

**FAX/ONLINE**



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# FAX/ONLINE

## INTRODUCTION

Many modems now have the ability to send and receive faxes, in addition to the ability to initiate and receive data calls. While these modems can be used for normal, dial-up data calls, Fax/Online can also use these modems to send faxes. On a large system, you could have dozens of data/fax modems servicing incoming users, and dozens more sending faxes — all on the same machine, at the same time, with the same data/fax modems servicing users and faxes!

With Fax/Online, you can offer a fax service to your users, allowing them to enter fax messages with the full-screen editor, attach pre-scanned images, and have the BBS fax them. If you're running a for-profit system, you can charge more than enough to cover your costs (based on where faxes are being sent). For customer support or sales-oriented systems, customers can call in and request faxes be sent to them, without you having to do a thing. At the same time, your employees can use the BBS as a fax server, sharing a group of fax/modems and a document database, to fax messages and information kits efficiently.

## FEATURES

Fax/Online includes the following features for online users:

- Send faxes to any CCITT Group 3-compatible fax devices.
- Type a text message into the FSE and attach any number of fax database documents to faxes.
- Send copies of the same fax to multiple phone numbers.

As Sysop, you can also:

- Attach any text files on the BBS hard drive (or a network drive) to include with a fax.

- While online, build and maintain a fax document database by sending faxes to a BBS fax channel (no scanner required).
- Set locks on certain fax documents to restrict access to sensitive information.
- Specify sets of phone numbers that are “off limits.”
- Set different charges and locks for different sets of phone numbers.
- Edit the cover page.
- Edit the header that appears on the top of every faxed page.
- Edit the font used for sending text messages and files.

## REQUIREMENTS

The following are requirements to install and operate the Fax/Online Add-on Option:

- The Major BBS Version 6.03 (or above)
- At least 15 MB of hard drive space
- One or more data/fax modems supporting the EIA Class 2 standard, and the CCITT Group 3 standard

*Note: Galacticomm carries a line of data/fax modems. Please call our Sales and Information hotline at 800/328-1128.*

## OPERATION OVERVIEW

A user entering the Fax/Online module will be able to:

- List all fax documents in the fax document database (only the ones that he has access to will be displayed).
- Inquire about the charges for sending a fax to a certain phone number.
- Send a fax.

```

The following fax services are available:

L -> List available fax documents
I -> Inquire about fax charge rates
S -> Send a fax
X -> Exit

A -> Add a fax document
E -> Edit a fax document
D -> Delete a fax document

Select a letter from the above list (or 'X' to exit): s

Please enter the phone number you wish to send a fax to. When entering the
phone number, don't include any dialing prefixes (like 1 or 011): just
enter the area code and the phone number. For international calls, enter a
plus sign ('+') followed by the complete phone number.

Please enter phone number (or X to exit): 305-583-7846

The charge to fax to that phone number is 75 credits for the first page,
and 15 credits for each additional page.

Who do you want to send this fax to? Cindy Norman
The Major BBS (SPX) | alt-Z for help | Wed Jan 13 11:01 | ONLINE 0 min
  
```

Once a user chooses to send a fax, he will be prompted for the information about where the fax is going. Then, he will be given the opportunity to type a text message into the full screen editor. Next, he'll be prompted for which fax documents he wishes to attach.

Users will be allowed to attach any number of fax documents from the fax document database to include in their faxes. Sysops will also be able to attach text files that are on the BBS hard drive (or accessible network drive). After everything has been attached, the user will be allowed to send the fax off, and can optionally copy it to other people. At this point, the user is left at the Fax/Online main menu, and can go about his business.

```

Users
d123456789ABCDEF  ← Move column ↑ Move row ← Emulate User
0 ..... 00 (Building fax #43997)
1 ..... 01 Non-hardware channel
2 ..... 02
3 ..... 03 Processing fax (page 3)
4 ..... 04 Sending fax #43995 (3/8)
5 ..... 05 Sending fax #43996 (1/3)
6 ..... 06 (Establishing fax connection)
7 ..... 07 Initializing fax modem...
8 ..... 08
9 ..... 09 Guest
A ..... 0A Modem awaiting incoming call
B ..... 0B
C ..... 0C Customer Support Manager
D ..... 0D Sysop
E ..... 0E LAN channel ready for use
F ..... 0F

```

Account Audit Emulate Stats Monitor Summary Users About TAB:

help send display post detail set msg login kill  
F1 F2 F3 F4 F5 F6 F7 F8 F9 F10

Meanwhile, the fax is placed in the “build queue,” where it waits for a free non-hardware channel to use for building. (The caller who’s sending the fax doesn’t have to wait for it to be built, since a different channel than the one he’s on is used instead.) As soon as one becomes available, the text message is combined with any attachments into one big .FAX file (usually taking between 5 and 60 seconds). Multiple faxes can be built at the same time, if there are multiple non-hardware channels available.

Now, the fax is passed along into the “send queue,” where it waits for any of the fax-capable modem channels to become available. Once a fax channel becomes available, the channel is used to send the fax. If the fax doesn’t go through, it will retry every x number of minutes (CNF’able), up to x number of times (CNF’able) before giving up. Whether the fax goes through or not, the sending user will get an E-mail message letting him know the outcome. If the fax doesn’t go through, the user will be refunded the credits he was charged for the fax, if any.

*Note: Both the build and send queues are maintained on disk in case of a power failure or system shutdown.*

To make all of this possible, you, as Sysop, will have to do several things:

- Configure Fax/Online to tell it which modems are fax-capable, and what their capabilities are (See the section on Level 4 Configuration).
- Specify the default long distance and international dialing prefixes (See the section on Level 4 Configuration).

- Specify the default access and cost information (See the section on Level 3 Configuration).
- Optionally, specify your local dialing exchanges and other special numbers in the offline Prefix Editor (See the section on the Fax Prefix Editor).
- Configure non-hardware channel(s) for fax building (See the section on Level 1 Configuration).
- Scan in fax database documents by faxing documents to a channel on your BBS (See the section on Maintaining the Fax Document Database).

## **INSTALLATION**

Instructions for installing Fax/Online:

1. A: INSTALL                      Put the diskette in your floppy drive. Type "A:INSTALL" at the DOS prompt. Follow the instructions.

Introductory Menu              When software installation is complete, the Introductory Menu appears.

Next are the steps for putting a brand new Add-on Option online. We'll walk you through adding a new selection to your Menu Tree. (If you're already an expert on Menu Tree, especially if you've designed your own custom menu screens, just make a new module page somewhere and you are ready to configure your hardware and dialing exchanges).

Guidelines for putting the Fax/Online Add-on Option online:

2. 2 = Menu Tree Design              Create a menu selection for your new service. First, choose 2 from the Introductory Menu.
3. (use the arrow keys to point to a menu page)              Choose an existing menu page and move the cursor around until it points to it (or create a new menu page and point to it). This will become the "parent menu" for your new service.

< Enter >                      Hit < Enter > to bring up the parent menu page for editing.

4. < Enter >  
< Enter >  
< Enter >                      Choose an unused menu selection field and keep hitting < Enter > until the cursor points to it.

5. < select char >              Hit a select character to create a new menu selection and sub-page.

< description >              Enter the information on this sub-page.  
< key required >              Name the destination page carefully, so that users can use it in the "GO" command.  
< destination page >

- < Enter > Save the new page. (You've just created a new menu page, and now we're going to change it into a module page.)
- 6. < Esc > Escape out of editing the parent menu page.
- 7. < right arrow >, < down arrow >,... Use the arrow keys to point to the new menu page that you created (it will appear white on color screens).
  - < Enter > Hit < Enter > to bring up the new menu page for editing.
- 8. < down arrow > < Enter > Change the menu page into a module page.
  - < GO command specs > < module name > Choose the module name from a list of modules by scrolling up and down and hitting < Enter >.
  - < Enter > Leave the command string blank for now. This will cause your module page to bring up a sub-menu of services when users select it online.
  - < Enter > Save the new module page.
- 9. < F10 > Exit Menu Tree Design.

At this point, Fax/Online will be installed on your hard drive, and available on your Menu Tree. However, Fax/Online will not be operational until it's configured for your hardware and dialing exchanges. Please refer to the configuration sections below for more information on how to complete your set-up.

## LEVEL 1 CONFIGURATION (HARDWARE)

Since your data/fax modems will be used for receiving normal data calls, they can be defined and configured just as if they were normal modems. Some data/fax modems recommend that the modem be set to a certain baud rate when used for faxing (usually 19200), so you might want to make sure that the "maximum baud rate" setting for any channel group containing data/fax modems is set to the correct baud rate.

In order to build faxes (combine everything going out in one fax, together into one big .FAX file), at least one non-hardware channel is needed. These appear as dashes (-'s) at the main console of the BBS, and can be used for local logons. If the only non-hardware channel defined is channel 0 (your local channel), that will be used to build faxes on. You may want faxes to be built even when you're online locally, so you should probably define at least one other non-hardware channel. Also, if you have a large system, and need several faxes being built at the same time, you might want several non-hardware channels defined.

To define an extra non-hardware channel, just define a channel group to be either SERIAL or MODEM and make the I/O base address an invalid address (2F0, 2F2, and 3E0 are usually invalid addresses). You can set the starting channel number to an appropriate number, based on your other channel group definitions. Set the number of channels

based on how many non-hardware channels you need, and the other options can be left at their default settings.

*Note: Every channel you define (even non-hardware channels) consumes memory online. Don't define any more non-hardware channels than you need.*

## **LEVEL 3 CONFIGURATION (SECURITY AND ACCOUNTING)**

A user is charged for a fax based on the total number of pages. Depending on where the fax is sent, there is a charge for the first page and a charge for each additional page.

*Note: Faxes to local exchanges and other special numbers may have different charges and access (see the section on the Fax Prefix Editor for more on numbers with special prefixes).*

Following are the Level 3 Configuration options for Fax/Online. You can find them under the GALFXM.MSG and GALFAP.MSG sections in CNF.

DFTBAS      Default charge for first page (national): ..... 100

This option allows you to set the default charge (in credits) for the first page of faxes to long distance phone numbers. (These are any phone numbers that *don't* begin with a plus character: +)

DFTADD      Dft charge for each additional page (national): ..... 25

This option allows you to set the default charge (in credits) for each additional page of faxes to long distance phone numbers. (These are any phone numbers that *don't* begin with a plus character: +)

INTBAS      Default charge for first page (int'l): ..... 600

This option allows you to set the default charge for the first page of faxes to international phone numbers. (These are any phone numbers that begin with a plus character: +)

INTADD      Dft charge for each additional page (int'l): ..... 200

This option allows you to set the default charge for each additional page of faxes to international phone numbers. (These are any phone numbers that begin with a plus character: +)

FAXKEY      Key required to send faxes ..... NORMAL

This is the key required to send a fax to any number not in the fax prefix list.

FAXSKY      Key required to be a fax "Sysop" ..... SYSOP

This is the key that is required in order to create, edit, or delete faxes in the document database. Users with this key are considered "Sysops" while in the fax module.



REALCR Deduct real (no debt, no exemption) credits for faxes? . NO

The accounting system on this BBS lets you allow people to go into "debt", and to allow others to be exempt from all credit charges. Since charges for faxes may translate into phone charges at the end of the month, do you want to only deduct "real," paid-in-advance credits for faxes? Set this option appropriately, based on your system set-up.

If this option is set to NO, then a user will be allowed to send a fax if he has enough credits on-hand, he's exempt from credit charges, or he has enough of a debt limit to cover the charge. If this option is YES, then only users with enough credits on-hand to cover the charge will be allowed to send a fax.

## LEVEL 4 CONFIGURATION (GENERAL CONFIGURATION)

Following are the Level 4 Configuration options for Fax/Online. You can find them under the GALFXM.MSG and GALFAP.MSG sections in CNF.

The Audit Trail is a database that records important events on The Major BBS. Audit Trail entries can be viewed on the main console of the BBS, or even searched through offline (select the "Reports" option from the introductory menu of The Major BBS).

AUDSUC Record successful fax attempts to Audit Trail? ..... NO

Set this option to YES if you want to record faxes successfully sent to the Audit Trail.

AUDABT Record aborted fax attempts to Audit Trail? ..... YES

Set this option to YES if you want to record aborted faxes to the Audit Trail.

BG HOUR Hour of the day to start sending faxes: ..... -1

You can configure your BBS to only send faxes during certain hours of the day, in order to keep all your lines open for users at other times. If this option isn't -1, the next option will be the hour to stop sending faxes. A few possible values:

- 1 send faxes right away
- 0 start at 12:00 midnight
- 3 start at 3:00 AM
- 12 start at 12:00 noon
- 23 start at 11:00 PM

ST HOUR Hour of the day to stop sending faxes: ..... 3

You can configure your BBS to only send faxes during certain hours of the day, in order to keep all your lines open for users at other times. Set this option to the time at which you'd like to stop sending faxes. The starting hour can be *after* the stopping hour, allowing faxes to only be sent at night.

A few possible values:

- 0 stop at 12:00 midnight
- 3 stop at 3:00 AM
- 12 stop at 12:00 noon
- 23 stop at 11:00 PM

FAXFID Fax ID string ..... Fax/Online

This is the ID string that your fax modems will send to fax machines when sending or receiving faxes (in most cases, its only use is to display in the little window of the fax machine at the other end).

FAXMOD Use standard or fine mode when sending fax ..... STD

Faxes sent in "fine" mode take about twice as long to send as those in "standard" mode, since they have twice the resolution. You can save time on outgoing fax calls by defaulting to sending in standard mode, and losing some resolution.

Set this option to STD if you'd like to conserve time by sending faxes in standard mode. Otherwise, set it to FINE.

FIXPUP "Fix up" phone numbers entered by users? ..... YES

The following two options deal with fixing up user-entered phone numbers to add the appropriate dialing prefixes. In addition to those, the entire Fax Prefix Editor allows you to set up different ways to translate entered phone numbers. If you want users to be able to enter phone numbers without any concern for dialing prefixes and such, leave this option as YES. Otherwise, if you just want to dial phone numbers exactly as they're entered, select NO, and ignore the next two options.

NATPFX Fax dialing prefix (national calls) ..... 1

This is the dialing prefix used when sending faxes to any national phone numbers. This will be added to the beginning of any fax number (if it's not contained in the fax prefix list) that's not an international number. If you need to dial anything to get an outside line, put it in here, along with the prefix for dialing long distance.

INTPFX Fax dialing prefix (international calls) ..... 011

This is the dialing prefix used when sending faxes to any international phone numbers. This will be added to the beginning of any fax number that begins with a + character (if it's not contained in the fax prefix list). If you need to dial anything to get an outside line, put it in here, along with the prefix for international calls.

FAXHDR Header for each fax page (1 line only)

Edit this option to change the text of the header (which is displayed at the top of each fax page). Each %? in the text block refers to a field that will be filled in for each page. In order, they are:

- The current page number

- The total number of pages in the fax

FAXCOV Fax cover page text

Every fax is sent with a fax cover page. Edit this option to change the text on all cover pages. Each %? in the text block refers to a field that will be filled in for each fax. In order, they are:

- Who the fax is TO
- Who the fax is FROM
- The topic of the fax
- The total number of pages in the fax

FAXTOPY Good fax auto-message topic: << Fax successfully sent >>

This string will become the topic of the message that is automatically created for the sender of a successfully transmitted fax.

FAXMESY Text of E-mail message to sender of a good fax

This message can be up to 25 lines of up to 76 characters each. It is automatically sent to the sender of a successfully transmitted fax.

FAXTOPN Bad fax auto-message topic: ..... << Fax not sent >>

This string will become the topic of the message that is automatically created for the sender of a fax that could not be transmitted for some reason.

FAXMESN Text of E-mail message to sender of a bad fax

This message can be up to 25 lines of up to 76 characters each. It is automatically sent to the sender of a fax that could not be transmitted for some reason.

MAXFAX Maximum number of fax modems in use: ..... 16

Set this variable to the maximum number of fax modems you wish to have faxing at one time. You may wish to set this to a lower number if you find users cannot log on because outgoing faxes are using up a large percentage of your lines.

TNDIAL Does your phone system support touch tones? ..... YES

If your phone system supports touch tone dialing, set this option to YES. Otherwise, if your phone system supports only "pulse" dialing, set this option to NO.

FAXSEC Seconds between checking for faxes: .....15

Every FAXSEC seconds, the BBS checks to see if there's a fax waiting to go out. Set this option lower if you want the BBS to process faxes quicker, or higher if you want to slow down the fax processing.

FAXRET Number of times to re-send a failed fax: ..... 3

Set this value to the number of times you want a fax that did not successfully get sent to be retried again.

RETTIM Seconds between re-sending failed faxes: ..... 180

Set this value to the number of seconds you want to wait between re-sending unsuccessfully sent faxes.

FAXGR1 Does channel group #1 consist of fax modems? ..... NO

Set this option to "YES" if channel group #1 consists of modems with fax capabilities. (Note: data/fax modems and regular data modems can't be mixed within the same channel group.)

FAXSP1 Max fax baud rate of group #1 fax modems: ..... 9600

Set this option depending on the fax capabilities of the fax modems in this channel group. While most fax modems support 9600 baud faxing, some support up to 14400. Set this option depending on the highest speed this group of fax modems can fax at.

*Note: The above two options exist for each of the 8 channel groups.*

## LEVEL 6 CONFIGURATION (TEXT BLOCKS)

Just about every Fax/Online prompt and message displayed to the user is configurable in Level 6 configuration. These options can be found in the GALFXM.MSG and GALFAP.MSG sections of Level 6 CNF. You can edit these messages as you see fit, except when it comes to the special symbols beginning with the percent sign (%). If you want to put a real percent sign within your message, make sure you use two percent signs (%%) — only one will be displayed online. Feel free to move % symbols (%c, %d, %s, etc.) around within messages, but make sure you don't:

- Change their order within the message
- Delete any from the middle (delete only from the end)

For example, given the message "Hi, %c, caller #%d, welcome to %s":

- You CAN'T change it to "Caller #%d, hi %c, welcome to %s".
- You CAN'T change it to "Hi %c, welcome to %s".
- You can change it to "Hi, %c, caller #%d" or "Hi, %c".

## FAX PREFIX EDITOR

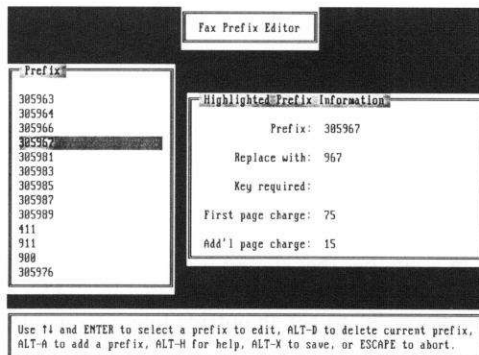
There are a couple of different reasons why you would want to use the Fax Prefix Editor. You would use it to specify phone numbers that:

- Need to be dialed a special way (such as numbers that are local to you — they might not need an area code at all).

- You want to require special access for.
- You want to charge different rates for (besides just a national and international rate).
- Are “off limits” for your BBS.

Phone numbers that are entered by users are immediately stripped of everything except digits (and possibly a + on the front for international calls). Then, the BBS needs to decide which key the user needs to have in order to fax to a particular phone number, and what the charge will be. The BBS first looks through the “prefix list” to see if the entered number begins with any of the prefixes you’ve designated as “special”. If the prefix is in the list, the access and charges are based on what you had entered into the prefix editor for that particular prefix. If the entered number didn’t start with any of the prefixes in the list, then the access and charges are the default access and charges set in Level 3 Configuration.

When it comes to actually sending the fax, there are two ways to deal with dialing the number. The first method is to ask the user to enter the phone number as an exact number (area code and phone number; no prefixes, no worrying about whether or not an area code is necessary). The user always enters the same phone number, no matter where he’s calling from, without concern for where the BBS is located. This leaves it up to the BBS to figure out how to dial the number, since the area code might need to be stripped off if it’s a local number, and you’ll need to add on certain prefixes for dialing long distance and international numbers. To use this method, set the Level 4 Configuration option FIXPUP to YES (to fix up entered phone numbers), configure the default national and international prefixes in Level 4 Configuration, and set up your local exchanges in the Prefix Editor (see below).



The next method (more appropriate for in-house or local uses) is to ask the user to enter the phone number exactly as it should be dialed. This way, the BBS doesn’t have to worry about prefixes or local exchanges at all: it just dials whatever the user types in. To use this method, set the Level 4 Configuration option FIXPUP to NO (don’t “fix up” entered phone numbers). With FIXPUP set to NO, you need to use the Prefix Editor to configure your charges and access for certain prefixes, but the entries you put in the “replace with” field won’t affect how phone numbers are dialed.

The messages that prompt online users for phone numbers changes automatically, depending on your setting of the FIXPUP option. With either FIXPUP setting, each item in the prefix list has the following parts:

Prefix	This is what the entered phone number must begin with to be considered a "match."
Not allowed	Matches can be considered "off limits" entirely.
Replace with	This is the string of digits that replaces the matched prefix string (If FIXPUP is set to NO, this field will be ignored for all prefix list entries).
Key required	This is the key users will be required to have to send faxes to numbers with this prefix.
Charge	This is the charge for the first page and each additional page for faxes to numbers with this prefix.

If an entered phone number begins with more than one prefix in the list, then the longest matching prefix list entry is used. For example, if you had "305" and "305583" as prefix list entries, and a user entered 305-583-7846, the "305583" entry would be used, since it's the longest match.

### **If you have FIXPUP set to YES**

In most areas, calls to certain "local" phone numbers don't require the use of an area code. In addition to wanting to strip off area codes for these phone numbers, you might want to charge less, since they're not long distance calls. If your BBS was located in area code "305," and the "583" exchange was local to you, you might want a prefix list entry like this:

Prefix	305583
Replace with	583
Key required	LOCAL_FAXES
Charge	50 credits for the 1st pg/10 for each add'l pg

If a user were to type in a number that started with "305583", the "305583" part would be automatically replaced with "583" so that the number would be dialed without an area code. (If you needed to dial a "9" to get an outside line, you would have to replace with "9583" instead.)

In order for Fax/Online to properly handle local dialing, it will be necessary to enter in prefix entries for all local exchanges. In order to find out which exchanges are local to your BBS location, you can usually consult the beginning of your phone book, which should contain a list. If you can't find a list in your phone book, you can call your local phone company to find out.

As another example, if you wanted to make all international calls off limits, you could have an entry like this:

Prefix +  
Not allowed < this number is not allowed at all >

### **If you have FIXPUP set to NO**

You don't have to worry about specifying local exchanges or any "replace with" fields, but you might still want to restrict access differently, or charge differently, based on different entered phone numbers. (Any entered phone numbers that aren't found in the prefix list are charged based on the charges for "national" calls in the Level 4 Configuration.) You might want to have a prefix entry like this:

Prefix 1  
Key required LONG\_DISTANCE  
Charge 200 credits for the 1st pg/50 for each  
add'l pg

You might also want a prefix entry like this:

Prefix 011  
Key required INTERNATIONAL  
Charge 500 credits for the 1st pg/150 for each  
add'l pg

### **How to use the Fax Prefix Editor**

Simply choose the "Add-on Utilities" option from the Introductory Menu of The Major BBS, and then choose the Fax Prefix Editor to edit your prefix list. Once in the utility, you can use:

- <Alt-H> for help
- Up and down arrow keys to scroll through the list
- <Enter> to edit the current prefix entry
- <Alt-D> to delete the current prefix entry
- <Alt-A> to add a new prefix entry
- <Alt-X> to save changes and exit
- <Esc> to abort changes and exit

## **MAINTAINING THE FAX DOCUMENT DATABASE**

In addition to typing in text messages to fax, users can attach any number of fax document database items to include with their faxes. These are documents that you have faxed into the BBS, and stored on your hard drive for users to access. Each fax document database entry has the following parts:

Name	The name users will use to refer to this document.
Description	The one-line description users will see when listing the available fax documents.
File name	The file name that you used when initially storing this fax to your hard drive.
Key required	The key users must have in order to use (or even see) this fax document.

Enter A from the Fax/Online main menu to add a document to the database. You'll be prompted for the name of the document, the file name to receive the fax into, and which BBS channel you wish to receive the fax document on. The BBS will then wait for a call on that channel. You should use a fax machine (or another computer with a fax modem) and send the fax document to that BBS channel, just as if you were sending a fax to any other number.

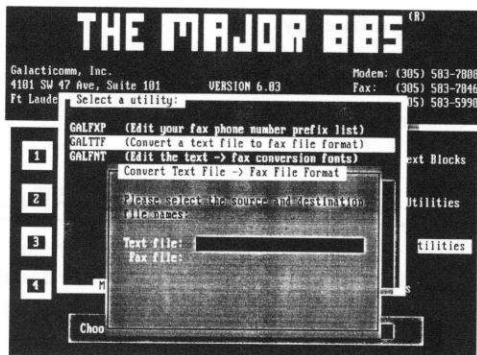
Once the BBS has received the fax, it will take a minute or so to convert it to a usable format. Once it's done, it'll prompt you for the description and key required. Once you've entered those two things, the fax document will be ready for use.

You can enter E from the Fax/Online main menu to edit a fax document (name, description, or key required). Enter D to delete any fax documents.

## TEXT TO FAX CONVERSION UTILITY

If you have an ASCII text file that you would like to include in your Fax Document Database, you can use this utility to convert it to a .FAX file. Then, when adding the fax document online, you can specify that the fax file is already on your hard drive, skipping over the part where you have to receive the fax on your BBS.

Just choose the "Add-on Utilities" option from the Introductory Menu of The Major BBS, and then choose the Text to Fax Conversion utility to convert text files to fax format. You'll be prompted for the path prefix and file name for the text file, as well as a path prefix and file name for the fax file. Once you've entered those, the file will be converted, and you'll be able to refer to it online.





## AT THE USER'S TERMINAL

Fax/Online provides an online fax service. You can type in text messages to fax to people and attach pre-scanned fax documents. You may want to make use of this service if:

- You need to send a fax, and you don't have a fax machine available.
- It's easier to send faxes to people from online.
- You want to request that a pre-scanned fax be sent to you.

Upon entering the Fax/Online option from the main menu, you'll be given this menu:

The following fax services are available:

```
L => List available fax documents
I => Inquire about fax charge rates
S => Send a fax
X => Exit
```

Select a letter from the above list (or 'X' to exit):

Fax documents are faxes that the Sysop has stored on his hard drive, and made available for users online. You can list what documents are available by selecting L.

To inquire about how many credits would be charged for sending a fax, select I. You'll be prompted for the phone number you're inquiring about, and then given the charge for sending faxes to that phone number. Charges are given in the form of a charge for the first page, and a charge for each additional page.

Select S to send a fax to someone, or request that a fax be sent to you. You'll be asked for the phone number, who the fax it to, and a topic. You'll then be able to do one of two things:

- Enter a text message and possibly attach fax documents afterwards (from the fax document database).
- Go directly into the fax document database to select documents to send.

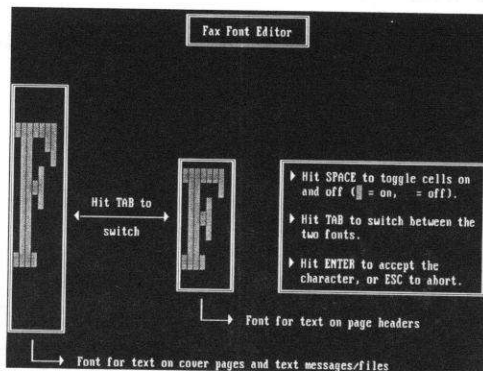
You'll then either enter a text message into the editor, or go straight into the fax document database. You'll be able to attach any documents that you want to include with your fax. After you're done attaching documents, you'll be given the final charge, and asked if you want to go ahead and send the fax. Assuming you select YES, you'll be charged for the fax, it will be on its way, and you'll be able to send copies to other phone numbers (if you wish).

You'll get notification in your mailbox as to whether or not the fax was sent. If the fax could not be sent, you'll be automatically refunded the charge for the fax.

## APPENDIX A: FONT EDITOR

When converting ASCII text to fax format, one of two fonts is used. One font is used for the text of page headers: the small header at the top of each fax page. Another font is used for the text in cover pages, messages typed into the online editor, and text files. If you'd like to edit either of these fonts, choose the "Add-on Utilities" option from the Introductory Menu of The Major BBS, and then choose the Font Editor.

You can enter in the character you'd like to edit the font for, <Esc> to abort changes and exit, or <Alt-X> to save changes and exit. If the character you'd like to edit is on the keyboard, you can just type the character. If it's not on the keyboard, you can hold down the ALT key, type in the ASCII number for the character on your numeric key pad, and then release the ALT key. (For example, ASCII character 27 is a little arrow pointing to the left. To edit the font used for it, hold down the ALT key, type 27 on your numeric key pad, then release the ALT key.)



Once you've selected a character to edit, your cursor will move to one of two windows on the left side of your screen. Each window contains the character in a different font (one large window for normal text, and one smaller window for page header text). You can use the TAB key to move between the two windows, to edit the character in each of the two fonts. Within each window, you can use the arrow keys to move around and the SPACE bar to toggle cells on and off. When you're done editing a character, hit <Enter> to save your changes to the character, or <Esc> to abort your changes.

## APPENDIX B: TROUBLESHOOTING

Since this product uses CCITT Group 3 compatible data/fax modems, it will not communicate with the few Group 2 compatible fax machines that are out there. If you come across a number that Fax/Online isn't able to send faxes to, the likely cause is that the fax machine on the other end is not Group 3 compatible (very, very old).

If you're having other problems with sending faxes, having the Level 4 Configuration set to display aborted fax attempts in the Audit Trail is something you should do. Then, you can see which phone numbers Fax/Online is unable to get through to (exactly as Fax/Online tried to dial them). If the number Fax/Online is dialing (the number in the Audit Trail) is wrong, either it was entered incorrectly, or a prefix setting is incorrect (see below).

If Fax/Online is not able to send faxes to *any* phone numbers, you might double-check these things:

- Make sure the number being entered doesn't have any prefixes, and includes the area code (if you have FIXPUP set to NO, make sure the number was entered exactly as it should be dialed).
- Make sure the national and international dialing prefixes in the Level 4 Configuration are set correctly (including any dialing prefix required to get an outside line).
- Make sure the data/fax modems you have are of the type described in the "Requirements" section of this document.
- Make sure the phone lines connected to your data/fax modems are connected and operating. (Try calling into them as a user.)

If Fax/Online is not able to send faxes to phone numbers with a specific prefix, check your prefix list (see the section on the Prefix List Editor). If you have a prefix list entry for that prefix, make sure that the "replace with" value contains any necessary dialing prefixes (such as a prefix to get an outside line, long distance prefix, or international prefix).

If international numbers aren't going through, it may be because the fax modem isn't waiting long enough to connect. You can increase the time the modem waits for a connection from 30 to 60 seconds by adding `S7=60` to your initialization string(s) in Level 1 Configuration.

If Fax/Online is still not operating correctly, feel free to call Galacticomm Technical Support at 305/583-5990, and we'll be glad to help.

