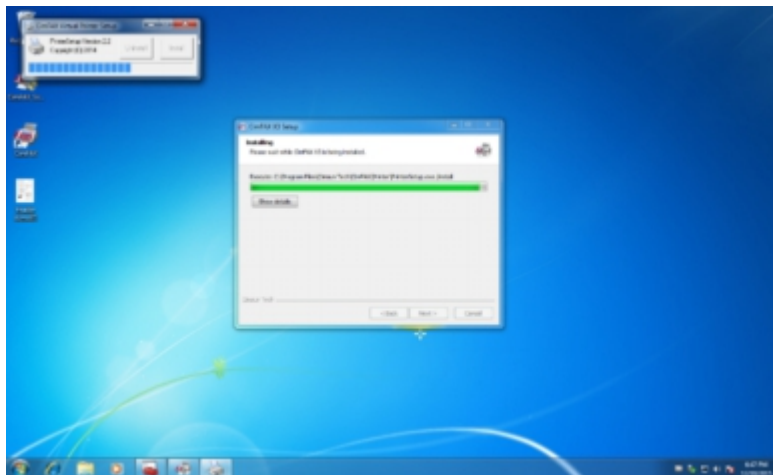
6. Click "Install".



7. Wait for file copy complete.

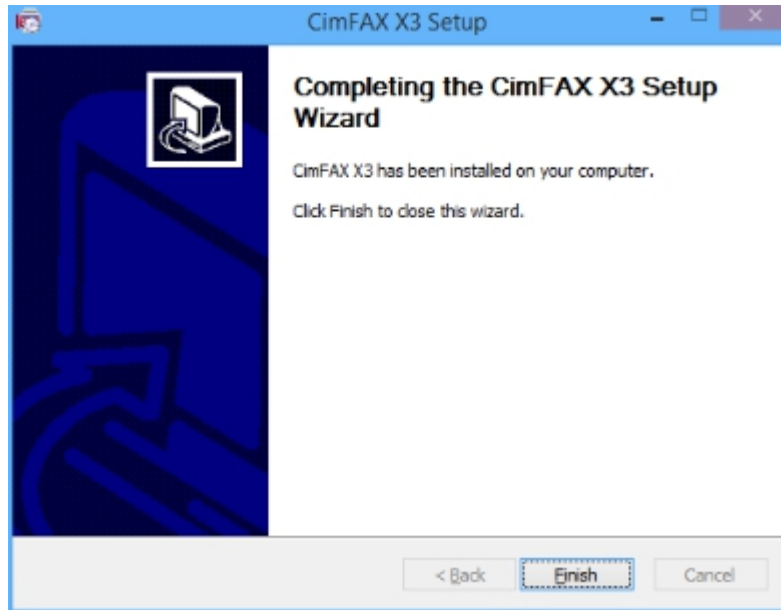


8. Wait for the installation of CimFAX virtual printer.

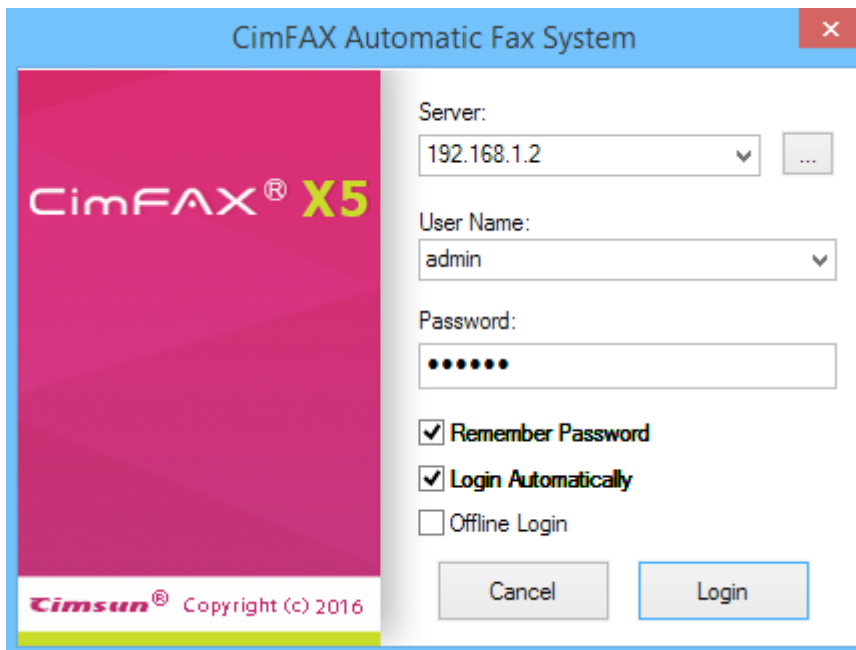


9. Click "Finish".

10. You may have to reboot your computer under certain circumstances.



11. CimFAX client will auto start once installation completed.



4. Configuration Guide

This chapter introduces
how to configure operating parameter of the Server.

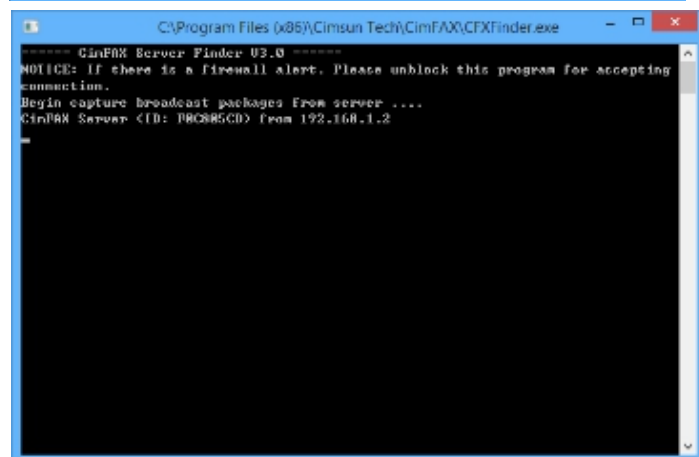
4.1 Administrator Login



CimFAX client normally will auto start when installation is finished or computer operating system is initiated. If not, please click "CimFAX" icon on desktop or click "Start" button > "All Programs" > "CimFAX" to open the client.

The first time you log in CimFAX client, click "Local" on the login screen and a black window will appears. If there's a firewall alert, unblock it. The black window shows basic information including CimFAX fax server ID and IP address.

If the black window shows all the basic information about the fax server, you can enter IP address, username and password and then click "Login";





The Server's default settings are:

- IP address: 192.168.1.2
- Administrator username: admin (note the case difference)
- Password: admin (note the case difference)

Note: if the IP address has been modified, type in the IP address shown in the black window mentioned above. The black window will not show basic information as such when click "Find Local" on login screen under the following two circumstances:

- 1.** CimFAX fax server has not been connected to your local network. Please check network connection of the fax server (See 2.2 Connecting to network);
- 2.** Another equipment on the network is using the IP address 192.168.1.2 which conflicts with CimFAX fax server. In this case, you may take either of the following two methods to solve it:

A. First turn down the equipment that is using IP address 192.168.1.2. Connect CimFAX fax server to the network and the power. After the Server is booted, login the client and click "Server" in the top menu bar and click "Network Settings" to change the IP address into that in the same network span with your computer (See 4.2 Network Settings), like 192.168.1.3.

B. Use a RJ45 Ethernet cable to connect CimFAX fax server with your computer. When the Server is initiated, login the client to change the Server's IP address and then connect the Server to local network (See 4.2 Network Settings).

4.2 Server Network Settings

Click "Server" menu bar of the client > "Network Settings". Network settings window will appear. "Server" menu can be seen only when you login as the administrator.

Server network settings

MAC Address: D0-E0-97-01-01-01

Manually specify Assigned by DHCP

Main IP address: 10 . 16 . 5 . 58

IP address 2: 0 . 0 . 0 . 0

IP address 3: 0 . 0 . 0 . 0

Subnet Mask: 255 . 255 . 252 . 0

Default Gateway: 10 . 16 . 5 . 1

DNS: 211 . 136 . 192 . 6

Internet status: Connected

Undo the change if the client can't connect to the server

Apply Exit

IP addresses are set by "Manually Specify" by default.

- Please assign the Server's IP address in the field of "Main IP address". Other users will login the Server with the assigned IP.
- You can also assign different IP addresses for the Server in "IP address 2" and "IP address 3" in event of login in different network spans.



Note: please make sure the IP address that you assigned will not conflict with that of other equipment. If IP address on your network are automatically assigned by DHCP, please assign an IP that is not in the list of

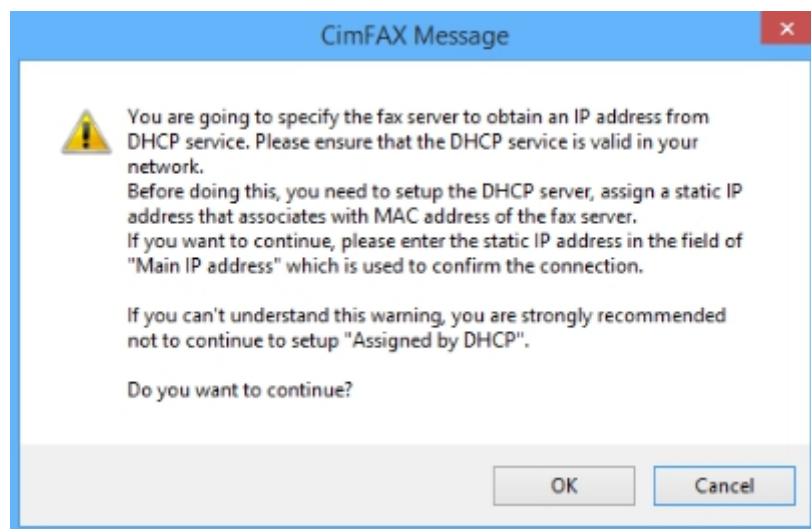
automatically assigned addresses for the Server.

- Please assign a subnet mask for the Server in the field of "Subnet mask" and make sure it is in the same network span of your computer.
- Assign an IP address for the Internet gateway (generally it is the IP address of the router) in the field of "Default gateway".
- Assign an IP address for DNS in the field of "DNS". If you don't know that, please consult your Internet service provider.
- Only when "Internet status" shows connected, the Server is connected to the Internet and the Server's function of fax to email works.

If it shows disconnected, please check the setting of subnet mask, default gateway and DNS.

- If you check the option "Undo the change if the client can't connect to the Server", the settings will restore factory settings when new assigned IP addresses don't work. If you have to change the Server's IP address to a different network segment, you can uncheck the option. However, in this case, you also have to change the network configuration of your computer to enable the Server to work.

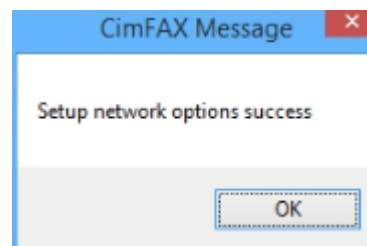
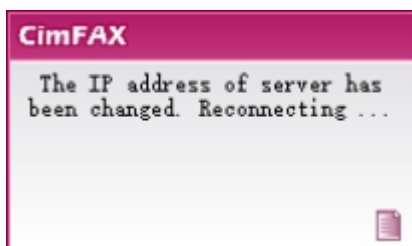
If you choose "Assigned by DHCP", DHCP will assign IP addresses for the Server. Please make sure DHCP on your network works. In addition, you have to bind a static IP to the MAC address of the fax server on the DHCP server.



After all these information filled and checked, click "Apply" button. If successfully changed, a prompt window shows "Setup network options success". Click "OK" to close the window and a window will pop up in the lower right corner and display "The IP address of server has been changed.

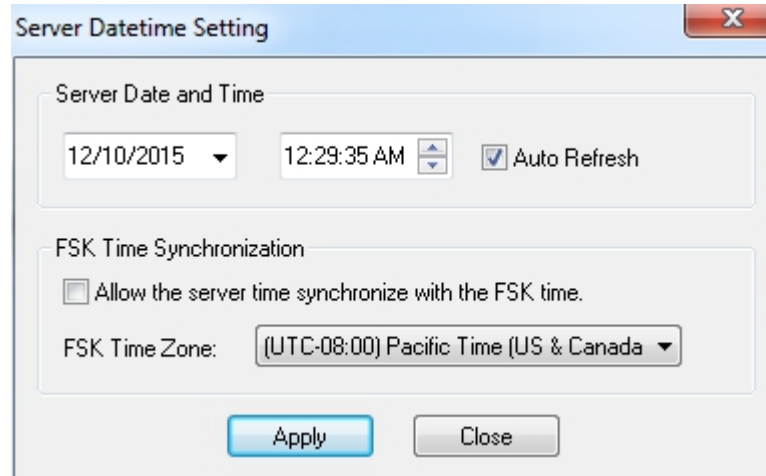
Reconnecting..." and then "Connect to server success", otherwise you will have to reconfigure network settings.

If there's another user logging on the server at this moment, he/she will receive the said messages and their PC will re-connect to the Server several minutes later.



4.3 Server Datetime Settings

Click "Server" menu bar > "Datetime Settings". Datetime Settings window will appear. "Server" menu can be seen only when you login as the administrator.



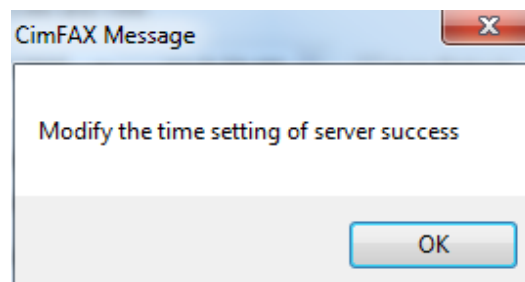
In the Server Datetime Settings window:

- Fill local date and time in the field of "Server Date and Time". The date and time set will be shown on the header of faxes in default format when they are received. (See 4.4 Fax options). Server date and time is also used to record Fax History.
- "Auto Refresh": server auto update date and time. If you fill in new date and time, this option will be auto unchecked. If you check it again, the date and time you filled in will be lost.
- "Allow the server to synchronize with FSK time": server date and time synchronize with FSK timecode. If your fax line does not support FSK caller identification or your FSK timecode is incorrect, you can uncheck the option.

incoming call, and includes only "month, date, hour, minute and second". If the year of the server date and time is wrong, please modify it manually.

- Choose the time zone of your location in the field of "FSK Time Zone".

After all information filled in, click "Apply" button. A prompt window displays "Modify server date and time success", otherwise please re-configure the date and time.



Note: FSK timecode is generated only when there's an

4.4 Fax Options

Click "Server" menu bar > "Fax Options". Fax options window will appear. "Server" menu can be seen only when you login as the administrator.

The screenshot shows the 'Fax Settings' window for 'Line 1'. The fields are filled with the following values: Company: |, Fax number: 020-83588413, CSID: cimsun, Send speed: 14400 bps, and Receive speed: 14400 bps. Checkboxes include: Send fax with ECM enable (unchecked), Receive fax with ECM enable (unchecked), Disable voice prompt at sending (checked), Disable voice prompt at receiving (unchecked), Disable sending through this line (unchecked), Disable warning beep of this line (checked), and Reset this line when receive done (unchecked). The 'Call Transfer Code' dropdown is set to '+'. The 'Fax page header format' is 'FROM: &C &F-&E &N TO: &P &R &Y-&H-&D &H:&S (&G) PAGE &P TOTAL &t'. The 'Dialing Settings' section has IP Dialing Code (empty), Local Area code: 020, Outside Line Access Code (empty), and Inside Line Access Code (empty). Buttons for 'Apply' and 'Close' are at the bottom.

Fig 4.1 Fax options for one-line server

In the Fax options window:

- Fill in the name of your company in the field "Company" within 16 characters. Your company name will be shown on the header of faxes in default format when they are received.
- Type the number of the telephone connected with your fax server in the field "Fax number". Fax number will also be shown on the header of faxes in specified format when they are received.
- Enter the short name of your company in the field of "CSID" within 8 characters.

CSID will appear on the screen of the recipient's fax machine.

- Choose "send speed" and "recv speed" to limit the highest send and receive speed. We suggest you keep the factory speed "14400 bps" or "336000 bps", but when your telephone line's condition is under performance and fax sending and receiving is unstable, you can choose lower speed.
- Check the option "Send fax with ECM enabled" when telephone line condition is under performance. This will improve fax quality. While if your telephone line

condition is good, please uncheck this due to its low compatibility with certain

types of fax machine.

- “Disable voice prompt at sending” is checked by default. If you uncheck this, the server will play the sound scheme to the recipient “Hello, this is auto fax system, please receive faxes” when you send faxes.

- The option of “Disable voice prompt at receiving” is unchecked by default so that the caller can hear the voice prompt “Hello, this is auto fax system. Please dial the extension number or press the “start” button”. If you check this, all the faxes will be routed to the public inbox.

- “Disable sending fax through this line”: faxes cannot be sent through this line. This option is suggested not to check.

- Fill in the number of “Rings to answer”. We suggest you fill in the number “2”. If you want to shift to manual answer (see 6.2 Manual answer), you can type in a larger value.

- Check the option of “Disable warning beep of this line” to disable the server to beep every 3 seconds when telephone line is disconnected.

- Check the option of “Reset this line when faxes received” in event of that, due to PBX malfunction, the line remains busy though fax has been received.

- If the option “Start to receive with correction ext.” is checked, the caller has to dial the right extension number to send fax.

If the caller does not dial any extension number or the number is incorrect, the server will play the voice: “extension number is wrong, please dial again”. If he ignores to dial or dials wrong number for three consecutive times, the server will prompt: “extension number is wrong, please dial again later” and auto goes on-hook.

- “Fax header format”: specify header format of fax page. The server will send fax with header in the format you set. Please keep the default format if no requirement is demanded. The default format is as follows:

FROM: &C &F-&E &N

TO: &P &R|&Y-&M-&D &H:&m:&S (&G)
&p of &t

After all the required information entered, header like the following will be generated when fax is received.

The upper left header: “FROM: Cimsun Tech 02085566893-607 Helen TO: 02085566891 Mike”

The upper right header: “2013-06-12 16:20:31 (GMT+08:00) Page 1 of 2

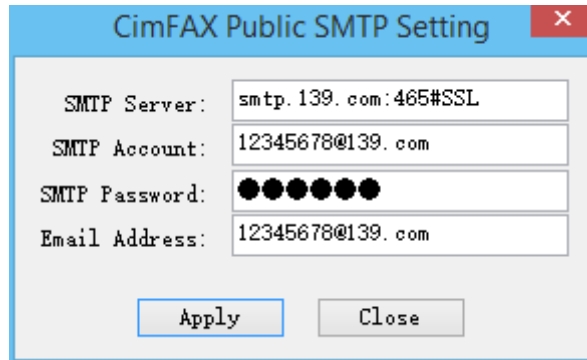
Key words:

&C: company name; &F: fax number;
&E: extension number; &N: user name;
&P: recipient’s fax number; &R: recipient’s name; | separator; &Y: Year;
&M: month; &D: date; &H: hour;
&m: minute; &S: second; &G: time zone;
&p: page; &t: total pages of the fax

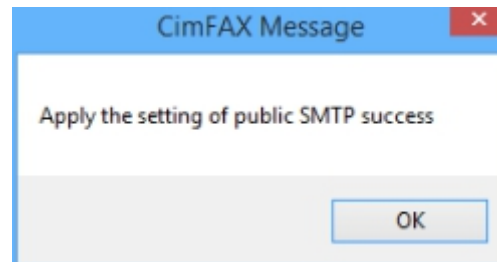
4.5 SMTP Settings

The administrator shall prepare an email address dedicated to forwarding faxes. This email shall support SMTP. Once public SMTP assigned, other users can directly forward faxes to his own email through SMTP. They can also assign their own SMTP. Click "Server" menu bar and then the sub-category "SMTP settings" and SMTP settings window appears. "Server" menu can be seen only when you login as the administrator.

- "SMTP Server": the SMTP server address like:
smtp.MailServer.com.
If your email requires encrypt link, you'll have to assign the port such as "465" and encrypt type like "#SSL". "SMTP account": your SMTP account.
- "SMTP password":
your SMTP password.
- "Email address": your email address like youraccount@MailServer.com.



After information filled, click "Apply" button. A window shows "SMTP information all set". Otherwise you shall re-set these information.



4.6 User Accounts Management

Click "Server" menu bar > "User Accounts". User Accounts window displays. "Server" menu can be seen only when you login as the administrator.

- "User name": the user name you used to login the fax server. User name will display on the header of the fax upon receipt.
- "Password": the password you need to login the fax server.
- "Ext No.": your extension number such as: 607. Δ
- "User Permissions": users' roles
 - "Administrator": configure server settings, add and remove users.
 - "Distributor": check public inbox and distribute faxes to the specified users.
 - "Sending": send faxes
 - "Receiving": all the users are allowed to receive faxes by default.
 - "Remote Access": the right to login the server in remote places. Admin account doesn't have this permission by default.
 - "Fax forward to email": the right to

forward faxes to emails.

- "Fax forward to email options" here specified by the administrator will sync with the options under the sub-category "Fax to Email Settings" of the "Options" on the top menu bar.

After all fields are filled with the correct information, click "Apply" button.

ΔWhen there's an incoming call, the server will play voice prompting the caller to dial extension number and then route the fax to the exact number. If the caller ignores and presses Start button to directly send fax, the server will route the fax to public inbox.

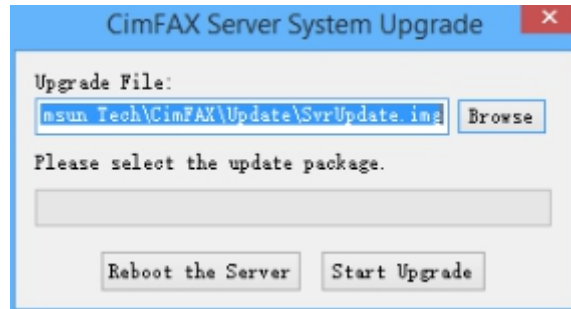
Note: We suggest you modify administrator password.

4.7 System Upgrade

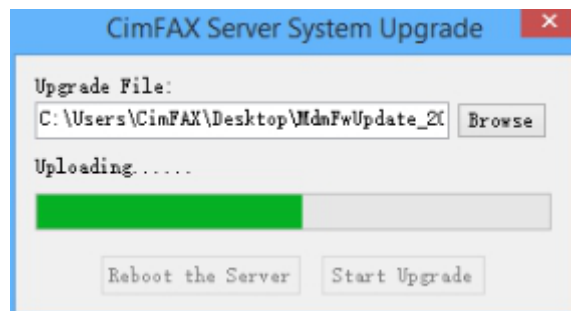


Warning: Upgrade only when the system needs upgrade.

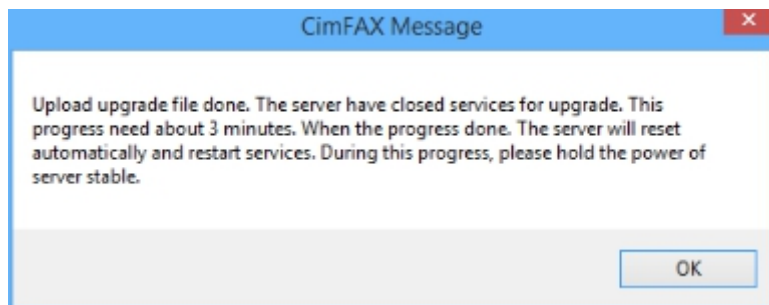
Inappropriate upgrade could cause server malfunction.



Click "Browse" button to select the upgrade file which is named "*.img" and released on our website (www.cimfax.com) or provided to you by our technical support.



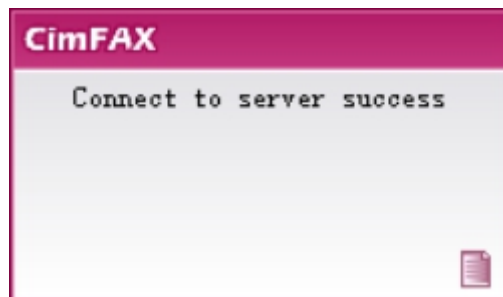
Click "Start Upgrade". When file is uploaded, the following dialogue window will appear. Click "OK" to close the window.



Note: Don't power off the server during system upgrade.

System upgrade will take about 10 secs to 3 mins due to file size. During the upgrade, front panel LEDs will flash from left to right. When system is upgraded, LED READY will be on and a window will pop up in the lower right corner of your computer prompting "Connected to Sever".

You can also click the button "Reboot the Server". Reboot will take about one minute. When the server is initiated, LED READY will be on and a window will pop up in the lower right corner of your computer prompting "Connected to Sever".



4.8 Temporary Factory Reset

Temporarily factory reset the server only when the administrator forgets admin password by cut power.

Steps:

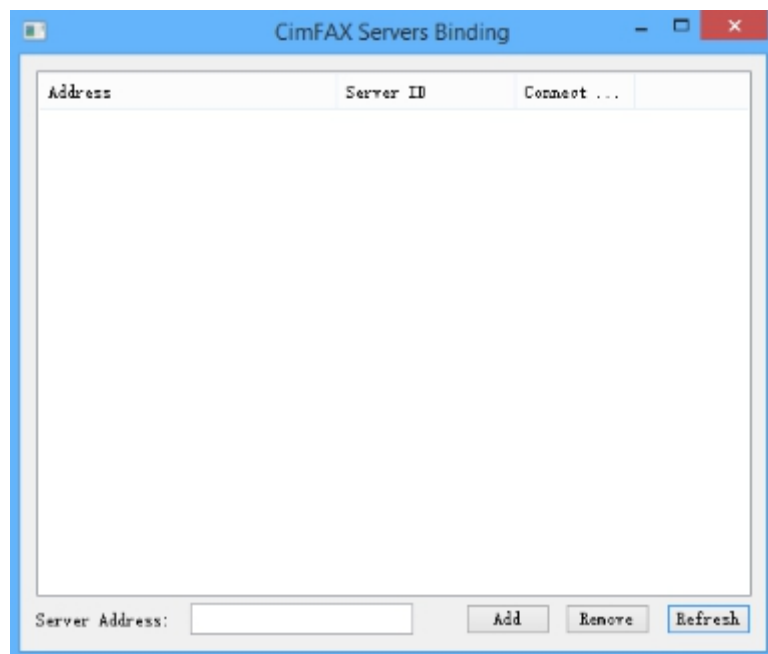
- Unplug the power adapter and then plug in. the server will beep for 2 secs.
- Use a toothpick or stick like this to press the RST button for about 10 secs and release at long beep.
- The server reboots and front panel LED READY will be on.
- Server network settings will be restored to factory set. IP address: 192.168.1.2 and subnet mask: 255.255.0.0.
- Admin password will be restored to: "admin".
- Login the server with factory IP address (192.168.1.2), user name (admin) and password (admin). Click "Server" and then "User Account" to reset admin account and password. Click "Apply" when reset is done.
- Power off the server again and then power on. IP address of the server will return to that you configured before. Login the server with the IP you set and the new admin account and password.

4.9 Servers Binding

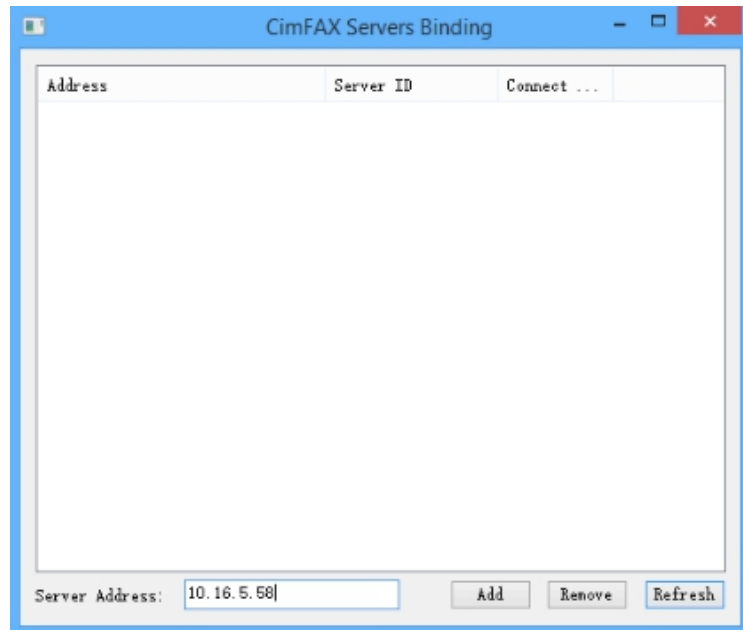
If multiple fax servers are bound together, user accounts and faxes received will sync on the bound servers. Servers bound are more flexible and versatile. When sending faxes, they will send through an idle one of lines.

You will need at least two professional or enterprise edition of fax server to bind. Steps of binding two local servers (steps of

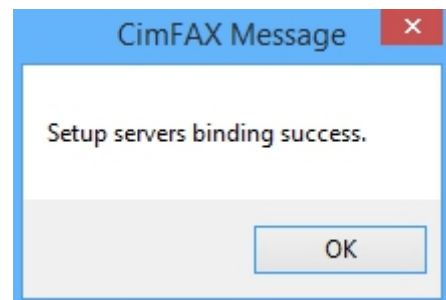
binding more than 2 servers are the same) are as follows: Click "Server" menu bar > "Servers Binding". Servers binding window all appear. "Server" menu is limited to administrator



Type in the IP address of the other server in the field "Server IP" and click "Add".

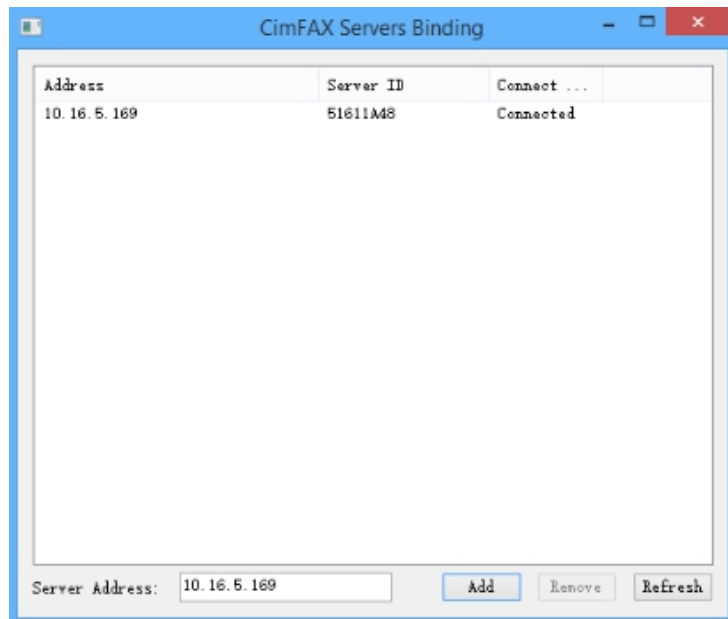


A window will show "Servers binding success". Click "OK" to close the window.

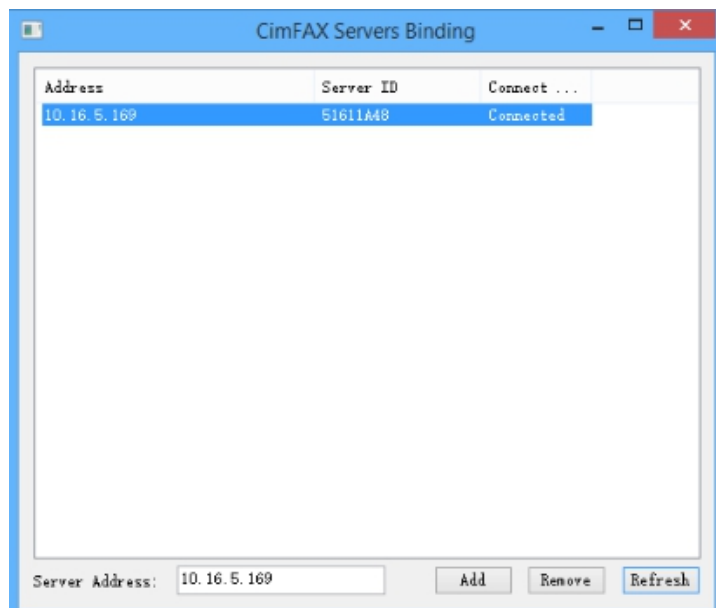


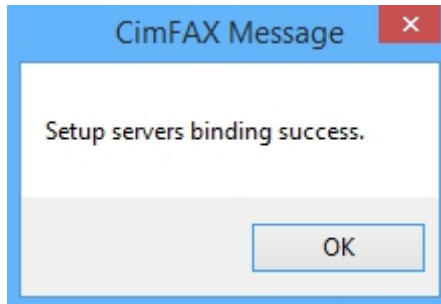
Meanwhile, in Servers binding window, "Address" column displays the other server's IP address, "Server ID" column displays serial number and "Connecting State" will be marked success.

Login the other server and follow the above-mentioned steps to mutually bind with the previous server.



To unbind the servers, you just need to login one server. Click "Server" on the top menu bar > "Server Binding". In the displayed Servers binding window, select the server you want to unbind and click "Remove".

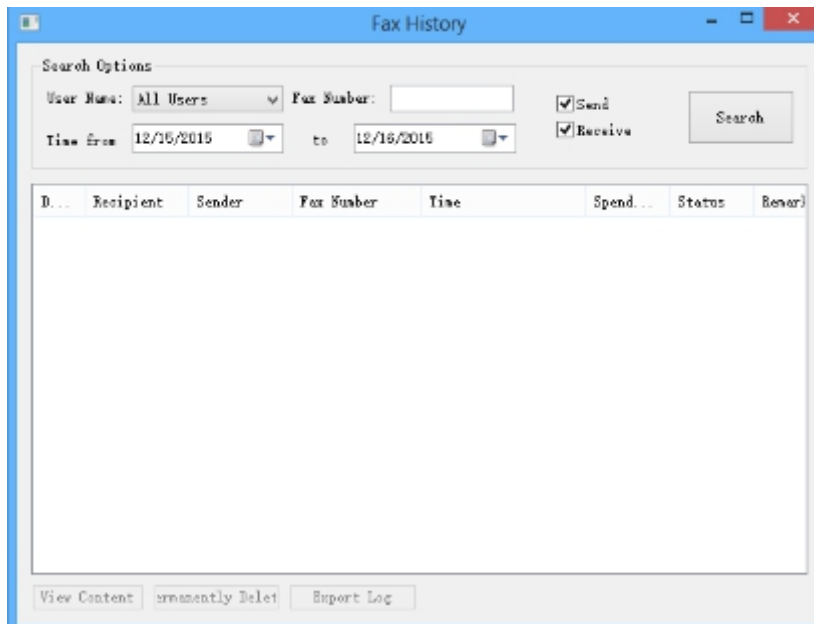




If unbinding is success, a window will show "Servers successfully unbounded". Click "OK". Then the IP and serial number of the other server are removed from the Server binding window.

Login the other server and follow the above-mentioned operations to unbind.

4.10 Fax Queue



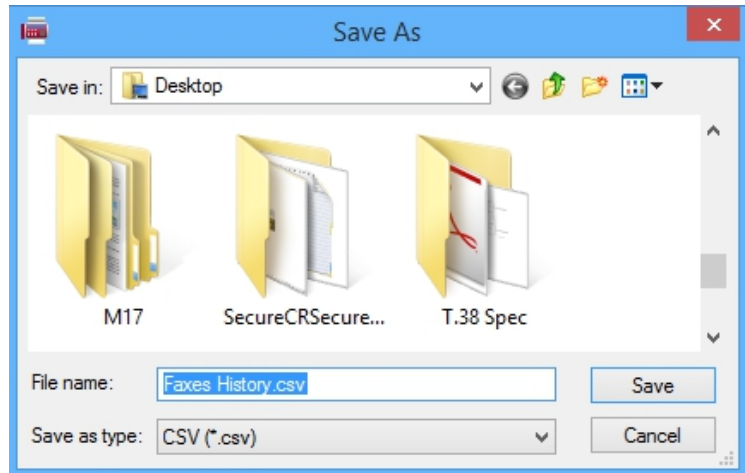
Click "Server" menu bar > "Fax Queue". Fax Sending Queue window will appear. "Server" menu can be seen only when you login as the administrator.

In the Sending Queue window, you can see the details of all the sending faxes and faxes to be sent, including server ID, task ID,

priority, fax number, recipient and sender, dial attempt, send time and remark. The administrator can select one task and click "View Content" button at the lower left corner to view the fax or click "Stop Sending" to stop the fax if he wants. The task's faxing status will be marked "Stopped".

4.11 Fax History

Click "Server" menu bar > "Fax History". Fax history window will appear. "Server" menu "Server" menu can be seen only when you login as the administrator.



In Fax history window, you search fax sending and receiving history by enter user name, fax number and time. You can get the detailed information about the task, including sender, recipients, fax number, date, taking time, status, remark and send and receive speed.

The administrator can select a task and click "View content" button to view the fax or click "delete permanently" button to delete the fax from the server or click "Export" to export fax history and save as form files.

5. Instructions

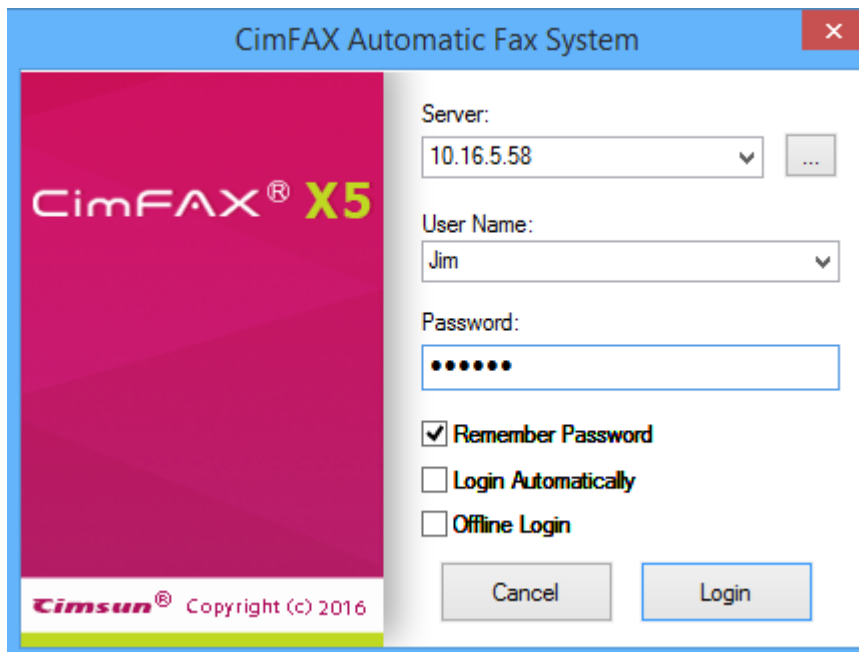
This chapter guides you through CimFAX client functions and usage in details.

5.1 User Login



CimFAX client normally will auto start when installation is finished or computer operating system is initiated. If not, please click "CimFAX" icon on desktop or click "Start" button > "All Programs" > "CimFAX" to open the client.

Enter the required information (note the case difference) on the login screen and then click "Login". If you don't know your user name and password, please ask the administrator.



- You can check the option "Remember Password" so that you don't have to type in the password next time.
- If you want the client auto login when you open it, you can check the option "Login Automatically".
- If you have to search or print the fax but you failed to login to the server, you can check the option "Offline login". But "Offline Login" works only if you checked "Remember Password" the last time you login.

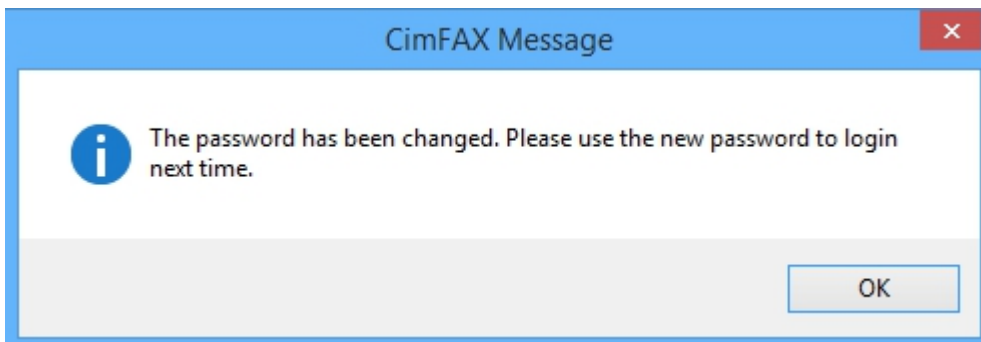
5.2 Changing Password

To change your password, click "Option" menu bar > "Change Password". Changing password window will appear.



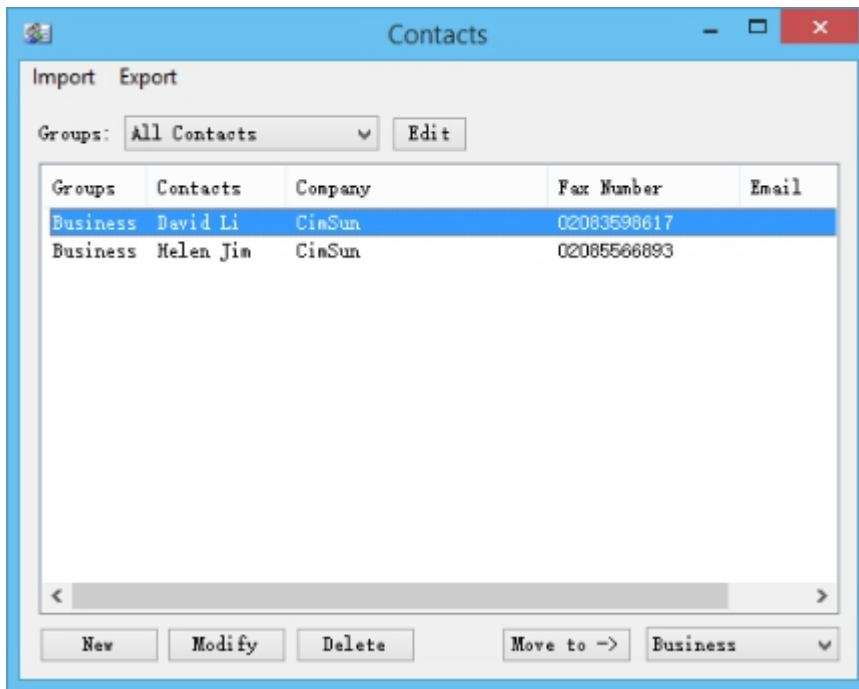
The screenshot shows a dialog box titled "Change your password" with a close button (X) in the top right corner. The dialog contains three text input fields, each with a label and a password mask of black dots. The first field is labeled "Type your current password:" and contains four dots. The second field is labeled "Type a new password:" and contains eight dots. The third field is labeled "Type the new password again" and contains eight dots. At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

In the Change Password window, enter the required information and then click "OK". If password is successfully changed, a window will show "Password has been changed. Use the new password next time you login."



5.3 Contacts

Click "Options" menu bar > "Contacts". Contacts window will show.




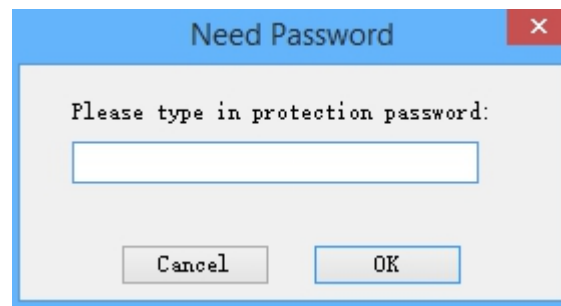
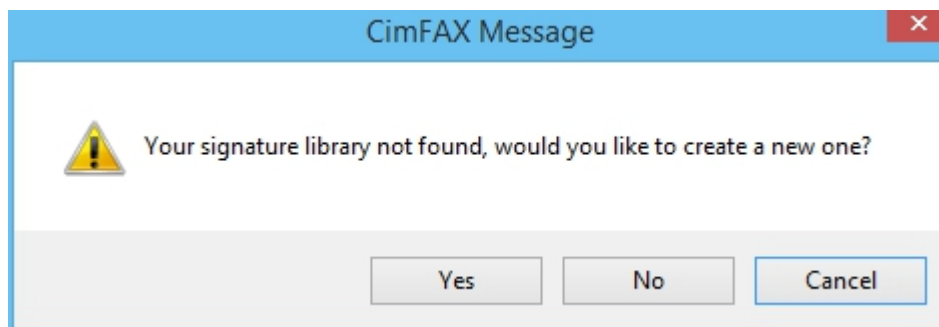
In the Contacts window:

- "Import": add contacts from excel file (*.csv/*.xls/*.xlsx) and from name card file (*.vcf).
- "Export": export contacts in excel file (*.csv) or name card file (*.vcf).
- "Groups": a drop-down menu allows you to view information of a certain group of contacts.
- Click "Edit" button to add, delete or rename groups.
- Click "New" button to add new contacts.
- Click "Modify" button to modify information of contacts selected.
- Click "Delete" to delete contacts selected.
- Click "Move to" to move contacts to the groups in the lower right drop-down box.

5.4 Signature Library

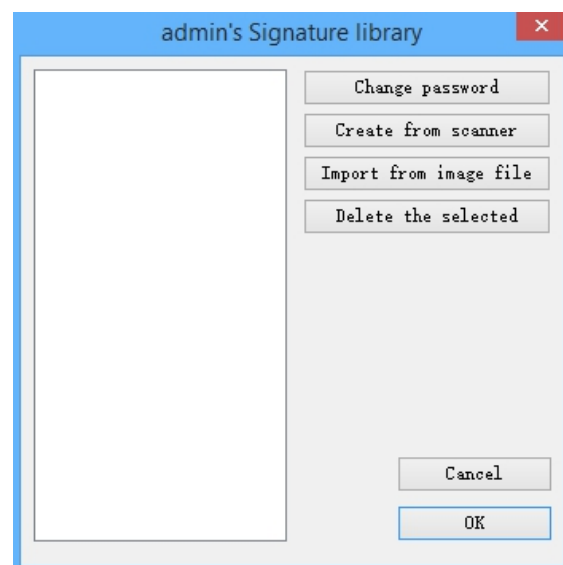
Click "Options" menu bar > "Signature Library". Signature library window will appear. The first time you use signature library, you'll be asked the following question. Click "Yes" to continue. Enter password for the signature library and then click "OK".

 **Note:** Keep your password in mind, otherwise you'll not be able to access signature library.

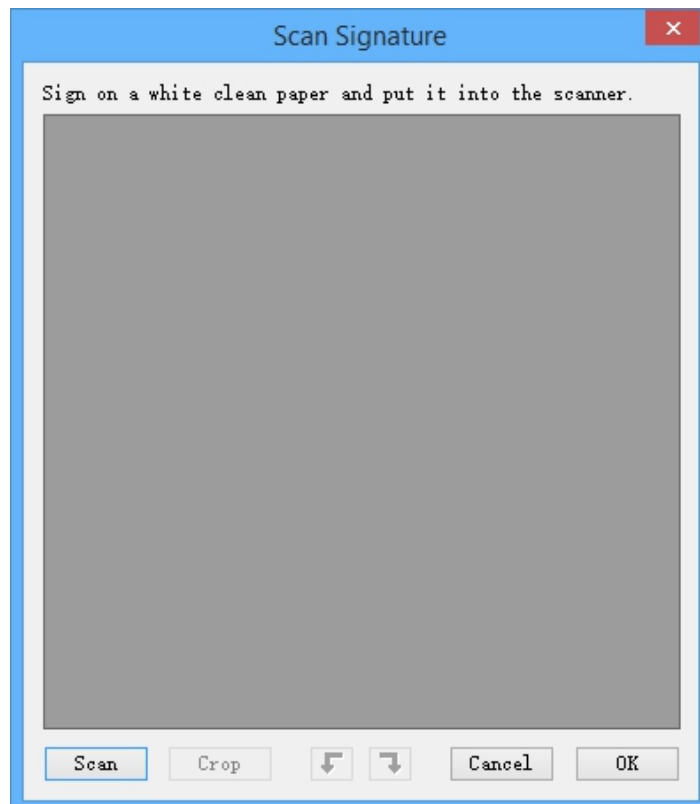


To create a new signature,

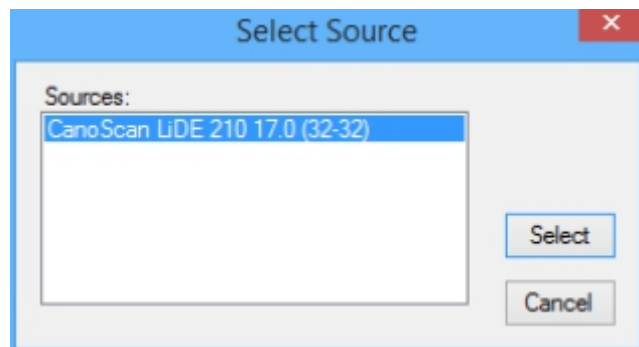
- Click "Create from Scanner";
- Click "Import from Image File" button.



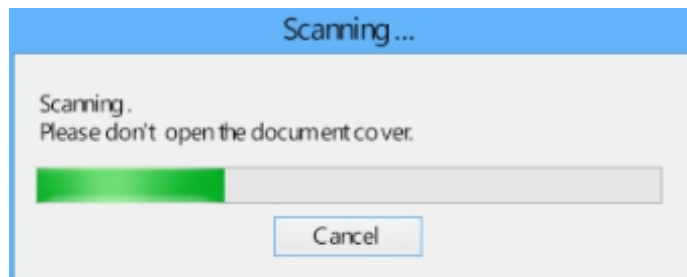
Check whether the scanner is connected to your computer first and then sign your name or stamp on a white clean paper and put it in your scanner. Click "Scan".



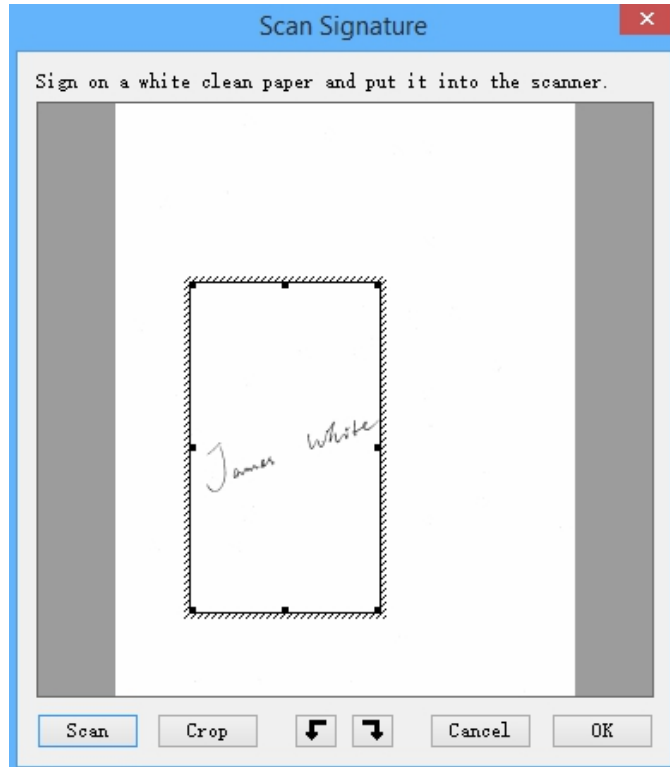
Choose the model of your scanner in the shown list and click "Select".



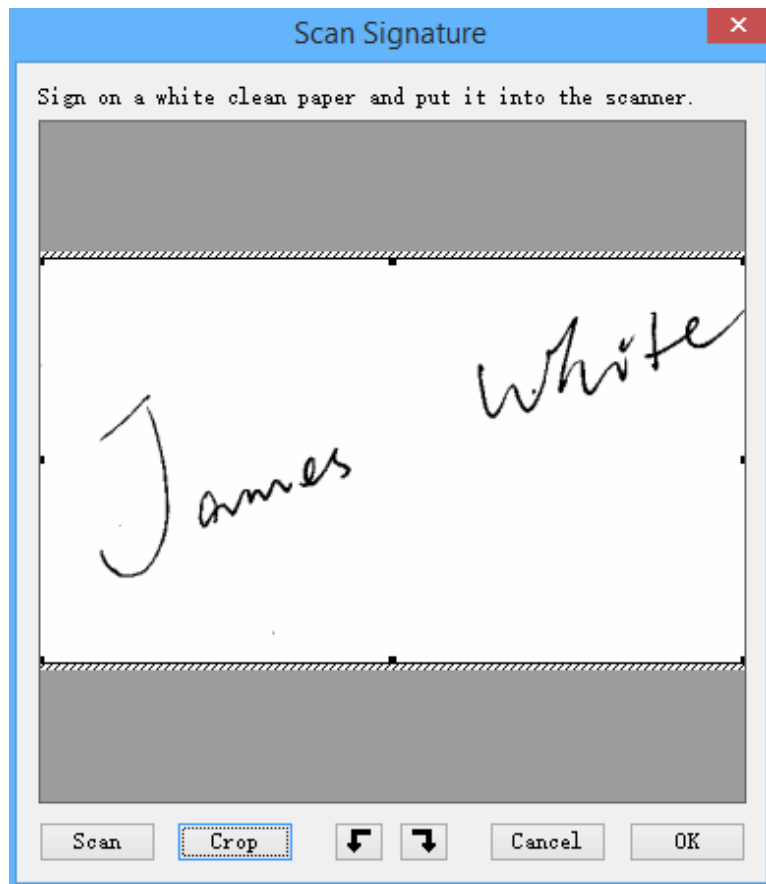
The scanner starts to work and the following progress screen appears. Progress screen might differ due to scanners' model difference. Some scanner may need warming time to work.



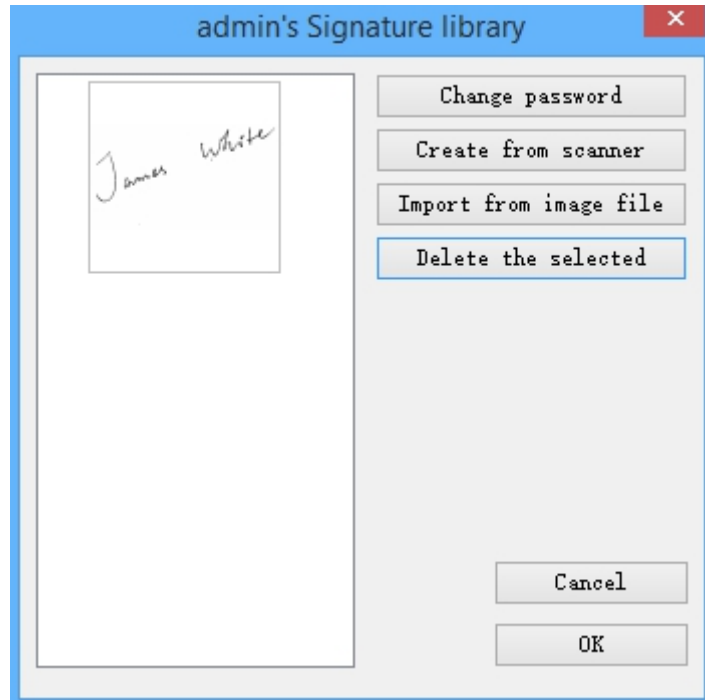
A scanning screen will display the paper content. Drag the box to the signature and click "Crop".



Check the signature and click "OK" if there's no problem.

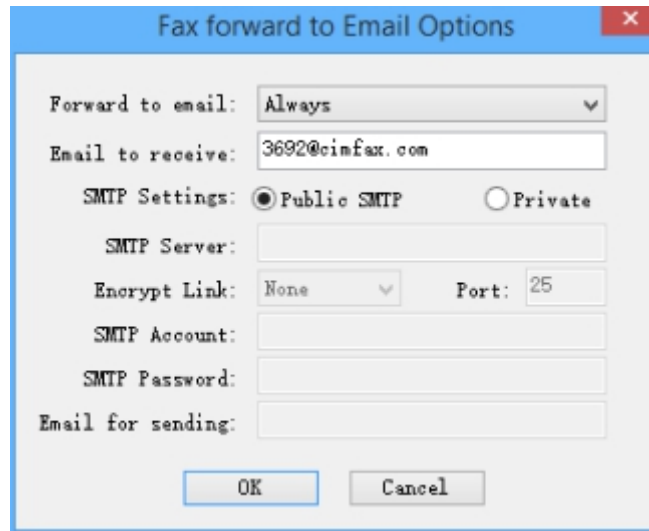


The signature will be displayed in the left blank box of your signature library window.



5.5 Fax to Email

Click "Options" menu bar > "Fax to Email Setup". Fax to email setup window will appear.



In the drop-down box of "Forward to email", you can choose:

- Never
- When user offline
- Always

Enter your email address in the field of "Email to receive".

As to SMTP settings, public SMTP is recommended to check, though you can choose Private.

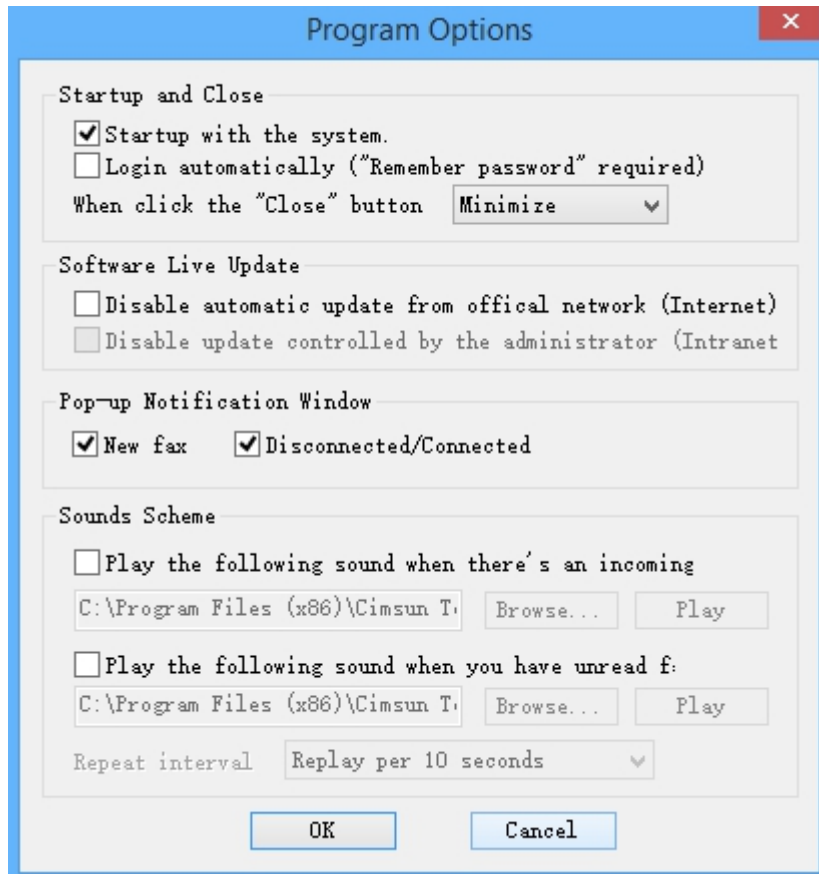
If your SMTP service requires an encrypt link, choose one agreement in the drop-down box:

- None
- TLS
- SSL

And type in the port.

5.6 Program Options

Click "Options" menu bar > "Program Options". Program options window will appear.



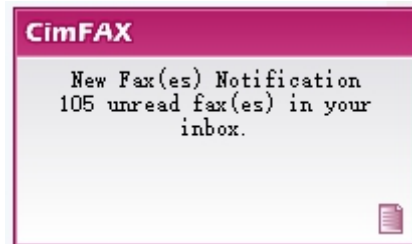
For "Startup and Close", you can choose either "Startup with the system" or "Login automatically (Remember password required)". You can choose options for the server from the drop-down menu when click the "Close" button:

- Remind me
- Exit
- Minimize

For Software Live Update, you can choose "Disable automatic update from official website (Internet)". If you check this option, fax software will not auto update. Or you can choose "Disable update controlled by administrator (Intranet)".

For "Pop-up Notification", if you check the option "New Fax", you'll see a pop-up window when there's a new fax coming;

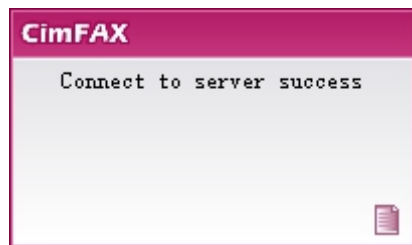
If you check "Disconnected/Connected", you'll see a pop-up window when server is disconnected or connected with your computer.



For "Voice Prompt", you can check the option "Play the following voice when there's a new fax coming" and the option "Play the following voice when there's unread fax". When there's new fax or unread fax, your computer will play voice to remind you.



Click "OK" when configuration is done.



5.7 Scan Settings

Click "Options" menu bar > "Scan Settings".

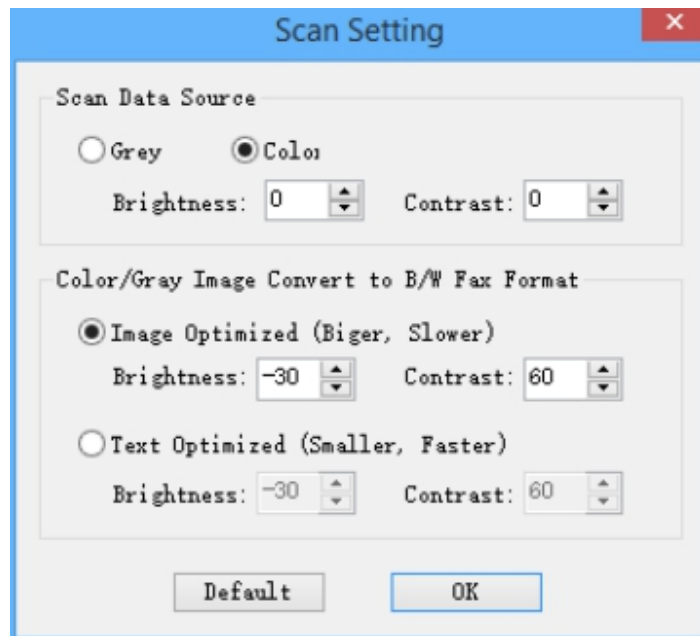
Scans setting window will appear. You can choose either "Gray" or "Color" for "Scan Data Source".

"Convert Color/Gray Image to B/W Fax Format" includes two options:

- Image optimized (Bigger, slower)
- Text Optimized

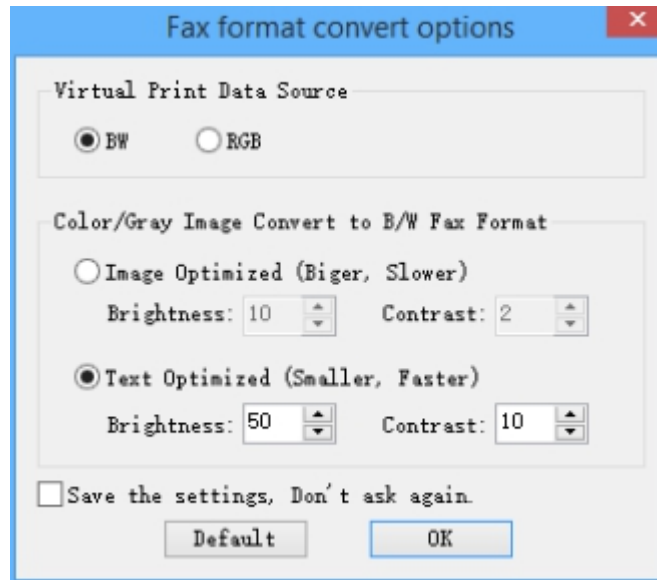
Brightness and contrast in the noted options will differ due to quality differences of original files. You can scan with default brightness,

contrast, examine the scanning effect, and then adjust the value of brightness and contrast to get the clearest scanned document.



5.8 Fax Format Conversion

Click "Options" menu bar > "Format Converting". Format converting window will appear.



For "Virtual Print Data Source", you can choose:

- BW: gray document and image
- RGB: color document and image

As to "Converting color/gray image to B/W fax format", you can choose:

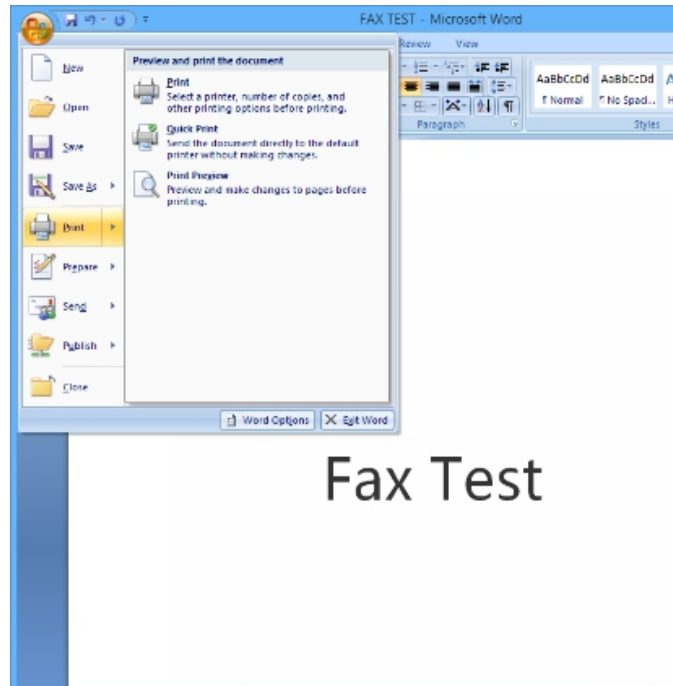
- Image Optimized
- Text Optimized

Brightness and contrast in the noted options will differ due to quality differences of original files. You can scan with default brightness, contrast and examine the scanning effect and then adjust the value of brightness and contrast to get the clearest scanned document.


5.9 Sending Faxes

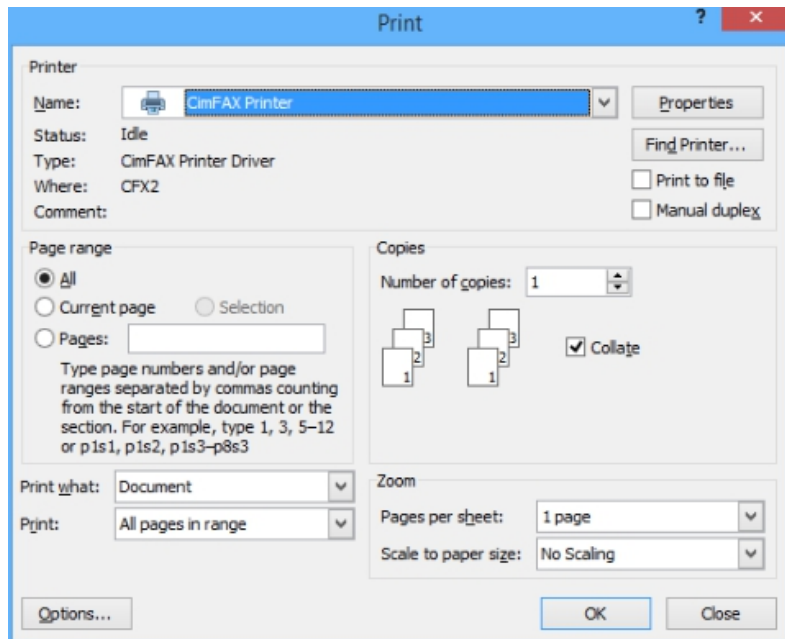
5.9.1 Send fax from printing documents

You can send a fax from printing a document. Take the example of sending an office doc. Click "Print" in the "file" menu.



Select "CimFAX Printer" in drop-down menu of printer.

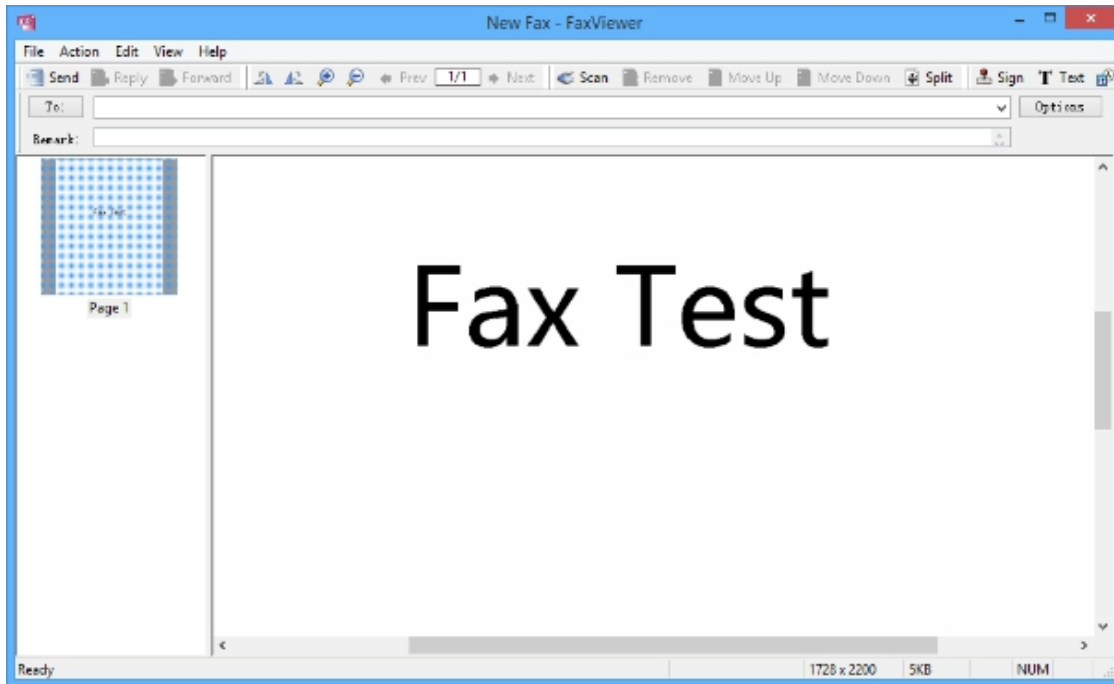
 **Note:** if the doc has many pages, please note to type in the number of pages that you want to send as fax. Printing too many pages may cause overload on your system.



Click "OK" and you'll see the following message in the lower right corner.

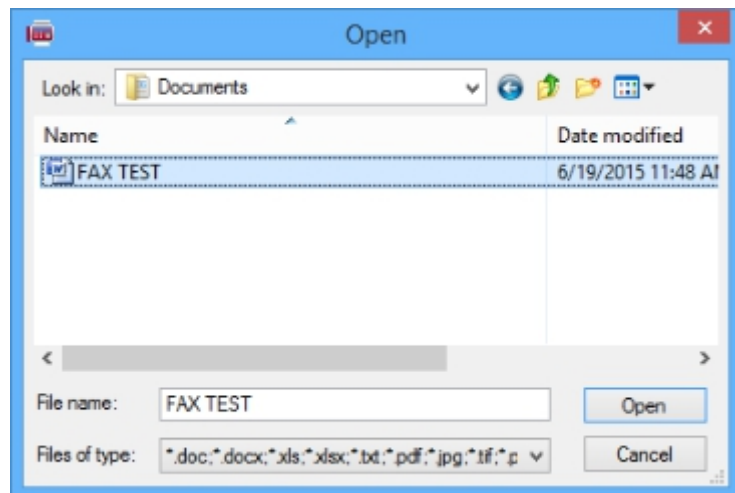


After printed, the doc content will be displayed in "Fax viewer".



5.9.2 Send fax from selecting document

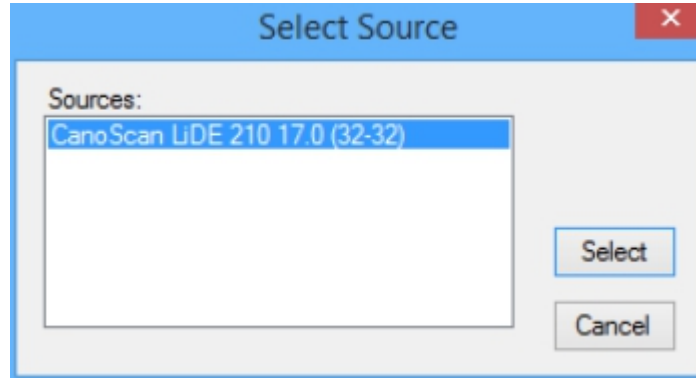
To send a fax, you can also click the "File" button or right clicking the document and choosing the option "Sending fax". The file will be displayed in the Fax viewer.



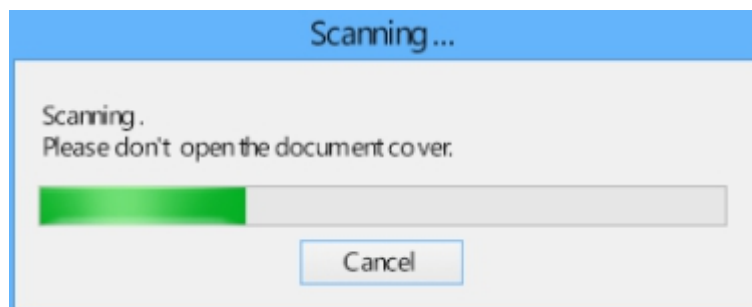
5.9.3 Send fax from scanning

Click "Scan" button.

Select your scanner in the shown list and then click "Select".

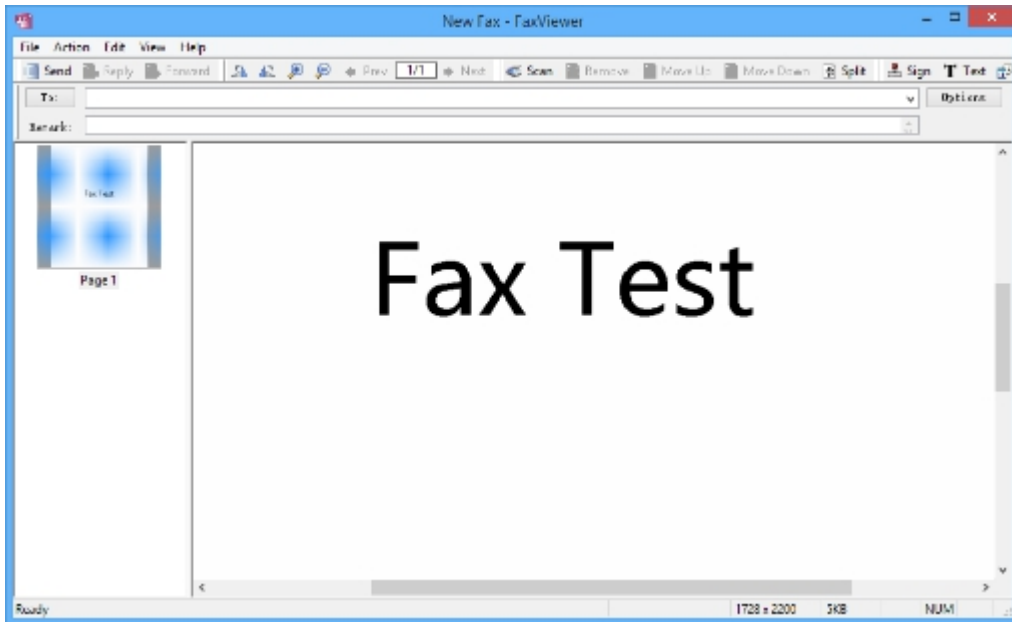


Scanner begins working and the following progress window appears. Progress screen might differ due to scanners' model difference. Some scanner may need warming time to work. When paper scanned, it will be displayed in the Fax viewer.

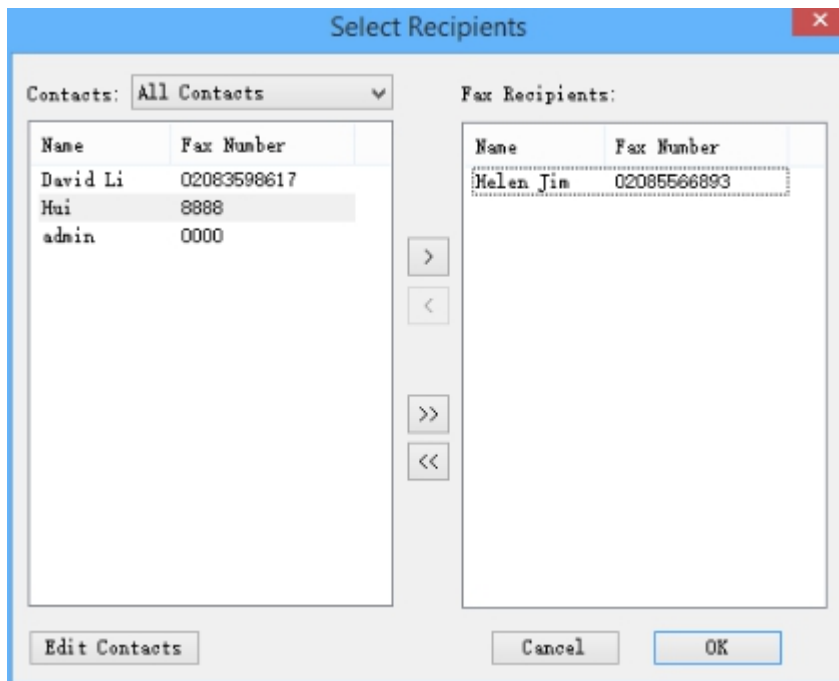


5.9.4 Choose or enter recipients

In the Fax viewer window, enter fax number in the field of "To".



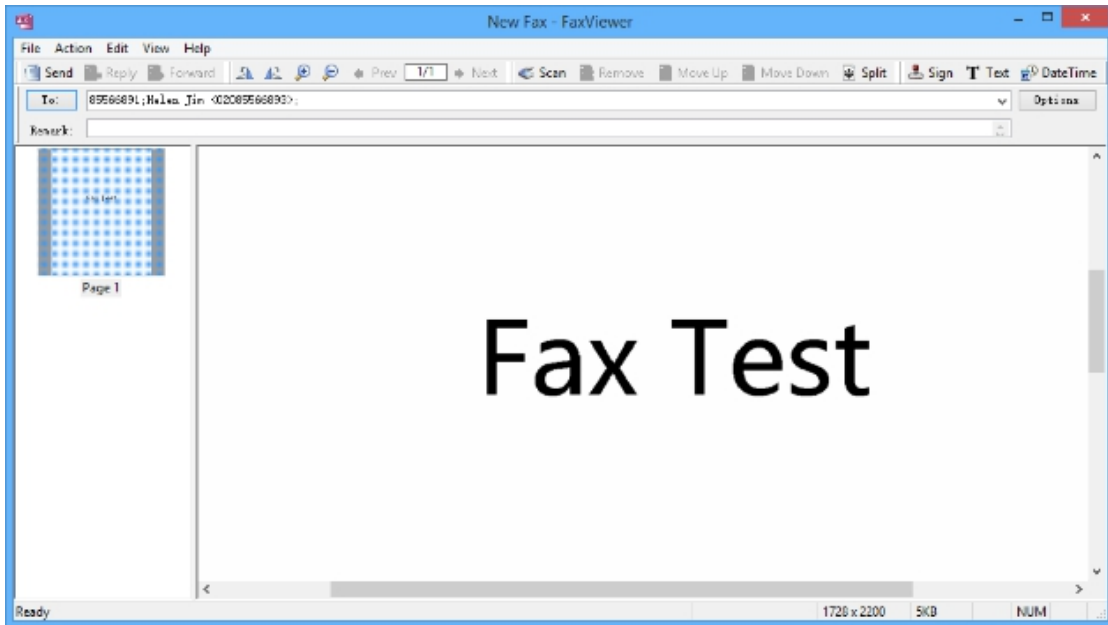
You can also click "To" button and select multiple recipients in Select Recipients window.



If you want to send a fax to multiple recipients, you can add multiple recipients' fax number in the field of "To" separate by colon.

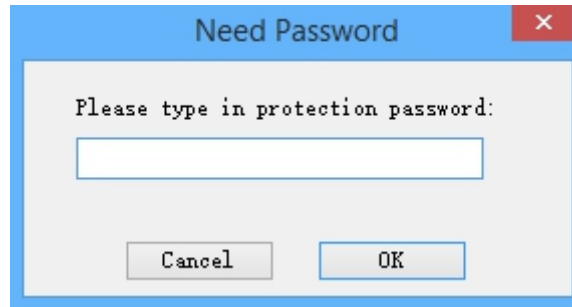
Or add recipients' name and number in the following format: recipient 1<fax number 1>; recipient 2<fax number 2>; for example: Jack <02083598617>; John<02085566893>

If the recipient's number is an extension number, then put it in the following format: 02085566891-607 or 02085566893-607;

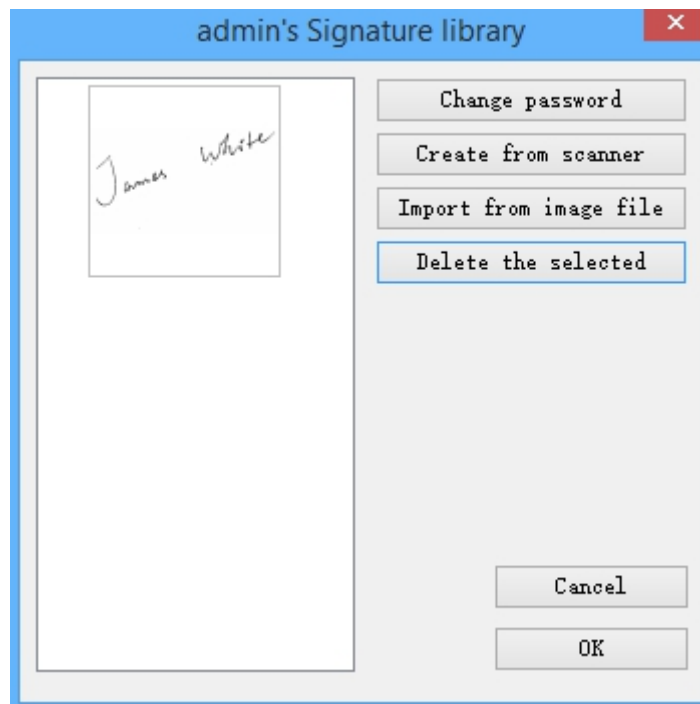


5.9.5 Signature and stamps

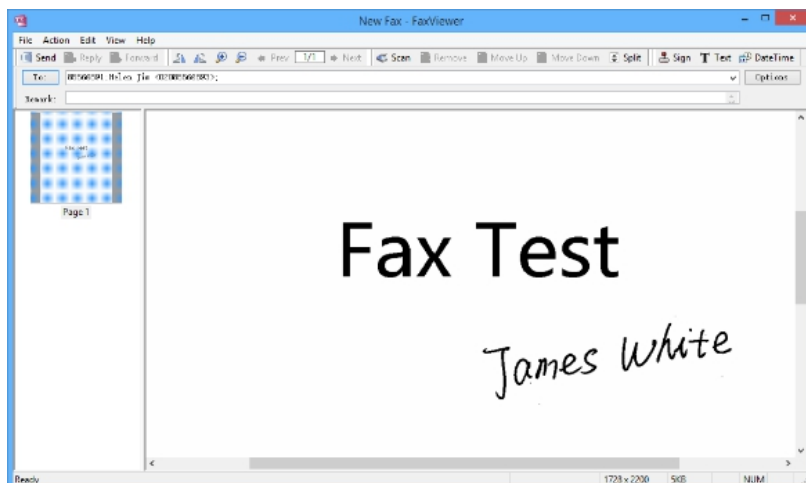
Click "Sign" button. You will be asked to enter protection password of signature library. Enter password and click "OK". Follow the steps in "5.4 Signature Library" the first time you use the signature library.



Click the signature you want in the list on the left of signature library window or select the signature and click "OK".



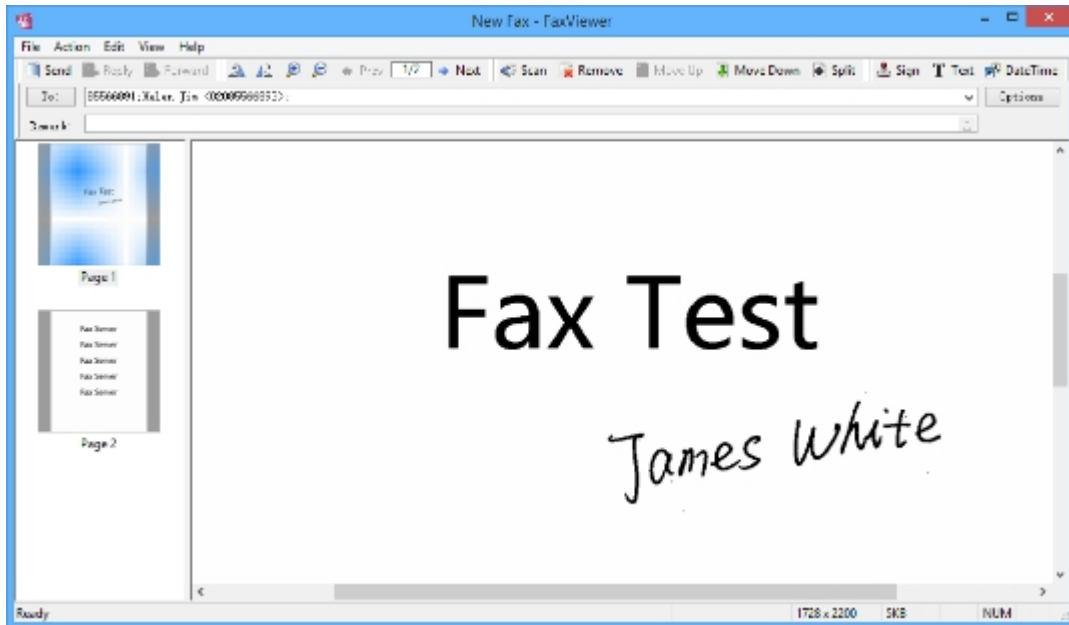
Put your mouse cursor in the fax page and click where you want to sign or stamp. Then the signature or stamp is there.



5.9.6 Add a page

Click "File" menu bar > "New Page". You can choose to add a page from a scanner or a file.

When page is added, you can see the pages of the fax on the left list.



5.9.7 Rotate Page

Click "Options" menu bar > "Rotate Page". Rotate page window will appear.



If the image is horizontal and its width exceeds FaxViewer range, you can choose between:

- Rotate the image automatically to fit the screen.
- Keep the image as it is.

Check the option "Save the setting. Don't ask again."

Click "OK".

5.9.8 Fax options

Click "Options" in the upper right corner of the Fax Viewer. Fax options window will appear.

The screenshot shows the 'Fax Options' dialog box. It is titled 'Fax Options' and has a close button in the top right corner. The dialog is organized into several sections:

- Fax Options:** Contains two dropdown menus: 'Priority' set to 'Normal' and 'Quality' set to 'Normal (Faster)'. Below these are two checkboxes: 'Disable Automatic Header' and 'Disable dial prefix automatically', both of which are currently unchecked.
- Signature:** Contains a checkbox 'Request signature before send' which is unchecked, followed by a dropdown menu.
- Send Schedule:** Contains three checkboxes:
 - 'Start at' with a date of 6/19/2015 and a time of 2:50:16 PM.
 - 'Cancel fax after' with a date of 6/20/2015 and a time of 2:50:16 PM.
 - 'Enable from' with a start time of 9:00:00 AM and an end time of 6:00:00 PM.
- Retry Setting:** Contains two spinners: 'Max Retry' set to 5 and 'Interval (minute)' set to 1.
- Buttons:** At the bottom, there is a checkbox 'Save to default', an 'OK' button, and a 'Cancel' button.

Options include:

"Priority": when several tasks are delivered to the server, the server will process the task marked priority first.

"Quality": fax of fine quality takes more time to send while normal quality ones take less time.

"Disable automatic header": server will not add header on faxes sent.

"Disable dial prefix automatically": server will not dial IP prefix or external call prefix.

"Start at": fax sending scheduled at a certain time.

"Cancel fax after": schedule fax stop sending at a certain time, whether or not number of retries reaches the maximum amount.

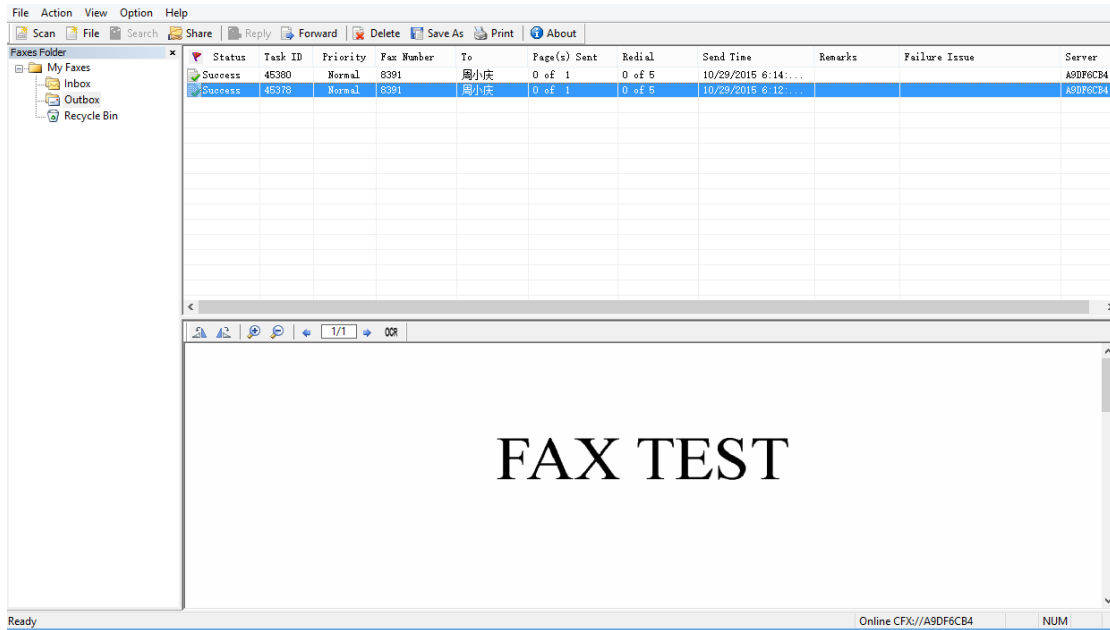
"Enable from": fax can be sent only within the period of the day set.

"Max retry": the maximum retry times the server will make when fax sending is failed.

"Interval (minute)": the interval time between retry.

5.9.9 Outbox and sending status

FaxViewer window will be closed when you click "Send" button and outbox details will be displayed on client home screen. You can monitor faxing status in real time.

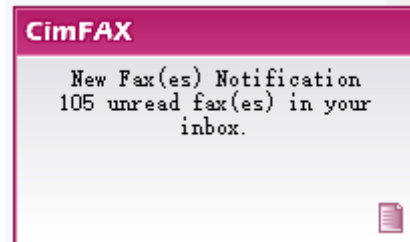


To stop sending, right click the fax task and choose "Cancel".

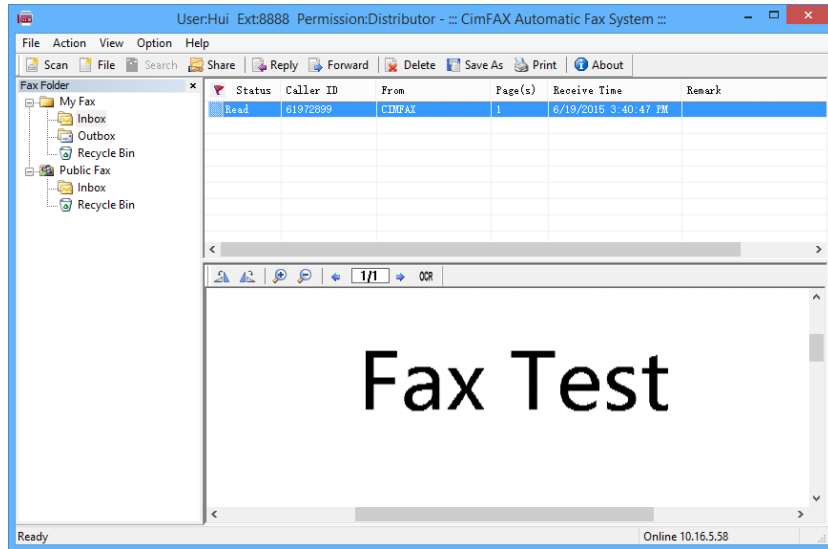
5.10 Receiving Faxes

5.10.1 View faxes

When there's a new incoming fax, the server will route it to extension number it's been directed to (see 6. Fax Mode). Open CimFAX client and you can see the following pop-up notification in the lower right corner of your computer (if you checked the option in 5.6 Program Options).



Click the message. Inbox screen will show up. Click the unread fax and the fax content will be displayed in the preview window below the main screen. Click to view next pages.



You can also double click the fax to view it in the FaxViewer. Rotate counterclockwise/ rotate clockwise the page. Zoom in/ zoom out the page.

5.10.2 Reply and forward

To reply or forward a fax, first double click the fax in the inbox. It will be opened in the FaxViewer. Click "Reply" or "Forward" button in the top tool bar. Then you can reply or forward the fax.

5.10.3 Save faxes

To save a fax, first click "Save As" button on the top tool bar of the client or click sub-category "Save As" under the "File" menu on the top menu bar. You can also save faxes as tif, pdf, jpg or png files by: double clicking the fax and getting into FaxViewer window > clicking "File" menu on the top menu bar>clicking "Fax save as" or save one page of a fax as PNG, JPG or BMP images by: clicking "File" menu on the top menu bar> clicking "Page save as".

5.10.4 Print faxes

Click "Print" button on the top tool bar of the client or "Print" menu in the FaxViewer to print a fax.

5.10.5 Add a contact

To add a contact, just right click the fax number in the column of “Caller ID” and choose “Save to Contacts”.

Contacts Details

Contacts

First Name: Last Name:

Company:

Department:

Title:

Display as: ▼

Fax Number

Business Fax:

Home Fax:

Other Fax:

Others

Business Phone:

Home Phone:

Mobile Phone:

Email:

Post Code:

Address:

Remark:

Cancel Groups: ▼

Edit contact’s information in Contacts Details window and click “Save”. The contact is saved. You can check it later in Contacts.

Contacts

Import Export

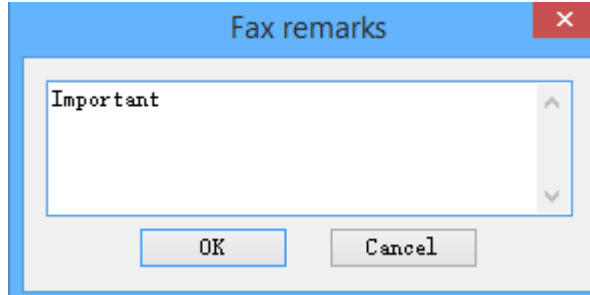
Groups: ▼

Groups	Contacts	Company	Fax Number	Email
Business	Helen Jim	CimSun	02085566893	
Business	David Li	CimSun	02083598617	
Business	Daric Liu	CimSun	61972899	

▼

5.10.6 Add remarks

To add text remarks to a fax, right click the fax and choose "Add remarks"
Edit remarks you want to add in the following window and click "OK".



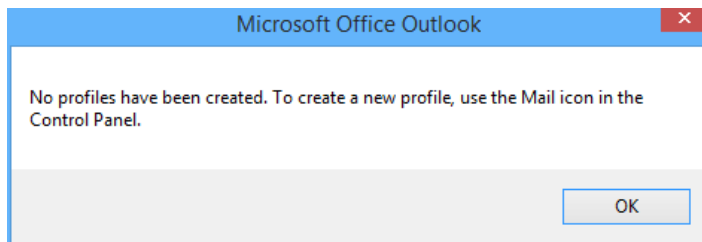
The remarks will be displayed in the column "Remarks".

Status	Task ID	Priority	Fax Number	To	Page(s) Sent	Redial	Send Time	Remarks	Failure Issue	Server
Success	45380	Normal	8391	周小庆	0 of 1	0 of 5	10/29/2015 6:14:...			A91F6CB4
Success	45376	Normal	8391	周小庆	0 of 1	0 of 5	10/29/2015 6:12:...	Important		A91F6CB4

5.10.7 Send fax by email

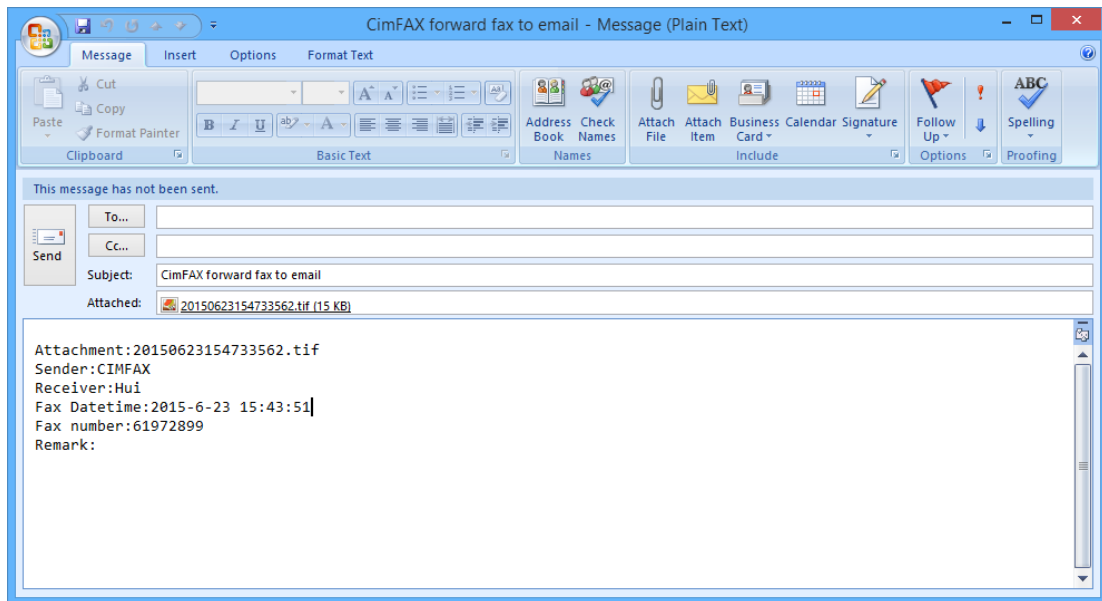
You can send the received fax by email to others. Right click the fax and choose "Forward thru Email".

CimFAX client only supports forwarding email by Microsoft Office Outlook.



Therefore you have to have Outlook client and Outlook profile in place. Otherwise you are asked to create an Outlook profile. Click "Control Panel" in your Windows PC and open "Email" to create.

Then the fax is sent as attached TIF file by Outlook email.

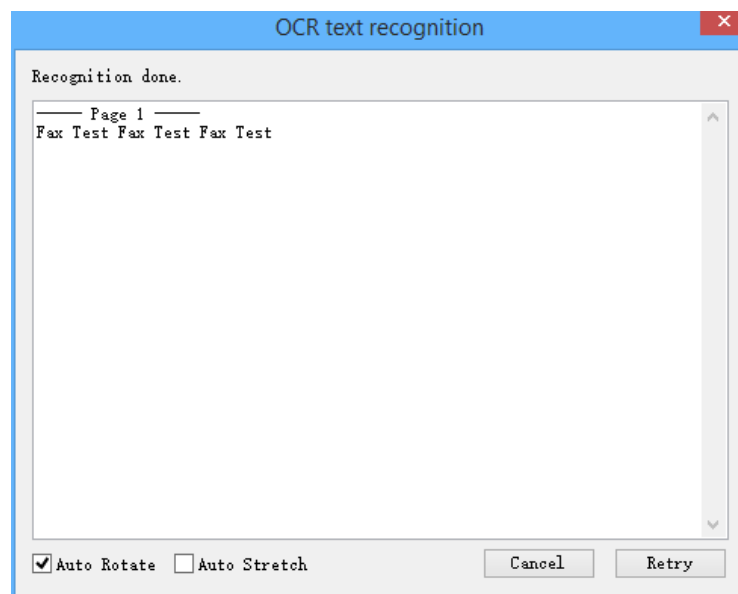
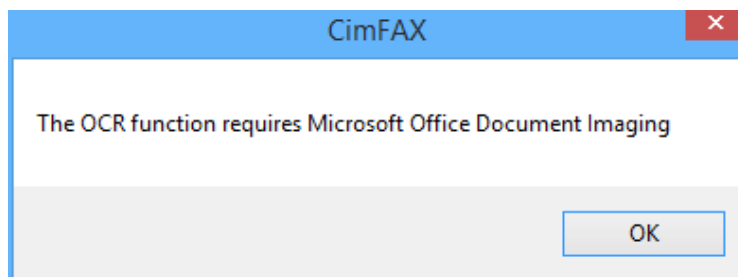


5.10.8 OCR options

When you need to extract text from fax, click "OCR" button in the preview window or right click the fax and choose "OCR Recognition".

CimFAX client will call OCR Library in Microsoft Office Document Imaging to identify texts in the fax. You need to have Microsoft Office Document Imaging installed and have OCR library running. If not, you'll be asked to install the tool.

After texts are extracted in the OCR window, you can start to copy.



Click "Options" menu bar and then "OCR Option". OCR text recognition window will appear.



"Image Import Processing" contains:

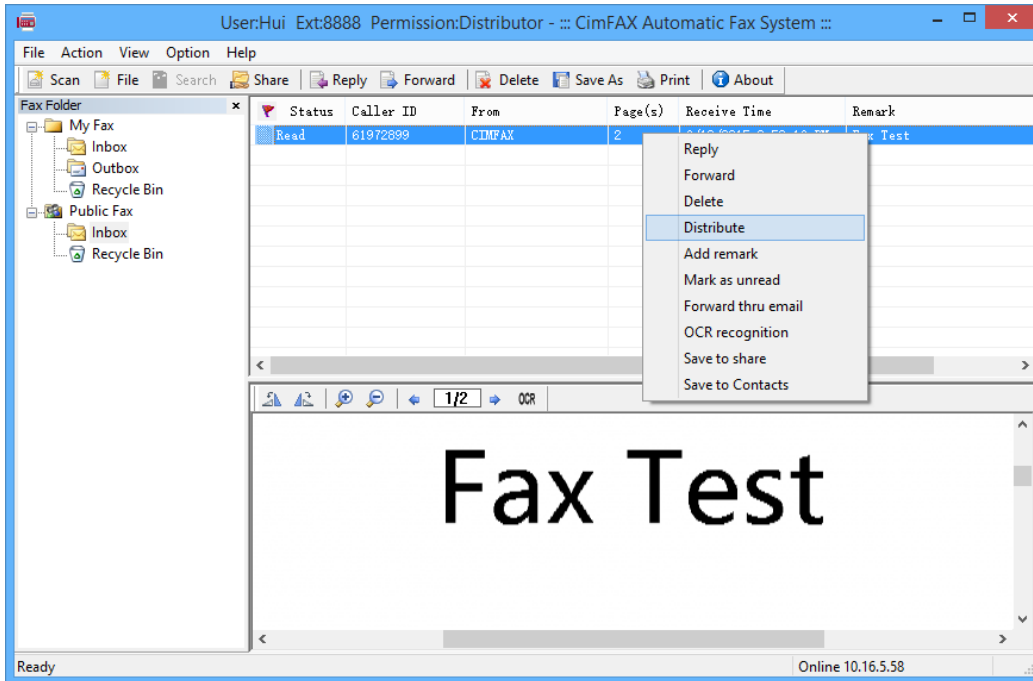
- Auto rotate (when image appears sideways)
- Auto Stretch
- Auto Trim

"Automatic Recognition"

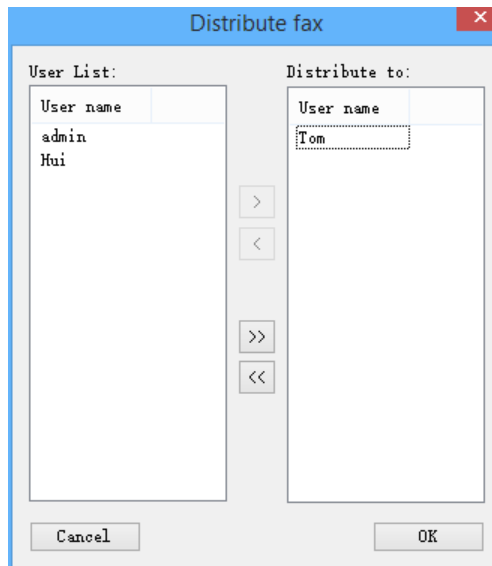
Start OCR when fax is received and add the texts in the column of "Remarks": CimFAX client will automatically recognize texts in faxes as soon as they are received and use a part of the text as fax remarks.

5.11 Public Faxes Distributing

If your account has the permission of "Distributor", the server will route the un-specified incoming fax to your public inbox (See 6. Fax Mode). You can view the content and check whether it should be forwarded or deleted.

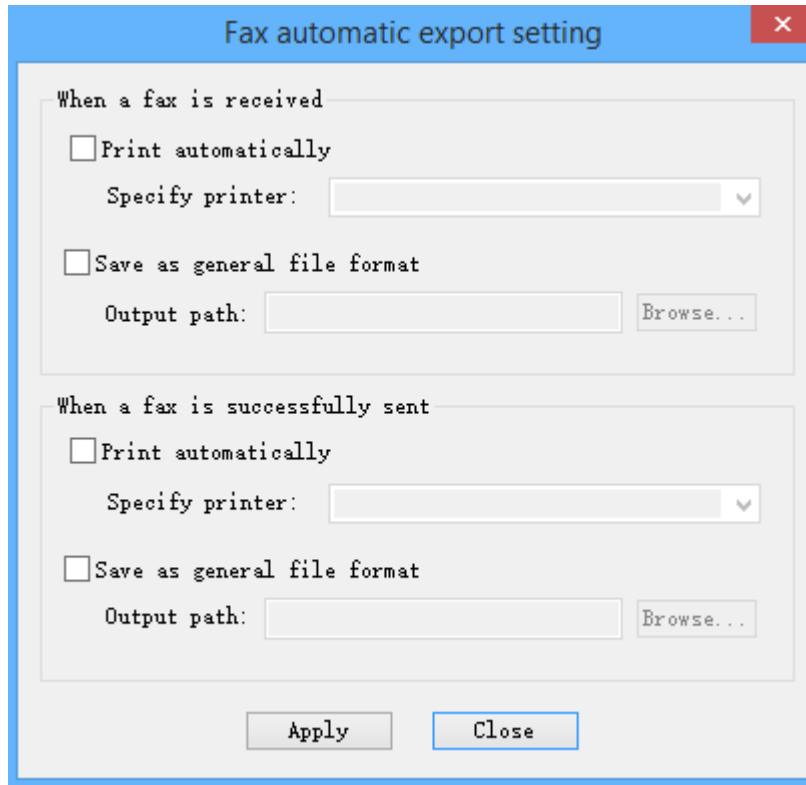


Right click the fax task and choose "Distribute" in the popup menu to distribute it to other users.



5.12 Faxes Auto Export

Click "Options" menu bar > "Automatic Export". Automatic Export window will appear.



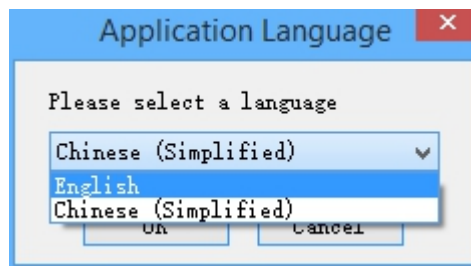
The window contains:

"Auto Print" and "specify the printer": when a fax is received, it will be auto printed by the printer you specified.

"Save as general file format" and "output path": when a fax is received, it'll be saved as TIF file in the path you specified.

5.13 Language Configuration

Click "Options" menu bar > "Language". Language configuration window will display.



You can select the language you want for the client. Only "English" and "Chinese (simplified)" are supported to date.

6. Fax Mode

6.1 Auto Answer

CimFAX fax server supports auto answer mode. If the administrator set the server to answer incoming call after 2 (or less) rings (See 4.4 Fax Options), when there's an incoming fax call, the server will play voice to auto answer after two rings: Hello, this is auto fax system. Please dial the extension number or press Start/Initial button. If the caller presses tart/Initial button, the server will receive and route the fax to public inbox which is only accessible to the distributor at this time. if the caller presses extension number like "601", the server will generate fax signal, receive the fax and route it to the extension number user. Other users including the administrator cannot see the fax.

Note: fax extension number and users are assigned by the administrator on the server. If you have a PBX in your

office, please note that the fax extension number on CimFAX server is not the telephone extension number of yours. However, the administrator can set the telephone extension number as the respective user's fax number in case of confusion.

6.2 Manual Answer

The server also supports manual answer mode which helps a lot when the caller doesn't know the extension number. If the administrator set the server to answer incoming call after 6 (or more) rings (See 4.4 Fax Options) and connect a telephone to the server through the PHONE port, when there's an incoming fax call, the receptor can talk with the caller and press * and the extension number such as "*601". Then the server will generate signal to receive fax and route the fax to the recipient.

7. FAQ

This chapter introduces how to deal with server or client malfunctions. If your problem is not covered here or cannot be solved in the provided ways, please contact the distributor or CimFAX technical support (4008886480) for help.

Q: How much will using CimFAX fax server cost me?

A: Like fax machines, CimFAX fax server send and receive faxes through telephone lines. You'll just need to pay telephone bills (receiving faxes is free). Meanwhile, fax server has higher baud rate and frees you from hassles of fax machines like unclear fax and paper jam. With less tele com time required, CimFAX fax server is more cost-efficient. To further reduce your communication cost, we suggest you to check the option "IP prefix" during configuration.

Q: Can I send and receive faxes when I am not in the office?

A: Of course you can. As long as fax server's IP is set as your router's DMZ host IP address or 3001-3008 port is forwarded to the server's IP, you can login to the server in your office wherever you are. If you don't static IP, you can access CimFAX via Dynamic DNS Service (Provided by CimFAX or other DDNS service provider). If you just have to check received faxes, you can setup fax to email. Faxes received will be automatically forwarded to your email.

Q: Does CimFAX fax server send and receive via network?

A: CimFAX fax server sends and receives faxes via telephone line while forward and distribute faxes via encrypted network (usually the intranet).

Q: Which scanner shall I use to connect with CimFAX fax server?

A: CimFAX supports most scanners that have TWAIN connectors. A4 scanner is recommended. Meanwhile, if you want to send multiple pieces of paper invoice, we suggest you use CCD scanner. But if you barely send invoice, we suggest you use CIS scanner which doesn't need warming-up.

Q: Why I can't see the caller ID ?

A: Please make sure that you have bought caller ID service and set the server to auto receive after 2 (or more) rings (See 4.4 Fax Options).

Q: What if server memory run out?

A: CimFAX fax server can meet the demand of most customers. 512 MB memory stores up to 10,000 pages of fax. If storage is used up to 90%, the server will auto delete some of the earliest faxes to free space. Faxes already forwarded to other users are stored in their computers and available for save and backup.

Q: How to forward faxes to other users?

A: First you have to have "Distributor" permission. Right click one fax in public inbox, then click the "Distributor" button and then you can forward faxes to other users.

Q: I have setup fax to email but I can't receive the email when there's fax coming?

A: The reasons may be:

- Server is not connected to the Internet (See 4.2 Server Network Settings)
- Public SMTP or private SMTP has not been correctly set (try it on Outlook email)
- Fax emails are filtered as spam.
- Sending email fails to send email to the receiving email.
- SMTP server needs SSL or TLS connection.

Q: I often have to broadcast faxes to different recipients. Is there any easy and simple way to do that?

A: Enter your contacts in Excel rows and click "Options"> "Contacts"> "Import" to add the contact email as a new group. Choose the group as the recipient when you send fax next time. The server will send your fax to the recipient one by one. Bulk faxing may take some time.

Q: How to make a digital signature (stamp)?

A: First sign your name or stamp on a white clean paper. Then put it in the scanner and CimFAX scanning signature function will help add your signature or stamp in encrypted library. See 5.4 Signature Library.